

## 2025/26 Summer Holidays on-call guidance document

### Key information:

- TCC duty comms number: s 7(2)(f)(ii)
- Duty comms will only be activated in an emergency/crisis situation over the summer holiday shut down period.
- We will only respond to media enquiries in an emergency, when there is a significant disruption to council services, and/or when there is high reputational risk. BAU enquiries can wait till 6 January.

### On-call responsibilities:

- Carry your phone with you, and be available to answer calls
- Phone Marty Grenfell CEO to escalate organisational risk and seek approval on communications. Don't rely on emails over this period.
- Respond to urgent media enquires (an emergency or heavy council service disruption)
- Issue media advisories in an emergency/urgent situations
- Post social media content, when relevant, in emergency/urgent situations and monitor comments
- Check Facebook inbox at least once a day and forward any unanswered service requests to the customer service team via [contactcentreseniors@tauranga.govt.nz](mailto:contactcentreseniors@tauranga.govt.nz). Note: the Christmas period will run like any other time of the year for the Customer Contact Centre – they will respond to Facebook posts during 'business hours', but not on public holidays.

### On call over break

Dec 25-26

Dec 27-28 s 7(2)(f)(ii)

Dec 29-30

Dec 31-1 s 7(2)(f)(ii)

Jan 2-3 s 7(2)(f)(ii)

Jan 4 s 7(2)(f)(ii)

### Standard response to BAU media enquiries

*The Community Relations team is on annual leave from 12pm on Thursday, 24 December through until 8am on Monday, 5 January 2026. We will only be responding to urgent/emergency enquiries over the holiday break. If your enquiry is urgent, please phone s 7(2)(f)(ii) to reach our on-call advisor. As most TCC staff are also taking a well-deserved break, we will respond to 'business as usual' media enquiries from Monday, 5 January.*

### Internal Community Relations escalation process

If you need to escalate a communications crisis, please call § 7(2)(f)(ii) If you can't reach § 7(2)(f)(ii) call a team leader or § 7(2)(f)(ii) Please don't be afraid to call personal numbers

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- § 7(2)(f)(ii)
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### Key TCC Contacts:

#### 1. CEO, Executive team:

Marty is on call 24 December – 19 January: § 7(2)(f)(ii)

§ 7(2)(f)(ii)

#### 2. Mayoral team:

In an emergency § 7(2)(f)(ii) will then reach out to the Mayor.

- § 7(2)(f)(ii) on-call 22 December – 12 January: § 7(2)(f)(ii)
- § 7(2)(f)(ii) on call 23 December – 12 January § 7(2)(f)(ii)

§ 7(2)(f)(ii) can advise the mayor's availability.

#### 3. Controller:

§ 7(2)(f)(ii) Controller on-duty until Dec 29 then it's § 7(2)(f)(ii)

#### 4. Venues and Events:

- § 7(2)(f)(ii) on-call 24 December – 6 January § 7(2)(f)(ii)
- § 7(2)(f)(ii) working (not on call) 31 December until 10pm: § 7(2)(f)(ii) will respond to any community celebration media enquiries only – please call her if you see an email enquiry come in)

Note: Contact from the V&E team to duty comms would likely come from our Event Facilitation team or § 7(2)(f)(ii)

Please see § 7(2)(f)(ii) for a full list of leave and contact numbers.

### Web team

The webbies are not “officially on-call” over the Christmas break. This is a best-efforts service, and the team will do their very best to respond as quickly as they can. Call don't email. In an

emergency, call the OC (there are 2 on call together). If they are unavailable please either leave a message. Please call the phone numbers listed below to contact the team as most of these are their own personal numbers and they won't be monitoring their work phones.

Note, any web requests that are of a technical nature e.g., entire website is down should be directed to the Digital Services HelpDesk on call technician on extension s 7(2)(f)(ii) Normal service will resume on Monday 5 January.

s 7(2)(f)(ii)							
Mon 15							
Tue 16							
Wed 17							
Thur 18							
Fri 19							
Sat 20							
Sun 21							
Mon 22							
Tues 23							
Wed 24							
Thurs 25	OC	OC					
Fri 26	OC	OC					
Sat 27	OC	OC					
Sun28	OC	OC					
Mon 29			OC	OC			
Tues 30			OC	OC			
Wed 31			OC	OC			
January							
Thur 1			OC	OC			
Fri 2					OC	OC	
Sat 3					OC	OC	
Sun 4					OC	OC	
Mon 5							
Tues 6							
Wed 7							
Thur 8							
Fri 9							

s 7(2)(f)(ii)	
Key	
Leave	
On call	OC
Non-work day	

Contact phone numbers

s 7(2)(f)(ii)	
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s 7(2)(f)(i)

s 7(2)(f)(ii)

