

OTAGO REGIONAL COUNCIL

**Agenda for a meeting of the Communications Committee to be held
in the Council Chamber, 70 Stafford Street, Dunedin on
Wednesday 29 January 2014 commencing at 2.00 pm**

Membership:

- Cr Trevor Kempton** (Chairperson)
- Cr Graeme Bell** (Deputy Chairperson)
- Cr Doug Brown**
- Cr Louise Croot MNZM**
- Cr Michael Deaker**
- Cr Gerrard Eckhoff**
- Cr Gary Kelliher**
- Cr Sam Neill**
- Cr Gretchen Robertson**
- Cr Bryan Scott**
- Cr David Shepherd**
- Cr Stephen Woodhead**

Apologies:

Leave of absence:

In attendance:

Please note that there is an embargo on agenda items until 8.30 am on Monday 27 January.

CONFIRMATION OF AGENDA

PUBLIC FORUM

MINUTES

The minutes of the meeting held on 20 November 2013, having been circulated, for adoption

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Matters arising from minutes

ITEMS FOR NOTING		Page Nos.
Item 1 2014/0593 Report on Community Liaison and Education January 2014. CE, 16/1/14		7 - 14
	The report provides an update Plan Change 6A implementation catchment programme progress.	
Item 2 2014/0582 Report on Communications and Media Activity January 2014. CE, 13/1/14		15 - 18
	Detailing Council communications and media activity completed since the last committee meeting on 20 November 2012	
Item 3 2014/0592 Report on Customer Services Activity January 2014. CE, 16/1/14		19
	The report is the first from the new customers services team and notes activity since the front-line staff in Dunedin, Alexandra and Queenstown became Customer Services on 9 December 2013.	

OTAGO REGIONAL COUNCIL

Minutes of a meeting of the Communications Committee held in the Council Chamber, 70 Stafford Street, Dunedin on Wednesday 20 November 2013 commencing at 1.36 pm

Present:

- Cr Graeme Bell (Chairperson)
- Cr Doug Brown
- Cr Louise Croot MNZM
- Cr Michael Deaker
- Cr Gerrard Eckhoff
- Cr Gary Kelliher
- Cr Sam Neill
- Cr Gretchen Robertson
- Cr Bryan Scott
- Cr David Shepherd
- Cr Stephen Woodhead

Leave of absence: Cr Trevor Kempton

In attendance:

- Peter Bodeker
- Wayne Scott
- Jeff Donaldson
- Fraser McRae
- Gavin Palmer
- John Threlfall
- Peter Taylor
- Janet Favel

CONFIRMATION OF AGENDA

There were no changes to the agenda.

ITEMS FOR NOTING

Item 1
2013/1161 **Land Resources Update.** DEIS, 8/11/13

The report provided an update of the activities of the Land Resources team.

In relation to the report of presentations made to the Glenorchy Landcare Group, Dr Threlfall noted that high country farmers had formed a group to look at farm practices to identify any problems and to ensure 6A water quality standards were being met.

Dr Threlfall explained in response to a question that the main water contamination issue in the lakes area was nitrogen loss through leaching. There was also potential for surface water contamination through relatively intensive farming on low land and stock access to water, and could be addressed by fencing of waterways. Problems were being experienced with nitrate levels being overestimated by the Overseer model because of the permeability of soils, and investigations were being undertaken with AgResearch to overcome the modelling problem.

Inspection of the Hawkdun-Idaburn irrigation system as part of the company's work to renew water permits before 2021 was noted. A question was asked as to whether the group understood what they could or could not do in this regard, noting that this problem was not peculiar to the Upper Taieri. Dr Threlfall advised that a cross-Council group was working with the company to understand their issues and provide assistance.

Cr Scott moved
Cr Kelliher seconded

That the report be noted.

Motion carried

Item 2

2013/1132 **Consent Customer Survey 2012-2013.** ADSCE, 8/11/13

It was noted that consent customer satisfaction surveys were required for ISO 9001 verification. The 2012-13 survey was carried out in August 2013, and the report summarised the responses to the survey.

The report noted that the survey was sent out to all consent applicants who received a decision on a consent in the 12 months to 30 June 2013. Mr Taylor noted a general improvement in customer satisfaction, which he considered Council and the consents team could be proud of. Staff had contacted respondents who had identified themselves and had reported problems, in an effort to address their concerns.

