

Notice is given that an ordinary meeting of the Operations Committee will be held on:

Date: Thursday 16 May 2024
Time: 9:30am
Meeting Room: Tasman Council Chamber
Venue: 189 Queen Street, Richmond
Zoom conference link: <https://us02web.zoom.us/j/83899635732?pwd=eUJMSUN6em1RT1p1RVhXZzhUTjhYZz09>
Meeting ID: 838 9963 5732
Meeting Passcode: 939892

Operations Committee

Komiti Mahi

AGENDA

MEMBERSHIP

| | | |
|---------------------------|-----------------------|-----------------|
| Chairperson | Cr C Mackenzie | |
| Deputy Chairperson | Cr T Walker | |
| Members | Mayor T King | Cr C Hill |
| | Deputy Mayor S Bryant | Cr M Kininmonth |
| | Cr C Butler | Cr K Maling |
| | Cr G Daikee | Cr B Maru |
| | Cr B Dowler | Cr D Shallcrass |
| | Cr J Ellis | Ms C Starkey |
| | Cr M Greening | |

(Quorum 8 members)

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Website: www.tasman.govt.nz

AGENDA

1 OPENING, WELCOME, KARAKIA

2 APOLOGIES AND LEAVE OF ABSENCE

Recommendation

That apologies be accepted.

3 PUBLIC FORUM

Nil

4 DECLARATIONS OF INTEREST

5 LATE ITEMS

6 CONFIRMATION OF [MINUTES](#)

That the minutes of the Operations Committee meeting held on Thursday, 4 April 2024, be confirmed as a true and correct record of the meeting.

7 REPORTS

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| 7.1 | Levels of Service Performance Targets Progress Review..... | 4 |
| 7.2 | Community Infrastructure Group Activity Report | 63 |
| 7.3 | Libraries, Customer Service and Community Partnerships Update Report | 125 |
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| 7.5 | Referral - Recommendations from the Nelson Regional Sewerage Business Unit - Designation of Nelson Regional Sewerage Business Unit Facilities..... | 211 |

8 CONFIDENTIAL SESSION

Nil

9 CLOSING KARAKIA

7 REPORTS

7.1 LEVELS OF SERVICE PERFORMANCE TARGETS PROGRESS REVIEW

Information Only - No Decision Required

| | |
|----------------------------|--|
| Report To: | Operations Committee |
| Meeting Date: | 16 May 2024 |
| Report Author: | Pip Jamieson, Principal Policy Advisor; Alan Bywater, Team Leader - Community Policy |
| Report Authorisers: | Dwayne Fletcher, Strategic Policy Manager; John Ridd, Group Manager - Service and Strategy |
| Report Number: | ROC24-05-1 |

1. Summary

- 1.1 This report outlines progress against the Council's levels of service performance targets from 1 July to 31 December 2023.
- 1.2 The Council has 109 performance targets associated with its levels of service.
- 1.3 The Council had met or was on track to meet 43 targets at the end of December 2023.
- 1.4 The Council had not met or was not on track to meet 16 targets, and 50 targets were not yet measured at that same time.
- 1.5 Most of the targets that had not been measured will be measured as part of the Annual Residents Survey with results due by 30 June 2024.

2. Draft Resolution

That the Operations Committee

1. **receives the Levels of Service Performance Targets Progress Review report ROC24-05-1.**

3. Purpose of the report

- 3.1 This report informs the Operations Committee of progress towards meeting its levels of service performance targets.

4. Levels of Service

- 4.1 Levels of service describe what the Council plans to deliver and how it will measure performance.
- 4.2 The Council set levels of service in the Tasman 10 Year Plan 2021–2031 (Long Term Plan) to detail what the Council will do and to what quality it will do so. The Council measures its performance against a mix of qualitative and quantitative targets.

- 4.3 The Council reviews performance to indicate if targets are on track to be met and to take corrective action (where possible) if it appears targets may be able to be met before the end of June 2024.
- 4.4 The review of performance targets from 1 July to 31 December 2023 found that the Council was on track to meet 43 targets, had not yet measured 50 targets, and had 16 targets that were not on track.
- 4.5 Performance against the levels of service and performance targets will next be measured in preparation for the Annual Report 2023/2024.
- 4.6 Levels of Service for the Tasman 10-Year Plan 2024-2034 (Long Term Plan) have been reviewed and are part of the community consultation process for the Plan.

5. Results

- 5.1 Of the 109 performance targets associated with levels of service in the Tasman 10-Year Plan 2021-2031, 50 had not yet been measured at the end of December 2023. This is mainly because these measures rely on data that had not yet been collected (see Attachment One).
- 5.2 Of the 59 performance targets we can report on, the Council had met or was on track to meet 43 targets. There are 16 targets that were not met or not on track to be met.
- 5.3 The last 6 month review report was to Council on 27 April 2023, and it covered the period 1 July 2022 to 31 December 2022. At that time 45 targets were met or on track to be met, 59 were still to be measured, and 11 were not on track to be met.
- 5.4 The Annual Report 2023 confirmed that 71 targets were fully achieved in 2022/23, 26 were not achieved, and three were unable to be measured.

| Council activity performance measures | On Target | Not on target | Not yet measured | Total |
|--|------------------|----------------------|-------------------------|--------------|
| Environmental Management | 6 | 2 | 5 | 14 |
| Public Health & Safety | 7 | | 5 | 12 |
| Transportation | 1 | 2 | 15 | 18 |
| Coastal Assets | 2 | | | 2 |
| Water Supply | 6 | 7 | 2 | 15 |
| Wastewater | 5 | 1 | 1 | 7 |
| Stormwater | 2 | | 3 | 5 |
| Waste Management | 4 | 1 | 2 | 7 |
| Rivers | 2 | 2 | | 4 |
| Community Development | 3 | 1 | 7 | 11 |
| Council Enterprises | | | 7 | 7 |
| Support Services | 3 | | 4 | 7 |
| TOTALS | 43 | 16 | 50 | 109 |

6. Performance Targets Not Met or on Track to be Met

- 6.1 The levels of service we are not on target to achieve are contained in Attachment Two.

- 6.2 As some relate to events having already taken place, the target will not be achieved. For example, the target of zero temporary boil water notices has been breached with one notice being issued for Upper Takaka in July 2023.
- 6.3 Staff will continue to focus on actions to address other targets that were not met or are not on track to be met where some remedial action is possible.
- 6.4 There are two targets in Environmental Management that were not on target which related to processing resource consent applications. These were not on target due to staff shortages and a backlog of consents. It was not expected that this would be rectified before the end of June 2024. These targets have not been achieved for the last several years for similar reasons.
- 6.5 Transportation targets that were not met relate to the trend in serious and fatal injury crashes, and to the percentage of sealed local roads that are resurfaced.
- 6.5.1 The crash rate in the six-month period, as measured using the New Zealand Transport Agency crash database, had increased.
- 6.5.2 Due to budgets the forecast actual achievement of resurfacing local roads was 3.9% whereas the target range is 6% to 8%.
- 6.6 The number of Wastewater overflow sign targets was not met as the target is less than five, and there had been five erected. Four of these were due to blockages and one was due to a pressure main failure.
- 6.7 Customer satisfaction regarding usage of Recovery Resource Centres was slightly below target as it was 94% against a target of at least 95%.
- 6.8 Water Supply targets not met include the number of temporary advisory notices issued, resolution and response times to callouts, or to Drinking Water Standards compliance which are impacted due to changes in assessment that are a result of Government's 'Local Water Done Well' reform programmes.
- 6.8.1 The target number of Boiled Water Notices is zero. There was one boiled water notice issued in Upper Tākaka in July 2023, and it is expected there will be more notices issued in areas of vulnerability to heavy weather events.
- 6.8.2 Compliance with Drinking Water Standards (bacterial and protozoal compliance) were not on target. Drinking Water Assessors no longer exist, the Ministry of Health has no compliance function and Drinking Water Standards. Compliance has been against Drinking Water Quality Assurance Rules since January 2023. These rules are now administered by Taumata Arowai (Drinking Water Regulator). It is difficult for any supply to comply with these rules in their entirety however that does not indicate that the water supplied is unsafe.
- 6.8.3 The targets for responding to and resolving urgent and non urgent callouts were not met with resolution times being 28 hours higher than the target of 24, and response times were 2.1 hours with the target being 2 hours.

7. Attachments / Tuhinga tāpiri

- | | |
|--|----|
| 1. Review of Levels of Service Performance Targets July - Dec 2023 | 8 |
| 2. Not on target performance targets July-December 2023 | 58 |

Report on Progress Against Performance Measures Targets July to December 2023

This report to the Operations Committee summarises progress made during July to December 2023, on achievement of Performance Measure targets as set out in the Tasman's 10-year plan 2021-2031. It also provides an indication of the likelihood the target is to be achieved by the end of the year (30 June 2024).

The last report to the Committee on the 27th of April 2023 is attached for your information and reference.

Report on Progress of Performance Measures Targets from July to December 2023.**(As stated in the Long-Term Plan (LTP) 2021-2031)****Contents**

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Environmental Management

| Levels of service | Performance measure (We will know we are meeting the level of service if) | On target (Performance has been measured/recorded at six months and is at a level at which we expect to achieve target at year end) | Not on target (Performance has been measured/recorded at six months and is not at a level at which we expect to achieve target at year end) | Target not yet measured |
|---|---|--|---|---|
| <p>We provide an appropriate policy framework that effectively promotes the sustainable management of the District's natural and physical resources by:</p> <ul style="list-style-type: none"> identifying and responding to resource management policy issues; and providing a sound and appropriate policy planning framework that is responsive to our changing environment, will protect and enhance our unique environment and promote healthy and safe communities. | <p>Resident's satisfaction for those residents who are aware of the Council's role in resource management policy and planning work.</p> <p>As measured by the annual residents' survey.</p> <p>Target: 65%</p> | | | Measured through the Annual Residents Survey. |
| | <p>The Council meets the Air Quality National Environmental Standard (NES).</p> <p>As measured by designated air quality monitoring sites for the previous calendar year.</p> <p>Target: Meets the NES.</p> | On target | | Particulate matter (PM10) measured at Richmond designated airshed and reported on the LAWA web site and previous winter reported to Regulatory committee on 23 Nov 23 |
| | <p>Swimming beaches and rivers are suitable for contact recreation, all or most of the time.</p> | | | Data is now all in and analysis will start in April 24 and reported on in the |

| Levels of service | Performance measure (We will know we are meeting the level of service if) | On target (Performance has been measured/recorded at six months and is at a level at which we expect to achieve target at year end) | Not on target (Performance has been measured/recorded at six months and is not at a level at which we expect to achieve target at year end) | Target not yet measured |
|--|--|--|--|---|
| | As measured using samples from our core sampling sites. Target: 98% are suitable using fine weather samples and 92% are suitable using all weather samples. | | | annual report in May-June 24. |
| We provide a responsive and efficient process for assessing resource consent applications and ensuring compliance obligations are fairly and appropriately enforced. | At least 80% of survey respondents rate their satisfaction with the Council's resource consent processing work as fairly satisfied or better. Target: 85% | | | Measured through the Annual Residents Survey. |
| | Consent applications are processed within statutory timeframes (where they exist). Target: All (100%) of consents (notified, non-notified, and limited notified) are processed within statutory timeframes | | Not on Target – due to staff shortages this is not on target and given the backlog of consents and still staff shortages it is not expected that we will be on target by end of June, there should be improvement but not on target. | |

| Levels of service | Performance measure (We will know we are meeting the level of service if) | On target (Performance has been measured/recorded at six months and is at a level at which we expect to achieve target at year end) | Not on target (Performance has been measured/recorded at six months and is not at a level at which we expect to achieve target at year end) | Target not yet measured |
|---|--|--|---|--|
| We undertake monitoring of environmental trends and conditions and maintain reporting systems that protect and inform the community about progress toward community outcomes, environmental conditions, changes, and risks. | An annual report is prepared and presented to the Council or a Council committee each year, showing that all resource consents that are monitored are assigned appropriate compliance performance grades. Target: Report produced by 30 September 2024 | On track | | The Annual Compliance and Enforcement summary report for the year 2023-2024 will be presented to the Environment & Regulatory Committee on 29 August 2024. |
| | Where significant non-compliance is recorded, that resolution is achieved within appropriate timeframes. Target: 80% of non-compliance is resolved within 9 months, 95% is resolved within 12 months | On track | | Target is not yet measured but we are currently on track to meet this requirement. |
| | An annual report is prepared and presented to a Council committee or a Council meeting on Water Metering Compliance detailing the | On track | | The annual report for the year 2023-2024 will be presented to the |

| Levels of service | Performance measure (We will know we are meeting the level of service if) | On target (Performance has been measured/recorded at six months and is at a level at which we expect to achieve target at year end) | Not on target (Performance has been measured/recorded at six months and is not at a level at which we expect to achieve target at year end) | Target not yet measured |
|---|---|--|---|---|
| | performance of consented and permitted activity ground and surface water abstractions requiring monitoring as defined in the Tasman Resource Management Plan. Target: Report produced by 31 October 2024 | | | Environment & Regulatory Committee on 18 July 2024. |
| We undertake monitoring of environmental trends and conditions and maintain reporting systems that protect and inform the community about progress toward community outcomes, environmental conditions, changes, and risks. | An annual Dairy Monitoring report is prepared detailing the performance of the District's dairy farms against the Council's dairy effluent discharge rules and relevant national legislation. Target: 100% of dairy farms in the district are compliant | On track | | The annual report for the year 2023-2024 will be presented to the Environment & Regulatory Committee on 18 July 2024. |
| | An operational plan and annual report are prepared and presented to the Council or a Committee meeting each year, in accordance with the Regional Pest Management | On Target – The annual report and operational plan was presented to the Environment and | | |

| Levels of service | Performance measure (We will know we are meeting the level of service if) | On target (Performance has been measured/recorded at six months and is at a level at which we expect to achieve target at year end) | Not on target (Performance has been measured/recorded at six months and is not at a level at which we expect to achieve target at year end) | Target not yet measured |
|-------------------|--|--|---|-------------------------|
| | Plan and the requirements of the Biosecurity Act Target: Report produced by 30 November 2023 | Regulatory Committee on November 23, 2023 | | |

Public Health and Safety

| Levels of service | Performance measure (We will know we are meeting the level of service if) | On target (Performance has been measured/recorded at six months and is at a level at which we expect to achieve target at year end) | Not on target (Performance has been measured/recorded at six months and is not at a level at which we expect to achieve target at year end) | Target not yet measured |
|--|---|--|---|-------------------------|
| We provide building control services in a professional and timely manner, to ensure buildings are constructed in accordance with the New Zealand Building Code and therefore safe and healthy. | 98% of applications for building consent are processed within statutory timeframes. Target: 98% | Currently 99% Building Consent applications are processed within the Statutory time frame | | |
| | 98% of applications for code compliance certificates are processed within statutory timeframes. Target: 98% | Currently 100% Code Compliance Certificates are issued within the statutory time frame | | |
| | The average time taken to process a Building Consent is 12 working days. Target: 12 working days | The average time taken to process a Building Consent is 8 working days | | |
| | We maintain Building Consent Authority Accreditation. Target: Accreditation maintained | Accreditation is maintained. We had a positive (IANZ) International Accreditation New Zealand audit. The organisation responsible | | |

| Levels of service | Performance measure (We will know we are meeting the level of service if) | On target (Performance has been measured/recorded at six months and is at a level at which we expect to achieve target at year end) | Not on target (Performance has been measured/recorded at six months and is not at a level at which we expect to achieve target at year end) | Target not yet measured |
|-------------------|---|--|---|---|
| | | for Biennial accreditation assessments for Building Consent Authorities'. The purpose of the building consent authority accreditation scheme is to set out the minimum policies, procedures, and systems that a building consent authority must have, and consistently and effectively implement, to perform its building control functions. 5 General Non compliances were found, two have been cleared and currently gathering information to clear the remainder. | | |
| | At least 80% of survey respondents rate their satisfaction with the Council's building control work as fairly satisfied or better. Target: At least 85% | | | Measured through the Annual Residents Survey. |

| Levels of service | Performance measure (We will know we are meeting the level of service if) | On target (Performance has been measured/recorded at six months and is at a level at which we expect to achieve target at year end) | Not on target (Performance has been measured/recorded at six months and is not at a level at which we expect to achieve target at year end) | Target not yet measured |
|--|--|---|---|---|
| We will provide an environmental health service that in association with other agencies, fosters the responsible sale and consumption of liquor. | In conjunction with the New Zealand Police, we detect no sale of liquor to minors through random controlled purchase operations (CPOs) run annually. Target: At least 75% of controlled purchase operations with no offences detected. | We undertook a control purchase operation (CPO) on Friday, 11 August 2023. 15 licensed premises were visited and all 15 complied. ID's were checked and no alcohol was served to the minors. Police and Alcohol inspector (Deirdre O'Grady) organised the CPO. Dee can provide you with more information is needed. This is a good result and is reflection of the effort our team puts in to minimise alcohol related harm in the Tasman District. | | |
| We will provide an environmental health service that ensures that food provided for sale is safe, free from contamination and prepared in suitable premises. | All food premises that are the responsibility of the Council to audit will be visited at the frequency required by the Ministry of Primary Industries (MPI). Target: 100% of premises visited to frequency required. | | | Likely to be approximately 95-97%. There may be one or two food premises that may not have been verified as per the required frequency, but there would be a reason for these, such as the premises not |

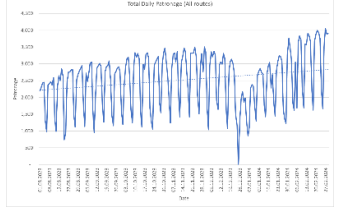
| Levels of service | Performance measure (We will know we are meeting the level of service if) | On target (Performance has been measured/recorded at six months and is at a level at which we expect to achieve target at year end) | Not on target (Performance has been measured/recorded at six months and is not at a level at which we expect to achieve target at year end) | Target not yet measured |
|---|---|--|---|---|
| | | | | being open in the winter for example. |
| We will provide animal control services to minimise the danger, distress, and nuisance caused by dogs and wandering stock and to ensure all known dogs are recorded and registered. | All known dogs are registered or otherwise accounted for annually by 30 June. Target: 100% of dogs registered or accounted for | 12,527 Dogs in District 169 Unregistered Dogs | | |
| | We respond to high priority dog complaints within 60 minutes, 24 hours a day, seven days a week. Target: 100% of complaints responded to within 60 minutes. | Control Services confirmed they respond within 60 minutes from the time they receive the complaints. | | |
| A civil defence and emergency management system that is designed to promote the safety of people and a resilient community in the event that emergencies occur. | For those that have an opinion on community support for the Council's civil defence emergency management (CDEM) activity is rated as fairly satisfied or better through the annual residents' survey. Target: 70% | | | Measured through the Annual Residents Survey. |

| Levels of service | Performance measure (We will know we are meeting the level of service if) | On target (Performance has been measured/recorded at six months and is at a level at which we expect to achieve target at year end) | Not on target (Performance has been measured/recorded at six months and is not at a level at which we expect to achieve target at year end) | Target not yet measured |
|--|---|--|---|-------------------------|
| | | | | |
| com | All known commercial vessel operators are licensed. Target: 100% of operators licensed. | | | Not yet measured |
| We will provide parking control services to facilitate the public's access to urban retailers and services, respond to any misuse of disabled parking, and remove reported abandoned vehicles. | Compliance by not less than 85 out of every 100 vehicles parking in time-controlled areas within the Traffic Bylaw, based on an annual snap survey. Target: 85% | | | Survey not completed |

Transportation

| Levels of service | Performance measure (We will know we are meeting the level of service if) | On target (Performance has been measured/recorded at six months and is at a level at which we expect to achieve target at year end) | Not on target (Performance has been measured/recorded at six months and is not at a level at which we expect to achieve target at year end) | Target not yet measured |
|---|--|--|---|--|
| Our transportation network is becoming safer for its users. | <p>There is a downward trend in the number of serious and fatal injury crashes occurring on our road network.</p> <p>Measured using the Waka Kotahi's crash database.</p> <p>Target: Decreasing</p> | | Result: Increasing, based on crash rate for first 6 months | |
| | <p>The change from the previous financial year in the number of fatalities and serious injury crashes on the local road network, expressed as a number.</p> <p>Target: ≤ 0</p> | | | Measured at end of year, but current data for first 6 months suggests not on target. |

| Levels of service | Performance measure (We will know we are meeting the level of service if) | On target (Performance has been measured/recorded at six months and is at a level at which we expect to achieve target at year end) | Not on target (Performance has been measured/recorded at six months and is not at a level at which we expect to achieve target at year end) | Target not yet measured |
|--|--|--|---|---|
| Our transportation network is becoming safer for its users. | <p>Proportion of residents who perceive the road environment to be safe, for each mode.</p> <p>As measured through the annual residents' survey.</p> <p>Target: Vehicles: 70% Cycling: 70% Walking: 70%</p> | | | Measured through the Annual Residents Survey. |
| Our transportation network enables the community to choose from various modes of travel. | <p>The annual growth in use of cycle routes exceeds specified levels.</p> <p>Measured using daily cycle counts on selected routes per capita.</p> <p>Target: Per capita measure increasing from 2022/2023 levels.</p> | | | Data still being collected |

| Levels of service | Performance measure (We will know we are meeting the level of service if) | On target (Performance has been measured/recorded at six months and is at a level at which we expect to achieve target at year end) | Not on target (Performance has been measured/recorded at six months and is not at a level at which we expect to achieve target at year end) | Target not yet measured |
|---|---|--|---|--|
| | <p>The annual growth in use of passenger transport exceeds specified levels.</p> <p>Measured using annual boarding per capita (Nelson and Tasman).</p> <p>Target: Per capita measure increasing from 2022/2023 levels.</p> |  <p>EBus patronage steadily increasing</p> | | |
| Our transportation network is maintained cost effectively and whole of life costs are optimised. | <p>The percentage of sealed local road that is resurfaced each financial year.</p> <p>Target: 6%-8%</p> | | Forecast actual achievement = 3.9% (265,000m2 of resurfacing in 23/24, across total sealed road area of 6,875,000m2) | |
| The travel quality and aesthetics of our transportation network is managed at a level appropriate to the importance of the road and satisfies the community's expectations. | <p>The percentage of footpaths within the Tasman District are maintained to a condition of fair or better.</p> <p>As measured through the triennial footpath condition rating survey.</p> <p>Target: NA</p> | | | Data collected but still being processed |

| Levels of service | Performance measure (We will know we are meeting the level of service if) | On target (Performance has been measured/recorded at six months and is at a level at which we expect to achieve target at year end) | Not on target (Performance has been measured/recorded at six months and is not at a level at which we expect to achieve target at year end) | Target not yet measured |
|-------------------|---|--|---|----------------------------|
| | <p>The proportion of travel undertaken on the sealed road network meets the specified comfort levels. Known as Smooth Travel Exposure (STE). Smooth travel exposure is defined as the proportion of vehicle kilometres travelled on roads with roughness below the following thresholds.</p> <p>As reported through RAMM, based on traffic count and roughness survey data.</p> <p>Target: Arterial ≥ 95% Primary Collector ≥ 95%, Secondary Collector ≥ 95% Access ≥ 90% Access (LV) ≥ 90%</p> | | | Data still being collected |

| Levels of service | Performance measure (We will know we are meeting the level of service if) | On target (Performance has been measured/recorded at six months and is at a level at which we expect to achieve target at year end) | Not on target (Performance has been measured/recorded at six months and is not at a level at which we expect to achieve target at year end) | Target not yet measured |
|---|--|--|---|---|
| The travel quality and aesthetics of our transportation network is managed at a level appropriate to the importance of the road and satisfies the community's expectations. | Residents are satisfied with the Council's roads and footpaths in the District. As measured through the annual residents' survey. Target: Roads ≥ 70% Footpaths ≥ 70% Cycle paths ≥ 25% | | | Measured through the Annual Residents Survey. |
| | Customer Service Requests relating to the transportation network and activities are completed on time. As measured by the maintenance contractor's compliance with fault response time requirements (using RAMM Contractor), and the percentage of requests assigned to the Council staff which are attended to within 5 days (using NCS). One Network Road Classification Safety – PM7. | | | Not yet measured |

| Levels of service | Performance measure (We will know we are meeting the level of service if) | On target (Performance has been measured/recorded at six months and is at a level at which we expect to achieve target at year end) | Not on target (Performance has been measured/recorded at six months and is not at a level at which we expect to achieve target at year end) | Target not yet measured |
|-------------------|--|--|---|-------------------------|
| | Target: ≥ 90% | | | |

Coastal Assets

| Levels of service | Performance measure (We will know we are meeting the level of service if) | On target (Performance has been measured/recorded at six months and is at a level at which we expect to achieve target at year end) | Not on target (Performance has been measured/recorded at six months and is not at a level at which we expect to achieve target at year end) | Target not yet measured |
|---|--|--|---|-------------------------|
| Our communities are protected from coastal erosion. | <p>The Council owned coastal erosion structures are maintained to its original constructed standard.</p> <p>The Council is developing a detailed inventory of coastal assets and conditions.</p> <p>Target: 100% of structures maintained.</p> | <p>Likely to be Achieved</p> <p>Underway, a project proposal to create a dedicated database is being prepared.</p> <p>100%</p> | | |
| Our structures are safe for the public to use. | <p>The Council structures are maintained to a safe level to allow use by the general public.</p> <p>Percentage of structures deemed 'safe' are measured through a routine annual inspection.</p> <p>Target: 100% of structures deemed safe.</p> | <p>Likely to be Achieved</p> <p>100%</p> | | |

Water Supply

| Levels of service | Performance measure (We will know we are meeting the level of service if) | On target (Performance has been measured/recorded at six months and is at a level at which we expect to achieve target at year end) | Not on target (Performance has been measured/recorded at six months and is not at a level at which we expect to achieve target at year end) | Target not yet measured |
|----------------------------------|---|--|---|-------------------------|
| Our water takes are sustainable. | <p>Compliance with resource consent is achieved, as measured by the number of abatement notices, infringement notices, enforcement orders, convictions, received in relation to those resource consents.</p> <p>All resource consents are held in DORIS.</p> <p>Target: 0 abatement notices, infringement notices, enforcement orders, or convictions.</p> | <p>On target</p> <p>No abatement notices, infringement notices, enforcement orders or convictions have been received.</p> | | |
| | <p>The volume and percentage of real water loss from the network is less than the target.</p> <p>Total real loss = total water provided – water metered – nonrevenue water. % = L real loss divided by average L</p> | <p>The average water loss is 21% which is less than the target of 25%.</p> | | |

| Levels of service | Performance measure (We will know we are meeting the level of service if) | On target (Performance has been measured/recorded at six months and is at a level at which we expect to achieve target at year end) | Not on target (Performance has been measured/recorded at six months and is not at a level at which we expect to achieve target at year end) | Target not yet measured |
|-----------------------------|--|--|--|-------------------------|
| | usage per connection as yearly average. Target: Weighted District average of 25% total network water loss. | | | |
| | The average urban consumption of drinking water per day per resident is less than the target. Target: <250L per person/day | The average urban consumption is 228L per person/day which is less than the target of 250. | | |
| Our water is safe to drink. | Minimise the number of temporary advisory notices issued to customers to boil water. Target: 0 temporary boil notices. | | Not on target. One Boil Water Notice was issued. Upper Tākaka – July 2023 Due to UV unit malfunction A number of smaller supplies with limited treatment remain vulnerable to heavy weather events and therefore further notices are expected to be | |

| Levels of service | Performance measure (We will know we are meeting the level of service if) | On target (Performance has been measured/recorded at six months and is at a level at which we expect to achieve target at year end) | Not on target (Performance has been measured/recorded at six months and is not at a level at which we expect to achieve target at year end) | Target not yet measured |
|-------------------|--|--|--|-------------------------|
| | | | required until all supplies are fully treated. | |
| | <p>We comply with Part 4 (bacterial compliance criteria) of the Drinking Water Standards, as determined by the Drinking Water Assessor.</p> <p>Measured by the number of schemes with plant compliance, and zone compliance, as determined by the Ministry of Health Annual Drinking Water Survey.</p> <p>Target: Plant Compliance = 100%</p> <p>Target: Zone Compliance = 100%</p> <p>Target: 100% of schemes are compliant.</p> | | <p>Not on target.</p> <p>Drinking Water Assessors do not exist now, the Ministry of Health has no compliance function, and the Drinking Water Standards are obsolete. Compliance reporting has been against the Drinking Water Quality Assurance Rules since January 2023. These rules are administered by Taumata Arowai (Drinking Water Regulator).</p> <p>The Rules are complex and include a range of “assurance rules” in addition to “monitoring rules”. It is difficult for any supply to comply with these rules in their entirety however that does not necessarily indicate that</p> | |

| Levels of service | Performance measure (We will know we are meeting the level of service if) | On target (Performance has been measured/recorded at six months and is at a level at which we expect to achieve target at year end) | Not on target (Performance has been measured/recorded at six months and is not at a level at which we expect to achieve target at year end) | Target not yet measured |
|-----------------------------|---|--|---|-------------------------|
| | | | the water supplied is unsafe. Only Richmond supply can be considered fully compliant at the treatment plant and within the distribution network. All other (14) supplies have treatment (Chlorine and/or UV) capable of disinfecting bacteria. With the exception of Dovedale, all can be considered as providing bacterially safe drinking water for the period July to December 2023. | |
| Our water is safe to drink. | We comply with Part 5 (protozoal compliance criteria) of the Drinking Water Standards. As measured by a number of schemes with compliant protozoa treatment determined by the Drinking Water Assessor. Target: 100% of schemes are compliant. | | Not on target. Only Richmond was fully compliant with all Protozoa monitoring and assurance rules. 10 of the remaining 14 supplies have treatment (UV or membrane filtration) capable of removing protozoa but due to rule complexity and | |

| Levels of service | Performance measure (We will know we are meeting the level of service if) | On target (Performance has been measured/recorded at six months and is at a level at which we expect to achieve target at year end) | Not on target (Performance has been measured/recorded at six months and is not at a level at which we expect to achieve target at year end) | Target not yet measured |
|--|---|--|--|---|
| | | | scope, cannot currently fully comply with every rule for every day of the year. These supplies can be considered to be supplying safe water with regard to protozoa risk and work is ongoing to minimise the areas of non-compliance. The four supplies with no protozoa barrier are Dovedale, Eighty Eight Valley, Redwoods 1 and 2. Council has been directed by the regulator (Taumata Arowai) to install barriers within short timeframes. Council is working towards achieving compliance for these supplies within achievable timeframes. | |
| Our water supply systems provide fire protection to a level that is consistent with the national standard. | Annually test, and achieve at least 95% compliance with FW2 standards, for 15 randomly selected fire hydrants in Richmond, and not less than five randomly selected fire hydrants in each | | | Annual testing of fire hydrants will occur in May/June 2024 |

| Levels of service | Performance measure (We will know we are meeting the level of service if) | On target (Performance has been measured/recorded at six months and is at a level at which we expect to achieve target at year end) | Not on target (Performance has been measured/recorded at six months and is not at a level at which we expect to achieve target at year end) | Target not yet measured |
|---|---|--|---|---|
| | of the other urban supplies in our District. Target: 95% | | | |
| Our water supply systems are built, operated and maintained so that failures can be managed and responded to quickly. | Planned service interruptions do not exceed 8 hours as required under section 25 of the Water Services Act 2021. As measured through the maintenance contract reporting. Target: <8 hours. | On target All planned shutdowns have been of less than 8 hours duration. | | |
| Our water supply activities are managed at a level that the community is satisfied with. | Percentage of customers (who receive a service) are satisfied with the water supply. Measured through the annual residents' survey. Target: ≥80% satisfaction. | | | Measured through the Annual Residents Survey. |
| | Complaints per 1,000 connections are less than the target – relates to clarity, taste, odour, pressure or | There are currently 15.3 complaints per 1,000 connections which is less than the target of 20. | | |

| Levels of service | Performance measure (We will know we are meeting the level of service if) | On target (Performance has been measured/recorded at six months and is at a level at which we expect to achieve target at year end) | Not on target (Performance has been measured/recorded at six months and is not at a level at which we expect to achieve target at year end) | Target not yet measured |
|--|--|--|---|-------------------------|
| | <p>flow, continuity of supply and the Council's response to these issues.</p> <p>Justified complaint defined as a notification of a drop in LOS.</p> <p>Measured Confirm database and NSC system.</p> <p>Target: <20 complaints per 1,000 connections.</p> | | | |
| Our water supply activities are managed at a level that the community is satisfied with. | <p>Median resolution times are within targets for urgent and non-urgent callouts.</p> <p>Targets: Median times of <24 hours for urgent call outs and <3 days for non-urgent call outs.</p> | The median resolution time for non-urgent callouts is 30 hours which is less than the targeted 3 days. | The median resolution time for urgent callouts is 28 hours which is higher than the targeted 24 hours. | |
| | <p>Median response times are within targets for urgent and non-urgent callouts.</p> <p>Target: Median times of <2 hours for urgent call outs and</p> | The median response time for non-urgent callouts is 3.8 hours which is less than the targeted 48 hours. | The median response time for urgent callouts is 2.1 hours which is slightly higher than the targeted 2 hours. | |

| Levels of service | Performance measure (We will know we are meeting the level of service if) | On target (Performance has been measured/recorded at six months and is at a level at which we expect to achieve target at year end) | Not on target (Performance has been measured/recorded at six months and is not at a level at which we expect to achieve target at year end) | Target not yet measured |
|-------------------|--|--|---|-------------------------|
| | <48 hours for non-urgent call outs. | | | |

Wastewater

| Levels of service | Performance measure (We will know we are meeting the level of service if) | On target (Performance has been measured/recorded at six months and is at a level at which we expect to achieve target at year end) | Not on target (Performance has been measured/recorded at six months and is not at a level at which we expect to achieve target at year end) | Target not yet measured |
|---|---|--|---|-------------------------|
| Our wastewater systems do not adversely affect the receiving environment. | Compliance with resource consents for discharges from wastewater systems is achieved. Target: 0 abatement notices, infringement notices, enforces orders, or convictions. | 0 - On target | | |
| | The number of times temporary wastewater overflow signs are erected at waterways is minimised. | | There have been five occasions when temporary wastewater overflow signs have been erected. Four were due to blockages and 1 due to a pressure | |

| Levels of service | Performance measure (We will know we are meeting the level of service if) | On target (Performance has been measured/recorded at six months and is at a level at which we expect to achieve target at year end) | Not on target (Performance has been measured/recorded at six months and is not at a level at which we expect to achieve target at year end) | Target not yet measured |
|---|--|--|---|-------------------------|
| | Measured by the number of contract job requests. Target: <5 | | main failure. None have been due to wet weather. | |
| Our wastewater systems reliably take out wastewater with a minimum of odours, overflows or disturbance to the public. | The total number of complaints received about, odour, system faults, system blockages. The Council's response to issues within its systems is less than the target (Expressed per 1,000 connections). Measured by the number of contract job requests. Target: <35 | The current rate is 0.65 per 1000 connections. This is made up of 10 odour complaints and one noise complaint. | | |
| Our wastewater systems are built, operated and maintained so that failures can be managed and responded to quickly. | The number of dry weather overflows from the Council's wastewater system (expressed per 1,000 connections to wastewater system) is less than the target. | There have been 1.11 overflows per 1000 connections, less than the target. | | |

| Levels of service | Performance measure (We will know we are meeting the level of service if) | On target (Performance has been measured/recorded at six months and is at a level at which we expect to achieve target at year end) | Not on target (Performance has been measured/recorded at six months and is not at a level at which we expect to achieve target at year end) | Target not yet measured |
|---|---|--|---|-------------------------|
| | <p>Dry weather is defined as a continuous 96 hours with less than 1mm of rain within each 24-hour period.</p> <p>Measured by the number of contract job requests.</p> <p>Target: <5</p> | | | |
| Our wastewater systems are built, operated and maintained so that failures can be managed and responded to quickly. | <p>Overflows resulting from a blockage or other fault in the wastewater system are attended and resolved within the target timeframes.</p> <p>Attendance time – from the time the Council receives notification to the time that service personnel reach the site.</p> <p>Resolution time – from the time the Council receives notification to the time that the service personnel confirm resolution of the blockage or other fault.</p> | <p>The median attendance time for overflows is 55 minutes which is less than the target of 60 minutes.</p> <p>The median resolution time for overflows is 6.8 hours which is less than the targeted 9 hours.</p> | | |

| Levels of service | Performance measure (We will know we are meeting the level of service if) | On target (Performance has been measured/recorded at six months and is at a level at which we expect to achieve target at year end) | Not on target (Performance has been measured/recorded at six months and is not at a level at which we expect to achieve target at year end) | Target not yet measured |
|---|---|--|---|---|
| | <p>Measured by attendance and resolution times recorded in Confirm.</p> <p>Target: Median Attendance time ≤60 mins Median Resolution time ≤9 hrs</p> | | | |
| Our wastewater systems are managed at a level that satisfies the community. | <p>Percentage of customers (who receive a service) are satisfied with the wastewater service.</p> <p>Measured through the annual residents' survey.</p> <p>Target: >80%</p> | | | Measured through the Annual Residents Survey. |

Stormwater

| Levels of service | Performance measure (We will know we are meeting the level of service if) | On target (Performance has been measured/recorded at six months and is at a level at which we expect to achieve target at year end) | Not on target (Performance has been measured/recorded at six months and is not at a level at which we expect to achieve target at year end) | Target not yet measured |
|--|---|--|---|--|
| We have measures in place to respond to and reduce flood damage from stormwater to property and risk to the community. | <p>For each flooding event, the number of habitable floors affected (expressed per 1,000 properties connected to the territorial authority's stormwater system).</p> <p>Habitable floor refers to a floor of a building (including a basement) but does not include ancillary structures such as stand-alone garden sheds or garages.</p> <p>A flooding event means an overflow of stormwater from the Council's stormwater system that enters a habitable floor.</p> <p>Target: <1 habitable floor flooded per event (expressed per 1,000 properties connected).</p> | | | With recent changes in staff resourcing, we have not yet measured this performance measure. We are confident that the data is available, but the analysis is time consuming. |
| | The median response time to attend a flooding event, | There have been no flooding events recorded. | | |

| Levels of service | Performance measure (We will know we are meeting the level of service if) | On target (Performance has been measured/recorded at six months and is at a level at which we expect to achieve target at year end) | Not on target (Performance has been measured/recorded at six months and is not at a level at which we expect to achieve target at year end) | Target not yet measured |
|-------------------|---|--|---|--|
| | <p>measured from the time that the Council receives a notification to the time that service personnel reach the site.</p> <p>As recorded through the Operations and Maintenance contract (July 2017).</p> <p>Target: <2 hours.</p> | | | |
| | <p>The number of complaints received by the Council about the performance* of its stormwater system, expressed per 1,000 properties connected to the stormwater system.</p> <p>As measured through confirm and NCS database.</p> <p>Justified complaints about the performance of the Council's stormwater systems.</p> <p>Based on 14,139 connections.</p> | | | With recent changes in staff resourcing, we have not yet measured this performance measure. We are confident that the data is available, but the analysis is time consuming. |

| Levels of service | Performance measure (We will know we are meeting the level of service if) | On target (Performance has been measured/recorded at six months and is at a level at which we expect to achieve target at year end) | Not on target (Performance has been measured/recorded at six months and is not at a level at which we expect to achieve target at year end) | Target not yet measured |
|--|---|--|---|-------------------------------------|
| | <p>The performance of the stormwater network is defined as the ability of the stormwater system to convey stormwater (not amenity or aesthetic functions)</p> <p>Target: <20 complaints per 1000 properties</p> | | | |
| Our stormwater activities are managed at a level which satisfies the community. | <p>Percentage of customers (who receive the service) that are satisfied with the stormwater service.</p> <p>As measured through the annual residents' survey.</p> <p>Target: 80%</p> | | | Measured in Annual Residents Survey |
| Our stormwater systems do not adversely affect or degrade the receiving environment. | <p>Compliance with the Council's resource consents for discharge from its stormwater system, measured by the number of:</p> <p>Targets: Abatement notices = ≤1</p> | <p>0 Abatement Notices 0 Infringement notices 0 Enforcement orders 0 Prosecutions</p> | | |

| Levels of service | Performance measure (We will know we are meeting the level of service if) | On target (Performance has been measured/recorded at six months and is at a level at which we expect to achieve target at year end) | Not on target (Performance has been measured/recorded at six months and is not at a level at which we expect to achieve target at year end) | Target not yet measured |
|-------------------|---|--|---|-------------------------|
| | Infringement notices = 0 Enforcement orders = 0 Successful prosecutions = 0 | | | |

Waste Management and Minimisation

| Levels of service | Performance measure (We will know we are meeting the level of service if) | On target (Performance has been measured/recorded at six months and is at a level at which we expect to achieve target at year end) | Not on target (Performance has been measured/recorded at six months and is not at a level at which we expect to achieve target at year end) | Target not yet measured |
|---|--|---|---|---|
| We enable effective waste minimisation activities and services. | There is a reduction in total waste per capita going to Class one landfill. As measured by Nelson – Tasman tonnage recorded at landfill. Target: <705kg per person | Total waste to landfill from the Nelson-Tasman region, measured during July-December 2023 was 341kg per person which represents 682kg per person per year. | | |
| | There is a reduction in municipal waste per capita going to Class one landfill. As measured by Nelson – Tasman tonnage recorded at landfill excluding special waste. Target: <605kg per person. | Municipal waste to landfill from the Nelson-Tasman region, measured during July-December 2023 was 281 per person, which represents 562kg per person per year. | | |
| | There are high levels of participation in our kerbside recycling service. As measured through the annual residents' survey of those provided with the Council's kerbside recycling | | | Measured through the Annual Residents Survey. |

| Levels of service | Performance measure (We will know we are meeting the level of service if) | On target (Performance has been measured/recorded at six months and is at a level at which we expect to achieve target at year end) | Not on target (Performance has been measured/recorded at six months and is not at a level at which we expect to achieve target at year end) | Target not yet measured |
|---|--|--|---|---|
| | collection services who use it three times or more per annum. Target: At least 95% participation in kerbside recycling. | | | |
| We enable effective waste minimisation activities and services. | Contamination levels in our kerbside recycling are low. As measured by our contractor at the Materials Recovery Facility. Target: <7.5% | 7.8% to December 2023, but tracking down. Average to February 2024 is 7.5% | | |
| Our kerbside services are reliable, easy to use. | Customer satisfaction with kerbside recycling services. As measured through residents' survey of those provided with the Council's kerbside recycling collection services. Target: At least 90% satisfaction with kerbside recycling. | | | Measured through the Annual Residents Survey. |

| Levels of service | Performance measure (We will know we are meeting the level of service if) | On target (Performance has been measured/recorded at six months and is at a level at which we expect to achieve target at year end) | Not on target (Performance has been measured/recorded at six months and is not at a level at which we expect to achieve target at year end) | Target not yet measured |
|--|--|--|---|-------------------------|
| | Customer Service Requests relating to waste management activities are completed on time. Percentage of enquiries to our contractor resolved within contracted timeframes. As measured through the contract management system. Target: At least 95% of enquiries to waste management are completed on time. | Better than 95% completed on time. | | |
| Our resource recovery centres are easy to use and operated in a reliable manner. | Percentage of customer satisfaction. As measured by annual customer on-site surveys at Resource Recovery Centres (RRCs) who are very satisfied or fairly satisfied. Target: At least 95% customer satisfaction at our RRCs. | | Preliminary results for our survey indicated a weighted average of 94% “very satisfied” or “fairly satisfied”. All RRCs except Richmond scored 95% or greater. The satisfaction for Richmond was 87% “very satisfied” or “fairly satisfied”. | |

Rivers

| Levels of service | Performance measure (We will know we are meeting the level of service if) | On target (Performance has been measured/recorded at six months and is at a level at which we expect to achieve target at year end) | Not on target (Performance has been measured/recorded at six months and is not at a level at which we expect to achieve target at year end) | Target not yet measured |
|--|---|--|--|-------------------------|
| Our structures are managed to reduce the impact of flooding now and in the future. | <p>The major flood protection and control works are maintained, repaired and renewed to the following standards:</p> <p>No failure of flood protection in the existing stopbank system maintained by the Council below the specified design levels:</p> <ul style="list-style-type: none"> • Riuwaka River = approximately 145 m³/s @ Hickmotts flow gauge, (20% AEP to 10% AEP in 2020) for the area downstream of SH60 bridge. • Lower Motueka River = 1,854 m³/s @ Woodstock flow gauge, (2% AEP in 2020). • Waimea River = 1,346 m³/s @ Irvine Bridge flow gauge, (2% AEP in 2020) AEP* = Annual Exceedance Probability. <p>Target: 100% maintained to these levels.</p> | <p>Likely to be Achieved.</p> <p>100%</p> <p><i>There is upgrade work needed on a section of the Brooklyn stopbank between the Plant and Food campus and Andersons Bridge. We are assessing repair options at present and will be initiating work this FY. It protects three houses.</i></p> | | |
| Our structures are managed to reduce the impact of | We complete approved annual maintenance programmes. | | 75% Achieved, Increases in costs mean that the programme is | |

| Levels of service | Performance measure (We will know we are meeting the level of service if) | On target (Performance has been measured/recorded at six months and is at a level at which we expect to achieve target at year end) | Not on target (Performance has been measured/recorded at six months and is not at a level at which we expect to achieve target at year end) | Target not yet measured |
|---|--|--|---|-------------------------|
| flooding now and in the future | As measured through the Council's two monthly maintenance programmes. Target: 90% completion. | | approximately \$1M underfunded. | |
| Our river environments are healthy ecosystems that are attractive and enjoyed by our communities. | We develop new native riparian planting sites. As measured by the number of plants planted and measured through river maintenance contract claim payment records. Target: >13,000 plants. | Achieved >13,000 plants installed | | |
| | Complaints about illegal dumping in the X and Y classified rivers and on adjacent beaches on public land are actioned within five working days. Target: 95% | | There were 25 instances of dumping reported and 21 of these were recorded as being removed within 5 working days ie 84% success. The remainder were all completed within 9 working days The reasons for this drop in performance were reviewed with the contractor and they | |

| Levels of service | Performance measure <i>(We will know we are meeting the level of service if)</i> | On target <i>(Performance has been measured/recorded at six months and is at a level at which we expect to achieve target at year end)</i> | Not on target <i>(Performance has been measured/recorded at six months and is not at a level at which we expect to achieve target at year end)</i> | Target not yet measured |
|--------------------------|--|--|--|--------------------------------|
| | | | occurred due to short term staffing challenges. | |

Community Development

| Levels of service | Performance measure (We will know we are meeting the level of service if) | On target (Performance has been measured/recorded at six months and is at a level at which we expect to achieve target at year end) | Not on target (Performance has been measured/recorded at six months and is not at a level at which we expect to achieve target at year end) | Target not yet measured |
|---|---|--|---|---|
| An interconnected open space network and recreation facilities that provide a range of leisure opportunities and meet the needs of users and the community. | At least 85% of Tasman residents rate their satisfaction with recreational facilities (which include playing fields and neighbourhood reserves) as “fairly satisfied” or better in the annual residents’ surveys. Target: 85% | | | Measured through the Annual Residents Survey. |
| | At least 85% of properties zoned Residential are located within 500 metres of open space. Target: 85% | | | Not yet measured. |
| Public toilets at appropriate locations that meet the needs of users and are pleasant to use and maintained to a high standard of cleanliness. | At least 70% of respondents who have used the District’s public toilets within the past year rate their satisfaction with public toilets as “fairly satisfied” or better in the annual residents’ surveys. | 77% exceeding target | | |

| Levels of service | Performance measure (We will know we are meeting the level of service if) | On target (Performance has been measured/recorded at six months and is at a level at which we expect to achieve target at year end) | Not on target (Performance has been measured/recorded at six months and is not at a level at which we expect to achieve target at year end) | Target not yet measured |
|---|---|--|---|-------------------------|
| | Target: 70% | | | |
| A network of public halls and community buildings (including multi-purpose community and recreation facilities in major centres and local halls) that provide reasonable access to indoor activities, and recreation space. | A community building is available within a 15-minute drive for 95% of the population (i.e. 20km radius catchment). Target: 95% | | | Not yet measured |
| Accessible and affordable housing to eligible people within the community. | Tenants' overall satisfaction with the Council's community housing is at least 80%, as measured through a biennial survey of tenants. Target: 80% | 91% fully achieved | | |
| The provision of access to a wide range of information relevant to the community's | The number of new and replacement lending/reference items added to the libraries collections is equivalent to at | 11,163 new items were added to library collections between July and December. This equates to 188 items per 1000 residents. We expect to | | |

| Levels of service | Performance measure (We will know we are meeting the level of service if) | On target (Performance has been measured/recorded at six months and is at a level at which we expect to achieve target at year end) | Not on target (Performance has been measured/recorded at six months and is not at a level at which we expect to achieve target at year end) | Target not yet measured |
|--|--|--|--|---|
| recreation and learning needs. | <p>least 300 items per 1,000 residents.</p> <p>Measured using information available from the Library Management System software and from e-resource vendors.</p> <p>Target: 300</p> | achieve the annual target by the end of the year. | | |
| | <p>At least 85% of library users are fairly or very satisfied with the public libraries, as measured through the annual residents' survey.</p> <p>Target: 85%</p> | | | Measured through the Annual Residents Survey. |
| The provision of safe, welcoming, attractive and accessible library facilities for customers to access library services. | <p>The number of visits to our libraries is equivalent to at least 9 visits per resident per year.</p> <p>Visitor numbers will be recorded daily using data from door counters at the Richmond, Motueka, and Tākaka libraries.</p> <p>Target: 9</p> | | 212,065 visits were recorded between July and December. This equates to 3.6 visits per resident. We expect to achieve 80% of the annual target by the end of the year. | |

| Levels of service | Performance measure (We will know we are meeting the level of service if) | On target (Performance has been measured/recorded at six months and is at a level at which we expect to achieve target at year end) | Not on target (Performance has been measured/recorded at six months and is not at a level at which we expect to achieve target at year end) | Target not yet measured |
|---|--|--|---|---|
| There is a high level of satisfaction reported from users of the Richmond Aquatic Centre facility | At least 80% of users rate their satisfaction with Aquatic Centre facilities as fairly satisfied or better, in the annual residents' survey. Target: 80% | | | Measured through the Annual Residents Survey. |
| The Richmond Aquatic Centre facility is well used | Admissions to the Aquatic Centre pool facility increases over time. Target: 254,000 + admissions. | | | July will have this |
| Promotion and delivery of community events and recreational services | Residents' satisfaction with a range of Council-organised community programmes and events. As measured by the annual residents' survey. Target: 75% | | | Measured through the Annual Residents Survey. |

Council Enterprises

| Levels of service | Performance measure (We will know we are meeting the level of service if) | On target (Performance has been measured/recorded at six months and is at a level at which we expect to achieve target at year end) | Not on target (Performance has been measured/recorded at six months and is not at a level at which we expect to achieve target at year end) | Target not yet measured |
|---|--|--|---|---|
| Commercial assets are managed prudently to provide a financial return for the benefit of the District's ratepayers. | <p>Earnings before Interest, Taxes, Depreciation, and Amortisation (EBITDA) for activity compared to Annual Plan.</p> <p>Target: Forestry: \$2.3 million</p> <p>Port Tarakohe: \$273,000</p> <p>Holiday Parks: \$735,000 Commercial Property: \$360,000</p> <p>Motueka Aerodrome: \$42,000</p> <p>Tākaka Aerodrome: \$66,000.</p> | | | Targets measured at the end of the financial year |
| | Percentage of commercial lease and licence relationships, measured by current annual rent value, which are based on an up-to-date lease document and rent amount. | | | Targets measured at the end of the financial year |

| Levels of service | Performance measure (We will know we are meeting the level of service if) | On target (Performance has been measured/recorded at six months and is at a level at which we expect to achieve target at year end) | Not on target (Performance has been measured/recorded at six months and is not at a level at which we expect to achieve target at year end) | Target not yet measured |
|-------------------|--|--|---|-------------------------|
| | Target: ≥ 95% | | | |

Support Services

| Levels of service | Performance measure (We will know we are meeting the level of service if) | On target (Performance has been measured/recorded at six months and is at a level at which we expect to achieve target at year end) | Not on target (Performance has been measured/recorded at six months and is not at a level at which we expect to achieve target at year end) | Target not yet measured |
|--|---|--|---|---|
| A range of communication channels that enhance the Council's ability to engage and connect with the communities it serves. | Residents consider the information supplied by the Council to be sufficient. As measured by the annual residents' survey. Target: 75% | | | Measured through the Annual Residents Survey. |
| We respond to customer requests in a timely and professional manner | Customers are satisfied with the service they receive when they contact the Council. As measured by the annual residents' survey for residents who had contacted the Council in the previous year. Target: 85% | | | Measured through the Annual Residents Survey. |
| | Percentage of general enquiries that are responded to by Council staff within three working days of receipt of enquiry. | 7974 MagiQ SR received in first 6 months and 90% were actioned within the first three working days. | | |

| | | | | |
|---|---|---|--|--|
| | Target: 85% | 85% were completed on or before the Deadline. (Figures rounded up/down to nearest integer). | | |
| | All LIM applications are processed within the statutory timeframes (10 working days) Target: 100% | 1 Breach out of 353 LIMs produced in first half of the year. Report from MagiQ shows LIMs processed: 353 Processing day average: 5 Number completed within 10 days: 352 Percentage completed within 10 days: 100% Figures rounded up/down to nearest integer. | | As at 20/03/24 - 540 LIMs issued and still only the 1 breach: Which was issued on 3/07/23 on day 15. Still showing as 100% |
| We produce high quality, fit for purpose and accessible Long Term Plans (LTP), Annual Plans (AP) and Annual Reports (AR). | The LTP, Annual Plans and Annual Reports are prepared within statutory timeframes and there are no successful challenges to these processes. Target: All met within statutory timeframes. | The Annual Report was adopted on 31 October 2023 i.e. within statutory timelines. We are on schedule to adopt the LTP 2024-2034 in late June 2024. To date there have been no legal challenges to these processes. | | |
| We consult effectively with the public in our decision-making processes. | Residents are satisfied with opportunities to give feedback on the Council plans and decisions. As measured by the annual residents' survey. | | | Measured through the Annual Residents Survey. |

| | | | | |
|--------------------------------------|--|--|--|--|
| | Target: ≥ 50% | | | |
| All Council-owned buildings are safe | All operational buildings (offices and libraries) comply with resource and building consents and any other legislative requirements. Target: 100% compliance | | | Targets measured at the end of the financial year. |

Not on Target Performance Measures July – December 2023

Environmental Management

| Levels of service | Performance measure (We will know we are meeting the level of service if) | Not on target (Performance has been measured/recorded at six months and is not at a level at which we expect to achieve target at year end) |
|--|---|--|
| We provide a responsive and efficient process for assessing resource consent applications and ensuring compliance obligations are fairly and appropriately enforced. | <p>Consent applications are processed within statutory timeframes (where they exist).</p> <p>Target: All (100%) of consents</p> <ul style="list-style-type: none"> - notified, - non-notified, and limited notified <p>are processed within statutory timeframes</p> | Not on Target – due to staff shortages this is not on target and given the backlog of consents and still staff shortages it is not expected that we will be on target by end of June, there should be improvement but not on target. |

Transportation

| Levels of service | Performance measure (We will know we are meeting the level of service if) | Not on target (Performance has been measured/recorded at six months and is not at a level at which we expect to achieve target at year end) |
|--|---|---|
| Our transportation network is becoming safer for its users. | <p>There is a downward trend in the number of serious and fatal injury crashes occurring on our road network. Measured using the Waka Kotahi's crash database.</p> <p>Target: Decreasing</p> | Result: Increasing, based on crash rate for first 6 months |
| Our transportation network is maintained cost effectively and whole of life costs are optimised. | <p>The percentage of sealed local road that is resurfaced each financial year.</p> <p>Target: 6%-8%</p> | Forecast actual achievement = 3.9% (265,000m ² of resurfacing in 23/24, across total sealed road area of 6,875,000m ²) |

Water Supply

| Levels of service | Performance measure (We will know we are meeting the level of service if) | Not on target (Performance has been measured/recorded at six months and is not at a level at which we expect to achieve target at year end) |
|-----------------------------|--|--|
| Our water is safe to drink. | <p>Minimise the number of temporary advisory notices issued to customers to boil water.</p> <p>Target: 0 temporary boil notices.</p> | <p>Not on target. One Boil Water Notice was issued. Upper Tākaka – July 2023 Due to UV unit malfunction</p> <p>A number of smaller supplies with limited treatment remain vulnerable to heavy weather events and therefore further notices are expected to be required until all supplies are fully treated.</p> |
| | <p>We comply with Part 4 (bacterial compliance criteria) of the Drinking Water Standards, as determined by the Drinking Water Assessor.</p> <p>Measured by the number of schemes with plant compliance, and zone compliance, as determined by the Ministry of Health Annual Drinking Water Survey.</p> <p>Target: Plant Compliance = 100%</p> <p>Target: Zone Compliance = 100%</p> <p>Target: 100% of schemes are compliant.</p> | <p>Not on target. Drinking Water Assessors do not exist now, the Ministry of Health has no compliance function, and the Drinking Water Standards are obsolete. Compliance reporting has been against the Drinking Water Quality Assurance Rules since January 2023. These rules are administered by Taumata Arowai (Drinking Water Regulator). The Rules are complex and include a range of “assurance rules” in addition to “monitoring rules”. It is difficult for any supply to comply with these rules in their entirety however that does not necessarily indicate that the water supplied is unsafe. Only Richmond supply can be considered fully compliant at the treatment</p> |

| Levels of service | Performance measure (We will know we are meeting the level of service if) | Not on target (Performance has been measured/recorded at six months and is not at a level at which we expect to achieve target at year end) |
|--|--|--|
| | | plant and within the distribution network. All other (14) supplies have treatment (Chlorine and/or UV) capable of disinfecting bacteria. With the exception of Dovedale, all can be considered as providing bacterially safe drinking water for the period July to December 2023. |
| Our water is safe to drink. | <p>We comply with Part 5 (protozoal compliance criteria) of the Drinking Water Standards. As measured by a number of schemes with compliant protozoa treatment determined by the Drinking Water Assessor.</p> <p>Target: 100% of schemes are compliant.</p> | <p>Not on target. Only Richmond was fully compliant with all Protozoa monitoring and assurance rules. 10 of the remaining 14 supplies have treatment (UV or membrane filtration) capable of removing protozoa but due to rule complexity and scope, cannot currently fully comply with every rule for every day of the year. These supplies can be considered to be supplying safe water with regard to protozoa risk and work is ongoing to minimise the areas of non-compliance.</p> <p>The four supplies with no protozoa barrier are Dovedale, Eighty Eight Valley, Redwoods 1 and 2. Council has been directed by the regulator (Taumata Arowai) to install barriers within short timeframes. Council is working towards achieving compliance for these supplies within achievable timeframes.</p> |
| Our water supply activities are managed at a level | Median resolution times are within targets for urgent and non-urgent callouts. | The median resolution time for urgent callouts is 28 hours which is higher |

| Levels of service | Performance measure (We will know we are meeting the level of service if) | Not on target (Performance has been measured/recorded at six months and is not at a level at which we expect to achieve target at year end) |
|---------------------------------------|--|---|
| that the community is satisfied with. | Targets: Median times of <24 hours for urgent call outs and <3 days for non-urgent call outs. | than the targeted 24 hours. |
| | Median response times are within targets for urgent and non-urgent callouts. Target: Median times of <2 hours for urgent call outs and <48 hours for non-urgent call outs. | The median response time for urgent callouts is 2.1 hours which is slightly higher than the targeted 2 hours. |

Wastewater

| Levels of service | Performance measure (We will know we are meeting the level of service if) | Not on target (Performance has been measured/recorded at six months and is not at a level at which we expect to achieve target at year end) |
|--|---|--|
| Our wastewater systems do not adversely affect the receiving environment | The number of times temporary wastewater overflow signs are erected at waterways is minimised. Measured by the number of contract job requests. Target: <5 | There have been five occasions when temporary wastewater overflow signs have been erected. Four were due to blockages and 1 due to a pressure main failure. None have been due to wet weather. |

Waste Management and Minimisation

| Levels of service | Performance measure (We will know we are meeting the level of service if) | Not on target (Performance has been measured/recorded at six months and is not at a level at which we expect to achieve target at year end) |
|---|--|---|
| Our resource recovery centres are easy to use and | Percentage of customer satisfaction. | Preliminary results for our survey indicated a weighted average of 94% |

| Levels of service | Performance measure <i>(We will know we are meeting the level of service if)</i> | Not on target <i>(Performance has been measured/recorded at six months and is not at a level at which we expect to achieve target at year end)</i> |
|--------------------------------|---|---|
| operated in a reliable manner. | <p>As measured by annual customer on-site surveys at Resource Recovery Centres (RRCs) who are very satisfied or fairly satisfied.</p> <p>Target: At least 95% customer satisfaction at our RRCs.</p> | <p>“very satisfied” or “fairly satisfied”.</p> <p>All RRCs except Richmond scored 95% or greater. The satisfaction for Richmond was 87% “very satisfied” or “fairly satisfied”.</p> |

7.2 COMMUNITY INFRASTRUCTURE GROUP ACTIVITY REPORT

Information Only - No Decision Required

| | |
|----------------------------|--|
| Report To: | Operations Committee |
| Meeting Date: | 16 May 2024 |
| Report Author: | Grant Reburn, Reserves and Facilities Manager; Nick Chin, Enterprise and Property Services Manager; Mike Schruer, Waters and Wastes Manager; Jamie McPherson, Transportation Manager; Russell McGuigan, Project Delivery Manager |
| Report Authorisers: | Richard Kirby, Group Manager - Community Infrastructure |
| Report Number: | ROC24-05-2 |

1. Summary / Te Tuhinga Whakarāpoto

- 1.1 This report provides a summary of the Community Infrastructure Group's activity since the last report to the Operations Committee on 4 April 2024.

