

# COMMUNICATIONS COMMITTEE AGENDA

## Wednesday 17 October 2018

3.30pm, Council Chamber  
Level 2 Phillip Laing House, 144 Rattray Street,  
Dunedin

### Membership

Cr Michael Deaker *(Chairperson)*  
Cr Carmen Hope *(Deputy Chairperson)*  
Cr Graeme Bell  
Cr Doug Brown  
Cr Trevor Kempton  
Cr Michael Laws  
Cr Ella Lawton  
Cr Sam Neill  
Cr Andrew Noone  
Cr Gretchen Robertson  
Cr Bryan Scott  
Cr Stephen Woodhead

### Disclaimer

Please note that there is an embargo on agenda items until 48 hours prior to the meeting. Reports and recommendations contained in this agenda are not to be considered as Council policy until adopted.

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## RECOMMENDATIONS FOR COUNCIL DECISION

Recommendations for Council Decision

### 10. Matters for Council Decision

#### 10.1. ECO Fund - Applications

Recommendation:

1. *To approve the terms of reference for the ECO Fund decision panel (document in attachments)*
2. *To approve the funding recommendations of the ECO Fund decision panel for the following applications to a value of \$88,333 as per attached summary sheet of projects)*

#### **Applications under \$5,000**

*Cat Control*

*Mt Iron Trapping Project*

*Project Kereru*

*Mt Barker Residents Trap Library*

#### **Applications over \$5,000**

*Helping Tomahawk lagoon*

*Clutha Water Project*

*Hydrology research at Sinclair Wetlands*

*Tomahawk Smalls Restoration Project*

*Wakatipu Fill The Gap Predator Control*

*Monitoring Coastal Change*

## **1. APOLOGIES**

## **2. LEAVE OF ABSENCE**

## **3. ATTENDANCE**

## **4. CONFIRMATION OF AGENDA**

Note: Any additions must be approved by resolution with an explanation as to why they cannot be delayed until a future meeting.

## **5. CONFLICT OF INTEREST**

Members are reminded of the need to stand aside from decision-making when a conflict arises between their role as an elected representative and any private or other external interest they might have.

## **6. PUBLIC FORUM**

## **7. PRESENTATIONS**

## **8. CONFIRMATION OF MINUTES**

### **8.1. Minutes**

#### **Recommendation**

*That the minutes of the meeting held on 12 September 2018 be received and confirmed as a true and accurate record.*

#### **Attachments**

3. Communications Committee minutes 12 -09-18 **[8.1.1]**



Minutes of a meeting of the Communications Committee  
held in the Council Chamber at Philip Laing House, Dunedin on  
12 September 2018, commencing at 2:56pm

**Membership**

Cr Michael Deaker	<i>(Chairperson)</i>
Cr Carmen Hope	<i>(Deputy Chairperson)</i>
Cr Graeme Bell	
Cr Doug Brown	
Cr Trevor Kempton	
Cr Michael Laws	
Cr Ella Lawton	
Cr Sam Neill	
Cr Andrew Noone	
Cr Gretchen Robertson	
Cr Bryan Scott	
Cr Stephen Woodhead	

**Welcome**

Cr Deaker welcomed Councillors, media and staff to the meeting.

**1. APOLOGIES**

**Resolution**

*That the apologies for Cr Brown, Cr Kempton, Cr Neill be accepted.*

Moved: Cr Deaker

Seconded: Cr Noone

CARRIED

*For our future*

## **2. LEAVE OF ABSENCE**

No Leave of Absence advised.

## **3. ATTENDANCE**

Sarah Gardner (Chief Executive)  
Nick Donnelly (Director Corporate Services)  
Sian Sutton (Director Stakeholder Engagement)  
Gavin Palmer (Director Engineering, Hazards and Science)  
Scott MacLean (Director Environmental Monitoring and Operations)  
Ian McCabe (Executive Officer)  
Lauren McDonald (Committee Secretary)

## **4. CONFIRMATION OF AGENDA**

The agenda was confirmed as tabled.

## **5. CONFLICT OF INTEREST**

No conflicts of interest were advised.

## **6. PUBLIC FORUM**

No public forum was held.

## **7. PRESENTATIONS**

No presentations were held.

## **8. CONFIRMATION OF MINUTES**

### **Resolution**

*That the minutes of the meeting held on 1 August 2018 be received and confirmed as a true and accurate record.*

Moved: Cr Hope  
Seconded: Cr Noone  
CARRIED

## **9. ACTIONS** (Status report on the resolutions of the Communications Committee)

No current items for action.

## **10. MATTERS FOR COUNCIL DECISION**

### **10.1. ECO Fund Decision Panel**

The report set out the suggested format of the decision panel and sought approval of the recommended membership for applications to the ECO Fund.

It was agreed to amend the recommendation to remove specified councillor names for the panel and to have the membership open to all councillors, with the option for a councillor to step aside for discussion on particular applications due to conflict of interest.,

It was confirmed that the applications, which had been reviewed by the panel, would be brought to full council for final decision.

#### **Resolution**

*For the proposal to be ratified by Council, that:*

- (a) Councillors appoint a Chair for the ECO Fund decision panel. Cr Deaker (to remain as Chair)*
- (b) Councillors appoint three Councillors to be part of the first decision panel for the funding round 1-20 September 2018 (the three Councillors will revolve for each funding round)*

Moved: Cr Scott  
Seconded: Cr Hope  
CARRIED

### **10.2. ORC Values & Pillars**

The report outlined the feedback from workshops and staff consultation on the Council's 'Organisational Narrative' (vision, purpose statements (pillars) and values) and sought Council's formal endorsement of the vision, purpose statements and values detailed in the report for operational implementation.

It was noted for Harbour Management to be included.

#### **Resolution**

- a) That the vision, purpose statements, values and 'strategy on a page' are formally adopted and endorsed for operational implementation.*

Moved: Cr Lawton  
Seconded: Cr Robertson  
CARRIED

## **11. MATTERS FOR NOTING**

### **11.1. Director's Report on Progress**

The report outlined the Stakeholder Engagement activity between 23 July 2018 and 29 August 2018.

Discussion was held on the report content, it was noted that:

- Attendance at the Friends of Lake Hayes AGM on 21 September 2018 -  
Cr Laws confirmed he would attend.
- Navigational Safety Bylaw -  
Mrs Sutton advised a summary report would be provided back to Council on the submissions received.
- Public hearing of the Peninsular Bus Service -  
Hearing to be held on Tuesday 18 September at the ORC Council Chambers.

*Cr Scott left the meeting at 03:36 pm and returned at 03:37 pm.*

### **Resolution**

a) *That this report is noted.*

Moved: Cr Deaker  
Seconded: Cr Noone  
CARRIED

## **12. NOTICES OF MOTION**

No Notices of Motion were advised.

## **13. CLOSURE**

The meeting was declared closed at 3:45 pm.

### **Chairperson**



## 9. ACTIONS

Status report on the resolutions of the Communications Committee.

<b>Item</b>	<b>Meeting</b>	<b>Resolution</b>	<b>Status</b>
<b>SHE1813 - ORC Values &amp; Pillars</b>	12/09/18	Action request to include Harbour Management	CLOSED. Completed.

