

TAURANGA CITY COUNCIL LOCAL GOVERNANCE STATEMENT 2010-2013

As required under s40 of the Local Government Act 2002

FUNCTIONS, RESPONSIBILITIES AND ACTIVITIES

The purpose of the Tauranga City Council (“Council”) is to enable democratic local decision-making to promote the social, economic, environmental and cultural well-being of Tauranga city in the present and for the future.

In meeting its purpose, Council’s roles are to;

- Facilitate solutions to local needs
- Advocate on behalf of the local community with central government, other local authorities and other agencies
- Sustainably develop and manage the community’s assets
- Plan for the future needs of the district
- Regulate various activities within the district
- Fund activities that provide benefit to the district’s community’s
- Ensure the reliable provision of those services that the community needs
- Monitor progress towards the achievement of the community’s outcomes and the performance of Council’s activities
- Ensure the community is well informed of issues affecting it
- Ensure that people have the opportunity to meaningfully participate in local decision making processes

In fulfilling its purpose, Council exercises powers and fulfils responsibilities conferred on it by the following legislation:

Airport Authorities Act 1966	Land Transport Act 1998
Animal Welfare Act 1993	Land Transport Management Act 2003
Animals Act 1967	Limitation Act 2010
Animals Law Reform Act 1989	Litter Act 1979
Arts Council of New Zealand Toi Aotearoa Act 1994	Local Authorities (Members Interests) Act 1968
Auctioneers Act 1928	Local Electoral Act 2001
Bill of Rights Act 1990	Local Government Act 1994
Biosecurity Act 1993	Local Government Act 2002
Building Act 2004	Local Government Official Information and Meeting Act 1987

Building Research Levy Act 1969	Local Government (Rating) Act 2002
Burial and Cremation Act 1964	Machinery Act 1950
Bylaws Act 1910	Major Events Management Act 2007
Cadastral Survey Act 2002	Marine and Coastal Area (Takutai Moana) Act 2011
Charities Act 2005	Minimum Wage Act 1983
Children's Health Camp Act 1972	Municipal Insurance Act 1960
Chartered Professional Engineers of NZ Act 2002	National Provident Fund Restructuring Act 1990
Citizenship Act 1977	New Zealand Bill of Rights Act 1990
Civil Aviation Act 1990	New Zealand Geographic Board (Nga Pou Taunaha o Aotearoa) Act 2004
Civil Defence Emergency Management Act 2002	New Zealand Library Association Act 1939
Civil List Act 1979	New Zealand Public Health and disability Act 2000
Climate Change Response Act 2002	Oaths and Declarations Act 1957
Commerce Act 1986	Occupiers Liability Act 1962
Companies Act 1993	Ombudsmen Act 1975
Conservation Act 1987	Parental Leave and Employment Protection Act 1987
Consumer Guarantees and Fair Trading Act 1993	Plumbers and Gasfitters and Drainlayers Act 2006
Copyright Act 1994	Privacy Act 1993
Counties Insurance Empowering Act 1941	Property Law Act 2007
Crimes Act 1961	Prostitution Reform Act 2003
Dangerous Goods Act 1974	Protected Disclosures Act 2000
Disabled Persons Community Welfare Act 1975	Public Bodies Contracts Act 1959
District Courts Act 1947	Public bodies Leases Act 1969
Dog Control Act 1996	Public Works Act 1981
Earthquake Commissions Act 1993	Queen Elizabeth the Second National Trust Act 1977
Electricity Act 1992	Railway Safety and Corridor Management Act 1992
Employment Relations Act 2000	Rating Valuations Act 1998
Energy Companies Act 1992	Rates Rebate Act 1973
Environment Act 1986	Reserves Act 1977
Environment Protection Authority Act 2011	Residential Tenancies Act 1986
Equal Pay Act 1972	Resource Management Act 1991
Fair Trading Act (1986)	River Boards Act 1980
Fencing Act 1978	Sale of Liquor Act 1989
Fencing of Swimming Pools Act 1987	Secret Commissions Act 1910
Finance Act (No2) 1941	Securities Act 1978
Financial Reporting Act 1993	Securities Transfer Act 1991
Fire Services Act 1975	Smoke-free Environments Act 1990
Food Act 1981	Soil Conservation and Rivers Control Act 1952
Forest and Rural Fires Act 1977	Sovereign's Birthday Observance Act 1952
Gambling Act 2003	Standards Act 1988
Gas Act 1992	Statutory Land Charges Registration Act 1928
Goods and Services Tax Act 1985	Summary Offences Act 1981
Government Roding Powers Act 1989	Survey Act 1986
Hazardous Substances New Organisms Act 1996	Summary Proceedings Act 1979