2. Recommendation/s / Ngā Tūtohunga

That the Operations Committee

1. receives the Community Infrastructure Group Activity Report ROC24-05-2; and
2. notes that the Motueka West Stormwater Discharge Project (Contract 1249) is proceeding at a rate that may exceed the funding allocated in 2023/24; and
3. notes that there is funding for the same project identified in the Long Term Plan 2024/25 and that any over-expenditure in 2024/2025 will be carried forward and funded from year 1 of the Long Term Plan 2024/2025; and
4. notes that a report will be presented to Council at the 20 June 2024 meeting to approve the over-expenditure in 2023/2024 based on the premise that potential funding in 2024/2025 will cover the over-expenditure.

3. Management Update

- 3.1 Community Infrastructure staff have been involved in the development of the Long Term Plan 2024/2034. This includes providing supporting advice and support on the financial figures, the performance measures and commentary on the submissions received.

Drinking Water - Non-Financial Performance Measures

- 3.2 The Department of Internal Affairs (DIA) is consulting on a technical amendment to the Non-Financial Performance Measures Rules, specifically Performance Measure 1 – Safety of Drinking Water.

COMMUNITY INFRASTRUCTURE GROUP ACTIVITY REPORT

- 3.3 The current rule refers to compliance with parts 4 (bacterial) and 5 (protozoa) of the Drinking Water Standards for New Zealand which has been obsolete since November 2022. DIA proposes to instead refer to the Water Services (Drinking Water Standards for New Zealand) Regulations 2022 but in doing so, do not appear to understand that these regulations are only a relatively minor part of the current drinking water compliance 'suite'.
- 3.4 DIA has asked councils for feedback and council has drafted a submission was sent in on Friday 10th May 2024. Council's submission describes the current (post-Nov 2022) drinking water compliance regime and how changes to performance measure 1 must accurately reflect this regime.
- 3.5 In addition, a recommendation is made for DIA to liaise with the drinking water regulator – Taumata Arowai – to potentially reduce reporting duplication as well as to better understand the nuances involved in assessing the extent to which drinking water compliance is achieved.
- 3.6 In summary, the submission attempts to achieve a technically accurate and meaningful performance measure.
- 3.7 **Health and Safety Lead Indicators** (Audits/site observations) – 1 July 2023 to 30 June 2024

| Measure | Enterprise Portfolio | Project Delivery | Property Services | Reserves and Facilities | Transportation | Waters and Wastes | Total |
|--|----------------------|------------------|-------------------|-------------------------|----------------|-------------------|-------|
| H&S Observations | 9 | 13 | | | 1 | 17 | 31 |
| H&S Briefings (also as part of regular meetings) | | 51 | 51 | 51 | 51 | 51 | 255 |
| Number of H&S courses attended by staff | 1 | 11 | 7 | 8 | 12 | 32 | 70 |

Motueka West Stormwater Project – Forward Funding Requirement

- 3.8 We are making good progress on the capital works programme. In some projects the work is running ahead of schedule, and there is one project that we wish to highlight.
- 3.9 The Motueka West Stormwater Discharge Project provides additional stormwater capacity from the Motueka West Development Area to Woodlands Creek. The contract for this work, Contract 1249, was awarded on 11 December 2023, for the sum of \$4,540,360. The start of work was delayed due to the need to finalise land agreements and work commenced on site in March this year.
- 3.10 Funding for this project was originally budgeted over a three-year period, from 2021/2022 to 2023/2024, but due to delays in securing land agreements, the budget in this financial year was reduced from \$3,243,000 to \$1,045,000 and a budget of \$2,196,990 was included in the Draft Long-Term Plan 2024-2034 to reflect these delays.

COMMUNITY INFRASTRUCTURE GROUP ACTIVITY REPORT

- 3.11 While the work was originally scheduled to be completed in 24 weeks, in late August 2024, favourable weather conditions and swift progress by the contractor means that work is now expected to be completed earlier than scheduled. At the current rate of progress, and if fine weather conditions continue, it is possible that an additional \$1.3 million will be required in this financial year to meet our payment obligations to the contractor.
- 3.12 In the event that the work continues at ahead of schedule and exceeds our budget this year we will bring a report to Council in June 2024 seeking to retrospectively approve this expenditure. We will also recommend a reduction to the budget for this work in the Long Term Plan 2024-2034 to reflect the reduced need for funding in 2024/2025.

4. Property Update

Property Transactions

- 4.1 159 projects are in progress, the majority are leases (59) and land acquisitions (41) – figure 1.
- 4.2 Jobs three years and older have been significantly reduced – figure 2.
- 4.3 The Scouts have formally written to terminate the lease in Wakefield's Treeton Place reserve. We are currently in discussions with a kindergarten group who are seeking a new lease for the land.

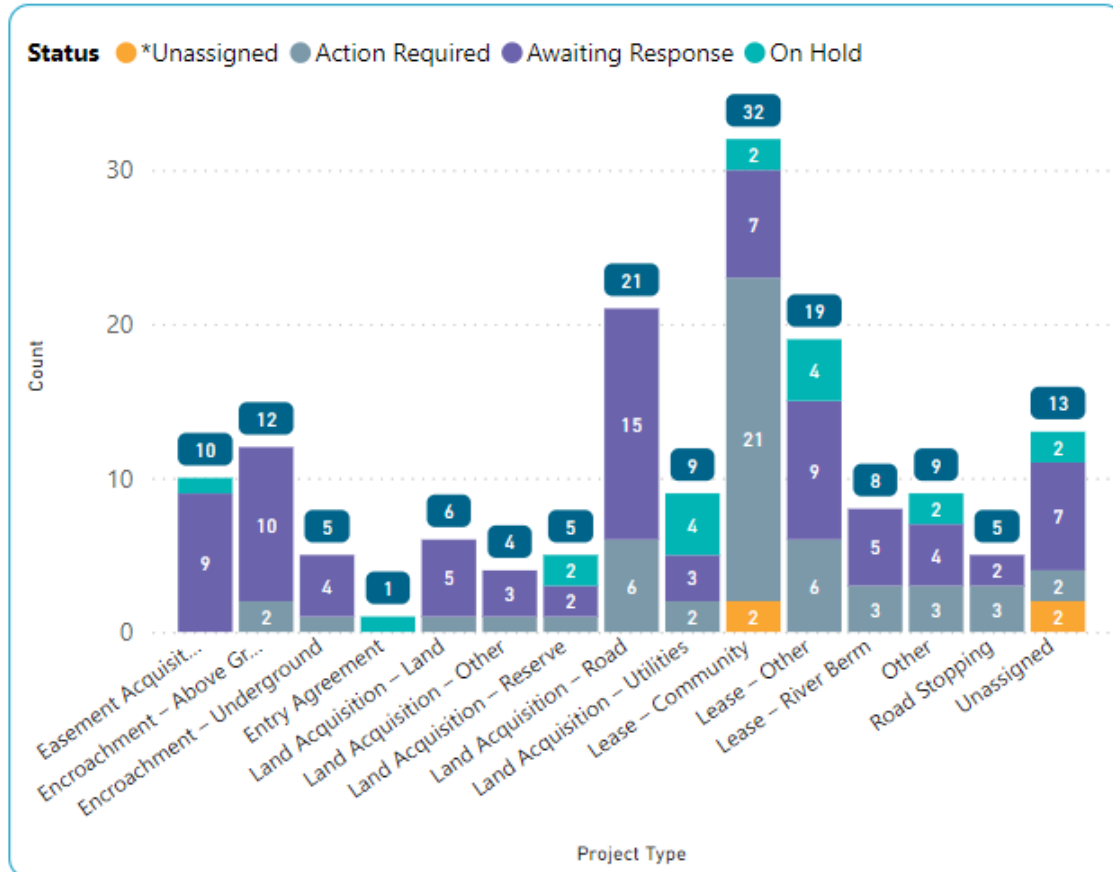


Figure 1 Property transactions.

COMMUNITY INFRASTRUCTURE GROUP ACTIVITY REPORT

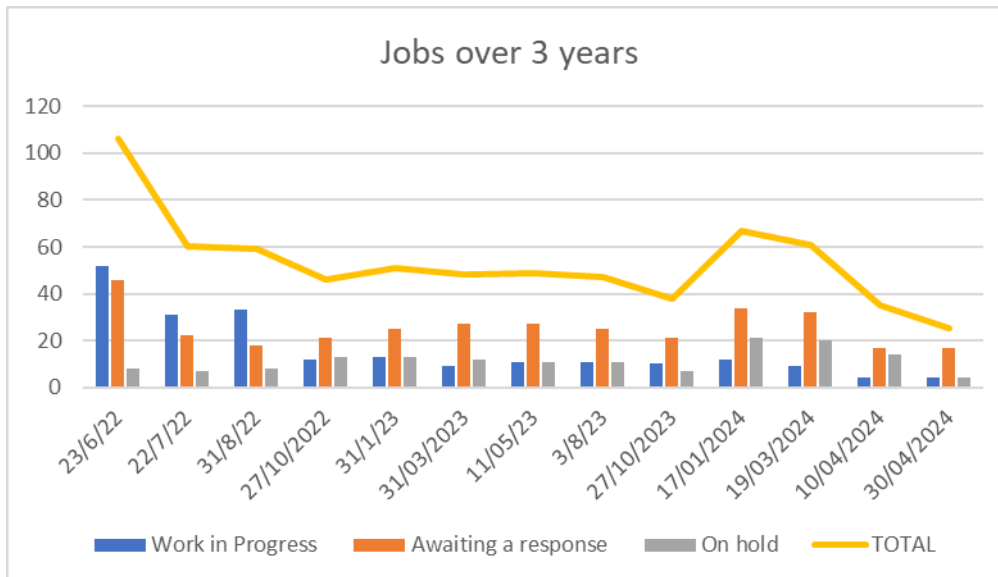


Figure 2 Property transactions over 3 years old.

Fleet

- 4.4 We anticipate the arrival of 10 new vehicles to augment our fleet in June 2024. This includes five Toyota RAV4 Hybrids and five Toyota Hilux Hybrids. Notably, we will be the first in the region to receive the Hilux Hybrids, aligning with our ongoing decarbonization plan.
- 4.5 Old vehicles disposal. All vehicles have been sold at or above expected prices. This revenue will help fund the next tranche of vehicle renewals.
- 4.6 The Harbourmaster boat (Sentinel) is sufficiently heavy that transportation on the road will require specific attention. This is to ensure that heavy transport regulations and vehicle warranty specifications are complied with. Staff have engaged a specialist to provide advice and options for the vexing questions on vehicle compliance and operational requirements. This will be at no cost, with a report expected in June.
- 4.7 To reduce costs and improve after-hours breakdown services, we will be introducing AA Roadside Assistance in May. This will provide 24/7 assistance for Council fleet users and the costs can be met within existing vehicle operating budgets.

Facility Maintenance

- 4.8 The Motueka Museum Roof needs to be replaced. Staff intend replacing it in August and are finalising quotes and costs. The building is a Cat 2 heritage structure with a conservation plan. We are working with heritage architect Ian Bowman to ensure we meet heritage requirements.
- 4.9 Staff have arranged for a complete structural and condition survey of the Richmond Library. The Initial Seismic Assessment (ISA) has identified the building with a >75% NBS (IL2) Seismic Grade B rating. The building is therefore not considered earthquake prone.
- 4.10 The Feilding Library building does require constant maintenance. There are water-tightness problems on two walls and anticipated capital renewal of the HVAC and lift systems. A more detailed report with costs will be presented to the Council in June 2024 once costs have been finalised.

COMMUNITY INFRASTRUCTURE GROUP ACTIVITY REPORT

- 4.11 The Richmond Library roof is not strong enough to support its solar system, despite engineering reports to the contrary before installation. We have a budget and supporting engineering advice to shift the solar system to the Takaka Library. We are currently developing cost estimates with completion planned before the end of this financial year.
- 4.12 The Wakefield Toy Library project has been completed and a tour for interested Councillors and the local community will be organised in May 2024.

Richmond Administrative Office improvements.

- 4.13 Zone 3, (middle section of the building), on the ground floor has been completed. Remaining work is running 5 weeks ahead of schedule and we are expecting to complete L1 zone 3 works in July 2024. All works will be completed, and staff will be moved from the Mall and White House to the Church in August 2024.

Property condition assessments

- 4.14 Property condition assessments of 155 buildings have been completed.
- 4.15 Generally, our properties are in good condition (1.59 out of 5 where 1 is excellent and 5 is poor), with external fabric requiring the most work (figure 3).
- 4.16 Projected costs (figure 4) for the next 20 years will be integrated into the LTP budget.
- 4.17 Next steps will focus on strategic planning and will consider fit-for-purpose and optimising the usage of the buildings.

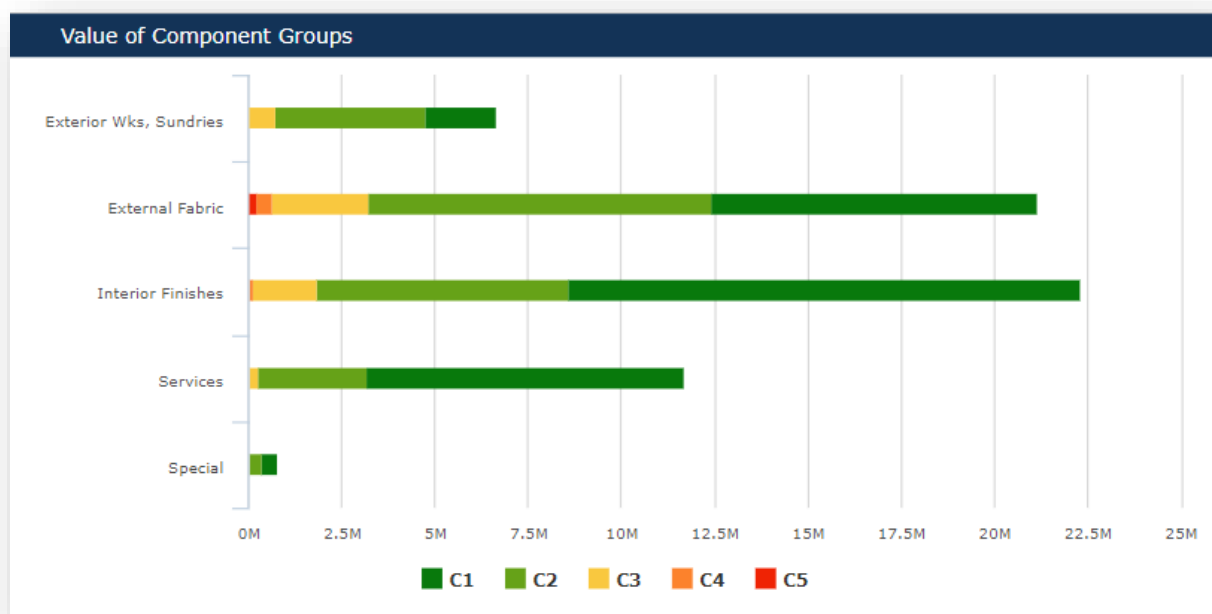


Figure 3 Condition report by components

COMMUNITY INFRASTRUCTURE GROUP ACTIVITY REPORT

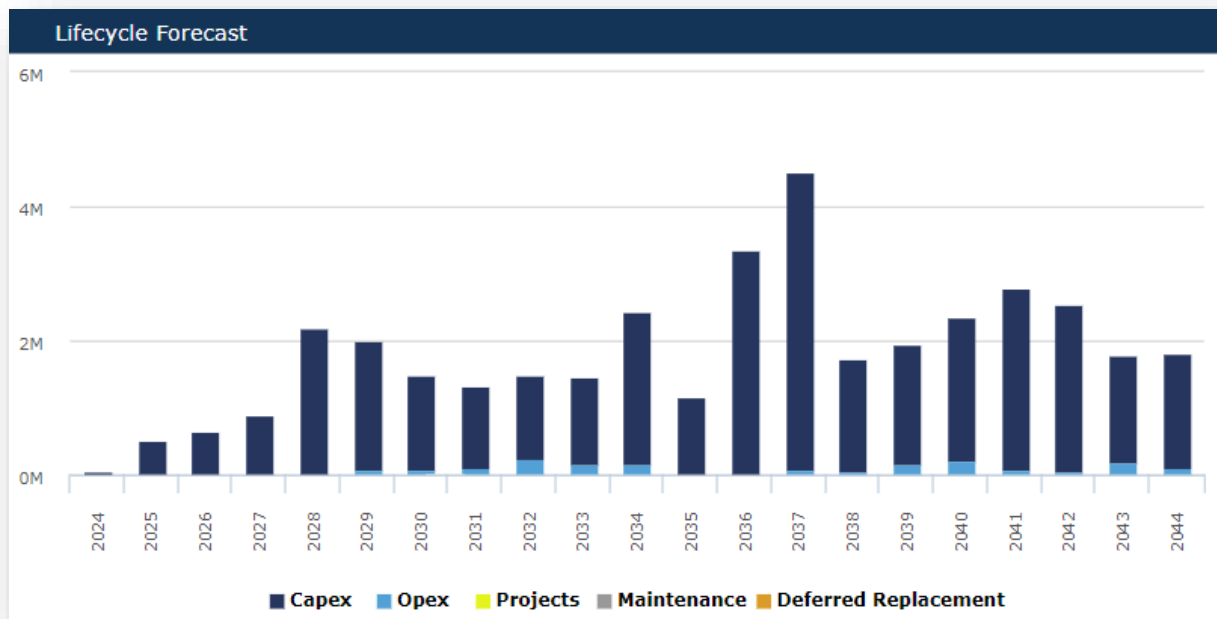


Figure 4 20 year forecast

- 4.18 An options report on the Old Motueka Library, Motueka Service Centre and the Laura Ingram kindergarten is scheduled to be presented to the Motueka Community Board at its meeting 21st May 2024. Board members have had a briefing on the options and have given some direction on their preferences. It is intended that the Board will subsequently forward its recommendations to council.
- 4.19 The work on the Takaka Office Annex has commenced and is expected to be completed by July this year.

5. Transportation Update

Financial Update

- 5.1 As indicated in previously reported financial forecasts, expenditure on reactive maintenance will contribute to an overspend in the transportation activity in 2023/24 (similar to 2022/23).
- 5.2 Key works contributing to this overspend include:
- Reinstatement from August 2022 storm event \$1.0 million
 - Other emergency works (primarily slips and trees) \$1.7 million
 - Reactive sealed pavement maintenance \$800,000
- 5.3 Staff and our contractors are continuing to manage maintenance activities as carefully as possible to ensure the right works are being completed at the right time to minimise total long-term costs and ensure the safe operation of the network.

COMMUNITY INFRASTRUCTURE GROUP ACTIVITY REPORT**2024-27 NZTA Funding Update**

- 5.4 NZTA have stated that indicative funding allocations for our maintenance programme will be advised in late May 2024.
- 5.5 On 3 May 2024 NZTA released a draft revised Emergency Works policy, inviting feedback by 19 June 2024. The draft policy reduces funding available to Councils as follows:
- Fewer events would qualify for emergency works funding (from currently a minimum 1 in 10 year event, to a minimum 1 in 20 year event); and
 - Reduces the Financial Assistance Rate (FAR) for large events.
- 5.6 For Tasman, it means the Council's maintenance budget would need to absorb more reactive work but it is unlikely NZTA will increase our maintenance funding for this. Staff will be preparing a submission recommending that the Emergency Works policy increase funding available for Councils.

Roading Activity Update

- 5.7 With the summer construction period coming to close most of the core, large scale works programmes (notably resealing) have now concluded, allowing crews to get on with smaller projects across the district, many of which have received very positive feedback from the public.
- 5.8 Particularly noteworthy was a speed table installation on Fairfax St in Murchison. Initially there was a degree scepticism from residents and local business owners about the project, however by working closely with the community, the contractor Fulton Hogan and Council roading staff were able to address their concerns and the feedback following the installation has been overwhelmingly positive.

Alliance Contract Area**Riwaka-Sandy Bay Road repairs**

- 5.9 Over the last couple of years, we have seen the slow deterioration of a short section of road on the Marahau side of the hill. Water was escaping up through the road surface and the pavement was slowly losing its shape. Through investigation of the available records, the decision was made to install a new subsoil drain against the toe of the bank to cut off water and install a new culvert across the road to allow the water to drain away. When repairing the road, it was found that in the past there had been more subsoils installed and these were all blocked up. The contractor removed then replaced the contaminated materials, before connecting to the new subsoil, backfilling, and preparing the road for sealing. Once the water was moved out and contained, the rest of the repair was relatively easy.

COMMUNITY INFRASTRUCTURE GROUP ACTIVITY REPORT



Picture 1: Riwaka-Sandy Bay Road repairs

Church Valley Road

- 5.10 Ahead of the programmed road reconstruction, Church Valley was treated to some new drainage features and road widening. In late March, the heavy pavement crew moved onto site to treat the area to give some shape and longevity against ground water. Work is progressing well to date. The GPS (Global Positioning System) guided grader arrived in mid-April to start prepping the site for seal.

COMMUNITY INFRASTRUCTURE GROUP ACTIVITY REPORT



Picture 2: Church Valley Road repairs

April weather event

- 5.11 With heavy rain warnings looming, our contractor prepared for the worst, getting autumn leaves sucked out of sumps, traffic management signs loaded on vehicles, and patrol teams making sure they had equipment ready for action. Damage was relatively minimal, with trees coming down and a washout at Ruby Bay the worst of the damage.

COMMUNITY INFRASTRUCTURE GROUP ACTIVITY REPORT



Picture 3: Kaiteriteri-Sandy Bay Road



Picture 4: Aporo Road



Picture 5: Stafford Drive

COMMUNITY INFRASTRUCTURE GROUP ACTIVITY REPORT



Picture 6: Church Valley Road

Wallace Street Bus Stop

- 5.12 Working with Rob O'Grady, the operations team have completed a project to alter the kerb and channel outside the library to install a new bus stop. The project is to facilitate a new install of a bus shelter. Project went very well in terms of quality and duration.



Picture 7: Wallace Street Bus stop

Hart Road Drainage

- 5.13 Following the storm last year, the contractor has been working through the last of the blocked channels, and one of the more challenging sites was the Hart Road side drains. On this steep section of road, the blockages have been diverting water out onto the road and in

COMMUNITY INFRASTRUCTURE GROUP ACTIVITY REPORT

one area into a garage on private land. The crew worked effectively, and the channels have now been reinstated.

- 5.14 This is some of the kind of preventative maintenance work we are looking to focus on with increased maintenance budgets in the future.



Pictures 8 & 9 Hart Road Drainage

COMMUNITY INFRASTRUCTURE GROUP ACTIVITY REPORT

Streets for People - Salisbury Road

- 5.15 Construction, line marking and sealing crews have been engaged to enhance cycle and pedestrian lanes on Salisbury Road.
- 5.16 Construction crews also installed an extended footpath outside of Waimea College to be utilised as a shared path for cyclists and pedestrians.



Picture 10: Waimea College footpath



Picture 11: As well as concrete separators along Salisbury Road

COMMUNITY INFRASTRUCTURE GROUP ACTIVITY REPORT**Non-Alliance work****Bus Stop Seating Improvements - Motueka, Richmond, Ruby Bay, Hope and Wakefield**

- 5.17 18 new seats are to be installed at bus stops around the district. The seats are in storage locally and the work is planned to be completed by 30 June 2024.

Stephens Bay - Parking Restriction Proposal

- 5.18 Over the years requests have been received to create a safe walkable space along the side of Stephens Bay Road, due to the high demand for parking during the peak summer season, forcing pedestrians to walk on the road. In Council's "New Footpath Matrix," Stephens Bay Road is identified requiring a footpath and sits at number 59 out of 80 sites in the list of priorities. The road is approximately 7m wide and vehicles along with boat trailers, are parked along both sides of the road during this peak period. One side of the road has a grass berm and the other, a steep embankment behind a kerb. While the speed limit is 50kph, it is likely the actual operating speed is much lower over Summer due to the density of parking.
- 5.19 The proposal involves restricting parking along the northern side of Stephens Bay Road enabling pedestrian to use the northern side berm from Riwaka Kaiteriteri Road to Cook Crescent. Between Anarewa and Cook Crescent where there is kerb on both sides of the road, it is proposed to restrict parking along the southern side over this section to preserve two-way flow. A covering letter with the proposed layout was distributed to locals and Ward Councillors for consultation in mid-April with submissions closing 1 July 2024, giving submitters several months to comment. Once the consultation process has run its full course a recommendation/s will be presented to Council. Any approved changes would be installed in time for the 2024 festive season.

Golden Bay and Murchison Area

- 5.20 The Motupipi Street pavement rehabilitation and structural AC project has now been completed. This work was completed in conjunction with Solly's new accessway construction, improvement to the existing accessway and footpath replacement. This project has been a good example of working with adjacent landowners to complete work in tandem to reduce establishment and traffic management costs for both parties and minimise disruption to the community.
- 5.21 The contractor has completed the construction of a new speed table crossing in Fairfax Street, Murchison. The project was expected to take two days to complete and require the northern end of Fairfax Street to be closed to traffic during this time. Following a massive effort by the asphalt crews, the contractor was able to complete the works within one day, resulting in reduced disruption to residents, the public and the Murchison businesses. This resulted in a lot of positive feedback from the community on social media.

COMMUNITY INFRASTRUCTURE GROUP ACTIVITY REPORT


Murchison NZ Community Noticeboard
 Courtney Jane Hunter · 3 d · 📷



Elaine O'Connor
Soft bump to go over.... throught very good.

2 d Like Reply 1 👍



Barbara Hunter
I walked over it today & it's certainly a lot more visible than before. Well done

2 d Like Reply 1 👍



Dot Charles
A job well done

2 d Like Reply 2 👍



Jacqui Satherley
Well done 🙌✅👍 to the Murch team at Fulton Hogan...doesn't scrap the bottom of my car 🚗 so gotta be a job well done...😄😄...plus taking the time at the end to have a bit fun...abbey road...

2 d Like Reply 2 👍



Paul Flower
Good PR Courtney - well done !!


2 d Like Reply 1 👍




Colleen Byrne
Well done

Rules


Write a comment... 🗨️ 📷 GIF 😊


Murchison NZ Community Noticeboard
 Courtney Jane Hunter · 3 d · 📷




Christine Peacock
Nice to see explained!!

3 d Like Reply 3 👍




Stuart Taylor
Well done guys.

3 d Like Reply 1 👍




Peggy Anne Bishop
Well done.Looks like a lot of hard work and thought gone into the whole process. Well certainly slow the traffic down which is a plus as that intersection is so so busy.

3 d Like Reply 1 👍




Helen Rozbicki Maunder
Thanks for the breakdown of it all Courtney..it looks amazing..awesome job FH!!

3 d Like Reply 2 👍



Alysha Tinetti
You're gonna have to do the rest of the road now, it's looking old next to that shiny new crossing 😊

3 d Haha Reply 6 😂





Courtney Jane Hunter

Rules

Write a comment... 🗨️ 📷 GIF 😊


COMMUNITY INFRASTRUCTURE GROUP ACTIVITY REPORT


Murchison NZ Community Noticeboard
 Courtney Jane Hunter · 3 d · 📷



Solana Del Mar Pettus
 Yes great job! I was one of the ones who vocally advocated for this improvement, after experiencing traffic not even slowing or looking for pedestrians. One day my 10 yr old was nearly hit as 5 or 6 cars plowed straight through the painted lines without a glance to see him attempting to cross. Lets hope this change works.


3 d Like Reply 3 👍



Renée Sara
 I love that you guys took the opportunity of that part of the road being closed to thoroughly clean the gutters on both sides - thank you 🙏


Looks great, and seems to have been finished in one day instead of two. We enjoyed walking across it yesterday evening. Nice and level for pushchairs and wheelchairs too.

3 d Like Reply 4 👍



Courtney Jane Hunter
[Renée Sara](#) yeah the street sweeper can't get the stuff behind those gardens, and it can often be hard to get to them when there's traffic


Rules


 Write a comment... 🗨️ 📷 GIF 😊


Murchison NZ Community Noticeboard
 Courtney Jane Hunter · 3 d · 📷


👍👍 Callum Gall and 140 others

All comments ▾




Sandy Beaumont
 Alg I'll try it out tomorrow

3 d Love Reply 3 👍👍



Dennis Jones
 Good work and looks amazing. 👍

3 d Love Reply 1 👍



Niki Brooks
 Awesome job team FH, big pats on the back for all




3 d Like Reply 2 👍




Liesa Hunter
 Great explanation Courtney and well done team FH!

3 d Like Reply 5 👍



Courtney Jane Hunter

Rules


 Write a comment... 🗨️ 📷 GIF 😊

COMMUNITY INFRASTRUCTURE GROUP ACTIVITY REPORT



Fairfax Street – speed table crossing



Fairfax Street – speed table crossing



Fairfax Street – speed table crossing



Fairfax Street – speed table crossing

Pictures 12 Fairfax crossing

- 5.22 With the rainfall in March and April, our contractor has been able to resume routine maintenance grading across the network. Maintenance metalling has been completed on Cowin Road following reports of localised pavement failures. Along with spot metalling being completed on sections of Haldane Road, Totaranui Road and Chalgrave Street.
- 5.23 Bridge deck clearing has been completed on structures along Doughboy and Gowan Valley Roads in preparation for winter to ensure all the deck drains are clear and functioning.
- 5.24 Drainage maintenance has been completed on Higgins Road, with the surface water channels being cleaned and a new culvert installed to help prevent water ponding in a low spot along the water channel alignment. The contractor has also completed high shoulder removal on Rocklands Road.

COMMUNITY INFRASTRUCTURE GROUP ACTIVITY REPORT



Higgins Road – watertable clean

Higgins Road – watertable clean

Picture 13



Higgins Road – culvert installation

Higgins Road – culvert installation

Picture 14

COMMUNITY INFRASTRUCTURE GROUP ACTIVITY REPORT



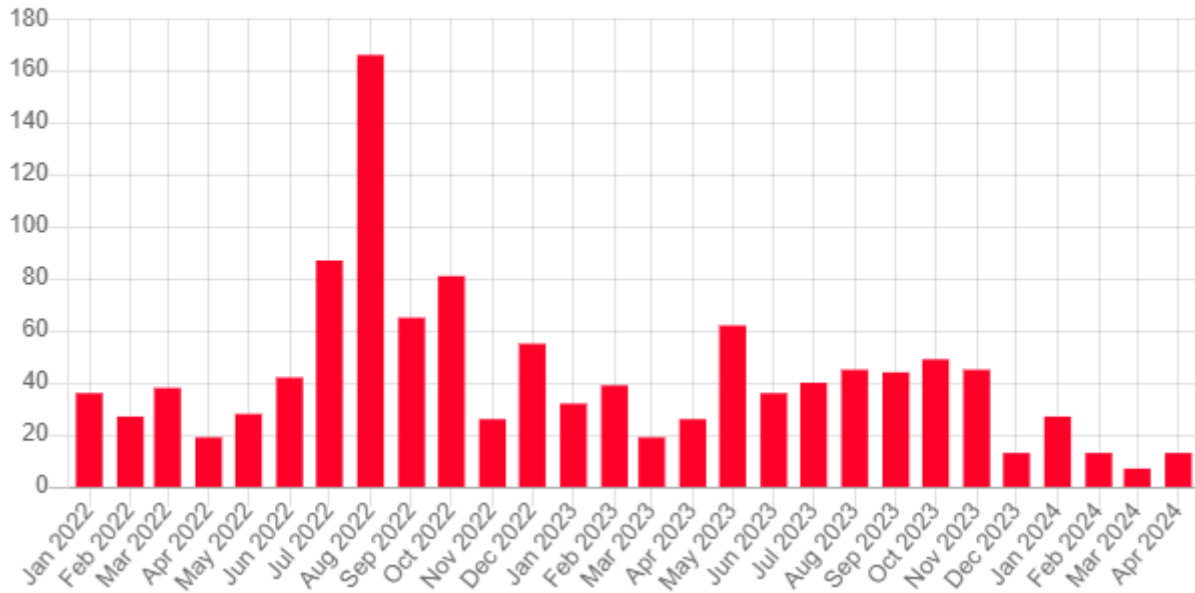
Picture 15

- 5.25 The contractor is focusing on core maintenance activity over the next few months due to limited budgets. This work includes unsealed road grading and pothole repairs, sealed road pothole repairs, drainage maintenance, sign and edge marker cleaning and incident response.

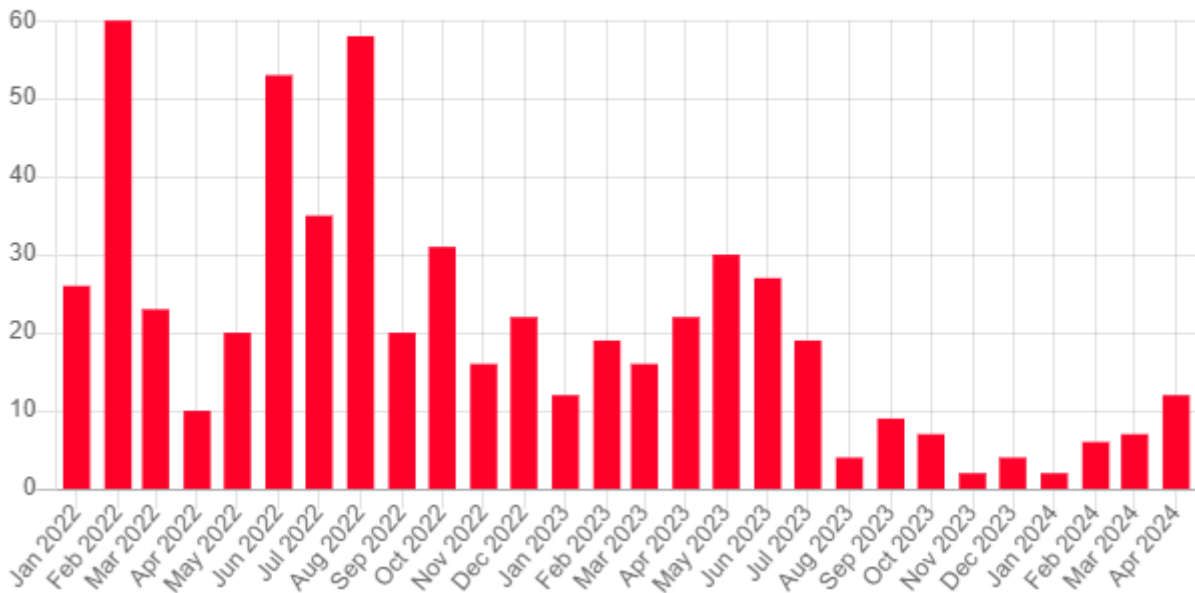
Service Request Summary

COMMUNITY INFRASTRUCTURE GROUP ACTIVITY REPORT

Sealed Pavement Customer Service Requests

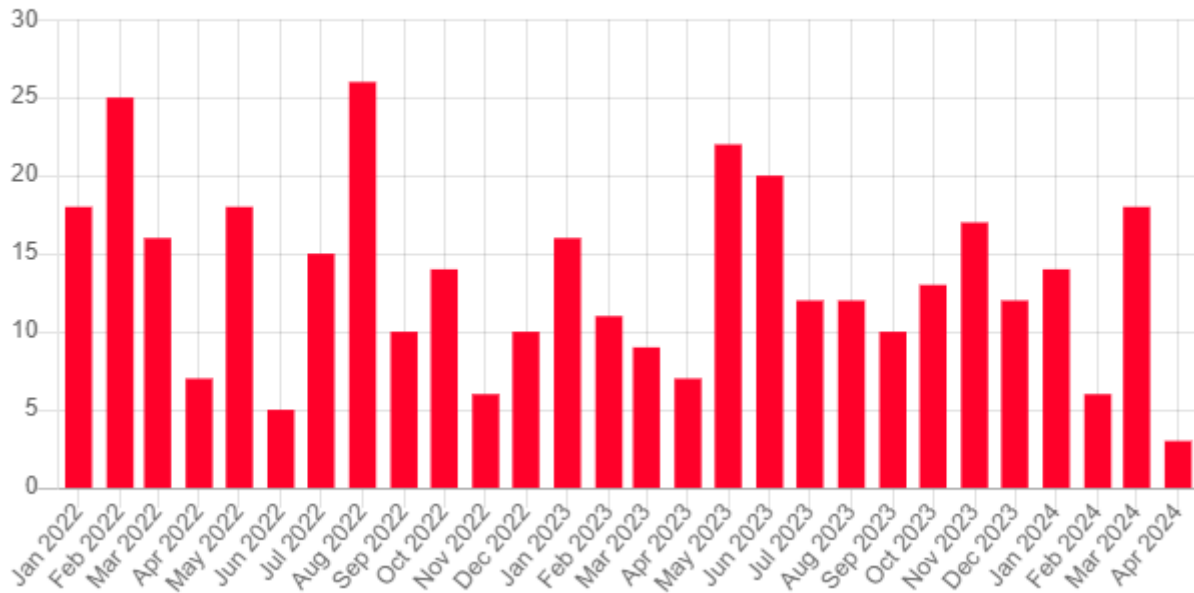


Unsealed Road Customer Service Requests

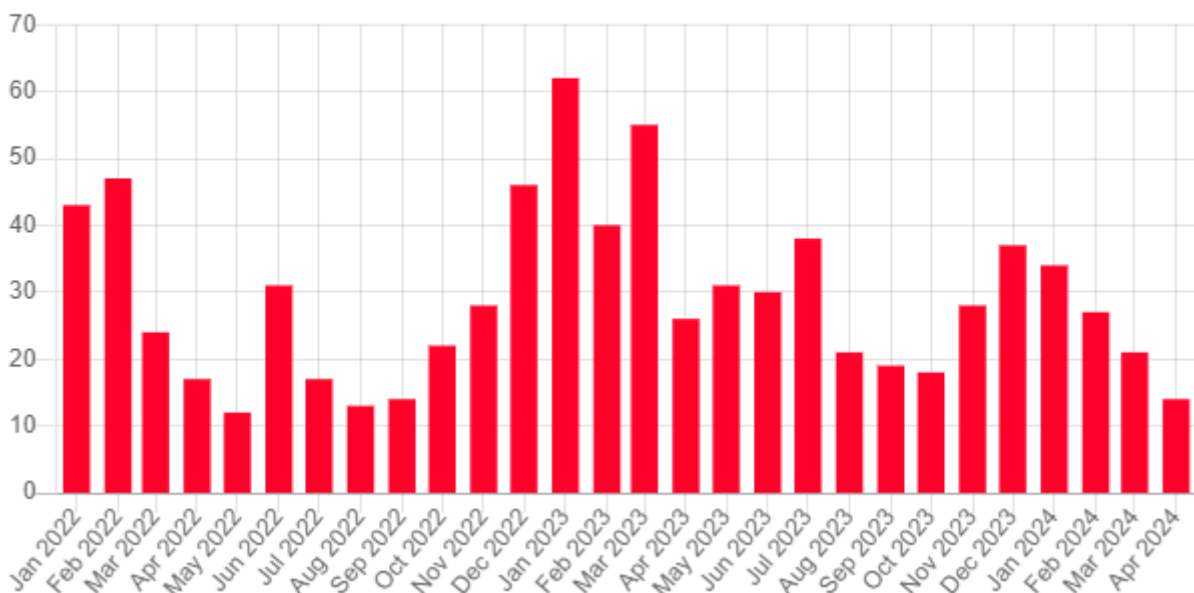


COMMUNITY INFRASTRUCTURE GROUP ACTIVITY REPORT

Footpath Customer Service Requests



Vegetation Customer Service Requests



Road Safety

5.26 To date in this fiscal year there have been nineteen serious crashes recorded in the Crash Analysis System. Three of these crashes have occurred on local roads but at state highway intersections. The recorded crashes during this reporting period are:

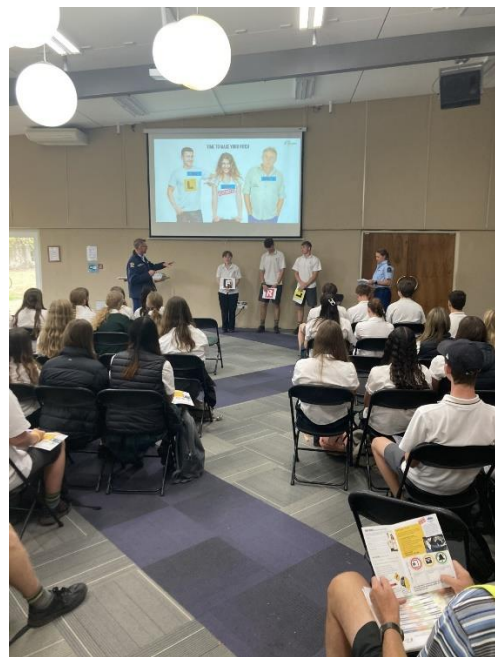
- Car turning right from Higgins Road onto Mount Heslington Road, cut the corner into the opposing traffic lane, and colliding with a waiting motorcycle.

COMMUNITY INFRASTRUCTURE GROUP ACTIVITY REPORT

- Motorcycle on Moutere Highway lost control and hit guardrail.
- Car turning onto Main Road Lower Moutere from School Road did not notice a motorcycle and collided with it.
- Motorcycle on Eighty-Eight Valley Road lost control.

Community Road Safety Programme Update

5.27 RYDA (Rotary Young Drivers Assn) delivered full-day workshops for all colleges across Tasman and Nelson. From Tasman the following schools attended: Motueka High School (95 students), Collingwood Area School (6 students), Waimea College (179 students).



Picture 16 Rotorua Youth Road Safety Expo – Attended to observe with view of running something similar in Tasman

- 5.28 Our Road Safety Coordinator accepted an invite to attend the Rotorua Youth Expo. It was a highly impactful Expo - real-life stories regarding the importance of road safety, aimed at Year 11 College students to get them thinking before they even start to drive. Staff are working with our road safety partners including Police to see if a similar expo could be organized in Nelson/Tasman.
- 5.29 Staff and Police hosted an evening workshop for parents/caregivers with teens about to start learning to drive. Further plans are underway to expand the reach of these workshops.
- 5.30 Police undertook a cycle helmet blitz during April, issuing tickets to those who were not wearing helmets, and educating the importance of helmets. Council staff approached AMI Insurance who donated 40 helmets in assorted sizes for the Police to give away during the month, and spent two days with police patrolling during April.
- 5.31 Council have purchased more bike lights which will be distributed to help keep cyclists safe now daylight saving has ended and shorter days are upon us.

Police AIEP (Alcohol Impairment Education Program)

COMMUNITY INFRASTRUCTURE GROUP ACTIVITY REPORT

- 5.32 These workshops are delivered by Police to people who have been convicted of severe alcohol and impairment offences while under the influence of alcohol or drugs. We support the Police with funding to deliver two workshops. At the first workshop for this budget year (held March 2024) 18 attendees were at the one-day program. There are more workshops planned later in May. Police value our support to deliver the AIEP Program and do see a reduced reoffending of those who participate.

Nelson Motorcycle Safety Group

- 5.33 Two Motorcycle specific First Aid Courses were delivered for local motorcycle clubs in April with 18 attendees.
- 5.34 Ride Forever Courses completed in February
- 16 Silver Ride Forever Courses
 - 16 Bronze Ride Forever Courses
 - 2 Scooter Survival Courses

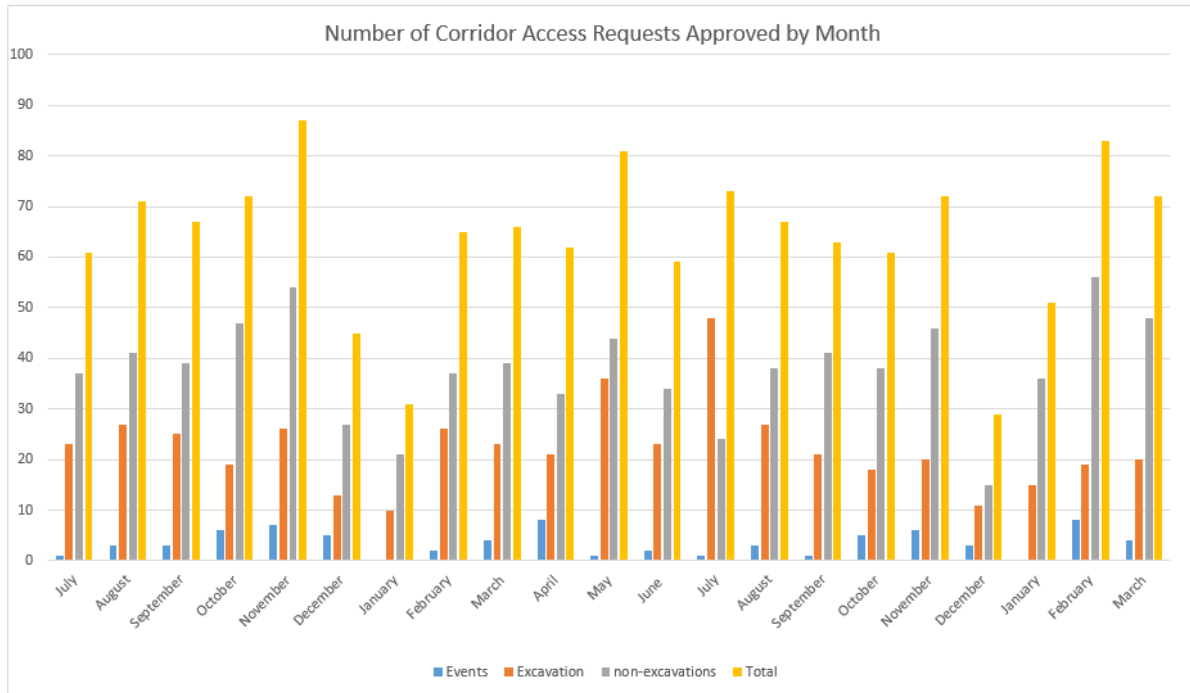
Upcoming Events

- 5.35 A Young Driver Education Event to be held at Rabbit Island will provide experience for young drivers to learn how to engage with emergency service vehicles while driving on the road. Police, FENZ, St John are on board. Planning is well underway for the first event, which will be held on 11 June.
- 5.36 NZTA, Top of South Road Policing, and the Council will roll out the Drink Drive campaign in June. Planning is well underway with this, a lot will be done via sharing on social media channels.
- 5.37 Winter driving campaign – ice scraper packs ordered for give aways via Customer Service Centres and will be promoted via our social media.
- 5.38 Road Safety Week – 20-26 May 2024. Various initiatives in conjunction with Police focussing on education and engagement of young people.

Road Opening Permit Management**Corridor Access Requests**

- 5.39 The graph below shows the number of corridor access requests processed and approved by month for the 2022/23 and current 2023/24 fiscal years.

COMMUNITY INFRASTRUCTURE GROUP ACTIVITY REPORT



6. Reserves and Facilities Update

Community Housing

6.1 The below table shows the current waiting list information for Community Housing.

| Waitlist as at March 2024 | | Movements | | |
|---------------------------|-----|-----------|-------|-------|
| | | 23/24 YTD | 22/23 | 21/22 |
| Richmond | 81 | 6 | 7 | 2 |
| Motueka | 24 | 5 | 8 | 3 |
| Brightwater/Wakefield | 8 | 0 | 0 | 3 |
| Golden Bay | 24 | 1 | 0 | 1 |
| Murchison | 7 | 0 | 0 | 0 |
| | 144 | 11 | 15 | 9 |

Table 6.1 Community Housing Waitlist and last 3 Year Movements

Community Halls

6.2 Staff are receiving requests for the 2024/25 maintenance and capex projects. This process closed on 30 April and there a number of requests from hall committees.

6.3 Staff also have to consider urgent works that arise from the Property Team's building condition reports relating to halls. This information is still being finalised for those assessments already completed. A better understanding of the work required will be known in the coming weeks.

COMMUNITY INFRASTRUCTURE GROUP ACTIVITY REPORT**Begonia House**

- 6.4 Since the last update contractors have completed the new floor structure and replaced wiring. Floor coating work has been completed including sealing. New wall panels and window lights have been installed. Plant stands will need to be installed and restocked and then irrigation will be reconnected and the site reinstated.

