

# WELCOME TO OUR FIRST LONG TERM COUNCIL COMMUNITY PLAN (LTCCP)

Welcome to the first Long Term Council Community Plan that Council has produced to comply with the requirements of the Local Government Act 2002 (the 2002 Act).

## CHANGE IN APPROACH TO LOCAL GOVERNMENT INTRODUCED BY THE ACT, 2002

The new Act moves away from the traditional, prescriptive approach of the Local Government Act 1974 that directed what local government must do and how it must do it. The 2002 Act gives local government more generalised powers to achieve its purposes which are: "to enable democratic local decision making by and on behalf of communities and promote the social, economic, environmental and cultural well being of communities in the present and for the future." The 2002 Act also strengthens the accountability of local government to the community.

The 2002 Act introduces two new planning tools, the Long Term Council Community Plan - the document you are now reading and, secondly, the identification of Community Outcomes.

## LONG TERM COUNCIL COMMUNITY PLAN

This is a 10-year plan for our community. It contains detailed financial and descriptive information about planned Council activities for the first three years and outline information for the remaining seven years. Its purpose is to articulate and align what the community expects, wants and can afford, with what Council says it is able to achieve. It will give local residents and property owners a picture of everything the Council is doing and how those things fit together – a road map of what Council is spending time and money on, and why they are doing this.

The LTCCP will be reviewed every three years. A further LTCCP will be prepared in 2006 and thereafter every 3 years. In each intervening year an Annual Plan will still be produced. It will be more of an annual budget, based on the decisions made in the LTCCP and it will inform the community how the Council's work is going to be financed. Likewise the Annual Report will be enhanced to report on financial results and progress made with achieving community outcomes identified in the LTCCP and Annual Plan.

## COMMUNITY OUTCOMES

One of the key elements of the LTCCP is the identification of community outcomes. Through this process, Council engages with the community to build up a picture of the community's vision for the future. The process may result in the identification of a very wide range of community issues – from housing and education through to the traditional Council activities such as roading, maintenance of public infrastructure, parks and reserves and many others. Contributions from a variety of central and local government agencies, non-government organisations (NGOs), communities and individuals will be required to further these outcomes.

The 2002 Act is clear that it is not the responsibility of Council to deliver on all community outcomes. Council's level of influence and contribution will vary depending on the issue in question.

## TRANSITIONAL PROVISIONS OF THE LOCAL GOVERNMENT ACT, 2002

The 2002 Act provides that Council may adopt an LTCCP with "interim" community outcomes developed from information already in its possession for July 2004. Council must adopt a fully-compliant LTCCP for the year commencing July 2006. In terms of the new Act, for the 2006 plan and thereafter, not less than once every six years, Council must initiate a process that encourages the public to contribute to the identification of community outcomes. Council is required to monitor the community's progress toward achieving their identified outcomes. Every three years, Council is required to review and report on this progress.

Thank you for your submissions to the draft plan. Your submissions assisted the Council to finalise this plan and will assist the Council to shape a fully compliant LTCCP in 2006.

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# MAYORS INTRODUCTION

This Long Term Council Community Plan has been adopted after considering comments and submissions from our community over the past couple of months. In response to our draft LTCCP, Council received 429 written submissions. These generally fell into four categories:

- Those requesting the provision of additional funding
- Those requesting some wording changes to be included in the final LTCCP
- Those suggesting variation to the respective work programmes and projects contained within the LTCCP
- Those commenting on the proposed community consultation process for the 2006 LTCCP

From here on the LTCCP basically follows two different paths that are also intertwined, the financial side and the community outcomes.

Council's first task was to set the rates for the coming year and this had to be done by 30 June 2004. We achieved that goal and happily the average general rate increase was not as high as the draft budgets suggested. Two things occurred after we published draft budgets that altered the rate increase. Firstly a saving of \$476,000 was made on roading maintenance budgets due to some very competitive tendering. Council also received a general dividend from Nelson Airport Ltd, which was \$200,000. These two factors happening after the draft budgets were published allowed a considerable reduction in the proposed average general rate increase, from 8.4 down to 4.5%. We were delighted that we were able to pass these savings on to ratepayers.

