

Regional Leadership Committee

10 May 2023



Meeting will be held in the Council Chamber at Level 2, Philip Laing House
144 Rattray Street, Dunedin
[ORC Official YouTube Livestream](#)

Members:

| | |
|---------------------------|-----------------------|
| Michael Laws (Co-Chair) | Cr Lloyd McCall |
| Cr Bryan Scott (Co-Chair) | Cr Tim Mephram |
| Cr Elliot Weir (Co-Chair) | Cr Andrew Noone |
| Cr Alexa Forbes | Cr Gretchen Robertson |
| Cr Gary Kelliher | Cr Alan Somerville |
| Cr Kevin Malcolm | Cr Kate Wilson |

Senior Officer: Pim Borren, Interim Chief Executive

Meeting Support: Liz Spector, Governance Support Officer

10 May 2023 09:00 AM

| Agenda Topic | Page |
|--|------|
| 1. WELCOME | |
| 2. APOLOGIES | |
| No apologies were received prior to publication of the agenda. | |
| 3. PUBLIC FORUM | |
| Requests to speak should be made to the Governance Support team on 0800 474 082 or to governance@orc.govt.nz at least 24 hours prior to the meeting, however, this requirement may be waived by the Chairperson at the time of the meeting. No requests to speak were made prior to publication of the agenda. | |
| 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. DECLARATION OF INTERESTS | |
| 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. ORC Councillor interests are published the website. | |
| 6. CONFIRMATION OF MINUTES | 3 |
| 6.1 Minutes of the 2 February 2023 meeting | 3 |

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| 7. | MATTERS FOR CONSIDERATION | 6 |
| 7.1 | REGULATORY ACTIVITY UPDATE - QUARTERLY ACTIVITY REPORT | 6 |
| | To update the Committee on activities of the Regulatory Group between 1 January 2023 and 31 March 2023. | |
| 7.1.1 | July to March Regulatory Data Appendix | 15 |
| 7.2 | TERRITORIAL AUTHORITY WASTEWATER TREATMENT PLANT COMPLIANCE REPORT | 27 |
| | This report provides a summary of the compliance of Territorial Local Authority (TLA) wastewater treatment plants (WWTPs) and the actions that have been taken to achieve compliance. | |
| 7.3 | COMMUNITY NEWSLETTER PROPOSAL | 34 |
| | This report details a proposal for an ORC newsletter for distribution to all Otago households. | |
| 7.3.1 | Outline of Proposed Content | 40 |
| 7.3.2 | Te Matapuna 2pg Concept Visual 2023 | 42 |
| 7.4 | Update on Community Survey Action Points | 43 |
| | This report gives an update on progress made to the Community Survey Action Plan 2022/23. | |
| 7.4.1 | Community Survey Action Plan 2022 Progress Report | 46 |
| 8. | CLOSURE | |



Regional Leadership Committee MINUTES

Minutes of an ordinary meeting of the Regional Leadership Committee held in the Council Chamber, Level 2 Philip Laing House, 144 Rattray Street, Dunedin on Thursday 2 February 2023, commencing at 11:30 AM.

PRESENT

Cr Bryan Scott (Co-Chairperson)
Cr Elliot Weir (Co-Chairperson)
Cr Michael Laws (v Zoom) (Co-Chairperson)
Cr Alexa Forbes
Cr Gary Kelliher
Cr Kevin Malcolm
Cr Lloyd McCall
Cr Tim Mephram
Cr Andrew Noone
Cr Gretchen Robertson
Cr Alan Somerville
Cr Kate Wilson

IN ATTENDANCE

Co-Chairperson Bryan Scott welcomed Councillors, members of the public and staff to the meeting at 11:30 am. Staff present included Nick Donnelly (GM Corporate Services) via Zoom, Anita Dawe (GM Policy and Science), Gavin Palmer (GM Operations), Richard Saunders (GM Regulatory and Communications), Amanda Vercoe (GM Governance, Culture and Customer), Lyn Carter (Kaitohutohu - Advisor to the Chief Executive), Liz Spector (Governance Support), Alexandra King, Tami Sargeant, and Simon Wilson.

1. APOLOGIES

Resolution: Cr Forbes Moved, Cr Scott Seconded:

That the apologies for lateness for Cr Laws be accepted.

MOTION CARRIED

2. PUBLIC FORUM

No public forum was held.

3. CONFIRMATION OF AGENDA

The agenda was confirmed as presented.

4. CONFLICT OF INTEREST

No conflicts of interest were advised.

5. MATTERS FOR CONSIDERATION

5.1. Regulatory Activity Update - 6 months to 31 December 2022

This report was provided to summarise activities of the Regulatory Group which includes Consents, Compliance, Harbourmaster and the Regulatory Data and Systems teams. Cr Scott introduced the paper and staff present who included Simon Wilson (Manager Regulatory and Data Systems), Tami Sargeant (Manager Compliance) and Alexandra King (Team Leader Consents - Central Otago). Cr Scott noted Harbourmaster Steve Rushbrook was not able to attend the meeting.

Cr Laws joined meeting at 11:50 a.m.

Following Councillor questions and a discussion of the report, it was moved:

Resolution RLC23-101: Cr Wilson Moved, Cr Noone Seconded

That the Regional Leadership Committee:

- 1) **Notes the Quarterly Update Report from the Regulatory Group.**

MOTION CARRIED

5.2. ORC Annual Compliance Report 2021/22 and Compliance Plan 23/24 Update

This report delivered the draft ORC Annual Compliance Monitoring Report 2021/22 and provided an overview of compliance monitoring and enforcement (CME) activities undertaken by the ORC in the 2021/22 year. It also delivered the draft ORC Compliance Plan 2023-2026 for consideration following a review and minor updates. Tami Sargeant (Manager Compliance), Alexandra King (Team Leader Consents - Central Otago) and Simon Wilson (Manager Regulatory Data and Systems) were present to respond to questions about the report.

Cr Wilson asked if the geographical map on page 32 of the draft report could be made easier to read. Ms Sargeant agreed to look at how to increase the map's clarity. She said it may mean having multiple maps. Richard Saunders noted staff had decided on the level of detail to include in this overarching report as it was not intended to be an encyclopedia. Cr Kelliher said the high-level overview was acceptable but asked how Councillors would be informed about specific issues. Mr Saunders suggested it would be an appropriate discussion between the committee Co-Chairs and governance as to what types of reports should be included in agendas.

Following further questions and deliberations, it was moved:

Resolution RLC23-102: Cr Noone Moved, Cr Wilson Seconded

That the Regional Leadership Committee:

- 1) **Notes** the report.
- 2) **Provides** feedback on the draft ORC Annual Compliance Monitoring Report 2021/22.
- 3) **Notes** the ORC Compliance Plan 2023-2026 update.

MOTION CARRIED

6. CLOSURE

There was no further business and Co-Chair Scott declared the meeting closed at 12:25 pm.

Chairperson

Date

7.1. Regulatory Activity Update - Quarterly Activity Report

Prepared for: Regional Leadership Committee
Report No. GOV2311
Activity: Regulatory: Consents and Compliance
Author: Alexandra King, Acting Consents Manager; Steve Rushbrook, Harbourmaster; Simon Wilson, Manager Regulatory Data and Systems and Tami Sargeant, Manager Compliance
Endorsed by: Joanna Gilroy, Acting GM Regulatory
Date: 10 May 2023

PURPOSE

- [1] To update the Committee on activities of the Regulatory Group between 1 January 2023 and 31 March 2023.

EXECUTIVE SUMMARY

- [2] This report summarises the activity of the Regulatory Group which includes Consents, Compliance, Harbourmaster and the Regulatory Data and Systems teams.

RECOMMENDATION

That the Regional Leadership Committee:

- 1) **Notes** the Quarterly Update Report from the Regulatory Group.

DISCUSSION

- [3] The following report provides a summary of the activity of each team within the Regulatory Group.
- [4] Attachment 1 contains statistics on Regulatory Group activity for the period 1 July 2022 to 31 March 2023.

CONSENTS

Consent Processing

- [5] In the year to date 654 applications have been received, compared to 453 at the same time in the previous year. A peak of 112 applications were received in March. At the end of March 2023 there were 317 applications in progress, up slightly from 314 at the start of July.
- [6] Decisions have been made on 766 individual consents (cumulative total). For context, by the same time in the previous year decisions were made on 477 individual consents. March has been the busiest month of the year, with decisions made on 131 consents. There has been an increase in consenting activity compared to last year as shown in Figure 3 of Attachment 1.

- [7] 100% of consents processed in the reporting period were within timeframes. Not only does this ensure Council complies with the timeframes specified in the Resource Management Act 1991, it also means that the team remains on track to meet their service delivery target as set in the Annual Plan. Timeframe extensions were used in this period in most cases to enable the applicant to review the proposed conditions.
- [8] Applications for consents for surface water takes, bores, general land use activities and discharges to land were the main types of consents processed by the team during the reporting period.
- [9] As well as the above consent types, 126 resource consents for intensive winter grazing have been issued. Consents staff attended several winter grazing sessions for the public with Council Catchment Advisors and Compliance team members. The focus of these sessions was on how to meet the permitted activity criteria in the NES-FW, grazing management plans and the consent process. These sessions were well received and in the coming months the team plans to run similar sessions but focused on effluent consent requirements.
- [10] Consent processing is predominantly undertaken by internal staff. Consultants are only used on an as required basis. This is generally for applications for large scale or long-term projects and where Council is the applicant.
- [11] Thirteen applications have been limited notified in the year to date and none have been publicly notified. Of the thirteen applications limited notified, three were notified in the reporting period. One hearing was held in person in January and another was held on the papers. Decisions on both applications have been issued. These related to discharges to land and to air.
- [12] A summary of consents statistics are included in Figures 1 to 6 of Attachment 1.

Deemed Permit Replacements

- [13] Deemed Permits and many water permits to take and use water in the region expired on 1 October 2021. Most of these permits are in Central Otago (including the Taieri catchment) and Queenstown Lakes Districts. Replacement applications for these permits were primarily lodged in 2020 and 2021.
- [14] Staff have been working collaboratively with consultants and applicants to do process deemed permit related applications. Great progress has been made by all parties, with decisions made on 115 applications from 1 July 2021 to 31 March 2023, with decisions made on . The status of the remaining 27 applications is shown in Table 1 below:

| Status | Number of applications |
|---|-------------------------------|
| Awaiting amendment from the Applicant to be lodged and actively being followed up | 3 |
| Being actively processed -many awaiting further information or clarification questions to be answered from applicants | 10 |
| With applicant for comment | 14 |

- [15] Table 2 shows the decisions that have been made since July 2021 for deemed/water permit replacements. There have been a steady number of decisions made in the second half of 2022 and first quarter of 2023. We are now expecting the last push for the remaining applications to be decided before May this year.

| Month | Number of deemed permit and surface water replacement decisions on applications lodged pre 1 October 2021 | Number of decisions on surface water permit replacement applications lodged post 1 October 2021 | Total decisions |
|----------------|---|---|-----------------|
| July 2021 | 0 | 0 | 0 |
| August 2021 | 4 | 0 | 4 |
| September 2021 | 6 | 2 | 8 |
| October 2021 | 4 | 0 | 4 |
| November 2021 | 3 | 0 | 3 |
| December 2021 | 0 | 1 | 1 |
| January 2022 | 2 | 1 | 3 |
| February 2022 | 4 | 1 | 5 |
| March 2022 | 7 | 1 | 8 |
| April 2022 | 3 | 0 | 3 |
| May 2022 | 3 | 1 | 4 |
| June 2022 | 1 | 0 | 1 |
| July 2022 | 13 | 0 | 13 |
| August 2022 | 10 | 0 | 10 |
| September 2022 | 6 | 2 | 8 |
| October 2022 | 4 | 2 | 6 |
| November 2022 | 5 | 1 | 6 |
| December 2022 | 8 | 1 | 9 |
| January 2023 | 5 | 2 | 7 |
| February 2023 | 6 | 3 | 9 |
| March 2023 | 0 | 1 | 1 |
| Total | 94 | 19 | 115 |

Table 2: Number of consent decisions related to deemed permit replacements

Appeals, objections, and reviews

- [16] No appeals on consent decisions were received during the reporting period. The appeal relating to the Dunedin City Council's proposed landfill at Smooth Hill, Dunedin remains in the Court process. ORC must participate in the Court process, and these are not budgeted or recoverable costs.
- [17] The objection to a decision to return an application as incomplete due to insufficient information in the previous reporting period has been resolved. No other objections were received.

- [18] Two formal cost objections under Section 357B of the RMA were received by ORC in the reporting period. These related to costs for processing of consents associated with the take and use of water. Clearly communicating costs and being able to invoice as quickly as possible post a decision on an application remains a focus for the team. This includes working with Council's Finance team on invoicing.
- [19] The team is currently processing two reviews of conditions of existing consents. One of these is the limited scope review of the Contact Energy Consent's relating to the operation of the Clyde Dam. Contact Energy has engaged with parties on this, and the review is now in progress. The second review relates to a direction from the Court because of enforcement action taken by Council, to review all conditions on a discharge to air consent for an industrial premise. The next step for both reviews is a decision on notification, which will happen during the next reporting period.