Richmond Aquatic Centre

- 6.5 The flushing mechanism on some of the Aquatic Centre toilets have become difficult to use due to age and an unexpected repair will need to be carried out.
- 6.6 Staff are planning to reprioritise existing work to achieve this however if not possible the work will be deferred until the new financial year.

Motueka Library Landscaping

- 6.7 Following consultation, the implementation of the Motueka Library landscape design plan commenced in April. Concrete paths have now been installed.
- 6.8 Seating is being built by the Motueka Men's shed and plants have been ordered for planting in the coming weeks.

Ngatimoti Reserve Work

- 6.9 The Ngatimoti Esplanade Reserve is currently undergoing some enhancement much to the excitement of the community. This will allow open access from both the East entrance and West entrance of the reserve. It will provide a scenic walking track alongside the river. Plantings will also be installed along the stop banks to bring back more of the native wildlife and improve the aesthetics of the area. The community has come forward to assist with planting up this area, along with the Motueka Catchment Collective. Some areas have been fenced across the reserve, and pedestrian access gates and a bridge has been installed to allow for sheep grazing in conjunction with the neighbouring property.

Kelling Road Esplanade Reserve

- 6.10 The Kelling Road Esplanade Reserve is being worked on to provide an access track back long the stream. We have recently began forming a track from Kelling Road, under the bridge and into the reserve. From here the future plans are to work into the reserve, clearing a track and the overgrowth. The eventual outcome is to have this track come out behind the school along Supplejack Valley Road. The initial entranceway works have been completed from Kelling Road. This allows public access for the first time to the stream.

Ascot Reserve

- 6.11 As part of finalising public consultation on the new Ascot Reserve development in Berryfields staff met with 2 adjoining neighbours in early May. The neighbour's concerns about the playground location have now been resolved after further explanation and details provided at the site meeting.
- 6.12 Plans have now been finalised and staff are expecting commencement of construction before the end of May this year.

COMMUNITY INFRASTRUCTURE GROUP ACTIVITY REPORT



Picture 1 Ascot Reserve plan

Rosales Reserve

6.13 The new Rosales Reserve development in Berryfield is at a stage now where connecting paths are about to be installed. This path follows on from work that the developer has undertaken in the current stage of development of Ambrosia Street. The overall landscape plan has been completed for Rosales Reserve.

Murchison Recreation Reserve Pump Track

6.14 The official opening ceremony in April was a success and appreciated by the community. The track is being well used and the only work yet to be completed is minor landscaping which will be carried out in the coming months.



Picture 2: Murchisons opening day of "Four Rivers Flow Zone"

COMMUNITY INFRASTRUCTURE GROUP ACTIVITY REPORT**Ruataniwha Reserve**

6.15 A Basket Swing and a play tower has been installed in Ruataniwha Reserve following consultation with the Golden Bay Community Board and local residents.

East Takaka Reserve

6.16 The local residents have been consulted on removal of the old playground which has come to the end of its useful life. Consultation with the Reserves Committee is underway about new replacement playground items.

| PROJECT ID | PROJECT NAME | WORK DESCRIPTION | STATUS | STAGE | EST COMPLETION DATE | PROJECT BUDGET 2022/23 | PROJECT STATUS SUMMARY |
|------------|---------------|--|--------|---|---------------------|------------------------|--|
| 2023.1.1 | Saxton Fields | Avery Field baseball diamond investigation | | Planning | 30/06/2024 | \$10,000 | Discussions completed re location. Synthetic Diamond Design drawings in progress. Project will be subject to LTP deliberations |
| 2023.1.2 | Saxton Field | Entrance development | | Design | 30/06/2024 | \$25,000 | NCC lead, preliminary discussion re location complete. Design on-going. |
| 2023.1.3 | Saxton Fields | General Development | | Planning | 30/06/2024 | \$7,500 | Project planning underway |
| 2023.1.4 | Saxton Fields | Oval cricket surface renewal | | Delivery date yet to be confirmed. On-going monitoring NCC. | 30/06/2024 | \$148,500 | NCC lead, System flushed and backflow preventor installed. Monitoring |

COMMUNITY INFRASTRUCTURE GROUP ACTIVITY REPORT

| PROJECT ID | PROJECT NAME | WORK DESCRIPTION | STATUS | STAGE | EST COMPLETION DATE | PROJECT BUDGET 2022/23 | PROJECT STATUS SUMMARY |
|------------------------|---------------------------|------------------------|--------|-----------|---------------------|------------------------|---|
| | | | | | | | effectiveness which has improved. Life of asset extended through remedial works. Replacement now scheduled at a later date. |
| 2023.1.5 | Saxton Fields | Sand Storage Shed | | Planning | 30/06/2024 | \$45,000 | NCC lead, design completed and approved at May Committee Meeting. Now underway. |
| 2023.1.6 | Saxton Fields | Wayfinding | | Delivery | 30/06/2024 | \$12,500 | NCC lead, continuing replacement |
| Golden Bay Ward | | | | | | | |
| 2023.2.1 | Pōhara Recreation Reserve | New playground in camp | | Completed | 30/04/2024 | \$70,000 | Completed |

COMMUNITY INFRASTRUCTURE GROUP ACTIVITY REPORT

| PROJECT ID | PROJECT NAME | WORK DESCRIPTION | STATUS | STAGE | EST COMPLETION DATE | PROJECT BUDGET 2022/23 | PROJECT STATUS SUMMARY |
|---------------------|------------------------------|-----------------------------------|--------|-------------|---------------------|------------------------|---|
| 2023.2.2 | Ruataniwha Reserve | New playground | | Completed | 30/04/2024 | \$60,000 | Completed |
| 2023.2.3 | Takaka Skate and Skills park | Development contribution | | cancelled | 30/06/2024 | \$23,100 | BOF Funding now no longer available and being redirected to infrastructure projects |
| 2023.2.4 | Upper Takaka | Playground alterations | | Completed | 31/05/2024 | \$63,200 | Old equipment removed and new swing is installed |
| Motueka Ward | | | | | | | |
| 2023.3.1 | Beach Reserve (north Street) | Playground upgrade | | Planning | 30/06/2024 | \$90,000 | Concept prepared. Deferred until 2024/25 |
| 2023.3.2 | Decks Reserve | New modular Accessible Playground | | Procurement | 30/06/2024 | \$128,000 | Playground equipment procurement and |

COMMUNITY INFRASTRUCTURE GROUP ACTIVITY REPORT

| PROJECT ID | PROJECT NAME | WORK DESCRIPTION | STATUS | STAGE | EST COMPLETION DATE | PROJECT BUDGET 2022/23 | PROJECT STATUS SUMMARY |
|------------|---|--|--------|----------|---------------------|------------------------|---|
| | | | | | | | planning for installation date. |
| 2023.3.3 | Decks Reserve | Toilet feasibility | | deferred | 30/06/2024 | \$10,000 | deferred |
| 2023.3.4 | Little Kaiteriteri - Stephens Bay Walkway | Walkway completion - Tapu Bay - Little Kaiteriteri | | Delivery | 31/05/2024 | \$16,000 | Track work at the Dummy Bay section has started. Upgrades on the Little Kaiteriteri end of the walkway have been completed. Awaiting Heritage New Zealand Archeological Authority |
| 2023.3.5 | Motueka foreshore | Progress foreshore landscaping | | Planning | 30/06/2024 | \$10,700 | Planting programme underway. |
| 2023.3.6 | Motueka Quay old wharf area | Car park area - stage 2 landscaping | | Planning | 30/06/2024 | \$49,400 | Planning work has commenced |

COMMUNITY INFRASTRUCTURE GROUP ACTIVITY REPORT

| PROJECT ID | PROJECT NAME | WORK DESCRIPTION | STATUS | STAGE | EST COMPLETION DATE | PROJECT BUDGET 2022/23 | PROJECT STATUS SUMMARY |
|----------------------------|---------------------|--|--------|-------------|---------------------|------------------------|---|
| | | | | | | | and iwi engagement underway |
| 2023.3.7 | Saltwater Baths | Planting | | Planning | 31/05/2024 | \$10,600 | Planting scheduled over winter. |
| 2023.3.8 | Te Maatu/Thorp Bush | Install play equipment | | Initiation | 30/06/2024 | \$75,676 | Deferred until 2024/25 |
| 2023.3.9 | Motueka Cemetery | Landscape Development Plan | | Initiation | 30/06/2024 | \$8,000 | Working with Motueka Community Board on priorities for installation |
| Moutere/Waimea Ward | | | | | | | |
| 2023.4.1 | Coach Place Reserve | New playground | | Procurement | 31/03/2024 | \$90,000 | Project has been scoped. Equipment being sourced. |
| 2023.4.2 | Coastcare | Mapua Grossi Point - Stages 1 & 2 Coastal protection | | Initiation | 30/06/2024 | \$97,800 | On hold pending Masterplan outcome |

COMMUNITY INFRASTRUCTURE GROUP ACTIVITY REPORT

| PROJECT ID | PROJECT NAME | WORK DESCRIPTION | STATUS | STAGE | EST COMPLETION DATE | PROJECT BUDGET 2022/23 | PROJECT STATUS SUMMARY |
|----------------------|---------------------------------|--|--------|------------|---------------------|------------------------|---|
| 2023.4.3 | Faulkners Bush | Play equipment | | Planning | 30/06/2024 | \$120,000 | Concept design and initial community consultation completed |
| 2023.4.4 | Moutere/Waimea Reserve Purchase | Septic field land acquisition – Upper Moutere Hills Community Centre | | Planning | 30/06/2024 | \$50,000 | Land acquisition being finalized and investigating feasibility. |
| 2023.4.5 | Wakefield Recreation Reserve | Design & development | | Planning | 30/06/2024 | \$189,900 | On hold pending Waimea South Facility feasibility Awaiting completion of facility needs analysis and workshops. |
| 2023.4.6 | Walkway Development | Kelling Rd, Bronte/Trafalgar - investigate & design | | Initiation | 3/06/2024 | \$13,000 | Project being scoped |
| Richmond Ward | | | | | | | |

COMMUNITY INFRASTRUCTURE GROUP ACTIVITY REPORT

| PROJECT ID | PROJECT NAME | WORK DESCRIPTION | STATUS | STAGE | EST COMPLETION DATE | PROJECT BUDGET 2022/23 | PROJECT STATUS SUMMARY |
|------------|----------------------|--|--------|-------------|---------------------|------------------------|--|
| 2023.5.1 | Ascot Reserve | Reserve development | | Procurement | 31/05/2024 | \$151,500 | Consultation completed. Design and procurement underway |
| 2023.5.2 | Best Island | Part land purchase & development | | Delivery | 30/06/2024 | \$165,000 | Work in progress |
| 2023.5.3 | Borck/Poutama Creeks | Walkway connections, furniture & planting | | Planning | 30/06/2024 | \$18,800 | Work in progress. |
| 2023.5.4 | Camberley Reserve | Design & bollards, implement 2023/2024 | | Planning | 30/06/2024 | \$50,000 | Design underway |
| 2023.5.5 | Jubilee Park | Speedhump now part of wider upgrade including lighting (Projects team) | | Delivery | 31/05/2024 | \$8,000 | Landscape planting to be completed in Autumn. 95% complete |
| 2023.5.6 | Jubilee Park | Central park drain & reseal | | Delivery | 30/04/2024 | \$40,000 | Drainage completed and reseal in progress. |

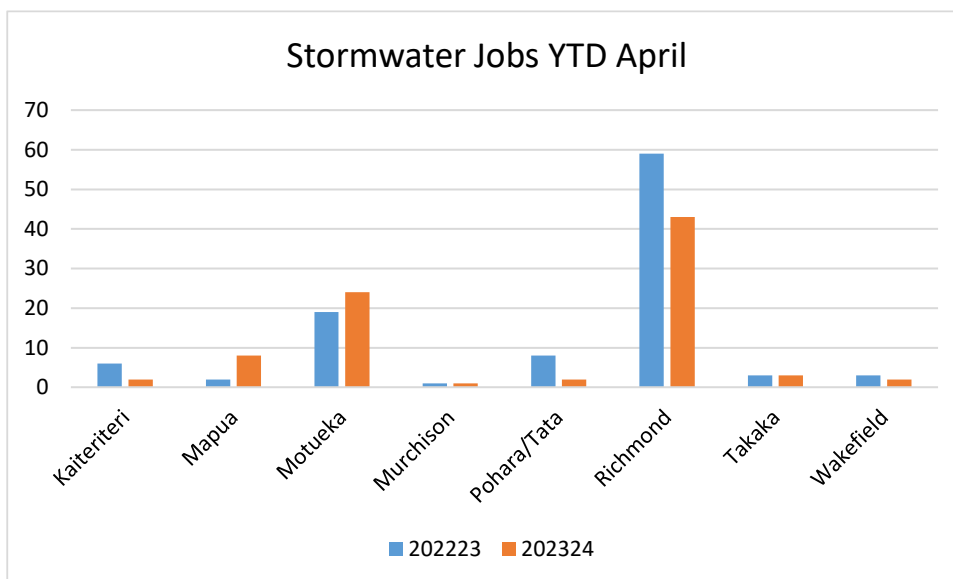
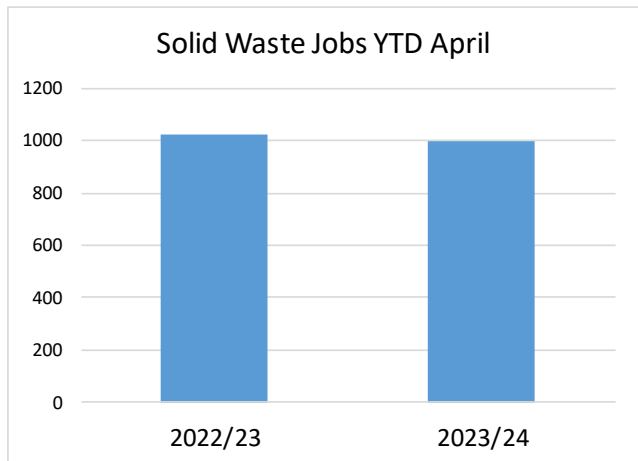
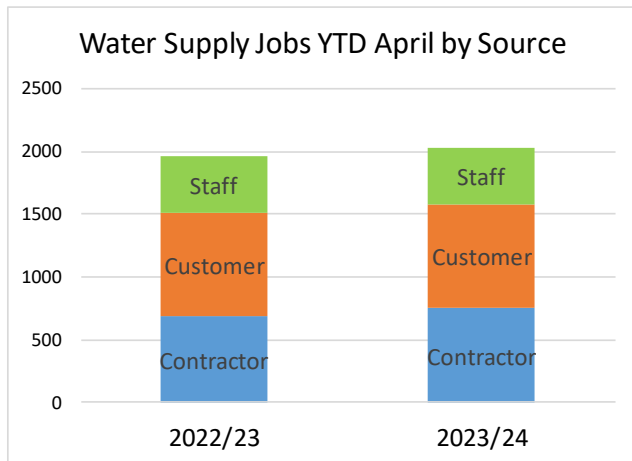
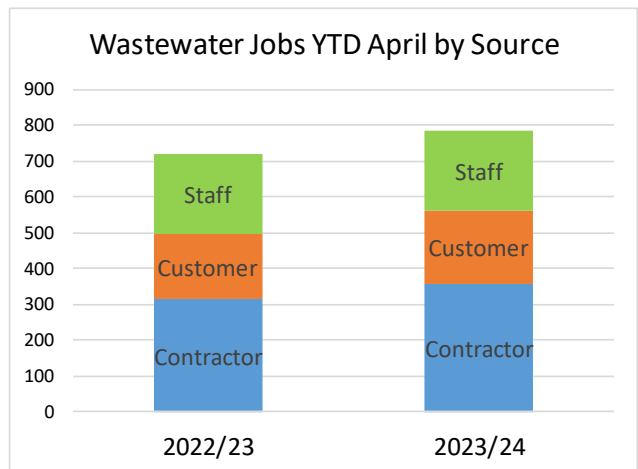
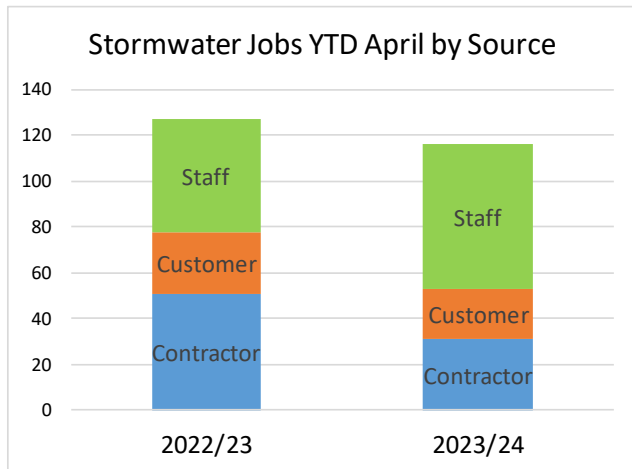
COMMUNITY INFRASTRUCTURE GROUP ACTIVITY REPORT

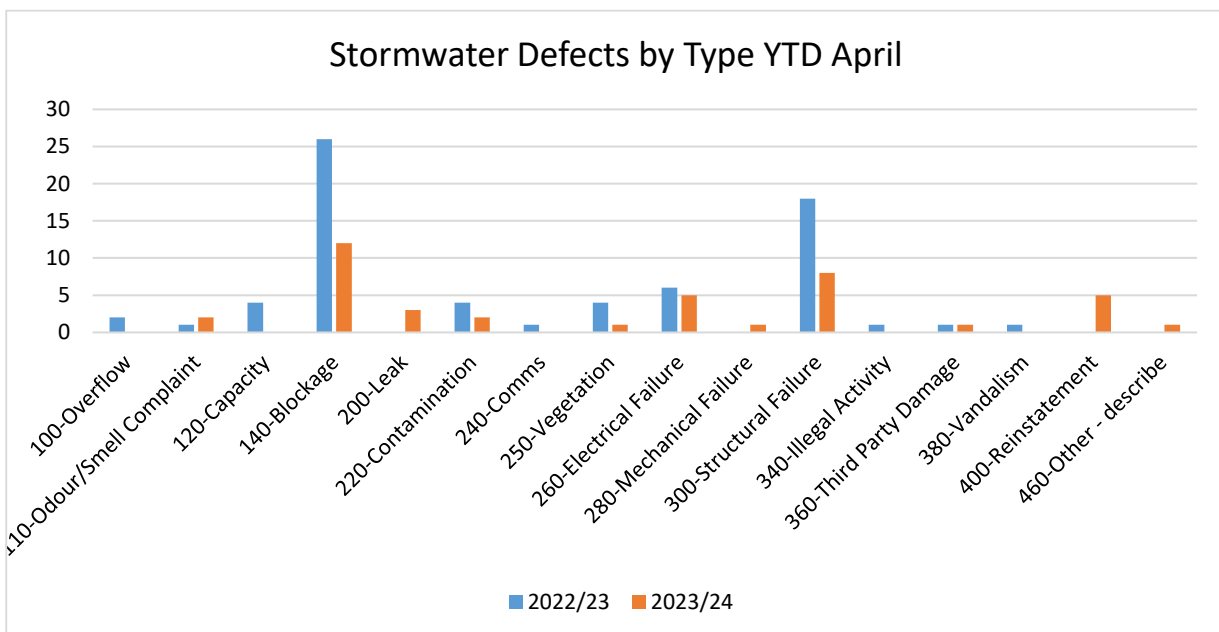
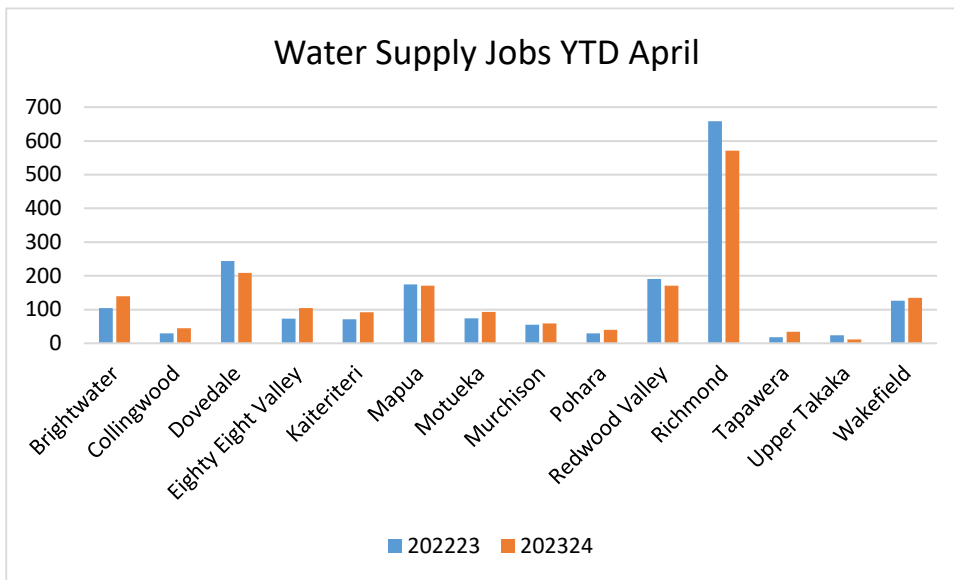
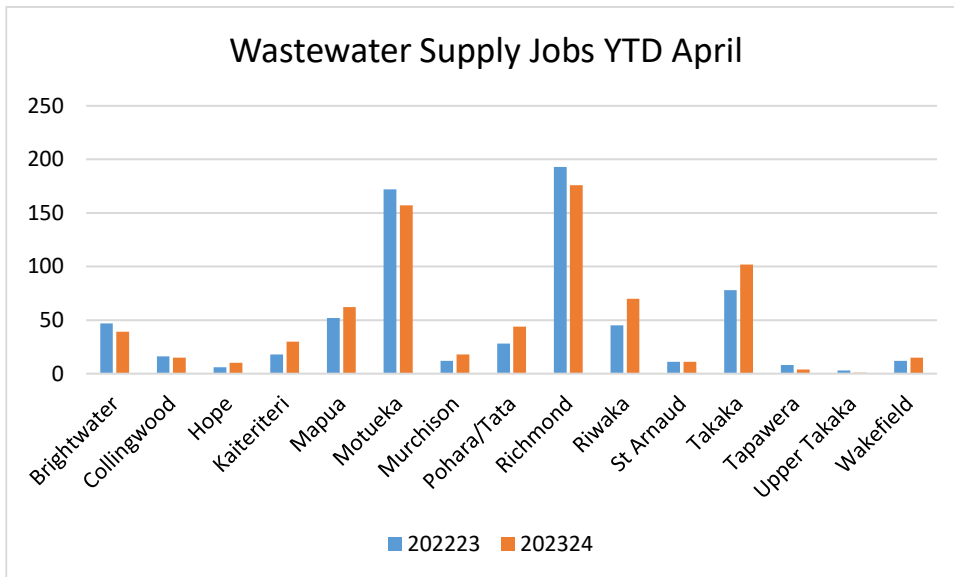
| PROJECT ID | PROJECT NAME | WORK DESCRIPTION | STATUS | STAGE | EST COMPLETION DATE | PROJECT BUDGET 2022/23 | PROJECT STATUS SUMMARY |
|------------|------------------------------|------------------------------------|--------|-----------|---------------------|------------------------|---|
| 2023.5.7 | Langford Reserve | Planting and furniture | | Delivery | 30/06/2024 | \$80,000 | Hard landscape construction completed. Remainder of work completed by end of June 2024. |
| 2023.5.8 | Richmond Cemetery | New beams & rain garden | | Delivery | 30/04/2024 | \$31,000 | Work underway |
| 2023.5.9 | Rough Island Equestrian Area | Toilet upgrades | | Completed | 31/03/2024 | \$35,000 | Toilet installation completed |
| 2023.5.10 | Washbourn Gardens | Begonia House Building maintenance | | Delivery | 30/04/2024 | \$41,800 | Work underway |
| 2023.5.11 | Washbourn Gardens | Pathway | | Planning | 30/06/2024 | \$10,000 | On hold due to budget |
| 2023.5.12 | Central Park | Playground Equipment | | Completed | 31/03/24 | Donated | A slide and swing have been installed |

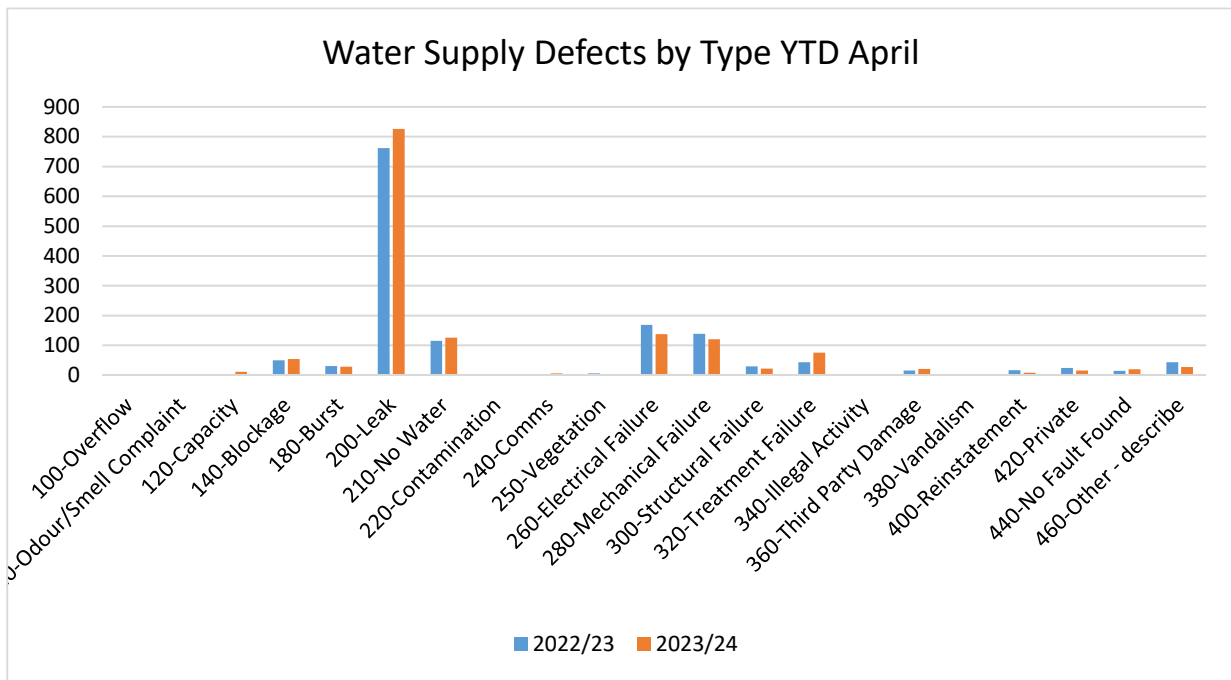
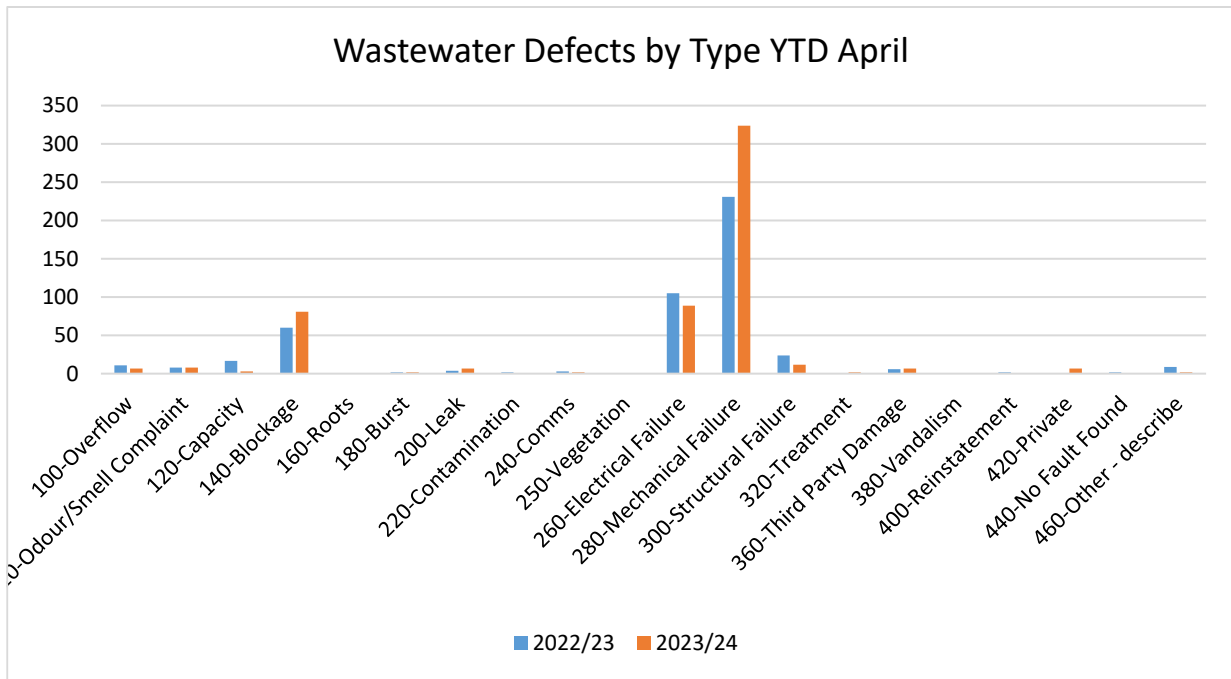
COMMUNITY INFRASTRUCTURE GROUP ACTIVITY REPORT

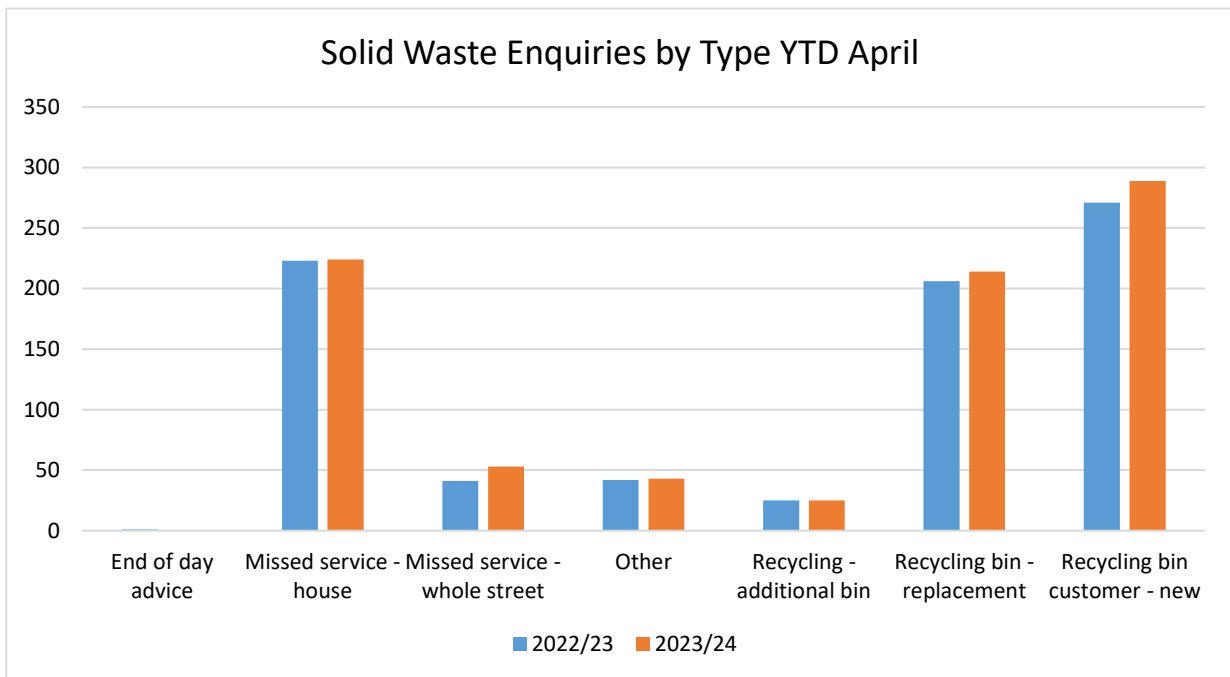
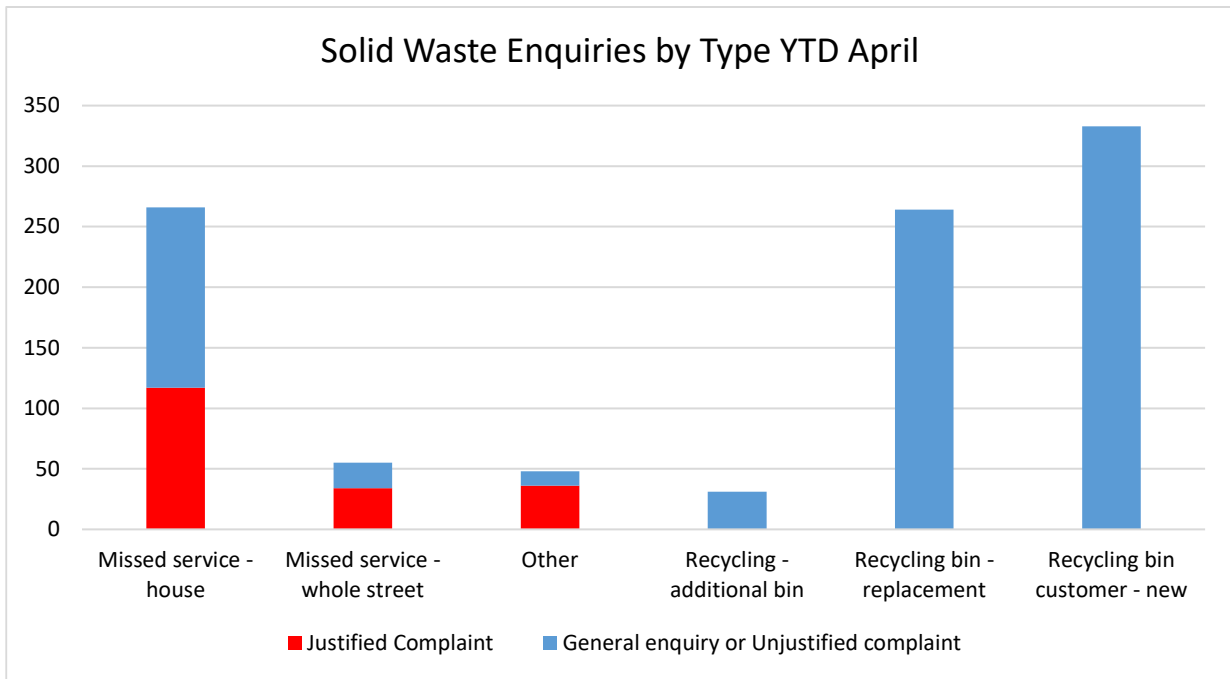
7. Waters and Waste Update

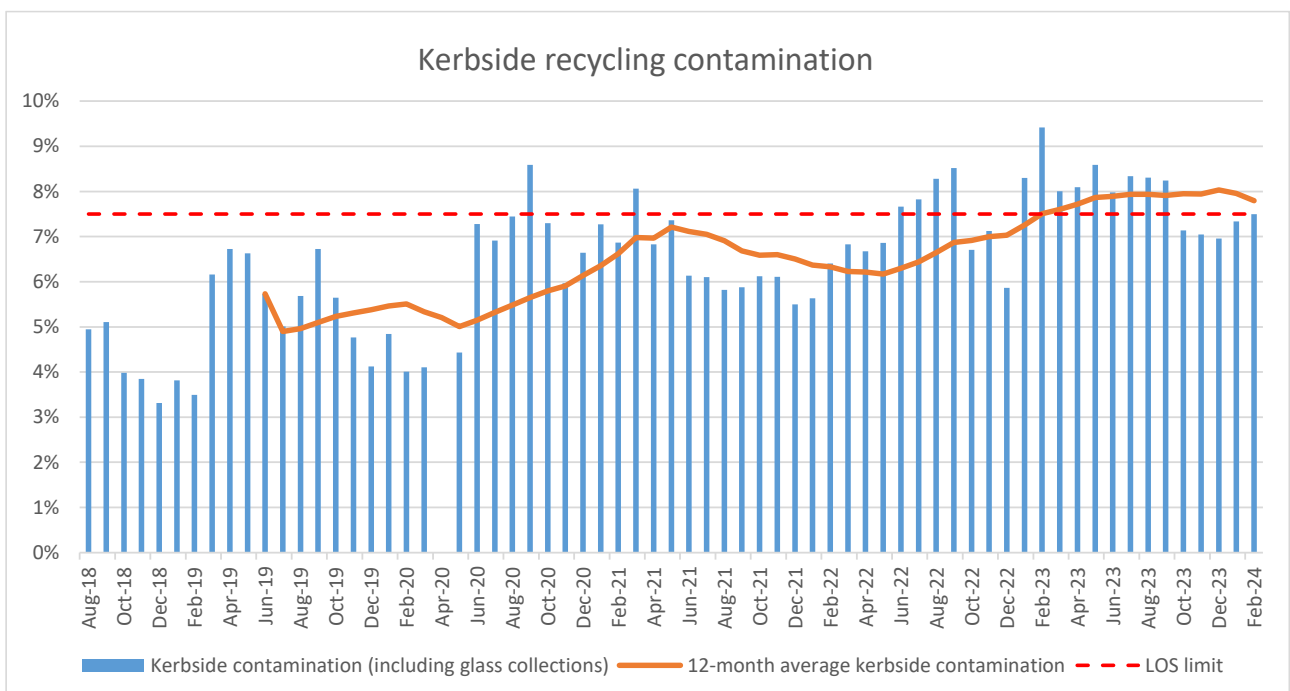
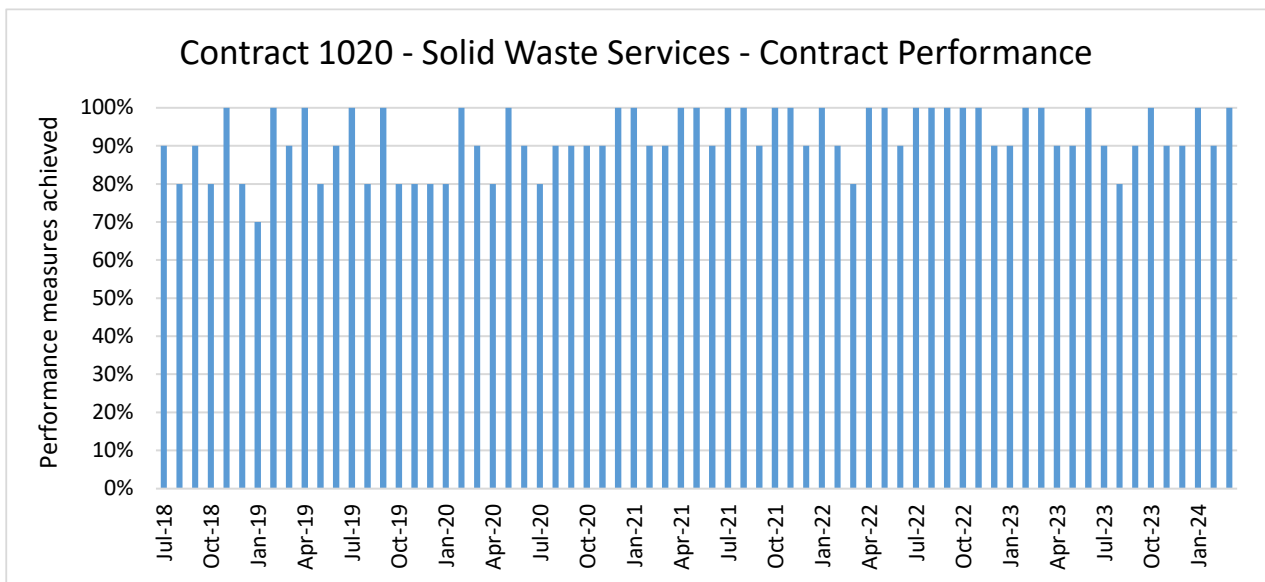
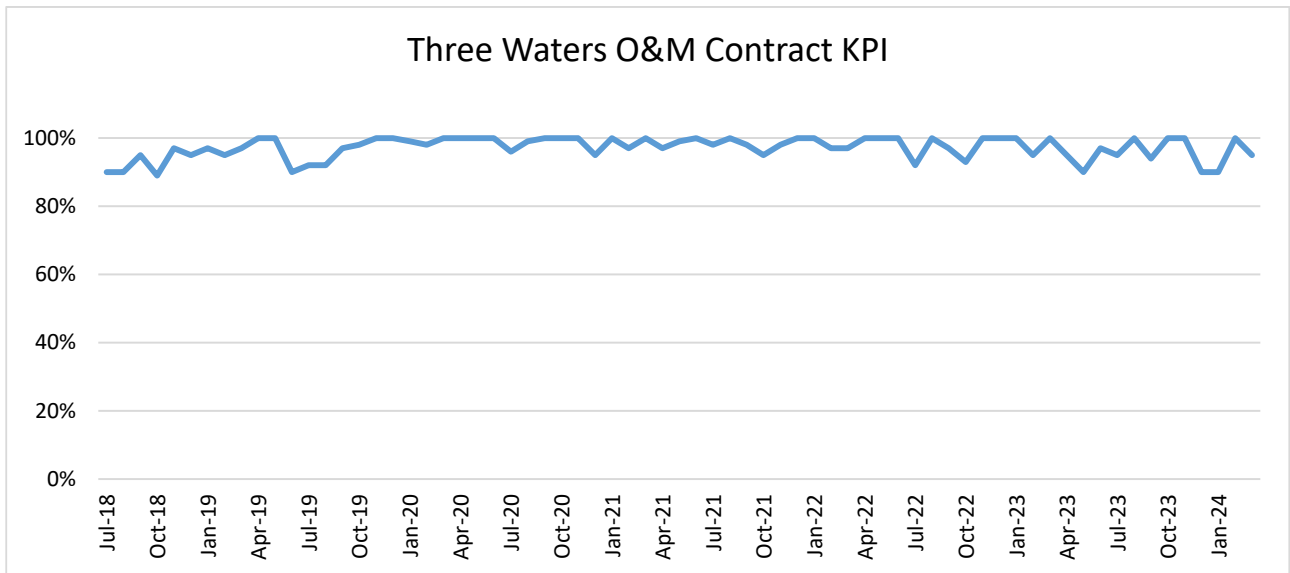
Utilities Trends











WATER SUPPLY

Activity Highlights:

- 7.1 Water restrictions lifted.
- 7.2 Wakefield pipeline renewals, through Cemetery (complete) and Pitfure Road (in progress).

Compliance:

- 7.3 Staged water restrictions were lifted from the source waters supplying Wakefield, Eighty Eight Valley and Dovedale reticulated Council supplies following significant rain during the week of 12 April. This meant that Council was able to remove the Phased restrictions that had been imposed on customers on these supplies throughout March and April. The Council, as water take consent holder, did not breach any resource consents during the period of restrictions however for Dovedale and Eighty Eight Valley, this was largely due to exemptions from restrictions issued under section 329 of the Resource Management Act.

Enforcement

- 7.4 Since the previous Activity Report, the following events have been recorded:
 - 7.4.1 One new accidental damage event; a contractor struck a water main while digging a power cable trench on the Moutere Highway in Upper Moutere;
 - 7.4.2 No new incident of illegal hydrant use;
 - 7.4.3 No new water meter or restrictor tampering events:
- 7.5 Each event is investigated, and appropriate action taken – this includes working with all parties involved and educating landowners/operators as required. Events of significant offending are assessed against the Solicitor General's Prosecution Guidelines to determine if a case for prosecution exists. In the first instance of non-compliance, a letter of warning is generally issued, provided the offending is not of a serious nature, which sets out legal requirements and forms the basis of any future prosecution action.
- 7.6 The accidental damage event is being investigated with further action to be decided based on the outcome.

Operations Update:

- 7.7 Leak at ferrule on lateral connection to 13 Shearer Terrace at Richmond caused water under pressure to gush a few meters in the air. It was repaired shortly afterwards.
- 7.8 Stage three of the water main renewals at Wakefield has been completed. This stage included installation of approximately 130m of aging, 150mm asbestos cement pipe with OD 315 PE pipe through the old Wakefield cemetery. In response to a Facebook post, staff had to reassure locals that Council had not excavated through graves and appropriate precautions, such as using ground penetrating radar, were taken to ensure this was not the case. The new pipe alignment was adjacent to the existing pipeline.
- 7.9 Wakefield pipeline renewal at Pitfure Road is in progress. The project includes replacement of approximately 700m of 100mm asbestos cement pipe with OD180 PE pipe.
- 7.10 Brightwater WP filter change took place on Friday 19 April. Filters lasted one and a half years before replacement was required.

- 7.11 We will be contacting users on the Rural Schemes and extensions advising that if they wish to reduce their units or disconnect, they need to apply before the end of May to ensure the physical and admin changes can be made prior to the new financial year. We are taking the opportunity to remind customers to check their water levels regularly and ensure they have sufficient storage for the number of units they received. We will also remind them of our free locate services, for private landowners or companies working on their behalf, when digging or excavating around our water pipes.

WASTEWATER

Activity Highlights:

- 7.12 Fonterra have started discharging into the Tākaka network early this year.
- 7.13 The Marchwood Park caravan dump station in Motueka struggled over the ANZAC weekend.
- 7.14 An audit of low pressure pump stations in Wakefield found that compliance with the Council's requirements was low.

Compliance:

- 7.15 No compliance issues were reported.

Operations Update:

- 7.16 The April storm event resulted in elevated flows in most wastewater networks, but due to the prolonged dry weather, the impact on the wastewater networks was less than it normally would be for a similar rain event.
- 7.17 Recoating of the Goodman Pump Station in Motueka was completed within one day. Recoating of the concrete was needed to prevent further deterioration of the concrete which is subject to hydrogen sulphide corrosion. The work was completed safely while the pump station remained operational, but with the water level in the station at a reduced level. There were no reports of odour and the job was well planned and executed. This time we used a new contractor and were impressed with their knowledge and experience dealing with tricky coating, waterproofing, and sealing projects.



Picture 1: Before recoating



Picture 2: After recoating

- 7.18 Fonterra have begun discharging into the Tākaka wastewater network from 22 April. Usually, they only discharge during August to October. However, Fonterra has been concerned about mineral build-up in some of the pasture so has opted to utilise the new large rapid infiltration basin at the wastewater treatment plant.
- 7.19 Marchwood Park caravan dump station was heavily utilised over the April school holidays, particularly the last weekend with ANZAC day on the Thursday before. On Saturday, one pump blocked up with wipes and the other had to be sent away for repair. This caused some users to be upset as the dump station was closed while maintenance was carried out.
- 7.20 On Monday 25 March there was another sewer overflow from the wastewater main in Oxford Street, Richmond. This one at the top end of Oxford Street. The cause was a blockage from a buildup of wet wipes in the sewer. The main has been cleaned and CCTV complete. The CCTV footage is currently being assessed and remedial actions determined.
- 7.21 Monitoring the efficiency of pump stations has led to checks on pump impellers. We have found at least five pump stations that need new impellers in Golden Bay. The wear on one set of impellers suggests the pumps are operating outside their recommended duty so this is being investigated. The frequency and extent of regular mechanical checks on pump stations is being reviewed as well.
- 7.22 In April our cadet completed an audit of all Council owned low pressure pumps in Wakefield. Only 16% (7 of 44) of homes, with completed landscaping, complied with the Council's requirements. Eleven sections remain empty or are still under development. The most common issues are insufficient ground clearance around the pump station lid (needed for venting), and control cabinets being installed on boundary fences rather than a post. Letters will be sent to the owners, advising them of Council's requirements and requesting remedial measures. Audits will be undertaken in Māpua next followed by Richmond West.

STORMWATER

Activity Highlights:

- 7.23 An updated resource consent application has been submitted for a new stormwater outfall at Selwyn Street Pōhara.

7.24 Investigation of contamination resulting from ITM Tākaka fire.

Compliance:

7.25 Iwi consultation on the Motueka Stormwater Monitoring Plan was completed and the plan has now been submitted to compliance for approval.

7.26 The investigation of contamination from the ITM fire in Tākaka revealed high Zinc levels in sediments at the stormwater outlet off Motupipi Street. Further investigation was carried out to determine if Zinc contamination was an issue further downstream. Sediment sampling further downstream in the stormwater swale showed that the contamination is localised at the outlet and decreases drastically downstream and therefore is not compromising the Motupipi Stream ecosystem.

Operations Update:

7.27 The district experienced welcome rain in the second week of April, but this did not cause any problems with our stormwater systems. Between 50 and 120mm fell in our urban areas over a six-day period from 9 to 14 April. The usual post storm checks and maintenance were carried out, removing debris and litter from outlets and inlet screens. These photos show the Pinehill Stream outlet at Ruby Bay, which was cleared following the event.



Picture 3: Ruby Bay Stream Outlet before cleaning; **Picture 4:** Ruby Bay Stream Outlet after cleaning

7.28 In 2015 Tasman District Council constructed a new culvert over the Saxton Creek, on Champion Road. The culvert is designed to accommodate a 1% Annual Exceedance Probability (AEP) event (often referred to as a “1 in 100 year event”) but since construction the capacity of the culvert has been voluntarily reduced with two steel plates. With the completion of Nelson City Council’s work downstream this year, the steel plates were removed in the third week of April, and the culvert now has full capacity for a 1% AEP event.



Picture 5: *Champion Road culvert, with throttle plates removed*

- 7.29 Catchpits and soakpits at the Tākaka library carpark were cleared early in April, following inspections. Approximately 5m³ of silt and sludge was removed, and we expect this drainage system to work more effectively.
- 7.30 Since last year we have been working on options to repair two culverts and a headwall on the Toru Street causeway in Māpua. We have agreed on a cost-sharing arrangement with the property that is serviced by the causeway and work is scheduled to commence in May.
- 7.31 We have also been working on a new stormwater soakage system and coastal discharge to service Selwyn Street, Pōhara. A design has been completed, an application for resource consent has been lodged and we have appointed a contractor for the work. We plan to commence works soon after receiving resource consent.

WASTE MANAGEMENT AND MINIMISATION

Activity Highlights:

Recycling contamination at our Materials Recovery Facility (MRF) has decreased 0.8% from 13.9 in February to 13.1 in March.

Compliance:

7.32 There were no known non-compliance incidents in this period.

Operations Update:

- 7.33 Rubbish bag collections continued as normal with no noted issues.
- 7.34 A total of 399 kerbside recycling audits were undertaken during March, 94% passing and 6% failing due to contamination – this is a decrease on last month. The following table summarises the contamination issues raised – the large majority are for non-recyclable materials being placed in recycling bins.

Kerbside Bin Audits

| Row Labels | Count of Result |
|--|-----------------|
| FAIL | 23 |
| Incorrectly mixed Recyclables | 1 |
| Incorrectly mixed Recyclables Unwashed/Cleaned Recyclables Non Recyclables | 1 |
| Non Recyclables | 14 |
| Non Recyclables Incorrectly mixed Recyclables | 1 |
| Non Recyclables Incorrectly mixed Recyclables Unwashed/Cleaned Recyclables | 2 |
| Non Recyclables Unwashed/Cleaned Recyclables | 2 |
| Unwashed/Cleaned Recyclables Non Recyclables | 2 |
| PASS | 376 |
| | 376 |
| Grand Total | 399 |

Kerbside Audits



- 7.35 The weighbridges at Tākaka, Mariri, Richmond and Murchison RRC's have now been certified. The Murchison weighbridge has been certified early so that all weighbridges will be certified at the same time, reducing costs.
- 7.36 The second phase of the Construction & Demolition at Richmond Resource Recovery Centre (RRC) diversion trial will commence in July. We are planning to divert domestic vehicles and small commercial vehicles to trial diversion of reusable and recyclable building materials. Preliminary discussions with our contractor have taken place, and we are planning minor works in May and June to enable the trial.
- 7.37 We are also assessing a new location for the scrap metal at Richmond. It is likely that we will require a concrete pad to stop the contamination of the metal and the ground on which the metal is stored.
- 7.38 The second weighbridge in Richmond has been installed but will not be operational until the new kiosk has been delivered, in early May.



Picture 6: Richmond RRC weighbridge showing concrete base

- 7.39 The vehicle washdown at Richmond, previously used by the biosecurity team has been upgraded to allow the waste trucks to be cleaned more frequently. This required extending the concrete pad to allow for the largest vehicle and the installation of a first flush interceptor to divert the first flush from a rain event into the wastewater network and other run off to the stormwater network.



Picture 7: Richmond RRC, truck wash.

- 7.40 We are currently investigating a new road lay out for the Māiri RRC to improve traffic flows and will report back to a future Operations meeting.

Waste Minimisation (funded by the Waste Minimisation Fund)

- 7.41 Our collaboration with Nelson City Council on Construction and Demolition (C&D) waste diversion continues and has been a focus area.

- 7.41.1 We have compiled a database of C&D waste diversion services and opportunities in the region. From this database, we have produced a draft *C&D waste reduction guide and diversion directory*. This booklet aims to provide easy access to information on waste diversion options and has been circulated for feedback from industry contacts before publishing more widely.

- 7.41.2 Our second meeting of industry stakeholders was held at Green Meadows on 24 April and was well attended. The meeting was used to introduce the diversion directory and to launch the C&D diversion facility at the Nelson Environment Centre. This new facility is a collaboration between NEC and NCC.
- 7.41.3 The next C&D event is planned for July and will focus on building deconstruction as an alternative to demolition.
- 7.41.4 In the coming month, the terms of reference for the C&D waste forum will be agreed with the Nelson Construction and Environment Alliance and a date set for a first meeting of this smaller working group.
- 7.42 A report on the C&D diversion trial conducted by the Council at the Richmond RRC in late 2023 has been completed and will be included in the next Climate Change Update report, following a request from Councillor McKenzie more information on this work. Planning is underway for a second 3-month trial at the same site, testing a different waste sorting method. This will commence in July and when completed will fulfil our obligations under the Ministry for the Environment (MfE) funding agreement for this project.
- 7.43 Application for Waste Minimisation Projects Grants closed on 31 March. Twelve applications were received, and a total of \$201,118 funding requested. We are currently reviewing these. The applications and our recommendations will be considered by the Community Grants sub-committee in a meeting on 28 May.
- 7.44 Collaboration with the Projects team on the removal or deconstruction of two council-owned houses on Headingly Lane continues. Tender for the deconstruction of one house is planned to be issued in early May. If possible, the next meeting of C&D waste industry stakeholders, mentioned above, will be held on this site. Advertisement of the other house for removal has been delayed, pending internal review.
- 7.45 A proposal for a food waste collection trial in Golden Bay has been received from the Sustainable Living Centre. In the next month we expect to agree details and issue a contract for this service for a 12-month period. The results will be used to inform the centre's longer-term plans for a food waste service in Golden Bay and may also be relevant to the regional organic waste collection business plan study commencing in later this year.
- 7.46 Our collaboration continues with natural resource and climate change policy staff on an investigation of biochar production and use in the region. A project scope has been prepared and this will inform an application for Envirolink funding of a broader study to include this topic.
- 7.47 Opportunities for increased use of crushed concrete recycled aggregate in Tasman District Council and Nelson City Council civil works are being investigated. Recycled crushed concrete size distribution data has been obtained from industry and shared with the council road engineering team for assessment against the current standards.

| |
|-------------------------------------|
| 8. Programme Delivery Update |
|-------------------------------------|

- 8.1 Please see Major Programmes and Project Report attachment 1
- 8.2 Please see Programme Delivery Highlights attachment 2

9. Attachments / Tuhinga tāpiri

- | | | |
|----------------------|--|-----|
| 1. ↓ | Major Programmes and Project Report May 2024 | 113 |
| 2. ↓ | Programme Delivery Highlight Report | 120 |

Iajor Programmes and Project Report

Time (Deviation from Baseline)

| | |
|-------|------------------|
| Green | <30 days delay |
| Amber | 31-60 days delay |
| Red | >61 days delay |

Budget (Deviation from Baseline)

| | |
|-------|------------------------|
| Green | On track |
| Amber | Forecast Overspend <5% |
| Red | Forecast Overspend >5% |

Note 1: The Life of Project Budget is made up of the total amount spent in previous financial years plus the total budget approved this financial year and the total amount budgeted in all future years of the draft Long Term Plan 2024-2034. These future year budgets are subject to change pending council approval.