Comment was made that the survey did not distinguish whether responses for limited notified consents were different from others, and Mr Taylor advised that that could be included in the next survey.

The small percentage of responses (19%) was noted, and it was suggested that some of those who did not respond, say 20, could be contacted to see if their views verified the results. It was suggested that the response rate could be improved by an on-line survey, and

that the link could be sent to applicants after their consent was completed rather than at the end of the year.

In response to a suggestion of a Council-wide survey, Mr Bodeker advised that this had been discussed with staff and quotes for the work received.

Cr Woodhead moved

Cr Neill seconded

That the report be received and noted.

Motion carried

The meeting closed at 1.52 pm.

Chairperson

REPORT

Document Id: A592739

Report No: 2014/0593

Prepared For: Communications Committee

Prepared By: Community Liaison and Education

Date: 16 January 2014

Subject: Report on community liaison and education January 2014

On December 9 2013, the Land Resources unit became part of the new Stakeholder Engagement Directorate and is now known as the Community Liaison and Education team (CLE). Nicola McGrouther has taken on the role as manager of the new unit, and as part of the role is managing the implementation of Plan Change 6A. While continuing to engage with the community to implement the Council's plans, the team also has new roles to assist with the development and implementation of key messages across Council, and to ensure Council staff are trained in the delivery of these key messages. The implementation of Plan Change 6A is the key piece of work that will be undertaken by the CLE team. Existing and historic methods and activity may change as a result of this new focus.

1. Water Quality: 6A

Water quality work is continuing to grow both at a strategic level and in the field as Council staff prepare for the implementation of Water Plan Change 6A. As mediation came to an end in December, discussions began, at their request, with Federated Farmers (meeting with Peter Bodeker, Fraser McRae and Nicola McGrouther on December 6), Landcorp 14 November, and Dairy NZ (phone discussions 16 December) to begin the discussions on what 6A implementation might mean for these organisations and their stakeholders.

Nationally, water quality issues are to the fore, with staff being invited on 18 December to Invermay to attend a national Deer Planning group focused on meeting council rules (across the country) and solving environmental issues for deer farmers. The small group was led by the CEO of Deer Industry NZ (DINZ), and included AgResearch staff, DINZ staff, and key farmers from around the country. There was keen interest from both DINZ and farmers from other regions in 6A and the permitted activity approach taken by our Council.

Overseer has also been a focus of discussion, with key council staff from councils around NZ meeting in Christchurch on 11-12 November to discuss how councils are using Overseer in their rule framework, the key areas where further work is required on Overseer, and how it can best be utilised. Staff from the CLE team and the Director Resource Management attended, presented and participated in the event. On-going meetings of this nutrient management/overseer council group is planned to ensure on-going updates and learning is shared between councils.

Within Council, Nicola McGrouther has taken on the role of leading the 6A implementation programme as of 10 December. A cross-council implementation team has been established. The purpose of the group is to implement 6A, and ensure consistency across Council. The first full meeting of the group was held on 9 January, and includes staff from community liaison and education, communications, planning, science, compliance, and environmental monitoring and data. Terms of reference were drawn up, and a draft plan for the next six months is in the process of being developed. Council will be fully updated on the proposed 6A implementation plan at a Council workshop in mid-February.

1.1 Cross-Council Staff Training

Due to the high level of community interest in, and questions on, 6A, early training in the outcomes of the 6A mediation process was undertaken for key staff on 19 December. Further training on 6A will be undertaken for all staff on 4 February.

Forestry is a key area of implementation for 6A as forestry harvesting continues to grow over the next 5 years. To ensure staff are up to date with current forestry practice, CLE staff and key Environmental Monitoring and Operations staff undertook a day of forestry training with forestry consultant Murray Harris on 11 December at a variety of forestry sites in Coastal and South Otago.

1.2 Developing Council Messages

One of the new roles of the team is to work with the Communications team to develop consistent Council messages which can be disseminated to the community by all staff. Currently CLE staff are working with staff across Council to develop information on the following topics:

- Cleaning out waterways
- Consents for water takes for stock water, or dairy shed wash down.
- Sealing of effluent ponds
- Gravel extraction
- Rules for culverts and crossings
- Fencing waterways

Messages will also be developed for the implementation of 6A.