**Key external contacts:**

NZTA	s 7(2)(a) - Privacy
NZ Police	
Fire Emergency NZ (FENZ)	
Port of Tauranga	
Surf Lifesaving NZ	0800 728 35433 <b>24/7</b>

Department of Conservation	0800 362 468 (ask for media) <b>24/7</b>
Health New Zealand	[Redacted]
Ministry for Primary Industry (MPI)	
BOPRC & Harbourmaster	
Western Bay District Council	
GNS	
Bay Venues	
Tourism BoP	

### Council's Community New Year's Eve Events and Fireworks


- Tauranga City Council New Year's Eve Community Celebrations 6pm to 9.30pm, with fireworks at 9.30pm and midnight:
- Gordon Spratt Reserve – Pāpāmoa
- The Waterfront – Tauranga City Centre
- Fergusson Park – Matua (accessible/low-sensory event from 5.30pm – 6pm)
- Tauranga Racecourse – Greerton (no fireworks at this event due to horses on site, so laser light show instead)
- Blake Park – Mount Maunganui

### Contacts:

- [Redacted] (located in TTOC during the night) for NYE event issues requiring Council action or fireworks-related queries contact [Redacted]
- [Redacted] working all day and will be at the events (Matua & Papamoa) from 4pm to 10pm. [Redacted] will handle any cancellation comms and community celebration media enquiries on the day – please call her at [Redacted] if an email enquiry comes through.
- **For crisis/urgent communications support (e.g. incident)** - Duty Comms will be enacted.
- **Escalation Contact** - [Redacted] is on-call for NYE and is the media spokesperson. Contact [Redacted]
- **Note:** Communication from the Venues and Events team to Duty Comms will likely come via the Event Facilitation team or [Redacted]

- Any non-event-related issues on NYE should go through normal call centre/business unit escalation points.

### **Media bookings over the break**

Below is the objective link to the Emergency Contacts for all live campaigns over Christmas closure. It sits with our main 'Current Media Plan' folder which holds all media bookings for the Dec and Jan period. 

### **Billboards**

Owens Place and Maui Billboard

If for whatever reason advertising needs to be pulled contact

 contact 



### **Water Watchers 2024/25**

Water Watchers is Tauranga's year-round plan for managing water use in the city. The plan provides timeframes for the types of water-use activities that are allowed and not allowed at different times of the year.

Summer is when we need to be using the least water possible to see our water resources (streams and facilities) kept in good shape. If the plan isn't working or the weather means less rain, and higher water usage than predicted, we will need to let people know to urgently reduce their water use. This will be communicated in two stages:

1. Warning
2. Critical supply

Guidance for on-call community relations staff during the holiday period can be found here:



### **Kerbside collections these summer holidays**

If your kerbside bins are usually collected on a Thursday or a Friday, your collection day will be one day later than usual for two weeks over the Christmas and New Year's holidays – from Thursday, 25 December (Christmas Day) to Friday, 2 January. This is to give our kerbside collections team a well-deserved break on Christmas and New Year's Days.

If you have extra glass, recycling, or rubbish that won't fit into your kerbside bins, save it for future collection days or take it to Te Maunga Transfer Station. Extra recycling or glass can be dropped off free, while rubbish costs \$6 per 60L bag (up to 4 bags, with a maximum weight of 10kg per bag; more than 4 bags will be charged at the standard rate based on weight). Kerbside bins with lids that won't close, or overfilled glass recycling bins can't be collected.

Te Maunga Transfer Station will operate regular hours over summer (Monday to Friday 7.30am-5pm, Saturday and Sunday 8.30am-5pm) except on these days:

Thursday, 25 December: closed for Christmas Day

Friday, 26 December: open 8.30am-5pm for Boxing Day

Thursday, 1 January: closed for New Year's Day

Friday, 2 January: open 8.30am-5pm for the Day after New Year's public holiday

## Weather Events

When to post MetService weather update on Facebook:



## Holding draft key messages

### 1. Serious incident at Council run event:

Keep short and factual – what does the community need to know? Show empathy.

- *This evening there was an incident (\*details) at community celebration/event in (\*location)*
- *xx person was taken to hospital and xx people were treated by medical staff on site*

- *Our thoughts are with the people that were unfortunately injured at the community celebration/event*
- *Worksafe NZ has been notified*
- *We're communicating with those directly affected by the incident and will be able to provide another update either later today or tomorrow.*

*Call Marty and agree who in Council needs to be involved in the response - establish a MS Teams chat to stay connected. Make sure Customer Contact Centre are alerted and are part of MS Teams chat.*