Public Enquiries

- [20] Responding to public enquiries remains a significant part of the workload of the Consents team. In the 22/23 year to date 2,303 enquiries have been received and responded to, with a peak of 335 in March. Most enquiries are resolved within two days of being received, with the remaining generally in the three to seven days. Information on these enquiries can be seen in Attachment 1. The large number of public enquiries responded to demonstrate the value of this service provided by ORC.
- [21] Requests for copies of documents, as well as information about discharges to land, farming activities and bores are the most common enquiry types. The main method for the request is email.
- [22] The Public Enquiries team have been responding to requests for comments on applications that are seeking to use the 'Fast Track' process provided by the COVID-19 Recovery (Fast-Track Consenting). Proposals in Otago under this process (run by the EPA) that progressed in the reporting period included:
- a) Lakeview-Taumata which is a housing and commercial development in Queenstown. Consents were issued by the Fast Track Panel for this project.
 - b) Flint's Park, Ladies Mile-Te Putahi, which was a housing development, retail and childcare centre. This was declined by the Fast Track Panel, but the decision has been appealed.
- [23] To enhance the public enquiries service, as well as the other projects reported to date staff have been working on or finalised:
- a) A new webpage on the website called 'Farmers Guide'. The page applies to farming activities, with information on when people may need a resource consent, useful links, relevant dates and answers to frequently asked questions.
 - b) Updating forms and templates to cover activities associated with constructing wetlands/ other environmental enhancement projects and damming consents.
 - c) Online consent application forms. The new online forms portal will enable customers to experience an easier and quicker way to complete a consent application, rather than downloading a PDF form.
 - d) Continued social media campaign raising awareness of the public enquiries service.
 - e) Content to support the recording of short videos on specific consent activities for the website.

f) Attending the Wānaka show and providing consent advice to members of the public.

All the above projects help us deliver an improved customer experience for users of the consent or public enquiries services.

COMPLIANCE MONITORING AND ENFORCEMENT

Performance Monitoring

- [24] Performance monitoring returns include all information consent holders are required to submit by conditions in their resource consents. This includes photographs of work, water meter returns, complex annual reports, and management plans. Some consents require multiple submissions of performance monitoring per year, for example monthly water quality results, while others have no performance monitoring requirements. The grading of performance monitoring tends to be faster than a full audit and is used to help the Compliance Team prioritise which consents require audits.
- [25] In the 9 months to 31 March 2023, the Regulatory Data and Systems and Compliance teams graded 6,516 performance monitoring returns against a target of 4,050. This a significant improvement on the 4,795 returns graded in the same period last year.
- [26] A summary of performance monitoring data for 2022/23 is set out in Figures 11 and 12 of Attachment 1.

ORC compliance audits and inspections

- [27] The ORC Long-Term Plan 2021-2031 includes a performance measure of meeting 90% or more of 'programmed inspections/audits completed each year, as per the Compliance Audit and Performance Monitoring Schedule'.
- [28] In the 2022/23 year to date, 1,016 on site audits and inspections were completed. This is down very slightly from 1,045 site visits completed in the same period in the 2021/22 year. The 2022/23 inspections relate to 791 on site consent audits, 185 dairy inspections, 29 forestry inspections and 11 IWG education visits. This is 134% of the planned compliance audits or field inspections programmed for the 2022/23 year.
- [29] A summary of the compliance field visits and inspections in the 2022/23 year, compared with the 2021/22 year and Annual Plan target is set out in Figures 13 and 14 of Attachment 1.

RMA consent audits

- [30] In the 2022/23 year to date, 791 on site consent audits have been completed. Compliance with consent conditions can be considered high with most consents being considered either fully compliant (430 consents), or low risk non-compliance (193 consents).
- [31] All consent audits graded with moderate non-compliances (87 consents) and significant non-compliances (39 consents) have been followed up by staff and either appropriate action has been taken in line with the RMA compliance and enforcement policy, or

investigations are continuing. This includes six infringement notices, 16 abatement notices and three warnings issued in relation to consent non-compliance.

- [32] A summary of RMA consent audit data in the 2022/23 year is set out in Figures 15, 16 and 17 of Attachment 1.

Dairy programme

- [33] The 2022/23 Dairy Inspection Compliance Project commenced in October 2022, and year to date compliance staff have completed 185 dairy inspections. All high-risk farms have been inspected, with some farms having follow-up inspections. Overall compliance is high with 118 farms graded fully compliant and 55 farms graded low risk non-compliance. Seven farms were graded moderately non-compliant and five farms were graded significant non-compliant. Causes of the non-compliance included effluent ponding, offal pit and farm landfill mixing, and silage leachate discharges. These matters are being followed up by staff and either appropriate action has been taken, or investigations are continuing.

- [34] The 2022/23 dairy project monitors compliance with animal effluent systems and discharges, and farm waste streams (offal pits, farm landfills). There has also been a focus on providing awareness and engaging with farmers on the new requirements for animal effluent storage and discharge consents in the Water Plan introduced by Plan Change 8, and monitoring compliance with Nitrogen reporting requirements under the NES-F.

- [35] A summary of 2022/23 dairy inspection data is set out in Figure 18 of Attachment 1.

Plantation Forestry

- [36] In the 2022/23 year to date, ORC has received 122 forestry notifications and 64 management plans and completed 29 on site forestry inspections. Overall compliance is good with 21 forestry sites graded fully compliant and four forestry sites graded low-risk non-compliance. Three forestry sites were graded moderate non-compliance due to two sites planting within setbacks, and one forestry site with limited sediment controls. These matters are being followed up by staff and either appropriate action has been taken (including one infringement notice), or investigations are continuing.

- [37] A summary of 2022/23 forestry notifications and inspections data is set out in Figures 19 and 20 of Attachment 1.

Low flow / dry weather project

- [38] The Compliance and Regulatory Data Teams actively monitored low flow conditions on water take consents during the 2022/23 Summer dry weather period. This included regular communication with affected consent holders, daily checks of water taken to ensure compliance, on-site monitoring inspections and regular media and stakeholder updates. Active engagement with water user groups was also undertaken by the team, and Compliance staff walked the Waiwera catchment area to understand water needs and encourage good water conservation practices. The teams also collaborated with Science and Environmental Monitoring teams.

- [39] Compliance was extremely high during the summer period, with only one consent holder consistently not complying with the low flow condition. An infringement notice was issued, and compliance was met.

Investigations and enforcement

- [40] In the 2022/23 year to date, 1,107 service requests were received on the pollution response hotline. This is slightly up from 1,095 service requests in the same period in the 2021/22 year. The most common reasons for requests were water pollution (303), outdoor burning (195) and odour (97).
- [41] Further details on service requests in the 2022/23 year, including comparison with the 2021/22 year can be found in Figures 21 and 22 of Attachment 1.
- [42] In the 2022/23 year to date, ORC issued 105 formal enforcement actions, compared with 90 formal enforcement actions for the same period in the 2021/22 year. ORC has issued seven warnings, 55 infringement notices, and 40 abatement notices. The most common causes of enforcement action related to water pollution (30) and consent non-compliance (25).
- [43] For the 2022/23 year to date, ORC authorised legal proceedings in relation to discharge of contaminants to air and water from an industrial or trade premises. One enforcement order was sought as part of sentencing of a Rendering Plant discharge of odour which was not granted by the Court.
- [44] All formal enforcement action is taken in accordance with the RMA Compliance and Enforcement Policy.
- [45] Further details on enforcement action in the 2022/23 year, including comparison with the 2021/22 year can be found in Figures 23 and 24 of Attachment 1.

Compliance engagement and education activities

- [46] To support and enable compliance, ORC Compliance staff work proactively with landowners, consent holders and the community to engage with on them compliance matters and educate on good practices.
- [47] Some of the engagement and education activities that have been undertaken since the last Regulatory Update report include:
- a) Social media campaign promoting the Pollution Hotline.
 - b) Promotion of dairy effluent calculator, and emails to all dairy farmers providing information on the new animal effluent consent requirements.
 - c) Several media releases on IWG rules and supporting consents team with community workshops and meeting with farmers on IWG consents.
 - d) Media release on compliance flyovers undertaken across the Otago region in April.
 - e) Joint media release with Contact Energy advising that ORC had approved the Landscape Visual Amenity Management Plan for the Kawarau Arm of Lake Dunstan.

- f) Several compliance staff supported the ORC stand at the Wanaka A&P show.
- g) Sending out educational letters to alleged offenders in relation to domestic chimney and outdoor burning complaints.

HARBOURMASTER

Major Incidents 1 July 2022 to 31 March 2023

- [48] ORC's long -term plan metrics include a requirement for major incidents to be reported to Council. This incident reporting is included as part of the quarterly update reports. Major incidents can be considered incidents which have the potential to result in one or more of the following:
 - a) Significant adverse effects to the environment
 - b) Pose significant risks to health and safety
 - c) Significant navigational safety issues
- [49] There are no major incidents to report for this period.
- [50] Plans are underway to lay new navigational buoys in the Eastern Channel during the last quarter of this year. This will enhance navigational safety through the area from Grassy Point to Portobello.
- [51] The new Year holiday period on Lake Dunstan saw numbers down significantly compared to the previous year. The harbourmaster team spent 5 days onsite and engaged a number of boaties. Safety and compliance was generally very good throughout the area.
- [52] The Harbourmaster team attended to Brighton Gala day. Great public interaction with the team and the vessel, with some 15,000 people through this event.
- [53] The harbourmaster Facebook page continues to grow from strength to strength, it is providing a great avenue for specific boating information sharing.
- [54] An oil Spill exercise was held at the end of January. Along with our own ORC team we had Maritime New Zealand in attendance and a couple of the local oil terminal operators.
- [55] Development of three further safety campaign videos has been completed. We expect to have these available to add to our current catalogue in time for next season. They are based on Kill Cords, Bar Crossings and Safe speeds, wash and wake.
- [56] Kaitiaki has been deployed on Lake Wakatipu to support the ORC compliance team during this period.
- [57] Awhina has been deployed in Lyttleton for the Sail GP event in support of the Environment Canterbury Harbourmaster team. The vessel was utilised as the on-water command and control boat for HM activity throughout the event.

[58] We had the opportunity to host seven council members both at Halsey Street and for a harbour trip on Awhina, thank you to those that gave their time to attend.

OPTIONS

[59] As this is a report for noting there are no options.

CONSIDERATIONS

Policy Considerations

[60] There are no policy considerations.

Financial Considerations

[61] There are no financial considerations.

Significance and Engagement

[62] As this is a report for noting consideration of the Significance and Engagement Policy is not required.

Legislative Considerations

[63] A number of legislative requirements govern the activities of the Regulatory Group.

Risk Considerations

[64] There are a number of legal and reputational risks associated with the delivery of ORC's regulatory functions.

Climate Change Considerations

[65] There are no climate change considerations associated with this report.

Communications Considerations

[66] Communication with the Otago community occurs on a regular basis to educate and inform people on regulatory matters. This includes a quarterly regulatory newsletter which is aimed at informing RMA professionals on technical matters and relevant updates.

NEXT STEPS

[67] Regulatory activity will continue and will be reported quarterly to the Regional Leadership Committee.