### **Attachments**

Nil

## 10. MATTERS FOR COUNCIL DECISION

### 10.1. ECO Fund - Applications

**Prepared for:** Communications Committee  
**Report No.** SHE1817  
**Activity:** Governance Report  
**Prepared by:** Lisa Gloag, Strategic Communications and Engagement Advisor  
**Date:** 17 October 2018

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#### 1. Précis

Report to Council to approve recommendations for ECO Fund applications for the funding round 1 – 20 September 2018. <https://www.orc.govt.nz/our-council-our-region/eco-fund>

**Vision:** ECO Fund will support work that protects and enhances Otago's environment.

**Purpose:** To support community-driven environment activities

**Objectives:** To support administration costs, align with ORC environmental strategies, support both small and large projects, encourage community collaborations/partnerships, and promote ORC's profile within the community.

#### 2. Background

The first round of ECO Fund applications closed on 20 September. Applications received:

Category	Applications	Total requested
Over \$5,000	15	\$258,853
Under \$5,000	14	\$64,309

The logo for 'ecofund' is written in a green, lowercase, sans-serif font. The 'e' and 'o' are connected, and the 'f' is stylized with a long descender.

*Environment. Community. Otago.  
Te Ao Turoa. Hapori. Ōtākou.*

Total Funds Requested:	\$318,162
Total Funds Available:	\$88,333

It has been pleasing to see a diverse range of applications from around the region in the Dunedin, Clutha, North Otago and Central Otago areas.

All applications have been made available for Councillors to view prior to the communications Committee. A project sheet is also attached to this report which provides a brief summary of all applications received.

Cr Deaker (Chair of the ECO Fund Decision Panel) met with Stakeholder Engagement staff to review the decision process on 4 October 2018.

The ECO Fund Decision Panel met on 11 October 2018 to review and decide which applications to recommend be successful in receiving funding. The meeting's minutes are attached to this report.

Some application names below have been simplified from full names given on applications.

#### Applications under \$5,000

Name	Decision	Amount
Cat Control	Yes	\$3,000
Mt Iron Trapping Project	Yes	\$4,800
Project Kereru	Yes	\$1,592.75
Mt Barker Residents Trap Library	Yes	\$4,996
Central Otago Environment Society	No	
Infectious Personalities	No	
North East Valley Pest Control	No	
Water Flea	No	
Effects of DCST	No	
Monitoring Wasp Density	No	
Otago Harbour Seabin	No	
Possum Parasites Near Karitane	No (Withdrawn)	
Non Target Effects of Wasp Trap	No	
Open VUE: Activating the Community	No	
	<b>Total:</b>	<b>\$14,388.75</b>

#### Applications over \$5,000

Name	Decision	Amount
Helping Tomahawk lagoon	Yes	\$27,200
Clutha Water Project	Yes	\$9,667 x3
Hydrology research at Sinclair Wetlands	Yes	\$5,225
Tomahawk Smaills Restoration Project	Yes	\$12,769.25
Wakatipu Fill The Gap Predator Control	Yes	\$10,080
Monitoring Coastal Change	Yes	\$9,003
Extending Pest Aversion Fence – South OPBG	No	
Moeraki Peninsula Plantings	No	
Moturata Taieri Whanau Community Trapping Project	No	

Research, management and advocacy of leopard seals	No	
Bird Count on the Dart and Rees Rivers, Glenorchy	No	
Waitaki Community Nursery Coordinator	No	
Wildlife Vet Internship	No	
Field Officer – Hereweka Harbour Cone Block	No	
Makarora Catchment Threatened Species Project	No	
	<b>Total:</b>	<b>\$73,944.25</b>

**Total funds allocated: \$88,333**

### **3. Recommendation**

- (a) *To approve the terms of reference for the ECO Fund decision panel (document in attachments)*
- (b) *To approve the funding recommendations of the ECO Fund decision panel for the following applications to a value of \$88,333 as per attached summary sheet of projects)*

**Applications under \$5,000**

*Cat Control  
Mt Iron Trapping Project  
Project Kereru  
Mt Barker Residents Trap Library*

**Applications over \$5,000**

*Helping Tomahawk lagoon  
Clutha Water Project  
Hydrology research at Sinclair Wetlands  
Tomahawk Smaills Restoration Project  
Wakatipu Fill The Gap Predator Control  
Monitoring Coastal Change*

**Endorsed by:** Sian Sutton  
**Director Stakeholder Engagement**

**Attachments**

1. Terms of Reference - ECO Fund [10.1.1]
2. UNDER 5 K SEPT summary [10.1.2]
3. OVER 5 K SEPT summary [10.1.3]



## **TERMS OF REFERENCE**

### **ECO Fund Decision Panel**

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#### **Purpose and function of the decision panel**

- Assess all ECO Fund applications and give them a score according to the assessment checklist
- Provide recommendations to full council on which applications should receive funding (recommendations made by the panel are not final and must be agreed upon by the full council)
- Maintain a relationship with Stakeholder Engagement team
- Provide feedback on this process when the ECO Fund is reviewed in July 2019

The decision panel will comprise four members of council, with a permanent chair (Cr Michael Deaker) and three other councillors who will rotate each funding round so all councillors are given the opportunity to be on the decision panel. Cr Hope will serve as deputy chair to Cr Deaker, and will take over the chair's duties if he is unable to fulfil them for any reason.

Stakeholder Engagement staff will manage the administration of the applications and do an initial check of applications against the criteria and terms & conditions. Staff will work with the chair to coordinate a meeting for the ECO Fund decision panel and will also attend the meeting, along with the director (Sian Sutton).

#### **How the decision panel operates**

The ECO Fund decision panel will meet after each funding round has concluded but prior to the following council meeting.

- Funding round one: 1-20 September
- Funding round two: 1-20 January
- Funding round three: 1-20 May

The length of meetings will depend on the amount of applications received. Two hours should be put aside and the date, time and location of meetings will be managed through Cr Deaker in collaboration with the Stakeholder Engagement team.

As the ECO Fund amount of \$250,000 per year is split into three funding rounds there is approximately \$83,333 available in each round. Panel members should seek to make decisions according to this number.

#### **Reporting**

The ECO Fund Decision Panel will report to council at the Communications Committee

## Timeframe

The ECO Fund will be reviewed in July 2019, which is one year after its launch in July 2018. This review will determine whether the decision panel as agreed in this document will still stand or amendments are made.

## **Please remember the following principles as you assess proposals to the ECO Fund:**

**Definition of the fund as advertised: “Otago Regional Council’s (ORC) ECO Fund supports *community-driven* projects that *support or enhance Otago’s environment*”**

- The proposals must remain confidential. They may have commercial sensitivity and are the intellectual property of the organisation making the proposal;
- The work of the selection panel will be subject to both the Privacy Act 1993, and the Local Government Official Information and Meetings Act 1987. Proposers can request information about the process and about any information pertaining to them. Individual panel members’ names will not be made available and will be blanked out of any papers provided in response to an OIA request. However, members should be aware that comments on score sheets and in meeting minutes are discoverable;
- Full and proper consideration against ECO Fund criteria be given to each and every proposal;
- A record of our rankings and comments will be kept, and collective discussions and decisions regarding the ranking of each proposal will be recorded;
- Should an application be unsuccessful but re-considered in a subsequent funding round, rankings will be amended according to any further information provided.
- Declare any conflicts of interest i.e. any involvement or relationship which may reduce your objectivity about any proposal. If you are not sure, declare and your concern can be considered.
- Do not accept hearsay as a basis for decision making. Your judgement is to be based on what you find in the written proposal, not on any other information;
- Personal knowledge should also be excluded from the panel’s deliberations. It is expected that selection will be based only on what’s in the proposal.
- It is important for you to bear in mind that you are making recommendations for expenditure of public funds, and you should consider best value;
- It is important that the panel arrive at a consensus or common understanding on each assessed item, by the end of the selection meeting. You can, however, agree to disagree and this bringing together of disparate views will be recorded.