Council proposed the introduction of a number of new targeted rates for the 2005/2006 year, together with a significant change to its basis of levying stormwater rates. Following consideration of submissions received these rates were adopted as originally proposed in our draft Funding impact Statement.

Whilst Council was sympathetic to those requests for the provision of additional funding, either for enhancement of existing services or to assist with one-off projects, we considered, based on affordability, that we were unable to meet any of these requests at this time.

The financial path is now set for Council for the coming year but it will be addressed again annually.

The other side of the LTCCP, the community outcomes, or things that people have told us they would like to see happening in their communities is still in progress. The process of developing a fully compliant LTCCP, which will set goals for the next 10 years won't be fully complete until 2006.

Council is currently evaluating how this on-going consultative process will be undertaken, and is preparing a programme and timetable so we can more closely engage with all communities within the District. It will then be a matter of balancing public expectation with acceptable levels of affordability.

In preparing this document, we have made every attempt to include all known projects and associated expenditure that Council may encounter through the financial period. However, as happens from time to time, situations will no doubt arise that will require Council to act in a manner outside the guidelines of the document.

I personally am very satisfied at both the response from the public and the way Council and its staff has handled the new challenges we face with the LTCCP. I look forward to playing a role in planning an excellent and exciting future for Tasman District.

**John Hurley**  
Mayor



Welcome to Tasman District's first Long Term Council Community Plan.

**The new Local Government Act passed in December 2002 clearly defined the purpose of local government as:**

- a To enable democratic local decision making and action by and on behalf of communities and;
- b To promote the social, economic, environmental and cultural wellbeing of communities, in the present and for the future.

You will notice in these quoted words strong emphasis on promoting and developing communities and this requires close links between Council and its representative communities. This 10 year LTCCP provides an outline of Council's proposed outputs and activities over the next decade and hopefully this seeks to meet our communities' expectations in an efficient and affordable manner.

The single biggest challenge facing our District is how to manage growth in an affordable and environmentally sustainable manner. With the population growth experienced over recent years, our District's infrastructure has been severely strained.

This Plan includes some significant increases in infrastructure investment throughout the district, both in the nature of upgrading our existing core services and the construction of new infrastructure to meet the demands that growth is currently placing on the district.

The Plan also consolidates a number of regional development initiatives which are detailed in the Parks and Reserves and Community Facilities sections. These projects are included in response to public requests for Council involvement, both in promotional and funding aspects. The Plan also emphasises desirable interim community outcomes and has policies to promote the communities' social and cultural objectives.

The Plan introduces Council's new Development Contributions Policy which promotes the transfer of the cost of growth from the general ratepayer onto those who create the demand for development. A copy of this policy is contained in Volume II of the Plan.

For the 2004/2005 year the Council's proposed general rate increase is approximately 4.5% which reflects Council's need to respond to growth pressures on infrastructure. A further factor contributing to this cost is the cost of compliance with the new Local Government Act 2002 and a never-ending stream of additional responsibilities being devolved from central government to local government. In the past year, these have included increased responsibilities flowing from the Prostitution Law Reform, responsibilities with the new gambling legislation, increased building surveillance responsibilities flowing from the amended Building Act and the likelihood of significant increased responsibilities from impending dog legislation.

These are all significant additions to Council's workload and a further strain on Council's limited resources and, generally, there is no commensurate government funding to assist in meeting these extra costs.

We have appreciated the comments from submitters through the draft LTCCP process. These will be of great assistance to both Councillors and staff as we undertake the preparation of our draft 2006 LTCCP and a concurrent review of activity management plans for our infrastructural assets.