ATTACHMENTS

1. Appendix 1 2022 July to March Regulatory Data Appendix [7.1.1 - 12 pages]

Attachment 1: REGULATORY REPORT FOR THE PERIOD 1 JULY 2022 TO 31 March 2023

Consents

Figure 1: Resource Consent Applications Received

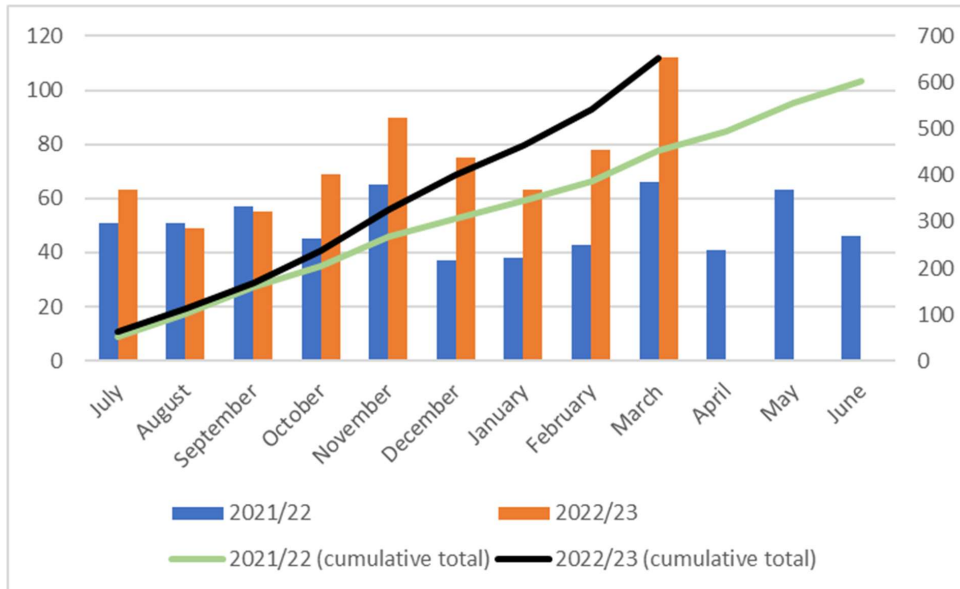


Figure 2: Notified Applications

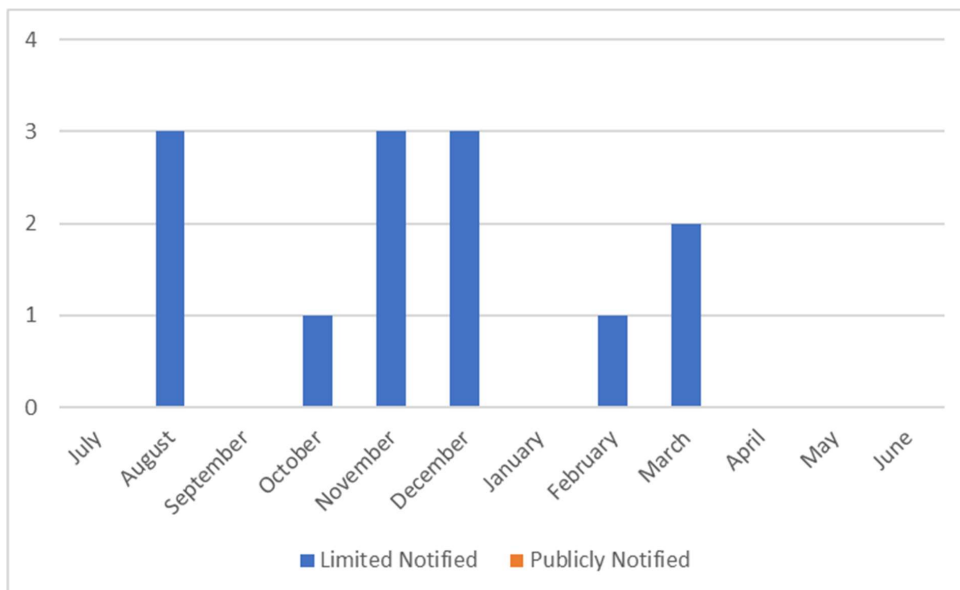


Figure 3: Resource Consents Issued

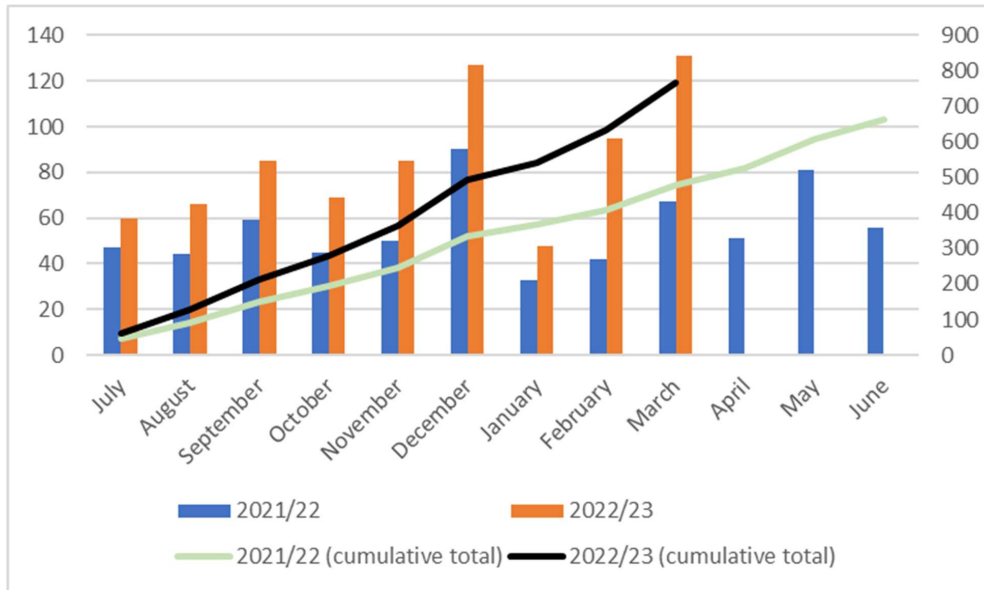


Figure 4: Resource Consents Issued by Type

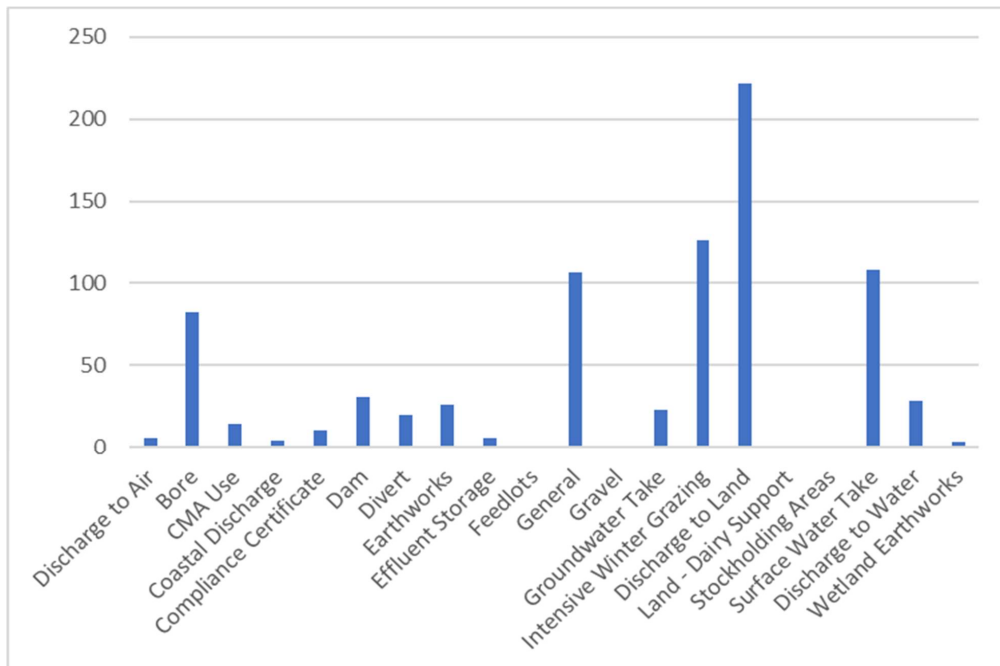


Figure 5: Other Applications Received

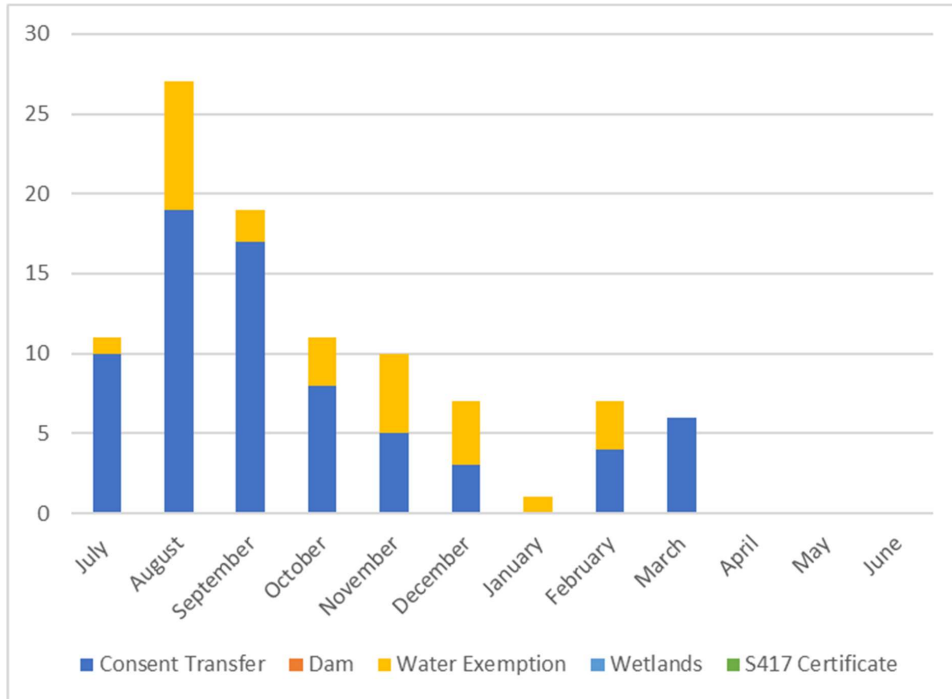


Figure 6: Other Applications Processed

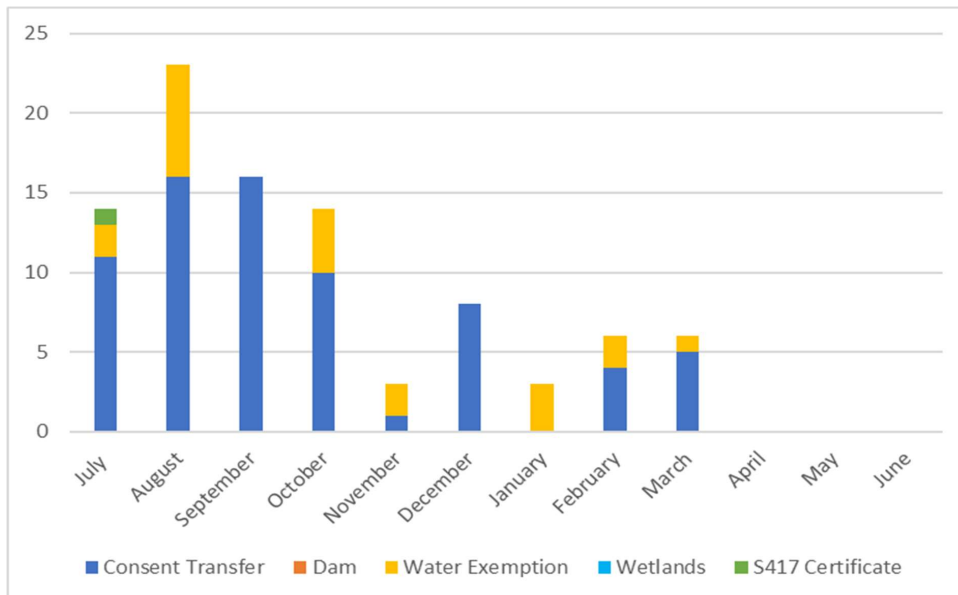


Figure 7 Consent Enquiry Response Times

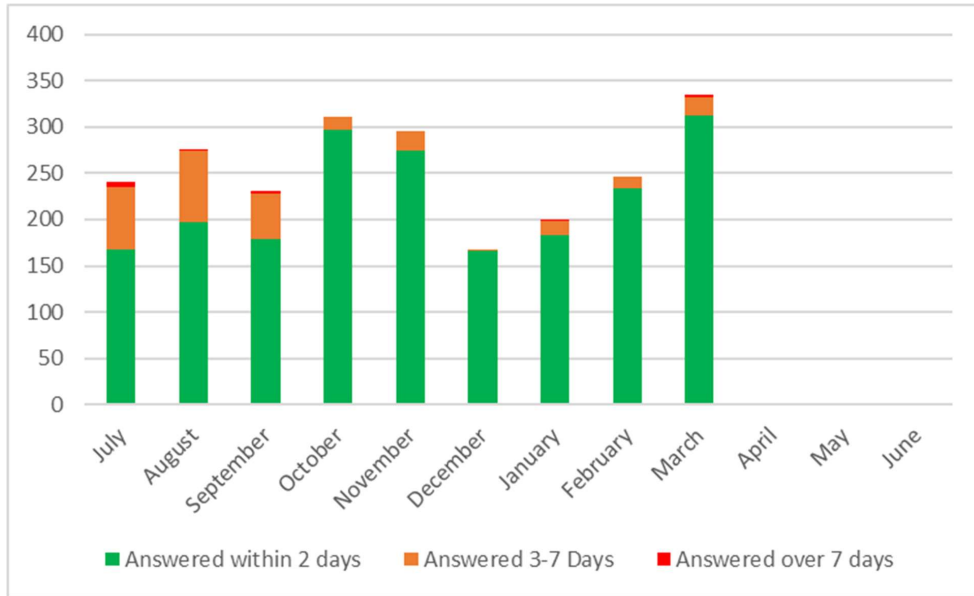


Figure 8: Consent Enquiries by Type

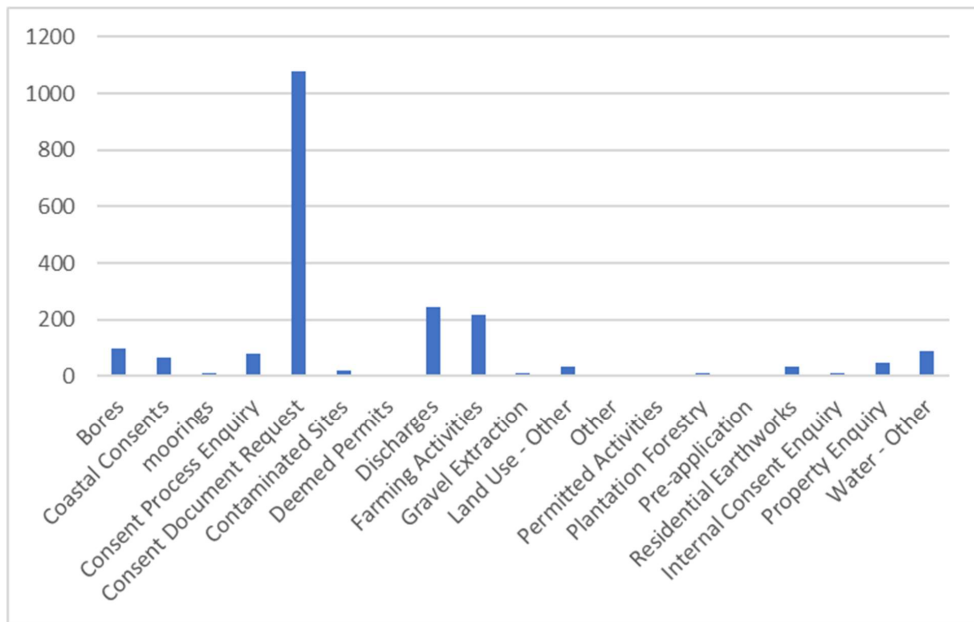


Figure 9: Consent Enquiries by Method

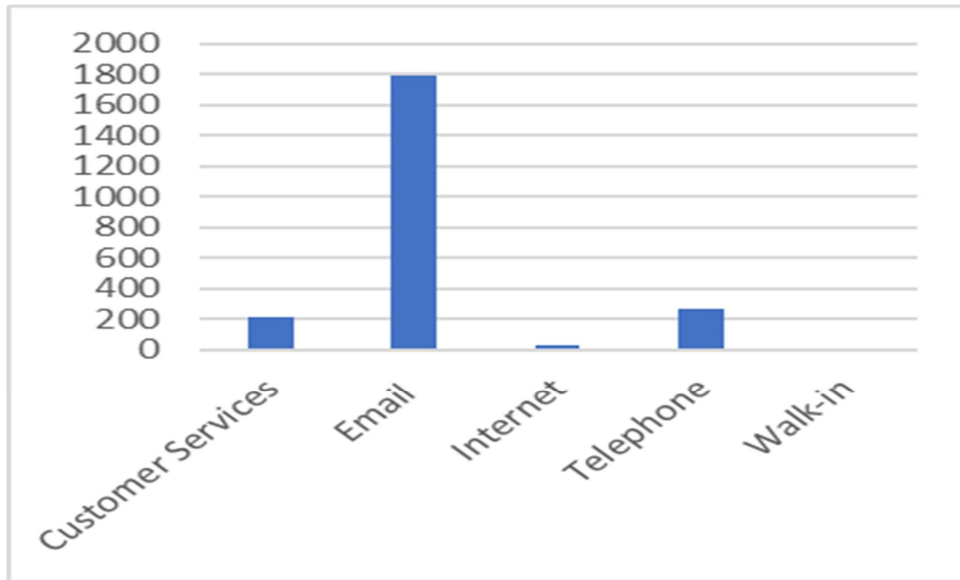
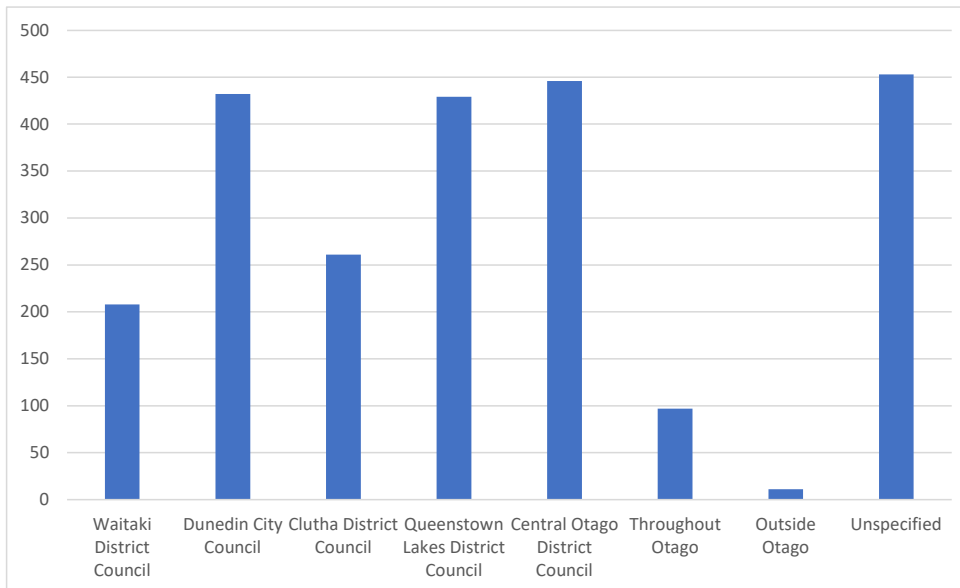


