

Date: Thursday 21 August 2025
Time: 9.30am
Meeting Room: Tasman Council Chamber
Venue: 189 Queen Street, Richmond

Operations Committee

Komiti Mahi

MINUTES ATTACHMENTS

ITEM	PAGE
ROC25-08-2 Response to 2025 Resident Survey	
Attachment 1 Responding to the Community Power Point - Chris Choat.....	2

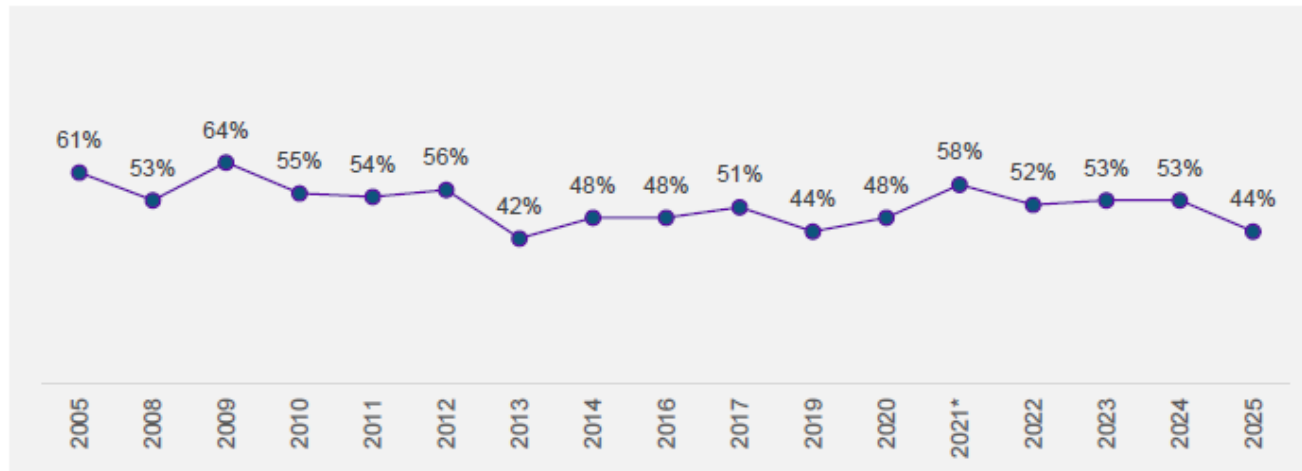
PUBLIC FORUM: Council provides the opportunity for public forum input at its ordinary meetings. The views and opinions expressed in public forum do not necessarily reflect the position of the Tasman District Council, Council officers or elected members

Responding to the Community



Satisfaction with public consultation

Figure 8-4 Satisfaction with public consultation – over time^a



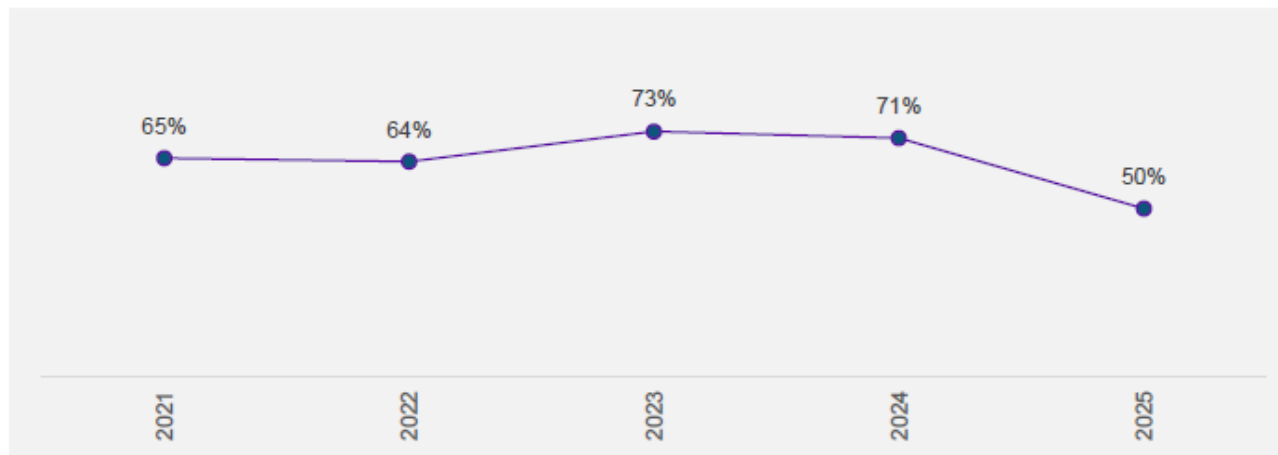
Base: All representative respondents over time