Health Act 1956	Telecommunications Act 1987
Health and Safety in Employment Act 1992	Te Ture Whenua Maori Act 1993
Historic Places Act 1993	Treaty of Waitangi Act 1975
Holidays Act 2003	Trespass Act 1980
Housing act 1955	Trustee Act 1956
Human Rights Act 1993	Unit Titles Act 1972
Impounding Act 1995	Utilities Act 2010
Income Tax Act 2007	Valuers Act 1948
Insolvency Act 2006	Walking Access Act 2008
Interpretation Act 1999	Waste Minimisation Act 2008
Land Act 1948	Weathertight Homes Resolution Services Act 2006
Land Drainage Act 1908	Wild Animal Control Act 1977
Land Transfer Act 1952	Wildlife Act 1953

LOCAL LEGISLATION

In addition to the legislation that applies to all local authorities, Council is also bound by the following local legislation (Acts that apply specifically to it). These are:

Local Act Name	Purpose
Tauranga Foreshore Vesting and Endowment Act 1915	An Act to vest certain Lands in the Tauranga Harbour Board.
Tauranga Harbour Amendment and Foreshore Vesting Act 1917.	An Act to extend the Tauranga Harbour District and vest Part of the Foreshore in the Tauranga Harbour Board.
Tauranga County Empowering Community Centres Act 1965	An Act to empower the Tauranga County Council to establish and maintain community centres within the County of Tauranga, to raise and expend loans for such purpose, and to strike a rate or a levy to cover the costs incidental to such establishment and maintenance
Tauranga City Council and Maunganui Borough Council Tauranga Harbour Bridge Empowering Act 1972	An Act to empower the Mayor, Councillors, and Citizens of the City of Tauranga, and the Mayor, Councillors, and Citizens of the Borough of Mount Maunganui, to embark upon a joint scheme for the construction, maintenance, and control of a bridge across the Tauranga Harbour
Tauranga City Council and Mount Maunganui Borough Council Tauranga Harbour Bridge Empowering Amendment Act 1985	An Act to amend the Tauranga City Council and Mount Maunganui Borough Council (Tauranga Harbour Bridge) Empowering Act 1972
Tauranga City Council Waikareao Estuary Expressway Empowering Act 1989	An Act to authorise and empower the Tauranga City Council to reclaim land for the purpose of constructing a road generally along the eastern foreshore of the Waikareao Estuary in the Tauranga Harbour
Tauranga City Council Route K Toll Empowering Act 2000	An Act authorising the Council to levy and collect tolls in respect of the use of Route K by vehicles.

ELECTORAL SYSTEMS

Council currently operates its elections under the first past the post (FPP) electoral system. Electors vote by indicating their preferred candidate(s), and the candidate(s) that receives the most votes is declared the winner regardless of the proportion of votes that candidate(s) obtained.

The other option permitted under the Local Electoral Act 2001 is the single transferable vote (STV) system. This system is used in district health board elections (as from 2004). Electors rank candidates in order of preference (1, 2, 3, 4 etc.). The number of votes required for a candidate to be elected (called the quota) depends on the number of positions to be filled and the number of valid votes. The necessary number of candidates to fill all vacancies is achieved first by the counting of first preferences then by a transfer of a proportion of votes received by any candidate where the number of votes for that candidate is in excess of the quota, and then by the exclusion of the lowest polling candidates and the transfer of these votes in accordance with voters' second preferences.

Under the Local Electoral Act 2001 the Council can resolve to change the electoral system to be used at the next two elections or conduct a binding poll on the question, or electors can demand a binding poll. A poll can be initiated by at least 5 per cent of electors signing a petition demanding that a poll be held. Once changed, an electoral system must be used for at least the next two triennial general elections, i.e. we cannot change our electoral system for one election and then change back for the next election.

Council's last review of electoral systems was in 2009. No change was made to Council's electoral system for the 2010 elections.

MAORI WARDS

The Local Electoral Act 2001 also gives Council the ability to establish separate wards for Maori electors. The Council may resolve to create separate Maori wards or conduct a poll on the matter, or the community may demand a poll. The demand for a poll can be initiated by a petition signed by 5 per cent of electors within the district.

Council last considered whether or not to have separate Maori wards in November 2008. The Council decided not to have separate Maori wards for the 2010 elections.

COMMUNITY BOARDS

Council currently has no Community Boards.

REPRESENTATION ARRANGEMENTS

Council is required to review its representation arrangements at least once every six years. This review must include the following:

- the number of elected members (within the legal requirement to have a minimum of six and a maximum of 30 members, including the Mayor)
- whether the elected members (other than the Mayor) shall be elected by the entire district (“at large”), or whether the district will be divided into wards for electoral purposes, or whether there will be a mix of ‘at large’ and ‘ward’ representation.
- if election by wards is preferred, then the boundaries and names of those wards and the number of members that will represent each ward.
- whether or not to have separate wards for electors on the Maori roll, if Council has previously decided to have Maori wards, or a poll of electors found in favour of Maori wards.
- Whether to have community boards and if so how many, their boundaries and membership and whether to subdivide a community for electoral purposes.