Figure 10: Consent Enquiry by Location



Compliance

Figure 11: Performance Monitoring Returns Completed
LTP Performance Measure

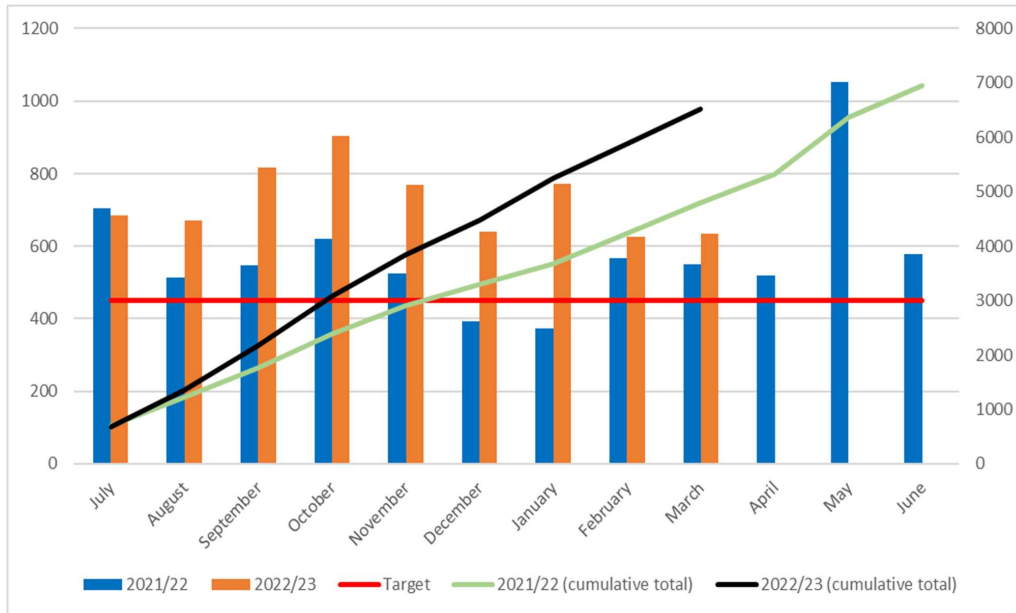


Figure 12: Performance Monitoring Grades Year on Year

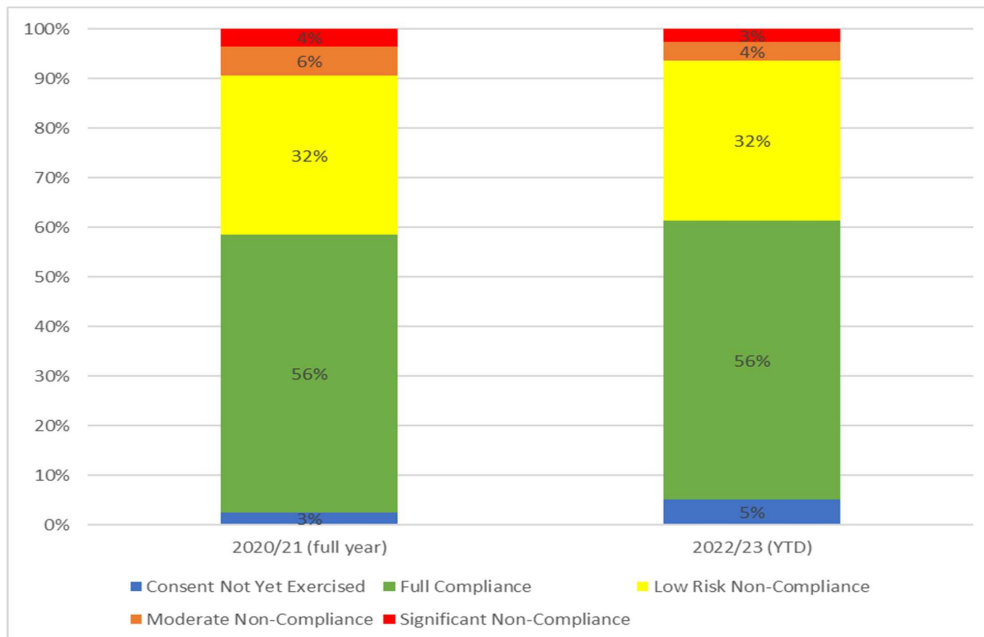


Figure 13: Compliance Field Inspections Year on Year
LTP Performance Measure

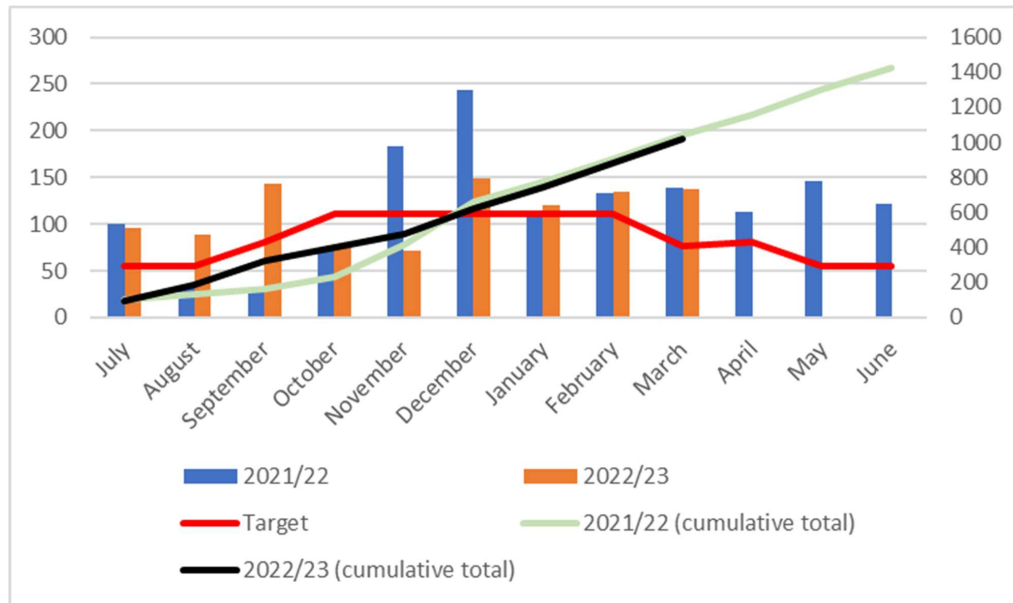


Figure 14: Compliance Field Visits by Type

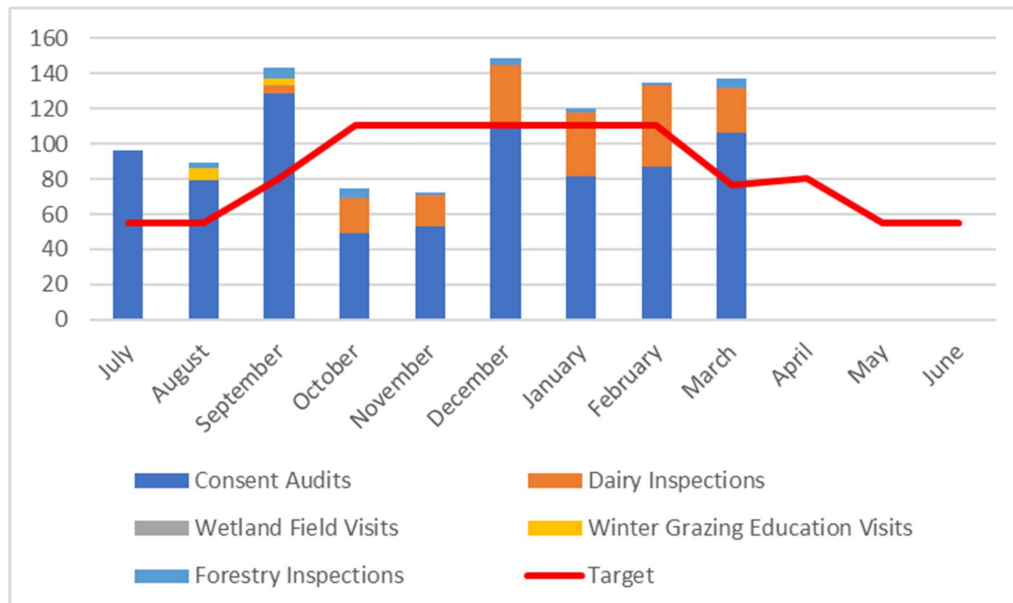


Figure 15: Consent Audits by Consent Type

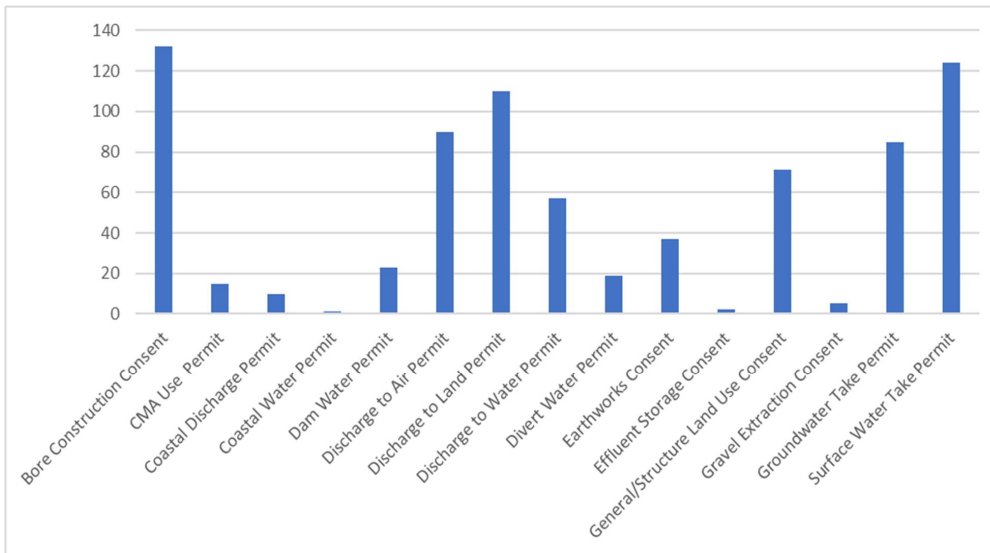


Figure 16: Consent Audit Grades Year on Year

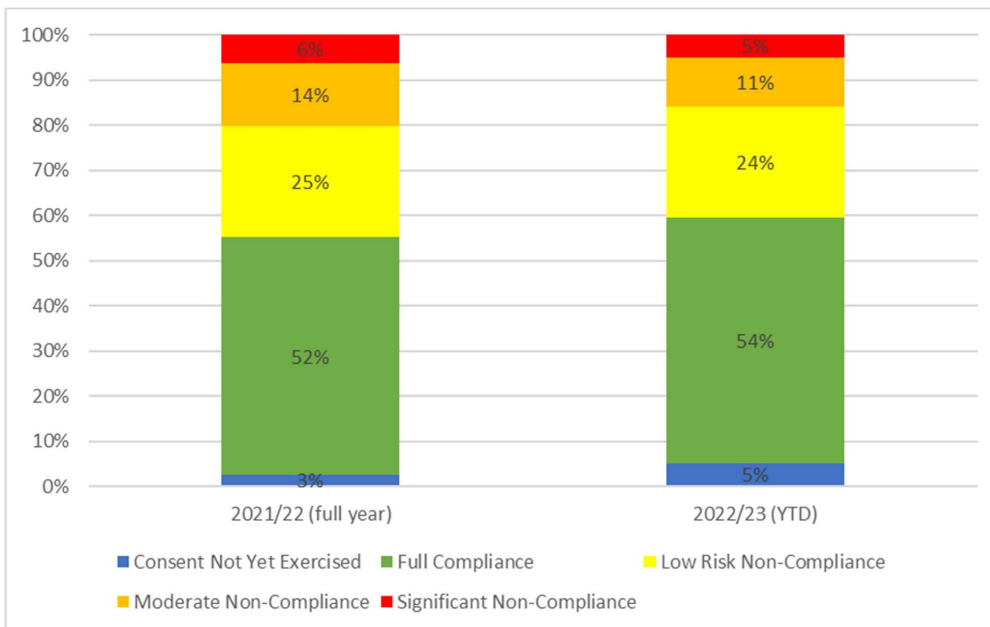


Figure 17: Significant Non-Compliance by Consent Type

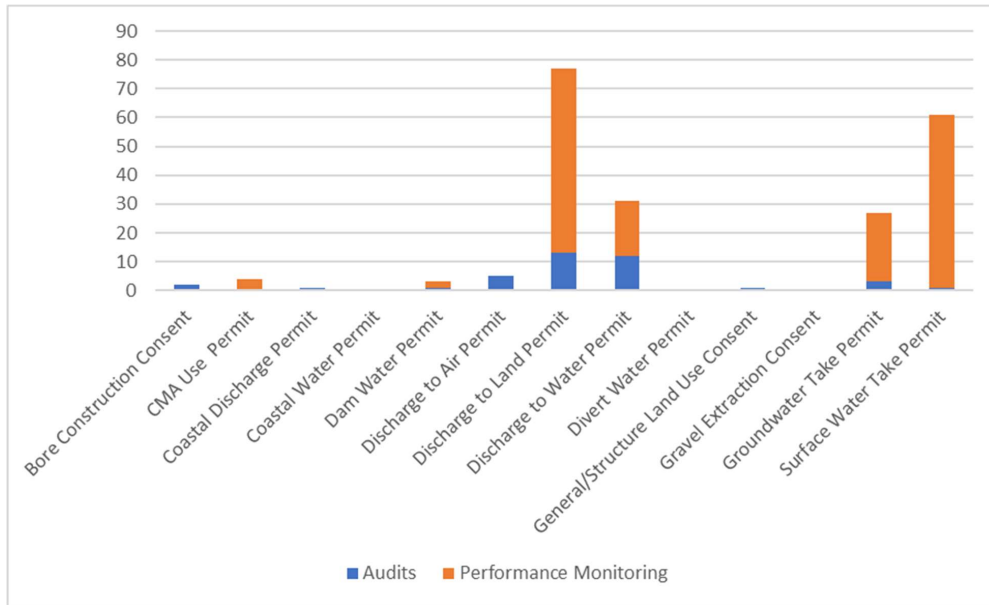


Figure 18: Dairy Inspection Grades Year on Year



Figure 19: Forestry Notifications and Inspections

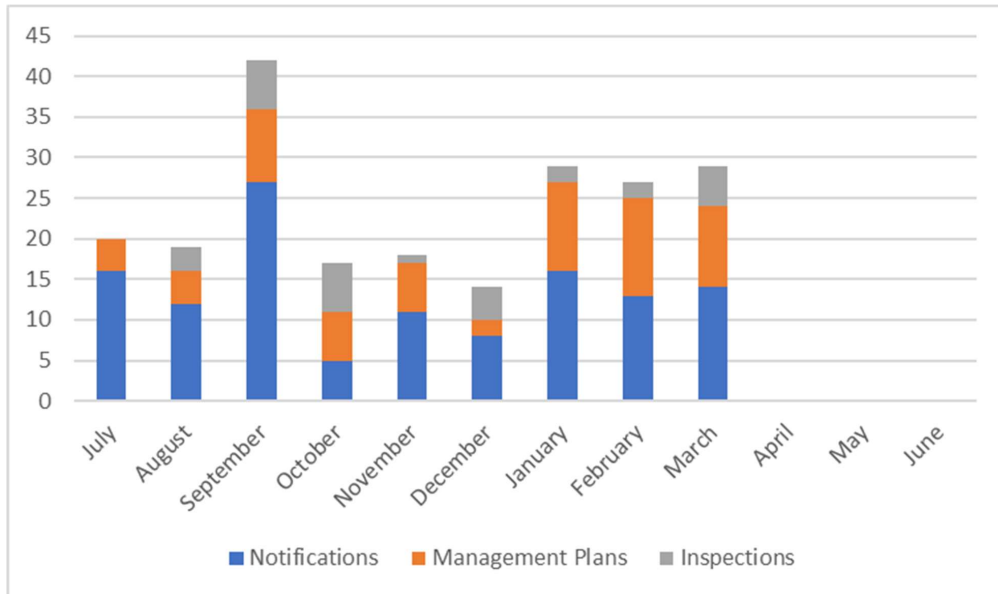


Figure 20: Forestry Inspection Grades Year on Year