1.3 Catchment programmes

On-going work continues in our existing catchment programmes while we prepare for 6A implementation. The focus of these programmes complements the 6A plan change, focused as they are on encouraging changes in land-use practice to improve water quality. Work will continue in these areas under 6A implementation.

a) South Otago

CLE staff are part of a Stakeholder Group that has been established which includes Rural Professionals, and farmers from the main river and a number of tributaries of the Pomahaka as part of the Landcare Trust Water Management Project.

Members of the Stakeholder Group met on the 8th November to discuss river and riparian management. Local farmers showed the group a number of sites in the Kelso area where there is ongoing river bank erosion on the main stem of the Pomahaka River

during times of high flows. There was good discussion on the consenting process, the need for gravel extraction, and what could be done to protect valuable land from further erosion as well as the need to protect strategic infrastructure such as bridges and roads.

In the afternoon discussion focused on riparian management, what is best practice, management of weeds and riparian vegetation, and fencing options that allow farmers to comply with new Fonterra and Otago Regional Council rules. A local farmer outlined how he was managing his area so that social values such as fishing, swimming, and camping can be retained and riparian vegetation can continue to be managed.

Two focus groups (which have ORC representation) have been set up to progress these discussions and report back to the Stakeholder Group in February 2014.

Staff met with Clutha District Council engineers at the Heriot Sewage treatment plant on 16 December to discuss their current system and planned upgrades and where the outfall is into the Heriotburn in relation to water quality in the catchment.

Staff met with a farmer in the Heriotburn on 16 December to discuss the best approach for a riparian area on their dairy farm. The farmer is keen to plant it with native plants and also to put in either a culvert or a bridge for the cows to use instead of currently walking through the stream (although over most of summer it is dry).

b) Tokomairiro

On 11 December, staff held a field day for the wider catchment in the Tokomairiro catchment which focused on what other land managers are doing to mitigate environmental risks. Representatives from Rayonier Forestry spoke about the learning curve that forestry is experiencing and what their responsibilities are as they align what is expected of them through industry and rules, with best practice. Resource Science provided input into why it is important to manage sediment from getting into creeks and the importance of the little streams, and also gave an electric fishing demonstration.

On the 14th December, Natural Hazards and CLE jointly ran a stall at the Tokomairiro A & P Show in Milton. ORC Chairman Stephen Woodhead, and CEO Peter Bodeker both visited the site. Approximately 25 people spoke to staff on a number of catchment-related topics.

Ongoing liaison between a Tokomairiro farmer and CLE around the resource consent process for waterway has continued.

Clutha Development Trust have sought funding from Council to employ a staff member to work in the Tokomairiro catchment to undertake water monitoring and farmer education on 6A. Ongoing discussions are being undertaken with the Trust.

c) Kakanui/Waianakarua

The first meeting of the Landcare Trust Kakanui Catchment Project steering group was held at the North Otago Irrigation Company offices in Oamaru on 20 November. Staff attended and gained a better understanding of the commitment required being on the steering group (3-4 meetings annually) and the extent and deliverables of the project.

On 13 December Resource Science staff and CLE staff met with those landholders on the Kakanui Sensitive Aquifer upon whose land bores are planned to be drilled as part of the project aimed at better understanding the hydrological pathways for Nitrogen between the river and the aquifer. The consent of these landholders was sought for the drilling.

d) Lower Taieri

Staff visited and discussed best practices with a dairy farmer on 16 December. He is part way through construction of a new Hynds Mega pond effluent storage pond. He also has installed a very efficient Hynds stone trap, sludge collection and sump area.

CLE and Operations staff attended a meeting of the Lakes Waihola Waipori Wetlands Committee on 13 November, to discuss options for willow spraying in the wetlands complex.

Staff have also assisted with community liaison about the Lake Waihola algal bloom, working with Science and Communications staff to ensure the community have on-going information about the bloom on a weekly basis.

e) Lakes District

The Glenorchy landcare group has expressed an interest in getting a better appreciation of water quality within the tributaries of Lake Wakatipu, to see how they align with schedule 15 water quality limits. 18 waterways were selected in September comprising both native and farming catchments. ORC will undertake the water testing and the first of three rounds, to be carried out over the summer and early autumn period, was carried out on 4th December and coincided with a below median flow at the Dart reference sites. The first set of results has since been disseminated to land holders. The results will provide a starting point for ongoing discussions and comparison with schedule 15 limits. It should be noted that the water quality data is the first undertaken by Council for farming tributaries of Lake Wakatipu.

