

Te Whiringa: Our Engagement Framework – At a glance

What's this about?

We know our communities want more meaningful involvement and better experiences with Council.

We acknowledge that engagement hasn't always met expectations. Te Whiringa, our new Engagement Framework, weaves together community voices, Council expertise, and partnership to strengthen how we listen, collaborate, and make decisions together.

This is about creating lasting relationships and ensuring everyone has a genuine opportunity to shape the future of our city. It's a new direction that supports inclusive, transparent, and consistent engagement and to lift performance and deliver on what matters most to our communities.

What guides us

Our Engagement Principles – what our commitments to community are:

- ➔ Engage when it counts
- ➔ Be inclusive and accessible
- ➔ Honour Te Tiriti partnerships
- ➔ Be clear and genuine
- ➔ Show how feedback makes a difference



What you've told us

"Come to us" – in parks, schools, libraries, markets

"Be honest and transparent" – tell us how our feedback shaped decisions

"Offer different ways to engage" – online, in person, paper, email, etc.

"Start early and follow through" – keep us in the loop from start to finish



Why engagement matters

When engagement is done right, it:

- ➔ Builds trust
- ➔ Leads to better, fairer decisions
- ➔ Strengthens community relationships
- ➔ Helps everyone feel part of the solution



Our Practices for meaningful engagement

How we embed our principles:

- ➔ Grow capability across Council
- ➔ Embed community insight in all we do
- ➔ Expand and adapt the way we engage
- ➔ Plan well, adapt often, close the loop
- ➔ Rebuild and earn trust
- ➔ Measure what matters and continuously evolve



Our Action Plan: 6 Focus Areas for improvement – where we invest our time to improve the way we engage



1 Strategic Planning & Governance

We're strengthening how we engage, ensuring early involvement, clearer roles, and innovative approaches that give our community a real voice in decision-making.



2 Partnership with Mana Whenua

We're strengthening partnerships by supporting kaupapa Māori spaces for engagement, embedding tikanga Māori in our approaches, and aligning planning with shared priorities and significant events.



3 Inclusive & Accessible Participation

We're removing barriers to participation by offering more inclusive, understandable and flexible ways for people to get involved and influence decisions, especially those less often heard.



4 Relationships & Community Outreach

We're building lasting relationships with our communities through regular presence, listening without agenda, and better understanding unique needs.



5 Engagement Tools, Resources & Capability

We're equipping staff with tools, training and confidence to deliver high-quality engagement that meets cultural, accessibility and privacy standards at every step.



6 Quality, Standards & Internal Culture

We're embedding engagement as a core organisational practice by setting clear expectations, tracking impact, and continuously improving how we involve our community in shaping their city.



Have your say

Let us know if we're focused on the right things, so our Engagement Framework sets us up to meet our commitments to community.

You can provide feedback by scanning the QR code, visiting us at hutt.city/yourvoicematters or in any of our community hubs. We will be out in the community to hear from you directly; you can find details on our webpage.