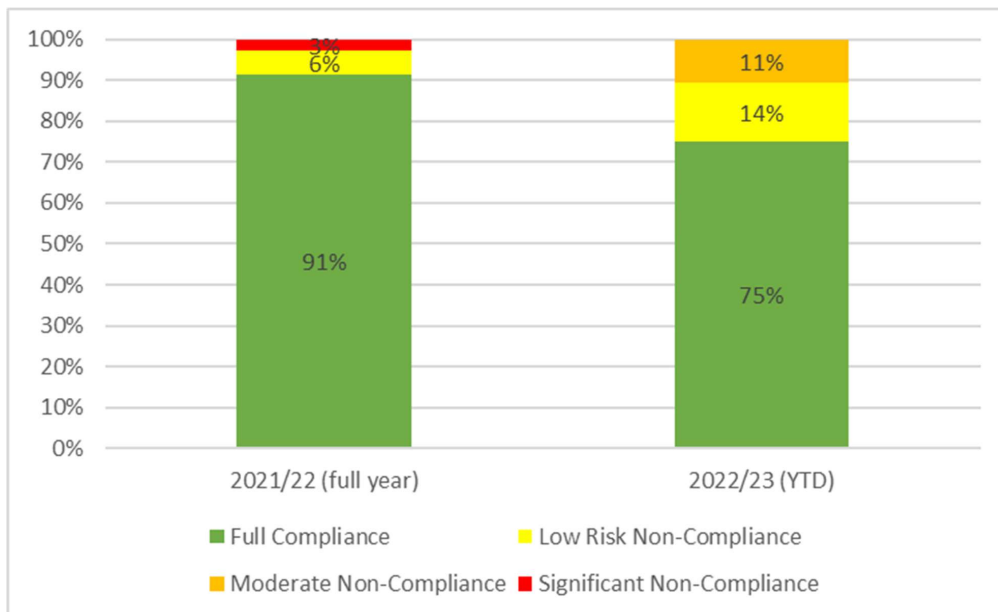


Figure 21: Service Requests

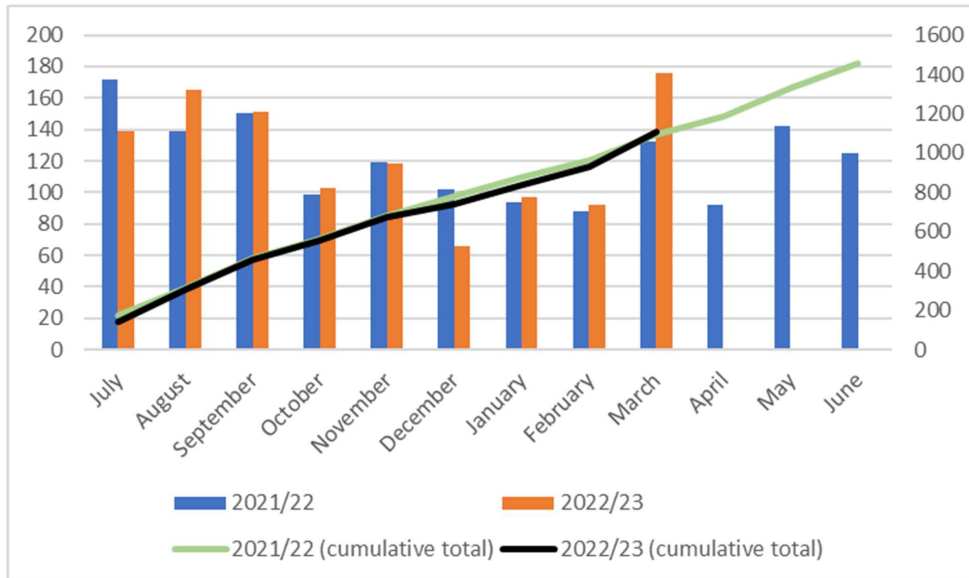


Figure 22: Service Requests by Type

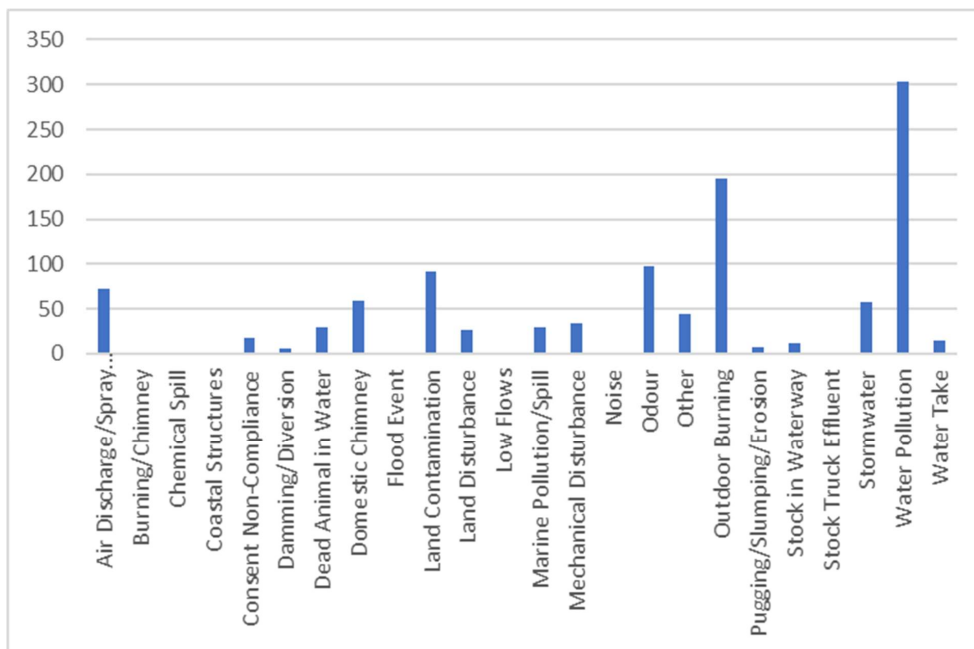


Figure 23: Enforcement Actions

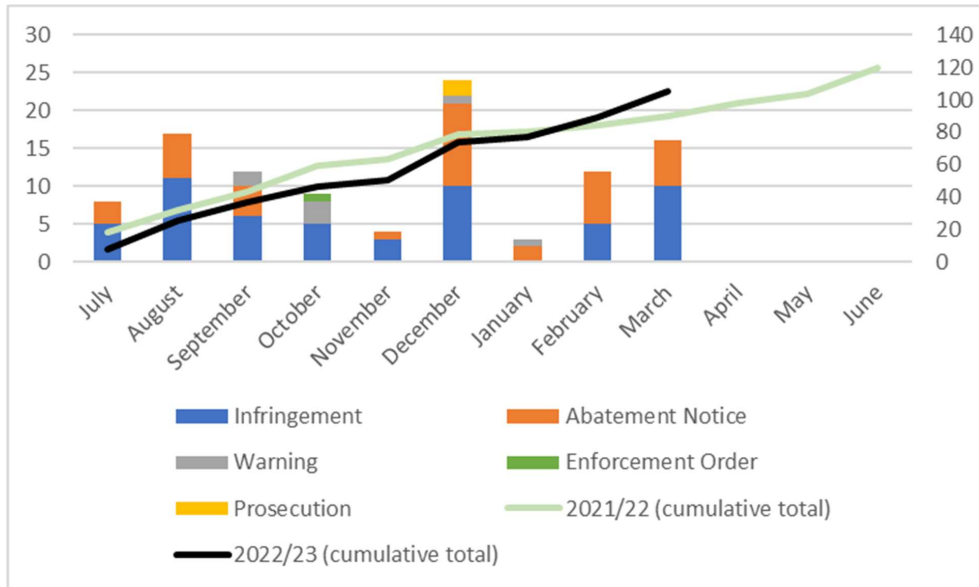
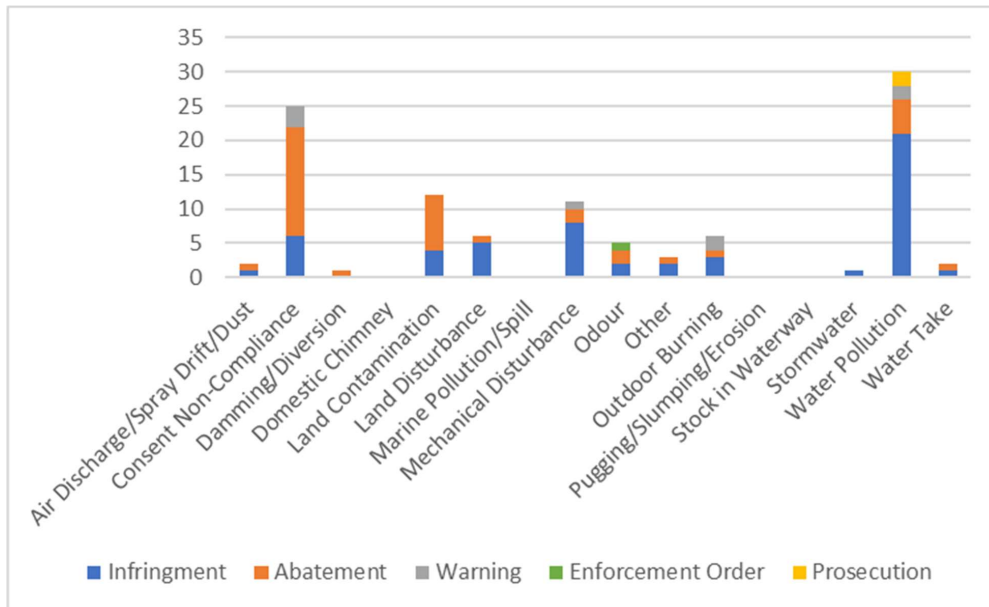


Figure 24: Enforcement Causes



7.2. Territorial Authority Wastewater Treatment Plant Compliance Report

| | |
|----------------------|--|
| Prepared for: | Regional Leadership Committee |
| Report No. | REG2301 |
| Activity: | Governance Report |
| Authors: | Tami Sargeant, Manager Compliance Rachel Brennan, Principal Compliance Specialist |
| Endorsed by: | Joanna Gilroy, Acting General Manager Regulatory |
| Date: | 10 May 2023 |

PURPOSE

- [1] The purpose of this report is to provide the Committee with a summary of the compliance of Territorial Local Authority (TLA) wastewater treatment plants (WWTPs) and the actions that have been taken to achieve compliance.