2. Catchment Programmes: Water Quantity

Landowners in the water quantity catchment programme areas have been focused on installing water metering on their water takes, if they have not already done so. There has been less staff activity in this area since November while more water quality work has been undertaken. Activities of note include:

The Manuherikia Catchment Water Strategy Group Feasibility study had an official launch on 4 November 2013 which staff attended. Staff from CLE, Science and Consents met with a farmer from Dip Creek in the Ida Valley, along with consents and science staff (29 November), to help the farmer understand the water take measuring regulations and how the farmers within Dip Creek can start thinking about community managed water and a joint consent to take before 2021.

The Council working group met with CLE staff on 4 December to discuss an exemption for measuring on two water takes in the Maniototo and exemptions for a number of water takes in the Bannockburn Valley.

2.1 Nitrogen Leaching Report

Staff are working with AgResearch to develop a nitrogen leaching map for Otago, based on the Overseer model. This will assist with the implementation of 6A by providing a broad overview of key nitrogen loss areas. The first draft of the map was produced in December, and final modifications to the map are currently being undertaken. Staff had a phone conference with David Wheeler and Matt Brown from AgResearch on 9 January to discuss final improvements to the Nitrogen leaching maps.

In conjunction with Ballance Fertiliser, an Overseer assessment model has been prepared for a dairy support regime on Central Otago irrigated valley floors, which was a case study included in the economic assessment case studies under the MCWSG. The crop rotation for the case study comprised an 8 year rotation made up of 5 in pasture and 3 in crop. The cropping sequence was 1 fodder beet, 2 kale. Following the 3rd crop the land went through whole crop silage before sowing back to autumn sown grass. Using this model, predictive assessments can be carried out on other irrigated valley floor properties in both Central Otago and Upper Clutha by substituting rainfall and soil types.

2.2 Channel lysimeter study Hawea, Manuherikia

Staff continue to meet regularly Omakau dairy farm personnel to collate farm management information. Information for the 2012/13 season, comprising days of irrigation, days of effluent application, timing and rates of Nitrogen application and superphosphate rates, has been collected.

2.3 Tile drains, sediment, waterway management

Water quality sampling is being undertaken on a fortnightly basis out of the tile drain at Calder Stewart near Milton. The aim is to get good background water quality levels before putting in a constructed wetland.

2.4 Dairy Conversion

A dairy conversion was undertaken on a property in the Waiareka where the landowner is converting a block of land from arable to dairy, aiming to start milking in the 2014-15 season. The farmer plans to have all tile drains connected and treated by a constructed wetland prior to exiting the property to the Waiareka stream. The pivots will all have variable rate irrigation installed so irrigation will be optimised to soil requirements.

2.5 Field days, discussion groups and seminars with stakeholders and user groups

Three field days/seminars were held in this period. On 5 November staff took an agriculture class at Waitaki Boys High School on the environmental considerations of farming in today's regulatory framework.

On 5 December staff attended a DairyNZ Discussion Group meeting on a dairy farm on the Waitaki Plains attended by 6 farmers. Environmental Services officer Kevin Allen

gave an update to the group on how dairy inspections were going this season and CLE staff gave the group an idea of the general direction in which 6A was going with respect to the concerns in that area.

In response to a request from Primary ITO staff, who felt many young staff on dairy farms have limited understanding of Council rules, CLE staff presented and lead discussion to a group of Lower Taieri farmers at Invermay on the ORC rules relating to dairy farming on 6 December. ORC Compliance Officer Richard Lord and Engineering Manager Ramon Strong also spoke, covering compliance and drain management on the Lower Taieri. 17 people attended including farmers, Fonterra and DairyNZ, and Primary ITO representatives.

CLE staff meet 3 times a year with AgResearch staff to share information on issues needing research answers, and also to get updates on the cutting edge research being undertaken by AgResearch. Staff met with AgResearch on 2 December, and were joined by land management staff from Environment Southland.

2.6 Awards

a) New Zealand River Awards

It should be noted that during this period, the Shag River won the Grand Award for the most improved river in NZ (*E.coli*). Chairman Stephen Woodhead, CEO Peter Bodeker and Manager Resource Science Matt Hickey attended the awards ceremony on 29 November. The Waikouaiti River won 3rd place nationally. It's quite an achievement for 2 of the top 3 awards to go to Otago rivers. These awards reflect the effort these 2 catchment communities have undertaken to look after their water quality. It also reflects the work that the Council's Plans and staff have undertaken to ensure good water quality is achieved.

