



Council Overview

HAURAKI DISTRICT COUNCIL'S MISSION

To ensure the successful: ...

- Provision of services and facilities;
- Advocacy on behalf of the community; and
- Use and management of resources;

.....for all who live in or visit the Hauraki District.

HAURAKI DISTRICT COUNCIL'S VISION FOR THE FUTURE

- A range of services and facilities meeting the community's needs and realistic expectations;
- A positive climate which encourages balanced and sustained growth throughout the district;
- An environment which encourages vibrant communities and an enhanced quality of life;
- The wise use and management of all resources for the continued benefit of the district;
- A proactive Council that provides leadership, is results orientated and communicates effectively with all sectors of the community.

Customer Charter

Your needs, our focus

Your rights as a customer are

- To be treated with respect;
- To receive a timely and accurate response;
- To have access to relevant information.

Our commitment to you

- We will respond to you promptly;
- Our staff will identify themselves;
- We will provide knowledgeable staff at first contact;
- We will fairly interpret and apply the laws, by-laws and regulations;
- Our service standards will be freely available;
- We will review feedback from our customers.

Customer feedback

- We welcome feedback about our service;
- The Council has a formal feedback procedure. Ask for an information brochure, or check out www.hauraki-dc.govt.nz to find out how to submit your feedback.



Council Customer Services Centre in Paeroa

What Is The Hauraki Community Plan?

The Hauraki Community Plan is a Council document, (also called the Long-Term Council Community Plan or LTCCP), which sets out proposed short, medium and long-term priorities for the Council. It sets out how the Hauraki District Council will contribute to community well-being over the life of the Plan. It is required under the Local Government Act 2002, and must be prepared every three years from now on. The first Plan was adopted in June 2004 and was regarded as an interim plan.

The Local Government Act sets out the intended purpose of the Long-Term Council Community Plans. They:

- Describe the activities of the Local Authority;
- Describe the community outcomes for the District and Region;
- Provide integrated decision-making and coordination;
- Provide a long-term focus for Council's decisions and activities;
- Provide a basis for accountability to the community; and
- Provide an opportunity for public participation in decision-making processes.

The Hauraki Community Plan is now the Council's key planning document. It provides a framework for linking all of Council's other plans, such as the District Plan, a way of making sure that all of Council's activities line up with the Outcomes the community has identified, and a method to inform what Council intends to do over the 10 years of the document. The Annual Plan now becomes an annual budgeting statement for that year only. The Hauraki Community Plan, not the Annual Plan, will become the key document which the community engages.

Although the only way to make significant changes to the Hauraki Community Plan is to formally make an amendment to it, Council is not legally required to implement what is in the plan. Council can also make decisions which are inconsistent with the plan, providing the decision and

the reasons are fully made known. Any changes which are significant must have full public consultation through a formal process. Changes can be made at any time, rather than waiting for the three-year review.

The Hauraki Community Plan covers a 10-year period, although much of Council's planning covers longer periods than that (e.g. Asset Management Plans).

The foundation for all of the proposals is:

- Community Outcomes (or the way the community would like to see the District); and
- Sustainable development.

Eventually these will encourage us to look at the 'big picture' rather than focus on the pieces of the jigsaw individually.

Supplementary Note to Readers

Readers are asked to note that the actual results Council achieves over the 10 year life of the Hauraki Community Plan are likely to vary from the information presented. Changes in demand, external pressures and other unknown factors contribute to the need for Council to remain flexible. Any variations are likely to be minor. If they are not they will trigger Council's Significance Policy and community consultation will be undertaken. Readers are also asked to note that this document has been prepared to fulfil the requirements of the Local Government Act 2002, and the purpose of a Long-Term Council Community Plan. The information may not be appropriate for other purposes.

Sustainability and Well-beings

MAKING THE CONNECTIONS - HOW WILL WELL-BEINGS BE ACHIEVED?