**R G Dickinson**  
Chief Executive



# MEANING OF WORDS

To further assist readers of these financial statements, the following definitions of terms used in the document are set out below:

<b>Capital Expenditure</b>	This expenditure relates to the purchase or creation of assets which are necessary to assist in the provision of services. They have useful lives in excess of one year and are therefore included in the Statement of Financial Position. Capital expenditure includes the creation of assets that did not previously exist or the improvement or enlargement of assets beyond their original size and capacity.
<b>Community Outcomes</b>	An outcome is a desired future state of affairs. Community outcomes describe the community's vision for its future. They describe the sort of place the community would like Tasman District to be in 10 years time. It is those things the community considers important for its wellbeing.
<b>Cost of Services</b>	The cost of services relates to the activity, not the organisational departments. The Local Government Act 2002 requires the Annual Report to be expressed by activity. The cost of the activity includes the direct and the indirect costs which have been allocated to the activity. Indirect costs include interest on public debt, cost of support services and depreciation allowances.
<b>Depreciation</b>	The decline in service potential of an asset spread over the useful life of the asset.
<b>Income</b>	This includes fees and licences charged for Council services and contributions towards services by outside parties.
<b>Infrastructural Assets</b>	<p>These are the public facilities which provide for the delivery of services and a sustained standard of living. They primarily comprise the Council's fixed utility systems including roads and footpaths, water and wastewater reticulation systems, the stormwater system, bridges and culverts.</p> <p><b>Infrastructural assets are deemed to have the following attributes:</b></p> <ul style="list-style-type: none"> <li>• They are large networks constructed over several generations</li> <li>• They have long useful economic lives</li> <li>• They have a high initial cost and a value which is difficult to determine</li> <li>• They provide a benefit and/or a social service rather than a commercial service, ie. the assets are used by, or for, the community as a whole, servicing all the district's residents and visitors</li> <li>• The assets are not usually capable of subdivision for ready disposal because of legal or other restrictions, and consequently are not readily disposable within the commercial market place.</li> </ul>
<b>Operating Costs</b>	These expenses, which are included in the Statement of Financial Performance, are the regular costs of providing ongoing services and include salaries, maintaining assets, depreciation and interest. The benefit of the cost is received entirely in the year of expenditure.
<b>Sustainable</b>	The word 'sustainable' and the concept of 'sustainability' are used in many different ways to mean different things. In this LTCCP, 'sustainable' refers to sustainable development - the quest to promote the wellbeing of people and their surroundings without destroying the life supporting systems that current and future generations of human beings and other species depend on.

## POPULATION GROWTH

The results of Census 2001 showed that Tasman is the fastest growing region in New Zealand. Since 1996 its population has increased 8.9 per cent to 41,352 people, which is one per cent of the country's total population. Most of Tasman's urban population (10,581) lives in the Richmond Ward. It has the District's fastest growth rate, particularly in North Richmond, where the population has grown by 23% since 1996. The second largest area of growth is in the Waimea/Moutere Ward. Mapua in particular is growing rapidly. The 2001 Census showed Mapua's population (1,617) had grown 27.4% since the last Census of 1996.

Although Tasman has recorded strong growth, statistics show that the region itself has a low population density with only 4.5 people per square kilometre. This is mainly due to the lack of large urban areas and because 58% of the area is in national park. Tasman has the country's highest percentage of people of European ethnicity at 92.8% of the population. The number of Maori, European, Pacific Island and Asians has increased markedly since 1991. The main iwi represented in the wider Tasman region are Ngati Rarua, Ngati Tama (Golden and Tasman Bay), Te Atiawa, Ngati Koata, Ngati Kuia (eastern Tasman Bay) and the Poutini Ngai Tahu (southern areas).

## POPULATION PROFILE

**The Tasman population profile shows some interesting comparisons with the rest of New Zealand. For example:**

- The percentage of people over 65 years is 1% higher than the national average.
- The proportion of Maori is 6% compared with 14.7% nationwide.
- The percentage of people over 15 without a formal qualification is about 1% higher than the national average.
- The median income of Tasman people is \$16,100, compared with \$18,500 for all of New Zealand.