During the preparation for the awards CLE staff initiated approaches to landowners in preparation for TV3 Campbell Live and awards filming, and worked with staff from Science and Communications to provide background information for the awards, media releases and Radio NZ interviews.

As part of this preparation, a helicopter flight over the Shag and Waikouaiti Rivers was undertaken on 26 November to map out those reaches of the Rivers fenced from stock and those where stock access was possible. This was done as part of understanding what had aided these rivers in being first and third in the Awards.

b) Ballance Awards

As part of the Otago Regional Council sponsored award within the Ballance Farm Environment Awards, staff attended a field day held at Earnsclough Station on 22 November. It was well attended with over 300 participants. This high number of attendees was due to the iconic nature of the station, and gave those attending an opportunity to visit a station not regularly accessible to the public. Council speakers were Director Jeff Donaldson and Chairman Stephen Woodhead. Councillors Scott, Bell and Eckhoff and CEO Peter Bodeker also attended.

On 26 November CLE staff ran a session for judges of the 2014 Ballance Farm Environment Awards covering activities that should be happening on farm to protect the environment and would meet the standards for the ORC sponsored water quality award. Councillor Scott will be judging on behalf of the Otago Regional Council in 2014.

c) National Wetland Award

Staff entered South Otago dairy and sheep and beef farmers the Gilders as the Otago representatives in the National Wetlands Awards which will be decided in February 2014.

2.7 Work for other Council teams

Staff have attended a number of meetings at the request of the Policy team to assist with the development of minimum flows for a number of Otago rivers. Staff have also provided material to Policy for the development of the Irrigation Strategic Options report. Staff have also attended and provided input into the Air Quality strategy meetings and new cross-council team. Staff are also beginning work on community liaison with regard to gravel extraction and willow control on the Kakanui River. A cross section of Council staff met with representatives of KTKO and Fish and Game in the Manuherikia catchment on 7th November to discuss the ORC willow clearing programme and to receive feedback on what communication adjustments could be made prior to the seasonal implementation phase of programme

3. Recommendation

That this report is noted.



Peter Bodeker
Chief Executive

REPORT

Document Id: A591618
Report No: 2014/0582
Prepared For: Communications Committee
Prepared By: Communications Team
Date: 13 January 2014

Subject: Report on communications and media activity January 2014

This report records council communications and media activity completed since the last committee meeting on 20 November 2012.

1. Media activity

- Eleven media releases were prepared and distributed throughout NZ
- ORC activity has received 88 mentions in print media and radio
- Two letters to the Editor (ODT, CO News) received and replies processed.

2. Corporate communications

- Communications and promotion plan completed for student discount fare trial. Meetings held with OUSA and OPSA to approve the plan and coordinate joint activity. Orientation stand booked, supporting media promotions booked. First media release distributed.
- A three year sponsorship agreement worth \$12k pa has been signed with the NZ International science festival. ORC will sponsor some festival events and contribute staff time to participate in a few programmed events related to our work.
- Open data comms plan developed. Go live February 2014. Media release, feature articles and introductory workshops will be delivered.
- Media release signaling Leith flood works released. Signage produced.
- Bus user consultation materials developed and implemented (online survey, display adverts, print media publicity).
- Flyer distribution promoting of cell-phone flood alert service.
- Toxic algae media publicity delivered

3. ORC publications produced and distributed

- Leaders' Brief
- Waterlines November newsletter distributed throughout rural Otago. This issue included articles about farm technology useful for compliance with 6a rules, water monitoring advice and water measuring requirements.
- Otagowide December edition distributed around Otago and to national stakeholders and subscribers
- Water plan revisions and new maps published
- Farm landfill and offal pit brochure
- Waikouaiti river report
- New Otago Harbour Jet Ski brochure

- Farm landfill and offal pit brochure.
- Posters, and brochures supporting the summer Check, Clean, Dry campaign
- Compliance fees and charges brochure.
- Tokomairiro water quality report
- Guide to natural hazards database
- Natural hazards events display banners

4. Events and education

- Management of comms entry and audio-visual material for NZ River Awards
- Natural hazards and water quality information produced for ORC stand at Milton A and P Show.
- Staff contributed to a half-day water sampling field day at Tomahawk involving students from John McGlashan College and Tahuna Intermediate.
- Elm Grove School – presentation on natural hazards to 100 students.
- Business operators and community leaders in Waihola and residents adjoining Tomahawk Lagoon have been visited and given information on the blue-green algae. Weekly monitoring results are emailed to residents.
- Staff assisted Beef and Lamb NZ with the organization and promotion of a Ballance Farm Awards field day at Earnsclough station, attracting around 300 people. ORC staff spoke at the event.