EXECUTIVE SUMMARY

- [2] This report provides a high-level summary of the most recent consent audit gradings for TLA WWTPs in the Otago area and discusses the next steps for ensuring improved compliance with the consents issued for WWTPs in Otago.

RECOMMENDATION

That the Committee:

- 1) **Notes** this report.

BACKGROUND

- [3] The ORC Compliance Team monitors compliance on 31 WWTPs operating under 56 discharge consents by TLAs within the Otago region. Table 1 shows the number of plants operated by each TLA and the total number of consents held for those plants.

| Territorial Local Authority | WWTP operated | Consents held |
|--|---------------|---------------|
| Central Otago District Council (CODC) | 7 | 8 |
| Clutha District Council (CDC) | 11 | 18 |
| Dunedin City Council (DCC) | 6 | 13 |
| Queenstown Lakes District Council (QLDC) | 4 | 9 |
| Waitaki District Council (WDC) | 3 | 8 |
| Total | 31 | 56 |

Table 1: Number of Wastewater Treatment Plants operated by Territorial Local Authorities in the Otago region and the number of consents held (as of 1 April 2023).

- [4] The age and expiry dates for the resource consents issued for WWTP varies across the region. There is also a variation in the conditions that are placed on the resource consents. In general, WWTP have the following types of consents for on-site activities:
- a. Discharge to air – odour
 - b. Discharge to water
 - c. Discharge to land
 - d. Discharge to coastal marine area

- [5] Monitoring compliance with WWTP consents falls within priorities one and two of the ORC Compliance Plan 2023-2026 to “reduce non-compliant discharges to improve freshwater quality”; and taking a “proactive and integrated approach to monitoring largescale activities.”
- [6] TLA WWTPs are generally audited annually and some WWTPs are visited regularly depending on the compliance status of the consents and whether compliance with abatement notices has been met.
- [7] In April 2023 the Government confirmed that ten publicly owned water entities will be established as part of the water services reform package. Consents held by the TLAs for WWTPs would be transferred to the new water entity, and ongoing compliance with consent conditions would be required.

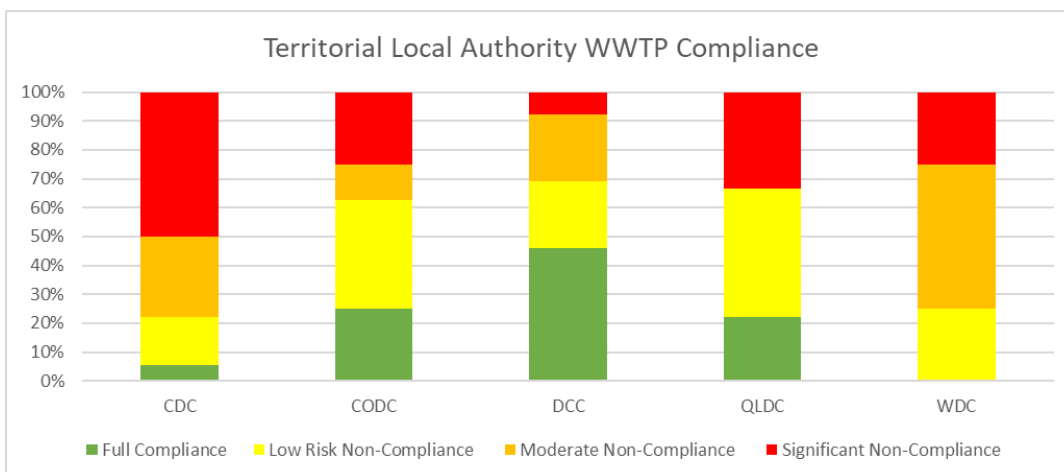
DISCUSSION

Compliance audit process and grading

- [8] Following the completion of an audit, each consent is given a grade ranging from full compliance to significant non-compliance. Grades are calculated using several factors including but not limited to water quality readings, submission of required operations manuals, reporting of non-compliances and submission of annual reports.
- [9] Final audit reports and the associated grades are reported to the consent holder. Consent holders can respond to the content and request a review of the grade however there is no formal process to appeal the grades.
- [10] Table 2 and Graph 1 provides information on the most recent consent audit report grading for each WWTP discharge consent.

| TLA | Full Compliance | Low Risk Non-Compliance | Moderate Non-Compliance | Significant Non-Compliance |
|------|-----------------|-------------------------|-------------------------|----------------------------|
| CDC | 1 | 3 | 5 | 9 |
| CODC | 2 | 3 | 1 | 2 |
| DCC | 6 | 3 | 3 | 1 |
| QLDC | 2 | 4 | | 3 |
| WDC | 0 | 2 | 4 | 2 |

Table 2: Status of most recent consent compliance audit at TLA WWTPs



Graph 1: Status of most recent consent compliance audit at TLA WWTPs

Compliance action

- [11] When assessing a consent there are two types of non-compliance that can occur. The first are process related where the consent holder is not complying with the requirements to submit reports, or report on specific activities. The second type are physical non-compliances where the plant is not operating in accordance with the consent and subsequent discharges do not comply with limits set in the consent conditions.
- [12] While process related breaches may not have immediate environmental impacts, they create a risk as ORC is not able to assess the operation of the plant (rather than the physical plant) for compliance. For this reason, ongoing process breaches may be classified as significant non-compliances.
- [13] Appropriate action is taken for any non-compliance or breaches identified in the audits in accordance with the RMA Compliance and Enforcement Policy. This includes formal and informal actions (e.g., developing a compliance plan and providing more regular updates). In some cases, multiple compliance actions can be taken in relation to the same breach.
- [14] If an abatement notice is issued requiring compliance with consent conditions, staff will closely monitor to encourage appropriate actions are taken to meet compliance. This includes regular correspondence with the consent holder, reviewing sample results and reporting, as well as site visits to the WWTP. When full compliance is achieved or new consents are issued, the abatement notice will be cancelled.
- [15] Table 3 provides the number of the infringement notices ORC has issued between January 2022 and March 2023; and the number of current abatement notices related to TLA WWTPs in Otago.

| TLA | Infringement notices issued January 2022 to March 2023 | Current abatement notices |
|-------|--|---------------------------|
| CDC | 4 | 8 |
| CODC | 2 | 4 |
| DCC* | 1 | 3 |
| QLDC* | 2 | 2 |
| WDC | 2 | 2 |

Table 3: Formal ORC enforcement action taken between January 2022 and March 2023.

* includes infringement notice/s for wastewater network overflows

- [16] ORC compliance staff continue to work with TLA staff to regularly inspect plants and provide audit reports highlighting corrective actions. All TLAs are actively engaged with this process which is positive.

Clutha District Council

- [17] CDC operates 11 WWTPs under 18 discharge consents. The consents for the Balclutha and Waihola WWTPs were replaced in 2022 and have not had a full audit under the new consent conditions.
- [18] In late 2019, formal investigations were initiated on all 11 WWTPs following a complaint from a member of the public and initial onsite inspections. The investigation found that all 11 sites were poorly maintained and in breach of resource consent conditions resulting in environmental impacts to air, land, or water. In 2020, CDC was convicted for breaches of discharges to water and air consents from five biofiltro WWTPs at Lawrence, Tapanui, Kaka Point, Owaka and Stirling.
- [19] Following the CDC prosecution, 'Compliance plans' were developed by CDC detailing a programme of works aimed to achieve full compliance for eight WWTPs by June 2022. Some physical on-site maintenance actions were achieved, and there has been a significant reduction in the frequency of 'emergency overflow' events. However, other CDC actions to gain compliance with treated effluent quality limits were not achieved within the agreed upon compliance plan timeline. Seven abatement notices were issued to CDC by ORC in December 2022 requiring compliance with consent conditions due to continued exceedances in wastewater quality limits, and operations and maintenance requirements. These relate to five biofiltro WWTPs in Lawrence, Tapanui, Stirling, Kaka Point, and Owaka, as well as the Milton WWTP (main consent) and Kaitangata WWTP. The Milton (bypass consent) abatement notice issued in 2021 remains in place.
- [20] Infringement notices were issued to CDC for failing to take samples for final effluent at the Kaitangata and Heriot WWTP; and for sustained non-compliance with effluent quality conditions at the Balclutha WWTP (old consent).
- [21] ORC staff continue to work with CDC staff to ensure that appropriate actions are taken to achieve compliance. This includes regular meetings between CDC and ORC to monitor progress and discuss ongoing compliance matters. These meetings were formalised in 2022 and have been effective.

Central Otago District Council

- [22] CODC operates seven WWTPs with 15 discharge consents. The consents for the Omakau WWTP were replaced in 2022 and have not had a full audit under the new consent conditions.
- [23] ORC issued abatement notices and infringement notices related to the Naseby and Ranfurly WWTPs in April 2023. This is due to exceedances in discharge quality limits and non-compliance with operations and management manuals.
- [24] An abatement notice for the Alexandra WWTP was cancelled in 2022 following full compliance with consent conditions. In November 2022 'stage 1' of the Clyde wastewater reticulation scheme was commissioned which has affected the performance

of the Alexandra WWTP. CODC notified ORC of the issue and is actively investigating to determine what action is required to achieve full compliance with consent conditions.

- [25] A severe wet weather event in July 2022 caused flooding of the Omakau WWTP and oxidation ponds. CODC notified ORC and Aukaha and regular updates were sent to ORC and Aukaha until the WWTP was back to full compliance. Final effluent discharge quality and quantity is currently fully compliant with consent conditions.
- [26] The Lake Roxburgh Village WWTP consent is due to expire in 2023. CODC plans to decommission the WWTP and connect Lake Roxburgh to the larger Roxburgh Township WWTP for treatment.
- [27] The Cromwell WWTP and Roxburgh WWTP have had abatement notices in place since 2021. Quarterly progress reports are provided to ORC including updates on actions and investigations to achieve compliance. Inlet screens and works have been made to both WWTPs, however there continues to be some exceedances of effluent quality.
- [28] CODC have increased resourcing into their Water Services Team who monitor their WWTPs and provide compliance reporting to ORC. ORC continues to work collaboratively with CODC to ensure full compliance is met.

Dunedin City Council

- [29] DCC operates six WWTPs under 13 discharge consents. The consents for the Middlemarch WWTP were replaced in 2022 and have not had a full audit under the new consent conditions.
- [30] An abatement notice was issued for exceedances of discharge quality limits from the Tahuna WWTP in June 2022. DCC has worked proactively to achieve compliance and is on track to meet the abatement notice's requirements.
- [31] Abatement notices were issued in June 2022 for non-compliant discharge quality limits from the Warrington and Waikouaiti WWTPs. DCC have investigated and are installing a tertiary treatment solution at both sites to address the discharge quality exceedances.
- [32] There were moderate non-compliance and low-risk compliance issues identified across the Green Island and Sea Cliff WWTPs. DCC is aware of compliance issues and is addressing them.
- [33] DCC engagement with ORC has been positive throughout the auditing and abatement processes and there has been good communication and regular reporting from the DCC. Improvements have been made with infrastructure upgrades, discharge quality, and the management both on-site and through reporting.

Queenstown Lakes District Council

- [34] QLDC operates four WWTPs with nine discharge consents servicing communities in the Queenstown Lakes district.
- [35] Issues with disposal field ponding at the Shotover WWTP lead to an abatement notice being issued in 2021. The wastewater is treated to a high standard and poses no environmental risks to the area. QLDC has undertaken works to address the issue, and

there has been some improvement with no ponding or run-off outside the consented area. QLDC is investigating options to achieve full compliance and provides regular updates on investigations and actions taken. ORC staff undertake frequent site visits.