## LIFESTYLE

Climate and lifestyle are the major factors for people choosing to live, work and retire here. Most work in agriculture, forestry or fishing industries, but Tasman also has many artists and craftspeople who work from their country galleries. In fact there are more artists at work in Tasman than any other region in NZ. The pleasant year round climate and easy access to skiing, swimming, tramping and boating pleasures attracts many to the region. It is also a popular place to retire, with most older folk choosing to live in the more populated areas of Richmond, Waimea, Motueka and Golden Bay. Community spirit plays a big part in our style of living, and Tasman has more people involved in voluntary work than any other region in New Zealand.

## ECONOMIC ACTIVITY

Tasman forms part of the Nelson-Marlborough economic region which, according to recent National Bank Economics Comment, has recently been experiencing a 'bright bright sunny day'! For the past three years, our regional economy has out performed the national economy. This growth follows eight years of relative under performance from 1993-2001.

**Key sources of growth have been:**

- The lagged effect of the weak currency over 2000 – 2002. This supported incomes from primary production and benefited the domestic economy. Our region has a larger primary industry component (agriculture, viticulture, horticulture, forestry and seafood) in comparison to that of the New Zealand economy as a whole. Primary industry is affected by the New Zealand dollar exchange rate.
- A strong housing market. Low interest rates, a firm labour market, inward migration and changes in work-lifestyle perception have fuelled property prices and building activity within the region. Rising house prices have supported consumer spending and complementary purchases on durable goods such as appliances and motor vehicles.

- Tourism growth. Top of the South tourism has been buoyed by strong growth within the region, improved airline access and strong regional brand promotion.
- Growth in labour productivity (output per worker). This has averaged 1.7% per annum over the past ten years and is well above the national average of 1.2% per annum.

But some of these positive factors are dissipating. The strong reliance on primary industry exposes the economy to factors such as the recent strength of the New Zealand dollar and a decline in the prices of international commodities such as seafood and forestry products. Regional growth is expected to moderate over the next two years as the currency restrains the tradable sector, particularly, seafood, forestry and rural income.

Over the medium term, however, the region is expected to be one of the stronger performers in the New Zealand economy. Lifestyle, climate, inward migration and population ageing are expected to provide the kernel for growth. The region will need to continue to improve productivity to raise per capita incomes (National Bank Economics Comment).

## HOUSING

The growing number of people choosing to live in our unique and special district for lifestyle reasons has resulted in a strong demand for land and housing and has contributed to the mix of factors that has created a buoyant real estate market. Tasman median house prices have moved up by 40% for the 12 month period December 2002-2003 and by 73% in last five years. The 40% increase of last year exceeds the New Zealand increase of 20.5% for the same period. The sharp rise in prices has affected home affordability particularly for first time home owners.

The intense activity in the housing market has directly affected Council. The number of consents issued for new dwellings increased by 11 % for the year ending December 2003 from the previous year ending December 2002 and by 56 % since December 1999. The dollar value of the new dwellings for which consents were issued increased from \$43,307,948 in December 1999 to \$99,664,485 in December 2003.

## COMMENT

We continue to enjoy the most sunshine in New Zealand and a lifestyle that counts! The sharp increase in population growth is impacting on Tasman's infrastructure and services. Our currently vibrant and growing economy is vulnerable to changes in external factors. The increasing population, buoyant real estate market and below average incomes are challenging young families and residents entering the home ownership market for the first time. The implications of this dynamic set of circumstances requires clear thinking about what kind of community and environment we and our children would like to live in the next 10 – 20 years and how we plan to get there. The identification of community outcomes will assist our district to plan its future.