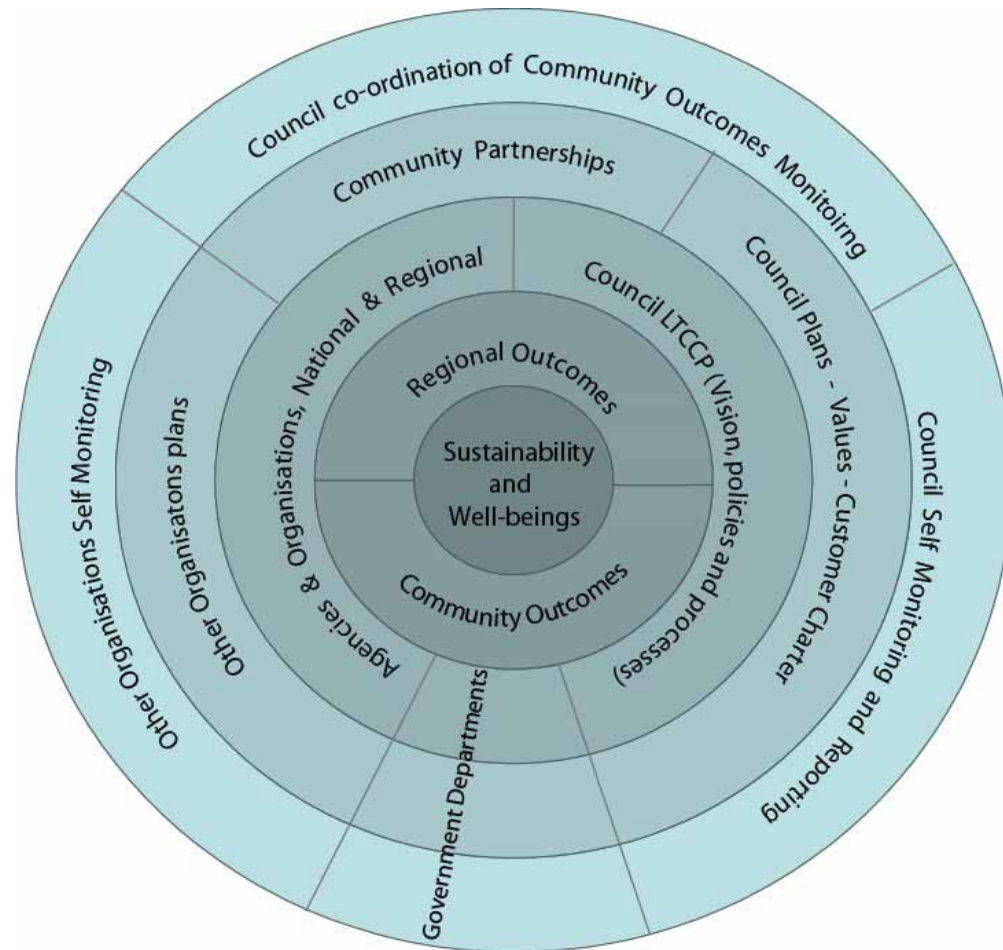
The diagram shows how the well-beings and the concept of sustainability are at the core of the progress of the District into the future (please see the next page for an explanation of what these terms mean). The activities of Council and other organisations need to line up with the Community Outcomes for the Hauraki District and the Waikato Region, as well as the four well-beings (social, environmental, cultural and economic) identified in the Local Government Act 2002.

It also shows that it will be important for Council and the community to work separately in some cases, and also together in partnership with others to progress the things that the community has said are important.

The policies and plans of other organisations are also key to this process. These include national policies such as the New Zealand Biodiversity Strategy and the New Zealand Tourism Strategy 2010, and regional plans such as Environment Waikato's Regional Plan and Regional Coastal Plan.

The Hauraki Community Plan has a key role in drawing together Council's purpose, and all of its plans and policies that already contribute to the achievement of outcomes both at a District and a Regional level. Council's key plans include the District Plan, the Land Transport Programme, and the Economic Development Strategy, amongst others.