Council must follow the procedure set out in the Local Electoral Act 2001 when conducting this review, and should also follow guidelines published by the Local Government Commission. The Act gives you the right to make a written submission to the Council, and the right to be heard if you wish.

You also have the right to appeal / object to any decisions on the above to the Local Government Commission which will make a binding decision on the appeal. Further details on the matters that the Council must consider in reviewing its membership and basis of election can be found in the Local Electoral Act 2001.

Council last conducted a review in 2009. As a result of the review, the Local Government Commission determined the following representation arrangements for Tauranga City Council which applied to the 2010 elections and currently stands:

Six representatives comprising of two representatives each for the following Wards:

- Mount Maunganui / Papamoa Ward
- Bethlehem / Otumoetai Ward
- Welcome Bay / Te Papa Ward

Four representatives for at large (city wide) plus the Mayor making a total of eleven elected representatives.

The Local Government Commission also effected a boundary change between the the Te Papa/Welcome Bay ward and the previous Otumoetai/Bethlehem ward now renamed as the Otumoetai/Pyes Pa ward.

THE REORGANISATION PROCESS

The Local Government Act 2002 sets out procedures which must be followed during proposals to:

- make changes to the boundaries of the district
- create a new district
- create a unitary authority, i.e. transfer all of the functions of the BOP Regional Council to Tauranga City Council
- transfer a particular function or functions to another Council.

The procedures for resolving each type of proposal are slightly different. In general they begin with a proposal either from the local authority, the Minister of Local Government, or by a petition signed by 10 per cent of electors.

Proposals for a boundary alteration or transfer of functions from one local authority to another will be considered by one of the affected local authorities or by the Local Government Commission if the local authorities refer the proposal to the Commission or if they cannot agree on which of them should deal with the matter. Proposals for the establishment of new district or for the creation of a unitary authority will be dealt with by the Commission. These proposals cannot be implemented without a poll of electors.

Further information on these requirements can be found in the Local Government Act 2002. The Local Government Commission has also prepared guidelines on procedures for local government reorganisation.

ROLES AND CONDUCT

The Mayor and the Councillors of the Tauranga City Council have the following roles:

- setting the policy direction of Council
- monitoring the performance of the Council
- representing the interests of the district (on election all members must make a declaration that they will perform their duties faithfully and impartially, and according to their best skill and judgement in the best interests of the district)
- employing the Chief Executive (under the Local Government Act the local authority employs the Chief Executive, who in turn employs all other staff on its behalf).

The Mayor is elected by the district as a whole and as one of the elected members shares the same responsibilities as other members of Council. In addition the Mayor has the following roles:

- Presiding member at Council meetings. The Mayor is responsible for ensuring the orderly conduct of business during meetings (as determined in Standing Orders)
- Advocate on behalf of the community. This role may involve promoting the community and representing its interest. Such advocacy will be most effective where it is carried out with the knowledge and support of the Council
- Ceremonial head of Council
- Providing leadership and feedback to other elected members on teamwork and chairing committees.

The Deputy Mayor is elected by the members of Council at the first meeting of the Council and exercises the same roles as other elected members. In addition, if the Mayor is absent or incapacitated, or if the office of Mayor is vacant, then the Deputy Mayor must perform all of the responsibilities and duties, and may exercise the powers of the Mayor (as summarised above). The Deputy Mayor may be removed from office by resolution of Council.

Council may create one or more committees of Council. A committee chairperson is responsible for presiding over meetings of the committee, ensuring that the committee acts within the powers delegated by Council, and as set out in the Council's Delegations Manual. A committee chairperson may be removed from office by resolution of Council.

The Chief Executive is appointed by the Council in accordance with section 42 and clauses 33 and 34 of Schedule 7 of the Local Government Act 2002. The Chief Executive implements and manages the Council's policies and objectives within the budgetary constraints established by the Council. Under section 42 of the Local Government Act 2002, the responsibilities of the Chief Executive are:

- implementing the decisions of the Council
- providing advice to the Council
- ensuring that all responsibilities, duties and powers delegated to the Chief Executive or to any person employed by the Chief Executive, or imposed or conferred by an Act, regulation or bylaw are properly performed or exercised
- managing the activities of the Council effective and efficiently
- maintaining systems to enable effective planning and accurate reporting of the financial and service performance of the Council
- providing leadership for the staff of the Council
- employing staff (including negotiation of the terms of employment for the staff).