Note 2: Project updates as of May based on March 2024 Financials results.







| | | | TIME | | | FINANCIALS (All Years) (\$m) | | | | STATUS | COMMENTARY |
|---------------|---|----------|-------------|--------------------------------|--------------------------------|------------------------------|--|---------------------|-----------------------|----------------|--|
| Project Title | | | Time Status | Current Approved Delivery Date | Current Forecast Delivery Date | Budget Status | Life of Project Budget ^{Note 1} (\$m) | Forecast Cost (\$m) | Actuals to Date (\$m) | Overall Status | |
| atchlist | | | | | | | | | | | |
| Projects | | | | | | | | | | | |
| 1141 | Richmond South Low Level Reservoir and pipeline | Planning | ● | 30/06/2027 | 30/06/2027 | ● | \$6.71 | \$6.00 | \$0.42 | Green | This project has just restarted after a two year break. We are looking at redesigning to fit within budget. |
| 1144 | Motueka Recreation Centre Water Facility upgrade | Planning | ● | 30/06/2025 | 30/06/2025 | ● | \$0.55 | \$1.05 | \$0.00 | Red | We have got indicative pricing and have realised not enough budget to complete so project is on hold. |
| 1182 | New rising main Motueka West to wastewater treatment plant | Delivery | ● | 28/06/2024 | 20/12/2024 | ● | \$5.64 | \$5.51 | \$3.61 | Amber | Project is delayed by land agreements. Stage 1 is complete. Stage 2 is complete as of Mid March 2024 Stage 3 (Pumpstation) in preliminary design stage. Waiting on Wakatu for position and flows. |
| 1188 | Redwood Valley Water Supply Upgrade to meet the NZ Drinking Water Standards | Planning | ● | 30/06/2027 | 30/06/2027 | ● | \$8.73 | \$8.73 | \$0.02 | Amber | Several easements required and will take about a year to sort this out. An updated brief is required to restart this project and an estimated end date for that is June 2027. |
| 1208 | Berryfields Lower Queen Street Intersection Upgrade | Planning | - | TBC | TBC | - | \$0.00 | \$0.00 | \$0.00 | Amber | Only council budget currently. Additional funding required from NZTA and waiting for application to go through. |
| 1213 | Motueka Stopbank Refurbishment | Delivery | ● | 31/05/2024 | 31/05/2024 | ● | \$9.74 | \$9.74 | \$9.53 | Amber | Council's local share commitment to funding agreement is \$2.25M. Final minor works are under way. This project is majority funded by MBIE Covid Response Stimulus funding. The project completion date has been extended to 31st of May 2024. |

| | Project Title | Current Phase | Time Status | Current Approved Delivery Date | Current Forecast Delivery Date | Budget Status | Life of Project Budget (\$m) | Current Forecast (\$m) | Actuals to date (\$m) | Overall Status | |
|------|---|---------------|-------------|--------------------------------|--------------------------------|---------------|------------------------------|------------------------|-----------------------|----------------|---|
| 1242 | Best Island Land Acquisition and Accessway | Planning | ● | 20/12/2024 | 30/04/2024 | ● | \$0.37 | \$0.37 | \$0.31 | Green | Sale and purchase agreement has been signed. The Department of Conservation has recently approved the reserves act process. Survey plans are being delivered with physical works expected winter 2024. |
| 1249 | Motueka West Discharge System | Delivery | ● | 20/12/2024 | 7/10/2024 | ● | \$6.40 | \$6.38 | \$1.30 | Green | Contractor has started in church land and is two weeks ahead of programme. |
| 1251 | Borck Creek SH60 Bridge Capacity upgrade | Planning | - | TBC | TBC | - | \$0.00 | \$0.00 | \$0.00 | Amber | Project on hold due to upstream land issues. We have an agreed land sale in progress. |
| 1252 | Borck Creek Widening SH60 to Reed Andrews | Planning | ● | 30/06/2032 | 30/06/2032 | ● | \$6.12 | \$6.12 | \$0.06 | Green | Staff are working on iwi consultation and an update to the programme business case. Next step is to present the design objectives report to Council. The completion date has been updated to align with the Long Term Plan out for consultation. |
| 1253 | Richmond South - new pump stations and rising main | Planning | - | TBC | TBC | - | \$0.00 | \$0.00 | \$0.00 | Amber | On Hold due to Richmond on the Rise wastewater requirements unknown. |
| 1256 | Eighty-eight Valley Reticulation Upgrades | Procurement | ● | 30/06/2026 | 30/06/2026 | ● | \$2.15 | \$2.15 | \$0.08 | Green | This project has now been put on hold pending new directives of Taumata Arowai. |
| 1267 | Waimea Plains Water Plan | Delivery | ● | 31/12/2035 | 31/12/2035 | ● | \$33.66 | \$33.66 | \$0.89 | Green | Currently working on asbestos cement pipe replacement on Pitfure Street in Wakefield. Preparing for bore drilling at Clover Road in April. |
| 1268 | Lower Queen Street Bridge Capacity Upgrade | Planning | ● | 30/06/2027 | 30/06/2026 | ● | \$8.53 | \$8.53 | \$0.29 | Green | Detailed design and preparation of RC application. Current deadline is 2026/27. |
| 1269 | Borck Creek Widening Headingly Lane to Estuary | Planning | ● | 30/06/2027 | 30/06/2027 | ● | \$5.60 | \$5.60 | \$0.05 | Green | Doing detailed design. Budgets have been shifted in new Long Term Plan with proposed completion by mid 2027. |
| 1273 | Reed Andrews Drain SH6 Culvert and Network Tasman drain upgrade | Planning | ● | 1/01/2033 | 31/10/2031 | ● | \$20.03 | \$16.10 | \$0.35 | Amber | The Long Term Plan is indicating next year for expenditure is 2029. We have \$500,000 budget allowed in 2024/25 and looking to rephase with other projects adjacent to the State Highway Bridge and will complete rephasing of project budgets via change request currently with sponsor. |

| | Project Title | Current Phase | Time Status | Current Approved Delivery Date | Current Forecast Delivery Date | | Budget Status | Life of Project Budget (\$m) | Current Forecast (\$m) | Actuals to date (\$m) | | Overall Status | |
|------|---|---------------|---|--------------------------------|--------------------------------|--|--|------------------------------|------------------------|-----------------------|--|----------------|--|
| 1325 | Streets for People Richmond 2021-24 | Delivery |  | 30/06/2024 | 30/06/2024 | |  | \$4.50 | \$4.23 | \$1.26 | | Green | Queen Street and Champion Road pilot installations were completed in Dec 2023. Salisbury Road Stage 2 is complete. Hill Street due end of April and Wensley Road will follow on from this completion. |
| 1327 | Tanker Filling Stations - Richmond, Motueka and Wakefield | Delivery |  | 30/06/2023 | 30/06/2025 | |  | \$0.60 | \$0.80 | \$0.50 | | Amber | Wakefield on hold due to funding. Need another \$200k for mains extension in Wakefield. This will roll over to next year, Motueka is Complete and Richmond is Complete |
| 1328 | Takaka Annex Internal Fitout | Delivery |  | 31/08/2024 | 31/08/2024 | |  | \$0.22 | \$0.22 | \$0.04 | | Green | Soft start commenced in April and will be completed around end of June 2024. |
| 1342 | Whakarewa St Manoy St Roundabout | Planning |  | 30/06/2024 | 28/06/2024 | |  | \$0.62 | \$1.00 | \$0.01 | | Red | Detailed design is complete and the engineer's estimate indicates that the cost will be approximately \$400K more than the available budget. There are also unresolved safety issues with the current design, an alternative solution is being considered. |
| 1347 | Mapua Streets for people and Cycle Lanes | Delivery |  | 30/06/2024 | 28/06/2024 | |  | \$0.93 | \$0.93 | \$0.88 | | Green | Construction complete, now implementing the monitoring and feedback stage. Staff will be reporting this feedback to Full Council mid 2024. |
| 1348 | Motueka Transport Choices | Delivery |  | 28/06/2025 | 30/09/2024 | |  | \$5.51 | \$4.62 | \$3.68 | | Green | External funding of \$4.337m has been approved by NZTA, who have notified Council that no further money will be released. This means the overall project funding has been reduced by \$3.908M. |
| 1353 | Motueka Community Pool Initiation Stage 1 | Initiation |  | 30/06/2025 | 15/12/2024 | |  | \$0.27 | \$0.23 | \$0.05 | | Green | We now have an indicative pool location agreed on site and proceeding with geotech/contamination reporting and traffic and road assessments. |
| 1356 | Moutere Hills Community Centre - Sewer System Upgrade | Procurement |  | 15/12/2024 | 1/11/2024 | |  | \$0.15 | \$0.15 | \$0.02 | | Green | We are now out to tender and tenders will be received end of April. Looking to begin works in June 2024. |
| 1364 | Motupipi Street Footpath Extension | Delivery |  | 4/05/2024 | 4/05/2024 | |  | \$0.20 | \$0.20 | \$0.00 | | Green | Works started on 18th April and will take approximately two weeks to complete. |

| | Project Title | Current Phase | Time Status | Current Approved Delivery Date | Current Forecast Delivery Date | | Budget Status | Life of Project Budget (\$m) | Current Forecast (\$m) | Actuals to date (\$m) | | Overall Status | |
|------|--|---------------|-------------|--------------------------------|--------------------------------|--|---------------|------------------------------|------------------------|-----------------------|--|----------------|--|
| 1369 | Moutere Weir Fish Passage Remediation and Habitat Rehabilitation | Delivery | ● | 30/05/2025 | 30/05/2025 | | ● | \$0.25 | \$0.25 | \$0.04 | | Green | Constructed one out of six weirs so far, however construction has cost more than expected and 2024/25 funds to be confirmed. So plan is to restart project in new financial year |
| 1390 | Zone 3 Earthquake Strengthening | Delivery | ● | 31/12/2024 | 30/08/2024 | | ● | \$0.70 | \$0.80 | \$0.41 | | Amber | Ground floor has been completed and work has started on first floor. Remainder of the budget will be transferred from another budget source (Main Office). |
| 1404 | Richmond South SW Pukerua Subdivision | Planning | ● | 30/06/2025 | 30/06/2025 | | ● | \$1.35 | \$1.35 | \$0.20 | | Green | Bridge design has started and is being peer reviewed. |
| 1423 | Port Tarakohe Wharf Replacement | Delivery | ● | 25/11/2024 | 12/12/2024 | | ● | \$4.20 | \$4.20 | \$0.21 | | Amber | Sheet piles have been ordered and some preening work has started. |
| 1424 | Port Tarakohe Ablution block | Procurement | ● | 30/04/2025 | 30/04/2025 | | ● | \$1.80 | \$1.80 | \$0.03 | | Green | Doing detailed design, have a preferred tenderer. Contract award expected in May. |
| 1437 | Port Tarakohe Relocatable Toilet block | Planning | ● | 20/12/2024 | 20/12/2025 | | ● | \$0.21 | \$0.21 | \$0.01 | | Amber | Deferred for contingency on another project (an ablution block). |
| 1440 | Waste management services 2025 - 2035 | Procurement | ● | 24/07/2024 | 24/07/2024 | | ● | \$0.40 | \$0.34 | \$0.08 | | Green | Preparing the tender documents ready for the market. Tender closing 8th May and award expected July 2024. |
| 1442 | Residential Greenways 2023 2024 | Delivery | ● | 30/06/2024 | 30/06/2024 | | ● | \$0.18 | \$0.17 | \$0.48 | | Green | Contract currently on hold until Downers have moved off Wensley Road. This is because there are full road closures and the closure is diverted to Wensley Road. Due to start end of May. |
| 1444 | Gladstone Poutama Stormwater Connection | Delivery | ● | 1/11/2024 | 1/11/2024 | | ● | \$0.35 | \$0.35 | \$0.10 | | Green | Determining water quality treatment devices and planning to order this financial year. |
| 1450 | Motueka WWTP Pretreatment Improvements | Planning | ● | 30/05/2025 | 30/05/2025 | | ● | \$3.80 | \$3.80 | \$0.00 | | Green | Preliminary design is underway. |

| | Project Title | Current Phase | Time Status | Current Approved Delivery Date | Current Forecast Delivery Date | Budget Status | Life of Project Budget (\$m) | Current Forecast (\$m) | Actuals to date (\$m) | Overall Status | |
|------|---|---------------|-------------|--------------------------------|--------------------------------|---------------|------------------------------|------------------------|-----------------------|----------------|---|
| 1451 | Takaka WWTP New Disposal System and Treatment Upgrade | Planning | ● | 30/06/2025 | 30/06/2025 | ● | \$2.58 | \$2.58 | \$0.00 | Green | Understanding project parameters to engage the designer. |
| 1482 | Decks Reserve Playground Improvements | Planning | ● | 30/09/2024 | 30/09/2024 | ● | \$0.60 | \$0.60 | \$0.00 | Green | Staff have undertaken iwi consultation and currently implementing concept design and options analysis to present back to the Motueka Community Board. |

| Programmes | | | Time Status | Current Approved Delivery Date | Current Forecast Delivery Date | Budget Status | Current Approved Funding (\$m) | Current Forecast (\$m) | Actuals to date (\$m) | Overall Status | |
|------------|---------------------------------------|----------|---|--------------------------------|--------------------------------|--|--------------------------------|------------------------|-----------------------|----------------|---|
| 1168 | Stormwater Land Purchase Programme | Planning |  | 30/06/2032 | 30/06/2032 |  | \$28.22 | \$28.22 | \$10.25 | Green | Negotiations are underway for several property purchases in Richmond south. The programme involves purchase of many properties which will extend through to 2032. Timeframes and costs may vary depending on the success of negotiations. We are close to concluding the purchase of three parcels of land at present. |
| 1222 | Government Stimulus Funding Programme | Delivery |  | 31/07/2026 | 30/06/2026 |  | \$37.39 | \$37.39 | \$32.05 | Green | Jobs for Nature Projects: Fish Passage project surpassed its 5-year assessment target in March 2024. Positive iwi engagement in wetland project, and earthworks completed in 5 wetlands over the Summer. Waimea projects are ahead on most milestones with more work to happen in the remaining 15 months. Pigeon Valley project completion time will be extended by three months. Variation to the funding agreement is in progress with MPI. Only infrastructure project left to be completed in the programme is Motueka Stop Bank Refurbishment Project. More details of the project are in the project section. |
| 1340 | Motueka West Phase 1 Programme | Delivery |  | 31/05/2025 | 31/05/2025 |  | \$9.91 | \$9.91 | \$4.38 | Green | The programme is currently on track according to the plan. However, there is a risk of delay in acquiring land from the developer, Wakatu. This potential delay could impact the overall delivery of the programme of work. Additionally, there is a funding shortfall for the Manoy roundabout. Furthermore, the resource consent for the development has not yet been issued, and discussions are underway with the highest authorities to address this issue. Details of each project of the programme are provided in the project section of the report. |
| | | | | | | | | | | | |

| Programmes | | | Time Status | Current Approved Delivery Date | Current Forecast Delivery Date | Budget Status | Current Approved Funding (\$m) | Current Forecast (\$m) | Actuals to date (\$m) | Overall Status | |
|------------|------------------------------------|------------|---|--------------------------------|--------------------------------|--|--------------------------------|------------------------|-----------------------|----------------|--|
| 1341 | Better off Funding Programme | Delivery |  | 30/06/2027 | 30/06/2027 |  | \$5.64 | \$5.64 | \$2.75 | Green | The BoF programme allocation for the council remains unchanged. However, the Cabinet has instructed our funding Provider (DIA) to assess the current status of ongoing BoF-funded projects and to redirect any unspent funding so far to water infrastructure projects or to support the establishment of new water services delivery organizations. We met with our monitor (CIP) to discuss this and will look in to redirecting some unspent funding. |
| 1386 | Tasman Transport Choices Programme | Delivery |  | 31/12/2024 | 31/12/2024 |  | \$8.12 | \$8.12 | \$6.36 | Green | Out of the two projects in the programme, Motueka and Richmond Transport Choices, Richmond Project has now been completed. Motueka Project is yet to be completed with a reduced scope due to fund reduction by Waka Kotahi. More details are in the project area of this report. |
| TBC | Richmond Growth Programme | Initiation | - | TBC | TBC | - | \$0.00 | \$0.00 | \$0.00 | Green | This is in start up phase. |
| 1422 | Port Tarakohe Programme | Delivery |  | 30/04/2025 | 30/04/2025 |  | \$12.70 | \$13.55 | \$7.24 | Amber | Programme is on track. Council funded extension of Breakwater arms work has now been completed except for minor works on the breakwater. The two new projects which received MBIE loan to construct a new sheet-piled wharf with a ramp and constructing an office/ablution block are underway. Please refer to project section of this report for more details on individual projects. |

REPORT HIGHLIGHTS | MAY 2024

Additional Summary



Current Live Projects

| Stage | Total |
|--------------|-----------|
| Initiation | 1 |
| Planning | 16 |
| Procurement | 4 |
| Delivery | 15 |
| TOTAL | 36 |

Programmes

| Programmes |
|---|
| Government Stimulus Funding Programme |
| Motueka West Phase 1 Programme |
| Better Off Funding Programme |
| Tasman Transport Choices Programme |
| Stormwater Land Purchase Programme |
| Port Tarakohe Programme |
| Richmond Grown Programme (start up phase) |

Tenders Awarded since last report

| Project No. | Name | Delivery Model | Award Date | Contract Value at Award | Contractor |
|-------------|----------------------------------|----------------|------------|-------------------------|---------------------|
| 1328 | Takaka Annex Fitout | Direct Source | 12/03/2024 | \$153,700 | Golden Bay Builders |
| 1431 | Wainui Seawall Protection | Direct Source | 21/03/2024 | \$172,907 | Sollys |

Projects Completed since last report

| Notes | Project No. | Name | Contractor | Construction Start Date | Finish Date | Delivery | Total Budget | Total Cost (as at 31 March) |
|--------|--------------|--|----------------------|-------------------------|-------------|----------|--------------|-----------------------------|
| | 1192 (C1406) | Borck Creek Widening Poutama to SH60 (Borck B3 Section) | Taylor's Contracting | 1/08/2023 | 1/03/2024 | On time | \$537,319 | \$462,185 |
| Note 1 | 1297 | Port Tarakohe Extension of Breakwater arms | Heron Construction | 13/02/2024 | 24/04/2024 | On Time | \$5,805,401 | \$5,602,829 |
| | 1360 | Murchison Pump Track | Empire of Dirt | 16/01/2024 | 20/04/2024 | On Time | \$250,000 | \$215,268 |
| | 1431 | Wainui Seawall Protection | Sollys | 15/04/2024 | 15/04/2024 | On Time | \$200,000 | \$195,000 |

Note 1:

forecast overspend of \$300,000 has been reported to Council and will be updated when we received the final claim

Transport Projects

Transport Choices Motueka

This project was developed out of the Walking and Cycling Strategy to make improvements for pedestrians including safer crossings, particularly on busier roads and near schools and shared pathways for cyclists and walkers.

As of May 2024, completed work includes the Old Wharf Rd crossing outside the Motueka Recreation Centre, the Pah St/ Talbot St intersection improvements, the Parklands School crossing on Pah St, the Manoy St to Talbot St shared path, widening of part of the path at the High St and Old Wharf Rd roundabout and shared path improvements opposite the NPD in Lower Mouere. Work is due to start on a shared path in the area of the Te Āwhina Marae on Queen Victoria St and Pah St.



Work was completed on the shared path safety improvements opposite the NPD store in Lower Mouere.

“...It is now a much safer path... to now ride on the finished path and to see the parking spaces for South bound traffic is an absolute win-win situation.”

LOCAL USER ABOUT THE LOWER MOUERE SHARED PATH

STAGE

| | |
|--|-------------|
| Path widening High St and Old Wharf Roundabout | Completed ✓ |
| Lower Mouere Shared Path Improvements | Completed ✓ |
| Old Wharf Road raised crossing | Completed ✓ |
| Pah/Talbot St Intersection | Completed ✓ |
| Manoy to Talbot St path | Completed ✓ |
| Parklands School Crossing upgrade | Completed ✓ |
| Queen Victoria St path past Te Awhina Marae path starting soon | |

BUDGET SPENT AS AT 31st MARCH



The completed pathway joining Manoy Street and Talbot



The completed pathway joining Manoy Street and Talbot

REPORT HIGHLIGHTS | MAY 2024

Parks and Reserves



Pump Track | Murchison

We officially opened the Murchison Pump Track and unveiled its new name – Four Rivers Flow Zone, this symbolises the four River Plains of Murchison, where our great rivers meet and merge with the Buller. This name was collaborative effort from the creative minds at Murchison school, with input from the working group and final consensus reached on our community Facebook page.

This has been a huge community project with help and support from across our district. It was made possible through the Government's better off funding package with significant community input and collaboration between the Council and the community.

"The pump track has been chocka full, from daylight until dark. The kids are loving it, we can already see skills developing."

LOCAL RESIDENT FACEBOOK COMMENT

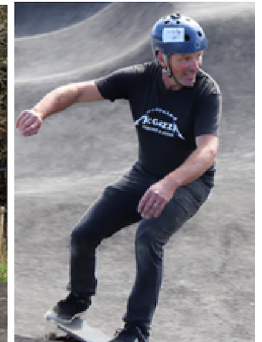
STAGE

Completed ✓

BUDGET SPENT AS AT 31st MARCH

\$215K \$250K

With only some planting and purchasing playground equipment left to do, this project is now wrapped up and set to spend its total budget.



We launched this new bike pump track at an event with youth and families and community stakeholders celebrating together. CR Stuart Bryant and CR Da Shallcrass among the many faces who came to the launch.

Decks Reserve | Motueka

We're redesigning and updating the current play space at Deck's Reserve to improve accessibility for users in the community. This includes upgrading elements of the playground which are entering their expiration, as well as designing new aspects which cater to wider cross section of users including wheelchair friendly access. This is funded by the Motueka Community Board and we are currently connecting with stakeholders and iwi as well as looking at early concept designs.

STAGE

Planning phase

BUDGET SPENT AS AT 31st MARCH

\$0 \$600,000



Decks Reserve is next to the new Motueka Library and a great place for locals and visitors to play outside.



We are looking at very early concept drawings as part of the project process.

Stormwater

Motueka West Discharge

The purpose of this project is to provide additional stormwater capacity from the Motueka West Development Area to the estuary via Woodlands Creek. It is a series of culverts that take stormwater underneath High Street SH60, along Lowe Street and through to Woodland Creek.

This will facilitate interim residential development of the upstream catchment and also help reduce flooding in this area. A large piece of work to benefit current and future residents in the area.

The work is proceeding well with the contractor, Fulton Hogan, and is due to be completed in September this year.



Workers installing culvert pipes

STAGE

In construction

BUDGET SPENT AS AT 31st MARCH

\$1.2M

\$6.4M



Outlet wingwall installed in Woodlands Creek



Yellow line is where the culverts will go underneath High Street, along Lowe St and through to Woodland Creek.

Port Tarakohe

Port Tarakohe, Pōhara

This is a project to support commercial activities at Port Tarakohe. Including repair work and development of new facilities.

This more than \$12million project has been made possible through a \$6 million loan from Kanoa, the provincial development investment group within MBIE (Ministry of Business, Innovation and Employment), which is on top of the \$6.7million we have identified to invest in the 2024 – 25 year.

A new fuel bowser has been moved to a new site at the end of the floating wharf making it easier and more convenient for vessels to refuel.

Work on a new sheet pile wharf on the northeastern arm is now underway and design work for new offices and ablution block is being done.

Meanwhile the long-term vision for the port is being developed with iwi, key stakeholders, recreational users, and the community to produce the Port Tarakohe Structure Plan.

Drafting of the plan is being done ahead of community engagement before the year's end.



An aerial view of Port Tarakohe



New commercial marine berths in place

Extension of Breakwater Arms

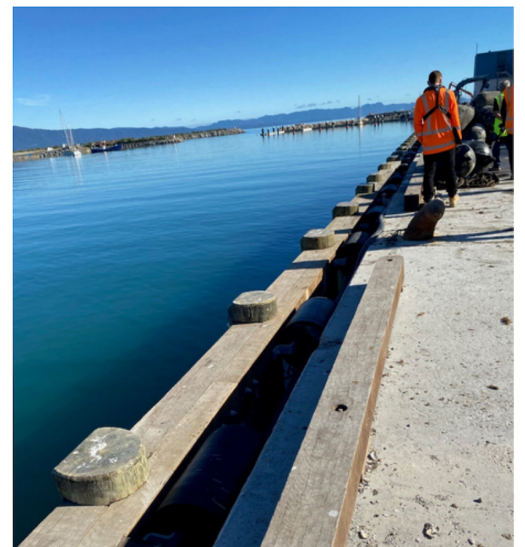
This part of the programme of work is to develop a new fendering system around the existing concrete. The new extension of breakwater arms work to reduce wave action and accommodate new berths. This work is now practically complete with the berths available for rent as of end of April.

STAGE

Completed ✓

BUDGET SPENT AS AT 31st MARCH

\$5.6M \$5.8M



New fendering in place

6.1 LIBRARIES, CUSTOMER SERVICE AND COMMUNITY PARTNERSHIPS UPDATE REPORT

Information Only - No Decision Required

| | |
|----------------------------|--|
| Report To: | Operations Committee |
| Meeting Date: | 16 May 2024 |
| Report Author: | Glennis Coote, Libraries Manager; Janet Lee-Van Dijk, Customer Services Manager; Lani Evans, Community Partnerships Co-ordinator |
| Report Authorisers: | John Ridd, Group Manager - Service and Strategy |
| Report Number: | ROC24-05-3 |

1. Summary / Te Tuhinga Whakarāpoto

- 1.1 This report provides the Committee with an update on some of the key highlights of the Service & Strategy Group's operational work programmes. This report covers the work undertaken by the Libraries, Customer Services and Community Partnerships sections.

2. Recommendation/s / Ngā Tūtohunga

That the Operations Committee

1. receives the Libraries, Customer Service and Community Partnerships Update Report ROC24-05-3.

3. Libraries Update – Glennis Coote

Events, Programmes and Promotions

Recent highlights included:

- 3.1 Staff from Richmond Library attended the Positive Ageing Forum held in early April. This year we focused our stand on our Heritage services but also promoted other services. We had a screen showing a Tasman Heritage slide show which proved to be very popular, with many people stopping to look at the images. We also gave a half hour presentation on researching Local History online. We had approximately 63 people stop and talk to us.
- 3.2 Motueka Library hosted an art and podcast exhibition in partnership with Cultural Conversations. The *NBS Bittersweet Podcasts* is about inspirational people who have reconstructed their lives and responded in transformational ways following huge traumatic events. The *Tindall Foundation Stories of Otherness* podcast series features first-hand accounts of migration experiences.
- 3.3 Annabel Schuler, author of *Constance Barnicoat a Cool Head and a Sharp Pen* gave an author talk at Richmond Library in March. Annabel talked about Constance Barnicoat's career as a multi-lingual journalist, firstly in England, then based in Switzerland during World War I. Her contacts included the Archbishop of Canterbury, Vladimir Lenin, Leon Trotsky, Georg F. Nicolai and, back in New Zealand, politicians Richard John Seddon and Sir Francis

Dillon Bell. If that was not enough, she claimed several 'firsts', climbing some of the most treacherous mountain peaks of Europe as her form of relaxation.

- 3.4 We celebrated Unity Week NZ in March with UniTea events in Richmond and Motueka. We also invited library visitors to contribute to a Unity Garland during the week. Unity Week NZ is led by Sakinah Community Trust, a group of seven women who lost their loved ones in the 15 March mosque attacks. The message of Unity Week NZ is that we can achieve peace by respecting each other and accepting our similarities and differences. By coming together, we can create a more connected, inclusive, and peaceful community.
- 3.5 Tākaka Library hosted Policing, Paradise & Pencils with Pete Beverley. Pete won the Bay Art Competition in 2023 and in this talk he discussed his journey growing up in a rough council estate in the north of England, to policing in even rougher communities as an adult, and then his move to the paradise of Golden Bay and deciding to teach himself to draw, resulting in a very unexpected win at Bay Art.
- 3.6 Tākaka Library also hosted a cyber security presentation by Erica Boscato from CERT NZ. CERT NZ supports businesses, organisations and individuals affected by cyber security incidents. Erica spoke on learning how to spot cyber threats like phishing and scams and gave tips for staying secure online.
- 3.7 Author of four books about motorcycling adventures, Golden Bay author Des Molloy spoke about his global adventures to an appreciative audience at Richmond Library.
- 3.8 Internationally published Māori writer, actor, musician, and painter Apirana Taylor, performed to an audience at Motueka Library Te Noninga Kumu. He captivated the audience by presenting some of his poetry, stories and played musical instruments. Apirana is a prolific writer of poetry, novels, plays, and short stories. He has been published in anthologies nationally and internationally. His poetry has been translated into French, Italian, German and Spanish.

Children's programmes

- 3.9 In February we resumed our term-time preschool programmes. We run weekly Wriggle and Rhyme sessions at Richmond, Motueka and Tākaka libraries, all attract good attendances. Towards the end of last year, we were finding the numbers of attendees at Richmond's Wriggle and Rhyme sessions were increasing and becoming difficult to manage. Typical attendance numbers were 60-plus children and parents at each session. This year we have added a second weekly session to help us manage the numbers.
- 3.10 The theme for the April school holiday programmes was Discover Moana. Our events were designed to encourage children to learn about New Zealand's marine life in a fun and engaging way.
- 3.11 Each of our libraries ran Get Crafty sessions where children were able to upcycle our old CDs into unique fish to be on display in the library or create ocean art with pastels and dye. The two sessions at Murchison Library proved to be particularly popular.



Get Crafty at Murchison Library

- 3.12 Richmond Library's children's services team ran a Pop-up Library Adventure at Washbourn Gardens. This was pirate themed which meant children created their own pirate hats before embarking on a treasure hunt around the gardens. Once children found all the treasure, they were able to choose a prize from the treasure chest. Families enjoyed taking their time with this event, and many people stayed to read books or wander the garden.



Pop-up Library at Washbourn Gardens

- 3.13 Richmond, Motueka and Tākaka libraries ran Lego Fun, a collaborative art project to create a sea-themed mural. Children were invited to build a Lego creation to add to the mural. The theme was Under the Sea. Children had to build something that lives or goes below the ocean waves. Lego is always a popular activity, and all sessions were well attended with children and adults making an array of Lego creations. One dad and his four children set about building an oil rig complete with rooms, divers and helicopters, others built sea creatures, islands with lost treasures, boats and sea vehicles.



Under the Sea murals at Richmond and Motueka libraries

- 3.14 Whatever Floats Your Boat! - Build Your Own Boat was a STEM activity and a great opportunity for children to develop ideas and test them out. We had some fantastic boats built and some that were creative. It was good to see parent involvement especially dads and grandads with their children.
- 3.15 The school holiday programmes were very successful with good attendance at all activities. We received many appreciative comments from children and parents, including this comment from a Richmond parent *"I just wanted to say a huge thank you. My girls went to the craft and lego events these holidays. They had such a wonderful time, the staff were lovely, and the activities well thought out and most importantly fun."*

Tuku24 Heritage Month Whakatū

- 3.16 Tuku24 Whakatū Heritage Month is a collection of community-focused events celebrating Nelson Tasman's unique and diverse cultural heritage. This year, Tasman District Libraries ran a variety of events, mostly based around a nautical theme.
- 3.17 Richmond Library hosted *Glass Harbours: the miniature marvel of ships-in-bottles*, an exhibition featuring selected bottles from The Ricketts Maritime Collection. The exhibition invited visitors to explore the intricate artistry and meticulous detail that goes into encapsulating entire vessels and seafaring scenes within the confines of glass. Glass Harbours showcased a diverse array of ships. This selection of ships-in-bottles was on loan from the Founders Heritage Park collection.



Glass Harbours exhibition at Richmond Library

- 3.18 Paul Deacon, one of New Zealand's premier maritime artists, exhibited some of his works at Richmond Library. Paul also gave a talk about his time working on small ships in northern Europe and Africa. Paul's images and commentary gave a unique insight into his years working on small coasting ships, the seafaring life, various voyages, cargoes and ports of

call. It was a less hurried time before GPS, computers, smartphones and stress, traversing random sea routes from the Baltic to West Africa.

- 3.19 Wayne Greig, author of *Three Strands of an Unravelling Rope*, gave a talk on his view of history surrounding the mutiny on the Bounty as covered in his 2016 book. Wayne also presented a talk about his life-long adventure with model making. His talk focussed on the building of his model railway currently housed at the Pigeon Valley Steam Museum, Wakefield, and his scale model of the merchant ship HMAV Bounty displayed in the Nelson College Library.
- 3.20 At Motueka Library Te Noninga Kumu, Robbie Williams and Tom Rowling shared sailing stories and yarns about what it was like to sail in the old Nelson scows and ships.
- 3.21 Also, at Motueka Library Te Noninga Kumu, Kerry Sunderland talked about her new book *Belonging in the Baton Valley*. The book grew out of the feature article she wrote for 'New Zealand Geographic' in late 2022, after the newest section of Tasman's Great Taste Trail opened.

Tasman Heritage

- 3.22 New items added to the site in March included seven new audio recordings from the Richmond Borough Council Richmond Oral History Project interviews that were recorded in 1983-1984. These had to be converted from their original cassette tape format to MP3 to enable uploading to the site.
- 3.23 This is an ongoing project, as the digital conversion of the MP3s, and uploading them to the Tasman Heritage site requires considerable staff effort. There are still a number of cassettes to be converted, mainly recordings of Councillor Wilkes. This includes recollections of his time on council and the decision making and land development. His recollections are a good supplement to the Richmond Borough Council Minute books already on the Tasman Heritage website.

Library technology and software changes

- 3.24 Replacement and upgrade of our Radio Frequency Identification (RFID) technology took place in early May. Richmond and Tākaka libraries were closed during the installation of new RFID security gates at the entry doors.
- 3.25 We were able to upgrade the self-check kiosks in Richmond and Motueka, this proved to be a more cost-effective option than full replacement. We have also installed a self-check kiosk at Tākaka Library. The library did not previously have a self-check option.
- 3.26 Tasman District Libraries is a member of a New Zealand-wide consortium of public libraries called Kōtui, which is managed by the National Library of New Zealand. Kōtui supplies and manages our Library Management System software (LMS).
- 3.27 Kōtui is currently making changes to the LMS. Library membership details have been held in data centres located in Christchurch and Auckland. Kōtui is migrating the servers used for the LMS to a Software as a Service solution. This means that from 15 May 2024, the data will be moved to data centres in Melbourne and Adelaide. There will be some limitations to our service while the server migration is happening.
- 3.28 The reason for this change is to future-proof the LMS to ensure that Kōtui can continue to offer modern library services and maintain robust security of library and customer information. In addition to continuing to provide a secure service to library customers, making these changes now also means that the LMS will be able to benefit from future enhancements.

- 3.29 The new data centre meets ISO international standards for security and reliability. Library information held there will be accessed via an encrypted virtual private network and will not be exposed to the public internet. Kōtui are confident that library information including membership data will remain secure.

4. Community Partnerships Update – Lani Evans

Grants

Creative Communities

- 4.1 The Creative Communities Subcommittee received 14 applications and allocated \$17,605.17 out of a requested \$33,440.18. The Tasman Creative Communities Festivals Fund received two applications and allocated \$4,593 out of a requested \$5,629. The Creative Communities fund is to increase the participation in community art initiatives.

Community Events

Skatepark series

- 4.2 We contracted Skate Nelson Bays (SNB) to deliver the Skatepark series events in Motueka, Wakefield, Richmond and Nelson. The last event is sponsored by Nelson City Council. This contract is working extremely well and provides good value for money. SNB fundraise significant amounts of funding and involves local sponsors. Their association with Lions helps them to find reliable volunteers and their connections in the community help to increase the event's attendance. We are working with SNB to make this event bigger and include Marlborough District Council.

Positive Ageing Expo

- 4.3 The Positive Ageing Expo took place on 6 April. This was the first year we held it on a Saturday and more people attended who were under retirement age. Approximately 1000 people attended the Expo where they received lots of information about different services and community groups. This event is a highlight for older adults each year.

Tasman Parks Programme

- 4.4 The Tasman Parks Programme is a series of family events run by CLM. After the success of this programme at the end of last year we decided to repeat it during the first school holidays in 2024.

Participant numbers from last year:

- Amazing Race at Easby Park in October 2023 – 146 participants
 - Art in the Park at Washbourn November 2023 – 168 participants
 - Amazing Race at Faulker Bush November 2023 – 63 participants
 - Treasure Hunt at Washbourn Gardens December 2023 – 207 participants
- 4.5 The 2024 school holidays programme went to Richmond, Wakefield and Brightwater, all events were successful. The detailed numbers will be available in the next report.

Music Mix

- 4.6 A new initiative for Tasman. We contracted Nelson Centre of Musical Art to run this programme in Wakefield, Brightwater and in Mapua. The programme unfolds in two parts. Firstly, a local performer visits and performs at selected primary schools for lunch time

sessions. Then the same musician performs in a public setting. This is not just a concert but an opportunity to connect with the performer, ask questions, and explore their musical instruments.

- 4.7 In May, Brett Hallam Holland, a Tasman-based musician and music teacher will be visiting Māpua School, Upper Moutere School, and Tasman School. On 21 May, he will play at Mapua Hall at 11.00 am. In June we will have Vamos! a dynamic percussion and dance performance visiting Brightwater School and Wakefield School. The public event is scheduled for 22 June.

Matariki

- 4.8 This year we are planning a big community event at Decks Reserve, Motueka on 5 July in the evening. Local artist and performer Donna McLeod is preparing a Matariki story show. There will be music, lights, warm kai and a sausage sizzle.

Community

Positive Ageing Forum

- 4.9 In February, we held the first Positive Ageing Forums in Richmond and Motueka for the year. The Richmond Forum had a presentation from the Wellby project which is programme that increases social connections. The Motueka Forum focused on educating the older adult community on digital scams and had presentations from NBS Banks and Tasman District Council.

Tapawera community hub

- 4.10 The project steering group submitted the final report on the feasibility study to Department of Internal Affairs (DIA). The project steering group continues working on the project. DIA provided additional funding to pay for the consultant to move the project along, while the funding decisions are being made.

Rural Resilience Expo

- 4.11 On 21 April our team ran an activity at the Rural Resilience Expo in Wakefield. We designed an activity where we helped prepare people for emergency situations. Quality conversations happened about how important it is to be prepared. Approximately 60 people attended our stall.

Art

Chorus Boxes

- 4.12 Late last year Chorus underwent a reorganisation and as a result the Community Relations team dropped from three to one staff member. This may impact the Cabinet Art programme. Decisions to continue this programme have been put on hold until June. More updates will be provided in the next report.

Suter Art Walk

- 4.13 The Suter Art walk is spreading to Takaka and Murchison. Some art works will be placed on private businesses and some on Council property, e.g. toilet blocks. Both installation and maintenance are financed by the Suter.

Youth

Youth Week

- 4.14 We launch Tasman Youth Week on 18 May with a Skate Jam at Motueka Skatepark, run by Skate Nelson Bays. This event is sponsored by Community Action Youth and Drugs.
- 4.15 Libraries across the District will be running Escape Rooms.
- 4.16 Murchison Youth Council are organising Nerf Wars at lunch times for students and parents to highlight the importance of physical well-being through physical activities.
- 4.17 Golden Bay Youth Council are organising a Reach for Wellness community event.
- 4.18 Motueka Youth Council are organising Neon Quiz night to fundraise for the Youth Market event in spring.
- 4.19 Waimea Youth Council are organising Dungeon & Dragons games in the library.
- 4.20 Tapawera is organising YouThrive – A Wellness Puzzle. This is a wellbeing event for youth that focuses on the three pillars of health and how each work together to create optimal health and wellbeing.
- 4.21 Multicultural Youth Nelson Tasman are organising a movie night in the Richmond Library. They will facilitate fun activities before the film and will provide snacks. This event celebrates World Day for Cultural Diversity for Dialogue and Development on 21 May.

Environmental Education

Enviroschools

- 4.22 Upper Moutere has joined the Enviroschools programme. They have already done a waste audit for the whole school which involved us facilitating the process.
- 4.23 Tasman Mission took place at Wheuna Iti this year where 16 schools were involved and over 150 students participated in this environmental education event for young people. Students participated in a range of different environmental activities to learn about environmental sustainability. Some activities included bug finding, marine activities, pest control, boat building, where your food comes from and carbon footprint for food.



4.24



- 4.25 The Environmental Education team put together the termly Ecobuzz newsletter for schools to share stories and inspiration relating to environmental education across the District. The latest addition can be read here - [EcoBuzz February 2024 \(cloud.microsoft\)](#)
- 4.26 Along with our Wastewater and Storm Water Quality Specialist we delivered stream health and monitoring sessions to Waimea College's SAVE class. We delivered three sessions across two year 9 and 10 classes.

Compost Education

- 4.27 We delivered a compost workshop to the Tasman Bay Christian School, which involved students and teachers. Approximately 50 people attended.
- 4.28 For compost awareness week we are delivering three sessions throughout Tasman; Richmond Library 8 May 4.00 pm to 5.00 pm, Motueka Library 9 May 4.00 to 5.00 pm, Takaka Co-Housing Community 11 May 1.00 pm to 5.00 pm.

Take the Jump

- 4.29 We have recently hosted two internal staff workshops focused on the "Eat Green" aspect of Take the Jump. We chose to focus on this topic for autumn as it's a time of harvest, when we often find ourselves with a lot of fruit and vegetables in the garden or available to purchase cheaply, so it's a great time to preserve or ferment so you have quality produce to enjoy throughout the year.
 - 4.29.1 Preserving 101 'lunch and learn' workshop hosted in the staffroom on 28 March had a good turnout of about 15 staff learning the basics of how to preserve produce, to reduce waste and make it easier to 'eat green'; and
 - 4.29.2 Fermenting 101 'lunch and learn' workshop hosted in the staffroom on 18 April with another good turnout of about 15 staff, making sauerkraut and learning the basics of fermenting produce.

Climate Change Learning Programme

- 4.30 We have engaged a contractor to lead a Climate Change programme in three Tasman schools starting in week 2, Term 2 2024. Will Stovall holds a PHD in environmental philosophy, culture and sustainability, and also has experience working with young people in education settings as well as in the community through his work at the Nelson YMCA. Year 6, 7 and/or 8 classes at Mahana, Lower Moutere and Wakefield Schools will participate in the programme in Term 2. This is a comprehensive education programme made up of eight modules, developed in Christchurch by Sian Carvell (Future Curious Limited) alongside Christchurch City Council. It covers the physical earth system processes involved in climate change, indigenous knowledge, responding to change, adapting to and mitigating climate change impacts, and taking care of our wellbeing. It culminates in encouraging students to develop their own action projects in response to what they have learned.

Air quality

- 4.31 With help from the communications team, we have created two new videos with Dave Pullen, talking about how to light an upside-down fire and how to identify quality firewood to keep your home warm without causing pollution this winter. These are available to view on our website: [Heating, air quality and the Good Wood scheme | Tasman District Council](#)
- 4.32 We will be hosting a series of events throughout May with Dave Pullen to share good wood burning tips with our communities.

Warmer Healthier Homes

- 4.33 In March we sent out 324 letters to Tasman homeowners who have been identified as meeting the criteria for a Warmer Healthier Homes Grant to cover 100% of the costs of installing ceiling and/or underfloor insulation. This grant tops up the Government's Warmer Kiwi Homes Grants which generally provide 80% of the funding, so that there is no financial barrier to homeowners improving their home insulation. This has the flow on benefits of creating warmer, healthier home environments for Tasman residents. The insulation provider, Absolute Energy, has reported a significant increase in the number of enquiries they are receiving from homeowners since these letters were sent out.

Welcoming Communities

- 4.34 The Welcoming Communities initiative is a pathway towards better connectedness, social cohesion, and increased resilience. Communities that make newcomers feel welcome are likely to enjoy better social outcomes, and stronger economic growth. In an environment where everyone can participate in the economic, civic, cultural and social life of the community, where locals and newcomers are well connected, everyone can feel like they belong.
- 4.35 The briefing for the Welcoming Communities role has been to paint a picture of how welcoming and inclusive our district is. Immigration New Zealand's guidelines for the Welcoming Communities programme require to gather data, consult with the community and identify gaps as well as best practise examples. A framework based on eight elements and 30 sub outcomes provides the structure for the stocktake that has been undertaken and the Stocktake Report presents all relevant feedback and findings. A three page summary of findings as well as the comprehensive results report are in Attachments 1 and 2.
- 4.36 We had a stall at the annual Tasman Asian Night Food Fair on 17 February. The event was very popular, an estimate of 5000 community members visited. Our dragon themed craft activities were much appreciated by attendants.

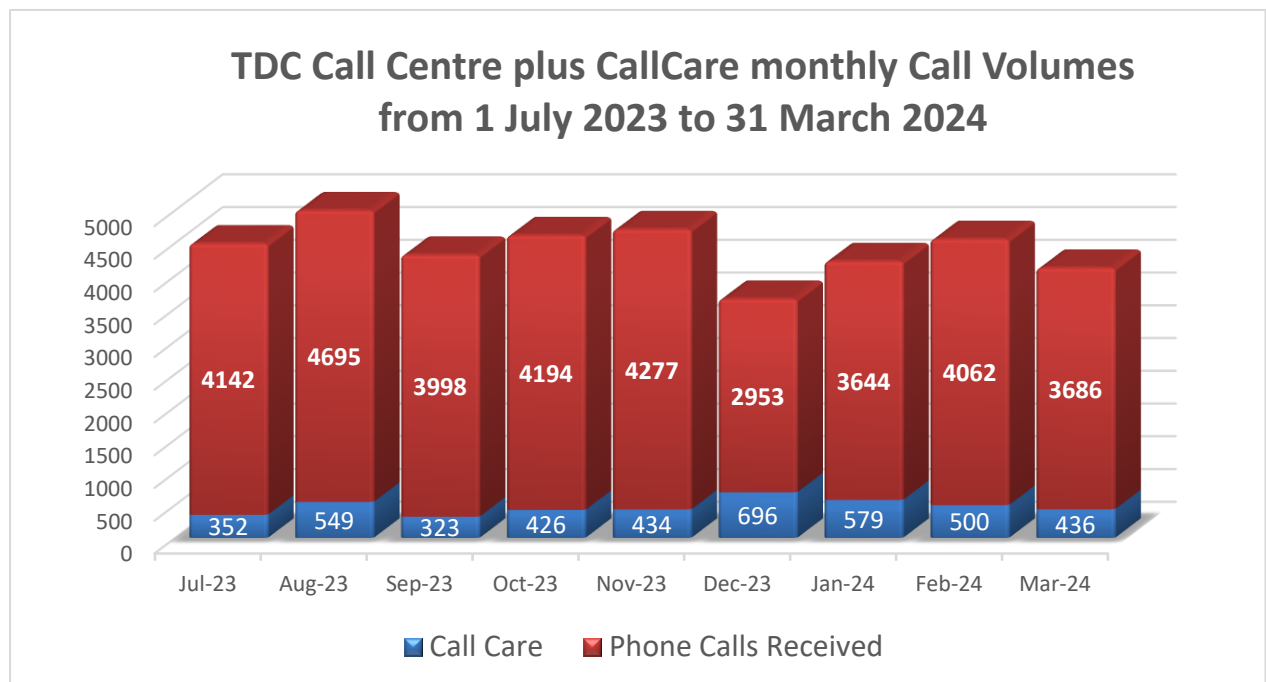
- 4.37 We supported Motueka library to hold an international book swap event to celebrate International Mother Language Day in February. This resulted in several conversations about how to make international books available for diverse community members.
- 4.38 On 1 March the first refugee family was settled in Richmond and Council staff members made very generous contributions to some gift baskets which the Red Cross team handed over to the family. A meeting with the family case workers confirmed that there will be more settlements in Richmond in the future given housing availability.
- 4.39 From 15–21 March we celebrated Unity Week with UniTea events at Richmond and Motueka Libraries, a shared staff lunch picnic, and a very successful Multicultural Potluck dinner in Motueka which had around 50 attendees.

5. Customer Services Update – Janet Lee-Van Dijk

- 5.1 The purpose of this update is to provide a nine month, year to date summary of Customer Services activities for the Period 1 July 2023 to 31 March 2024.

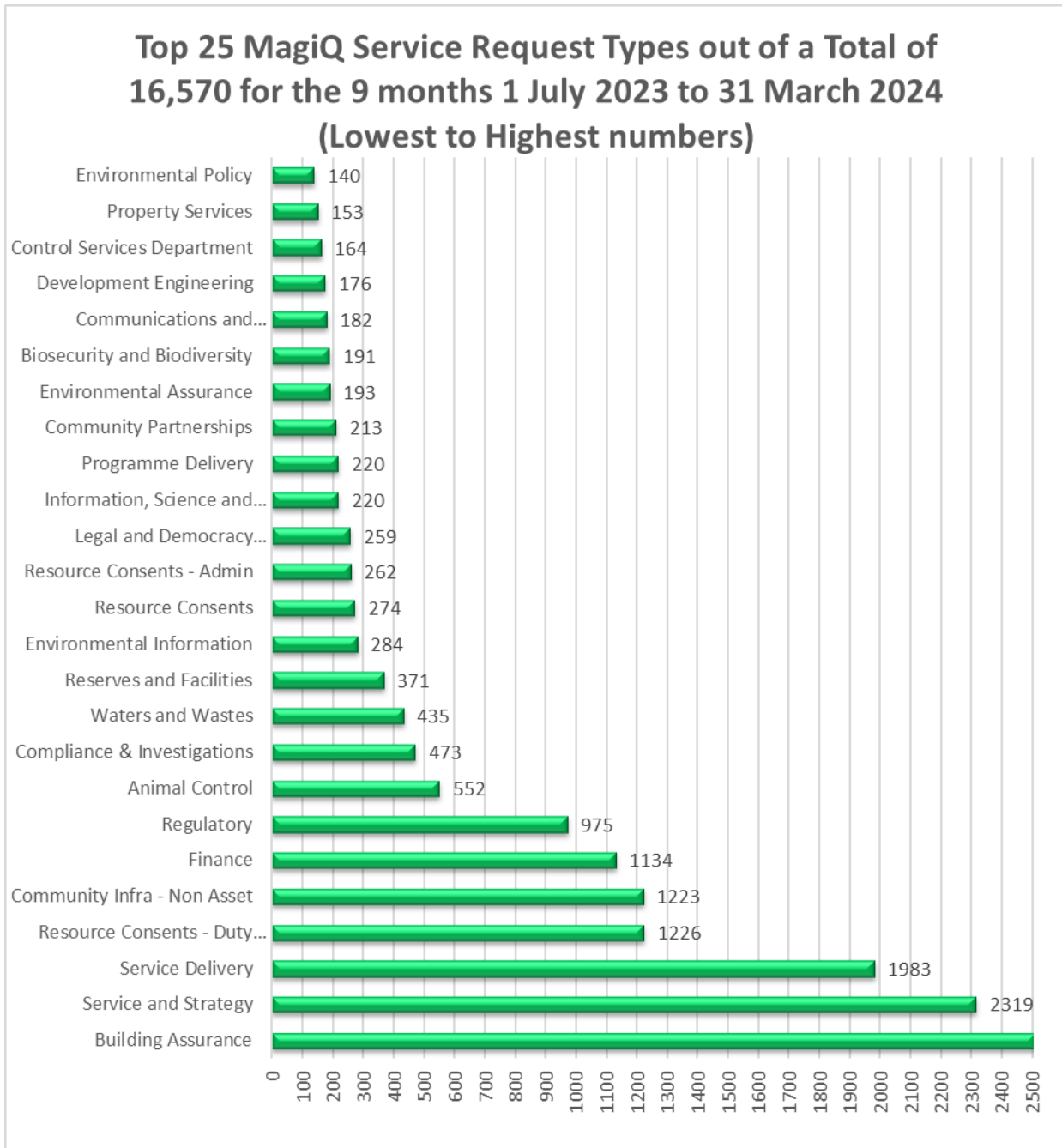
Call Centre and CallCare Afterhours Calls

- 5.2 Overall call volumes for the nine month period remains steady with 35,651 coming through our Call Centre and an additional 4,295 being handled by CallCare. Calls covered a vast range of topics, varying daily depending on weather events, rates, water issues and public consultation subject.
- 5.3 Calls that cannot be solved by customer services require referral to other departments within Council or to our Contractors. This is where the majority of Service Requests come from.