## **2. Cyclone/Severe weather event:**

Check out key messages that were used during Cyclone Gabriel s 7(2)(a) - Privacy

s 7(2)(a) - Privacy

## **3. Heavy Rain**

- *A heavy rain checklist is made prior to any predicted rain event and is performed again at the end of the event. This is predominantly for inlets and outlets with a history of blocking with debris that is mobilised in a storm.*
- *We are carrying out all our usual checks for when there's significant rain on the radar, including sending our maintenance contractor to check sumps in areas known to flood with heavy rainfall.*

## **4. Mauao closures**

- *Mauao base track to close due to high swells*
  - *Te Ara Tūtanga (Mauao base track) will be closed today, (\*date) due to high swells.*
  - *The closure will be in place from (\*time) until the swell has subsided. We hope to reopen the track by (\*time) this afternoon.*
  - *This closure is to ensure public safety. Signage and barriers will be in place at all closure points.*
- *Advisory update:*
  - *Due to rising swells, we have closed Moturiki (Leisure Island) to ensure public safety. The closure will be in place until the swell has subsided*
- *Facebook update:*
  - *Due to rising swells, we have made the call to close Moturiki (Leisure Island) to ensure public safety. The closure will be in place until the swell has subsided.*

## Social Media

The day to day guide to managing the Tauranga City Council Social media is here:

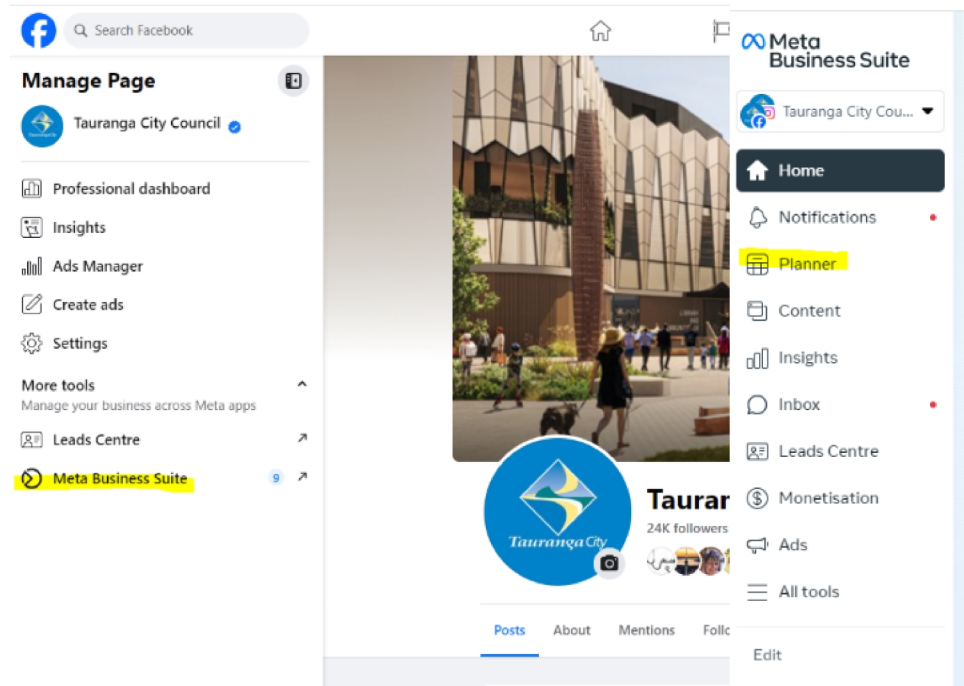


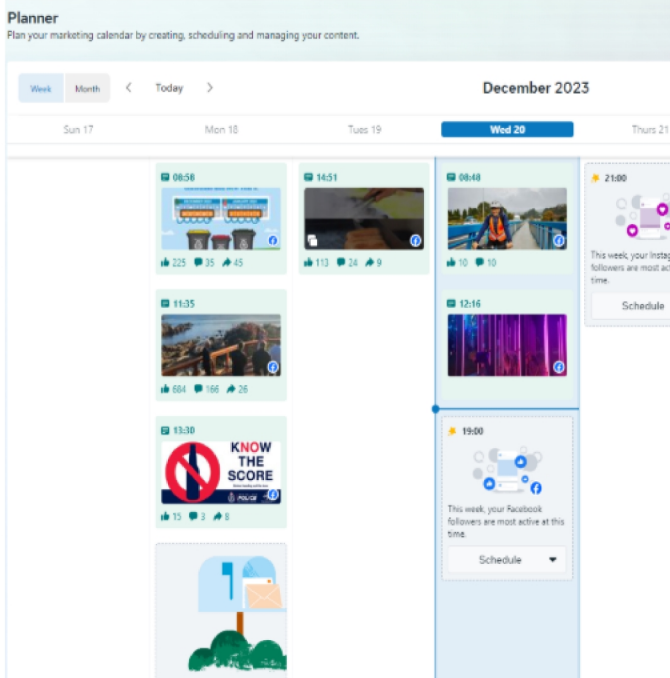
### Current advertising campaigns over the Summer 2025 – 2026 period:

- Pool safety
- Kerbside summer campaign
- Alcohol Safety

If you need to turn off the campaigns – go to and turn off the campaign with the on/off toggle.