Elected members have specific obligations as to their conduct in the following legislation:

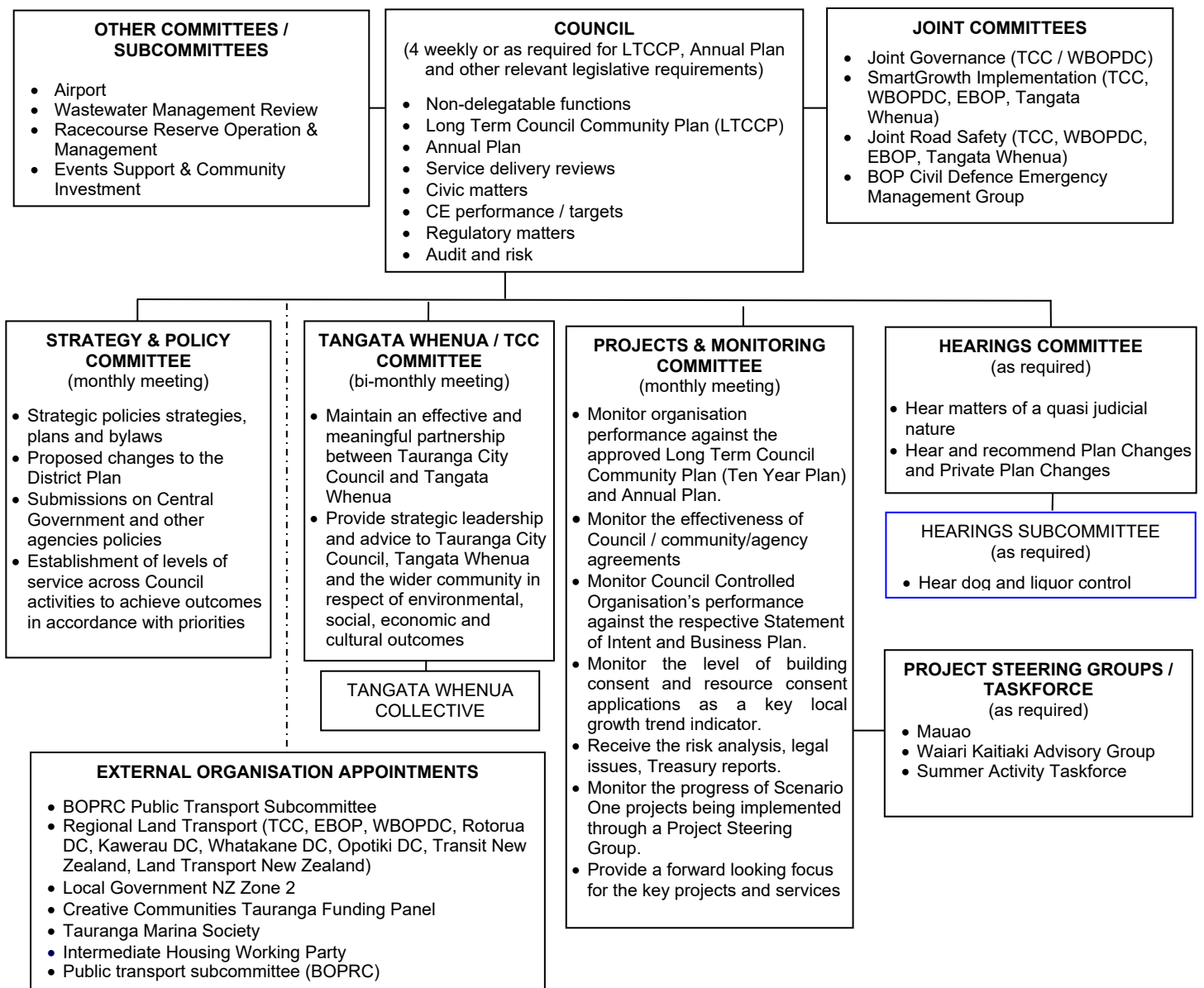
- Schedule 7 of the Local Government Act 2002, which includes obligations to act as a good employer in respect of the Chief Executive and to abide by the current code of conduct and Standing Orders
- The Local Authorities (Members' interests) Act 1968 which regulates the conduct of elected members in situations where there is, or could be, a conflict of interest between their duties as an elected member and their financial interests (either direct or indirect)

- The Secret Commissions Act 1910, which prohibits elected members from accepting gifts or rewards which could be seen to sway them to perform their duties in a particular way
- The Crimes Act 1961 regarding the acceptance of gifts for acting in a certain way and the use of official information for private profit.