5. Website developments

The website is updated on a daily basis as information comes to hand. These are the larger revisions.

- Natural Hazards Database page revised and new subpages added.
- User accessibility design features added to home page.
- New pages for Lake Tuakitoto and Ballance Farm Awards.
- New page: Proposed Plan Change 4B (Groundwater allocation).
- New web pages and online surveys for each of six bus routes under evaluation.
- Regional Plan Coast page optimised (new files uploaded with more accessible file sizes).
- Water Monitoring for Recreational Activities page and map updated.
- Twitter info page/Water Info site: Cross-links and information revised to improve awareness and understanding of flood cell-phone services.

6. Website statistics

- 46181 Visits, comprising:
 - 27843 Returning Visitors - 60.3%
 - 18338 New Visitors - 39.7%

Visits from around NZ

- Dunedin – 18713
- Auckland – 10712
- Christchurch – 5773
- Wellington – 1553
- Queenstown – 830
- Australia – 1037
- United States – 600

Averages for Visits in NZ

- 3.32 pages in our website viewed per visit

Analysis of pages viewed on the ORC website

Buses

- Main bus page - 52890 page views
- Bus info page - 6411 page views
- Route numbers - 3331 page views
- Proposed changes to bus services - 3216 page views
- Route – Mosgiel to City - 2495 page views
- Route – Port Chalmers to City - 2467 page views
- Route – City to Mosgiel - 2420 page views

Information and Services

- Rates – 2198 page views
- Water – 1760 page views
- Natural Hazards – 1440 page views
- Resource Consents – 1403 page views

About Us and the Region

- Job Vacancies – 3140 page views
- Contact Us – 2585 page views
- About the Otago Regional Council – 1179 page views
- About Us and the Region home page – 815 page views
- About the Region – 599 page views
- Local Body Elections 2013 – 164 page views

Publications and reports viewed

- Regional Plan Water - 1589 page views
- Regional Plan Air - 508 page views
- Regional Policy Statement - 173 page views
- Surface Water Quality reports – 499 page views
- SOE report card: Water quality and ecosystem health in Otago 2008 to 2013 (24 downloads)
- State of the Environment: Surface Water Quality in Otago (19 downloads)
- Surface Water Resources reports 394 page views
- Weekly Rainfall and River Flow report – Dec 18 (15 downloads)
- Instream values and water resource management options for the Ida Burn (6 downloads)
- Groundwater reports 185 page views
- Hawea Basin groundwater review (8 downloads)
- Groundwater allocation of the Ettrick Basin Dec 2006 (7 downloads)
- Lower Taieri Groundwater Allocation Study August 2010 (7 downloads)

Other areas viewed

- Farming and Land Management – 559 page views
- Natural Hazards – 498 page views
- Climate Monitoring – 246 page views
- News and Notices – 2650 page views
- Meetings Consultations and Events – 978 page views

7. Recommendation

That this report be received.



Peter Bodeker
Chief Executive

REPORT

Document Id: A592060
Report No: 2014/0592
Prepared For: Communications Committee
Prepared By: Team Leader, Customer Services
Date: 16 January 2014

Subject: Report on customer services activity January 2014

This report is the first from the new customer services team and notes its activity since the front-line staff in Dunedin, Alexandra and Queenstown became Customer Services on 9 December 2013. The intended role for Customer Services is to act as the front line contact point for the majority of public enquiries to the ORC.

Over time Customer Services will replace the need for staff to spend time answering commonly asked questions and more importantly will ensure that public enquiries are followed through and that responses to questions are supplied.

1. Staff

A new Customer Services Officer started in Dunedin on 6th January. This will enable the Team Leader to work with others across Council to bring together information and systems to provide for an enhanced public enquiries service.

2. Training

Initial general training is well under way with the new team member. Other training will be sourced to further upskill all Customer Services staff and ensure consistency of standards and competencies.

3. Focus

Planning is underway for the direction of the Customer Services team, new practices and focus.

4. General

The team are working hard to ensure people see a definite “rebrand” of the old reception to a more respected “customer services” team. While there is a way to go with this, we are already noticing a positive effect as a result.

5. Recommendation

That this report be received.



Peter Bodeker
Chief Executive