Progress will be maximised if everyone works together.



WHAT IS SUSTAINABLE DEVELOPMENT?

Sustainable development is often identified with environmental protection or preservation of natural resources, but it is much more than that. Sustainable development is a balanced inclusive approach that seeks to meet the needs of today's generation, without reducing the ability of future generations to meet their own needs. This idea provides the foundation for the Hauraki Community Plan.

In practise, sustainability is about bringing together planning and delivery of services across the social, cultural, economic and environmental well-beings at the same time. This is especially important when developing and putting plans in place to achieve agreed Community Outcomes.

The aim of sustainability is for harmony and balance between all of the four well-beings. Sustainable development will not be achieved if only one or two of the four areas of well-being are dealt with. For example, developing a new industry for the District (economic well-being) should take into account the effect on the environment, whether it fits with our values (cultural well-being), and how it will improve the quality of life within the District (social well-being).

Often Council has to balance the positive and negative aspects on different well-beings. Very few decisions affect only one of the four.

Achieving this stability for the Hauraki District requires many organisations to work together – locally, regionally and nationally. Council is one of the organisations taking a key leadership role, and is also a partner working alongside others towards the community's vision for itself. In some partnerships Council will be the lead agency, in others it will be a supportive participant, and there will be many projects that other agencies will undertake without the need for Council to be involved.

The Local Government Act requires that when Councils make decisions, to achieve sustainability for the community they must consider and balance:

- the social, economic and cultural well-being of people and communities; and
- the need to maintain and enhance the quality of the environment; and
- the needs of future generations.

For many years these considerations have informally been the basis of decisions made by the Hauraki District Council. They have now been formalised in Council's decision-making framework, available on Council's website or by calling (07) 862 8609.



"I would like to see a Bird Park at the Waihi Martha Mine Lake in 10 years time."

*Uenuku Ainsley, Waihi South School
Age: 10*

Introduction and Overview

WHAT DO THE 'FOUR WELL-BEINGS' MEAN?

Councils now have a leading role in promoting the four aspects of well-being across its entire community. Local Government promotes well-being at a local level; Central Government at the national level.

Well-beings can be seen as involving four different aspects; social, environmental, cultural and economic. Each of these well-beings overlap with all of the others, and can not be considered in isolation.

<p>Social</p> <p>Cover ways that make it possible for individuals, families and communities to set goals and achieve them, e.g:</p> <ul style="list-style-type: none"> ➤ Everyone being able to pay for their basic needs such as food and housing, and have enough income to be able to participate in community life; ➤ Basic levels of physical and mental wellness; ➤ Personal safety and freedom from fear; ➤ Everyone being able to participate in and use what the District offers. 	<p>Environmental</p> <p>Includes the ability of the natural environment to sustainably support the community and its activities, e.g:</p> <ul style="list-style-type: none"> ➤ The effects of our actions on the environment; ➤ How we can use our physical environment without harming it; ➤ How well our natural environment can adapt and change; ➤ The efforts of the community to restore the quality of natural systems.
<p>Economic</p> <p>Includes how well the economy can generate the employment and wealth that people require to support their needs and those of their family, e.g:</p> <ul style="list-style-type: none"> ➤ Employment, and the development and use of skills; ➤ Supporting existing and new business ventures; ➤ Providing an appropriate business environment for the District (e.g. professional advice for new businesses); ➤ Promoting the District as a great place to live and do business. 	<p>Cultural</p> <p>This covers shared beliefs, values, customs, behaviours and identities reflected through language, stories, experiences, visual and performing arts, ceremonies and heritage, e.g:</p> <ul style="list-style-type: none"> ➤ An understanding and respect for cultural traditions; ➤ Protecting ways that people can demonstrate their spiritual beliefs (such as religious activities); ➤ Being able to express what we represent as a District and who we are as people; ➤ Having the freedom to retain, interpret and express our arts, history, heritage and traditions.