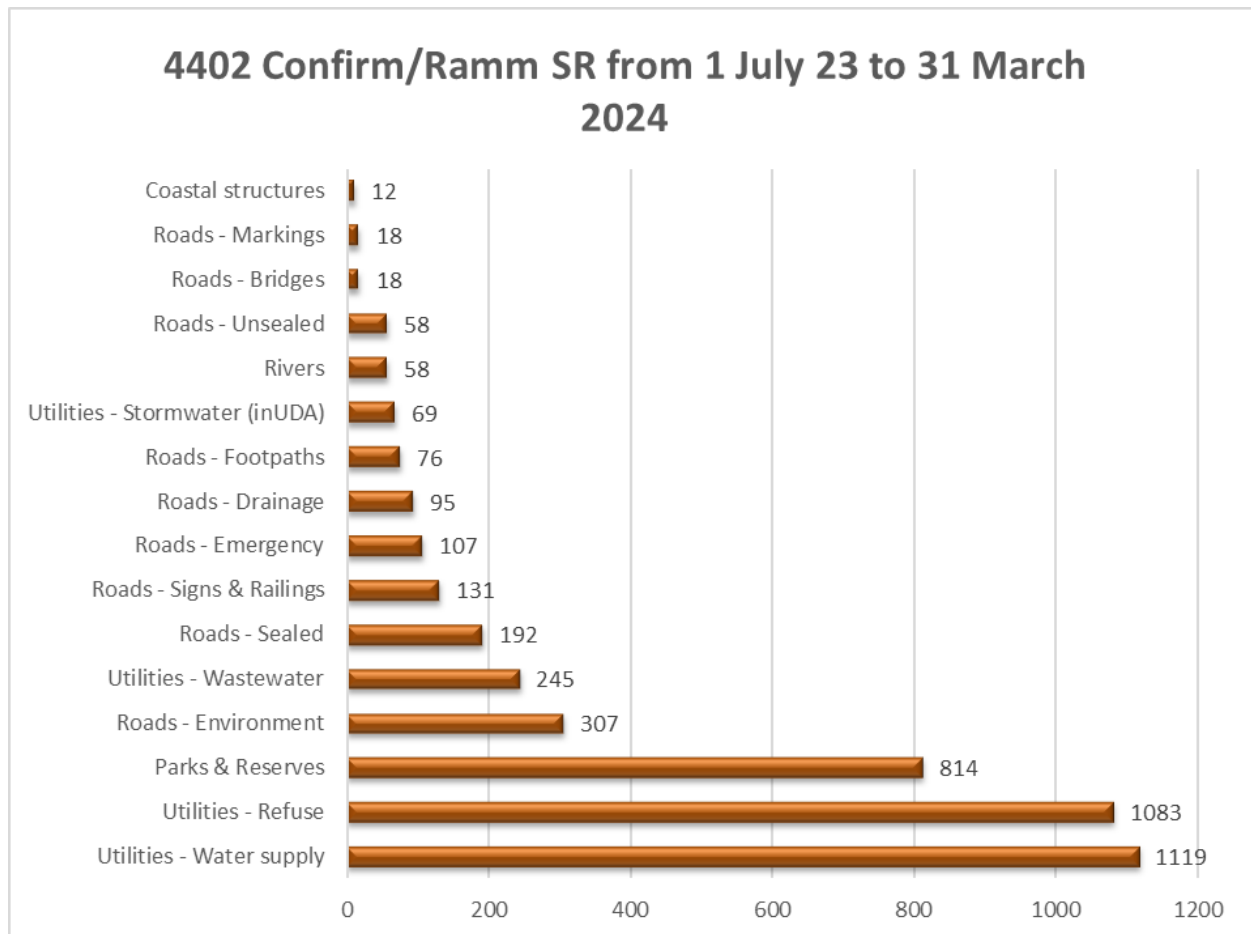


Service Requests (SR)

- 5.4 Customer Services use three SR systems. MagiQ is used for most of the organisation, with Confirm & RAMM used by Community Infrastructure for 3 Waters, Park & Reserves and Roding issues. The requests entered for these activities are often seasonal, weather dependant, if there are water supply issues or missed refuse collections.

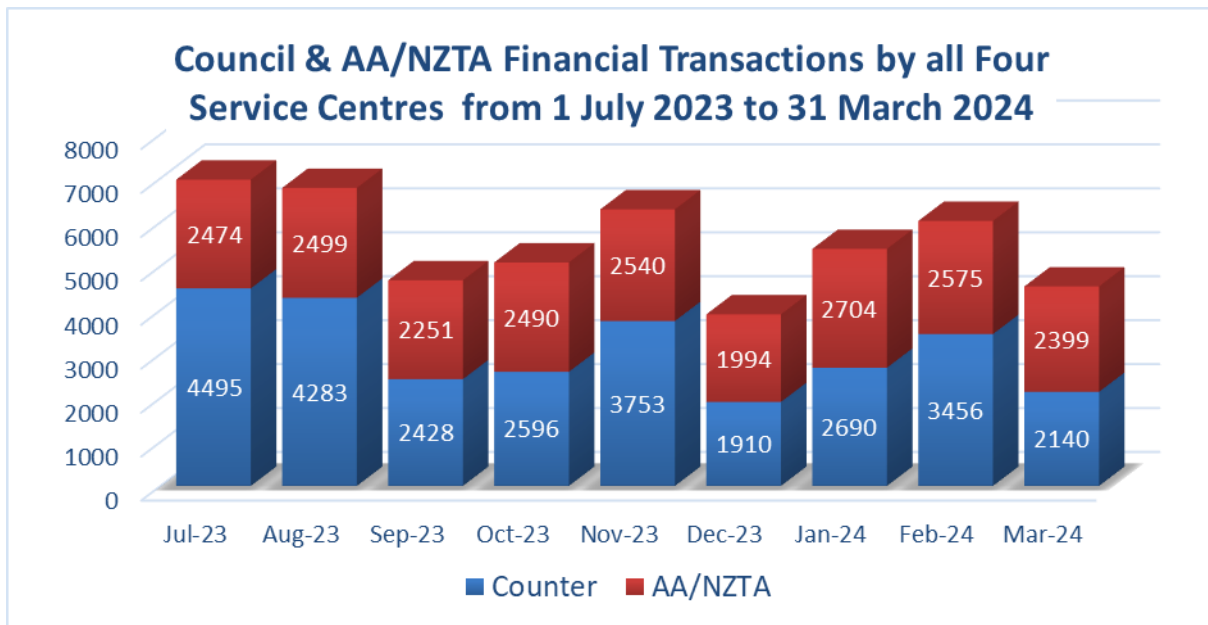


5.5 During the nine months from 1 July 2023 to 31 March 2024, Customer Service Officers created a total of 16,570 MagiQ SRs (above) and 4,402 Confirm/Ramm SR (below). This is an increase of 3,664 MagiQ SRs and a reduction of 630 in Confirm/RAMM, giving a net rise of 3,034 SR compared to the same period in 2022-23.



Counter Activity

- 5.6 Customer Service Officers processed 27,751 financial transactions at the counter which is an increase of 4,479 in the same nine month period last financial year.
- 5.7 Transactions included payments for rates, water and dog registration, Building Consents, Resource Consents, etc., and counter sales including dog collars, rubbish bags, etc.
- 5.8 Customer Services experience their busiest months over the winter months, June-August. It was interesting to see an increase of 1,249 face to face counter transactions in June-August 2023 compared to the same period in 2022.
- 5.9 So far this year we have processed 1,329 approved rates rebates with a value of \$959,108 compared to 1,865 for the full financial year 2022-23, with a value of \$1,236,294.
- 5.10 Customers still have April to June to get their applications approved for this financial year and then from 1 July 2024 the process starts again for the next financial year.
- 5.11 Around 12,500 dogs will be registered with new tags before 31 July 2024.



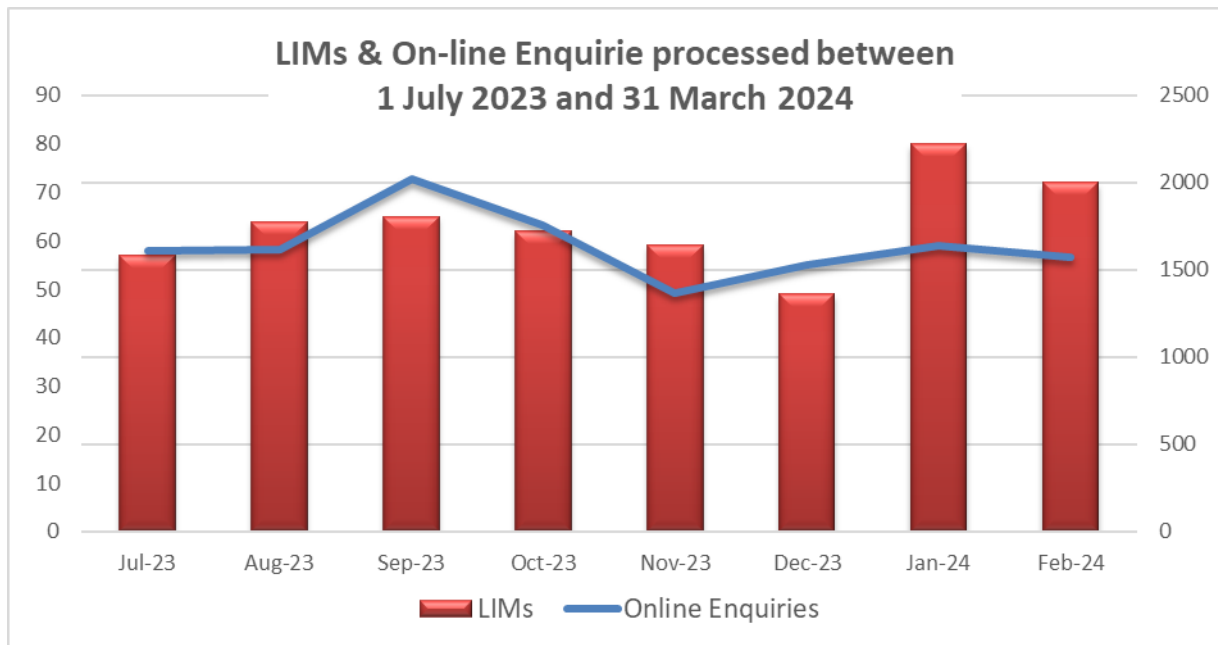
5.12 In addition to Council transactions, each Service Centre also offers AA services that we undertake on contract. The Agencies operate through the AA/NZTA networked systems and include Driver Licensing, Motor Vehicle Licensing, AA membership and other sales.

5.13 These total 21,948 AA counter transactions for the nine month period, earning \$175,633 in AA commission (minus \$26,345 GST).

Information Requests

5.14 Land Information Memoranda (LIMs) are an important part of information provided to the community. By using online tools, (Land Online and 'Local Maps') customers no longer need to provide a current Record of Title to apply.

5.15 The internal processing of a LIM is semi-automated, however significant input is required by Customer Services to collate all plans and documents, and ensure input is received from the various other Council departments relevant to each LIM. Between 1 July 2023 and 31 March 2024, Customer Services issued 554 LIMS (33 fewer than the same period last year). They were completed within an average of five working days (six last year) - well within the statutory 10 working days allowed.



5.16 Customer Services staff also managed 14,472 online enquiries this year, as opposed to 13,722 for the same period last year (an increase of 750), relating to:

5.16.1 Info@tasman.govt.nz and “contact us” queries from our website;

5.16.2 Antenno queries/information;

5.16.3 property file information requests (3,159); and

5.16.4 cemetery plot reservations/purchases or interment arrangements (439).

5.17 Queries are responded to, and information provided daily. Any queries received after hours or over the weekend, receive an automated acknowledgment and are dealt with the next working day where possible.

6. Attachments / Tuhinga tāpiri

- | | | |
|----------------------|---|-----|
| 1. ↓ | Welcoming Communities Stocktake most important findings | 140 |
| 2. ↓ | Stocktake Report Tasman April 2024 | 143 |

Welcoming Communities

Summary of most important findings and consultation results

April 2024

- Migration numbers in Aotearoa reached **record levels** 2023, net migration was over 100,000 for the first time in history.
Yet, there is very **little awareness** of the actual situation of our local migrants: 'don't know' was a very frequent answer in the community consultations. Migrants are somewhat 'invisible'. Businesses and business associations in the region only just start to look at the **relevance of diversity** management for their human resources and leadership teams.
- Almost seven in ten people feel New Zealand is a welcoming country for migrants.
Yet, the perception of how welcoming New Zealand is has been **steadily declining** since 2011 (down to 66% in 2021 from 82% in 2011). Only two in five New Zealanders frequently spend time with migrants. This can lead to low awareness, empathy and understanding for their situation.
- New Zealand European culture is often described as 'friendly but reserved' and 'casual'. Many newcomers experience an 'initial friendliness and general support.'
Yet, it isn't easy to **develop new friendships** with 'the locals'. The casual "She'll be right" attitude means that people point newcomers in the direction of information and support, but they don't go beyond this (e.g. accompany them in person). In other countries welcome rituals, special events, guided tours and more personable support for newcomers are common.
- The Tasman District is undoubtedly an attractive region to move to. Our population estimate reached 59,400 in June 2023 which had been the prediction for 2028. People have very positive settling in experiences, they simply love the region, the opportunities and experience general friendliness. Many newcomers highlight playgroups, friendly neighbours, sports- and interest groups and helpful colleagues as positive contributors.
Yet, making new local friends and developing a feeling of belonging is challenging for many newcomers. Existing communities are perceived as '**cliquey**', finding affordable housing is very challenging, local wages and GDP are below national average and businesses experience **retention issues**. Many migrants experience '**micro-exclusions**' and (subtle) racism by not being invited, included, or asked to participate at eye-level. They feel like they have to adapt and assimilate to be accepted. There are a lot of **attitudinal barriers**.
- A 'New to the region' section has been added to council's website providing lots of links for newcomers. The Found Directory and 'It'sOn' website also provide lots of local information.
Yet, none of those websites have multiple language options and there is little printed newcomers-specific information available. It would be helpful to improve the availability of (initial) information at airports, medical centres, workplaces, etc. Distributing multilingual information packs through estate agents, service centres, etc. as well as orientation days, information nights, tours for newcomers, etc. and a **central information platform** would be of great advantage.
- Tasman is becoming increasingly diverse, people identify with **100+ different ethnicities**, around 22% of the population were born overseas.
Yet, the common perception is that our region 'isn't very diverse'. We get feedback along the lines of "This area is a cultural desert", "We need more "cultural 'wow' (vibrancy)" and "I have to hang my culture at the door". Migrants are **underrepresented** in leadership roles, on boards or committees; they often don't actively participate in community groups and events.
- The Long Term Plan states '**strong, resilient and inclusive communities**' as well as '**contributing to a diverse society and celebrating our culture and heritage**' as priorities.
Yet, there is no permanent position like a 'Community Connector' role or similar in the Community Partnerships team. The Welcoming Communities initiative isn't part of the teams' Activity Management Plan, it doesn't have a budget allocated and will discontinue when seed funding ceases in December 2024. An ongoing 'bridging position' between council and communities as well as continuing advocacy for inclusion would be helpful to **achieve better resilience through better connectedness**.



- Within Tasman District Council, there are some attempts to diversify consultation and reach out to a range of community members. An anti-discrimination policy is in place. There has been some interest in the Welcoming Communities initiative and related events. There is some awareness of the growing diversity in the community.
Yet, there is neither data regarding staff diversity (due to privacy regulations), nor internal policies, a multicultural strategy (like in Christchurch) or an ERG/ working group for Diversity and Inclusion
- People can find an abundance of events, activities, interest groups (concerts, workshops, exhibitions etc. as well as fairs, markets) and more to join throughout the Nelson-Tasman region. Our libraries offer a wide range of activities, they are diversifying them where possible and create greater awareness of other cultures. The events organised by the council's Community Partnerships team are becoming more diverse and inclusive.
Yet, many events **physically happen in Nelson** city. Very few events in Tasman have a cultural focus and celebrate diversity. Other barriers hinder attending or joining. TANFF is the only bigger celebration - how can we 'celebrate culture' with **only one big cultural event per year** in Tasman? Newer community members often don't understand the **boundaries** and differences between NCC and TDC. They clearly notice that Nelson City Council provides more funding options for smaller community groups, art, cultural events, etc.
- Cultural groups are forming, ethnic groups are connecting to **embrace their culture** and celebrate significant festivals locally. There are a Thai temple, a Khmer temple and a Buddhist retreat in Tasman.
Yet, there is neither a interreligious prayer room (as available in airports) or an easily accessible free-of-charge public meeting space (including kitchen facilities) for cultural groups to use. They experience difficulties sourcing funding. They wish there was a '**community hub**' for (cultural) gatherings. They are also dreaming of having a dedicated prayer facility/ temples for non-Christian faith groups. The support of an **umbrella organisation** and a '**navigator role**' (similar to Nelson) would be very helpful for Richmond.
- The new busses improve the **transport** situation significantly, they have opened options to travel without a car.
Yet, rural communities aren't covered by the busses, some routes only operate on weekdays, there are no 'park and ride' car parks available. The recent announcement to increase fares **excludes** many community members from using public transport.
- Monthly **Community and Whanau meetings** happen in Motueka and Tākaka, they enable exchange of valuable information. Wellby Talking Cafes have been established throughout the region to connect and engage people; they are expanding to cater for more diverse needs. Community newsletters are available in Māpua, Wakefield, Upper Moutere, Murchison and Tākaka.
Yet, newcomers and migrants aren't always **aware** of the newsletters and meetings, their **attendance and participation** is low. There is no interagency networking meeting in the Richmond – Wakefield area. And no position of a 'Community Connector' (or similar). Presentations by Nelson's Cultural Navigator showed how little service agencies knew about migrants and former refugees.
- Organisations and agencies are **expanding into Tasman**: many service providers offer their services in Motueka, some also in Tākaka. Multicultural Nelson Tasman has 'put the T into their name' – they employed a Coordinator for Motueka in June 2023. The Citizens Advice Bureau is offering their services in Richmond and Motueka and so are Age Concern, Community Law, and others. Organisations like St. John have started translating their information brochures.
Yet, migrants who have moved from overseas often don't know what 'CAB', 'Plunket', and other service agencies are and how they could help them. Information about services needs to be **diversified** as well as service hours/ opening times.
- Information about local services and activities is available online and 'offline'. Some agencies and event organisers advertise broadly via diverse channels.
Yet, some only use one channel (poster/ Facebook/ newsletters to existing members, ...) and **don't reach newcomers**. Promotion of events and services needs to be diversified.
- Some local newcomers and 'friendship' groups have survived both the pandemic and the discontinuation of the Newcomers Network. They meet monthly in cafes and for other socialising activities.



Yet, the meetings on weekday mornings only appeal to people who don't work 'standard' hours. They are only advertised in free local newspapers. Hence, they are mainly (only) attended by retired New Zealand European community members and **not very diverse** (age/ethnicity).

- The '**Newbies to Nelson**' Facebook group has filled a gap – it has over 4000 members who connect via social media for meetups from Friday night drinks to games nights, walks and much more. A new group for people working from home has formed to meet in a café and socialise on a weekly base.
Yet, the majority of activities is happening in Nelson and people who aren't on Facebook can't access information.
- The Community House in Motueka is a thriving **hub** of support services; Recreation Centres in rural communities play a crucial role in bringing community members together. The Community-led 'Hub' initiatives in Māpua and Tapawera as well as the initiative to form a Community Development agency for our region indicate a clear need for such centres.
Yet, the **lack of a 'Community Hub'** in Richmond (and other smaller communities around the district), a physical venue for people to walk in, find information and have a meeting space for cultural and other interest groups **has significant impact**. People have to meet in private homes (most cafes close at 3 or 4pm). The libraries try to offer meeting space which works well for some events. But many people would like to have a dedicated community venue that also offers a kitchen, storage space and easy access (free, open outside business hours).
- Many local and national **strategic documents** align very well with the values and vision of Welcoming Communities (e.g. Te Tauihu Intergenerational Strategy, ...). The aim to achieve better outcomes, increase resilience and improve social cohesion are shared by many agencies.
Yet, there is no shared action plan and active collaboration could be improved.

Feedback from consulting staff members and stakeholders shows that we are in early stages of achieving the Welcoming Communities Standard outcomes.

| Welcoming Communities Standard | AVERAGE STAKEHOLDER RATING | AVERAGE COUNCIL STAFF RATING |
|---|---|---------------------------------|
| | 1 = not at all achieved 2 = early stages 3 = somewhat achieved 4 = getting there 5 = fully achieved | |
| 1) Inclusive Leadership. | 1.70 | 2.40 |
| 2) Welcoming Communications | 2.20 | 1.90 |
| 3) Equitable Access | 3.00 | 2.20 |
| 4) Safe, Connected and Inclusive Communities | 2.40 | 2.10 |
| 5) Economic Development, Education and Employment | 2.00 | 2.40 |
| 6) Civic Engagement, Participation and Leadership | 2.20 | 1.75 |
| 7) Welcoming Public Spaces | 3.60 | 2.60 |
| 8) Culture and Identity | 2.10 | 2.20 |

We need to raise awareness regarding diversity, improve intra- and intercultural connectedness, and provide practical support to encourage the wider community to be more inclusive. Given the geographical distances we need to empower communities, schools, employers to become pro-active themselves. There is no settlement support service available and only minimal multicultural service provision. Successful settlement and workplace retention are closely related to the ability to access information, develop meaningful local social connections and acceptance of one's culture.

Hence, we need to find ways of encouraging inclusive multicultural activities in our rural communities and workplaces which will help people feel like they belong. .

This summary has mentioned some of the many relevant areas. More detailed data, direct feedback from diverse community members and stakeholders as well as a wide range of practical suggestions how to achieve the intended outcomes can be found in the full report "Welcoming Communities Stocktake Report" (link).





Welcoming Communities Tasman

STOCKTAKE REPORT

Societal resilience and social
cohesion are key to our
wellbeing as a species.

[Our research - Koi Tū: The Centre for Informed Futures](#)



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1 The 'Welcoming Communities' programme

1.1 Introductory thoughts from the Welcoming Communities Officer

New Zealand is one of the most mobile countries in the world, moving home is very common. The Tasman district is a popular region to move to. People come here to enjoy the mild climate, the great outdoors, the creative communities, and other lifestyle opportunities.

Yet, not everyone has the same chances to make the most of those opportunities – nationwide inequities are reality in our region as well. **The playing field is not level.**

Every February, we enjoy a wide range of ethnic food and cultural performances at the annual Tasman Asian Night Food Fair in Richmond's Washbourn Gardens. Several thousand people attended the event organised by Multicultural Nelson Tasman this year. And many people expressed their 'surprise' how many Asian community members we have; they literally ask me *"where do they all live?"*. This shows our reality: **Diversity is a given, inclusion is not.**

Whenever I share some stats around the 100+ different ethnicities Tasman residents identify with, people are astonished. A stakeholder recently summed it up: *"Migrants in Tasman are invisible"*. How come? No easy answer, but some assumptions:

- Human beings are wired for familiarity – we recognize those who are alike to us.
- Ethnicity isn't always visible – people might look European but have different cultural roots and speak different languages.
- The representation in public service roles and other service agencies is rather low. In other sectors the situation is different: 25 – 40% of staff in the health and aged care sector are migrants. We only notice this when we visit the hospital or a rest home.
- 50% of jobs in the Tech sector are filled by migrants. And very often they work from home which can make them less visible and connected.
- Many migrants try hard to 'fit in' and don't express their culture openly/ in public. They are expected to assimilate and feel like they *"have to hang their culture at the door."*
- Cross-cultural interactions rarely go beyond trying ethnic food or watching a performance.

There is a lack of safe spaces where we can openly talk about different cultural approaches.

Five years ago, the devastating terror attacks in Christchurch shook our country. The key finding of the Royal Commission of Inquiry was that we need to improve social cohesion to prevent such terrible events in the future. A society in which all people have a sense of belonging, social inclusion, participation, recognition, and legitimacy. Multiple conversations with migrants in our region show that **we are far from achieving this.**

A few decades ago, it was common know your neighbours, to invite new people for a cup of tea and to keep an eye on each other. These days life has become more anonymous - social isolation is a reality for many people. They interact online with people all around the world, but they don't know who lives next door. Social anxiety is common – spending time with others after the pandemic needed to be re-learned. Volunteering numbers are going down, crime rates are going up. Turnover rates in workplaces are high and incidents of discrimination are on the rise. **This has an impact on our communities.**

Social exclusion results in economic costs. If people struggle to develop a sense of belonging, if they don't feel accepted, connected, and included, they don't contribute as much as they potentially could. If someone needs to invest a lot of energy into 'fitting in' at work, they don't contribute as much as they would if they were fully accepted. This leads to low retention rates.

Workplaces need to invest a lot more resources to find, train and retain staff.

The societal divide reflects in settling in experiences. People who are in a stable personal and financial situation often find it easy to settle in and develop new social networks. They join local clubs, develop networks, and feel at home quickly.



But those who, for example, struggle to find housing, don't have a car or driver's license, work in multiple jobs, have no family nearby to support them with childcare, have limited English language skills and/or speak with an accent and who have (mental) health issues, can **experience a myriad of difficulties**.

As a region, we heavily rely on migrants to support our Primary Industries (the biggest income earner for Tasman), the Health and Care and many other sectors. Given our rapidly ageing population, there is a growing need for more care staff as well as attracting younger families to the Tasman. **Local employers face significant challenges attracting and retaining skilled staff.**

What do we as a Council, as a region, as an extended community actually do to...

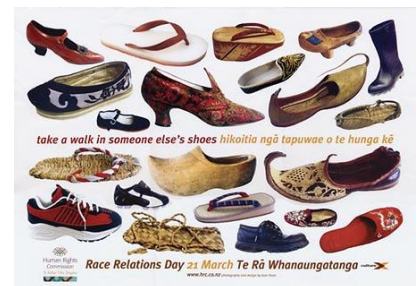
- **Welcome and include new community members?**
- **Show our appreciation for their contributions?**
- **Help newcomers and migrants to develop a sense of belonging?**

And how do our efforts reflect in our budgets?

Multiple conversations over the course of almost two years have shown that local settling experiences vary just as much as people's viewpoints do. They range from warm hospitality to shocking hostility. Whilst it's easy to only look at positive feedback, we also must pay attention to issues, listen to minority groups, and ensure existing gaps don't widen.

"I have to hang my culture at the door." needs to change to "I'm fully accepted for who I am".

This report will enable readers to look through the lens of migrants and newcomers and sharpen their perception of what matters to them. It will help to take a walk in someone's else's shoes...



We need to

- ⇒ Remind each other what being a 'good ancestor' means and how we can collectively create a better society where people are connected, care about each other and share resources.
- ⇒ Provide good examples, reminders, hands-on support to reduce barriers and close gaps.
- ⇒ Go well beyond an initial welcome and focus on the bigger picture: social cohesion.
- ⇒ Lead the way by creating a supportive environment and social infrastructure that supports the overall well-being of all community members guided by these questions:

- ? **How can we attract skilled people to our region and help them settle successfully?**
- ? **How can we bring Diversity and Inclusion to the table?**
- ? **How can we encourage people to participate in communities?**
- ? **How can we improve awareness and boost social cohesion in Tasman?**

Let's get started...

Birte Becker-Steel
23 April 2024

**A place is not a community unless
its people are connected and engaged.**

Tūpuna Pono – Te Taihu Intergenerational Strategy



1.2 What is Welcoming Communities (background, context)

A Settlement programme supporting local government and communities in intentionally creating welcoming and inclusive environments for newcomers where everyone can belong, participate, and thrive.

The development of an increasingly multicultural society comes with contradicting beliefs and values which increase the likelihood for tensions and conflicts between individuals and groups of people. Central and local government as well as service providers need to support residents in developing attitudes and skills to 'get on' with each other, to be respectful and maintain societal harmony and social cohesion.

Welcoming Communities has been rolled out in now 35 regions to support these developments. Immigration New Zealand (INZ) provides a total of \$150,000 seed funding to Councils that have applied successfully. They also provide a 30 outcomes framework to document how a region is tracking and how improvements can be implemented.

The programme puts the welcome mat out to newcomers: recent migrants, former refugees and international students. Given that we only have small numbers of international students (who are being looked after by education institutions) and very few former refugees in Tasman, our work has focussed on migrants and other newcomers in our communities. The name 'Welcoming Communities' can be somewhat misleading – to make the programme sustainable, we need to focus on inclusion, improving connectedness and involving the host community rather than 'just' welcoming newcomers.

**Given the right support and resources,
it has the potential to create a change in mindsets well beyond initial welcomes.**

How does it work – the process:

- ✓ Assess and build relationships and networks, carry out inclusive activities, encourage others to do so.
- ✓ Form an external advisory group for additional expertise, a broader range of viewpoints and general guidance.
- ✓ Consult with the community – summarize results in a 'stocktake' report aligning findings with the outcomes provided by INZ.
- ✓ Proceed with the provided framework to achieve formal accreditation and promote the district as a 'Welcoming Region'.
- ✓ Formulate a Welcoming Plan outlining goals and actions which will help to achieve them.
- ✓ Continuing evaluation and implementation of further actions.

1.3 Purpose of this report: *"The people have spoken."*

This report was written to collate important information, draw a picture of the current situation, **highlight existing gaps and barriers.**

Most importantly the stocktake aimed to **give our diverse community members a voice and an opportunity to provide feedback.**

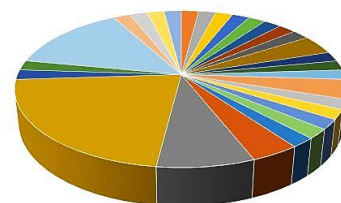
Respondents of the survey identified with around 30 different ethnicities. This provides good insights into the views of our community members from various cultural backgrounds (unlike many other local government surveys).

A range of quotes have been included to diversify our perspectives and inform Council staff, elected members, the Welcoming Communities Advisory Group, stakeholders and interested members of the public.

The goal of this report is to provide a guideline for the Tasman Welcoming Plan, point out priorities and ideas for actions.

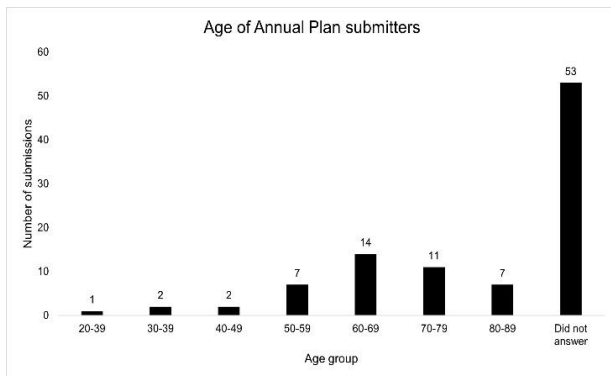


Ethnicities community survey 2023



| | | | |
|-----------------|-----------------|----------------------------------|---------------------------|
| ■ Ethnicities | ■ Asian | ■ British | ■ Canadian |
| ■ Chilean | ■ Chinese | ■ Dutch | ■ Earthling, multi ethnic |
| ■ Ethnic Han | ■ European | ■ English. | ■ Filipino |
| ■ German | ■ Indian | ■ Irish | ■ Japanese |
| ■ Korean | ■ Latina, Asian | ■ Latinoamericanos | ■ Maori |
| ■ New Zealander | ■ NZ European | ■ NZ European (Hungarian origin) | ■ NZ European, Czech |
| ■ Pakeha | ■ Pakistani | ■ Pakistani Urdu, Panjabi | ■ South African |
| ■ Sri Lankan | | | |

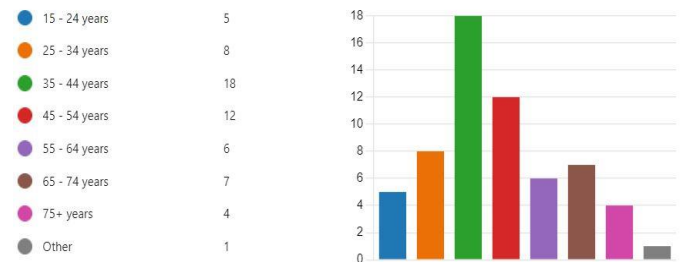




Age of Welcoming Communities survey respondents

Please let us know how old you are:

[More Details](#)



Council staff and elected members are aware that submissions and feedback about Council decisions and direction often come from retired community members of New Zealand European background.

This report reflects more diverse the voices than most other Council reports.

1.4 Methodology

Surveys:

We held 2 public stakeholder workshops and one Tasman District Council internal workshop asking participants what is working well in regard to the 8 elements of the Welcoming Communities framework. We then asked participants to answer scaling questions about the 30 sub-outcomes and created 'heat maps' to visualize the results.

Following this, we created a survey around the 8 elements asking how things were perceived currently and how they could be improved. This survey was accessible to the public (online + paper forms) for three months.

- We also offered consultation events "Global Cafes" at all four public libraries in Tasman to have in-person conversations about the survey questions.

Conversations:

- A significant amount of information was gathered/ captured via direct conversations with new(ish) community members and stakeholders who work with migrants, during events, via observations on social media (e.g. many families moving here) and via attendance of networking hui.
- Results from relevant research documents, reports as well as strategies have been incorporated in the findings for this report. Accessing reliable detailed local data proved to be a challenge given that the last census is 5 years ago.
- The results of survey feedback have been summarized to **highlight** a diverse range of opinions.
- We received many similar/ overlapping answers, but didn't quantify them.
- Quotes are marked in *italics*.
- Links are [blue](#).
- Recommendations in the 'Ideas and suggestions' part of the 30 sub-outcomes were made by the Welcoming Communities Advisory Group, stakeholders and community members as well as the Welcoming Communities Officer.



2 Our current situation

2.1 Aotearoa in 2023/ 2024

Four years after the pandemic, the impact is still significant. Change is the 'new normal', social anxiety, societal division and significant financial issues in the 'cost of living crisis' are our reality. We notice an increase of racist comments, hate speech, divisive language in the media and increasing public presence of 'fringe' commentators.

Working from home has become a much more common practise which can have a positive impact on environment and employee well-being, yet it can also increase isolation. New groups are forming via social media to combat this and socialise over a weekly coffee, especially for those who are self-employed and those who only work from home.

Many events and services were stopped during Covid restrictions. Lots of new navigators and coordinators have been employed by several service agencies, but overall, they aren't well connected.

New people have been coming into the country to fill gaps in labour market. Annual migrant arrivals reached an all-time high of 225,400 in the August 2023 year. Net migration was over 100,000 for the year – a first in history. [New record: Annual net migration tops 110,000 for the first time in history - NZ Herald](#)

Legislative changes like the [Pae Ora \(Healthy Futures\) Act](#) giving effect to the principles of Te Tiriti o Waitangi and an increasing public appetite for appropriately acknowledging the place of tangata whenua and Te Tiriti have led to literally hundreds of groups and organisations wanting to 'work in partnership' with tangata whenua who don't have the capacities to respond to all of them individually. Local iwi are experiencing serious capacity issues, they have to prioritize tasks and ask their partners for a more collaborative approach.

2.2 National data

- **Aotearoa** is one of the most **diverse** countries in the OECD; ~27% of our **population** was born overseas (Census 2018) .
- New Zealand is the world's second **safest** country ([World Peace Index](#)), and the most attractive country in OECD [Talent Attractiveness 2023 - OECD](#).
- **24%** of our population have some form of **disability**/ long-lasting impairment.
- ~**5%** of our adult population identified as **LGBT+, transgender or non-binary** ([Stats NZ 2021](#))
- **25%** of New Zealanders have **poor mental health**.
- Stuff's [NowNext survey](#) (April 2022) has found **86% of New Zealanders aspire to Aotearoa being a diverse, inclusive place where everyone feels they belong** – regardless of ethnicity, culture, religion. However, almost 75% of respondents have a personal **experience of discrimination**.
- ~**40% of nurses in aged care sector, 30% nurses employed by DHBs and 25% caregivers/health care assistants are migrants**. (NZ Aged Care Association, NZ Nurses Organisation)
- **Currently 55% of tech jobs are filled by migrants** (Institute of IT Professionals) www.productivity.govt.nz/immigration-labour
- New Zealand companies **experiencing skills shortages - 45% of employers reported difficulty filling roles**. (New Kiwis Employers' Survey)
- The number of **Public Service leaders** with Māori heritage has doubled in the last 5 years, Pacific people in the top 3 tiers of leadership have more than doubled in the same period. In June 2021, leaders reported being 89.2% European, 16.2% Māori, 2.7% Pacific peoples and 2.7% Asian. [Workforce Data — Senior leadership 2021 - Te Kawa Mataaho Public Service Commission](#)

ALARMING FINDINGS:

The perception of how welcoming New Zealand is, is continually declining: down to **66%** in 2021 from 82% in 2011).

3 in 5 New Zealanders hardly ever spend time with migrants.

[Community perceptions of migrants and immigration \(mbie.govt.nz\)](http://Community_perceptions_of_migrants_and_immigration_(mbie.govt.nz))



2.3 The Tasman District

Tasman is a desirable place to live – many people move here for **lifestyle** reasons, its proximity to both Nelson and outdoor opportunities in three national parks as well as the sunny climate. The district has grown faster than predicted and has outpaced national growth – we have been the second fastest-growing region in New Zealand over the last 30 years.

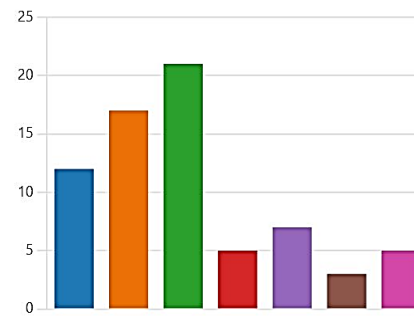
Tasman's population estimate in October 2023 was 59,400 people.

By 2050, the population is projected to rise to almost 75,000 residents. (source: [Environmental Scan 2023](#))

Why have you moved to the area (if applicable)? You can tick more than one option...

[More Details](#)

| | |
|------------------------------|----|
| Whanau/ family | 12 |
| Work/ business opportunities | 17 |
| Lifestyle | 21 |
| Retirement | 5 |
| Schooling | 7 |
| Better opportunities | 3 |
| Other | 5 |



2.3.1 Tangata Whenua in Te Taihū

Mana whenua iwi (indigenous tribes) of the Top of the South (Nelson/Tasman–Marlborough) are:

- Ngāti Kuia, Rangitāne o Wairau and Ngāti Apa ki te Rā Tō (from the *Kurahaupō* canoe)
- Ngāti Koata, Ngāti Rārua and Ngāti Toa Rangatira (from the *Tainui* canoe)
- Ngāti Tama ki Te Tau Ihu and Te Ātiawa o Te Waka-a-Māui (the Trust to manage the eight Te Ātiawa iwi of Te Taihū).

Source and **more comprehensive information:** *The Tangata Whenua Tribes of Te Tau Ihu* (theprow.org.nz)

Figure 1: The nine Iwi of Tasman District and their waka

| Settlement Legislation | Ngāti Kōata, Ngāti Rārua, Ngāti Tama ki Te Tau Ihu, and Te Ātiawa o Te Waka-a-Māui Claims Settlement Act 2014 | | | | Ngāti Toa Rangatira Claims Settlement Act 2014 | Ngāti Apa ki te Rā Tō, Ngāti Kuia, and Rangitāne o Wairau Claims Settlement Act 2014 | | | Te Rūnanga o Ngāi Tahu Act 1996 |
|---|---|-----------------------------------|--------------------------|-------------------|--|--|-----------------------------|---------------------------------|---------------------------------|
| Waka | Tokomaru (Taranaki Iwi) | | Tainui | | | Kurahaupō | | | Uruao |
| Iwi | Te Ātiawa | Ngāti Tama | Ngāti Rārua | Ngāti Kōata | Ngāti Toa Rangatira | Ngāti Kuia | Ngāti Apa | Rangitāne | Ngāi Tahu |
| Full name of Iwi | Te Ātiawa of Te Waka-a-Māui | Ngāti Tama ki Te Tau Ihu | Te Rūnanga o Ngāti Rārua | Ngāti Kōata | Te Rūnanga o Toa Rangatira | Ngāti Kuia | Ngāti Apa ki te Rā Tō | Rangitāne o Wairau | Ngāi Tahu |
| Name of Post Settlement Governance Entity | Te Ātiawa of Te Waka-a-Māui Trust | Ngāti Tama ki te Waipounamu Trust | Ngāti Rārua Iwi Trust | Ngāti Kōata Trust | Toa Rangatira Trust | Te Rūnanga o Ngāti Kuia Trust | Ngāti Apa ki te Rā Tō Trust | Te Rūnanga o Rangitāne o Wairau | Te Rūnanga o Ngāi Tahu (TRONT) |

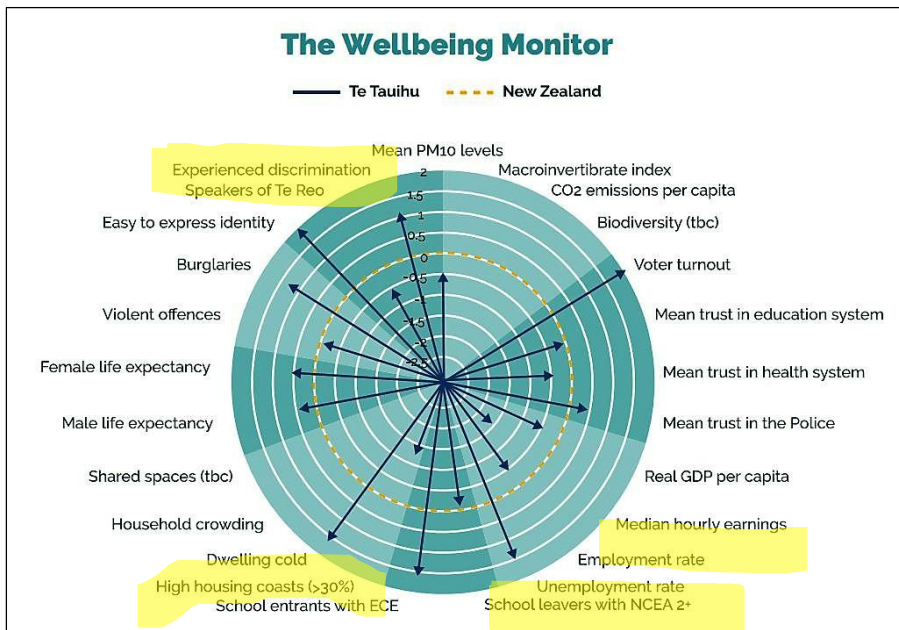
On 12th December 2023 a **historic partnership agreement** was signed between the eight mana whenua iwi and three Councils of Te Taihū to work more closely together across the region.

[Te Taihū Iwi, Councils sign historic partnership agreement | Tasman District Council](#)

Given that Welcoming Communities' core values are around whanaungatanga – building relationships – this is an **important milestone** for future achievements.

*"The agreement envisages genuine, transparent, and **inclusive** engagement which incorporates the views, needs, and aspirations of Iwi. It acknowledges past injustices and seeks to provide redress. Decision-making acts for the long-term and supports a healthier, more sustainable and resilient region for generations to come. It aligns with Tūpuna Pono – Being Good Ancestors - the intergenerational strategy. Specifically, the intergenerational outcome of Rangatiratanga, applies to this agreement: Our decision-making is collaborative, courageous, **inclusive**, respectful and acts for the long term. We uphold the values and rights of the people and taonga of our region. Signatories commit to regular dialogues and annual wānanga, reaffirming shared principles and evaluating progress. Partners in this agreement will establish a set of priority outcomes each year that align with this agreement. While centred on the shared values and tikanga set out in this agreement, these documents will highlight specific outcomes and shared priorities. An **Action Plan** will ensure shared objectives are met not only in principle but in practice."*





This model shows that Te Taihū is doing well in many areas, not so well in others.

Concerning are the

- **number of people who have experienced discrimination,**
- **high housing costs,**
- **the below average income.**

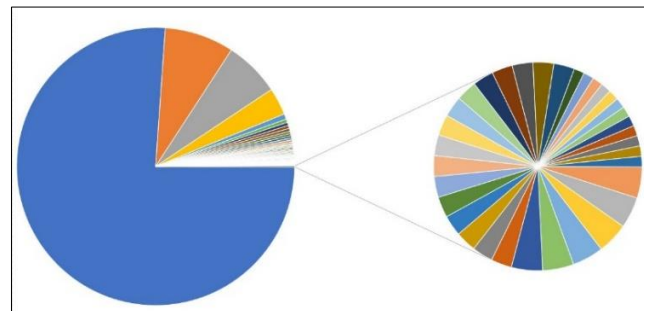
2.3.2 Current economic and demographic data – a complex situation

- There is a widespread perception that Tasman is predominantly European, whilst people in the district actually identify with 100+ different ethnicities.
- 22% of our population were born overseas.
- Tasman has a particularly high number of European migrants; it has the highest proportion of German, Dutch, Irish, and British-born citizens in the country. (10% hail from the UK)

Ethnicities in the Tasman District

| | 2006 | 2013 | 2018 |
|---------------------------------------|--------------|--------------|--------------|
| Total people - ethnic group | 44625 | 47157 | 52389 |
| European | 35715 | 42189 | 48534 |
| Māori | 3063 | 3441 | 4572 |
| Pacific Peoples | 336 | 480 | 861 |
| Asian | 567 | 885 | 1452 |
| Middle Eastern/Latin American/African | 105 | 138 | 246 |
| Other Ethnicity | 6348 | 1083 | 792 |
| Not Elsewhere Included | 1428 | 1842 | 0 |

- The majority of Tasman residents identify as New Zealand European/ Pākehā or European (blue in chart), the second largest group (orange in chart) are Māori.
- Members of the other 90+ different ethnicities are only represented in small (but growing!) scattered numbers.
- **There is a lack of awareness about their situation and there is no collective voice.**



Ethnicities according to DHB enrolment data 2023. Blue = NZ European

- Currently very few former refugees live here due to unavailability of housing. A first refugee family from Cambodia was settled in Richmond on 1st March 2024. Former refugees are well supported by Red Cross for the first 12 months, then the support drops. A cultural navigator employed to support former refugees and migrants in Nelson and Tasman is at capacity with her workload in Nelson.
- Some migrants face challenges similar to former refugees yet receive much less support to find housing and work, settle into the area and deal with issues that impact their well-being.
- Oftentimes established members of cultural groups provide support and information to newly arrived migrants, yet they are often struggling to find time and resources for this. They clearly expressed a **need for better settlement services and/or pastoral care** for new migrants to our region.
- Teachers report a growing number of students (and parents!) requiring ESOL support.
- Tasman businesses employ a substantial number of seasonal workers, many on the 'RSE' scheme. They significantly contribute to the economy. Yet they are often not well included in the wider communities although they stay for 7 months of the year, and many come back year after year.
- There are reports that RSE workers experience patronising and humiliating treatment, e.g. having their passports locked up and being fined for not tidying up their rooms.



| Census data ETHNICITIES Tasman District other than NZ European and Māori | | | | | |
|--|------|------|-----------------------|----|----|
| | 2013 | 2018 | | | |
| | | | Tokelauan | 9 | 12 |
| English | 462 | 813 | Tuvaluan | 12 | 12 |
| Dutch | 405 | 483 | Malaysian Chinese | 0 | 9 |
| Australian | 273 | 378 | Mexican | 3 | 9 |
| German | 288 | 378 | Sri Lankan nfd | 12 | 9 |
| Chinese nfd | 237 | 366 | Venezuelan | 6 | 9 |
| Samoa | 159 | 294 | African American | 6 | 6 |
| Indian nfd | 144 | 273 | Afrikaner | 12 | 6 |
| Tongan | 96 | 222 | Arab | 0 | 6 |
| American | 180 | 204 | Burmese | 6 | 6 |
| South African European | 111 | 204 | Cambodian Chinese | 0 | 6 |
| Japanese | 111 | 177 | Estonian | 3 | 6 |
| Scottish | 129 | 177 | Eurasian | 9 | 6 |
| Filipino | 75 | 156 | Greek | 3 | 6 |
| Cook Islands Māori | 141 | 150 | Hong Kong Chinese | 3 | 6 |
| Thai | 84 | 120 | Indigenous American | 3 | 6 |
| Irish | 60 | 96 | Indigenous Australian | 6 | 6 |
| Canadian | 93 | 90 | Kenyan | 3 | 6 |
| Cambodian | 57 | 81 | Lebanese | 3 | 6 |
| French | 45 | 69 | Pakistani | 6 | 6 |
| Swiss | 48 | 63 | Portuguese | 6 | 6 |
| Fijian | 30 | 63 | Solomon Islander | 9 | 6 |
| Niuean | 24 | 63 | Tahitian | 0 | 6 |
| Welsh | 42 | 63 | Turkish | 3 | 6 |
| Vietnamese | 27 | 54 | Ukrainian | 3 | 6 |
| Czech | 42 | 51 | Bengali | 0 | 3 |
| Korean | 39 | 45 | Colombian | 0 | 3 |
| Ni Vanuatu | 6 | 45 | Croatian | 6 | 3 |
| Italian | 36 | 39 | Dalmatian | 3 | 3 |
| Other South African | 0 | 33 | Ethiopian | 3 | 3 |
| Swedish | 12 | 33 | Finnish | 9 | 3 |
| Chilean | 9 | 30 | Flemish | 3 | 3 |
| Danish | 27 | 30 | Gypsy | 0 | 3 |
| Austrian | 15 | 24 | Hawaiian | 3 | 3 |
| Belgian | 15 | 24 | Icelandic | 3 | 3 |
| Israeli/Jewish | 18 | 24 | Iranian/Persian | 6 | 3 |
| Taiwanese | 18 | 24 | Kiribati | 3 | 3 |
| Brazilian | 12 | 21 | Lao | 3 | 3 |
| Russian | 18 | 21 | Lithuanian | 0 | 3 |
| Argentinian | 6 | 18 | Malaysian Indian | .. | 3 |
| Fijian Indian | 12 | 18 | Manx | 3 | 3 |
| Indonesian | 12 | 18 | Mongolian | .. | 3 |
| Polish | 9 | 18 | Moroccan | 0 | 3 |
| Zimbabwean European | 15 | 18 | Nepalese | 3 | 3 |
| Caribbean | 6 | 15 | Nigerian | 0 | 3 |
| Malay | 15 | 15 | Peruvian | 0 | 3 |
| Sinhalese | 3 | 15 | Puerto Rican | 0 | 3 |
| Spanish | 12 | 15 | Romanian | 6 | 3 |
| Hungarian | 9 | 12 | Seychellois | 3 | 3 |
| Norwegian | 9 | 12 | Slavic | 0 | 3 |
| Papua New Guinean | 9 | 12 | Uruguayan | 0 | 3 |



Our **rapidly ageing** population and the **increasing issue of social isolation** are closely intertwined: Social isolation and loneliness can be linked to several health and wellbeing challenges associated with ageing, including an increased risk of issues for both mental health (e.g. dementia, depression, anxiety) and physical health (e.g. decreased mobility, weakened immune system). Given the fact that [isolation increases risk of dementia](#), we will face significant challenges which could pose a real burden for the health system and our communities. **Reducing social isolation is more relevant than ever.**

Statistical population predictions 2018 (base) - 2048 (June 2023 update)

| Area | Measure | Year at 30 June | Births (live) | Deaths | Natural increase | Net migration | Total Population | Median age (years) |
|-----------------|---------|-----------------|---------------|--------|------------------|---------------|------------------|--------------------|
| Tasman District | | 2018 | .. | .. | .. | .. | 54000 | 47.1 |
| | | 2023 | 2600 | 2000 | 500 | 5000 | 59600 | 48.8 |
| | | 2028 | 2600 | 2500 | 100 | 2500 | 62200 | 50 |
| | | 2033 | 2700 | 3000 | -300 | 2500 | 64400 | 50.9 |
| | | 2038 | 2700 | 3500 | -800 | 2500 | 66100 | 51.9 |
| | | 2043 | 2600 | 3900 | -1400 | 2500 | 67200 | 52.9 |
| | | 2048 | 2400 | 4300 | -1900 | 2500 | 67800 | 53.7 |

data extracted on 29 Jun 2023 03:47 UTC (GMT) from NZ.Stat

2.3.3 Housing

Finding housing is an issue for many in our region →.

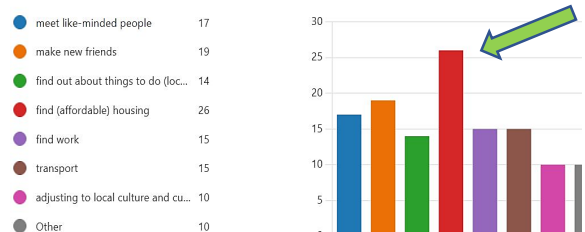
Our **housing affordability is one of the worst** in Aotearoa, Tasman is one of the least affordable regions to buy a house (behind Auckland and Nelson). It is particularly hard for newcomers who don't have local connections.

The [Future Development Strategy](#) predicts a need for up to 24,000 additional homes for our growing and ageing population.

A factor that hasn't had much consideration much is that we will need to **diversify housing options**. Whilst European cultures tend to live in single person households and small family units, people from non-European cultures tend to prefer more communal, multigenerational living situations. Some cultural groups have housing preferences and needs that differ from those currently provided in our traditional housing stock (e.g. larger houses to accommodate bigger families, or houses with shared communal facilities). There are some co-housing initiatives in the region (e.g. Co-housing in Tākaka, Homeshare for Her, ...), but given that in less than 20 years' time around half of our population might identify as non-European, we need to **strategically plan for this more** than we currently do. A good example is the Nelson Tasman Housing Trust (registered Community Housing provider charitable trust) which has built 55 homes in Nelson & Richmond since 2004 (24 more by 2025 are planned, they have a goal of 120 total by 2028). They currently house 130 diverse tenants: 50% NZ European, 25% Māori/Pacific, 25% new migrants.

Which issues/ barriers did you (or someone you know) face? (multiple answers possible)

More Details



2.3.4 Economic challenges and opportunities

- Our 'Sunshine wages' mean that the median income, **GPD and productivity in Tasman are well below** Nelson and the New Zealand average. This income gap has increased since 2000.

AVERAGE ANNUAL EARNINGS
\$57,862
 \$10K BELOW NATIONAL AVERAGE

- The primary industry provides the most jobs in the Tasman region, horticulture is our largest exporting industry. Horticulture (and tourism) have highly seasonal workforce needs, and a high reliance on migration. The vast majority of staff in these sectors are on

Nelson-Tasman generated \$105,070 of GDP per filled job in 2022, according to estimates from Infometrics. This level of productivity is 21% below the New Zealand average of \$132,815.

Table 1 – Comparing productivity between Nelson-Tasman and New Zealand

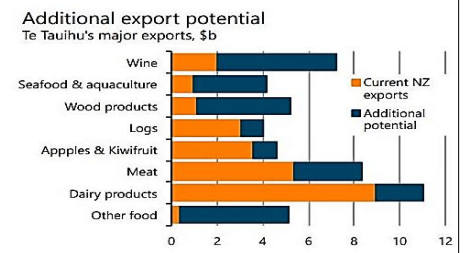
| Comparing productivity between Nelson-Tasman and New Zealand | |
|---|------------------------|
| GDP per filled job (2022 pricing) during March 2022 year, source: Infometrics | |
| | Productivity (GDP/job) |
| Nelson-Tasman | \$105,070 |
| New Zealand | \$132,815 |
| Productivity gap to New Zealand (%) | -20.9% |

temporary work visas, they often work under challenging conditions and have a higher risk of exploitation. Our economy heavily relies on these workers, yet we often don't provide welcoming and supportive conditions. A **local Migrant Exploitation interagency hui** in March 2024 highlighted an increased number of issues also around Accredited Employer Work Visas.



- Finding and retaining qualified staff is a challenge for both bigger local employers as well as the community sector. (DHB, DIA Community Sector Survey 2023)
- The region has a high share of older workers, a slightly lower than national qualification profile and a high proportion of small businesses (91% have less than 10 employees); >10,000 people are self-employed. Availability of (qualified) workers is tight. The 2021 New Kiwis Employer Survey revealed that 45% of employers had difficulties filling roles.
- A rapidly aging population creates needs and opportunities in health care and social assistance. There are also opportunities for businesses more generally to adjust their service delivery to better tap into the 'silver economy' of spending by older people.