All elected members are required to adhere to a code of conduct. Adopting such a code is a requirement of the Local Government Act 2002. Once adopted, such a code may only be amended by a 75 per cent or more vote of the Council. The code sets out the Council's understanding and expectations of how the Mayor and Councillors will relate to one another, to staff, to the media and to the general public in the course of their duties. It also covers disclosure of information that is received by or is in the possession of elected members, and contains details of the sanctions that the Council may impose if an individual breaches the code. Copies of the full code of conduct may be obtained from the Manager: Democracy Services or from the website www.tauranga.govt.nz

GOVERNANCE STRUCTURES

Council reviews its committee structures after each triennial election. At the last review, which was carried out in 2010, Council agreed the following committee structure:



Further details on these committees, including their scope of activities, membership and meeting schedule, can be obtained from the Manager: Democracy Services or from Council's website.

Council may also, from time to time, establish ad-hoc committees to consider a particular issue or issues.

COUNCIL ORGANISATIONS / COUNCIL CONTROLLED ORGANISATIONS

As at January 2010 the following organisation has been identified as a "Council Organisation" as defined under Part 1 of the Local Government Act 2002;

Organisation	Council Appointed Member
Tauranga Marina Society	§ 7(2)(f)(ii)

As at January 2009, the following organisations as defined under Part 1 s6 of the Local Government Act 2002 have been identified as "Council Controlled Organisations" (CCO). The exception is the Rural Fire Entity, which has been exempted from the requirements of the LGA, by Council resolution (M03/19.2).

Organisation	Council Appointed Member
Tauranga City Aquatics Limited	§ 7(2)(f)(ii) Hemi Rolleston, § 7(2)(f)(ii)
Western Bay of Plenty Visitor and Tourism Trust	§ 7(2)(f)(ii)
Tauranga Art Gallery Trust	§ 7(2)(f)(ii)
Tauranga City Investments Ltd	§ 7(2)(f)(ii) Christine Jones, § 7(2)(f)(ii)
Tauranga City Venues Ltd	§ 7(2)(f)(ii)
Bay of Plenty Local Authorities Shared Services	§ 7(2)(f)(ii)

Monitoring Requirements

Under Section 65(1) of the LGA, Council is required to regularly monitor the performance of "Council Organisations and Council Controlled Organisations" to evaluate their contribution to the achievement of –

- (a) the local authorities objectives for the organisation; and
- (b) the overall aims and outcomes of the local authority.

This monitoring occurs on an annual basis.

POLICIES FOR LIAISING WITH AND MEMORANDA OF AGREEMENTS WITH MAORI

Parts 2 and 6 of the Local Government Act 2002 provide principles and requirements for local authorities that are intended to facilitate participation by Maori in local authority decision making processes. In summary, the Act requires local authorities to:

- 'take into account' Maori interests where any significant decision are to be made affecting 'land or a body of water'
- establish and maintain processes to provide opportunities for Maori to contribute to decision-making processes
- consider ways to foster the development of Maori capacity to contribute to decision making processes
- put in place processes to consult with Maori, and
- assist Maori to better participate generally in decision making

Tauranga City Council and the Hapu and Iwi of Tauranga Moana have established protocol agreements. The protocols set out:

- the basis of the relationship between Council and the Hapu / Iwi
- representation and mandates
- communication and consultation processes
- specific issues relating to each Iwi / Hapu

Each Hapu / Iwi has the right to appoint a representative onto the Tauranga Moana Tangata Whenua Collective.

The role of the Tauranga Moana Tangata Whenua Collective is to work together to:

- provide a Tangata Whenua forum for Tangata Whenua within the Tauranga City Council area to discuss and debate their local authority issues and concerns to advance and protect the interest of Tangata Whenua.
- Provide an opportunity for the Tauranga City Council and the Tauranga Moana Tangata Whenua Collective to discuss and develop Council concepts, policies, projects and procedures that impact on Tangata Whenua.

The Tauranga Moana Tangata Whenua Collective appoints five members onto the Tauranga City Council / Tangata Whenua Committee. The role of the Tangata Whenua / Tauranga City Council Committee is to provide strategic leadership and advice to Tauranga City Council, Tangata Whenua and the wider community in respect of environmental, social, economic and cultural outcomes relating to Tangata Whenua.

CONDUCT OF MEETING

The legal requirements for Council meetings are set down in the Local Government Act 2002 and the Local Government Official Information and Meetings Act 1987 (LGOIMA).

All Council and committee meetings must be open to the public unless there is reason to consider some item 'in committee (sometimes also called "public excluded")'. Although meetings are open to the public, members of the public do not have speaking rights unless prior arrangements are made with the Chair of the committee. The Committee Secretary should be contacted before the meeting to arrange this.

LGOIMA contains a list of the circumstances where councils may consider items with the public excluded. These circumstances generally relate to protection of personal privacy, professionally privileged or commercially sensitive information, and the maintenance of public health, safety and order. The Council agenda is a public document, although parts may be withheld if the above circumstances apply.

The Mayor or Committee Chairperson is responsible for maintaining order at meetings and may, at his or her discretion, order the removal of any member of the public for disorderly conduct, or remove any member of Council who does not comply with Standing Orders.