## INFORMATION SOURCES:

- National Bank Economics Comment, National Bank of New Zealand, February 2004
- New Zealand Statistics
- Real Estate Institute of New Zealand
- Report, December 2003
- Department of Labour Regional Labour Market Report, July 2003
- Nelson – Tasman: A Smart Sustainable Region: November 2002
- Tasman District Council: Handbook to Paradise, November 2003

## MANAGING GROWTH AND THE DEMAND FOR LAND

The number of people living in and visiting the district is growing rapidly. This is placing pressure on our environment, productive land, infrastructure, community facilities and on Council services.

The situation creates both opportunities and challenges for us all.

For the period covered by this LTCCP, many of Council's key projects are a response to the challenge of managing growth without compromising what we value and is precious to us.

### Some key Council projects are:

- The identification of Rural 3 and 3A Coastal Tasman Rural Residential Planning area. This allows for subdivision and development opportunities in the area while retaining the highest quality land for productive activities.
- The progressive review and integration of the Tasman Resource Management Plan and Tasman Regional Policy Statement.
- The Regional Land Transportation Strategy and District Land Transportation Activity manages road, cycle and walk way maintenance, upgrades and safety in an incremental and sustainable way.
- The rationalisation of storm water management systems by forming only two management areas - Urban and District.

## MAINTAINING ENVIRONMENTAL STANDARDS AND MANAGING SCARCE RESOURCES

Council has a legal responsibility to manage growth and development in a way that safeguards the environment and maintains environmental standards.

### For this purpose, Council within the next three years, will:

- Revise the Tasman State of the Environment Monitoring Strategy.
- In cooperation with other stakeholders, implement the Regional Pest Management Strategy. Pursuant to this strategy, Council is involved in the eradication of Hawthorn and Fireblight in Riwaka.

Over the next 10 years, Council will embark on a programme of Coastal Protection and Care to safeguard the district coastline.

**Councils planned water supply schemes are designed to optimise use of scarce water resources and secure the required supply of water for district domestic and economic activities. Examples of these water supply projects are:**

- The new Coastal Pipeline which will serve the newly zoned Rural 3 and 3A Coastal Tasman Rural Residential Planning area.
- The Motueka Town Water Scheme.
- The Combination of the Richmond and Waimea Water Supply Schemes.

## SOCIAL & CULTURAL CHANGE

Tasman District not only has a fast growing population but also a changing population. Lifestyle and climate are key reasons why people chose to live, work and retire here.

This growing and changing population profile is evidenced by the kinds of social and cultural services and increasing number of community facilities desired by our district community.

**Council's responses to this challenge include:**

- Providing an increasing number of walk and cycle ways in the land transportation strategy.
- Providing for open and recreational space. For example, the Saxton Field development, a joint initiative with Nelson City Council.
- In co-operation with Nelson City Council, developing the Regional Facilities Strategy.
- Facilitating and managing recreational and cultural programmes such as the Boredom Busters Program, Positively Aging Forum and Summer Festivals and Events.
- Developing the Community Facilities Rate to enable Council to provide facilities identified by the community.

## **CHANGING POLITICAL AND LEGISLATIVE ENVIRONMENT**

New, nationally driven statutory requirements are broad ranging. They affect both Council and the community and are creating a different political environment and way of working for Council.

The Local Government Act 2002 requires Council to consult and interact with the community to address social, economic, environmental and cultural wellbeing. The district community is asking for greater involvement in Council planning and decision making processes. Council is required to ensure participation by Maori in local government. Council is also required to develop asset management plans, long term strategic plans, cross agency co-operation and partnerships.

**Council responses to these changes include:**

- Initiating communications with Maori to foster Maori capacity to contribute to Council decision making processes.
- Facilitating a process that encourages the district community to contribute to the identification or review of community outcomes for the 2006 LTCCP.
- Reviewing and developing its consultation and communication strategies to identify all affected parties.

## **PAYING FOR IT ALL**

Council is legally required and itself desires a balanced budget. Council has met this requirement for the 10 year period covered by this LTCCP.