The big picture: untapped export potential for Te Taihū's products



Source: Infometrics Export Market Finder, Stats NZ

The Long Term Plan states that our region is supported by an 'innovative and sustainable economy to ensure economic well-being'. Innovation and sustainability go hand in hand with **diversity**: a broader mix of talents, approaches, experiences, and perspectives ensures better outcomes. Multiple studies show that **diversity increases productivity** if it is 'managed' well.

- "Embracing te ao Māori: *Diversity can help foster innovation and Māori models of business offer many lessons. Opportunities exist globally for products whose provenance is underpinned by an authentic indigenous story. Creating career opportunities for Māori in key sectors will also help alleviate skills shortages, given the Māori population is younger and growing faster than the national average.*" (Tūpuna Pono: Te Taihū Intergenerational Strategy)
- "Former refugees, recent migrants and ethnic communities face systemic barriers to access and success in the labour market. Employers do not always make the most of their skills, knowledge and experience. ... Businesses benefit from creating inclusive workplaces..." (Nelson-Tasman RSLG Regional Workforce Plan 2022).

2.3.5 Skill shortages

We have the highest **HDI** (Human Development Index) in the country: high education, high life expectancy. As well as the highest number of scientists per capita in any NZ city ([NRDA Strategic Framework](#)).

Yet, the list of skill shortages is long. ➡➡➡

[Local Insights Report: March 2023 | Ministry of Business, Innovation & Employment \(mbie.govt.nz\)](#)

We also compete for skilled staff all over the world: whilst New Zealand is short of 100's of Vets, Australia has a shortage of over 1000 and the US over 10,000 (MPI).

Attracting and retaining staff members goes hand in hand with strategically implemented Diversity and Inclusion measures.

Nelson Tasman workforce demand profile - forecast skill shortages

(source infometrics industry employment projections for 2028)

Critical Skill Shortages.

- Agriculture, Forestry and Fishing (Tasman in particular)
- Construction (Nelson in particular)
- Healthcare and Social Assistance (Nelson in particular)
- Manufacturing (Tasman in particular)
- Retail Trade

Demand within these sectors is very high. Jobs in these sectors make up a considerable number of all job openings in our region and demand is higher than the national average

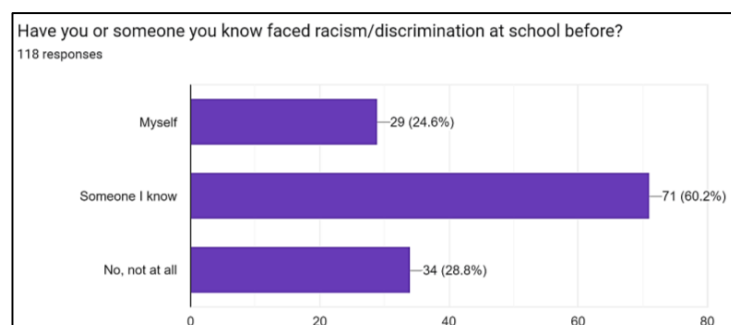
High Regional Demand for Skills

- Accommodation and Food services
- Professional, Scientific and Technical Services
- Education and Training (Nelson in particular)
- Administration and Support Services (Tasman in particular)
- Transport, Postal and Warehousing (Nelson in particular)

These sectors have ongoing projected demand for workers in roles in Nelson and Tasman.

2.3.6 Racism. An ongoing issue that needs addressing

A student at Motueka High School received these survey results in 2022 (credit to Ai Takahashi):



Multicultural Nelson Tasman is providing a range of Anti-Racism workshops and has partnered with the Police to work within schools.

An '**Anti Racism Te Taihū**' working group has been formed, but overall, much more resources are needed to make an impact- and initiate mind-shifts.



2.3.7 Diversity in Leadership

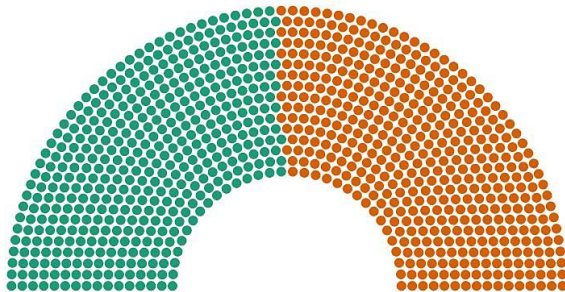
Representation and leadership in local government don't reflect the diversity of our population.

[The white, male, middle-aged face of local government | Stuff](#) (2019)

Imagine if every councillor in New Zealand sat together in one giant parliament. If they reflected their constituents, it would look like this.

1/4 < >

Population Councils



● 38 or older ● Younger than 38

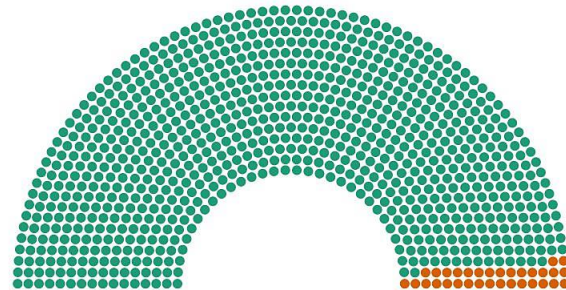
Based on 885 councillors across 77 regional, unitary, district and city councils. Excludes Chatham Islands due to lack of data.

A Flourish data visualization

But they don't, so this is what it would actually look like.

2/4 < >

Population Councils



● 38 or older ● Younger than 38

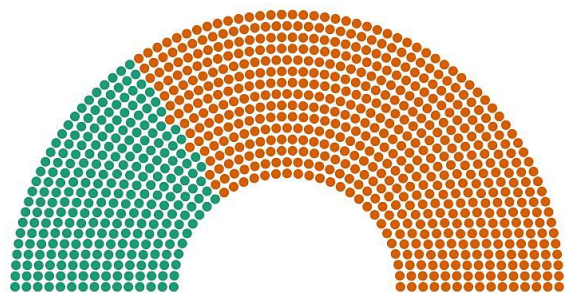
Based on 885 councillors across 77 regional, unitary, district and city councils. Excludes Chatham Islands due to lack of data.

A Flourish data visualization

If councillors reflected the population, this is how many would be younger than 50.

3/4 < >

Population Councils



● 51 or older ● 50 or younger

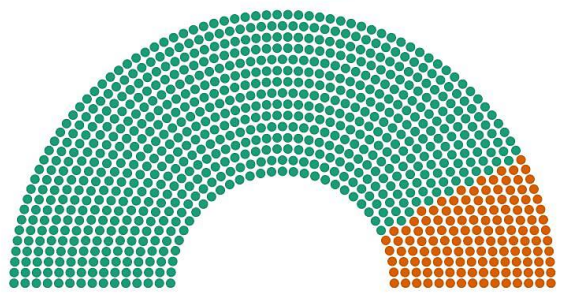
Based on 885 councillors across 77 regional, unitary, district and city councils. Excludes Chatham Islands due to lack of data.

A Flourish data visualization

This is the reality.

4/4 < >

Population Councils



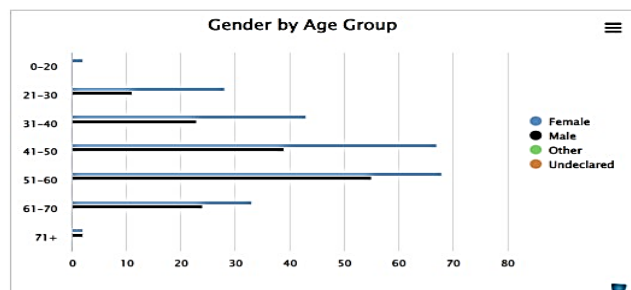
● 51 or older ● 50 or younger

Based on 885 councillors across 77 regional, unitary, district and city councils. Excludes Chatham Islands due to lack of data.

A Flourish data visualization

Gender diversity in Councils across the country

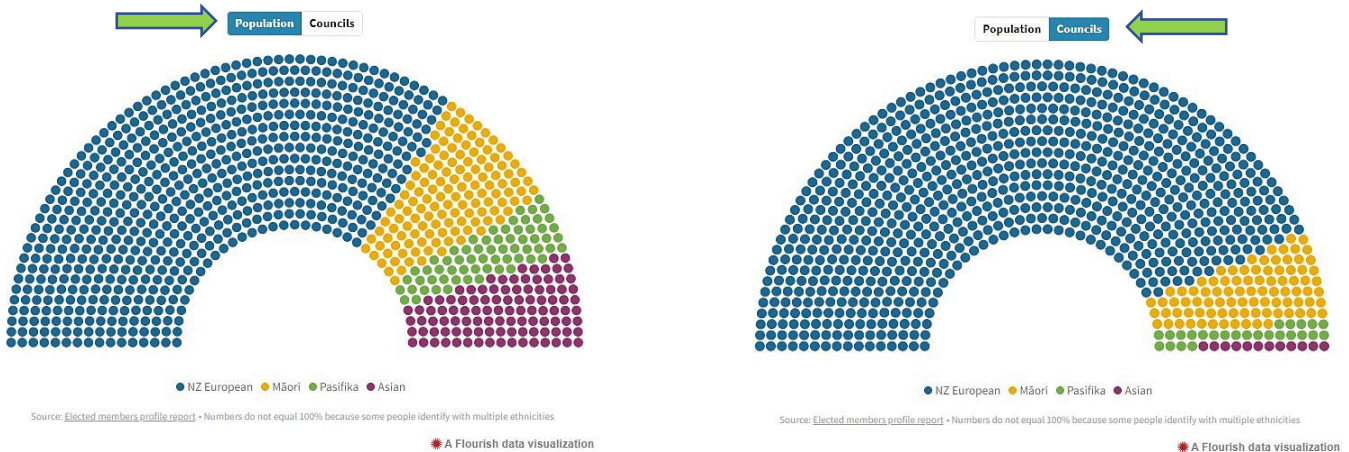
| Council | Councillors | Men Women (%) |
|------------------------------------|-------------|------------------------|
| Taranaki Regional Council | 11 | <div><div></div></div> |
| Tauranga City Council | 11 | <div><div></div></div> |
| Stratford District Council | 11 | <div><div></div></div> |
| Timaru District Council | 10 | <div><div></div></div> |
| Waitaki District Council | 10 | <div><div></div></div> |
| Bay of Plenty Regional Council | 14 | <div><div></div></div> |
| Tasman District Council | 14 | <div><div></div></div> |
| Northland Regional Council | 9 | <div><div></div></div> |
| Thames-Coromandel District Council | 9 | <div><div></div></div> |
| Westland District Council | 9 | <div><div></div></div> |



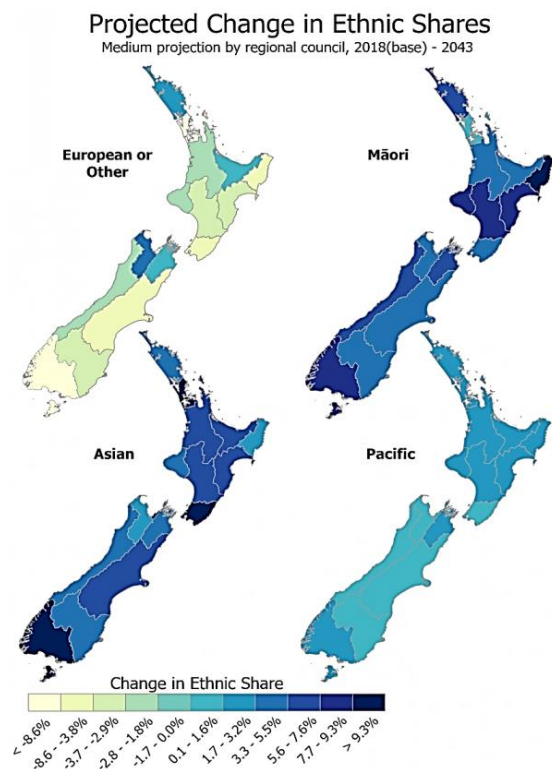
Staff statistics for Tasman District Council show that age diversity is similar to elected members whereas gender diversity is different – there is a significantly higher proportion of female staff members. (April 2023) Ethnic diversity is not captured for privacy reasons.



Looking at **ethnic diversity**, once again representation doesn't reflect the actual population:



Source: The white, male, middle-aged face of local government | Stuff



2.3.8 Predictions for demographic changes

National predictions

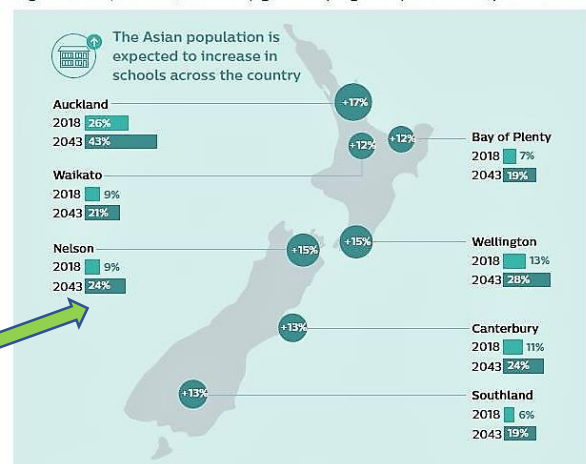
- By 2038, ~50% of our population is expected to be of Māori, Pasifika & Asian decent.
- In 2043, New Zealand will be home to just over six million people, with just over a quarter being Asian, 21% being Māori, and 11% being Pacific Islander.
- The **Asian population is the fastest growing group**, it is projected to make up 26 percent of the total New Zealand population by 2043, compared with 16 percent in 2018.

Regional predictions

Whilst ageing populations are a nationwide trend, Tasman is predicted to age faster than New Zealand as a whole. This will likely result in labour shortages in some industries and require migration into the region. There will be **increased demand for health, recreation, and leisure services**. We will need to plan accordingly and design our services for an older population. Māori, Pacific, and Asian populations will be younger on average and have a smaller proportion that is over 65 - they are ageing more slowly.

- Our rural areas are likely to experience low growth or decline. It will be harder to maintain existing populations and provide amenities that support people who live in rural communities.
- Nelson is one region with significant increase of the Asian population.
- Population growth will likely enhance the vibrancy of our town centres and support businesses. Population growth will also put pressure on infrastructure and place strain on the housing market and our existing transport systems.

Figure 8: Proportion of learners (aged 5–19) regionally who identify as Asian^{27,28}



Source: Stats NZ, 2018 Census, Ethnic group (for 2018) and Subnational Population Projections 2018-base, Median projections (for 2043).



2.4 Good examples of initiatives in place for newcomers and migrants

- Events organised by the Council's Community Partnerships team are becoming more diverse and inclusive. The team collaborates well and constantly applies the inclusion lens to the events they plan.
- Monthly Community and Whānau meetings in Motueka, Tākaka (and Tahunanui) provide good networking, information sharing and education opportunities. Agency and community newsletters support this, too.
- There is a good range of regular events organised by different service providers which enable people to make social connections like 'Wellby Talking cafes', 'Tea & talk', etc.
- In our vibrant and active communities, people can find an abundance of one-off events like concerts, workshops, exhibitions etc. as well as regular fairs, markets, and more. Some of which are advertised broadly via diverse channels (others aren't).
- Organisations are expanding their services into Tasman: many service providers like are 'putting the T into their name' – MNT (Multicultural Nelson Tasman) employed a Coordinator for Motueka in June 2023.
- An increasing number of cultural groups organises events and invites the wider community to join their celebrations (IndoNelson, Filipino Community, Experience India, Pakistan Day, Iftar dinner, Welcome Dinners, ...). Yet very few of those physically happen in Tasman.
- Cultural Conversations (Nelson based) has screened interviews, used venues in Tasman and brought their latest exhibition 'Beyond Borders' (Stories around Belonging and Otherness) to Motueka.
- The Tasman libraries diversify their activities, they celebrate cultural awareness days and organise inclusive events that bring people together (Language Nest, Whakapapa quilt, regular community-led social groups, English conversation groups,).
- Community Hub initiatives (Māpua, Tapawera Connect) and an initiative to form a Community Development agency for our region are happening.
- Some local newcomer and 'friendship' groups have survived the pandemic and the discontinuation of the Newcomers Network. They meet monthly in cafes and for other socialising activities. They only advertise in free local newspapers and their meetings on weekday mornings only appeal to people who don't work.
- The 'Newbies to Nelson' Facebook group has filled a gap – it has over 4000 members who connect via social media for meetups from Friday night drinks to games nights, walks and much more. So far, most activities are happening in Nelson though.

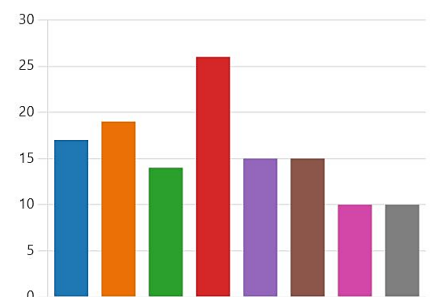
2.5 Identified gaps, issues and needs - Chances and challenges

- Multicultural Nelson Tasman provides excellent services in Nelson, yet at the same time they have little capacity (and funding) to cover the Tasman District.
- Lots of events are happening in Nelson, service agencies are based there.
- Travel distances and lack of transport options make it hard to attend activities.
- A shortage of affordable housing brings a myriad of challenges for newcomers. In some rural areas literally no housing is available
- There are tensions and divisive actions in some areas between established community members and interest groups which were started by newer community members.
- The lack of a 'Community Hub' in Richmond (and other smaller communities around the district), a physical venue for people to walk in, find information and have a meeting space for cultural and other interest groups has significant impact. People have to meet in private homes (most cafes close at 3 or 4pm). The libraries try to offer meeting space which work well for some events, but many people would prefer a dedicated community venue that also offers a kitchen, storage space and easy access (free, open outside business hours).
- The activities around Tasman's Sister Cities had died off in the last few years, but are gradually being revived.

Which issues/ barriers did you (or someone you know) face? (multiple answers possible)

[More Details](#)

| | |
|--------------------------------------|----|
| meet like-minded people | 17 |
| make new friends | 19 |
| find out about things to do (loc... | 14 |
| find (affordable) housing | 26 |
| find work | 15 |
| transport | 15 |
| adjusting to local culture and cu... | 10 |
| Other | 10 |



More details in the survey feedback from page 24 onwards.



3 Settling In 101

"I have lived here for over two years, and I still don't feel like I belong..."

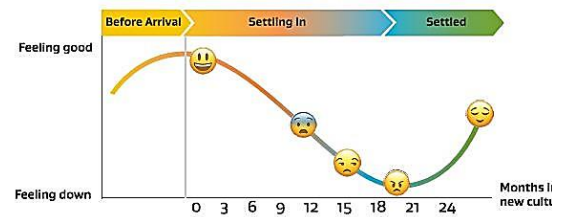
Moving into a new area is a life- changing experience which can be exciting AND exhausting.

Settling into a new area is a highly individual experience which usually comes with hope that things change for the better. It happens in stages and involves a range of emotions from excitement to exhaustion.

Core needs like housing and work need to be met, language skills are crucial to understand others and express oneself, differences in behaviour can be confusing.

Developing a new social network and making friends is no easy task, especially for adults. Frequent feedback is that...

"It feels really awkward to put myself out there saying that I want to make friends. I do have friends, they just don't live nearby."



| | |
|--|--|
| | You are excited about moving to a new life in a new country. |
| | You might have a bad experience, large or small, that frightens you. |
| | You are not sure if you want to stay – you may decide to leave. |
| | You fight against the bad feelings and decide to make the most of the opportunities here. |
| | You start to feel settled and comfortable in your new life (some people will feel settled sooner than others). |

Culture shock and cultural differences provide some complex and challenging issues for new migrant families:

Traditional family values often clash with the egalitarian society, migrants from collectivist cultures tend to find Aotearoa's individualistic culture confronting and lonely; some migrants find the local workplace culture in stark contrast to the more deferential and hierarchical structures they are used to. Some adults report that they "have to leave their culture at the door" when they go to work or attend social functions. Teenagers feel like they have to live a 'dual life' meeting their parents' expectations and fitting in with other teenagers at school. Schooling is more 'casual', and the level of autonomy that many New Zealand born teenagers have leads to clashes with their parents.

Depending on the situation in their home country, many former refugees and some migrants deal with the ongoing impact of trauma which is often unseen or underestimated by people interacting with them.

Sufficient English language skills are the key to successful inclusion and settlement. Some migrant students (not former refugees) don't get specific ESOL support at school. In many primary industry businesses and other sectors, the language skills of workers are fairly basic which can lead to an array of issues and disadvantages (misunderstandings, health and safety issues, conflicts, exclusion, exploitation).

Researchers have identified these variables having significant impact on successful settlement:

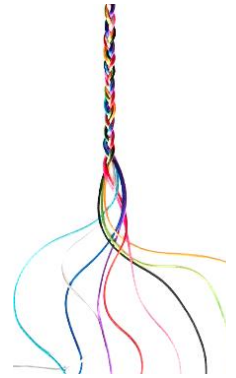
- ✓ support services,
- ✓ collaboration of agencies and organisations,
- ✓ sport opportunities,
- ✓ events,
- ✓ fostering bi-cultural identities
- ✓ commitment to multiculturalism
- ✓ having a voice.



4 Weaving the strands together: How Welcoming Communities aligns with other relevant reports and strategies

Wellbeing and resilience go hand-in-hand with the Kaupapa of welcoming and inclusive communities. There are many strategic documents and reports that align with the Welcoming Communities vision and values.

This is an overview of the most relevant results and recommendations.



LOCAL GOVERNMENT ACT (2002)

The Local Government Act 2002 states that the **purpose of local government** is to enable democratic local decision-making and action by, and on behalf of, communities and to **promote the social, economic, environmental, and cultural well-being of communities.**

Yet, we need to be aware that the term 'well-being' has been overused in recent times and find ways of measuring the impact of well-being initiatives.

SETTLING IN TASMAN MIGRANT SERVICES REPORT

This report from 2013 identified several issues that migrants face in Tasman. Ten years on, they are still existing. We need to put strategies and actions in place to address them and improve the situation.

"We want to support new migrants to our region. We value the cultural diversity that newcomers add to our communities. They bring fresh ideas, and are often energetic and constructive people who make a real effort to become active members of the neighbourhood.

*Because of the large geographic area of the district, some new migrants can be **quite isolated, and it can be difficult for them to integrate within their community when there is no-one around them who shares their cultural background, or when language is a barrier.**"*

Foreword by Mayor Richard Kempthorne (excerpt)

TE KAHU TUATINI STATE OF THE PUBLIC SERVICE DECEMBER 2022

- ☛ *It is important that New Zealand's **Public Service reflects and understands the society it serves** ... to ensure that we can provide better services and outcomes to all New Zealanders.*
- ☛ *Looking ahead, services will need to ... **adapt to reflect the needs and preferences of a growing and increasingly diverse population.** They will need to **address inequities** in access and outcomes for different groups, including Māori, Pacific peoples, disabled people and groups that experience disadvantage or discrimination, including Rainbow communities.*

The Public Service Commissioner expects to see: positive and safe workplaces where every individual is valued and included, substantial progress towards eliminating pay gaps ..., more emphasis in our diversity and inclusive strategies on our Rainbow and disabled communities, underpinned by high-quality data, stronger requirements on all our leaders to demonstrate they can **meet the needs of an increasingly diverse population** through core training and capability in inclusive leadership, **increased diversity of our workforce, including at leadership levels, to reflect the diversity of the communities we serve.**

- ☛ ***"Diversity alone is not enough; the Public Service must also be inclusive. We must do more to promote inclusiveness for all groups."***

TE TAUHU INTERGENERATIONAL STRATEGY

The wellbeing of the people and places in Te Taihū is at the heart of the Strategy; the vision is that of an inclusive society. Values are:



NGĀ UARATANGA: OUR VALUES

Whanaungatanga: We value relationships, we will work together and with tangata whenua

Manaakitanga: We care and support one another

Rangatiratanga: We are excellent in everything that we do

Mana Taurite: We are inclusive and strive for equity and equality

Pono: We are honest, open and accountable

Auahatanga: We are innovative and passionate about what we do

Ngā Taonga Tuku Iho: We honour and respect our taonga, our legacy

These outcomes align with the Kaupapa of Welcoming Communities:

- **We welcome new migrants, including refugees, to our region, and want everyone to feel they belong here.**
- People, businesses, iwi and government organisations collaborate across boundaries and sectors.
- leaders in Te Taihū evolve from some of the current outdated operating models / systems and transition to more agile and flexible models that are people, culture, and environment centric....
- inclusion of diverse groups around our decision-making tables and enable people to engage in a range of ways that are accessible and meaningful.
- Good connections to provide safety and **welcoming communities**. The places we live in need to **feel safe, secure, and welcoming** by providing support when needed and opportunities to share and grow. Promoting a proud and connected culture, having a **strong sense of collective identity and developing an identity that is inclusive**. ...
- Retaining our young people instead of seeing our people drift away to the cities.
- Genuine partnership between Māori and Pākehā - Te Tiriti o Waitangi and embracing tikanga Māori is an opportunity for all the people and places of Te Taihū.
- Our communities need to be able to participate in family life, socialise with friends, join in with community activities and take part in recreation and leisure pursuits as well as the arts and culture.

"A place is not a community unless its people are connected and engaged."

Better collaboration, dialogue and planning between the leaders of Te Taihū and Government will be key moving forward. We can do things better by doing them together. We need to identify new opportunities for working together."

FOCUS AREAS FEEDBACK – selected quotes:

- ☞ *"We are affected by stereotyping and discrimination based on age, gender, sexual orientation, and disabilities."*
- ☞ *"Inequality and poverty are major issues for our communities."*
- ☞ *"We need to connect people to the whenua to restore our connection to the natural world."*
- ☞ *"Community Hui are too boring and often intimidating."*
- ☞ *"Marae should be utilised as connectors because they are small and inclusive."*
- ☞ *"Some Youth Councils are currently not diverse, Councils don't listen and they aren't well organised. It's not always easy to participate."*
- ☞ *"We need to celebrate diversity and encourage positive portrayal of different ethnic groups. Cultural festivals are positive but we need to break down barriers to entry such as costs, transport and advertising."*
- ☞ *"Schools are trying to push acceptance but need to address subconscious stereotyping, reduce the pressure on students, value arts & culture and encourage the freedom to learn individually."*
- ☞ *"Businesses should take the lead on providing accessible signs."*
- ☞ *"Sunshine wages" are a major issue, most of us are looking outside the region to get better job opportunities."*

LOCAL GOVERNANCE STATEMENT TASMAN DISTRICT COUNCIL (June 2023)

- Provide directly or on behalf of central government, **adequate, equitable and appropriate services** and facilities for the community.
- Exercise our functions in a manner that is consistent with and **actively promotes the principle of cultural diversity**.
- Consult, engage with and keep the local community informed about our activities. Ensure that we **act without bias** in the exercise of our regulatory functions.



TASMAN DISTRICT COUNCIL'S 10-YEAR PLAN

Through the 10-Year Plan, Council strives to balance contributing to community well-being with what is affordable for our District. In 2019, the Government reinstated the purpose of local government to include promotion of the four aspects of community well-being: social, economic, environmental, and cultural.

Strategic priorities particularly relevant to the Welcoming Communities initiative are '**strong, resilient and inclusive communities**' as well as '**contributing to a diverse society and celebrating our culture and heritage**'.

TASMAN'S 10-YEAR PLAN SETS OUT OUR STRATEGIC PRIORITIES

-  A healthy and sustainable natural environment
-  Strong, resilient and inclusive communities
-  Enabling positive and sustainable development
-  Contributing to a diverse society and celebrating our culture and heritage
-  A high standard of service

MEETING THE NEEDS AND CHALLENGES OF MIGRANTS AND FORMER REFUGEES IN THE NELSON AND TASMAN REGIONS

A Report prepared for the Nelson Multicultural Council by The Centre for Applied Cross-cultural Research, Victoria University of Wellington 2018. Major challenges identified were:

- Language barriers – difficulties understanding instructions, law, etc., poor health, social isolation.
- Access to practical information about day-to-day living and community resources.
- Immigration processes, lack of recognition of overseas qualifications.
- Cost of living (housing, groceries, transport, fees, childcare, health care, etc.)
- Mental well-being issues triggered by settling in issues, culture shock, value clashes as well as discrimination, stereotypical comments about particular cultures, lack of a sense of belonging. (duality of life, acculturation gap). Overall high stress load.

Major pathways to addressing the needs of migrants and former refugees are:

- Public **events and campaigns** to bring New Zealanders and migrants together, enhance relations across ethnic groups and **build capacity** in the migrant community.
- Community initiatives
- Development of **informational resources**
- **Training and education** (Cross-cultural Competence, parenting support & guidelines, bi-cultural trainings)
- Health promotion and service delivery
- **Government funding and policy.**

INCREASING THE VOICE OF ETHNICALLY DIVERSE YOUNG PEOPLE - YOUTH SETTLEMENT VOICE PROJECT REPORT (2019, Hans Everts PHP Project coordinator)

A range of workshops searched feedback from new settler youth regarding their experiences and needs.

- Although community organisations attend well to the personal and developmental needs in the Nelson region, there are several gaps. The **youth perspective** on issues is very limited and there is **virtually no youth voice** to contribute actively to the management of their settlement.
- The two **biggest issues are culture shock and inadequate English language skills.**
- **Various forms of discrimination** (bias, stereotyping, social distancing, prejudice, ignorance) **are commonly found.** This reflects the findings of a 2018 survey by the Ministry of Education which **identified bias and racism as some of the main issues** in the education system.

☞ **"Multicultural integration requires a multifaceted collaborative approach by all involved parties"**

Recommendations made:

- Inclusion of a **youth voice** - establishment of new settler youth Councils. Given the growth of the Tasman region, in particular Richmond, the voice of new settler youth deserves to be clearly heard in the districts' Youth Council and **be represented actively** in its policy and development strategies.
- **Highlighting success stories in the local media.** Organisations should maximise involvement in activities and enhance the **development of a bi-cultural youth identity.** There needs to be a **platform to talk about the 'dual life' in two (or more) cultures.**
- Strengthening families and maintain family integrity through (parenting) programmes and strengthening collaboration between families and schools.



ERO REPORT (MARCH 2023)

By 2043, it is expected that more than one in four learners in New Zealand will be from an ethnic community. The recent ERO report (March 2023) "Education for all Our Children: Embracing Diverse Ethnicities - A Guide for School Leaders and Teachers", states that the experience by children in ethnic communities was that of: **"widespread racist bullying, which too often is not taken seriously by their school"**. **One in five learners** from ethnic communities had **experienced racist bullying** in the last month, over half had seen others bullied due to their ethnicity and a third of learners from ethnic communities did not think that their school took racist bullying seriously.

This study finds that many learners from ethnic communities do really well at school. Learners from ethnic communities are more likely to achieve well at NCEA and go on to university. But this study also finds that our **learners from ethnic communities encounter widespread racism, isolation, and lack of cultural understanding**. It also finds that **education is not always reflecting what New Zealand's ethnic communities want**.

Schools need to be able to **respond to increased ethnic diversity** and **tackle racism**. We need to get better at delivering education for learners from ethnic communities, understand the education experiences and outcomes for learners from ethnic communities and **give them a stronger voice in education**.

NELSON TASMAN REGIONAL WORKFORCE PLAN

Vision: We have highly productive, well-functioning sectors, with **welcoming workplaces** that offer decent work.

- ☛ *The lack of regionally specific data continues to limit our ability to identify gaps and plan solutions to workforce and skills challenges. Generally, the quantitative evidence base for the Nelson Tasman labour market is poor, mostly attributable to our small population base and margins of error. We continue to highlight the need for better regional data. To supplement and add depth to the available data, we remain focused on gathering qualitative regional evidence.*
- ☛ *Nelson Tasman has a higher level of self-employment at 18% compared to the national rate of 16%. In addition, 96% of our businesses employ less than 20 people.*
- ☛ *Modelling predicts an increase in demand for highly skilled workers in all industry sectors in Nelson Tasman over the next five years.*
- ☛ *Low wages and high house prices impact our region's affordability, our people's wellbeing and the ability to attract and retain talent.*
- ☛ *These facts highlight the need for a **collective regional approach** to workforce planning and development.*

TE TAUHU IWI, COUNCILS HISTORIC PARTNERSHIP AGREEMENT

[Final TT Agreement - B&W \(nelson.govt.nz\)](#) Together Te Taihū

The agreement

- recognises the important and unique roles that both Iwi and Councils play in the cultural, social, environmental and economic wellbeing of Te Taihū.
- seeks to weave these aspirations together more closely, to **strengthen** our position as Te Taihū and **deliver to our shared aspirations more effectively**.
- builds on the work of many to establish meaningful relationships, strengthen ties and work together to **achieve better** outcomes for the whole community.

IMMIGRATION – FIT FOR THE FUTURE. FINAL REPORT (productivity.govt.nz)

- ☛ *"Immigration policies and institutions have largely ignored Te Tiriti o Waitangi (Te Tiriti), and they are increasingly out of step with the evolution in the Crown Māori relationship."*
- ☛ *"The Government in partnership with Māori, should better reflect Te Tiriti and Te Ao Māori in settlement policy and practice, and increase resourcing for settlement activity."*
- ☛ ***"People thrive when they have a strong sense of identity and belonging (mana tuku iho) and can participate and connect within their communities and fulfil their rights and***



obligations (mana tauutuutu). So how can Aotearoa New Zealand provide migrants with the **social infrastructure** to live a good life, to prosper and grow their capabilities and skills? "

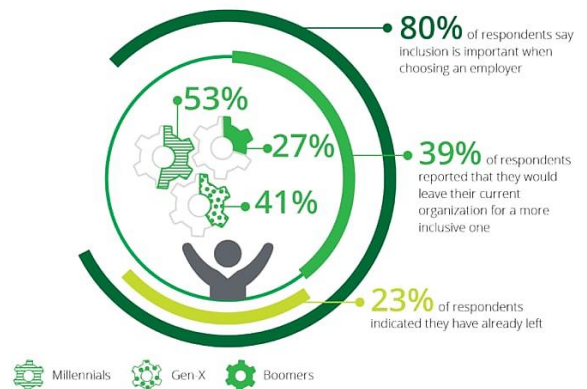
- ☛ "New Zealand has been comparatively successful in selecting and supporting migrants to settle. New Zealand's settlement policy settings rank in the top 10 countries examined in the international Migrant Integration Policy Index (MIPEX) and well above the OECD average. However, given uncertainty following the pandemic and the likelihood of **increased competition globally** for both high-skilled and low-skilled migration, it is also important not to become complacent or backward looking."

DELOITTE REPORT 'UNLEASHING THE POWER OF INCLUSION'

A Deloitte survey of more than 1,300 full-time employees from a range of organizations and industries across the United States suggests today's executives and talent indicate that they view inclusion as a business imperative and critical component of organizational culture. **Inclusion clearly affects retention and engagement.**

Cultivating an inclusive culture is an essential component in talent strategies and can result in increased creativity, productivity, and innovation—and it often starts at the top. Everyone—co-workers, managers, and especially senior leadership—all have a role to play in inclusion. The tone set by senior leaders can have a great impact on workplace culture and employee commitment to their organizations.

Inclusion is essential for engaging and retaining today's workforce



5 Community feedback – summary of consultations

5.1 Survey feedback: “What helped you to feel welcomed when you moved here?”



- ☞ "Joining a project to connect with like-minded people."
- ☞ "Community groups - playcentre, toy library, community events- lights festival, Santa parade. Active Facebook community. The mussel Inn."
- ☞ "Very unfriendly but I hooked up to Relationship services with whom I worked in Taranaki. Parents ignored me as a new parent not part of the cohort moving through schooling."
- ☞ "Getting involved, getting a job at a local cafe and connecting with locals there."
- ☞ "Good real estate agents, friendly people, good infrastructure, nice small town, great scenery, cycle trails, availability of well built new housing, nearby beaches and parks."
- ☞ "Friendly people wherever I went. Joining interest groups, e.g. walking group."
- ☞ "The Newcomers group in Motueka + a non-affiliated Newcomers group."
- ☞ "FOUND Directory: neighbours & info at I-Sites."
- ☞ "Friendly, inclusive social groups and venues, acceptance of diverse lifestyles, cohesive local communities and neighbourhoods, flourishing local information systems."
- ☞ "Personal comments, people welcoming me, people listening to me."
- ☞ "The Taxi driver we met at the Airport was very kind and generous, at the end of our journey he did not charge us any money, he said just keep that money as a gift for you from me, which I was very touched with his helpful nature."

The respondents emphasised that the most important factor in feeling welcomed was the **attitudes of the people already living here: the host community plays the largest role in someone's settlement.** "Friendly people" was the most important factor in feeling welcomed. This shows how relevant it is to remind each and every community member of the importance of simply being friendly and welcoming.

Helping newcomers to find out about various social groups and connecting them into projects where they can meet like-minded people is crucial. Specific newcomers' groups also play a key role. Yet many of them have discontinued in recent years and the remaining ones meet at times that make attending for people who work pretty much impossible.



5.2 Quotes from individual conversations

"Being welcomed by the indigenous people is so meaningful to many of us migrants."

"Richmond is a cultural desert".

"Migrants don't feel valued, they are often the second choice for employers."

"We need a support worker to provide pastoral care for new community members."

"So many social activities happen during the day, it's frustrating I can't join them."

"15 years ago, Richmond was totally white, my kids really stood out at their school. It's quite different now. 10% of students at the primary school are Indian."

"New Zealand Europeans have a 'signposter culture': they point people in a direction, but don't accompany and support them in person. In other countries it's more personable."

"Our RSE workers work so hard, but very often they aren't treated respectfully."

"We know that many migrant workers feel very isolated. But we don't know how to get in touch and offer support."

"Is the council actually aware of what those minority communities need?? They seem to have a pre-conceived agenda, they ignore my feedback and don't respond."

"I had a culture shock moving from Nelson to Richmond."

"Newcomers Network was great, it would be so good to have something similar."

"Making friends as an adult is really challenging, people are pretty cliquey here."

"Small rural communities are very slow to trust new people."

"Cultural awareness lacks in our region. It's difficult to be different, people cannot understand our accent. I find people in Richmond close minded".

"Just keep improving those multicultural links - it helps to stop the othering that can occur, particularly in such a "white" place as South Island NZ!"

*"This area needs more WOW"
(vibrancy, cultural attire, different food, people celebrating culture)*

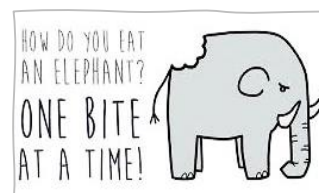


6 Community Consultation: 8 elements – 30 Sub outcomes

Detailed feedback from Council staff, stakeholders and community members

6.1 Heatmap results

The comprehensive list of 30 sub outcomes has certainly been a challenge for those who were asked to give feedback. We asked respondents to rate on a scale of one (not at all achieved) to five (fully achieved). This raised questions like "who is actually responsible for the outcomes", "who is even aware of possibilities", "how do we know what we don't know" and "where do we start?"



A **substantial number of 'I don't know' answers** shows that we've got work to do raising awareness and building connections. We need to have specific conversations, approach more people, spread the word, and initiate discussions what could be done by whom to achieve improvements. We also need to identify more of what is happening throughout the region that we currently aren't aware of.

| Welcoming Communities Standard | AVERAGE STAKEHOLDER RATING | AVERAGE COUNCIL STAFF RATING |
|---|---|---------------------------------|
| | 1 = not at all achieved 2 = early stages 3 = somewhat achieved 4 = getting there 5 = fully achieved | |
| 1) Inclusive Leadership. | 1.70 | 2.40 |
| 2) Welcoming Communications | 2.20 | 1.90 |
| 3) Equitable Access | 3.00 | 2.20 |
| 4) Safe, Connected and Inclusive Communities | 2.40 | 2.10 |
| 5) Economic Development, Education and Employment | 2.00 | 2.40 |
| 6) Civic Engagement, Participation and Leadership | 2.20 | 1.75 |
| 7) Welcoming Public Spaces | 3.60 | 2.60 |
| 8) Culture and Identity | 2.10 | 2.20 |

Stakeholder survey and focus groups – the results:

| Standard Area | RATING | | | | | AVERAGE | don't know |
|---|-------------------------|------------------|-----------------------|-------------------|--------------------|---------|------------|
| | 1 (not at all achieved) | 2 (early stages) | 3 (somewhat achieved) | 4 (getting there) | 5 (fully achieved) | | |
| 1) Inclusive Leadership. | 5 | 3 | 2 | | | 1.7 | 4 |
| 2) Welcoming Communications | 2 | 6 | | 2 | | 2.2 | 4 |
| 3) Equitable Access | 1 | 2 | 6 | 4 | | 3 | 1 |
| 4) Safe, Connected and Inclusive Communities | | 9 | 5 | | | 2.4 | 0 |
| 5) Economic Development, Education and Employment | 4 | 3 | 2 | 1 | | 2 | 4 |
| 6) Civic Engagement, Participation and Leadership | 1 | 8 | 1 | 1 | | 2.2 | 3 |
| 7) Welcoming Public Spaces | | 1 | 2 | 8 | | 3.6 | 3 |
| 8) Culture and Identity | 4 | 6 | 1 | 2 | | 2.1 | 1 |

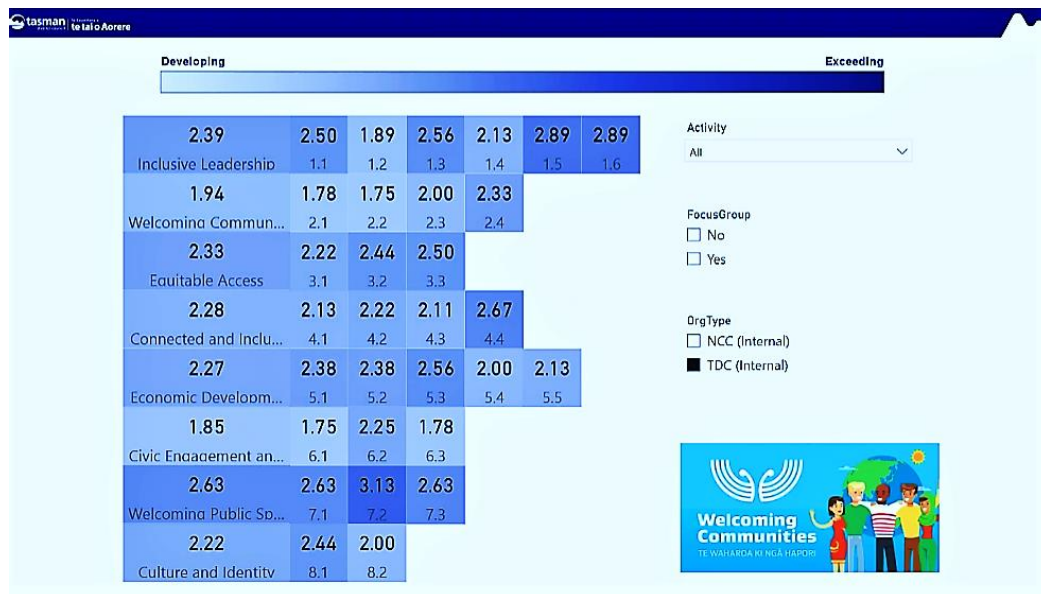
Interpretation:

Stakeholders thought about the questions in a broad manner – they shared their knowledge about organisations, businesses, etc. within the Tasman district and they also realised they know very little about the 'inside' of Tasman District Council.

Welcoming Public Spaces ranked the best, Inclusive Leadership has had the lowest results. A common theme were comments around "something is happening, conversations and actions are starting, but there is a lot of room for improvement".



Tasman District Council staff feedback results – Heatmap



Interpretation:

- The results differ slightly from the stakeholders' heatmap which is fairly normal.
- The low awareness of/ knowledge about/ interaction with migrant community members goes hand in hand with limited awareness of the relevance to one's own work. Comments show that there is some awareness that minority groups don't engage/ participate much, that they aren't represented among staff or elected members and that there aren't specific initiatives to approach them/ connect with them.
- Perception that there is very little diversity within TDC, especially in leadership positions.
- There seems to be little room for diversity within a mainly European-influenced government system that is still in the early stages of implementing elements of bi-culturalism.
- The significant number of 'don't know' answers shows that communication about the inclusion and related topics needs to be improved. There is disconnection and a need to raise awareness about the situation of newcomers and migrants.

Given the challenges to understand the details of the 30 sub-outcome framework, we focussed the questions in the community consultations around the **eight elements** and only consulted stakeholders, council staff members and the Welcoming Communities Advisory Group for more detailed feedback.



6.2 8 Elements, 30 sub-outcomes feedback: what is in place, what could be achieved

Element 1 Inclusive Leadership:

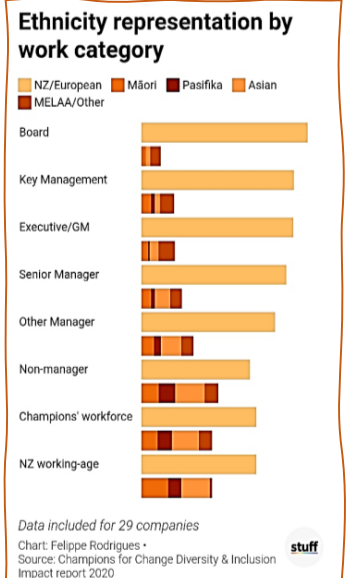
Overarching outcome statement – what success looks like:

Local government, tangata whenua and other community leaders work together to create, advocate for and continue to foster a welcoming and inclusive community. They lead a shared plan to increase connections between newcomers and existing residents.

Survey average rating: TDC Internal 2.39, Stakeholders: 1.7

Stakeholder feedback- - some quotes:

- ☛ "Early stages – I honestly don't know, I'm not aware of a programme or structure in place to foster a more inclusive community."
- ☛ "Consultation and community engagement reaching out to Iwi and multicultural communities more."
- ☛ "Racism – New Zealanders aren't inclusive. Fight hard to be invited to attend/ represent."
- ☛ "TDC is really trying, positions have been created."
- ☛ "Cultural groups stick to themselves."
- ☛ "Democratic structure vs leaders' hierarchy - Councillors are not diverse enough; diversity doesn't reflect in staff photos."
- ☛ "Apathy, lack of resilience, people don't feel safe. Voices need to be heard."
- ☛ "Tokenism, territorial mentality, same old people hold onto power."



Community consultation feedback:

How could people in leadership positions be more inclusive?

- ☛ "More leaders from different backgrounds/experiences are needed, especially in this area."
- ☛ "Get amongst the community! Offer welcome get togethers at community centres, hold open days, welcoming community events that cater all groups, ages, abilities, etc."
- ☛ "Go visit people in their communities. Leaders should make contact and create spaces or events for families to come together and meet (e.g. school principals have a morning tea on a weekend morning for school families.)"
- ☛ "Be friendly, don't judge, make an effort, be genuinely interested in diversity, deliberately reach out, establish support groups and welcoming committees."
- ☛ "Welcome everybody no matter what their ethnicity and remember that just because someone is older and may look like a NZ white European they still might need support or inclusion."
- ☛ "Look at their boards and teams and consciously put some effort into diversifying. Directly approach people who are NOT represented and encourage their participation. Take a walk in someone else's shoes- what is it like for people who aren't part of the 'old boys' club?'"
- ☛ "Demonstrate cultural competence, and understand different cultures, acknowledge their employee's and community members' strengths and develop a culture which celebrates diversity."

What is in place and what is 'in the pipeline':

- ✓ The Council is committed to growing and strengthening its relationships and level of engagement with tangata whenua (Eight iwi of Te Taihū).
- ✓ In spring 2023, a **Māori ward** in Tasman District was unanimously approved by elected members. A review of Tasman District Council's representation arrangements is due in 2024. It is intended for this review process to include consideration of representation for Māori.
- ✓ Council has increased Māori representation on Council committees and now employs three staff members in the Māori partnerships Kaihautū team. A **partnership agreement** between the eight iwi of Te Taihū and all three Councils has been signed in December 2023.
- ✓ 'Inclusive communities' and 'contributing to a diverse society' are part of the long-term strategic priorities for Tasman District Council.



Suggestions and ideas what could be done, plans, potential developments:

- ⇒ Education and training about Diversity Management.
- ⇒ Develop a Diversity and Inclusion working group.
- ⇒ Provide training opportunities to encourage newcomers and migrants to become board members, trustees, etc.
- ⇒ Proactively add more diversity to leadership positions.

Sub outcome 1.1:

As the indigenous peoples of Aotearoa New Zealand, Māori - represented by tangata whenua, mana whenua, iwi and hapū and/or other hapori Māori - have a prominent role in Welcoming Plan activities.

Survey average rating: TDC Internal 2.50, Stakeholders: 1.83

Related comments (quotes) from surveys and conversations:

- ☛ "I kind of feel Māori are still focused on their own struggle with the broken promises of Te Tiriti, and so this is currently understandably not on their agenda."
- ☛ "Newcomers should get a good understanding of the indigenous people and its culture. This provides for a better understanding of how we are all live and work together."
- ☛ "Our organisation would love to engage with iwi in the settlement journey of former refugees and migrants, to be better informed as to how we can uphold Te Tiriti and pass this knowledge through our courses, but we have no clear pathways and no guidance on how we might enact this."
- ☛ "I haven't been to the local Marae as an immigrant. I have been there as a part of school community, but the experience should have been different."
- ☛ "In theory is true but not in practice, I don't see many Māori faces at most of the community group meetings I attend".

What is currently in place / working well / has been achieved (examples):

- ✓ All three Welcoming Communities Officers across Te Taihū collaborate to ensure more efficiency.
- ✓ Conversations were held with representatives of most local iwi to inform about Welcoming Communities. Despite not having capacity for working in partnership, they see alignment in values and goals and want to be kept informed.
- ✓ The Welcoming Communities Officer works closely with the Council's Kaihautū team; she has attended pōwhiri at all local marae.
- ✓ Several workshops have been held to enable members of the community, the Advisory Group and Council staff to develop a better understanding of Te Tiriti o Waitangi, concepts like Tūrangawaewae, etc.
- ✓ Conversations with the Kaihautū team showed that collaboration between the Council and local iwi currently happens at a leadership level. There is an abundance of work and very limited capacity for practical collaboration at a 'grassroots' level.

Suggestions and ideas what could be done, plans, potential developments:

- ⇒ Apply the concept of pōwhiri to activities.
- ⇒ Invite tangata whenua to the Advisory Group.
- ⇒ Given that the Te Taihū Intergenerational Strategy aligns well with Welcoming Communities, collaboration could be developed.
- ⇒ Implement Te Ao Māori into activities, community education.
- ⇒ Encourage newcomers and migrants to learn Te Reo Māori.
- ⇒ Facilitate at least yearly pōwhiri/ marae visits for newcomers and migrants.
- ⇒ Offer 'Bridging Cultures' events (Inclusive Aotearoa Collective Tahono) or similar workshops.



Sub outcome 1.2:

Leaders - both designated and unofficial - reflect the diversity in the local community, as does the Council workforce.

Survey average rating TDC Internal 1.89, Stakeholders: 2.33

Related comments (quotes) from surveys and conversations:

- ☞ *"I see mostly white males at the helm of things. All the Leadership Team is Caucasian except one who is Māori, and most tier two managers and team leaders are of European descent. The workforce is more diverse. Women are heavily represented in the lower payment positions. For example, there are no men in customer services."*
- ☞ *"It's important to ensure diversity as a multicultural society."*
- ☞ *"Definitely increasing diversity amongst staff, increasing numbers of staff who come from other countries. less so Council leadership."*
- ☞ *"I think the Council workforce are very inclusive in their dealings with people. Motueka is getting a lot more aware of inclusiveness. This is reflected in the TDC staff making efforts also".*
- ☞ *"Gradually getting better, I can see the effort of the people in leadership roles. Reduces one star because there are still a lot of issues to solve."*
- ☞ *"Is there an ethnic advisory board? Made up of representatives from our different ethnic communities?"*

What is currently in place / working well / has been achieved (examples):

- ✓ The Advisory Group which provides guidance for the Welcoming Plan constitutes of people identifying with 12+ different ethnicities.
- ✓ Given that privacy regulations don't allow Council top ask staff members which ethnicity they identify with, there is no data available to make this comparison. We have started conversations about a voluntary survey as well as the implementation of a diversity and inclusion strategy respectively policy.
- ✓ Increased number of diverse JP's in Nelson, MP Rachel Boyack aims to achieve the same in Tasman.

Suggestions and ideas what could be done, plans, potential developments:

- ⇒ Conversations about the benefits of incorporating DEI (Diversity, Equity and Inclusion) into Council's workplace procedures.
- ⇒ Formation of an internal working group or ERG (Employee Resource Group) for DEBI (Diversity, Equity, Belonging and Inclusion)
- ⇒ Provision of training opportunities, proactively recruit for more diversity.
- ⇒ Invite leaders of ethnic communities, local businesses and education institutions to a meeting and have conversations about leadership opportunities.
- ⇒ Collaborate with Chamber of Commerce and Multicultural Nelson Tasman.
- ⇒ Information about becoming a JP/ Elected Member for ethnic communities in Tasman, encouragement and support to consider become a JP.

Sub outcome 1.3:

Leaders model the principles of inclusiveness, openness, tolerance, respect, and acceptance of all cultures in the community.

Survey average rating: TDC Internal 2.56, Stakeholders: 2.50

Related comments (quotes) from surveys and conversations:

- ☞ *"This is improving as training is provided, Councillors seem to be getting the message."*
- ☞ *"Some do. Some don't. Many unconsciously lack inclusiveness, respect, and acceptance of all cultures in the community."*
- ☞ *"I don't think we are well aware of needs. Still a long way to go with some of the old school thinkers."*



- ☛ *"I see little leadership from management in central and local government and industry promoting diversity and acknowledging what new people bring to the region. Many informal networks exclude newcomers or are not open to welcoming them and valuing them."*
- ☛ *"I feel that that the establishment is not welcoming of diversity at the table. It could be for reasons of unconscious bias or seeing migrants as "outsiders" without a role in leadership."*
- ☛ *"I feel there is some 'tokenism' here, i.e. doing something because it checks a box rather than a true belief/understanding."*

What is currently in place / working well / has been achieved (examples):

- ✓ A Leadership course has been offered within Council.
- ✓ Value conversations and awards happen within Council, Anti-discrimination policy in place.
- ✓ The induction of new staff members and introduction to their immediate teams is being carried out by the respective team leaders. There are no guidelines within Council how to best welcome new staff members.

Suggestions and ideas what could be done, plans, potential developments:

- ⇒ Join the national organisation 'Diversity Works' and make the training opportunities accessible.
- ⇒ Offer and promote Unconscious Bias trainings.
- ⇒ Enable more direct conversations between leadership and ethnic communities.
- ⇒ Cultural celebrations and specific 'welcome gatherings' within the Council.
- ⇒ Create a library/ other resource of relevant books/ articles for staff members.

Sub outcome 1.4:

There are clear roles, responsibilities and ownership within Council and in the wider community for the Welcoming Communities programme.