## **Conflicts of Interest**

Decision panel members will maintain a clear separation between their personal interests and their duties as elected members in order to ensure that they are free from bias (whether real or perceived). Members therefore must familiarise themselves with the provisions of the Local authorities (Members' Interests) Act 1968 (LAMIA).

Members will not participate in any council discussion or vote on any matter in which they have pecuniary interest, other than interest in common with the general public. This rule also applies where the member's spouse contracts with the authority or has a pecuniary interest. Members shall make a declaration of interest as soon as practicable after becoming aware of any such interests.

If a member is in any doubt as to whether or not a particular course of action (including a decision to take no action) raises a conflict of interest, then the member should seek guidance from the chair immediately. Member may also contact the Office of the Auditor General for guidance as to whether they have a pecuniary interest, and if so, may seek an exemption to allow that member to participate or vote on a particular issue in which they may have pecuniary interest. The latter must be done before the discussion or vote.

*Please note:* Failure to observe the requirements of the LAMIA could potentially invalidate the decision made, or the action taken, by the council. Failure to observe these requirements could also leave the elected member open to prosecution. In the event of a conviction, elected members can be ousted from office.

- Declaration of conflict
  - Members and observers are responsible for declaring any real or potential conflict of interest to the Chairperson, as soon as the conflict arises.
- Management of conflict of interest
  - Conflicts of interest will be enforced by chair or if a conflict of interest arises involving the chair, deputy chair will step in. In the case of a conflict of arising the affected councillor will be asked to step aside from conversation within the decision panel.



**ECO FUND SEPTEMBER 2018 ROUND APPLICATION UNDER 5K SUMMARY**

Project name	Funding amount	Project summary	Location	Time frame	Notes	Panel recommendation
Mt Iron Trapping Project	\$4,800	Funding for traps in the area to decrease predators and improve native wildlife	Mt Iron, Wanaka	20/11/2018 - 20/11/2019	Support from DOC, Kiwibank and Predator Free. Great community engagement. Possible collaboration with Mt Barker group in future	Yes
Project Kereru	\$1,592.75	Extension of voluntary community based conservation/rehabilitation to establish a full trap line to protect birds from landfill pests	Green Island, Dunedin	Project will be on-going, if application successful likely to be no more funding applications	Great initiative and community support. Well established project looking to expand.	Yes
Cat control - lower lines	\$3,000	Increase birdlife and biodiversity in the area. Facilitate trap placing days through volunteers. Funds towards traps, staff, maintenance, volunteer sundry	East Matukituki area, Wanaka	01/11/2018 - 31/05/2019	Need clearer information in reporting on what activities the staff are being paid to do	Yes
Mt Barker residents trap library	\$4,996	Fund a trap library for the community available via a refundable deposit to protect growing bird life in area by targeting ferrets, stoats, possums, rats, hedgehogs, weasels	Mt Barker, Wanaka	1 year from funding recieved	Clear outcomes. Great concept. Engaging the community to take action. Possible collaboration with Mt Iron group in future	Yes
NEV Pest control bird count and community survey	\$5,000	Summer studentship, bird count data and establish current bird diversity and public participation in NEV	North East Valley, Dunedin	19/11/2018 - 15/02/2019	No tangible/physical outcomes identified. A follow up to a national initiative (not a new project). Lack of breakdown of project tasks, specific milestones and what the report will entail. How will the report from this be used?	No - support re-applying in future if possible or enquiring with HR about an internship with ORC
Central Otago Environmental Society Administrative Support	\$4,920	Funding towards admin support in the society's avenues protecting landscape. E.g. community bird counts, education, water monitoring. 164 hours at \$30 per hour	Central Otago	20/11/2018 - 20/11/2019	High profile area for ORC. Admin support. Lack of clarity around around who to/how funds will be distributed. No milestones to report against.	No - support re-applying in next funding round
Infectious personalities	\$5,000	Admin support funding for studentship on possum interaction research	Karitane, Dunedin	12/11/2018 - 28/01/2018	No tangible outcomes. No reporting milestones. Unclear how the report will be used.	No - support re-applying in future if possible or enquiring with HR about an internship with ORC
Co-existence and grazing rate assessment of a native and invasive Daphnia (water lily) species	\$5,000	Research on water quality in Lake Hayes and Lake Johnson. Funding towards 10-12 week summer studentship. Hoping to improve water clarity	Otago Uni, Otago	October/ November 2018 - March 2019	No milestones. Not a priority area for ORC.	No - support re-applying in future if possible or enquiring with HR about an internship with ORC

Effects of DCST (Dunedin Community Salmon Trust) activities on biodiversity in Thompson's Creek.	\$5,000	Funding towards summer studentship stipend administered by Otago Uni to study effects of DCST activities on biodiversity in Thompson's Creek	Sawyers Bay, Dunedin	05/11/2018 - 22/01/2019	No milestones. Not a priority area for ORC. Not sure if this is the appropriate avenue for funding as it is quite niche. Site specific limited variables	No - support re-applying in future if possible or enquiring with HR about an internship with ORC
Monitoring wasp density patterns	\$5,000	Summer studentship, research providing best method and timing for wasp monitoring in Otago. Wasps have an impact on biodiversity	Dunedin	05/11/2018 - 28/02/2019	No milestones. Not a priority area for ORC.	No - support re-applying in future if possible or enquiring with HR about an internship with ORC
Otago Harbour Seabin	\$5,000	Marine Science masters student at Otago Uni wanting funds for a seabin to collect litter in the Otago Harbour	Otago Harbour, Dunedin	One off cost	Great idea. Need proof of interest from surrounding parties involved. Need plans on maintenance. Need quote for seabin attached and obvious. Need more information if a consent is needed.	No - support re-applying in future with further information
Investigation of the association between brush-tail possums behaviours and their parasites	\$5,000	More research towards possums and their reaction to parasites to achieve a pest free Peninsula 2050 by informing better biosecurity strategies. Funding towards summer studentship	In a forest fragment nearby Karitane	06/11/2018 - 12/02/2019	Application retracted as they found other funding.	No - support re-applying in future if possible or enquiring with HR about an internship with ORC
Quantifying the non-target effects of wasp trap lures for the Big NZ Wasp Survey	\$5,000	Funding towards summer studentship stipend to test the specificity and efficacy of wasp traps	Invermay, Dunedin	01/11/2018 - 19/02/2019	No milestones. Not a priority area for ORC.	No - support re-applying in future if possible or enquiring with HR about an internship with ORC
Open VUE: Activating the Community	\$5,000	Open Valley Urban Ecosanctuary community-led initiative to enhance active biodiversity in NEV/ Lindsay Creek catchment. Funding towards summer studentship stipend, one student for 10 weeks, funds administered through Dept of Zoology to project manage	North-east Valley/ Lindsay Creek Catchment	01/11/2018 - 20/02/2019	Great ideas. Need more information on what the outcomes will be and timeframes.	No - support re-applying in future if possible or enquiring with HR about an internship with ORC
<b>Total:</b>	<b>\$64,309</b>				<b>Total:</b>	<b>\$14,388.75</b>