Council continues to develop a mix of funding and rating mechanisms in accordance with accepted economic principles. For example:

- In consultation with the community, Council has developed and is implementing the Community Facilities Rate to help finance a range of facilities identified by the community as detailed on page 104.
- Targeted rates ensure that identifiable beneficiaries pay for services and facilities.
- Council has developed a Development Contributions Policy that is included in Volume 2 of this LTCCP. This policy imposes a levy on developments that create a need for additional infrastructure.



Contained within this LTCCP are details of Council's activities, levels of service and capital projects for the 2004/2005 financial year. The following is a summary of the specific rates which will result from expenditure in the 2004/2005 financial year, together with identification of those new rating policies that Council intends to introduce.

## **A) GENERAL RATE**

The general rate will increase by 4.5% after allowing for natural growth within our District over the past 12 months. The level of rate payable on the capital value of properties within Tasman District will be 0.3385 cents per dollar.

## **B) UNIFORM ANNUAL GENERAL CHARGE**

Council is to retain the uniform annual general at a level of \$150.00 per rateable property in the 2004/2005 financial year.

## **C) PRE-AMALGAMATION LOAN RATES**

These rates will remain at the same level as for the 2003/2004 financial year.

## **D) STORMWATER RATES**

Council has reviewed the manner in which it levies its stormwater rates. The ten previously established urban drainage areas will pay a rate of 0.0545 cents per dollar of capital value and the balance of the District will pay a rate of 0.0053 cents per dollar of capital value. Reference to the Funding Impact Statement will provide detail of the specific rating impact on properties throughout the District.

## **E) URBAN WATER CHARGES**

Council will retain urban water charges of 55 cents per cubic metre used and the daily connection fee to 15 cents per day.

## **F) WASTEWATER PAN LEVY**

This levy is to increase to \$320.00 per pan for the 2004/2005 year. This figure compares to the 2003/2004 charge of \$270.00 per pan.

## **G) RIVER RATES**

The rate in the dollar for each of the three rating categories will increase slightly for the 2004/2005 financial year.

## **H) UTILITY ASSETS**

General rates and targeted rates on these assets will be levied on capital value at a rate of 0.0000 cents in the dollar for the 2004/2005 financial year.

## **I) BUSINESS RATES**

The levy will remain the same rate per dollar of capital value for the Richmond Business rate in the 2004/2005 year, albeit that there is a minor variation to the boundary over which that rate is levied.

The Motueka Business rate is to increase to 0.0825 cents per dollar of capital value for the 2004/2005 financial year.

## **J) MAPUA STOPBANK RATE**

Council will introduce a targeted rate of \$10 per property within a defined rating area, to meet feasibility costs of a Mapua stopbank.

## **K) COMMUNITY FACILITIES RATE**

Council will levy a targeted rate of \$35.00 on each rating unit in the district, to meet capital costs associated with the following projects:

- Motueka Pool Complex
- Tasman Tennis Centre
- Suter Art Gallery Refurbishment
- Rugby Park Motueka Grandstand
- Saxton Field land redevelopment
- Moutere Hills Sport and Cultural Centre
- Murchison Sport Recreational and Cultural Centre
- Golden Bay Arts Centre
- ASB Bank Aquatic Centre
- Lake Rotoiti Community Hall

## **L) REGIONAL FACILITIES RATE**

Council is to introduce a targeted rate of \$8.40 on all rateable properties within the district, for the purpose of meeting part of the costs of capital funding for the Regional Museum.

## **M) ASB BANK AQUATIC CENTRE OPERATING RATE**

Council will introduce a targeted rate of \$14 for each rateable property within a defined rating area for the purposes of meeting the operational and maintenance costs of the ASB Bank Aquatic Centre, Tasman.

## **N) WAI-ITI VALLEY COMMUNITY DAM**

A separate rating area has been established for this significant project that Council will undertake during the 2004/2005 year. Ratepayers within the defined rating area have received direct communications from Council, detailing the area of coverage and associated costs.