Survey average rating: TDC Internal 2.13, Stakeholders: 2.83

Related comments (quotes) from surveys and conversations:

- ☛ *"Just don't know the answer to this one. Maybe that already sums it up?"*
- ☛ *"It was great that TDC has a Welcoming officer. This shows how seriously TDC takes this."*
- ☛ *"Welcoming Communities does not yet seem to have a high profile in Council and the wider community. There seems to be an increase in activities for newcomers since Welcoming Communities position was established."*

What is currently in place / working well / has been achieved (examples):

- ✓ The Welcoming Communities Officer has been employed and is implementing the programme internally and externally. Building relationships and developing networks has been a priority. Events have encouraged in-person conversations and participation.
- ✓ Information has been published on the intranet and the Council website. A brief slot at an all staff briefing enabled a brief introduction to staff members. Another scheduled presentation was cancelled.
- ✓ A workshop was held to provide in-depth information to all elected members. It was suggested to add Welcoming Communities to the Long-Term Plan and add it to the portfolio of one Councillor.
- ✓ The wider Community Partnerships team supports the Welcoming Communities initiatives where possible; team members collaboratively organise events.

Suggestions and ideas what could be done, plans, potential developments:

- ⇒ Regular updates on the intranet/ as part of all staff meetings, via some form of newsletter.
- ⇒ Enabling the Welcoming Communities Officer to send emails to all staff.
- ⇒ Internal working group for DEBI (Diversity, Equity, Belonging and Inclusion)
- ⇒ Guidelines for staff members how to apply the principles of inclusivity to their work.
- ⇒ Guidelines (and training workshops) for inclusive communication.
- ⇒ Dialogue with the Mayor over getting an acknowledged position on a Councillor's portfolio to secure acknowledgement of the ongoing mahi of Welcoming Communities.



Sub outcome 1.5

Council internal and external policies, services, programmes and activities recognise and address cultural diversity.

Survey average rating TDC Internal 2.89, Stakeholders: 2.67

Related comments (quotes) from surveys and conversations:

- ☞ *"Definitely seeing improvement, but still a long way to go."*
- ☞ *"There are events organised to bring people together. Other than that, I don't know."*
- ☞ *"There is little mention externally about the newcomers and their attributes for the Tasman region, even when they are really needed to work in the region."*
- ☞ *"I don't see that. If they have it, it is not visible or promoted well".*
- ☞ *"I think they certainly try, even if not always well received".*

What is currently in place / working well / has been achieved (examples):

- ✓ The bi-cultural perspective has gained significant relevance in recent years. Tasman District Council outlines its bi-cultural goals in its document [fostering Māori participation in Council decision-making through ngā iwi/Council partnership](#). We have two kaumatua, a permanent Kaihautū position since October 2021 and the Te Kāhui Hononga team has been joined by a permanent Kaitohutohu in 2023 (total of three Kaihautū roles).
- ✓ Staff members are encouraged to enrol in Te Reo Māori classes, there is information available on the intranet about the mana whenua and iwi in Te Taihū, a Council Waiata group meets and performs regularly, Matariki and Te Wiki o Te Reo Māori are celebrated, Te Tiriti training was offered.
- ✓ Pōwhiri or mihi whakatau are held within Council to welcome and introduce new staff members at leadership level. New elected members were welcomed with a Pōwhiri at Te Āwhina marae.
- ✓ A cultural survey (2022) has shown that most staff members are willing and see value in learning more about NZ History, Te Tiriti o Waitangi, Te Reo Māori and Tikanga/Kawa. There is a lack confidence and full understanding, yet we're making progress on the journey of implementing bi-culturalism.
- ✓ Tasman District Council has an anti-discrimination policy in place.
- ✓ Current internal policies don't say anything about cultural diversity.
- ✓ We held a couple of multicultural potluck lunch for staff members.
- ✓ The 'Social Club' has started to diversify their events (timing, range of activities, etc.).

Suggestions and ideas what could be done; plans, potential developments:

- ⇒ Join a nationwide body like 'Diversity Works'. Take other dimensions of diversity into account (Rainbow Tick/ Gender/ Disability/ etc.)
- ⇒ Publish information annually about staff members' enrolment in Te Reo Māori classes so TDC is held accountable.
- ⇒ Collaborate more with the regional multicultural organisation (MNT).
- ⇒ Conversations about the benefits of incorporating DEBI into our workplace procedures.
- ⇒ Formation of an internal working group for DEBI to assess needs and gaps and support the development of a multi-cultural strategy.
- ⇒ Cross-cultural Awareness training for staff members.
- ⇒ Welcome events (mihi whakatau/ pōwhiri) for new staff members at all levels.
- ⇒ More multi-cultural activities and celebrations for all staff would be a step in the right direction...
- ⇒ Look at other Councils, for example Christchurch City Council has surveyed its staff and anonymously shared results to demonstrate there is actually more diversity among its staff than it first appears.
- ⇒ Staff members could be invited to share stories (lunchtime activity).

Sub outcome 1.6

A range of leadership opportunities in the Council and the wider community are available and taken up by newcomers.



Survey average rating TDC Internal 2.89, Stakeholders: 2.17

Related comments (quotes) from surveys and conversations:

- ☞ "I see people who have sufficient local and central government experience being appointed. Currently those people seem to be predominantly white and male."
- ☞ "Many newcomers to Council are from outside the region."
- ☞ "I feel like we are appointing internal staff rather than filling vacancies with people from external applications."
- ☞ "I can see newcomers are taking up leadership opportunities at middle to lower leadership levels, but there are fewer opportunities at the top tiers of leadership."
- ☞ "Yes for staff positions. No for elected ones."
- ☞ "I am unaware of any initiatives to promote opportunities for leadership roles for newcomers."
- ☞ "I don't see that. If they have it, it is not visible or promoted well."
- ☞ "Available yes, taken up, not so sure."

What is currently in place / working well / has been achieved (examples):

- ✓ Not aware of any specific initiatives to encourage newcomers into leadership roles.

Suggestions and ideas what could be done; plans, potential developments:

- ⇒ Pro-active recruitment (overseas)
- ⇒ Collaboration with Chamber of Commerce, Business Associations, Multicultural organisation(s), etc.
- ⇒ Internships/ scholarships for diverse youth and on Community boards for young people.
- ⇒ Mentorships.
- ⇒ Multicultural Youth Group leadership opportunities.



Element 2 Welcoming Communications:

Overarching outcome statement – what success looks like:

People of all cultures and backgrounds feel included, listened to and well informed through a range of ways that take into account their different communication needs.

Survey average rating: TDC Internal 1.94, Stakeholders: 2.2

Stakeholder feedback:

- ☛ "Early stages - was thinking of increasing bi-lingual signage and introduction of Māori into the spoken and written word. And sign language interpretation (but not so much in local government)"
- ☛ "No encouragement to speak up, no multicultural strategy."
- ☛ "Communication and plans/strategies use some language that not many people get."
- ☛ "Speak easy available; Police can send interpreters. "Welcome messages" on social media / online racism, Ignorance. "all" is not achievable."
- ☛ "Translations necessary + newsletters quite wordy. Need to be available online- and offline."
- ☛ "Refugees get wrap around services, but newcomers are left to their own devices."
- ☛ "Non-English (beyond Te Reo (which still needs more)) is virtually non-existent in public contexts."

Community consultation feedback (excerpt):

What would help newcomers access information about their local community?

- ☛ "Available information specifically for new residents at visitor centre or Council. Sheet of what's on. Information/ **welcome packs/ booklet** of community groups & services in **various languages**."
- ☛ "I think this is done very well - there is plenty of info out there, online, notice boards at supermarkets, free newspapers & magazines. Community Facebook pages work really well."
- ☛ "**Online Forum** where all information can be accessed re events, bus info, sporting info and groups. ... Online portals that "collate" information and easy to use, up-to-date and user friendly, for examples: <https://www.aucklandforkids.co.nz/>. Community pages on social media"
- ☛ "Platforms can be useful, but the best communication happens face to face with another human. Free art & music events in local venues can bring people together. A thriving, truly local newspaper delivered free to every household still works well. Library and cafe noticeboards also help."
- ☛ "Going to **community gatherings**. Coffee morning or evening info session - set up a community event, find people with similar interests. Direct connection with a welcoming person."
- ☛ "A **map** noting welcoming initiatives. Welcome to Tasman newcomers' pack with all information about local events/activities/social clubs/churches etc. Translated notices on websites, Information other than internet. Signs/ bulletin board to advertise in local communities."
- ☛ "Sundial square is a good idea. More use of the notice board, **more local events** in the winter as well as the summer."
- ☛ "Great question! We are constantly struggling with this one ourselves. The most effective way so far, we've found is to do letterbox drops. Crazy ideas: electronic billboards, collaborate with the milk and bread companies to have stickers on their products promoting an event/community resource/support service.... but you also can't beat the human touch.... tasking the Wellby Signposters (connectors) to spread particular info/ ask certain questions/make it really work for the Signposters by **creating a team culture** so they can meet regularly (free coffee!)."
- ☛ "**A specific newsletter/ newcomers' column** in newspapers including updates about activities. A buddy system. A go to place (community hub.) A newcomer's navigator/coordinator they can talk to. More community events to socialize and meet others."
- ☛ "Network of cultural groups - newcomers would connect to the people from same background first. Communication in their own language or videos with that information."
- ☛ "The i-Site being friendlier & more community oriented as opposed to a commercial booking enterprise. Having a distinct community centre. Physical address/ space where newcomers can go and connect to find desired information. It should be accessible and consistent."
- ☛ "**A local hub, much like an I-Site**, that is for new people to the area. There is lots online but face to face is much better."
- ☛ "Newcomers" Expo where local businesses and services introduce themselves."
- ☛ "Enhanced connectedness between government agencies and communities."
- ☛ "Newcomers should do their 'homework' before imposing themselves on the existing community!"



Suggestions and ideas what could be done; plans, potential developments:

- ⇒ 'Traditional' ways of communicating don't necessarily work for everyone. We need to increase awareness about the relevance of more inclusive communication. Provide training and guides for more inclusive communication and ideas how to diversify messaging.
- ⇒ Reduce language barriers, develop multilingual resources, improve accessibility to information, use online AND offline information.
- ⇒ Equip existing places (service centres, libraries, etc.) with newcomers related information and widely promote availability.
- ⇒ Create information hubs, support regular social groups.

Sub outcome 2.1

The community is well informed about the local benefits of immigration and the Welcoming Communities programme, including success stories.

Survey average rating: TDC Internal 1.78 , Stakeholders: 2.33

Related comments (quotes) from surveys and conversations:

- ☞ "I'm not aware so I presume the community isn't either. "Don't see success stories promoted."
- ☞ "It depends on who you talk to. Still a lot of ignorance out there."
- ☞ "I have this dreadful feeling it is mostly about cheap labour and securing pensions, as well as enabling "growth" - so mainly motivated by dollars, no humanitarian reasons."
- ☞ "Not sure how many people actually know what the Welcoming Communities Programme does."
- ☞ "A lot of people seem to have a problem with immigration. Community knowledge about the welcoming communities programme is very low in my opinion."
- ☞ "I understand that you are making a big effort to spread the information, and at the same time I know that it would still be difficult to reach to the people who really need support."
- ☞ "I regularly see things on social media and local printed press."

What is currently in place / working well / has been achieved (examples):

- ✓ Articles about events and initiatives are published in the Council's newsletter.
- ✓ a Welcoming communities Tasman Facebook page regularly shares relevant information.
- ✓ Local newspapers and radio stations have interviewed the Welcoming Communities Officer.
- ✓ The Nelson magazine has reached out to publish more stories of local migrants.

Suggestions and ideas what could be done; plans, potential developments:

- ⇒ (More) stories in the Council newsletter and on social media about diverse community members. Monthly space "Our own column" in Newsline, Council's social media pages, community newspapers (approach Guardian reporter Elise Vollweiler, she is interested in writing articles on Multiculturalism in the Tasman area).
- ⇒ Having a local representative of Immigration NZ in Nelson Tasman.

Sub outcome 2.2

The Council is well informed about newcomers to their region and pro-actively seeks data about newcomers from relevant sources.

Survey average rating: TDC Internal 1.75 , Stakeholders: 2.8

Related comments (quotes) from surveys and conversations:

- ☞ "Availability and analysis of data is limited. It is really needed to get a clear picture of the region. Many newcomers with incredible skills are 'under the radar' and often struggle to get the support they need to establish them and their families in Tasman."
- ☞ "I wouldn't know where to even start."
- ☞ "There is a lack of regional data or is not easy accessible to the public."



- ☛ *"Most of these data is already available from other organisations (Multicultural Council, Red Cross, etc). Don't replicate, collaborate."*
- ☛ *"The privacy act doesn't allow us to ask for ethnicity."*

What is currently in place / working well / has been achieved (examples):

- ✓ Relevant data has been extracted from Stats NZ and local DHB's. We are eagerly awaiting results of the 2023 census.
- ✓ The Welcoming Communities Officer has delivered several presentations to elected members, community boards and various organisations to educate about existing data. The fact that people in Tasman identify with over 100 different ethnicities usually surprises.
- ✓ The Service Centre teams have got liaison persons to connect with the various groups and departments and be well informed.

Suggestions and ideas what could be done; plans, potential developments:

- ⇒ Encourage workplaces to capture more data about their employees (voluntarily) and share results.
- ⇒ Alert planning teams to predicted demographic developments and show how diversity is showing in population growth through social infrastructure and physical infrastructure.
- ⇒ Encourage schools to feedback information about new families when they arrive and enrol.

Sub outcome 2.3

The Council's engagement with all residents is two-way, culturally appropriate and fit for purpose.

Survey average rating: TDC Internal 2.00, Stakeholders: 2.17

Related comments (quotes) from surveys and conversations:

- ☛ *"Communicating with Council can be challenging for anyone but increasingly so for people with English as a second language and no experience of Council processes"*
- ☛ *"No idea, certainly trying hard with Māori. There are so few others that it is easy to allocate fewer resources to engaging with them - they have no voice."*
- ☛ *"This would require interpreters to be available on call, people available to assist with all the things people need to learn when they arrive. Immigration does some of this. To fully play this role is beyond the scope of a local body surely?"*
- ☛ *"Better with more familiar cultures than others."*
- ☛ *"Engagement could be more two-way."*
- ☛ *"Engagement during the rain event was good but day to day comms that is two-way, culturally appropriate and fit for purpose is intermittent."*
- ☛ *"The Council engagement is minimal, and I don't think is culturally oriented."*

What is currently in place / working well / has been achieved (examples):

- ✓ Initial conversations were held regarding access to interpreters for customer service staff.
- ✓ Tasman District Council guidelines for communication have been updated recently.
- ✓ Interpreting New Zealand has a coordinator based at Victory Community Centre in Nelson.
- ✓ Tasman District Council can engage with CAB services on many issues – they have phone translators available.

Suggestions and ideas what could be done; plans, potential developments:

- ⇒ Communication can be challenging among people of the same cultural group – let alone between different cultural groups. To improve cross-cultural understanding, specific training workshops could be offered to staff members.
- ⇒ Increase awareness of growing cultural diversity and potential misunderstandings/ need for more inclusive communication.
- ⇒ Use online translation services when needed – there are many languages presented in this service.
- ⇒ Engage with the Cultural Navigator and Interpreting NZ coordinator (based at Victory, Nelson)



- ⇒ Invite different groups to host their meetings in TDC buildings free of charge (as does Christchurch City Council). This encourages familiarity with Council spaces, processes and strengthens relationships between Council and communities.
- ⇒ Council staff are obliged to attend PD on cultural behaviour (Te Tiriti, Tikanga) as well as other cultural protocols.

Sub outcome 2.4

Council communication materials and messages are inclusive and reflect the diversity of the local community. Council encourages other agencies, businesses, and organisations to follow this model.

Survey average rating: TDC Internal 2.33, Stakeholders: 2.6

Related comments (quotes) from surveys and conversations:

- ☞ "Not sure this is even a consideration currently."
- ☞ "Never seen an example of this."
- ☞ "Could be better though."
- ☞ "This would mean all Council materials would be available in all languages known to be used in the district. A huge undertaking for a local body, but a necessary one."
- ☞ "Council could take a leading role in representing the diversity of the region and the positive contribution newcomers make."

*"I have studied and consider myself an intelligent and educated person. But I don't understand documents in 'Council language'. **Information needs to be broken down into easier understandable language.**"*

What is currently in place / working well / has been achieved (examples):

- ✓ Increased use of Te Reo Māori
- ✓ Education about correct pronunciation of local place names has been a successful campaign.

Suggestions and ideas what could be done; plans, potential developments:

- ⇒ Stories in Council newsletter about diverse community members.
- ⇒ Improve accessibility to information (e.g., links on website, translation option, specific brochures available from service centres).
- ⇒ Enable staff members to use pronouns in their email signatures as recommended by the Public Service Commission and practised by many other councils and service agencies.
[Pronoun use in email signatures - Te Kawa Mataaho Public Service Commission](#)
- ⇒ Collaborate with NRDA and other businesses to make their communications more inclusive. Many organisations and agencies have published 'Inclusive Language Guides' to provide guidelines for language use and raise awareness and understanding for minority groups, othering and other phenomena. Developing and promoting an Inclusive Language guide for TDC staff would be a great start. This could then be made available for businesses and organisations in Tasman.
- ⇒ Consistent use of Te Reo Māori signage (e.g. Te Mamaku Ruby Bay, Motuora (Rabbit Island), Pourangahou (Mt. Arthur) as per Treaty settlement.
- ⇒ More 'visible diversity' in Council campaigns (e.g. Māpua Plan virtual video has little visible ethnic diversity).
- ⇒ Council establishes an annual award for 'Diversity in local Business' and markets/ celebrates this through its Comms department.



Element 3 – Equitable Access:

Overarching outcome statement – what success looks like

Opportunities to access services and activities and to participate in the community are available to all, including newcomers.

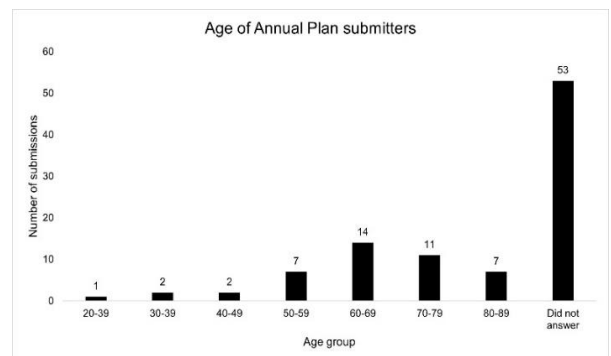
Survey average rating: TDC Internal 2.33, Stakeholders: 3.00

Quote Council CEO, re LTP:

*"We also suggest that it is time for **community consultation like no other**. We are missing the voice of too many in our community and we are seeing a high level of resources used to respond to vocal opposition. We cannot ignore that opposition, but we need to understand better whether it reflects the wider community views and preferences. The decisions our Council will eventually make for the LTP will be strengthened if they can be confident that there has been high community participation, and they can rely on extensive consultation to guide those decisions."*

Participation is a complex topic – even the established population doesn't participate as much as wanted in local government. Feedback often comes from the 50+ age group. Committees, community boards, etc. aren't exactly diverse. When it comes to migrants and participation, we need to consider two additional relevant factors:

- **Relationships.** Personal connection and trust are far more relevant in 'collectivist' cultures than in individualistic (Western European) groups.
- **Knowledge.** As a migrant coming from a different political system, understanding legal rights and obligations, governmental structures and democratic processes is a steep learning curve which requires specific education.



Stakeholder feedback:

- ☛ "How do you know what you don't know?"
- ☛ "Even long-term residents don't even know about available services."
- ☛ "In principle anything is open to anybody. I don't think any newcomers are 'actively' excluded, but exclusion may still happen inadvertently. It can be difficult to find out where services and activities are happening if you don't know the right channels and where to look."
- ☛ "There are opportunities but not many people know about them - maybe not widely advertised or communicated well. A lot of services are online only, and they are not easily accessible."
- ☛ "Awareness of available services, rights, needs to be increased."
- ☛ "Te Reo Māori only excludes migrants – needs to be translated."
- ☛ "A lot of good intentions out there, Churches provide a lot of support."
- ☛ "Services/activities often only occur in specific times (e.g. evening) – working different hours = hard to access these activities; services and events are not broadly advertised."
- ☛ "Technically inclusive but perhaps not always practically inclusive."

Community consultation feedback:

How can we make services and activities more accessible to newcomers?

- ☛ "Use different languages, put information in places that everyone visits. Advertise more in service outlets, supermarkets, library, doctors etc like supermarkets etc."
- ☛ "A project that involved providing newcomers with information about public transport in their area, with timetables and prices, resulted in higher use by newcomers than others."
- ☛ "Having a central online place for all the information and promote this big time and consistently (or promote Wellby's directory more?) along with physical notices at as many locations as possible...."



electronic stands around town where people can look up what's on, and select whichever language they need... (how to make this accessible for non-readers?)"

- ☛ *"Learn which ethnicities and cultures are represented in the community, ask each of them what activities they could bring to help us learn new ways. Aside from second language issues there will be aspects of the usual dominant Pākehā culture that feel unwelcoming or confronting for some."*
- ☛ *"Māori invite them to experience a visit to a marae. Ensure newcomers understand what iwi are."*
- ☛ *"An online chat service where locals can sign up to connect to newcomers."*
- ☛ *"Better signage, ideally in multiple languages. Better education and information - coming from overseas there is little understanding of services."*
- ☛ *"Through a hub, and people who are experts in connecting people to services and activities. We need a community centre to base activities out of. More funding to community rec centres."*
- ☛ *"Be proactive and reach out for them instead of waiting for newcomers to try and look for the information. Letter box drops, free magazines, publications at libraries. NCC's free "Summer Events Guide" is a great initiative for example. Could that be printed all year round?"*
- ☛ *"As above, up to the 'newcomer', it's their journey and learning curve to manage and shouldn't burden the rest of the community who have their own struggles."*
- ☛ *"When someone is new in a place you rely on the kindness of their locals. I guess locals need to be more aware about newcomers and share with them information or indicate places where they can find help or activities to feel they connect."*
- ☛ *"There is great support through NGO's."*

Quote from Tasman District Council's Environmental scan 2023 regarding participation:

*"Local government consultation **frequently does not hear from a representative subset of the population. We may not be sufficiently engaging with the correct channels or providing easy, quick, and meaningful ways for our community to engage.***

There is a genuine need to engage with a representative population to make decisions that best fit everyone. However, Councils have found it challenging to develop ways to reach people who do not usually engage in Council processes."

UN declaration World Summit for Social Development

"Social inclusion is the process by which efforts are made to ensure equal opportunities – that everyone, regardless of their background, can achieve their full potential in life.

Such efforts include policies and actions that promote equal access to (public) services as well as enable citizen's participation in the decision-making processes that affect their lives."

Sub outcome 3.1

Council partners with local businesses, organisations, and sectors to identify and address barriers for newcomers to accessing services and participating in the community.

Survey average rating TDC Internal 2.22, Stakeholders: 2.5

Related comments (quotes) from surveys and conversations:

- ☛ *"Don't know enough about what the Council does in this regard."*
- ☛ *"Have very little knowledge or experience of this other than local iwi."*
- ☛ *"There is very limited 'hands on' support for newcomers in Tasman. MNT provide limited support but are stretched to service Nelson region. A service in Tasman would be very helpful."*
- ☛ *"English Language Partners is supported by Council in offering our services."*
- ☛ *"I don't know but I think so yes."*

"There's so little representation of migrants in leadership roles, they don't identify with elected members. They need someone supporting them to stand for Council."



What is currently in place / working well / has been achieved (examples):

- ✓ Tasman District Council supports the local business organisations 'Richmond Unlimited' and 'Love Motueka' and partners with the Regional Development Agency – in general. Not (yet) regarding barriers....
- ✓ Existing consultations and projects focus on traffic, infrastructure, etc. Not so much on social and cultural barriers.
- ✓ In 2023 the Citizens Advice Bureau started offering weekly drop-in sessions at Motueka community house and at Richmond Council.
- ✓ The local Labour party MP has specifically approached ethnic community members in Nelson to become JP's. She aims to do the same in Richmond.

Suggestions and ideas what could be done, plans, potential developments:

- ⇒ This report identifies existing barriers and makes various recommendations how to reduce them. A working group between Tasman District Council and the business sector could help to address the issues.
- ⇒ The potential position of a 'Liaison and Engagement Officer' (or similar role) would be helpful in developing and maintaining relationships as well as building bridges between the Council and a range of local organisations.
- ⇒ Offer support outside 'working hours', could be over the phone or online, where people can express concerns or ask questions.
- ⇒ Identify what local businesses struggle with when employing migrants and how to help them.

Sub outcome 3.2

Council and other organisations in the community research, design and deliver services that take account of the different circumstances (e.g. Rural/ urban) and cultural backgrounds of all service users, including newcomers.

Survey average rating TDC Internal 2.44, Stakeholders: 2.50

Related comments (quotes) from surveys and conversations:

- ☛ "There does appear to be some move toward this, beginning with work with local iwi."
- ☛ "I don't think they way Community Infrastructure services are delivered have changed."
- ☛ "Organisation stand to consider geographical barriers to access to services, but cultural barriers are usually not addressed."
- ☛ "It is not visible. The services and communication focus on the ethnic majority, our minority groups aren't taken into account/ addressed."

What is currently in place / working well / has been achieved (examples):

- ✓ Council staff members who consult with 'the community' actively look for different contacts and try to reach those they haven't engaged with before.
- ✓ A staff member in the Policy team extracts relevant information from Stats NZ and communicates it within the Council.
- ✓ A group proposing the development of a community led Regional Development Agency has conducted several surveys and is working on the establishment of such an agency.

Suggestions and ideas what could be done, plans, potential developments:

- ⇒ Multiple suggestions mention establishment of community 'hubs'. This should be incorporated into funding allocation. Existing places like libraries, recreation centres, etc. also play an important role. Allocating more specific funding for them to make local information better accessible to newcomers would be extremely helpful.
- ⇒ Improved internal communication regarding demographic developments and changing needs.
- ⇒ Conversations along the lines of "How can we attract skilled workers and young families?"
- ⇒ Proactive engagement with the (bigger) local ethnic communities.



Sub outcome 3.3

All community members are well informed about the services available in the community. Newcomers are made aware of, and are using the services.

Survey average rating TDC Internal 2.50, Stakeholders: 2.33

Related comments (quotes) from surveys and conversations:

- ☛ "No idea, but I am not well informed so I guess this cannot be different for newcomers."
- ☛ "Hard to reach all. I know a kiwi and her British husband who have been here for about 5 years, and they didn't know about the good-wood subsidy. I only found out because I read Newsline, so hard to get people that don't actively engage."
- ☛ "Unsure how Council disseminates this info about services available - through organisations such as ELP? Then Council is not actively promoting the available services themselves?"
- ☛ "I feel there is little knowledge in the community about where to go for support for newcomers and that there is very limited practical support based in Tasman."
- ☛ "I think publicity is good, but you have to know a forum exists in the 1st place to then look for it."

What is currently in place / working well / has been achieved (examples):

- ✓ An inaugural Positive Settlement Expo was held in 2023, another one in 2024 is planned.
- ✓ A 'New to the region' section has been added to Council's website.
- ✓ The Council service centres and the fortnightly newsletter provide information (nothing newcomer or migrant specific though).
- ✓ Various local community groups on 'Facebook' share local information; the 'Newbies to Nelson' group has over 5,000 members sharing information and organising group meetings throughout the region.
- ✓ Organisations like the Citizens Advice Bureau provide a lot of information; they are very aware of diverse needs. CAB celebrates multiculturalism and diversity within their service, they proactively recruit people from different ethnic backgrounds and make information available in various languages.
- ✓ The annual plan for 'Wellby' Talking cafés also emphasises on evolving Wellby into a 'culturally and linguistically diverse service.'
- ✓ The local Filipino Community provides a helpful one-page information sheet including relevant local information for newcomers.
- ✓ The 'It's On' website and the Summer Events guide provide comprehensive information about local events.
- ✓ Some employers provide information like 'Welcome packs' (e.g. Nelson Harbour).
- ✓ The Safe Families network in Motueka is a good example for interagency collaboration to achieve better outcomes for community members.

Suggestions and ideas what could be done, plans, potential developments:

- ⇒ Specifically approach places that newcomers go to (e.g. Real Estate agents, supermarkets, schools) and communicate how and where to access local information.
- ⇒ Support Citizens Advice bureau in providing information.
- ⇒ Collaborate with schools, local employers, etc. to increase awareness and make information easily accessible. Train 'sign posters', provide examples for welcome processes in workplaces and schools, organise tours of the region and other personable events that help people feel welcome.
- ⇒ A 'Welcome to the Tasman region' booklet that has links to all the services and amenities available. (Plunket, Swimming lessons, libraries, parent groups, tenancy services, sports facilities, speciality food shops, CAB, ESOL classes, voluntary work, etc.) – a ten page booklet tying everything together.



Element 4 – Connected and Inclusive Communities:

Overarching outcome statement – what success looks like

People feel safe in their identity and that they are connected with and belong in the community. There are high levels of trust and understanding between members of the receiving community and newcomers.

Survey average rating: TDC Internal 2.28, Stakeholders: 2.4

Stakeholder feedback:

- ☞ "Being an international migrant still feels intimidating. People asked to speak English in public."
- ☞ "Not sure there are cultural festivals held, have not heard of much else. Never seen other opportunities to learn."
- ☞ "Stepping outside your 'comfort zone' without 'fear' of the unknown."
- ☞ "People are sometimes aware of diversity, but a 'sense of pride' might be overstating it."
- ☞ "Markets and events are good opportunities to interact, ethnic food is very popular."
- ☞ "There are some cultural events that provide opportunity to share cultures."
- ☞ "Local coffee culture & openness for conversations vs conservative attitudes (based on fears/ignorance)"
- ☞ "There was a survey where Nelson Tasman rated low on racism – not concerned about racism."
- ☞ "Something like 'sundial social' in Motueka would be great."
- ☞ "Faith groups looking to expand beyond Nelson."
- ☞ "More venues needed."

Community consultation feedback:

How can we support newcomers to develop a sense of belonging in their community?

- ☞ "More community groups and regular events in the community. Personalised introductions, warm welcomes. **Info sessions** on matters that are most important to starting a new life in NZ."
- ☞ "Helping with **community projects**, such as (more) community gardens, native re-vegetation and community composting hubs helps people connect over daily activities."
- ☞ "Just keep improving those multi-cultural links - it helps to stop the othering that can occur, particularly in such a "white" place as South Island NZ!"
- ☞ "I believe it's the community as a whole; every individual in different roles/settings that plays a part in welcoming. From cafe staff to dogwalker on the street to member of the church, to neighbours."
- ☞ "Ask them what their passions and skills are. **Support them to start initiatives** which they themselves are leading so that they can meaningfully contribute to their community."
- ☞ "More funding to community centres to allow for longer openings and engagements."
- ☞ "By honouring, respecting, acknowledging, and taking a genuine interest in their culture and stories. Not expecting them to just blend in with the locals. Ask them what support they need, don't assume we know what will work for them."
- ☞ "By existing community members being more aware and welcoming and inclusive, inviting them into homes. Sharing stories. Schools organise a Diversity Day, invite people as a guest speakers."
- ☞ "Have a group where they can talk about their issues and maybe be offered solutions from people who have lived here for longer."
- ☞ "We need a community centre. We need a youth centre."
- ☞ "By connecting them to groups who have a similar interest. The more people you know, the more you feel like you belong."
- ☞ "Events that celebrate diversity and "educate" locals about other cultures, the beauty of other cultures. So locals don't perceive newcomers as intruders, but instead seeing the benefits of what newcomers are bringing into the region e.g.: their skills, expertise, a different culture, cuisine etc."
- ☞ "Up to the newcomer to develop their own support network...not a local government function to run a Welfare Office. We need to attract 'quality' not 'Quantity' people into the region!"
- ☞ "Having the opportunity to find a safe place where they can express themselves in their language supporting activities and meeting in different organizations who represent them."



Sub outcome 4.1

Coordinated, comprehensive and appropriate initial welcoming support services are available from Council, other agencies and community organisations.

Survey average rating TDC Internal 2.13 , Stakeholders: 2.20

Related comments (quotes) from surveys and conversations:

- ☛ *"Immigrants and refugees appear to have services, but not those who are simply new to the district, apart from some chat groups."*
- ☛ *"Hard to know what's all out there. I can barely remember any from when we moved here."*
- ☛ *"Most of the time I wouldn't know if someone new was in my neighbourhood."*
- ☛ *"This has improved since the Welcoming Communities role has been established. This is a positive step forward."*
- ☛ *"Where can people go to get information and support when they move to the region. Some service based in Tasman is needed".*

What is currently in place / working well / has been achieved (examples):

- ✓ Multicultural Nelson Tasman has established a (part-time) coordinator in Motueka to support migrants.
- ✓ A 'Newbies to Nelson' Facebook group provides an online forum to connect socially and ask for information (as do local online community groups)
- ✓ Neighbourhood Support groups provide support in many areas. Their 'Coffee carts visits neighbourhoods' events were very successful, but have recently been discontinued. The vast majority of Neighbourhood Support members identify as New Zealand Europeans at this stage.

Suggestions and ideas what could be done, plans, potential developments:

- ⇒ Send out a 'Welcome' message with rates invoices.
- ⇒ Display welcoming messages at Real Estate agencies, Medical Centres, schools, libraries, supermarkets, etc.
- ⇒ Establish a 'Newcomers Coordinator' or "Community Connector" role and/or 'champions' throughout the district who are go-to-persons for newcomers.
- ⇒ Local newspapers inform about events and activities – they could add Welcome messages to those.
- ⇒ Organise regular 'meet and greet' events in neighbourhoods and/or welcome meals or similar activities, potentially supported by a 'games trailer'.
- ⇒ Create an overview of all regular events, awareness days, festivals, and significant celebrations to support long-term planning, encourage better collaboration, reduce clashes, and streamline in events in the region better.
- ⇒ A 'Welcoming Package' from the Council with a list of organisations and other help available. Potentially distributed by local Real Estate/ Tenancy services.

Sub outcome 4.2

The receiving community is well equipped to welcome and interact with newcomers.

Survey average rating TDC Internal 2.22, Stakeholders: 2.50

Related comments (quotes) from surveys and conversations:

- ☛ *"The receiving community usually of same culture and language but not the wider community."*
- ☛ *"Don't find the receiving community particularly welcoming."*
- ☛ *"With those from familiar places but you often hear "it will take a generation to be classed as a local" attitude."*
- ☛ *"Many people from the host community are hesitant to engage with people from different ethnic backgrounds. This can vary from not knowing what to do to open hostility. Work needs to be done to break down these barriers to inclusiveness."*
- ☛ *"The communities here are very welcoming of newcomers in my experience."*



What is currently in place / working well / has been achieved (examples):

- ✓ Some existing online groups have a friendly way of welcoming newcomers.
- ✓ Some existing events encourage people to interact and get to know each other.
- ✓ Some locals have extensive experience hosting international students, travelling and interacting with multicultural community members. Their knowledge could be utilized more.

Suggestions and ideas what could be done, plans, potential developments:

- ⇒ Interactions should start within neighbourhoods and work teams. Getting to know people who live and work nearby is a realistic start. One good example (which is already happening via Neighbourhood Support) are 'Meet your Street' events. [Selwyn District Council - Meet Your Street](#) Selwyn District Council is a good region to look to– fastest growing and similar ethnic demographics.
- ⇒ Starting in schools and other educational institutions could help to educate, increase awareness and create ripple-effects.
- ⇒ More one-off events as well as regular social groups would help to practise welcoming behaviours.
- ⇒ More awareness of diversity and invisible diversity that already exists within schools and workplaces.

Sub outcome 4.3

Members of the receiving community and newcomers build relationships and are at ease with connecting and learning about and from each other.

Survey average rating TDC Internal 2.11, Stakeholders: 2.60

Related comments (quotes) from surveys and conversations:

- ☛ "Some may do this, but everyone is so busy with their own lives now and post Covid life has become very isolated anyway."
- ☛ "There is often a certain level of "I don't know that person" in small communities, even if they look the same and talk the same. I expect this is greater when a language barrier exists. However, once the barriers are broken down then I think acceptance is pretty quick."
- ☛ "I believe that to be true, but am also weary that there is still a part of the community out there that is far from at ease with connecting with newcomers."
- ☛ "Full integration of newcomers is neither rational nor desirable, but newcomer communities can be isolated from the receiving community and more events and initiatives to ease the mixing of these communities would be welcome."
- ☛ "There are lots of friendly locals who would welcome newcomers but might feel a bit anxious about stepping out of their comfort zone."

What is currently in place / working well / has been achieved (examples):

- ✓ The local libraries offer various activities that enable community members to connect. A recent 'Whakapapa Quilt' project encouraged conversations about origins. Regular community-led social groups and English conversation groups bring people together.
- ✓ Events like the Tasman Asian Night Food Fair and the annual Latin and Spain Film Festival celebrate culture and encourage people to make new connections.
- ✓ Regular events like 'Wellby Talking Cafes' invite attendants to build new relationships.
- ✓ Specific cultural events like 'Experience India' and the 'Indonesia Day' were really helpful to learn more about those cultures, to ask questions and explore without anxiety.
- ✓ 'Migrant Stories' by MNT (Motueka) and Potluck Dinners

Suggestions and ideas what could be done, plans, potential developments:

- ⇒ Sharing stories is a good way of learning from each other and building relationships. Here's a good example from the Selwyn district: [Selwyn District Council - Faces of Selwyn](#) Maybe Te Nōninga Motueka library could host a photo exhibition?
- ⇒ Start more regular social events and groups, have cultural celebrations more often than once a year.
- ⇒ Regular library talks about migration, culture, different interests would help to broaden minds and embrace diversity.
- ⇒ Hold events around particular interests (not stressing ethnicity) and see who they attract.



Sub outcome 4.4

Different cultures are celebrated and people are supported to express their cultural beliefs and customs, including language and religious practices.

Survey average rating TDC Internal 2.67, Stakeholders: 2.83

Related comments (quotes) from surveys and conversations:

- ☞ "I would say that they are free to do it but not celebrated or particularly supported."
- ☞ "Supported by their own communities, maybe viewed suspiciously by wider community."
- ☞ "I think there is a bit of this around food - different culture as a novelty almost as good as travel. But quite shallow and ad hoc."
- ☞ "Certainly, seeing improvement, although speaking in a different language is often frowned upon."
- ☞ "This does appear to be the case. There is little overt racism or xenophobia in the District."
- ☞ "This is something I think we actually do well. Different festivals, workshops."
- ☞ "There needs to be much more recognition of the diversity of Tasman and opportunities for host community to learn more about the culture of newcomers. This can happen through music, food, sport and can be enjoyable for everyone."

What is currently in place / working well / has been achieved (examples):

- ✓ Regular annual events like TANFF, Spanish Film Festival
- ✓ One-off celebrations organised by the Indonesian and Indian communities.
- ✓ The libraries offer activities that relate to significant cultural celebrations (like Diwali, Chinese New Year, etc.), promote different languages, and support cultural learning.
- ✓ A Thai Temple, Khmer Buddhist Temple and Chinese Church exist in/near Richmond, but we are not aware of support they receive.
- ✓ 'Cultural Conversations' in Nelson is a great example for a community hub that celebrates multiple cultures, brings people together, operates in a community-led way. Something similar in Tasman would be fabulous.
- ✓ Fresh FM community radio supports diverse community engagement. They host shows created by migrant community members in their mother language as well as a range of different age groups, genders and more.

Suggestions and ideas what could be done, plans, potential developments:

- ⇒ More frequent cultural celebrations in the community and workplaces.
- ⇒ Collaboration between local schools (to share the efforts and bring more people from different cultures together)
- ⇒ A Diversity Festival/ Fiesta/ Culture Carnival.
- ⇒ Culture related workshops and classes (e.g. Indian Dancing, Calligraphy, instruments from different cultures, ...)
- ⇒ Look at good examples elsewhere: Karenni community has proposed establishing a shrine on one of the hills around Nelson.
- ⇒ Establish communication around the 'proper' type of mosque.



Element 5 – Economic Development, Business & Employment:

Overarching outcome statement – what success looks like

Communities maximise and harness the economic development opportunities that newcomers can offer. Councils work with business associations to promote the contribution that newcomer business owners and skilled migrants make to the region's economy.

Survey average rating: TDC Internal 2.27, Stakeholders: 2.00

Stakeholder feedback:

- ☛ *"Migrant staff members are crucial - business development agencies don't reach out."*
- ☛ *"In some areas recognition is missing - need to tell success stories more."*
- ☛ *"Reports of exploration – ethnic liaison officers."*
- ☛ *"Seasonal workers – sustainable models are best. Welcome and acknowledge RSE workers more! They are wanted for their work ethic but housed separately, usually welcomed by the church community. Some orchardists offer huge free dinners and soccer matches + activities for wives (pre-covid)."*
- ☛ *"Many newcomers don't know the system as it is so different to their home country."*
- ☛ *"Local cafés and businesses are run by migrants. Involvement in markets."*
- ☛ *"There are a few small businesses, food carts, crafts etc... but I think we could do much more!"*

Community consultation feedback:

How can employers be more inclusive of newcomers?

What can help newcomers and migrants to enter the workforce?

How can we better support newcomers to start a new business?

- ☛ *"By encouraging, supporting, and enabling people to become both more educated and more confident in themselves. Educate community leaders/employers on regular basis."*
- ☛ *"Diversify recruitment processes. Reduce barriers (language, requirements, ...). Offer more specific training. Use more inclusive language."*
- ☛ *"Cultural awareness workshops. Businesses need to increase their cultural awareness skills."*
- ☛ *"Professional help from career advisors, mentoring, free workshops/courses on how to prepare CV in NZ style and how to apply for jobs, what to expect. Have people in their particular workplace who are responsible for making new people feel welcome."*
- ☛ *"Offer English language support, small start-up loans and the bureaucracy of form-filling."*
- ☛ *"Organize newcomers welcomes, meet & greets, staff functions, give out information to people, do like a speed interview with a bunch of different companies. Staff team building meeting / event, family gatherings and welcoming, shared morning or afternoon teas, potluck dinner etc..."*
- ☛ *"Less hoops to jump through to get qualifications accepted. Free business advisory and grants for starting up businesses. Discounted memberships to local business bodies."*
- ☛ *"Employers to be patient during training. Don't rip newcomers off! Encouragement to learn conversational English where relevant."*
- ☛ *"Cultural awareness lacks in our region. Migrants miss in knocking the right door for employment assistance. Starting a new business becomes scary when it's complicated process. Sometimes they get directed to visit websites and find information which drains out the energy and enthusiasm. Online or virtual assistance usually doesn't work for refugee and new migrants."*
- ☛ *"Employers can celebrate diversity at the workplace by organizing multicultural days, shared lunches, team-building events, etc. Ask migrants about their significant observations and offer a day off on those days (within reason and where appropriate) and ensure they are aware of any particular cultural customs."*
- ☛ *"Migrants/ newcomers need better access to vacancies or help identify opportunities that suit their background and expertise. It is very hard for a migrant/newcomer to compete against locals in an open labour market."*
- ☛ *"We need 'quality' newcomers that can work things out for themselves!"*
- ☛ *"I believe the principal barrier at work is language. Employers sometimes don't have the patience to speak slower or even ask for someone to translate. I speak English and I always offer myself to translate and help if someone has trouble understanding. I saw many injustices and discrimination for*



no perfect pronunciation and that can be really hard for someone who is trying to gain confidence talking English. All migrants are willing to learn and improve their English so will be really good to connect them with schools and support them in that process."

- ☛ *"Employers are very nice and helpful here. So, I think it's up to the person who is coming what he wants do."*

The Nelson Region Development Agency's (NRDA) strategic framework names *'being inclusive, recognising creative talents and leveraging diversity'* as their targeted outcomes. Te Taihū Intergenerational Strategy's Economic wellbeing outcomes is *'Our resilient economy allows our people, places, communities, and businesses to thrive.'*



Intentions are there, awareness is growing and so is the need for staff members. Many overseas employers have identified 'Diversity and Inclusion' as highly relevant and trained/employed specific staff members for several years. **New Zealand workplaces need to catch up on this trend.**

Sub outcome 5.1

Newcomers, including international students, are supported to access local employment information, services and networks.

Survey average rating TDC Internal 2.38, Stakeholders: 1.33

Related comments (quotes) from surveys and conversations:

- ☛ *"I believe so. WINZ and other agencies are available. How accessible they are I do not know."*
- ☛ *"I don't know of any support provided in the region to engage newcomers and international students in work."*

What is currently in place / working well / has been achieved (examples):

- ✓ MSD and IRD representatives frequently attend the local Settlement Forum meetings to exchange information about migrants and former refugees in our region. They also participated in the inaugural Positive Settlement Expo in 2023.
- ✓ The local high schools who host international students employ staff who provide information to the students and their host families.
- ✓ A Civic Welcome event for international students was organised by NRDA. It enabled students to connect with others.

Suggestions and ideas what could be done, plans, potential developments:

- ⇒ A regular annual Expo to provide relevant information and improve access would be very helpful. The inaugural 'Positive Settlement Expo' was successful and has potential to be developed further, yet it needs financial support (similar to the 'Positive Ageing Expo').
- ⇒ A Civic Welcome event for the wider community could be combined with an informative expo event.
- ⇒ The Settlement Forum taking place in other regions to capture the needs of people living there.

Sub outcome 5.2

Newcomers, including international students, are supported with the local knowledge and skills to ensure they can operate successfully in the New Zealand work environment, either as a business owner or an employee.

Survey average rating TDC Internal 2.38, Stakeholders: 3.00

Related comments (quotes) from surveys and conversations:

- ☛ *"I don't know" (10 times!)*
- ☛ *"Don't know, presume so though."*



What is currently in place / working well / has been achieved (examples):

- ✓ We are not aware of any standard processes being in place; it depends on the respective school/ workplace/ service agency.
- ✓ Immigration NZ and MBIE provide information on a national level.
- ✓ The local 'Business Assist' organisation provides support and information for businesses startups. They are offering some networking events and trainings in Tasman.
- ✓ ...

Suggestions and ideas what could be done, plans, potential developments:

- ⇒ Conversations about available information, accessibility and potentially helpful resources should be started within local businesses organisations.
- ⇒ The Business Trust (and NRDA) could extend their services into the Tasman district (beyond Māpua).
- ⇒ Provide more Te Tiriti o Waitangi workshops for general public in hours that are more accessible, e.g. evenings.

Sub outcome 5.3

The receiving community recognises the value of diversity in the workplace, of newcomers' contribution and of the resulting wider economic benefits.

Survey average rating TDC Internal 2.56, Stakeholders: 2.4

Related comments (quotes) from surveys and conversations:

- ☛ "Often viewed as taking jobs but they do jobs others don't/can't do."
- ☛ "We could do better."
- ☛ "When it comes to food/takeaways yes."
- ☛ "This is more and more evident in the workforce. May it continue."
- ☛ "It's hard to find good people, so employers are open to newcomers."
- ☛ "The reality is that there are still a lot of people who don't think there is any benefit."
- ☛ "The region is suffering from a lack of workers - positions usually filled by seasonal workers. This is evident to most employers."
- ☛ "It seems that they are forced to accept migrants due to the skill shortage or shortage of population, but the real aim is reducing reliance on migrant workers."

"While people working in this sector might be very aware of the important role newcomers play in the workforce, this is very rarely acknowledged at a regional level. When nations and regions are competing for workers, this story needs to be told and made common knowledge for people."

What is currently in place / working well / has been achieved (examples):

- ✓ The Welcoming Communities Officer has made staff members aware of diversity calendars, cultural celebrations and has introduced events with a focus on celebrating diversity, inclusion, unity.
- ✓ Discussions regarding capturing the ethnic diversity within the Council staff members were had, yet at this stage staff members aren't asked to disclose their ethnicity due to privacy regulations.

Suggestions and ideas what could be done, plans, potential developments:

- ⇒ A voluntary option for staff members to provide their ethnicity would give a better idea of the current ethnic diversity and enable further conversations and measuring differences.
- ⇒ Initiatives to embrace our local diversity, increased visibility of diverse staff members and other initiatives would enable migrants to feel like they belong and are appreciated. It could reduce the feeling of 'othering' and marginalisation.

Sub outcome 5.4

Local employers and workforces develop their intercultural competency.**Survey average rating TDC Internal 2.00, Stakeholders: 1.80****Related comments (quotes) from surveys and conversations:**

- ☛ *"Most companies will realise the importance of this (in the end it helps their bottom line)"*
- ☛ *"Slowly starting in some industries. Others, not at all."*
- ☛ *"Motueka is very multicultural and local employers use newcomers, transients and all cultures to fill their vacancies, especially in the horticultural area."*
- ☛ *"Some do. Employers who hire migrant staff are often unaware of the availability of free ELP courses for their employees - courses which can often be delivered in-house for the employer."*
- ☛ *"I have heard that some employers are still selecting the candidates by their names. I am not sure if it is true or not."*
- ☛ *"Employers not only need to recruit newcomers, but they also need to retain them and this requires support for the employees as well as their families. If the spouse or children do not settle happily then the employee is likely to move on."*

What is currently in place / working well / has been achieved (examples):

- ✓ Multicultural Nelson Tasman offers several Cross-cultural Awareness workshops each year. So far most of them are attended by service providers and other not-for-profit agencies.
- ✓ Some workplaces encourage attending online trainings.
- ✓ The Civil Defence management team is planning to have cross-cultural awareness training in 2024.

Suggestions and ideas what could be done; plans, potential developments:

- ⇒ Offer more local in-person training workshops to improve cross-cultural competencies.
- ⇒ Specifically approach bigger employers who have diverse staff members.
- ⇒ Promote sports activities, social connections within businesses and organisations.

Sub outcome 5.5**Mutually beneficial connections and initiatives are set up with migrant business people by local business community and professional networks.****Survey average rating TDC Internal 2.13, Stakeholders: 1.33****Related comments (quotes) from surveys and conversations:**

- ☛ *"It's easier if you are white and educated."*
- ☛ *"Unsure. Just read in the paper about Nelson Honey losing \$1.7m from a relationship with an overseas company via a local middleperson, so possibly not. Might be one bad example though!"*
- ☛ *"I am not aware of anything like this, but it is a great idea."*

What is currently in place / working well / has been achieved (examples):

- ✓ The Red Cross 'Pathways to Employment' team has developed relationships with various local employers (mainly in Nelson though).
- ✓ Not aware of anything else in place yet.

Suggestions and ideas what could be done, plans, potential developments:

- ⇒ Approach local business associations to initiate meetings that invite migrant business owners (and employees) to connect, support each and express their needs. ...
- ⇒ Invite businesses to participate in (multi)cultural events.
- ⇒ Support entrepreneurial ideas, encourage and back innovative ideas and projects.
- ⇒ Develop a mentor system.



Element 6:

Overarching outcome statement – what success looks like

Newcomers feel welcome to fully participate in the community.

Newcomers are active in all forms of civic participation.

Survey average rating: TDC Internal 1.85, Stakeholders: 2.20

Stakeholder feedback:

- ☛ "The bulk of civil leaders are middle aged white males. As a white middle- aged female this makes me angry. Fewer non-white, old, male candidates running for Council than population would suggest."
- ☛ "Access is available on paper, but not in practise. Newcomers have to find their feet before they can get involved/contribute."
- ☛ "People are tired and exhausted."
- ☛ "Volunteering – make connections."
- ☛ "Newcomers want to assimilate."
- ☛ "Barriers accessing information (e.g voting). Newcomers and locals alike continue to be less engaged in local government voting. Many migrants don't even know they can vote."
- ☛ "We lack a sense of safety and ownership in Richmond."

Community consultation feedback:

What would encourage newcomers to have their say and participate in their local community?

- ☛ "Specifically asking for input from newcomers. Sometimes when new you don't feel you can comment on things - but newcomers can offer valuable perspective of things that have worked or not worked elsewhere."
- ☛ "Community boards could extend a special welcome & encouragement. Assign a mentor. Have regular town hall meetings. Allocate a spot for migrants in Council/ on boards."
- ☛ "Individual welcoming contact with a person who explains these opportunities and encourages newcomers to consider participating would be helpful."
- ☛ "If they were approached in person, direct conversations, specific invitations to participate. Clear information about expectations and benefits, reduce barriers. If there was an openness for different ways of doing things. The structure and formality of board meetings can be very off-putting."
- ☛ "Have more languages available, signs in schools and workplaces. Radio advertising."
- ☛ "Willingness and dedication must come first. With our busy day to day life, it's more challenging these days to fit in everything!"
- ☛ "Multiple channels with trained support staff for participation. Staff training is very important."
- ☛ "Sessions at the local libraries to engage with people like TDC did with manage transport changes."
- ☛ "Being included, being invited. make them feel welcome, introduce them to other organizations. Have a community centre where they can access information and ask questions."
- ☛ "To feel that their views and input is valued and appreciated and that they can make a difference."
- ☛ "Familiarise them with local laws, regulations and all kinds of operation procedures, to start with."

Sub outcome 6.1

The Council's elected members and staff effectively communicate with newcomers to promote their engagement in local government processes.

Survey average rating TDC Internal 1.75, Stakeholders: 2.00

Related comments (quotes) from surveys and conversations:

- ☛ "The Council promotes engagement to all members of the community."
- ☛ "You would have to ask the newcomers."
- ☛ "Birte is leading this."
- ☛ "Newcomers are an untapped source of voters and people who have limited knowledge or interaction with Council processes."



☛ *"I would think so but do the Council go to them or do they have to go to the Council?"*

What is currently in place / working well / has been achieved (examples):

- ✓ The teams undertaking community consultations are looking for ways to engage with a greater variety of community members.
- ✓ This consultation had responses from newer and more diverse community members.
- ✓ Social media posts have encouraged participation in elections.
- ✓ Some ethnic leaders have been approached individually to stand for Council.
- ✓ We started conversations how to welcome new rate payers.

Suggestions and ideas what could be done, plans, potential developments:

- ⇒ Add a welcome message to rates invoices plus links how and where to access local information.
- ⇒ More 'reach out' effort, e.g. engage with ethnic communities well before the next elections.
- ⇒ Send out surveys etc. specifically to the contact persons of local cultural groups.
- ⇒ Council resources diverse communities to arrange hui or other appropriate events to enable these communities to feed into LTP's etc.

Sub outcome 6.2

Newcomers are encouraged and enabled to get involved in local government and civil society.

Survey average rating TDC Internal 2.25, Stakeholders: 2.20

Related comments (quotes) from surveys and conversations:

- ☛ *"Do you mean standing for Council? If so yes, the candidates did include a range of ages and nationalities. What does civil society mean?"*
- ☛ *"No more than anyone else. All members of the community have access to the same information."*
- ☛ *"This depends on the experience and background of the newcomer. Those arriving from politically very different countries might relish the opportunity for civic participation that was previously denied them, but other might be more individualistically focused."*
- ☛ *"Council needs to reach out to newcomers for them to understand what help Council can provide and how they can engage with Council to contribute to their community."*

What is currently in place / working well / has been achieved (examples):

- ✓ Elected members have a 'bridging' role, they attend community gatherings, share news and information.
- ✓ Nothing else we are aware of.