- [36] The Hawea WWTP has an abatement notice due to discharge quality exceedances and discharge of the treated effluent not occurring in accordance with consent conditions. QLDC have developed an interim and long-term compliance strategy involving significant capital upgrades to the plant. As part of these upgrades a moving bed biofilm reactor (MBBR) unit was installed in October 2022. QLDC provide regular updates on progress and ORC staff undertake frequent site visits. ORC is currently processing new discharge consents for the Hawea WWTP operations.
- [37] The Project Pure WWTP in Wanaka recently experienced capacity and operational challenges during the Christmas/New Year's break. QLDC took actions to address the issue once notified, and ORC is investigating this incident. Planned upgrades including two additional disposal field sectors have been installed and an additional decant tank will be commissioned in late 2023. The ORC required QLDC to increase effluent quality sampling, increase inspections of the disposal field and ensure notification of discharge exceedances. Current discharge quality has improved with recent results showing it to be within consent limits for most analytes.
- [38] The Cardrona WWTP was commissioned in September 2021 with the consent transferred to QLDC in September 2022. The Cardrona WWTP is operating well with a current design horizon to 2027 with capacity to expand.
- [39] QLDC provides regular updates to ORC on investigations, actions, and upgrades to meet full compliance with the WWTP discharge consent conditions.

Waitaki District Council

- [40] WDC operates three WWTP with a total of eight resource consents.
- [41] An abatement notice was issued in March 2022 due to ongoing exceedances of discharge quality and quantity limits from the Oamaru WWTP. WDC has investigated and reviewed their processes to determine the cause of exceedances; and has de-sludged the pond.
- [42] The Palmerston WWTP has an abatement notice due to ongoing exceedances of discharge quality and quantity limits. Desludging was undertaken, an aerator installed, and an additional disposal field area added. Despite these upgrades, continued non-compliance with consent conditions and abatement notice requirements lead to two infringement notices being issued. WDC is considering varying the consent conditions at the site.
- [43] The Moeraki WWTP was graded moderately non-compliant for cumulative issues relating to lack of data and poor record keeping which has the potential for adverse environmental effects, given historical data.
- [44] ORC staff continue to work with WDC staff to ensure that appropriate actions are taken to achieve compliance.

OPTIONS

[45] As this is a noting report there are no options.

CONSIDERATIONS**Strategic Framework and Policy Considerations**

[46] There are no strategic framework or policy considerations.

Financial Considerations

[47] There are no financial considerations.

Significance and Engagement

[48] ORC compliance staff continue to proactively work with TLA staff to support compliance with WWTP consents.

Legislative and Risk Considerations

[49] Compliance monitoring and enforcement is a mandatory function under the Resource Management Act.

[50] There are environmental, legal, social, and reputational risks associated with compliance monitoring activities. Wastewater treatment plants present a high environmental risk where they are not compliant with the conditions of consent. For this reason, regular monitoring to confirm compliance occurs.

Climate Change Considerations

[51] There are no climate change considerations

Communications Considerations

[52] There are no communication considerations.

NEXT STEPS

[53] ORC staff will continue to work with TLA staff to ensure compliance with conditions of the resource consents is achieved. Each non-compliance identified will be assessed to determine the appropriate enforcement response in accordance with the Compliance and Enforcement Policy.

[54] The Regional Leadership Committee will receive a summary of WWTP compliance as either a standalone report or as part of an annual compliance monitoring report.

ATTACHMENTS

Nil

7.3. Community Newsletter Proposal

Prepared for: Regional Leadership Comm

Report No. COMS2302

Activity: Community: Governance & Community

Author: Jo Galer, Manager Communications and Marketing

Endorsed by: Richard Saunders, General Manager Regulatory and Communications

Date: 10 May 2023

PURPOSE

- [1] The report provides the Committee with details of a proposal to introduce a new Otago Regional Council newsletter that will be distributed to all Otago households and available digitally. The proposal is part of the Community Survey Action Plan 2022/23.

EXECUTIVE SUMMARY

- [2] Results of the ORC Community Survey in 2021 and 2022 have highlighted that the public has low awareness of Council's purpose and activities. As part of the action plan approved by Council staff have investigated options for introducing an ORC newsletter.
- [3] More frequent and effective telling of our stories – across all organisational areas – would not only increase awareness, but also encourage public engagement with ORC activities.
- [4] Staff are recommending the committee endorse a trial of an ORC newsletter that is distributed into letterboxes three to four times per year, at a projected cost of \$25,000 per issue.
- [5] To measure the effectiveness of the newsletter future Community Surveys will include a specific question to identify the uptake of the newsletter and the impact it is having on community awareness of ORC and its activities.

RECOMMENDATION

That the Committee:

- 1) **Endorses** a one-year trial of a new 4-page ORC newsletter, *Te Mātāpuna — The Source*.
- 2) **Notes** that the first newsletter will be published in June 2023.
- 3) **Notes** that the newsletter will also be available digitally.
- 4) **Requests** that staff include a new metric in the Community Survey 2023 to monitor the effectiveness of the newsletter.

BACKGROUND

- [6] For the past two years, ORC's Community Survey has highlighted low public awareness and perception of ORC's work. The survey also shows that in some rural and small urban centres, and within certain demographics, print publications are still a preferred channel for receiving information about ORC. In addition, some rural areas face barriers in

accessing the Internet, meaning they have little or no access to our current digital channels.

- [7] Our Strategic Directions document compels ORC to engage and connect with our communities so that ORC can achieve its goals to foster positive relationships between the environment, people and place, now and for the future.
- [8] Previously, the Council produced *Waterlines*, a quarterly, printed newsletter distributed to 12,000 letterboxes as part of the Southern Rural life, at a cost of \$20,000 per year. The scope of *Waterlines* content was confined to regulatory and water-related policy, and the narrow distribution meant that key audiences were missed.
- [9] In response to the results of the 2022 Community Survey Council endorsed an action plan which included the initiation of a bi-monthly newsletter to replace *Waterlines*. Staff have been reviewing options to give effect to this action.

DISCUSSION

- [10] Achieving connection with the wider Otago community has been a challenge for ORC and a focus of the Communications and Marketing team as they responded to the results of the ORC Community Survey in 2022/23.
- [11] The results of the 2022 survey showed that newspapers were the preferred source for ORC content with information direct from ORC and Online and Social Content attracting an equal level of response.
- [12] The summary findings from Versus Research highlights the importance of online sources but also the importance of traditional news sources (print) for older respondents and particularly rate payers.
- [13] The introduction of a hard copy newsletter will enable us to achieve greater reach across the community whilst still ensuring there is a digital option available for website and social media users.
- [14] While our local news media covers our meetings and activities, there is a vast amount of ORC-related news and information that is not covered by media outlets. Feedback through the ORC customer experience team and social media pages express frustration and a lack of understanding of the activities ORC undertakes. A newsletter would be a key source of information to address these gaps in understanding.
- [15] The team responsible for producing the newsletter will develop an annual content plan to ensure that all areas of ORC's work are covered throughout the year. There will be flexibility within this plan to ensure that any emerging work or new developments can be incorporated as they arise. Each issue is expected to have a regular, core set of content that will sit alongside issue-specific content. A proposed outline of this content is attached as Appendix 1.

[16] The newsletter will be designed to present ORC content in an attractive and visually appealing manner, which will encourage engagement. Appendix 2 shows an initial visual of the newsletter masthead and how content could be laid out.

[17] The proposed name of the newsletter, *Te Mātāpuna —The Source*, has been chosen to not only reflect that it is a source of information, but also it connects the newsletter to the environment, as rivers, lakes and streams have a source. Former ORC Kaitohutohu Lyn Carter has endorsed the name.

OPTIONS

[18] There are a number of options available to deliver a hardcopy newsletter to Otago households. These are presented below along with the option to continue with the status quo of online newsletters only.

[19] Option 1: Do not endorse the delivery of a new hardcopy newsletter and request that staff undertake online delivery only

Advantages:

- There will be a cost saving made through the use of online newsletters only.
- Online only will reduce any climate considerations associated with the production of a hardcopy newsletter

Disadvantages

- Current online distribution is not achieving the reach with the Otago Community which is demonstrated in the Otago Community Survey Results. The status quo is unlikely to significantly shift these results.
- A key action from the 2022/23 Community Survey action plan will be only partially delivered.

[20] Option 2 (Recommended Option): Endorse a new hardcopy newsletter to be delivered Otago wide as well as being available digitally.

Advantages

- A dedicated hard copy ORC newsletter delivered to each Otago household will achieve greater reach and is likely to result in a greater community understanding of ORC's activities.
- This will complete a key action from the 2022/23 Community Survey Action Plan

Disadvantages

- There is a higher costs associated with the deliver of a hard copy newsletter across Otago.
- There are climate impacts associated with the production and delivery of a hard copy newsletter.

[21] Staff have reviewed a number of options for the delivery of a hard copy newsletter. All of these options include in-house content and design.

[22] The options identified are as follows:

- a. A double page spread 'advertisement' inside community newspapers delivered throughout Otago.
- b. A four-page, A4-sized standalone newsletter that would be inserted into community newspapers delivered throughout Otago.
- c. A four-page, A4-sized standalone newsletter that would be unaddressed and distributed directly into Otago residential letterboxes (recommended option).
- d. A four-page 'wrap' that would wrap around the outside of community newspapers delivered throughout Otago.
- e. A four-page, A4-sized standalone newsletter that would be inserted into the Southern Rural Life community newspaper, which is delivered to all RDs in Otago. Extra would be distributed to ORC customer service centres, libraries etc.

[23] Table 1 shows the cost of each option identified above.

| Option | Printing | Delivery method/ Cost | Issue cost | Annual cost (4 issues) |
|---|-------------|------------------------------------|------------|------------------------|
| A double-page spread in community newspapers (includes drop boxes) 115,000 copies | N/A | Part of paper | \$12,495 | \$49,980 |
| A four-page, A4-sized standalone newsletter in community papers 115,000 copies | \$11,619.77 | Inserted into paper \$6,500 | \$18,120 | \$72,479 |
| A four-page, A4-sized standalone newsletter that would be unaddressed and distributed directly into 89,370 Otago residential letterboxes. (3 quotes received) | \$8,976 | Newsletter in Letterboxes \$16,166 | \$25,142 | \$100,568 |
| A four-page 'wrap' that would wrap around the outside of community newspapers delivered throughout Otago, 115,000 copies | N/A | Wrap around paper | \$31,830 | \$127,320 |

| | | | | |
|--|---------|---------------------------|---------|----------|
| A four-page, A4-sized standalone newsletter that would be inserted into a community newspaper, which is delivered to all RDs in Otago. (12,000) + 8,000 (further distribution) | \$3,488 | Inserted into paper \$738 | \$4,226 | \$16,904 |
|--|---------|---------------------------|---------|----------|

Table 1: Costs of options for delivery of a hard copy newsletter

- [24] Having considered the above options staff recommend the newsletter for the following reasons:
- Reach – this option enables us to deliver to all mailboxes in the Otago region, supported by an online option for other interested parties.
 - Uptake - The standalone format has high potential to get noticed as it will not be competing for attention among other messages or brands.
 - Content – There is sufficient content to create varied and interesting newsletters at the recommended frequency throughout the year.
 - Flexibility – this option enables ORC to select delivery times which align with key milestones or projects during the year.

CONSIDERATIONS

Strategic Framework and Policy Considerations

- [25] This proposal is consistent with the ORC Strategic Directions and in particular our commitment to effectively engage with our communities.

Financial Considerations

- [26] The costs of the new newsletter can be met from within existing annual plan budgets. Notably the delivery of all content and design in house reduces the overall costs of the project.

Significance and Engagement

- [27] The decisions sought in this report are not considered significant when considered against He Mahi Rau Rika, ORC’s Significance and Engagement policy

Legislative and Risk Considerations

- [28] There could be a perception risk of ORC choosing to use a hardcopy newsletter over digital delivery. This risk will be mitigated by ensuring that sustainability is considered in the production of the newsletter.

Climate Change Considerations

- [29] There are climate change considerations associated with this project and in particular the production and delivery of the newsletter. On balance it is considered appropriate to

proceed due to the positive impact of greater reach for ORC's key environmental messages and greater engagement in environmental projects across the region.

Communications Considerations

- [30] This project was included as an action in the Community Survey Action Plan 2022/23 as a direct response to the lack of awareness of ORC's role and the low understanding of the work that the organisation undertakes.

NEXT STEPS

- [31] If the Committee endorses the newsletter staff will complete the first edition to be distributed in June.
- [32] Staff will work with Versus Research to ensure a question is added to the 2023 Community Survey to assess the effectiveness of the newsletter.

ATTACHMENTS

1. Outline of Proposed Content [7.3.1 - 2 pages]
2. Te Matapuna 2pg Concept Visual 2023 [7.3.2 - 1 page]

APPENDIX

iii

Proposed Content Outline**INTRODUCTION – regular**

Kia ora and welcome – messages from our Chair and/or CE

REGIONAL LEADERSHIP – regular

- Councillor news, corporate, plans of significance
- Councillor profiles
- LWRP
- Kāi Tahu partnership
 - Current projects/initiatives
 - Māori placenames and te reo
- Have your say – details of our latest consultation
- Did you know? Some detail from the annual plan/snapshots

ENVIRONMENT/STAFF & COMMUNITY PART – regular

Primarily EIT & Science – Biosecurity, biodiversity, water quality, catchments work.

Examples include:

- ‘Ask a Scientist’ – Q&As with ORC scientists from a range of disciplines
- BOLO – ‘Be on the Lookout’: pests such as wallaby or toxic algae – whatever we are asking the public to keep an eye out for/be aware of
- Pollution hotline photos and latest news plus a reminder about what to call/not call about
- Picture caption – fb posts
- Catchment Advisor news/profiles
- Feed it or Fork it? What plant is that? Identifying plants species – ‘goodies and baddies’, and info about what is the best plant to plant where (EIT)
- Priority funding project updates, e.g., Tomahawk Lagoon, Te Hākapupu

REGULATORY – regular

- New Rules, guidance and education
- Reminders, i.e., winter grazing and consents
- Harbourmaster news

SAFETY AND RESILIENCE – as required/when relevant

- CDEM
- Engineering
- Natural Hazards

TRANSPORT – as required**WHATS NEW/BRIEFS? – regular**

- Aquarius
- New mapping system/LiDAR
- Eco FUND
- Harbourmaster news

DIARISE – as required

- Events

- A calendar of upcoming save the dates (cut out and keep), e.g., council meetings, A&P shows, Field days, events our staff/councillors will be at, rates/consents due

OTHER – *as required*

- ORC ABC
- EnviroSchools news
- People we're loving right now – a really good news story about a citizen science/volunteer project
- Join our team of pest detectives – an item about pest control work – how the public can get involved in wilding chopping days or reporting wallaby sightings etc.
- Sign up to On Stream and be in the draw to win a ...