Council will raise a loan of \$2.2 million for the purposes of funding this scheme.

A rate of \$270.00 per hectare for the number of hectares authorised on water permits which draw water from the Wai-iti Valley Community Dam will be levied to meet the capital and operating costs of this scheme. This rate will only be levied once construction of the Dam has commenced.

## **O) FIREBLIGHT CONTROL RATE**

Council will introduce a targeted rate of \$500 per property within a defined area for the purpose of funding the cost of the removal of hawthorn in Riwaka.

## **P) KERBSIDE RECYCLING RATE**

Council will introduce a targeted rate of \$40 per property within a defined area for the purpose of funding kerbside recycling.

## **Q) HAMAMA ROAD SEALING RATE**

Council will introduce a targeted rate of \$645 per property within a defined area for the purpose of funding loan repayment costs for the sealing of Hamama Road.

## **R) RURAL PROPERTY NUMBERING**

Council proposes to levy a one-off charge of \$30.00 on all properties within the district, excluding all urban areas for which a street number has been allocated, for the purposes of identifying and allocating a rural address property indicator to each rateable unit.

This charge will not be levied on those properties already included on the rural property numbering database.

## **GENERAL**

Further details of each of these rates are included in Council's Funding Impact Statement contained in Volume 2 of the 2004/2005 LTCCP.

Copies of maps for each of the specific rating areas mentioned are available for inspection at all Council offices.

## **FUTURE YEARS RATES**

### **MOTUEKA POOL COMPLEX**

Council is continuing its site feasibility for this complex. Once that has been completed, final design and plans will be prepared for tender. Current projections indicate that the cost of this complex will be in the vicinity of \$3 million. Capital funding assistance will be provided through Council's Community Facilities Rate. The operational costs of the complex will be met by an operating rate which will be levied over each property within a defined rating area.

Current indications are that the operational rate will be in the vicinity of \$21 per property. This rate will only be levied subsequent to the complex being opened which is anticipated to be in the latter part of 2005.

# COUNCIL'S VISION STATEMENT

An interactive community living safely in the garden that is Tasman District

*He rohi Whakaarotahie  
Noho ora ana I runga I te  
Whenua ataahua  
Ko te rohe o Tahimana*

## TASMAN DISTRICT COUNCIL MISSION STATEMENT

TO ENHANCE COMMUNITY WELLBEING AND  
QUALITY OF LIFE

- Objective 1** To implement policies and financial management strategies that advance the Tasman District.
- Objective 2** To ensure sustainable management of natural and physical resources, and security of environmental standards.
- Objective 3** To sustainably manage infrastructural assets relating to Tasman District.
- Objective 4** To enhance community development and the social, natural, cultural and recreational assets relating to Tasman District.
- Objective 5** To promote sustainable economic development in the Tasman district.



## YOUR RIGHTS

**You have a right to expect:**

- To be heard politely
- To receive timely and accurate explanations and responses
- Access to a staff member competent to help you on the spot, or by appointment where necessary
- Courtesy, professionalism and absolute integrity from staff
- Staff will identify themselves by name and show appropriate identification if requested
- Personal information will be handled in line with the Privacy Act 1993
- An apology if we make a mistake

## OUR COMMITMENT

**We know many people do not come to us by choice, but because they have to by law. As Council staff, we are committed to:**

- Providing the highest standard of service possible
- Consistent and sensitive treatment of you
- Firm but fair interpretation and application of Council's legal obligations
- Achieving high standards of professionalism and quality of advice
- Learning from our mistakes

## PUBLIC SERVICE

**As a regulatory body, Council is required by Government to:**

- Administer various regulations and uphold the law
- Safeguard the public interest

## FEEDBACK

**We welcome your feedback, both positive and negative - this is how we improve. If you have comments, suggestions, questions or concerns:**

- Talk them over with the relevant staff member – we want to find mutually acceptable solutions. Staff would also be happy to suggest alternatives that may solve the matter.
- If you consider you have not received satisfactory service and this has not been resolved with the staff member, or their supervisor, you should contact the Departmental Manager.