**ECO FUND SEPTEMBER 2018 ROUND APPLICATION OVER 5K SUMMARY**

Project name	Funding requested	Project summary	Location	Time frame	Notes	Panel recommendation
Helping the Tomahawk lagoon Community to look after its own backyard	\$29,200	Project objectives: investigating physical, chemical and biological aspects of lagoon ecosystem to produce an environmental report card. Evaluate effect of freshwater runoff, develop plan of catchment	Tomahawk, Dunedin	01/11/2018 - 01/11/2019	Project arose from Tomahawk community vision process initiated by ORC. Degraded water quality catchment. Great community involvement	Yes - \$27,200 as not funding the requested funds of \$1,000 for Professional training and \$1,000 for preparation of papers for Journal publication as they go
Clutha Water Project	\$29,000 per year \$58,000 in total	Project looks to build on work done previously, identifying farmer leaders to guide catchment groups in improving water quality. Funds requested for mostly admin costs (hall hire, advertising, testing) all outlined in cost breakdown	Lower Clutha Catchment	01/06/2018 - 15/06/2020	Wide engagement throughout large proportion of South Otago. Covers multiple degraded water quality catchments. High priority area for ORC. Clear milestones and deliverables. Building on existing work	Yes - \$9,667 over 3 funding rounds with the need to report and re-apply after the first year of funding
Hyrdology research and envrimental enhancement at Sinclair Wetlands	\$30,185	Determine baseline hydrological information in wetlands to assist with restoration and management. Costs of buying and installing water level monitors, surveying levels within the wetlands and recruiting additional staff to concentrate on reducing the prevalence of wetlands weed species	Sinclair Wetlands, Dunedin	01/11/2018 - 31/10/2019	Saw the funding as split into two aspects (hydro/weed control) a lot of value in the hydro research but not as much in the weed control	Yes - \$5,225 towards the cost of hydrology research and encourage to re-apply in later rounds for funding for weed control contract (\$24,960)
Tomahawk Smalls Restoration Project	\$19,000	Operational costs for a planting programme involving 3 public planting days, more information through cost breakdown.	Tomahawk, Dunedin	ASAP - October 2019	Would love to support the full amount, but as we are over subscribed this was a high priority project that could handle a partial contribution	Yes - \$12,769.25 towards plants and hardware
Wakatipu Fill The Gap Predator Control - Phase 1	\$10,080	Funding for admin/operational costs of the first phase in creating complete, gap-free predator-control coverage of the Wakatipu Basin. First year includes formulation of new volunteer trapping groups by identifying key areas	Lake Wakatipu, Queenstown	Oct 2018 - Sept 2019	Shows best practice for predator management. Lacking of co-ordination in the area, this project literally fills the gap	Yes
Monitoring Coastal Change in Otago	\$49,324 for 2 years (\$24,662 per year)	Community to work together to collect basline data on biodiversity, distribution and abundance of marine species along the Otago coastline. Funding towards staff, travel, testing equipment, advertising, catering and other equipment.	Various locations in Coastal Otago	Jan 2019 - Dec 2020	See value in funding bioblitz aspect but not admin as we assume it is staff already employed by Otago Uni and is just a subsidy towards their wage. Good geographical coverage	Yes - \$9,003 towards travel costs, Mm2 kits, advertising, catering, equipment rental and general materials for the bioblitz
Extending Pest Aversion Fence - South - OPBG	\$21,057.10	Extension/completion of pest aversion fence previously funded by ORC, professional fencing company to be contracted to install	Otago Peninsula, Dunedin	01/12/2018 - 28/02/2019	Not a high priority in comparison for this round	No - support re-applying next funding round

Moeraki Peninsula Plantings	\$8,337.50	Creates nest sites for yellow eyed penguins on farmland, costs of water for plants or fire-fighting, construction of nest boxes, weed clearance and planting of native trees	Moeraki Peninsula, North Otago	01/12/2018 - 01/12/2019	Funding requested from Waitaki District Council - goes against T&C "Government organisations and their staff cannot apply to the ECO Fund"	No - support re-applying next funding round through a community member or group
Moturata Taieri Whānau Community Trapping Project	\$9,788.21	Community predator trapping in significant areas near Taieri Mouth. On DOC land, whanau have an agreement to undertake work there.	Taieri Mouth, Dunedin	06/01/2018 - 05/07/2023	Funding needed will only be \$5,006.39 if other funding application successful (1 October)	No - support re-applying next funding round
Research, management and advocacy of leopard seals in the Otago region	\$15,005.01	Investigation of leopard seals around Otago coastline as they are typically Antarctic/ sub-Antarctic residents. Funding for research gear (camera, security box, SD cards, one drive, flights, accommodation etc.)	Otago region	01/10/2018 - 01/10/2019	Needed to see more benefit to the Otago environment. Leopard seals are not high priority to ORC	No - support re-applying next funding round
Routeburn Dart Wildlife Trust	\$5,500	Funding for professional expertise to undertake bird counts on the Dart and Rees rivers	On the braided Dart and Rees rivers that flow into Lake Wakatipu at Glenorchy.	1/11/2018 - 30/12/2018	Needed more information on the outcomes of the count. Not a high priority for ORC. Low community involvement	No - support re-applying next funding round
Waitaki Community Nursery Coordinator	\$67,700	Funding to employ a full time nursery coordinator for a 12 month contract. Role will increase production of eco-sourced plants within the facility. Nursery contributes to all five outcomes of the biodiversity strategy	Waitaki Community Nursery, Oamaru	14/01/2019 - 20/12/2019	Not high priority for ORC	No - support re-applying next funding round
Wildlife Vet Internship	\$20,000	Funding towards a year long vet internship, first of its kind to upskill an Otago-based vet in triage, diagnosis, surgery, treatment and recovery of native species.	Dunedin	15/11/2018 - 14/11/2019	Not high priority for ORC	No - support re-applying next funding round
Hereweka Harbour Cone Block	\$62,000 a year for 3 years	Admin costs to employ a field manager to coordinate and oversee all the activities relating to biodiversity on the Hareweka Cone Block for STOP. Project includes restoration planting etc.	Otago Peninsula, Dunedin	ASAP - 2021	DCC land, important biodiversity area	No - support re-applying next funding round
Makarora Catchment Threatened Species Project	\$18,000	Funding towards a part time project officer/coordinator to facilitate progression and allow continuation and further development of the ABT's threatened species programmes	Makarora, Central Otago	October 2017 - December 2019	Previously funded by ORC. Not high priority in comparison	No - support re-applying next funding round
<b>Total:</b>	<b>\$88,465</b>				<b>Total:</b>	<b>\$73,944.25</b>

## 11. MATTERS FOR NOTING

### 11.1. Director's Report on Progress

**Prepared for:** Communications Committee  
**Report No.** SHE1814  
**Activity:** Governance Report  
**Prepared by:** Sian Sutton, Director Stakeholder Engagement  
**Date:** 3 October 2018

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#### 1. Précis

This report records Stakeholder Engagement activity between 30 August 2018 and 3 October 2018.