Thriving resilient 

2

Council's overall performance

Figure 9-4 Satisfaction with Council's overall performance – over time



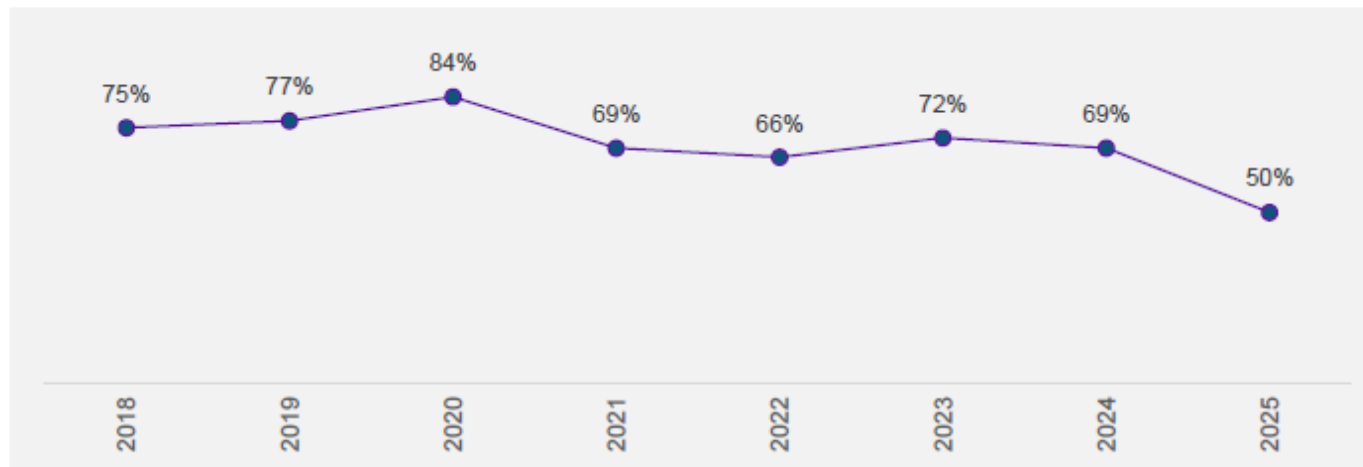
Base: All representative respondents over time

Thriving resilient 

3

Council's reputation

Figure 9-2 Perception of Council's reputation as good/very good – over time



Base: All representative respondents over time

Thriving resilient 

4

So...what is the community telling us?

Listen to what I am trying to convey I don't speak council lingo.

LISTEN to the community.

Council need to engage with their community when planning to carry out major works that will impact on residents & ratepayers down the track

Listen

Don't pretend to engage with ratepayers/residents, when you have already made decisions that affect us.

Having people talking to people and hearing out concerns is by far the area where council should put the most focus- working with us to achieve our goals.

Engage with residents and ratepayers in an authentic way.

You have lost the trust of the residents...it seems now everything seems predetermined and comms/consultation seems 'box' ticking. If you want trust, you have to ask honestly AND listen to what is said. You have a relationship with rate payers- relationships take work

Thriving resilient 

5

Why is this important

OUR REPUTATION

It's not just what we do, but how we do it that matters



Building Trust and
Legitimacy



Proactive Solutions



Sense of Ownership
and Responsibility:

Thriving resilient

6

Our response

Renew our relationship with our community:

- Review the Significance and Engagement Policy, putting greater focus on engagement.
- Implement the Engagement Framework to improve how we engage with the community.
- Start an ongoing conversation with our community to build a mutual understanding.

Thriving resilient  7



What does this look like

Residents have the **knowledge and confidence to actively participate** in the council processes and the **community feel heard**.

The Tasman community has a strong sense of ownership of their region **and they trust the Council to do their job**.

Decisions and outcomes **reflect this mutual relationship**.