Minutes of meetings must be kept as evidence of the proceedings of the meeting. These must be made publicly available, subject to the provisions of the LGOIMA.

For an ordinary meeting of Council, at least 14 days notice of the time and place of the meeting must be given. Extraordinary meetings generally can be called on 3 working days notice.

During meetings the Mayor and Councillors must follow Standing Orders (a set of procedures for conducting meetings). The Council may suspend Standing Orders by a vote of 75 per cent of the members present. Standing Orders are available for viewing on Council's website www.tauranga.govt.nz under Council's Regulatory Documents. Queries regarding Standing Orders should be directed to the Manager: Democracy Services on 577 7000.

CONSULTATION POLICY

The Local Government Act 2002 s82 and s83 sets out certain consultation principles and a procedure that local authorities must follow when making certain decisions. This procedure, **the special consultative procedure**, is regarded as a minimum consultation process.

Council also has a Community Engagement Policy which defines how it engages its community in its decision making processes. This is available on Council's website www.tauranga.govt.nz under Policies.

Council can and does consult outside of the special consultative procedure. When it is adopting its Long Term Council Community Plan, Annual Plan or City Plan it will hold formal and informal meetings with community groups and other interested parties. At these meetings the Council will seek views on the matters which the Council considers to be important and identify issues of concern to the community.

The special consultative procedure consists of the following steps:

- **STEP ONE:** Preparation of a Statement of Proposal and a Summary of Information. The Council must prepare a description of the proposed decision or course of action. The statement must be available for distribution throughout the community and must be available for inspection at the Council office and may be made available elsewhere. The Council also has to prepare a full and fair summary of the proposal which must be distributed as widely as the Council considers to be reasonably practicable. That statement must be included on an agenda for a Council meeting.

- **STEP TWO:** Public notice. The Council must publish a notice in one or more daily newspapers, or in other newspapers of equivalent circulation, of the proposal and of the consultation being undertaken and invite submissions.
- **STEP THREE:** Receive submissions. The Council must acknowledge all written submissions and offer submitters a reasonable opportunity to make an oral submission. The Council must allow at least one month (from the date of the notice) for submissions.
- **STEP FOUR:** Hear submissions. Council must set aside sufficient time to hear all those submitters who wish to speak to Council on their submission. The hearings must be open to the public.
- **STEP FIVE:** Deliberate in public. These meetings where the Council deliberates on the proposal must be open to the public (unless there is some reason to exclude the public under the LGOIMA).
All submissions must be made available to the public unless there is reason to withhold them under LGOIMA.
- **STEP SIX:** Follow up. A copy of the decision and a summary of the reasons must be provided to submitters. There is no prescribed format for such a summary.

By law, the Council must follow the special consultative procedure before it:

- adopts a Long Term Council Community Plan (LTCCP) or Annual Plan
- amends an LTCCP
- adopts, revokes, reviews or amends a bylaw
- changes the mode of delivery for a significant activity (for example from the Council to a Council Controlled Organisation or from a Council Controlled Organisation to a private sector organisation) if that is not provided for in an LTCCP.

The Council may be required to use the special consultative procedure under other legislation, and it may use this procedure in other circumstances if it wishes to do so.