Suggestions and ideas what could be done, plans, potential developments:

- ⇒ Provide support and training to encourage more diverse board membership.
- ⇒ Some form of 'get involved' initiative – given that active participation and volunteering are very helpful to settle in and develop new connections, a programme/project that supports and encourages this and points people in the right direction could be very beneficial. Once people have developed confidence through this, they may be encouraged to get involved in local government, too.
- ⇒ Offer an 'open day' and 'coffee with the Mayor and elected members' to build positive relationships
- ⇒ Diversify youth Councils.
- ⇒ Employ a community engagement person who develops relationships and liaises between Council and community groups.
- ⇒ Establish scholarships/ internships programmes for ethnic and other minority youth to participate in/ work with elected members for a week or so.
- ⇒ Establish a mentor programme for Council staff to ensure longevity of the scheme.
- ⇒ Council advertises and celebrates its own diversity – it needs to be held accountable for reflecting its people. Publish results annually.

Sub outcome 6.3



Newcomers' efforts and achievements in civic participation and community life are acknowledged and celebrated.

Survey average rating TDC Internal 1.78, Stakeholders: 1.50

Related comments (quotes) from surveys and conversations:

- ☞ *"Perhaps I have not been paying attention. I don't know. Not aware of any examples locally."*
- ☞ *"That sounds almost condescending to me."*
- ☞ *"I'm not sure that newcomers, achievements are specifically celebrated as a separate group."*
- ☞ *"Some programme endorsing and recognizing the contribution of newcomers to the Tasman community would be a very positive initiative."*

What is currently in place / working well / has been achieved (examples):

- ✓ Some local magazines/ newspapers feature newcomers and their stories.
- ✓ Annual community rewards acknowledge outstanding volunteers and their contributions to the communities (not newcomer-specific though).
- ✓ Migration Stories events in Motueka.

Suggestions and ideas what could be done, plans, potential developments:

- ⇒ Profiling newcomers, their stories and contributions in the Council newsletter and/or on website.
- ⇒ Newcomers groups are resourced to hold events.
- ⇒ Promote also the opportunity for migrants and newcomers to write their stories and publish them in local magazines, newspapers, etc.



Element 7 – Welcoming Public Spaces:

Overarching outcome statement – what success looks like

Newcomers and receiving communities feel welcome and comfortable using public spaces.

Survey average rating: TDC Internal 2.63, Stakeholders: 3.60

Stakeholder feedback:

- ☛ "Great turn outs for community events in public spaces (Matariki Celebrations, TANFF, movie night)"
- ☛ "Multicultural events indicate a willingness to hold events that celebrate newcomers' cultures (e.g. Tasman Asian Night Food fair at Washbourn Gardens)"
- ☛ "Public Spaces = lots of nature (universal preference for green space)"
- ☛ "Use spaces for informal sports large groups playing – kirikiti, soccer, volleyball."
- ☛ "Gathering in public space is normal community behaviour but looked at suspiciously in some communities."
- ☛ "There are a variety of parks with cultural themes."
- ☛ "I believe so unless there are cultures that feel offended by our culture approach."
- ☛ "Very positive use of public spaces. Good examples: BBQs at Rabbit Island, Thai Buddhist + Chandrakirti- temples (interfaith)"
- ☛ "Motueka is very safe compared to Christchurch/overseas."

Community consultation feedback:

How can we create inviting and inclusive public spaces where newcomers feel welcomed?

- ☛ "Beautify spaces. **We need MORE: outdoor gyms** like at Saxton fields. **MORE COLOUR, MORE LANGUAGES. Art.** More **greenery!!** Richmond CBD is just concrete and shops. How wonderful it would be if we became a walking town through Queen Street. Lots of trees, places to sit, more outdoor dining, being a smokefree and vape free CBD. More **parks** with trees and children's playgrounds. Dog park in Richmond. **Markets** (e.g. use Washbourn Gardens)."
- ☛ "Multilingual signage and displays. More **poster/ information** about different cultures. Have positive messages and other uplifting quotes everywhere."
- ☛ "Culture weeks. Free of cost **EVENTS** and activities like live music, picnics, games, etc. Repetitive and engaging activities. Host get togethers in town, shared meals (potluck) invite people from different ages, work places, opinions."
- ☛ "By ensuring public spaces are peaceful and violence free, where people feel safe, where antisocial behaviour has zero tolerance, by curtailing and not encouraging drinking establishments to exist. Make pedestrian zones free of cars."
- ☛ "Make sure all rubbish and graffiti cleaned as quickly as possible, make sure there's lots of greenery in public spaces (better for mental health). I think we have quite nice public spaces! That's a benefit of living here."
- ☛ "Invite people from other cultures to claim spaces through art etc. **Creative seats and benches.**
- ☛ "I don't see any public spaces excluding anyone."
- ☛ "Good playgrounds (for those with kids). Play areas invite exchanges."
- ☛ "Our town planning needs to include this. Denser settlements will assist this, as public spaces will be more used."
- ☛ "Include design elements from diverse cultures in our public spaces with information boards explaining their significance (task this to the people themselves to design and create but support it with funding/Council permission stuff etc.)."
- ☛ "Better funding to community rec centres to allow for such spaces."
- ☛ "Culturally 'neutral' space design with clear signs and visual aids."
- ☛ "Create public places that clearly demonstrate inclusiveness, diversity, are easily accessible. Affordable/ free venues (esp. roofed ones) to use for activities that improve the wellbeing of people."
- ☛ "We already do. Cafes, libraries, churches, schools, parks, etc."
- ☛ "I believe that NZ is amazing on that. Here everyone can access and feel welcomed in public spaces. So many parks, nature, library, transport etc. I can truly say I feel welcomed in every public space."



Sub outcome 7.1

The design and operation of public spaces and facilities are culturally appropriate and reflect the diversity of the community.

Survey average rating TDC Internal 2.63 , Stakeholders: 2.50

Related comments (quotes) from surveys and conversations:

- ☞ "OK but not consistent. For example, some signage at the library is bilingual and some is not. Staff are not necessarily qualified to write Te Reo signage with accuracy."
- ☞ "Certainly don't reflect the diversity of the community."
- ☞ "The public spaces in Tasman do little to reflect the cultural diversity of the region."
- ☞ "Agreed, although mainly Māori reflected as opposed to other cultures."

What is currently in place / working well / has been achieved (examples):

- ✓ Bi-cultural elements, signage, artwork, etc. have been added in some places (Te Nōninga Motueka library is a good example).
- ✓ Motueka Museum has held an exhibition in collaboration with community members from Vanuatu.
- ✓ Japanese Garden in Motueka and recent unveiling of a bench to celebrate 30 years of Sister City relationship between Richmond and ...

Suggestions and ideas what could be done, plans, potential developments:

- ⇒ Create multi-generational playgrounds and activity areas.
- ⇒ More multi-functional spaces needed for all cultural groups to feel welcomed and hold gatherings/celebrations.
- ⇒ Public Community Gardens could be better supported in their establishment AND ongoing operations. A more diverse variety of fruit, vegetables and herbs (!) could be planted to reflect our cultural diversity.
- ⇒ Council commit to hiring diverse staff on town planning team – the design of public spaces itself is the key to making diverse communities comfortable and inclined to use space. It has to be designed with different needs and uses in minds, rather than retrospectively 'fitted'.
- ⇒ Look to Christchurch for a good example of how Te Rūnanga o Ngāi Tahu has been involved from the start of post-earthquake rebuilding. Could TDC follow a similar idea – write Māori involvement into statute?

Sub outcome 7.2

Welcoming public spaces provide opportunities to build trust and relationships between newcomers and members of the receiving community.

Survey average rating TDC Internal 3.13, Stakeholders: 2.40

Related comments (quotes) from surveys and conversations:

- ☞ "The spaces are available, it's the events that bring people together."
- ☞ "I agree with the statement but don't think our public spaces meet this statement."
- ☞ "When developing public spaces, I wonder what level of engagement is sought from ethnic communities and newcomers."
- ☞ "I do not see this happening."

What is currently in place / working well / has been achieved (examples):

- ✓ Activities at the libraries are encouraging community members to meet and build relationships.
- ✓ New signage at places of significance for tangata whenua.
- ✓ Using our squares and reserves for events. (Sundial Social, Kai Fest at Decks Reserve, movie nights at Washbourn gardens, ...)
- ✓ Existence of sister city spaces – useful public spaces which also raise awareness.



Suggestions and ideas what could be done; plans, potential developments:

- ⇒ Adding more seating to existing spaces that encourages conversations. Add a 'plaza feel' to existing spaces. Interactive activities that encourage to spend more time in places and engage with others.
- ⇒ Adding signage to share stories about the history of places, significant achievements, etc.
- ⇒ Establishing more community hubs and 'bumping spaces' – venues and places where people can meet, mix and mingle, find information, celebrate their culture, offer shared activities and more. This could be started by developing interim spaces (pop-up caravans, shared use of other spaces, etc.).
- ⇒ Given that hiring a venue is a barrier for many, an easily accessible venue and event grant/ fund could be worth investigating (similar to NCC).
- ⇒ Greater communication with the public, especially diverse communities, to see what is desired.
- ⇒ TDC could bring in Christchurch experts (e.g. Gap Filler, Life in vacant spaces) to consult on how spaces could be used to generate greater exchange. These groups have recently also been more actively trying to work with minority communities.

Sub outcome 7.3

Public spaces and buildings create a sense of community ownership and inclusion for all, including newcomers.

Survey average rating TDC Internal 2.63, Stakeholders: 2.40

Related comments (quotes) from surveys and conversations:

- ☞ *"There is no 'community' in the sense this question appears to assume. We all know we don't 'own' the public spaces; the authorities do. We expect the authorities to look after them, not us."*
- ☞ *"By nature of public space being (culturally?) neutral - then yes."*
- ☞ *"I agree with the statement but don't think our public spaces meet this statement."*
- ☞ *"Very little reflection of the ethnic diversity of Tasman in public spaces."*
- ☞ *"In my opinion yes."*

What is currently in place / working well / has been achieved (examples):

- ✓ A community hub in Tapawera is being planned as a community-led project.
- ✓ The Tasman Art Walk and art on power boxes.
- ✓ Motueka Mural alleyway

Suggestions and ideas what could be done; plans, potential developments:

- ⇒ Establish a 'Take a seat in Tasman' competition where everyone is invited to design benches/ outdoor seating areas. Find sponsorship to have them actually built. ...
- ⇒ Have support community led initiatives like planting sessions, design of 'mix and mingle' areas by involving the community from the earliest possible stages.
- ⇒ Art Walks – showcase newcomers' art (like 'SCAPE' in Christchurch). Showcase their art in public spaces (libraries). A good example is Halswell Residents Association is actively seeking diverse artists to work with salvaged Mātai. We could do something similar with material meaningful to the area, but approached in different ways.

"Create more bumping spaces which invite to meet, greet, mix and mingle."



Element 8 – Culture and Identity:

Overarching outcome statement – what success looks like

There is a shared sense of pride in being part of a culturally rich and vibrant community. People feel their culture is respected and valued by other members of the community. There are opportunities to learn about each other's cultures.

Survey average rating: TDC Internal 2.22, Stakeholders: 2.10

Stakeholder feedback:

- ☞ "There are some cultural events that provide opportunity to share cultures."
- ☞ "Being an international migrant still feels intimidating."
- ☞ "Not sure there are cultural festivals held, have not heard of much else."
- ☞ "Never seen other opportunities to learn."
- ☞ "People are sometimes aware of diversity, but a 'sense of pride' might be overstating it."
- ☞ "I think if cultures promoted themselves more 'kiwi' would be better informed. Often, it's about respecting others and this is not so much these days."
- ☞ "Markets and events are good opportunities to interact. Something like 'sundial social' in Motueka would be great. Local coffee culture & openness for conversations vs conservative attitudes."

Community consultation feedback:

How can we increase appreciation of cultural diversity?

- ☞ "Culture festivals, culture nights and events to attend. Asking migrants how would they like to celebrate their significant day of culture."
- ☞ "I am not sure it is your job to help people appreciate cultural diversity, think it is an individual's job."
- ☞ "By working with education establishments that teach about ethnic diversity."
- ☞ "Knowledge of different customs, ways of seeing the world, unique aspects of languages."
- ☞ "More evenings like the Asian cultural evening. This Food Fair could be extended to more than one night a year. It's a bit off when many of the stalls are actually food trucks that operate normally as businesses. There needs to be more than a "performance" aspect for you to get a sense of a culture."
- ☞ "Free Te Reo lessons and visit to Marae to learn about Tangata Whenua and their Tikanga."
- ☞ "Encourage newcomers to promote their skills & culture etc at traditional Tasman events, markets & shows. Enlist Māori to engage with them & exchange & share their respective cultural priorities."
- ☞ "Schools can do Multicultural celebrations too. In the Motueka area, inviting RSE workers from the Pacific to share their music enriches all of us."
- ☞ "Keep promoting a diverse range of cultural celebrations. Invite people from different cultures to run workshops but make some run over the course of a few months so participants have a chance to build lasting relationships with each other."
- ☞ "Educate workplaces about the benefits of diversity. Conversations and hands-on projects in schools. Encourage diverse community members to meet in person and get to know each other."
- ☞ "Have pakeha people being involved rather than only watching or buying."
- ☞ "More platforms where people can talk or listen about other ethnicities- last one- dedicated space where they can connect with their own people."
- ☞ "Educational activities, Education about diversity and promotion of inclusive societies."
- ☞ "By celebrating and promoting culturally diverse art scenes, workplaces, institutions, opening people's minds and "bringing the world closer" so they can learn to appreciate diversity."

"I'd love my family and my children to have more engagement with people from more diverse cultural backgrounds, but short of approaching a stranger and saying, 'Can we be your friends?'"

"Letting other cultures know that the region wants to know about them, what they are and what they have to offer."



Sub outcome 8.1

Receiving communities and newcomers share and celebrate their cultures with each other, facilitated by the Council and others in the community.

Survey average rating TDC Internal 2.44 , Stakeholders: 3.00

Related comments (quotes) from surveys and conversations:

- ☞ *"Unsure. Do TDC support the Nelson cultural diversity day at Victory Square?"*
- ☞ *"We support and celebrate various cultures. But I noticed there was no Lunar New Year, Diwali, LGBTQI+ Pride celebrations in Tasman."*
- ☞ *"Events such as the Asian food fair are a great celebration of diversity with host community. We need more events like this around the region, not just in Richmond."*
- ☞ *"Yes, I see adverts for this type of thing regularly."*

What is currently in place / working well / has been achieved (examples):

- ✓ Tasman District Council supports the annual Tasman Asian Night Food Fair at Washbourn Gardens.
- ✓ The Indonesian and Indian communities organised cultural celebration days at Saxton Oval.
- ✓ Various cultural groups have been encouraged to hold cultural celebrations in Tasman.

Suggestions and ideas what could be done; plans, potential developments:

- ⇒ There is a local radio station that features migrants' experiences and stories of people from diverse backgrounds [Programme Details \(freshfm.net\)](https://www.freshfm.net/). This might need more promotion.
- ⇒ Easily accessible funding to support more cultural events in the Tasman region.
- ⇒ Empower newcomers and migrants to come together.
- ⇒ Establish a Nelson-Tasman Latino Food Fair.
- ⇒ Nelson City Council has a 'Diversity and Inclusion Committee' which meets regularly to share information and raise awareness. TDC could consider this, too.

Sub outcome 8.2

Newcomers and the receiving community understand what values they each hold dear.

Survey average rating TDC Internal 2.00, Stakeholders: 2.17

Related comments (quotes) from surveys and conversations:

- ☞ *"I haven't seen much evidence of the majority of the receiving community understanding the values of newcomers."*
- ☞ *"They probably do personally, but they aren't shared collectively."*
- ☞ *"Don't think so. More education is needed on this point."*
- ☞ *"How would I know this unless I was involved in it?"*
- ☞ *"The receiving community is often ignorant of the values of newcomers."*
- ☞ *"The people involved in the activities for promoting diversity understand well and I appreciate their effort, but other people are not very interested in this area."*
- ☞ *"There is little shared understanding of values and the common ground and the differences."*

What is currently in place / working well / has been achieved (examples):

- ✓ Activities during the annual 'Welcoming Week' encourage conversations about belonging, values, Tūrangawaewae, etc.

Suggestions and ideas what could be done; plans, potential developments:

- ⇒ Spread general awareness about different cultures having different traditions.
- ⇒ Offer workshops around topics such as values, belonging, culture, etc.



7 Ideas and suggestions to be welcoming and inclusive

Feedback from Community Survey participants - ideas and suggestions to add to the Welcoming Plan for Tasman District:

What would you like to see happening to better support newcomers and migrants in Tasman?

- ☛ *"There are cultural events, but we need systematic embedded support welcome curiosity across all spaces like schools and workplaces."*
- ☛ *"I support TDC's move to have a designated person to lead this process. The local media also contribute."*
- ☛ *"We need community spaces - centres for youth and the general community to come together. If people know there is a safe space to go where there is information and a cup of tea, we will build inclusive communities."*
- ☛ *"Job and settlement "expo" and free career advice, better child-care support/opportunities, events better tailored for children"*
- ☛ *"This region is a famously "ageing" region, which makes it hard for families with children to move into the area or for families to enjoy their time here if already living here."*
- ☛ *"Just say thank you for all your effort to make us feel welcoming and part of this beautiful country. I believe the true belonging start with make the other feel seen and heard regarding their country or ethnicity. If everyone contributes to be kind and patience one and other, I honestly believe we can feel welcomed every place we go."*

Summary of suggestions:

- ⇒ Improve availability of (initial) information (airports, medical centres, workplaces, etc.). Distribute (multilingual) information packs through estate agents, service centres, etc.
- ⇒ Offer orientation days, information nights, tours for newcomers, etc. (investigate sponsorship)
- ⇒ More inclusive communication – community newsletters, online forums, a central information platform, guidelines for inclusive communication practises.
- ⇒ Ensure newcomers are introduced to local histories, places of significance, the culture and tikanga of tangata whenua. Welcome events at marae.
- ⇒ Visual Welcome signs – ideally in multiple languages. Inviting design of public spaces.
- ⇒ Welcoming initiatives (e.g. noticeboards introducing new students/ staff members)
- ⇒ Welcome meetings throughout (rural) communities and neighbourhoods. Other activities to bring the host community and diverse ethnicities together/ for cultural exchange, language learning, and increased visibility of various cultures. Plus, environmental, cultural and educational activities like tree planting, cultural food events, etc.
- ⇒ Appointment of a designated person for leading the integration process - dedicated positions for cultural navigators/ community connectors.
- ⇒ Simplify processes, reduce barriers, provide more advice, language support, education, and guidance through bureaucratic processes.
- ⇒ Systematic support, workplace strategies and policies for diversity and inclusion; business start-up workshops, language assistance.
- ⇒ Increased cross-cultural competence across schools and workplaces, better (Council) support against racial abuse. Building relationships beyond formal settings. Buddy systems.
- ⇒ Encouraging diversity in leadership and community representation. Start working groups/ networks to support the learning journeys of workplaces, schools, communities.
- ⇒ Creating welcoming spaces/ community hubs for youth, general and cultural gatherings. Funding for community recreation centres, online support chat network.
- ⇒ Advocating for cheaper and more diverse housing, job opportunities, and career expos. Actively reaching out to marginalized or minority groups.
- ⇒ Overall, more cultural events, festivals and celebrations to embrace and showcase local diversity going beyond 'just' food and performances.



8 Conclusions and recommendations

- ⇒ **How can we attract skilled and qualified to our region?**
- ⇒ **How can we help people to settle successfully?**
- ⇒ **How can we make people with various talents stay, participate, and contribute to our communities & economy?**
- ⇒ **How can we boost social cohesion in Tasman?**



Having people from diverse backgrounds living in Tasman brings economic and social opportunities. It will contribute to the vibrancy and culture of the region. Given our ageing population, we urgently need to attract and retain more skilled workers and younger families. Hence, we need to diversify planning models and make inclusive practices a priority in our region. There is also an increased need for communal social gathering spaces. People in charge of planning for the future need to be aware of our increasingly diverse society, of the variety of needs that come with it. We need to provide diverse options rather than mainstream models. Increased diversity is also an opportunity to promote the region as a welcoming and vibrant region for tourists, investors, and new residents. This will be pronounced as our population ages and new residents are needed to fill job vacancies. (source: [Environmental Scan 2023](#))

There is currently little awareness about the Tasman District becoming increasingly ethnically diverse. We require proactive initiatives to develop more inclusive mindsets, provide support, encourage more cultural activities, and make settling in easier for newcomers.

Once the Welcoming Communities initiative ends (Dec 2024), advocacy and awareness raising will probably decline. The question yet to be answered is *"who takes ownership of continuing those conversations, maintain relationships and initiating actions?"*

Whilst some facts and feedback outlined in this report paint a rather grim picture, some of the comments might be daunting and not an easy read and progress seems slow (issues identified in reports from 2013 – 2018 still haven't been solved in 2023), there are also many good examples which we can build on. A lot has been developed in the past 24 months and despite scarce resources, there are many ways of implementing improvements.

The answer to the questions above is: *collaboration, collaboration, collaboration.*

To achieve those goals, we need a lot of change ranging from **mindset-shifts** to **systems-modifications**. It requires **bottom-up** AND **top-down initiatives** to improve awareness, attitudes, and actions.

We can start small. We can...

- ✓ Increase our own individual awareness, simply be the 'friendly colleague or neighbour'.
- ✓ Open up to new ideas, start conversations about inclusion and belonging. Advocacy and allyship require courage rather than \$\$ (in the first place).
- ✓ Focus on what works well, maintain and nurture those initiatives and build on them. A one-off multicultural meal can become a regular event. An annual celebration can become a quarterly one...
- ✓ 'Spread the word' - Share stories, experiences, relevant facts and best practise tips.
- ✓ Become a 'buddy' for a newcomer, show new colleagues around, invite new neighbours for a cuppa.
- ✓ Ensure we make local information and resources easily accessible.

We can also...

- ✓ talk to decision-makers about updating their policies, adjusting budgets, and providing funding.
- ✓ Develop powerful networks to create synergy and empower minority groups.
- ✓ Become pro-active and join a board, a committee or even stand for elections. Or support newcomers and migrants to do so.
- ✓ Be the squeaky wheel and ask those challenging questions (*"Who is missing at the table?"*, *"Which actions will help us to make progress?"*) until we see change happening.
- ✓ Hold each other accountable for turning ambitions into actions. Implement the good intentions into policies, strategies, action plans and budgets.



A **Welcoming Plan** for our district will be developed over the next few months. It will build on the findings and suggestions in this report and suggest specific actions that help to achieve better outcomes for all community members.

Get in touch with the Welcoming Communities Officer to get involved into building a more socially cohesive and welcoming society.

***“Don't tell me what you value,
show me your budget, and I'll tell you what you value.”***
Joe Biden

Let's get started...



9 Recommended reading

[Impacts of immigration on the labour market and productivity](#) Working paper 2021/05

[Nelson Tasman Regional Workforce Plan | Ministry of Business, Innovation & Employment \(mbie.govt.nz\)](#)

[Community perceptions of migrants and immigration \(mbie.govt.nz\)](#)

[Asian and Lonely - Loneliness NZ](#)

[Intercultural connection the future of Aotearoa - E Tū Whānau \(etuwahanau.org.nz\)](#)

[Newsable: The 'relocation' of the world's population and what it will mean for Aotearoa | Stuff](#)

[2023 Skills Shortage Survey: Good Talent Even Harder To Find \(recruit-nz.co.nz\)](#)

[Te Tauihu: Intergenerational Strategy](#)

[Diversifying Diversity: Your Guide to Being an Active Ally of Inclusion in ... - Poornima Luthra - Google Books](#)

[Deloitte report 'Unleashing the Power of Inclusion': us-about-deloitte-unleashing-power-of-inclusion.pdf](#)

[Newsable: The 'relocation' of the world's population and what it will mean for Aotearoa | Stuff](#)

[National Action Plan Against Racism | New Zealand Ministry of Justice](#)

[Te Korowai Whetū Social Cohesion tools and resources - Ministry of Social Development \(msd.govt.nz\)](#)

[Cultural diversity principle / Principles / Kia ora - NZ Curriculum Online \(tki.org.nz\)](#)

[Regional Economic Profile | Nelson-Tasman | Broad skill level \(infometrics.co.nz\)](#)

[Regional economic activity report \(mbie.govt.nz\)](#)

[Newcomers-and-Migrant-Strategy.pdf \(selwyn.govt.nz\)](#)

[Multicultural Strategy : Christchurch City Council \(ccc.govt.nz\)](#)

[Welcoming Communities | Palmerston North City Council \(pncc.govt.nz\)](#)

[Ways to Make Absolutely Everyone Feel Welcome at Your Event \(eventbrite.com\)](#)

[New Land, New Life: Long-Term Settlement of Refugees in New Zealand - Main Report \(mbie.govt.nz\)](#)

[Underrepresented in council, Nelson's multicultural voices go unheard | Stuff](#)

[Prof James Liu, Navigating Identity and Belonging in Aotearoa New Zealand \(youtube.com\)](#)



7.4 INFORMATION SERVICES ACTIVITY REPORT

Information Only - No Decision Required

| | |
|----------------------------|--|
| Report To: | Operations Committee |
| Meeting Date: | 16 May 2024 |
| Report Author: | Chris Blythe, Programme Manager - Digital Innovation Programme |
| Report Authorisers: | Rob Smith, Environmental Information Manager |
| Report Number: | ROC24-05-4 |

1. Summary / Te Tuhinga Whakarāpoto

- 1.1 The Information Services (IS) team has recently initiated a programme of Digital Improvement Projects composed of project requests from the business to Information Services. These projects fall outside of the scope of the Digital Improvement Programme. These projects have been known to IS for some time, but we are now running them as one coordinated programme.
- 1.2 The Digital Innovation Programme (DIP) is moving into a significant implementation stage with key projects underway or being initiated. Contracts with vendors are in final negotiations which will lead to the discovery stages for the new council Customer Relationship Management system and the Data and Insights initiatives.
- 1.3 The Project Merlin – MagiQ Cloud Upgrade of our current financial management information system is on track to meet the planned Go Live date of 27 May.

2. Recommendation/s / Ngā Tūtohunga

1. **That the Operations Committee receives the Information Services Activity Report ROC24-05-4.**

3. Staff Changes

- 3.1 We have successfully recruited for the DIP Change Lead role which replaces a role previously provided by CoDigital. The role reports to the Communications and Change Manager and will support the DIP as a priority and other change initiatives within the organisation.
- 3.2 Michael Quan, Information Officer – Archives and Digitisation, has been seconded part time to support the IS Business Analyst (BA) team for 18 months. The BA team has a higher workload over the next few months owing to the DIP projects discovery and implementation phases.

INFORMATION SERVICES ACTIVITY REPORT**4. Digital Business Improvement Projects**

- 4.1 The Digital Business Improvement projects are initiated through service requests to Information Services and opportunities identified through some of our DIP workstream activities.
- 4.2 In April 2024 the Harakeke Core Council Applications Workstream Board approved a proposal to integrate the list of Harvest 'quick win' projects from the DIP into the non-DIP project work programme. This has created some project management efficiencies and enables us to manage the IS resources across the DIP and non-DIP work.
- 4.3 The key projects we are focusing on are:
- Water Consent Monitoring – an application to assist monitoring of water extraction by consent holders on the Waimea Plains. The benefits to the Council and users of real-time water management will eventually roll out across all consent holders for water extraction in time.
 - Environmental Data Projects – 6 of the projects in the list relate to data managed by the Environmental Information team. These projects have been bundled into one project so we can better integrate the data management approach and coordination of project activities.
 - There are 6 initiatives requested by the Nelson Tasman Emergency Management team that have been consolidated as one project run by the Tasman District Council IS team. Currently we are scoping new equipment for the local Emergency operations Centre and Response teams. Other initiatives are largely data and GIS related.

5. Digital Innovation Programme

- 5.1 The Digital Innovation Programme is moving into a significant implementation stage with key projects underway or being initiated. Contracts with vendors are in final negotiations which will lead to the discovery stages for the Dynamics Customer Relationship Management (CRM) system and the Data and Insights initiatives.
- 5.2 Table 1 provides a summary report of the workstream.

1.

Table 1 - DIP Workstream Progress Report

| ID | Workstream | Stage | Approved Delivery Date | Forecast Project Delivery Date | Status | Project Summary |
|------|---------------------------------------|-------------|------------------------|--------------------------------|--------|---|
| 1407 | Digital Innovation Programme | Delivery | 30/06/2027 | 30/06/2027 | Green | Programme progressing well with key projects progressing as planned. There is ongoing management of resource capacity and prioritisation to maintain momentum. \$1M carry forward likely owing to some project work being rescheduled and savings accumulated to meet future project costs. DIPGB has approved the status of these projects on assumption that the LTP request for additional funds will be approved. |
| 1409 | DIP - Community Channels and Workflow | Closure | 28/02/2025 | 30/06/2025 | Green | This workstream has been closed and initiatives transferred to the Harakeke Core Council Applications workstream. The GLs are yet to be rearranged, but the reporting reflects the merging of the two workstreams. CC&W budget moved to CCA. |
| 1436 | DIP - Harakeke CCA Workstream | Planning | 30/06/2025 | 30/06/2025 | Green | Workstream activities currently on track and within budget. Merlin MagiQ Upgrade Go Live on track for 27 May. CRM procurement close to complete, Discovery phase planned to start Jun 2024. |
| 1412 | DIP - Data and Insights | Procurement | 30/06/2025 | 30/06/2025 | Green | Preferred supplier has been identified working through contract negotiations. First Statement of Work in development. Cost increase is funded through reallocations from other workstreams. |
| 1411 | DIP - Cloud Transition | Delivery | 30/06/2026 | 30/06/2026 | Green | Phase 2 - Sever Migrations to Cloud is complete and in closure and handover to BAU. A Network Transformation initiative is in delivery. Activities on track to approved PID. |
| 1413 | DIP - Smart Region | Initiation | 30/06/2025 | 30/06/2025 | Green | Initiatives have been deferred to 2024-25 to align with the Data and Insights project outputs and to release resources for priority projects. |
| 1410 | DIP - IS Operating Model | Delivery | 30/07/2024 | 30/07/2024 | Green | Testing Strategy project closed. Final work is 3 Agile training sessions open to the wider organisation in May. Shortfall met by underspend in Smart Region budget. |

- 5.3 Tabel 2 shows our financial spend by workstream this year.
- 5.4 The expected spend this year is \$3.6M, and we anticipate a carry forward of approximately \$1M into 2024-25. The underspend is largely owing to delays across the programme. These are owing to the time required for procurement, programme governance approval processes and availability of staff to engage with programme activities. \$198k savings have been found within this year's budget to offset a \$212k cost increases for the cost of Merlin and application testing.

Table 2 – Financial spend by workstream this year.

| Workstream | Budget (LTP Y0) | Actual |
|---------------------------|------------------|------------------|
| Programme Layer | 805,029 | 515,169 |
| CC&W | 890,977 | 3,586 |
| Core Council Applications | 1,173,074 | 711,916 |
| Data and Insights | 647,713 | 5,301 |
| Cloud | 661,414 | 523,871 |
| Smart Region | 486,794 | - |
| IS Operating Model | 44,995 | 134,234 |
| Total | 4,709,996 | 1,894,076 |

- 5.5 Table 3 shows the total programme financial budget.
- 5.6 The programme cost estimate is updated each month to inform future year planning. Financial planning ensures that the programme costs are managed within the agreed programme budget of \$20.8M including inflation, as detailed in the LTP 2024-34.

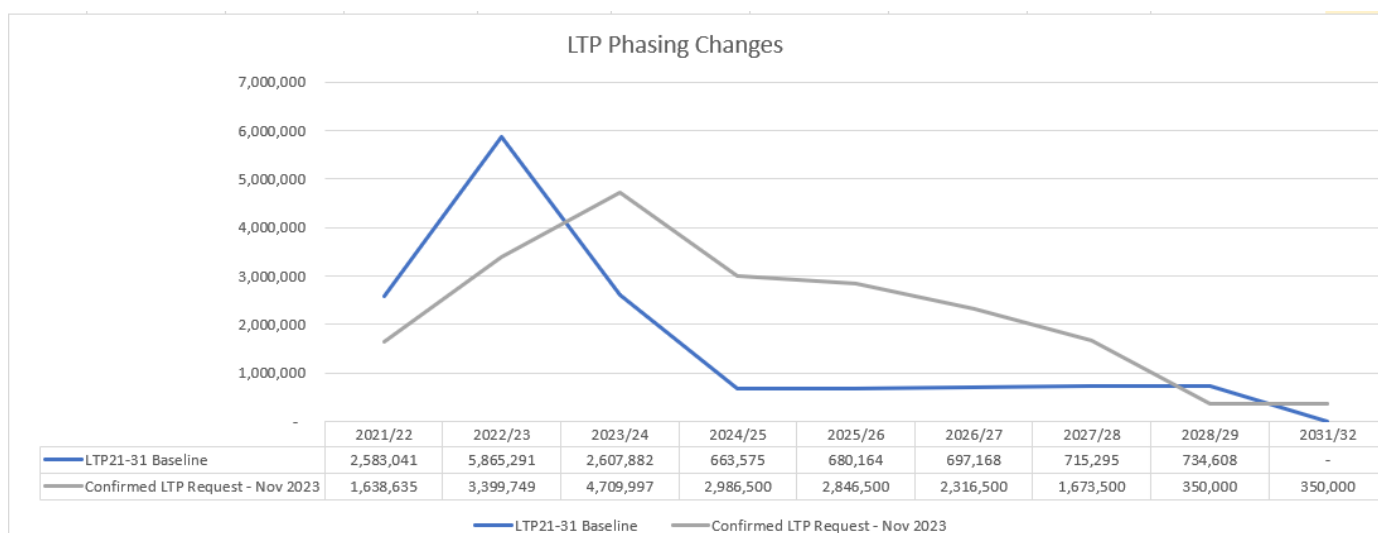
Table 3 – Total programme financial report

| Workstream | 2021 Baseline | Reforecast 2021-2034 | Total spend to date |
|---------------------------|-------------------|----------------------|---------------------|
| Programme Layer | 2,353,117 | 5,719,537 | 2,264,061 |
| CC&W - Closed | 1,521,960 | 1,915,035 | 165,521 |
| Core Council Applications | 5,030,565 | 8,288,748 | 2,104,966 |
| Data and Insights | 22,8700 | 1,377,587 | 321,138 |
| Cloud | 1,376,123 | 2,142,222 | 1,279,150 |
| Smart Region | 471,700 | 161,370 | 2,200 |
| IS Operating Model | 827,355 | 769,454 | 748,025 |
| Hosting, licences | 4,500,000 | 0 | 0 |
| Total | 16,089,542 | 20,373,953 | 6,885,060 |

6. Programme Progress

- 6.1 A question was asked at the last Operations Committee about how we are tracking overall to the initial programme plan for DIP.
- 6.2 The aim of the DIP in 2021 was to modernise our systems and processes that underpin our service delivery to better meet the needs of our community. The initial plan was to uplift the capability and capacity of the IS team, transition from on-premise to Cloud solutions, replace the Enterprise Resource Planning (ERP) system, and improve data management.
- 6.3 The original programme plan was an ambitious transformation programme intended to last 3 financial years. This financial year marks a shift from a preparation stage (capacity uplift, cloud migrations) to one of implementation. Prior years were run as a number of workstream initiatives rather than distinct projects. Now we are into delivery we have initiated a number of distinct projects to deliver digital transformation.

- 6.4 Overall, the programme has taken more time to deliver than initially planned, largely owing to the impacts of the COVID19 pandemic during the first 18 months of the programme. Despite this, we have uplifted the capability and capacity of the IS team, migrated to cloud hosted services, implemented the HRIS and Payroll system, and confirmed our roadmap for the implementation of the remaining workstreams. The roadmap we have identified is progressive and moves us away from older models of providing digital services and will better position the Council to adapt to ongoing external and internal change.
- 6.5 Graph A shows the change in programme budget phasing from the current Long Term Plan (LTP) to the LTP 2024-2034.

Graph A – LTP Phasing Changes

- 6.6 This graphs shows the impact of delays during the first two years and the change in scope identified in 2022-24 on the spending profile for the programme.
- 6.7 A summary progress report was provided in a prior Operations Committee report and is attached for reference to this report (Attachment 1)

7. Workstream Updates

- 7.1 In April the decision was taken to move the initiatives and funding from the Community Channels and Workflows (CC&W) workstream to the Harakeke Core Council Applications workstream. This reduces the governance overhead and enables better coordination of the work relating to the implementation of new core systems.
- 7.2 A decision associated with this change is that the 'quick-win' initiatives identified as Harvest projects under CC&W have been renamed Digital Business Improvement projects and run outside of the DIP.
- 7.3 The Merlin – MagiQ Cloud Upgrade of our current financial management information system is on track to meet the planned Go live date of 27 May. This project will upgrade MagiQ to the latest cloud version, which brings system stability and security benefits. We have been using our new testing methodology on this project and it has brought about strong engagement with key users.

- 7.4 At time of writing we are in final negotiations with our preferred supplier for the Customer Relationship Management (CRM) system. This is a key project in our Core Council Applications workstream and provides an opportunity to transform how we interact with our customers. We expect to start the Discovery stage of this project in June.
- 7.5 The Performance and Aspirations module of the Human Resource Information System (HRIS) has been configured and is ready to deploy. We are planning to align the deployment with the annual cycle of performance conversations so that staff are working in the new system for the next performance cycle.
- 7.6 We are in final stages of the contract agreement with our Data and Insights vendor. This expert partner will support initiatives that improve our data management, leading to new capabilities to manage and gain insights from our data.
- 7.7 The server data migrations to Cloud services are complete and the project is now in the close stage. A Network Transformation project is underway to build on the new capabilities that a cloud network offers us. This work includes looking at how we manage our Operational Technology network (SCADA) and the ongoing management of network vulnerabilities.

8. DIP Risks and Issues

- 8.1 The Programme Office undertakes a fortnightly review of the programme risk and issues registers. We have closed 165 risks during the programme period. At time of writing, there are 67 open risks, 11 of which, if unmanaged, have a high impact. Our mitigation and contingency plans have reduced these risks to moderate impact.
- 8.2 Programme risks are mostly relating to resource capacity, managing scope and priorities, and building staff engagement. Our ongoing planning, monitoring, prioritisation and change and communications activities mitigate these risks.



- 8.3 There are 14 issues open on the programme issues register. Of these 3 have a major consequence and are all being managed:
- Limited Business Analyst resource – IM team member assigned to a part-time Analyst role for 18 months. Other external options also being explored.
 - Completion of bug fixes by MagiQ – Project Manager working closely with MagiQ and test team to progress fixes in time for Go Live.
 - Resource issue with one vendor owing to a health concern of one key person.

9. Attachments / Tuhinga tāpiri

1. [Programme Summary](#)

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| Digital Innovation Programme | | | 2020-21 | | 2021-22 | | 2022-23 | | 2023-24 | | Yrs 1-4 |
|---|--|--------------------|--|---------|---|-----------|--|-----------|---|-----------|------------|
| Workstream | Objectives | LTP Budget 2021-31 | Initiatives | Actual | Initiatives | Actual | Initiatives | Actual | Initiatives | Forecast | SubTotal |
| | | 12,309,950 | | 374,000 | | 1,636,435 | | 3,361,644 | | 4,710,000 | 10,082,079 |
| Programme Layer | The programme is delivered efficiently and effectively using industry practices and standards | 2,286,922 | Business Case Blueprint LTP Preparation Centre of Excellence Reviews | 274,000 | Programme Management IQS Review Tech Landscape Review | 913,363 | Programme Management Integration Architecture IQA Reviews Digital Futures | 491,000 | Programme Management LTP Planning Programme Office development IQA Reviews | 379,000 | 2,057,363 |
| Comms and Change | | 66,195 | | | Comms and Change Strategy | 8,372 | Benchmark Survey Talking Points Intranet Page Programme Wall Logo Awareness Campaign | 335,844 | Modern Workplace ELT sessions Change Implementation Plan | 460,000 | 804,216 |
| Community Channels and Workflows | Create 24/7 omnichannel customer access to Council services (including self-service and automation) to transform customer experience. | 1,521,960 | Investment Case | 60,000 | Service Design | 95,000 | On Hold | | Workstream Definition Customer Kiosks | 70,000 | 225,000 |
| Core Council Applications Workstream | Modernise core council business applications to transform service delivery, including access to improved tool sets and data driven business insights. | 5,280,565 | | | Integration Architecture | 60,700 | Workstream Scoping Procurement advice | 20,000 | Harvest projects | 230,000 | 310,700 |
| HRIS - Payroll | | | HRIS Service Design | 29,000 | Planning and Procurement | 149,000 | Design and Build of HRIS and Payroll Solutions | 759,500 | HRIS, Payroll and Performance Implementation | 90,000 | 1,027,500 |
| Harakeke CRM | | | | | EOI Procurement plan and project management | 164,000 | Requirements definition Vendor workshops ERP Strategy | 573,500 | | 1,300,000 | 2,037,500 |
| MagiQ Upgrade | | | | | | | | 2,000 | MagiQ Cloud Implementation | 250,000 | 252,000 |
| Data & Insights | Implement an enterprise cloud data platform to provide better analysis tools, business insights and access/sharing opportunities, leading to informed and transparent decision-making. | 278,700 | Not Started | | Not Started | | Not Started | | Procure Data Specialist Data Governance Framework Data Insight Tools | 406,000 | 406,000 |
| Cloud | Move to cloud services as a means to manage cyber security, data management, integrated workflows and business resilience. | 1,476,123 | Migration workloads | 4,000 | Migration workloads Telesmart Veem and Zscaler Security Review | 146,000 | Azure and vBridge Migrations Vulnerability reviews Application migrations to Cloud Cloud Strategy | 665,800 | Application Migrations Vulnerability Backlog Operational Tech Observability Firewall Improvements Network Architecture | 1,207,000 | 2,022,800 |
| Smart Region | Implement smart region initiatives such as community internet access and IoT initiatives so any external customer can access our digital services. | 571,700 | Smart Benches | 7,000 | On Hold | - | On Hold | - | Workstream Definition IoT Initiatives | 166,000 | 173,000 |

| | | | | | | | | | | | |
|--------------------|---|---------|--|--|---|---------|---|---------|--|---------|---------|
| IS Operating Model | Increase capability and capacity of IS to deliver an effective IS operational service and deliver digital transformation. | 827,785 | | | Security reviews Coaching and training Waimea Dam security Phriendly Phishing New roles and team structure ITIL Service Desk uplift | 100,000 | Security Uplift Coaching and training Waimea Dam security Phriendly Phishing Sourcing Strategy Procuring suppliers | 514,000 | Agile Training Assurity Testing Uplift | 152,000 | 766,000 |
|--------------------|---|---------|--|--|---|---------|---|---------|--|---------|---------|

7.5 REFERRAL - RECOMMENDATIONS FROM THE NELSON REGIONAL SEWERAGE BUSINESS UNIT - DESIGNATION OF NELSON REGIONAL SEWERAGE BUSINESS UNIT FACILITIES

| | |
|----------------------------|--|
| Report To: | Operations Committee |
| Meeting Date: | 16 May 2024 |
| Report Author: | Mike Schruer, Waters and Wastes Manager; Elaine Stephenson, Team Leader - Democracy Services |
| Report Authorisers: | Richard Kirby, Group Manager - Community Infrastructure |
| Report Number: | ROC24-05-5 |

1. Purpose of the Report / Te Take mō te Pūrongo

- 1.1 To provide the recommendations from the 3 May 2024, Nelson Regional Sewerage Business Unit (NRSBU) meeting, regarding the designation of Nelson Regional Sewerage Business Unit Facilities, for the Operations Committee's consideration.

2. Summary / Te Tuhinga Whakarāpoto

- 2.1 At its 3 May 2024 meeting, the NRSBU resolved as follows:

That the Nelson Regional Sewerage Business Unit

- 1. Receives the report Designation of NRSBU Facilities (R28496); and*
- 2. Confirms the intent to issue Notifications of Requirement for designation of its facilities under s168A of the Resource Management Act 1991.*

Recommendation to Nelson City Council and Tasman District Council

That the Nelson City Council and the Tasman District Council Operations Committee

- 1. Receives the report Designation of Nelson Regional Sewerage Business Unit Facilities (R28496); and*
- 2. Endorse the Nelson Regional Sewerage Business Unit to issue Notifications of Requirement for designation of its facilities under sections 168 and 168A of the Resource Management Act 1991; and*
- 3. Delegate authority for the signing of the Form 18 applications for Notification of Requirement as required under the Resource Management Act 1991 to the General Manager - Regional Services.*

- 2.2 The report to the 3 May 2024 NRSBU meeting is appended as **Attachment 1**.

3. Recommendation/s / Ngā Tūtohunga

That the Operations Committee

1. receives the Referral - Recommendations from the Nelson Regional Sewerage Business Unit - Designation of Nelson Regional Sewerage Business Unit Facilities report ROC24-05-5; and
2. approves the Nelson Regional Sewerage Business Unit to issue Notifications of Requirement for designation of its facilities under sections 168 and 168A of the Resource Management Act 1991; and
3. delegates authority for the signing of the Form 18 applications for Notification of Requirement as required under the Resource Management Act 1991 to the General Manager - Regional Services.

| |
|--|
| 4. Attachments / Tuhinga tāpiri |
|--|

1. [!\[\]\(38441ceaa711016e0bf2ad46ad394ff4_img.jpg\)](#) Designation of NRSBU Facilities report to 3 May 2024 NRSBU meeting

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Item 7: Designation of NRSBU Facilities

**Nelson Regional Sewerage Business Unit****3 May 2024**

Report Title: Designation of NRSBU Facilities
Report Author: Brad Nixon - Operations Manager Regional Services
Report Authoriser: Alec Louverdis - Deputy Chief Executive / Group Manager Infrastructure
Report Number: R28496

1. Purpose of Report

- 1.1 To progress the designation of facilities operated by the Nelson Regional Sewerage Business Unit (NRSBU).

2. Summary

- 2.1 The Nelson Regional Sewerage Scheme (NRSS) sits on sites which are currently not designated under the Resource Management Act 1991 (RMA).
- 2.2 Designation of sites used for utilities and infrastructure purposes is common practice.
- 2.3 NRSBU intends to designate all sites associated with the Nelson Regional Sewerage Scheme (NRSS), including but not limited to pump stations, conveyance/pipe network and the Bell Island Wastewater Treatment Plant (BIWWTP).

3. Recommendation***That the Nelson Regional Sewerage Business Unit***

- 1. Receives the report Designation of NRSBU Facilities (R28496); and***
- 2. Confirms the intent to issue Notifications of Requirement for designation of its facilities under s168A of the Resource Management Act 1991.***

Item 7: Designation of NRSBU Facilities

Recommendation to Nelson City Council and Tasman District Council
Operations Committee

That the Nelson City Council and the Tasman District Council Operations Committee

- 1. Receives the report Designation of NRSBU Facilities (R28496); and***
- 2. Endorse the Nelson Regional Sewerage Business Unit to issue Notifications of Requirement for designation of its facilities under sections 168 and 168A of the Resource Management Act 1991; and***
- 3. Delegate authority for the signing of the Form 18 applications for Notification of Requirement as required under the Resource Management Act 1991 to the General Manager - Regional Services.***

4. Background and Discussion

- 4.1 The RMA allows for 'requiring authorities' (e.g. councils and approved network utilities operators) to notify a council that an area of land is to be designated for a public work, via a Notification of Requirement (NOR).
- 4.2 As a Joint Committee of Nelson City Council (NCC) and Tasman District Council (TDC) the NRSBU is able to act as a requiring authority.
- 4.3 A designation allows the requiring authority's designated works or projects to go ahead on the site or route, without needing a land-use consent from a council under district rules.
- 4.4 A designation also limits what anyone other than the requiring authority can do on the designated land and requires another party intending to do work on the designated land that may prevent or hinder the designated work to gain written consent from the requiring authority.
- 4.5 A designation does not provide for approvals for activities covered by regional rules such as discharges to land/air/water, or occupation of the Coastal Marine Area (CMA) (for pipes).
- 4.6 There have been a number of NRSBU projects which have incurred delays and additional costs through designations not being in place on land occupied by NRSBU infrastructure, including the Bell Island workshop/facilities building and the Wakatu pumpstation overflow pipe installation.
- 4.7 Designations would be sought for all land supporting NRSBU Infrastructure. This would include the Beach Rd, Wakatu, Saxton, Songer and Airport pumpstations, NRSBU controlled pipes and rising mains, the whole of Bell Island and the NRSBU property on Best Island.

Item 7: Designation of NRSBU Facilities

4.8 It is considered likely that multiple NORs would need to be issued, and the process would start with the designation of Bell Island and the NRSBU property on Best Island.

4.9 Once issued the NOR is assessed by the relevant Council under its regulatory capacity.

5. Delegations

5.1 The NRSBU has been delegated responsibility for managing the Regional Sewerage facilities and a Memorandum of Understanding (MOU) was signed by the Councils that sets out the responsibilities delegated to the Nelson Regional Sewerage Business Unit Joint Committee.

5.2 The MOU clauses outlining the responsibility delegated to the NRSBU are shown below:

The Councils are agreed that the responsibility for all management and administrative matters associated with the NRSBU operation shall be with the Board, and in particular the Board shall without the need to seek any further authority from the Councils:

- *Enter into all contracts necessary for the operations and management of the Business Unit in accordance with approved Budgets and the intent of the Business Plan.*
- *Authorise all payments necessary for the operations and management of the business unit within the approved budgets and the intent of the Business Plan*
- *Do all other things, other than those things explicitly prohibited by this MOU or relevant statutes, that are necessary to achieve the objectives as stated in the Strategic Plan, Asset Management Plan or Business Plan approved by the councils.*

5.3 The NRSBU therefore is considered a requiring authority for actions outlined within the approved Asset (Activity) Management and Business Plans.

5.4 In this instance as the designation of existing sites is not explicitly included in the Activity Management plan 2024-2034 and Business Plan 2024/25, it is proposed that NRSBU seeks endorsement of the designations by the Councils.

6. Consultation

6.1 Consultation has been undertaken with Te Tau Ihu iwi on the proposal to designate Bell Island. The primary area of concern raised by iwi related to the likely life of the WWTP in its current location.

6.2 The designation, if granted, would not permit NRSBU to continue operating the WWTP indefinitely.

Item 7: Designation of NRSBU Facilities

- 6.3 The Designation will only cover district Council rules such as land use and earthworks consents.
- 6.4 The main consents that allow the WWTP to function, the discharge and CMA occupation consents, sit outside the district rules and must be renewed periodically to permit the WWTP to continue to operate.
- 6.5 Consultation with Te Tau Ihu iwi will continue throughout the process, and officers note that volunteered conditions are likely to be added to the designation to ensure iwi are informed of developments at the WWTP.
- 6.6 It is proposed that the designation would be surrendered once Bell Island is no longer utilised for wastewater treatment and conveyance purposes.

7. Options

- 7.1 The NRSBU has outlined two options relating to the designation of the facility in the following table.

| Option 1: Designate the land associated with NRSBU infrastructure | |
|--|---|
| Advantages | <ul style="list-style-type: none"> • Less consenting requirements for future projects. • Less future workload for staff. • Reduced costs for projects. • Protection for NRSS infrastructure from impact of external parties works. |
| Risks and Disadvantages | <ul style="list-style-type: none"> • More immediate work for staff. |
| Option 2: Don't designate the land associated with NRSBU infrastructure | |
| Advantages | <ul style="list-style-type: none"> • Less immediate work for staff. |
| Risks and Disadvantages | <ul style="list-style-type: none"> • Continued additional consenting required for future works. • Increased costs for future works. • Increased future workload for staff. • No protection for NRSS infrastructure from impact of external parties works. |

Table 1 – Designation options assessment

8. Conclusion and Next Steps

- 8.1 This report will be presented to Nelson City Council, and the Operations Committee of Tasman District Council, for endorsement of the Notification of Requirements for designation of NRSS sites.

Item 7: Designation of NRSBU Facilities

- 8.2 Once endorsement has been received from the Councils, the NRSBU will prepare a NOR for the Bell and Best Island sites.
- 8.3 The NORs for remaining NRSS sites will be completed progressively in logical packages as workload permits.
- 8.4 Each NOR will be limited to sites within a single Region, and whilst issued jointly, will therefore be processed by a single Council.

| Important considerations for decision making | |
|---|---|
| 9.1 Fit with Purpose of Local Government | The NRSBU is a joint committee constituted pursuant to the provisions of Schedule 7 to the Local Government Act 2002 and contributes to the four Local Government well-beings of social, economic, environmental, and cultural. |
| 9.2 Consistency with Community Outcomes and Council Policy | Designation of Council infrastructure is a common practice, and helps provide certainty for service delivery to meet the goals of Long Term Plans. |
| 9.3 Risk | <p>It is considered likely that designation of NRSBU sites and land supporting NRSBU infrastructure will be successful.</p> <p>In the event of an adverse outcome (i.e. designation is not successful) there will be no change from the current situation.</p> |
| 9.4 Financial impact | With the exception of the immediate cost of preparation of the applications for designation, the outcome will be a reduction in the future costs of delivering capital improvements on NRSS sites. |
| 9.5 Degree of significance and level of engagement | This matter is of low significance because designation of infrastructure sites is common practice. Therefore, engagement will continue with iwi as interested parties. Where NRSS infrastructure is situated on privately owned land (e.g. via easement) direct consultation with landowners will be undertaken where legal advice considers the easement does not provide sufficient protection to assets. |

Item 7: Designation of NRSBU Facilities

9.6 Climate Impact

Climate impact has not directly been accounted for in the preparation of this report, however there is no direct impact obviously associated with designation of sites. Future NRSS works which reduce climate impacts will benefit from reduced development costs, increasing feasibility and affordability.

9.7 Inclusion of Māori in the decision making process

No engagement with Māori has been undertaken in preparing this report, however Te Tau Ihu iwi have been consulted with during the development of the designation application for Bells Island. Iwi also have representation on the NRSBU Joint Committee.

9.8 Delegations

The Councils are agreed that the responsibility for all management and administrative matters associated with the NRSBU operation shall be with the Board, and in particular the Board shall without the need to seek any further authority from the Councils:

Enter into all contracts necessary for the operations and management of the Business Unit in accordance with approved Budgets and the intent of the Business Plan.

Authorise all payments necessary for the operations and management of the business unit within the approved budgets and the intent of the Business Plan.

Do all other things, other than those things explicitly prohibited by this MOU or relevant statutes, that are necessary to achieve the objectives as stated in the strategic Plan, Asset Management Plan or Business Plan approved by the councils.

Powers to Recommend to Councils:

Any other matters under the areas of responsibility of the Business Unit and detailed in the Memorandum of Understanding.

All recommendations to Council will be subject to adoption of an equivalent resolution by the other Council unless it is a matter specific to one Council only.

Attachments

Nil