Thriving resilient  8

Significance and Engagement Policy

The requirement of The Significance and Engagement Policy is to ensure that councils engage with their communities in a way that reflects the importance or significance—of the issue, proposal, or decision at hand.

Local Government Act 2002 (Amendment Act 2014)

Currently the focus of our policy is around identifying levels of significance. We propose to **refocus the policy on Engagement first.**

Our relationship with the community should not be restricted or defined by consultation obligations and legislative requirements we need to meet.

The updated policy, which the Council must approve, will still meet all legal requirements whilst enabling better engagement between the Council and residents.

Thriving resilient  10



Engagement Framework

Embed the engagement framework focusing on key areas

The framework will align our capability with core values of engagement.



Thriving resilient 

11

Launch Our Promise

OUR PROMISE
Thriving resilient 

WE ARE EASY TO WORK WITH
~~~~~  
We keep it simple.  
Information is easy to find and understand.  
Customers feel heard.  
It is easy to connect with us.

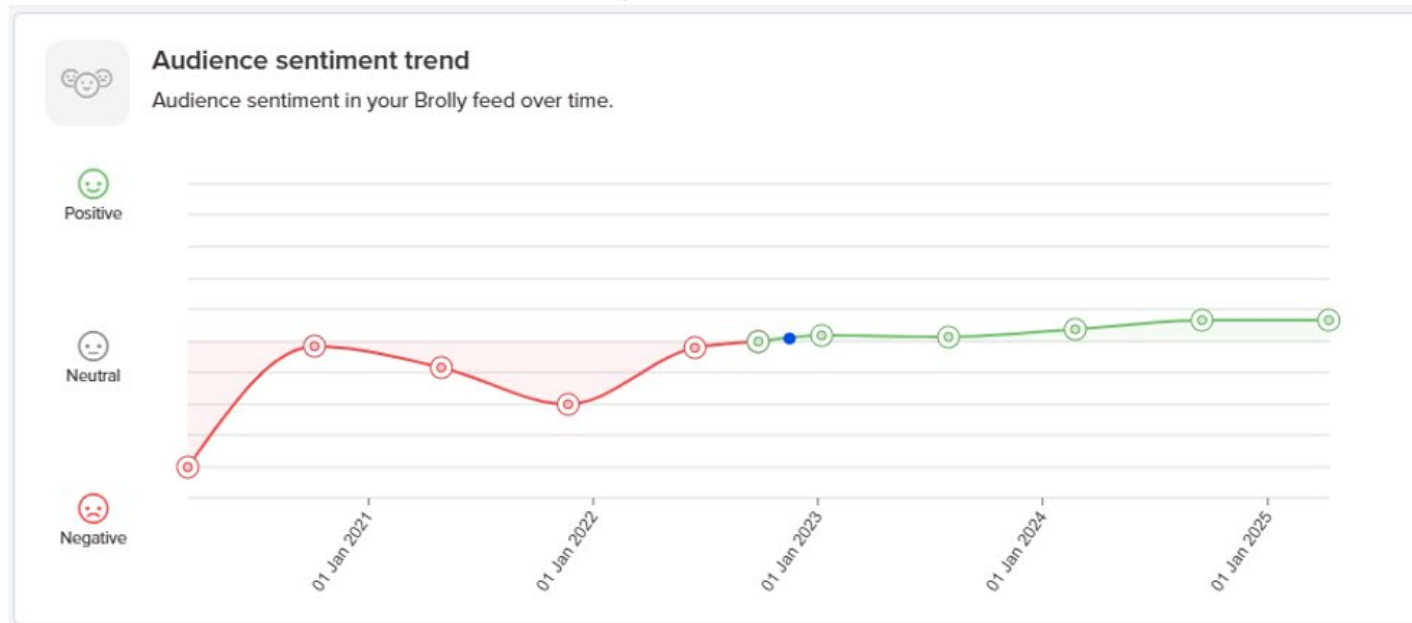
**WE KEEP OUR PROMISES**  
~~~~~  
We do what we say we'll do.
We keep you informed.
We follow through and take ownership.
We are reliable and consistent.

WE RESPECT OUR COMMUNITY
~~~~~  
We listen to understand the customer's needs.  
We are proactive with a desire to help.  
We deliver personal and relevant service.

*Thriving resilient* 

12

# Sentiment change over the past five years on our three key social media channels



Note: the blue dot is the point where we changed our social media approach.

14

Thriving resilient 