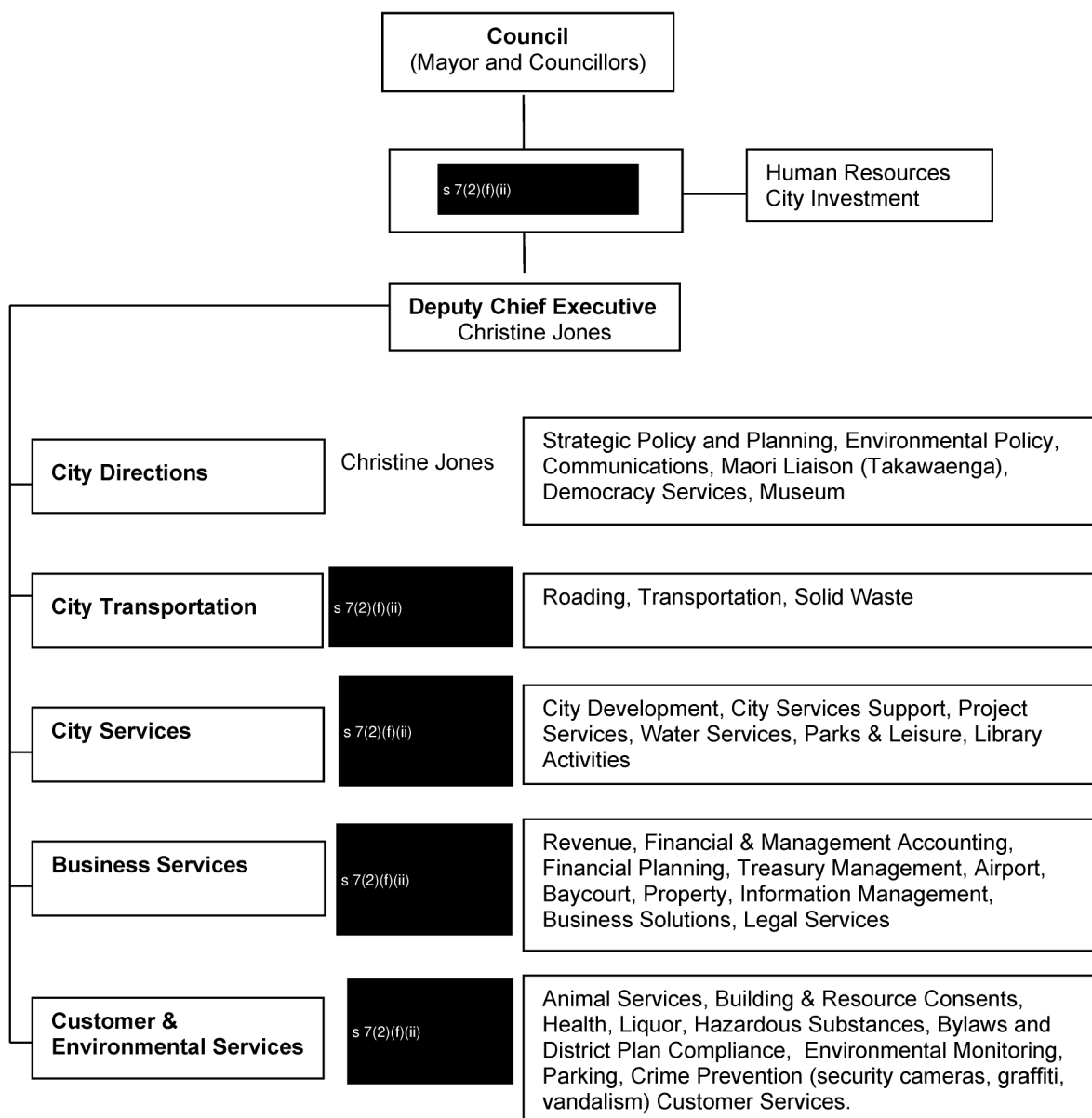
Council's Significance Policy also requires it to consult if the matter is deemed to be significant as per the policy or Council decides that it should be treated as significant. All reports to Council raise the issue of significance and gives Council the opportunity to decide on it.

MANAGEMENT STRUCTURES AND RELATIONSHIPS

The Local Government Act 2002, requires Council to employ a Chief Executive whose responsibilities are to employ other staff on behalf of the Council, implement Council decisions and provide advice to the Council. Under the LGA, the Chief Executive is the only person who may lawfully give instructions to a staff member. Any complaint about individual staff members should therefore be directed to the Chief Executive rather than the Mayor or Councillors.

The Chief Executive is s 7(2)(f)(ii) can be reached on 07 577 7000 or by e-mail: s 7(2)(f)(ii)

Council management is organised as follows:



EQUAL EMPLOYMENT OPPORTUNITIES POLICY

Council is committed to providing Equal Employment Opportunities as an employer and it takes positive action to remove all barriers to employment in respect of recruitment, induction, training, the staff culture and employment conditions.

Further, Council is reviewing its processes and practices to ensure that all forms of discrimination are eliminated and that appointment and promotion is on merit.

A copy of the current policy and implementation plan can be obtained from Council's Human Resources Manager.

KEY APPROVED PLANNING AND POLICY DOCUMENTS

The following are key approved policy and planning documents.

A complete list of Bylaws & Policies, including those that are being consulted on, are available on Council's website: www.tauranga.govt.nz - Council Documents & Reports – Bylaws & Policies.