#### 2. Communication and Engagement Strategy Implementation

Following the adoption of the Communication and Engagement Strategy earlier this year, we are preparing to implement our new initiatives. The first stage of this was a restructure, and with management roles now in place, recruitment is underway for new positions and those left vacant by staff movements and internal promotions. In the meanwhile, our BAU communications and engagement is ongoing with the help of temporary staff. With our core goal of turning reluctant ratepayers into passionate subscribers, key priorities for strategic improvements are genuine community engagement to enhance decision-making; raising awareness about what ORC does, our policies, plans and projects; prioritising our reputation; and excellence in customer service.

#### 3. Collaborative Partnerships

##### 3.1 Tomahawk Lagoon Community Vision

Stakeholder Engagement staff have been working alongside the Tomahawk community and key stakeholders to gather values, goals and actions to enhance Tomahawk Lagoon. Online consultation closed on 30 September 2018 to gauge support for proposed projects and offer a final opportunity for other projects to be included in the Tomahawk Community Vision. To date we have received a total of 83 “votes” on 7 projects and 5 new ideas including water quality monitoring, sediment removal, establishing a catchment group, and catchment revegetation initiatives. The next step is to work with the Director of Science, Hazards and Engineering to determine which projects can be added into ORC work programmes. We will then report this back to the community and identify how we can work with them on community-led projects identified through the consultation process.

##### 3.2 Kaikorai Stream Catchment Hui (Caring for the Kaikorai) - 12 October 2018

Stakeholder Engagement staff are working alongside a teacher from Kaikorai Valley College to establish how key stakeholders and the community can work together to improve the health of Kaikorai Stream. Following the hui with key stakeholders, consultation will be widened to the general public to develop a community direction, and to receive feedback on the ideas generated at the hui. This will be done online via YourSay and also through a public meeting. This project was instigated by the teacher at Kaikorai College, and Stakeholder Engagement staff have organised the hui. ORC

Science staff will present at the hui, and ORC's future involvement with this community-led project will become clearer after the meeting.

### **3.3 Lake Tuakitoto Community Vision**

Stakeholder Engagement staff have been working alongside the Lake Tuakitoto community and key stakeholders to gather values, goals and actions to enhance the lake. Online consultation closed on 30 September 2018 to gauge support for proposed projects and offer a final opportunity for other projects to be included in the community vision. To date we have received a total of 193 "votes" on 37 projects and 2 new ideas. The next step is to work with the Director of Science, Hazards and Engineering to determine which projects can be added into ORC work programmes. We will then report this back to the community and identify how we can work with them on community-led projects identified through the consultation process.

### **3.4 Upper Clutha Integrated Catchment management plan (ICMP)**

The Upper Clutha Lakes Board Trust (UCLT) has completed interviews for a Project Leader with the successful tenderer being Land Pro Consulting Ltd. Claire Perkins is principal person with support from other Land Pro personnel as may be required. The project leader is a funded position within the Freshwater Improvement Fund, to coordinate the development of the ICMP by December 2019. Stakeholder Engagement staff are meeting regularly with the UCLT. Our role comprises Sian Sutton on the governance group and Bruce Monaghan with the water management project team, to inform the Trust of projects being undertaken by Council.

### **3.5 Friends of Lake Hayes (FOLH)**

Sian Sutton attended a FOLH Meeting on 7 September. ORC staff, Ben Mackey, Rachel Ozanne and Hugo Borges also attended. The meeting was aimed to provide FOLH with an update in regard to the Long-Term Plan and other activities occurring for the remediation project for Lake Hayes.

The FOLH AGM was held at the Queenstown Events Centre on 21 September. Cr Laws and Sian Sutton attended the AGM. Council attended the meeting as a keynote speaker to summarise work occurring in regards to remediation of Lake Hayes, as well as recent infrastructure works to install a pipe to keep the overflow remediation option open for Lake Hayes. The group also expressed the desire to make a submission on a joint application from Waterfall Park Ltd to QLDC and ORC for the development of a hotel and related works.

### **3.6 South Otago Dairy Working Group**

The next meeting of this group is scheduled for 2 November in Balclutha.

On the 18 September 2018 DairyNZ and Fonterra representatives from the group hosted a field day on-farm for Otago Regional Council staff from the Environmental Operations and Stakeholder Engagement Groups. Industry wanted to hear from us what the annual dairy inspection plan was this year, to clarify the reporting process for farmers wanting referred to the South Otago Dairy Working Group for assistance with becoming compliant if they received a non-compliant grade at their inspection, and to meet new compliance staff that were going to be out and about on dairy farms this year. ORC has committed to promoting the working group to farmers who need on-farm management or infrastructure advice.

### **3.7 North Otago Dairy Working Group**

This group will meet again in Oamaru on 26 November 2018.

### **3.8 Waterwise**

We have met with Untouched World, the organisers of Waterwise, which is an annual leadership programme for Otago secondary and tertiary students, to set a date and programme for 2018. It is likely to be 11 December 2018, and this should be confirmed in the next couple of weeks. ORC staff are involved to inform about water management and water quality, and get the students involved in a hands-on project.

### **3.9 Ballance Farm Environment Awards**

The Balance Farm Environment Awards are underway again and we are working with the organisers to assist with judging.

## **4. Implementation of Rural Water Quality**

### **4.1 Good Water Project Update**

Reports from a region-wide survey, the pilot project of on-site assessments in the Shag River catchment, and the on-site assessments across the region that have been completed to date, have been reported to council. We will now communicate key messages from these reports to industry and the community via Waterlines, On-Stream and our other channels, and they will feed into an implementation plan to help clarify areas of the Water Plan that the community (farmers and industry) have told us are ambiguous. The implementation plan will be available to Councillors at a workshop in October 2018.

### **4.2 Field Days, Workshops and Presentations**

#### **4.2.1 Field days/A&P shows**

We have booked a stand at the Otago Field Days in Palmerston on 12 & 13 October 2018, where we will promote the wallaby campaign and ORC in general. We have requested a stand at the Wanaka A&P show in March 2019 and will find out later in the year if we've been successful in getting a spot. We intend to use the Wanaka show to launch consultation on the annual plan (TBC).

#### **4.2.2 Beef and Lamb Land Environment Planning**

There is a workshop in Hampden in November that ORC will attend. We regularly attend these sessions to present information on the Water Plan and to answer general questions regarding ORC.

## **5. Catchment Groups**

### **5.1 North Otago Catchment**

Community Engagement staff are continuing to work with this community. We currently have a vacancy in the team in North Otago, and other staff will attend meetings when required until this position is filled.

### **5.2 Shag/Waihemo Catchment**

The Shag Catchment Group has asked for ORC to report back to their community on the results and findings of the on-farm visits from the pilot on-site assessments project as part of the Good Water Project. We are working with the compliance team on this and a date is still to be set.

### **5.3 Pomahaka Water Care Group**

A Pomahaka Water Care Group stakeholders' meeting and field trip was held on 4 September 2018 with Liaison staff attending. The field trip visited three of the sites where the group are setting up wetlands to monitor the effectiveness of sediment traps because sediment is a key issue in the catchment. There was also discussion around the formation of a farmer-led best practice response team. The purpose of this team would be to inform and educate farmers who have areas of concern on their farm around poor management practices that could impact on water quality in the area (ORC's role involves policy advisory and rule interpretation). Stakeholder Engagement supports the group in an advisory capacity, as well as partnering with them to support initiatives with a water quality focus.

### **5.4 General comment about Catchment Groups**

We will hold a workshop with Councillors later in the year to formalise how ORC supports catchment groups.