**These responsibilities may not always match your expectations or wishes. Where there is a conflict, and where it cannot be resolved at staff or manager level, further avenues of appeal to the Council, Environment Court or Building Industry Authority, may exist. The Ombudsman may also review Council actions. We will be happy to advise you of these procedures.**

# ACKNOWLEDGMENTS

Tasman District individuals, communities and special interest groups influence and contribute to the plans, policies and activities of Council.

These contributions are received in various forms such as written and verbal submissions to publicly notified Council processes as required by law as well as a variety of 'good practice' consultations and communications that are not legally required. The dedicated voluntary work of many individuals and local organisations not only contributes to the work of Council but also to the general well being of our community. The Council acknowledges and thanks the District community for these significant and valuable contributions and looks forward to working with the community in the future.

## Recent contributions to Council processes and activities include:

- Public Submissions on recent draft annual plans
- Responses to the National Research Bureau Communitrak Survey, 2002
- Richmond Meet the Councillor Meetings
- Recent Motueka Community Board Meetings
- Recent Golden Bay Community Board Meetings
- Golden Bay Public Conversations Group submission on proposed Community Outcomes for inclusion in the LTCCP
- Clifton to Tata Pilot Study to Identify Community Outcomes & a Proposed Model for the Development of the LTCCP
- Vision 2022: Report by Golden Bay Work Centre Trust
- An Analysis of the Public Conversations Group submission on Community Outcomes – its philosophical alignment with the outcomes identified in the Vision 2022 document, The Clifton to Tata Study & its relevance to defining priorities for the LTCCP, Report commissioned by the Council from the Golden Bay Work Centre Trust
- Communications with Residents and Ratepayer Associations
- Tasman Community: Living in Style booklet
- Tasman Kina – Developing Community brochure
- Submissions to the Richmond Development Study, May 2003
- Submissions to the Coastal Tasman Area Rural Residential Planning, December 2002
- Regional Water Study Investigations
- Horticultural Soils – Contamination Risks discussions
- Consultations on specific Resource Consent Applications
- Tasman Natural Areas Enhancement Group – participatory advocacy process
- Liquor Prohibition Area Proposals
- Mapua Rehabilitation Resource Consent Process 2003
- Consultations regarding the development of the Regional Land Transport Strategy, 2003
- Combined Road Safety Action Plan Group meetings
- Nelson/Tasman Regional Cycle Forum meetings
- Consultations on Richmond and Mapua carparking needs
- Consultation with the public and operators regarding port development and coastal protection schemes such as Marahau
- Consultations regarding the development of the Council Waste Management Plan, 2003
- Ongoing consultations with river groups regarding the development of the Rivers Annual Operations and Maintenance Programme

- Consultations regarding engineering schemes as the Collingwood Water Scheme, Motueka Water Bore Abstraction permit and Pohara Stage 3 Reticulation Extension Project
- Consultations regarding the Regional Physical Activity Plan
- Consultations regarding the Positive Aging Strategy
- Communication Kawatiri - art community consultations
- Consultations with the Nelson/Tasman Art Forum
- Consultations with the Tasman Youth Council
- Consultation with the Outside School Care and Recreation Forum
- Consultations with Iwi regarding heritage, archeological and other sites affected by Council activities
- Ongoing consultations with Keep Richmond and Motueka Beautiful groups
- Ongoing consultations with coast care groups
- Ongoing consultations with communities affected by reserve development
- Consultations in terms of the Nelson Tasman Civil Defence Emergency Management Group Plan 2002
- The contributions of the voluntary Special Purpose Committees to the activities of the Department of Community Services
- Consultations with forestry neighbours regarding forestry operations