Document	Date	Contact
Annual Plan	2010/11	Strategy & Policy
Aquatics Strategy – 2001 (<i>currently under review</i>)	2001	TCAL
Asset Management Plans (various)	various	Manager of the Asset
City Centre Strategy	2007	Strategy & Policy
Development Contributions Policy	2010/11	Environmental Policy
Elected Members' Expenses & Resources Policy	2010	Democracy
Integrated Transport Strategy	2005	Transportation
Long Term Council Community Plan (Ten Year Plan)	2009-19	Strategy & Policy
Neighbourhood Plans	Various	Environmental Policy
Open Space Strategy	2006	Parks and Leisure
People First	2004	Customer Service Centre
Procurement Policy	2009	Strategy & Policy
Rating Policies	2009	Business Services
Referenda Policy	2005	Democracy Services
Regional Land Transport Strategy	2004	Transportation
Reserves Management Plans (19)	Various	Parks and Leisure
Revenue & Financing Policy	2009	Strategy & Policy
Significance Policy	2009	Strategy & Policy
SmartGrowth (Growth Management Strategy)	2004	Environmental Policy
SmartArts Strategy	2006	Creative Tauranga
SmartEconomy	2004	Priority One
SmartTourism	2007	Tourism BOP
Sport and Active Living Strategy	2005	Parks & Leisure
Strategic Roding Network (Access Partnership – TDC/Transit NZ/WBOPDC)	1997	Transportation
Sub-Regional Economic Development Strategy	2004	Strategy & Policy
Sub-Regional Parks – Joint Policy	2001	Strategy & Policy
Tauranga City Council City Plan (<i>under review</i>)	2003	Environmental Policy
Tauranga Tomorrow	2004	Strategy & Policy
Treasury Policy	2009	Finance
Triennial Agreement for Local Government in the Bay of Plenty	2003	Strategy & Policy
Urban Design Strategy	2006	Environmental Policy
Vegetation Strategy	2006	Environmental Policy
Wairoa River Valley Strategy	2005	Parks and Leisure
Waste Management Plan for Tauranga and Western Bay of Plenty Districts	2010	Waste Services
Water Supply and Metering	Various	Water Services
Western Bay of Plenty Waste Management Plan	2001	Solid Waste

SYSTEMS FOR PUBLIC ACCESS

Contacting Council;

Post	Hand deliver	Fax	Phone	e-mail	Web site
Tauranga City Council, Private Bag 12022, Tauranga.	Reception, Council's Administration Building, 91 Willow St, Tauranga.	07 577 7199	07 5777 000	info@tauranga.govt.nz	www.tauranga.govt.nz

Council's Service Centres

- Tauranga Administration Building, 91 Willow Street, Tauranga
- Mount Maunganui Library, 400 Maunganui Road, Mount Maunganui
- Papamoa Library, 15 Gravatt Road, Papamoa

Council's Libraries

- Greerton Library, 139 Greerton Road, Tauranga
- Tauranga City Library, corner of Wharf and Willow Streets , Tauranga
- Mount Maunganui Library, 400 Maunganui Road, Mount Maunganui
- Papamoa Library, 15 Gravatt Road, Papamoa

Complaints

Council takes complaints seriously and encourages people to come forward if they are not happy with the service they have received or the process they have or are going through. These provide feedback and opportunities for Council to improve its standards.

As a general rule,

- Complaints are dealt with in confidence. This means the name and address of the person making the complaint is not revealed to the other party, unless required by law to do so or the complainant agrees to the release of the information.
- We will not deal with anonymous complaints.
- Always deal first with the Divisional / Group Manager of the area you are dealing with (if not sure who this is – phone 5777 000 and ask).
- If not satisfied with the way things are being handled or the result, write to the Chief Executive.
- Complaints about regulatory issues are not treated as complaints, unless they are concerned about staff behaviour.
- Complaints about something someone in the community is doing should be in writing and addressed to the "Tauranga City Council" (we will see it gets to the right person).
- Complaints about Elected Members should be directed to the Mayor (same postal address as Council).

Note that issues between neighbours are often civil matters and Council does not become involved unless it involves a bylaw or a non-compliance with a consent condition.

Contacting Elected Members

Elected Members contact details are on Council's web site www.tauranga.govt.nz under About the Council or the inside cover of the Council's Annual Plan document, or by phoning Council on 577 7000 and asking for the details.

The Mayor holds a Mayoral Clinic once a week to hear any issues that individual's wish to raise. It is generally held on Thursdays from 9 am–12 noon, with up to 30 minutes for each appointment. Appointment can be made by phoning the Mayor's Executive Assistant on 577 7017.

REQUESTS FOR OFFICIAL INFORMATION

Under the Local Government Official Information and Meetings Act 1987 (LGOIMA) any person may request information from the Council. Any request for information is a request made under LGOIMA. You do not have to say you are making a request under LGOIMA.

Once a request is made the Council must supply the information unless reason exists for withholding it. The LGOIMA says that information may be withheld if release of the information would:

- endanger the safety of any person
- prejudice maintenance of the law
- compromise the privacy of any person
- reveal confidential or commercially sensitive information
- cause offence to tikanga Maori or would disclose the location of waahi tapu
- prejudice public health or safety
- compromise legal professional privilege
- disadvantage the local authority while carrying out negotiations or commercial activities
- allow information to be used for improper gain or advantage.

Council must answer requests within 20 working days (although there are certain circumstances where this time-frame may be extended). Council may charge for official information under guidelines set down by the Ministry of Justice.

In the first instance you should address requests for official information to:

The Chief Executive, Tauranga City Council, Private Bag 12022, Tauranga 3143