## **6. Corporate**

### **6.1 Pillars, Values and Interim Strategic Plan: Our Organisational Narrative**

With our new framework for articulating our purpose now formally adopted, we will be integrating the 'pillars' (Protect, Connect, Enhance, Enable) into how we talk about ourselves on all platforms. As part of our Communication and Stakeholder Engagement Strategy, we aim to open a conversation shortly about where ORC's brand is headed overall. The work we have done together on our organisational narrative will form important bedrock for this.

### **6.2 Public transport communications**

As we move towards the bus hub going into service, and the parallel launch of the Orbus brand in Dunedin, we have reviewed our overall communications strategy for the Dunedin bus network. We recognise that our map graphic has room for improvement as a communications tool, and that online sources are increasingly the first port of call for those seeking information about the service.

We are transitioning towards online channels (web/app) as the primary way we communicate about the service. Our online timetables and journey planner are already well-used; and a real time app is currently in development with NZTA that will enable bus passengers to see the exact live location of buses on a map onscreen.

For those bus users who prefer to access information in hard copy, we will still be distributing material into mailboxes; however, this will be in a different format from the thick booklet-style communication that has gone out in recent years. Instead, a fold-out from pocket-size map leaflet will show bus routes on an actual to scale street map. The leaflet will include the key information for each route's timetable, including frequencies on and off peak, but not the detailed lists of timetable information that are included in the current booklet. For those who wish to access these lists, printables will be available online and in hard copy by request.

### **6.3 Consultations (YourSay)**

#### **6.3.1 Navigational Safety Bylaw**



Consultation for the draft bylaw closed on 3 September 2018. We received 31 submissions through YourSay and seven through other avenues such as directly to the Harbourmaster, Steve Rushbrook. The Harbourmaster has recently finished reviewing all submissions and is responding to each one. Please refer to the Regulatory Report for more information on the bylaws.

<https://yoursay.orc.govt.nz/navsafetybylaw>

### **6.3.2 Proposed Peninsula bus route changes**

The targeted consultation finished on 31 August 2018, with 156 submissions received via Yoursay, 33 via post and two via email. There were also four posted submissions. Hearings were held on 18 September 2018 at Philip Laing House and five presentations were heard. A summary of the responses is being drafted for presentation to Council.

<https://yoursay.orc.govt.nz/peninsulabus>

### **6.3.3 Otago Swimming Targets**

Consultation on the draft Otago Swimming Targets opened on 17 September 2018. It is being promoted through a media release, social posts, and emailing those who participated in the initial survey. Public consultation closes on 15 October and final targets will be collated and shared with both those who have opted to stay informed and the wider community. The regional targets will contribute to the overall national swimming targets, which are for 80 percent of specified water ways to be swimmable by 2030, and 90 percent by 2040.

<https://yoursay.orc.govt.nz/swimtargets>

### **6.3.4 Water and deemed permit renewal project Water user group meetings**

Meetings with groups are shown below:

<b>Meetings held</b>	<b>Date</b>
Keogh Creek	24 September
<b>Scheduled meetings</b>	
Upper Clutha (Lake Hawea & Wanaka tribs)	22 October

### **6.3.5 Collaboration between ORC staff, statutory bodies and consultants.**

We continue to work closely with statutory bodies and consultants.

- **Fish survey/studies**

While fish data is loaded onto the New Zealand Freshwater Fish (NZFF) database, there is no opportunity to include the habitat and bugs information. This information will be available on Council's website by the end of October and will be an additional aid for discussions between applicants, their consultants and the statutory bodies when discussing in stream aquatic values.

## **7. Enviroschools**

### **7.1 Teacher workshops**

On 24 August 2018 we ran a workshop for Clutha teachers on creating a whole school vision. The Enviroschools census clearly demonstrates that schools with a clear

sustainability vision have sustainability more firmly embedded in everything they do. Many of the Clutha EnviroSchools are in the process of re-focusing and invigorating sustainability.

We ran a workshop focused on Wai Māori for QLDC and CODC teachers. This included learning about Māori perspectives of water and some local history from Jeremy Van Riel, finding out about the braided river environment from Rachel Hufton from Aspiring Biodiversity, and students from Wanaka Primary School sharing their experiences of water quality testing at Bullock stream with the Touchstone project. We also got out with the teachers, measuring water quality and looking at habitat health as well as demonstrating the Enviroscope. A number of these schools are planning water inquiries for 2019.



Teachers learning how to use the SHMAK kit.



Wanaka Primary School students telling us about water quality testing with Touchstone

## **7.2 Cromwell Community of Learning meeting**

An outcome of last month's principals' meeting was an invitation to the Cromwell Community of Learning (COLs) meeting to help them explore how they can integrate sustainability into their wellbeing challenge. COLs consist of early childhood education (ECE), primary and secondary schools in an area and they set goals for all the schools.

## **7.3 Community connections**

NZSki has just launched a five-year commitment to spend more than a quarter of a million dollars to protect native birds in their ski areas, primarily working with the Kea Conservation Trust. NZSki are putting funds toward curriculum resources, which we will be working on together with the Kea Conservation Trust. Queenstown EnviroSchools will also receive funding to participate in planting days and trap laying in the Remarkables and Coronet Peak ski fields.

## **7.4 Regional Coordinator hui**

Robyn Zink attended the EnviroSchools Annual Regional Coordinator hui in Wellington on 11-13 September 2018. Toimata, the National EnviroSchools Foundation, are reviewing their work to ensure they are effectively supporting coordinators and facilitators. They have applied for the Zayed Sustainability Prize for the work we do with schools.

<https://zayedsustainabilityprize.com/en/About-the-Zayed-Sustainability-Prize>

## **8. Environmental Operations**

### **8.1 Pest Plan and Biosecurity Strategy**

We are working closely with the Policy Consultant and Director Scott MacLean on communications for notification of the Regional Pest Management Plan and also the Biosecurity Strategy. We have a database of people and organisations to directly contact, and will also roll out a print/online promotional campaign. Feedback will be captured via the YourSay consultation platform. Please refer to the Regulatory report for more information.

### **8.2 Rabbits**

A public workshop was held on 20 September 2018 on the Otago Peninsula around rabbit control options. ORC Senior Environmental Officer, Haines Battrick, presented to the group on control options and also answered questions. There was a lot of interest in how the proposed Pest Management Plan will support land owners with rabbit control. The Stakeholder Engagement team will look at refining the workshop to roll out across Otago, and also how we can support the Otago Peninsula community to establish community-led rabbit management.

## **9. Science, Hazards, Engineering**

### **9.1 Amenity Project - Love Your Leith**

The second round of public consultation on proposed design concepts for the lower reaches of the Leith closed on 24 August 2018. Staff from Stakeholder Engagement and Engineering are working with the Leith Amenities Working Group to finalise an engagement report and implementation plan, which will include the results of public consultation. The working group will present to Council in November 2018.

### **9.2 Lake Hayes Remediation**

We are developing a communications plan to consult on the three remediation options for Lake Hayes and are working closely with the hazards/science team on this project. A Technical Report will be presented to Council from the Science, Hazards & Engineering directorate, and will include the consultation strategy.

