

Mahere mahi

Action plan

The Engagement Framework sets the strategic direction for community engagement, while the Action Plan outlines the practical steps to achieve these goals. Together, they ensure our engagement practices are consistent, effective, and aligned across the organisation.

We've developed an action plan to lift the quality and consistency of engagement. It's built around 6 key focus areas, each with clear actions to strengthen how we work with community.

Here's what the Action Plan focuses on:

1. Strategic planning & Governance

- Improved planning so fewer projects need your feedback all at once, giving you time to be more involved.
- Engaging earlier when there is more opportunity for changes.
- Making sure we plan engagement the same way across Council.
- Trial new ways of engaging that give the community more voice — like Citizens Panels, where community help explore issues and make recommendations.
- Trial participatory budgeting where community choose how funds are spent.

2. Mana Whenua Partnership

- Supporting marae-based engagement hubs and kaupapa Māori initiatives.
- Embedding tikanga and kaupapa Māori as essential principles across engagement approaches, guided by our Mana Whenua partners.
- Planning engagement with Māori around a calendar of significant Māori events and opportunities.
- Providing Mana Whenua partners with feedback and insights from consultation where appropriate.

3. Inclusive & Accessible Participation

- Making information easier to find and understand using plain everyday language.
- Offering engagement face to face and online, at spaces and times convenient to all our communities.
- Trialling new and consistent ways of communicating to both educate and share updates.
- Creating a space for community to easily share ideas, vote for ideas they like and track how their feedback shapes decisions.
- Involving community when designing projects and solutions.
- Supporting community and youth-led projects that help people get involved and understand how decisions are made.
- Keep asking for community feedback where it's required but also ask what else community want to have a say on.



4. Relationships & Community Outreach

- ➔ Building trust and enduring relationships through outreach to communities (especially those underrepresented).
- ➔ Hosting drop-in sessions where we're just there to listen and answer questions.
- ➔ Learning more about our various communities and their wants and needs.
- ➔ Partnering with representatives from the community to be directly involved in projects and engagement.

5. Engagement Tools, Resources & Capability

- ➔ Giving Council staff the right tools, training and resources to plan good engagement with the community.
- ➔ Consistently applying best practice around cultural, accessibility and privacy needs.
- ➔ Helping Council staff choose the right way to engage, depending on the topic and the community.
- ➔ Providing cultural competency and Treaty training.

6. Quality, Standards & Internal Culture

- ➔ Setting and applying minimum standards for all engagements.
- ➔ Consistently applying our Significance & Engagement Policy and IAP2 Spectrum to choose the right approach.
- ➔ Monitoring and reporting on engagement performance to look for opportunities to improve.
- ➔ Using existing information and data to help with making engagement more suited to our communities.
- ➔ Clearly showing how community input influences each decision.
- ➔ Using shared planning tools and engagement calendars.
- ➔ Building a culture where engagement is seen as everyone's job.

Please note, this summary highlights the focus areas and high-level actions we'll take. Some actions will be implemented in the short term, while others will take longer to achieve. A full detailed action plan has been developed for internal operational purposes that will guide our work to deliver on these priorities.

References: 1. International Association for Public Participation www.iap2.org - IAP2's Core Values, Code of Ethics, and Quality Assurance Standard.
2. Bloomberg Harvard's Path to Public Innovation