If you need to cancel a scheduled social post that is noted in the schedule, follow the below steps that will take you to the planner, where you can then click on the post you want to 'delete' or 'reschedule' but clicking on the post and then the three dots for options.





If you really get stuck call s 7(2)(f)(ii)

**TCC Social Media log in information: (As at December 2024)**

In the event of a crisis, Duty comms will need to have the ability to update websites (What's On Tauranga, The Historic Village and Baycourt) and the Facebook and Instagram accounts for What's On Tauranga, The Historic Village, The Cargo Shed.

*"Thanks for your message. We aren't actively monitoring Facebook between 24 December 2024 and 6 January 2025, so we may not be able to get back to you straight away. If you need to contact Council, please call our contact centre on 07 577 7000. Happy holidays".*

<p><b>Facebook</b></p>	<p><span style="background-color: black; color: white;">s 7(2)(a) - Privacy</span></p> <p>User needs to login via their personal Facebook account.</p> <p>Email <span style="background-color: black; color: white;">s 7(2)(a) - Privacy</span> to request admin rights to TCC's page.</p>
<p><b>Instagram</b></p>	<p><span style="background-color: black; color: white;">s 7(2)(a) - Privacy</span></p> <p>User needs to login via their personal Facebook account.</p> <p>Email <span style="background-color: black; color: white;">s 7(2)(a) - Privacy</span> to request admin rights to TCC's page.</p>

	<p>Backup username and password:</p> <p>Username: [Redacted] s 7(2)(a) - Privacy</p> <p>Password: [Redacted]</p>
<b>Neighbourly</b>	<p>[Redacted] s 7(2)(a) - Privacy</p> <p>Username: [Redacted] s 7(2)(a) - Privacy</p> <p>Password: [Redacted]</p> <p>Email <a href="mailto:helpdesk@neighbourly.co.nz">helpdesk@neighbourly.co.nz</a> for any technical support</p>
<b>LinkedIn</b>	<p>[Redacted] s 7(2)(a) - Privacy</p> <p>User needs to login via their personal LinkedIn account.</p> <p>Email [Redacted] s 7(2)(a) - Privacy to request admin rights to TCC's group. User must connect with one of the existing administrators for them to be able to invite them to join as an admin.</p>
<b>Antenno</b>	<p>[Redacted] s 7(2)(a) - Privacy</p> <p>Individual accounts</p> <p>Email [Redacted] s 7(2)(a) - Privacy to request an account</p> <p>User's login is their work email address and password is set by the user.</p>
<b>YouTube</b>	<p>Login to TCC's Google account [Redacted] s 7(2)(a) - Privacy</p> <p>Username: [Redacted] s 7(2)(a) - Privacy</p> <p>Password: [Redacted]</p>
<b>Tiktok</b>	<p>Username [Redacted] s 7(2)(a) - Privacy</p> <p>Password: [Redacted]</p>

**My Tauranga**

<b>Facebook</b>	<p>[Redacted] s 7(2)(a) - Privacy</p> <p>User needs to login via their personal Facebook account.</p>
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	<p>Email <span style="background-color: black; color: white;">s 7(2)(a) - Privacy</span> to request admin rights to TCC's page. User must 'like' the TCC page from their personal account before admin invite is able to be sent.</p>
<b>Instagram</b>	<p><span style="background-color: black; color: white;">s 7(2)(a) - Privacy</span></p> <p><span style="background-color: black; color: white;">s 7(2)(a) - Privacy</span></p>

**Cargo Shed:**

<b>Facebook</b>	<p><span style="background-color: black; color: white;">s 7(2)(a) - Privacy</span></p> <p>User needs to login via their personal Facebook account.</p> <p>Email <span style="background-color: black; color: white;">s 7(2)(a) - Privacy</span> to request admin rights to TCC's page.</p>
<b>Instagram</b>	<p><span style="background-color: black; color: white;">s 7(2)(a) - Privacy</span></p> <p><span style="background-color: black; color: white;">s 7(2)(a) - Privacy</span></p>

**Historic Village:**

<b>Facebook</b>	<p><span style="background-color: black; color: white;">s 7(2)(a) - Privacy</span></p> <p>User needs to login via their personal Facebook account.</p> <p>Email <span style="background-color: black; color: white;">s 7(2)(a) - Privacy</span> to request admin rights to TCC's page.</p>
<b>Instagram</b>	<p><span style="background-color: black; color: white;">s 7(2)(a) - Privacy</span></p> <p><span style="background-color: black; color: white;">s 7(2)(a) - Privacy</span></p>