### 9.3 Air quality communications campaign

We intend to develop a new communications plan when our Queenstown-based communications advisor has been recruited. This will ensure we can communicate air quality strategy and requirements more comprehensively next winter. We are working with the policy team and air quality scientist on this, and it will

## 10. General public awareness activity

### 10.1 General media

13 media releases were distributed during the reporting period. These covered a range of issues such as the ECO Fund opening for applications, Rook eradication, Tomahawk Lagoon, Lake Snow, ORC Culture, Bus Talk, World Car Free Day, the commencement of the Dairy inspections period and the consultation period opening for the Otago Swimming Targets. General media queries continue to flow at a rate of between 3 to 6 enquiries daily. Staff have conducted several phone and radio interviews in the last month, with requests to do this continuing to increase.

The key focus in media for this reporting period is to recruit a qualified and proactive Media Coordinator to support the Senior Media Advisor with day to day activities. This will allow for the media team to move into a far more proactive space. In accordance with the Stakeholder Engagement Strategy, we are committed to communicate. That includes better utilising our existing media channels to focus on the 'good news stories' and not just reacting to negative commentary in the newspapers and on social media.

We will be embarking upon a road trip to Central Otago next week to have face-to-face meetings with media outlets and journalists. This is part of our continued commitment to build relationships with media outlets across the region.

### 10.2 Communication channels

Recruitment is now underway for several new roles within the Communications Channels team, which will enable more effective use of both owned and paid channels, including digital channels. The initial focus will be on implementation actions within the Communication and Stakeholder Engagement Strategy, including an internal communications strategy and a staged review of our owned channels, including social media, web, and print and online newsletters.

#### 10.2.1 www.orc.govt.nz

There have been 31,833 visits to the ORC website this reporting period and 168,720 page views.



- **Location**

88% of sessions are from within New Zealand, and within those 31% of visitors are from Dunedin and 13% from Queenstown.

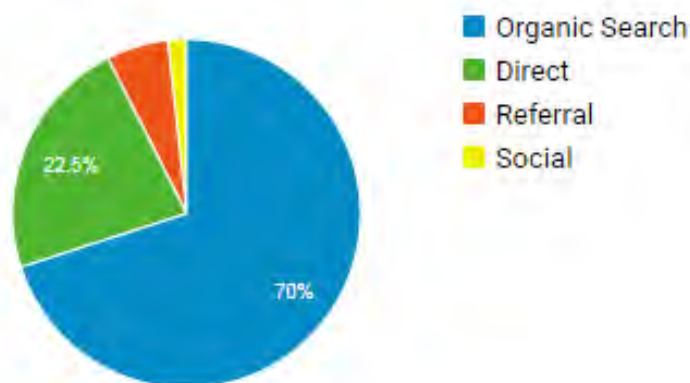
	31,833 % of Total: 100.00% (31,833)		28,286 % of Total: 88.83% (31,843)
1. 🇳🇿 New Zealand	28,278 (87.98%)	1. Dunedin	10,534 (31.06%)
2. 🇦🇺 Australia	1,158 (3.60%)	2. Christchurch	7,568 (22.32%)
3. 🇺🇸 United States	811 (2.52%)	3. Queenstown	4,435 (13.08%)
4. 🇬🇧 United Kingdom	254 (0.79%)	4. Auckland	3,639 (10.73%)
5. 🇯🇵 Japan	236 (0.73%)	5. Wellington	2,391 (7.05%)
6. 🇭🇰 Hong Kong	162 (0.50%)	6. Hamilton	1,687 (4.97%)
7. 🇮🇳 India	112 (0.35%)	7. (not set)	818 (2.41%)
8. 🇨🇳 China	111 (0.35%)	8. Tauranga	511 (1.51%)
9. 🇸🇬 Singapore	111 (0.35%)	9. Invercargill	473 (1.39%)
10. 🇹🇼 Taiwan	75 (0.23%)	10. Rotorua	258 (0.76%)

- **Top channels for reaching our website**

How are people getting to and finding our website – this is split into five channels.

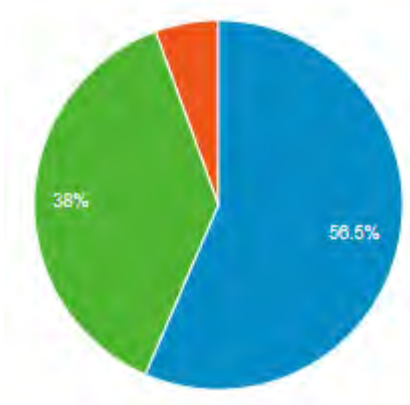
- o Organic Search (people searching on google, bing etc): 70%
- o Direct (typing in www.orc.govt.nz directly into their browsers): 22.5%
- o Referral (referrals from other websites, e.g. ODT online): 5.7%
- o Social (clicking through to our site from posts on social media sites, e.g. Facebook): 1.7%

### Top Channels



- **Devices our website is viewed from**

Viewing on a mobile device is the most popular way to view the website. Mobile (blue), Desktop (green), Tablet (orange).



- **Top pages viewed**

The top pages viewed this reporting period are listed below.

- o Queenstown bus page: 14,468 views
- o Dunedin bus timetables: 12,678 views
- o Rates: 1,993 views
- o Job Vacancies: 1,877 views
- o Water monitoring and alerts: 1,502 views
- o Contact Us: 1,380 views

### 10.2.2 [www.lawa.org.nz](http://www.lawa.org.nz)

There have been 388 visits to the Otago section of the LAWA website, which is similar to the visits in the same period last year.



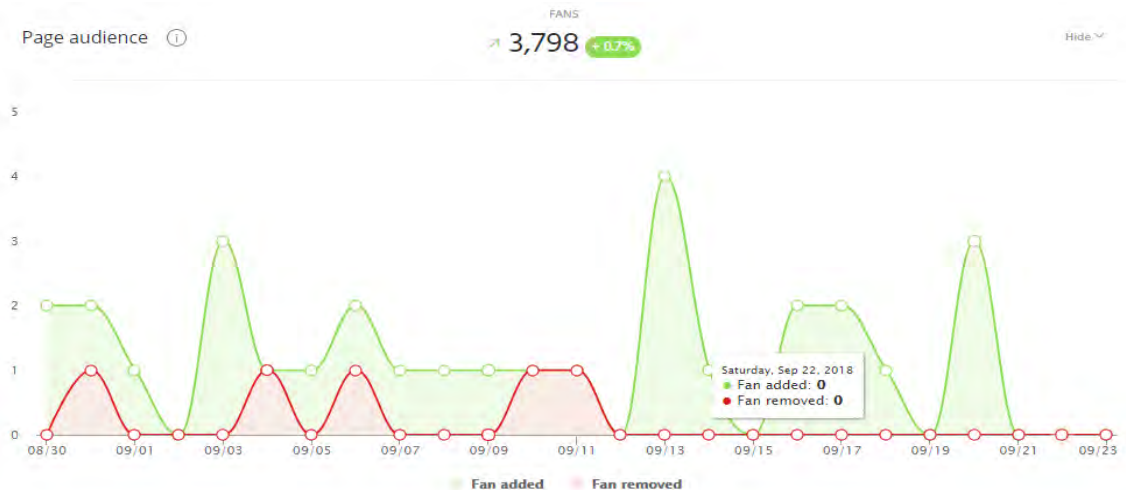
### 10.2.3 [www.otagocdem.govt.nz](http://www.otagocdem.govt.nz)

There have been 2,100 visits to the Otago CDEM website.



### 10.2.4 Social media

We have 3,798 followers on our ORC Facebook account at the end of this reporting period.



Statistics for our various other Facebook pages over the past month are shown on the chart below.

	Fans ⓘ	Talking about this ⓘ	Fan posts	Page posts	Interactions ⓘ	Engagement ⓘ
Otago Regional Council	3,798 11/day	145 3.8 % of fans	4 0.1/day	22 0.7/day	360 16.4/post	9.5 0.4 % post
Otago Civil Defence and Emergency Ma...	4,537 2.6/day	763 16.8 % of fans	0 0/day	21 0.7/day	1,314 62.6/post	29 1.4 % post
Orbus Queenstown	2,081 1.6/day	251 12.1 % of fans	2 0.1/day	9 0.3/day	281 31.2/post	13.5 1.5 % post
Otago Regional Council Bus Services - D...	1,143 1.2/day	238 20.8 % of fans	3 0.1/day	15 0.5/day	320 21.3/post	28 1.9 % post
LAWA	1,030 9.4/day	197 19.1 % of fans	0 0/day	6 0.2/day	680 113.3/post	66 11 % post

## 11. Customer Service Activity

### 11.1 CS Total Interactions for August 2018

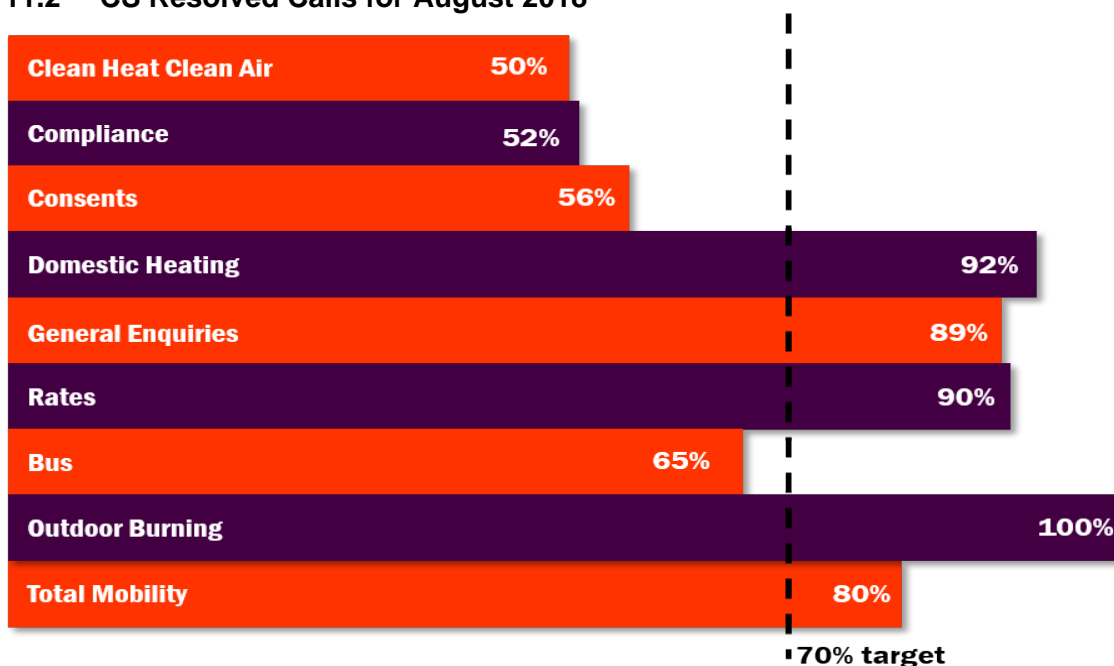


The rates accounts went out in mid-August 2018 which saw our call numbers jump by 1514 when compared to the data for total calls in August last year. With rates payments due by 31 October 2018, collating August to October's inbound enquiry volumes will provide an overall indication of the impact the rates mail-out has had on our numbers. We had 161 more rates interaction by email than in July 2018, which suggests email continues to be a service channel of preference for many customers. We expect to see these inbound volumes slow down during September, and then pick up again in October as we close in on the rates payment due date.

Working closely with the Finance team ahead of the mail-out and updating response guides and resources for our front-line staff has meant that the team has been able to assist more often and resolve many rates queries at first-point-of-contact. This has reduced the burden on Finance staff. Also, our Communications team should be recognised for the design and minor adjustments made to the rates invoice this year.

Anecdotally, we are seeing a reduction in low-level transactional enquiries, such as whether a direct debit is set-up on the account and methods for payment.

### 11.2 CS Resolved Calls for August 2018



This table shows the calls, per subject, that are resolved by Customer Services. Compliance, Consents and Total Mobility are only partially answered by Customer Services at this stage.

### 11.3 Customer Service strategy and system upgrades

Work continues to centralise our customer service activity across the organisation. This includes consolidation of our public-facing email addresses so that our customer service team is the primary point of contact for emails received from customers. As part of our Customer Service Strategy work, we're also assessing what additional services we can provide on behalf of the rest of the business to continue to improve our first-point-of-contact resolution metric.

We are talking to service providers about a new Customer Relationship Management (CRM) and knowledgebase system as well as a phone system upgrade. Initially, this is to gauge capability of systems that are in the market, while scoping our customer service requirements.

## 12. Upcoming Events

Events	Location	Date
Teviot Catchment Group and water testing	Millers Flat	4 October
Irrigation New Zealand and ORC plan for rural water quality	Cromwell	9 October
<b>Kaikorai Stream Catchment Hui (Caring for the Kaikorai)</b>	Kaikorai Valley College, Dunedin	12 October
Otago Field Days	Palmerston	12-13 October
Diploma of Agriculture, Water quality rules	Alexandra	17 October
Otago Polytech Resource Diploma - Water quality rules	Cromwell	24 October



### **13. Hot topics/issues in the field**

These are hot topics or issues in the ORC Liaison Specialist areas:

#### **13.1 North Otago**

- The Kakanui Nitrogen Sensitive Aquifer Science work and Plan Change
- Waitaki Plains Aquifer Science work and Plan Change
- Potential for E. coli risk in ground water bores on Waitaki Plains. We have recently written to residents to advise of a spike in readings in one of the bores, and will follow this up when test results come back. We are working with the science team on this.
- Rabbits
- Wallabies
- NOSLaM Waireka Creek Project

(Note that the liaison position in North Otago is currently vacant and we will look at filling it soon)

#### **13.2 Upper Clutha/ Central Otago/Maniototo**

- High visitor numbers and congestion
- Rabbit numbers and anxiety around effectiveness of recently released K5
- Wilding pine spread and present systematic removal via the joint programme (hot topic in a positive light!)
- Water quality and quantity issues

#### **13.3 Strath Taieri and Central Coast**

- Implementation of Forestry NPS (NPS-PF)
- Rabbits

#### **13.4 South Otago**

- We get a number of land management and soil management queries from the public and industry, and don't have the expertise to answer these. These include regenerative farming, soil moisture monitoring, soil type mapping, soil and sediment management, and natural erosion and sedimentation of waterways, including using and maintaining willows as a mitigation measure. Where possible, we work with industry to promote best practice advice.

### **14. Recommendation**

a) *That this report is noted.*

**Endorsed by:** Sian Sutton  
**Director Stakeholder Engagement**

### **Attachments**

**12. NOTICES OF MOTION**

**13. CLOSURE**