Te Mātāpuna The Source

OTAGO REGIONAL COUNCIL COMMUNITY NEWS | May 2023



Kia ora and welcome...

Ex exerunt facit modatio estis rat volori aut experum adi core as sapit, uiliab intiamus.
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From left to right are Benita (ORC), Harriet (ORC), Hendrik (from the Trust), Max (ORC) and Ian (from the trust).

PRIORITY FUNDING PROJECT

Toitū Te Hākapupu

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Te Hākapupu in East Otago

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Our Biodiversity staff on the Otago Peninsula

New Chief Executive brings wealth of experience to role

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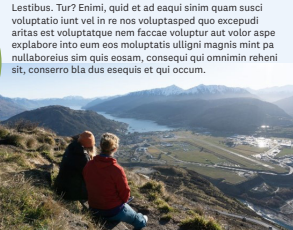


ORC's new Chief Executive, Richard Saunders.

Land and Water Regional Plan update

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ECO Fund open now!

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Annual Plan 2023-24

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What's on

Important dates, events and meetings

| MAY | |
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| 12 | 10.00am Intensive winter grazing workshop Hawea Luggata |
| 13 | 1.00pm Intensive winter grazing workshop Papakio |
| JUNE | |
| 1 | 8.00am-4.00pm Wanaka A&P Show — see us at site 14 |
| 15 | 10.00am Online webinar Learn about our new environmental monitoring portal |
| 26 | 1.00pm Council meeting Cromwell |
| JULY | |
| 5 | 1.00pm Community open day Tomahawk Lagoon |
| 18 | 1.00pm Intensive winter grazing workshop Papakio |
| AUGUST | |
| 10 | 2.00pm Committee Meeting Level 2, Philip Laing House, Dunedin |

Have your say

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Contact Te Mātāpuna...

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7.4. Update on Community Survey Action Points

Prepared for: Regional Leadership Committee

Report No. COMS2303

Activity: Community: Governance & Community

Author: Vicki Roach, Team Leader Brand and Marketing

Endorsed by: Richard Saunders

Date: 28 April 2023

PURPOSE

- [1] The paper presents a progress report for Otago Regional Council (ORC) Community Survey Action Plan 2022/2023.

EXECUTIVE SUMMARY

- [2] As part of the 2020/2021 Annual Plan, Councillors requested that staff initiate the delivery of a community survey for ORC. Surveys were completed in 2021 and 2022. An action plan responding to the results of the survey was approved by Council in December 2022 to be implemented in the following 12 months.
- [3] The primary purpose of many actions within the approved plan is to increase the community understanding of the role of ORC and the work that is carried out across the region.
- [4] Staff have been successful in delivering a number of the actions included in the plan and are on track to complete or substantially progress all actions by the end of 2023.
- [5] It is acknowledged that the actions carried out as part of this action plan are only a start on our journey to increase understanding of ORC's activities and satisfaction with the performance of the organisation. Staff will look to build on these actions in response to the 2023 Community Survey.

RECOMMENDATION

That the Committee:

- 1) **Notes** this report.
- 2) **Notes** that a final progress report on the 2022/23 Community Survey Action Plan will be reported to the Council before the end of the 2023 calendar year.
- 3) **Notes** that the Otago Regional Council Community Survey will be carried out again in 2023 and reported to Council before the end of that calendar year.
- 4) **Notes** that a new Community Survey Action Plan will be put forward for approval based on the results of the 2023 Community Survey before the end of the calendar year.

BACKGROUND

- [6] ORC for the past two years has carried out a community survey that looks at community knowledge, expectations, perceptions, and an understanding of how residents want to engage with ORC.

- [7] An action plan responding to the results and recommendations of the 2022 survey was approved by Council in December 2022 to be implemented in the following 12 months. A copy of the approved action plan is included as Attachment 1.
- [8] The action plan looks at activities to restore confidence in ORC. This involves communicating ORC plans and initiatives on important environmental issues, being consistent and effective in the way we communicate and addressing issues important to our community such as water quality and public transport.

DISCUSSION

- [9] ORC staff have made good progress in implementing the action plan. Several of these tasks have been completed and the rest are on track to be progressed / completed before the end of the calendar year. (Note some actions are subject to Committee endorsement).
- [10] A significant focus for the first six months has been increasing the number of news and social media stories about the organisation. This has been done through sharing what we are doing across a wide variety of platforms- print/digital, paid/unpaid and talking to the community through events, open days and workshops. There has been an increase in the content across all media channels and as a result more engagement.
- [11] Highlights of the 2023 action plan include progressing activities that will better inform ratepayers what we do and how we are performing (newsletter, quarterly performance summary, rates brochure), increased engagement with communities attending A&P shows, the introduction of stakeholder engagement lists to ensure a broad distribution of content, attendance at intensive winter grazing and community led workshops and a continued effort to improve communication around public transport services and service disruption.
- [12] Staff will continue to deliver the actions contained within the plan and provide a report back to the Committee at the end of the calendar year ahead of consideration of a new action plan in response to the 2023 Community Survey.

OPTIONS

- [13] As this is a report for noting there are no options.

CONSIDERATIONS

Strategic Framework and Policy Considerations

- [14] The action plan is consistent with the ORC Strategic framework and in particular our commitment to engage with our community.

Financial Considerations

- [15] There are no financial considerations associated with this report.

Significance and Engagement

- [16] This report contains no matters considered significant when assessed against He Mahi Rau Rika.

Legislative and Risk Considerations

[17] There are no legislative or risk considerations associated with this report.

Climate Change Considerations

[18] There are no climate change considerations associated with this report.

Communications Considerations

[19] The ORC Community Survey action plan has a strong focus on improving our communications with the community.

NEXT STEPS

[20] Staff will continue to deliver the actions contained within the plan and report back on progress at the end of the calendar year.

ATTACHMENTS

1. Community Survey Action Plan 2022 Progress Report [7.4.1 - 5 pages]

ORC Community Survey Action Plan 2023 - **May 2023 Update**

| Ref | Description | Area of Focus Link to recommendations | Teams Responsible/ Status as at May 23 | Details/ Next steps |
|-----|---|---|---|---|
| 1 | Work on a bi-monthly newsletter in the community newspapers — (replaces Waterlines) uses content from On Stream and other sources. | Knowledge: Activity Awareness Perceptions: Performance | Comms and MKTG In progress | <ul style="list-style-type: none"> See separate report that went to the 10 May Regional Leadership Committee. |
| 2 | Work with Corporate Team to create a publicly accessible graphics summary of a quarterly 12-page performance report. Simplify and highlight key results and make more engaging. | Perceptions: Performance Knowledge: Activity Awareness | Comms and MKTG Corporate Complete | <ul style="list-style-type: none"> Quarterly summary Otago Regional Council (orc.govt.nz) The intention is to update this, quarterly, going forward. |
| 3 | Work on a rates brochure to go out with 2023 rates notices providing a greater level of information to rate payers on the role of ORC | Knowledge: Activity Awareness Perceptions: Value for money | Comms and MKTG Corporate In progress | <ul style="list-style-type: none"> This is in draft form and will be completed in time to go out with the rates invoice. |
| 4 | Wānaka A&P Show — Create an engaging stand that showcases what ORC does/the value added – use as a template for future shows. | Perceptions: Services Knowledge: Activity Awareness Engagement | Comms and MKTG Complete | <ul style="list-style-type: none"> Great set up which was well supported by staff and Councillors. Engagement from the public was high with strong interest in pest control (rabbits, wilding pines) and consent queries. A great opportunity to highlight to the public everything we do. EIT have also attended several smaller shows. A show kit can now be used for future. |
| 5 | Build up Stakeholder Engagement lists with teams throughout the organisation. Engage with councillors for their community knowledge. | Engagement | Comms and MKTG In progress/ ongoing | <ul style="list-style-type: none"> EIT has passed on lists that they and communications have been using. Onstream subscription database being used for bigger announcements eg Delay on LWRP. Comms Stakeholder list developed for community group/key stakeholder tagging in social posts. Summer contact recreation list is continually being updated, and shared/cross-referenced with the above Facebook tag list. Other staff are also using stakeholder lists. Needs to be more work on central lists and how these are used by everyone at ORC. We envisage this would be working with the new stakeholder engagement advisor in Andrea's team. These discussions were being previously progressed with David Cooper and Fred in our team. |

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| 6 | Develop ORC Brand — Strategy around consistency in messaging. Visual identity, style guide etc. Templates for channels Understand audience preference for receiving info | Delivers against all areas | Comms and MKTG In progress/ ongoing | <ul style="list-style-type: none"> Visual identity signed off; all design now follows this. IT is working on rolling out logos and templates through programmes such as PowerPoint on desktops/screens. When Tiaki launches will have templates, logos and how to use- adding to these templates will be ongoing. Text style guide in progress. Audience information in survey needs to be put into a simple document but channels digital/print considered for every project involving communications free or paid. |
| 7 | Develop ORC Brand — look at a strategy around messaging and content relating to role and activities. Look at all the areas we need to promote, tie in with other actions regarding communication. Have a content calendar so we are promoting beyond water. | Delivers against all areas | Comms and MKTG In progress/ ongoing | <ul style="list-style-type: none"> Communications and Marketing is having a team strategy workshops in May to cover this and will then tie this into ORC wider values and strategic direction documents. All our communication work is being put into a Spreadsheet and discussed weekly, so there is holistic view of what projects are happening that are evaluated and implemented effectively. Social media and Onstream have improved in ensuring the consistency, tone and content is representing all areas of ORC. We are producing more stories around our staff/councillors and what they are doing for the environment. |
| 8 | Work with Compliance team to create our own news reel for Facebook (like Waikato Regional Council) that includes photographs/ video of incidents we investigate and commentary around the sorts of rules being broken. | Knowledge: Awareness Perceptions: Services | Compliance Comms and MKTG Planning/ In progress | <ul style="list-style-type: none"> This is still in progress, but social media has profiled compliance issues as they arise, and some have been covered in Mainstream media. The ducks and the leaking diesel situation at the Frankton Marina are some examples. |
| 9 | Proactively advertise the existence of the Pollution Hotline service and highlight some of the excellent info or 'saves' we have received from this with an advertising campaign on mainstream media and digital channels, e.g., FB. Also include Q and A's about pollution topics. | Knowledge: Awareness Perceptions: Services | Compliance Comms and MKTG In progress/ongoing | <ul style="list-style-type: none"> We have on social media and onstream promoted the pollution hotline service via phone reporting. We have further plans to promote online reporting to suit audiences who prefer to interact this way. |
| 10 | The Environmental Implementation Team will be partnering with the MPI to raise the profile (and ORC's role) in managing biosecurity threats — namely wilding conifers and wallabies. Further community and engagement strategies will be developed and implemented. | Knowledge: Awareness Perceptions: Services | Environmental Implementation In progress | <ul style="list-style-type: none"> The EI team has made great progress in working with MPI and raising the profile of ORCS's role in managing Biosecurity threats. The Wallaby comms plan has raised the profile through Social, print, web, signage, Radio, TV, and events. For Wilding Conifers, the comms are generally led by the community groups with MPI and ORC having input and final approval. The Wilding Conifer strategy has been prepared and will go to Council for endorsement on the 11th May. |

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| 11 | Work with the Environmental Implementation Team to raise the profile of pest control through videos and photo-stories promoted in community newspapers and mainstream media, plus social media. | Knowledge: Awareness | Environmental Implementation Comms and MKTG In progress/ ongoing | <ul style="list-style-type: none"> • The wallaby comms plan 22-23 has been actioned as above. Very successful with stories such as the pest detective dog and handler featured on national TV news. We are currently working on printed material to send out to landowners and a radio campaign in May thanks to extra funding from MPI Tipu Mātoro. • We are working with the wallaby comms group, which meets monthly and ORC and ECAN are sharing expertise and ideas • Rabbits communications plan is in progress with social posts, media releases (one even got picked up by The Guardian) and current work in progress on rabbit education videos. • Pest of the month (e.g., Rabbits, Bur Daisy, Old Man's Beard) is pushed through google advertising, social posts and onstream • Social media posts on knotweed and others. • TV1 news story on the environmental monitoring buoys in Lakes Wakatipu & Wanaka • Work on Wilding Conifer and Rooks is also planned. |
| 12 | Work proactively with the Natural Hazards team and media that have broad-ranging and in-depth environmental reporting to raise awareness among communities and more widely in NZ of the problems and solutions needed to address concerns in high risk areas, e.g., Glenorchy/Head of the Lake (HoTL) and South Dunedin Future (SDF) | Knowledge: Awareness | Natural Hazards Comms and MKTG In progress/ more to do | <ul style="list-style-type: none"> • Media success: • Media uptake success Long-form reporting on the Glenorchy hazards on RNZ and also in their Rural News. • Continued monthly newsletter writing, editing and dissemination for HoTL • Attended and canvassed community at South Dunedin Street Festival and South Dunedin Community Network Hui in March 2023 • Working on SDF science communication collateral. • Collaborate with SDF team on engagement and communication on natural hazards, climate change and adaptation |
| 13 | Raise general awareness of resource consents process with public (attendance at events, social media) | Knowledge: Awareness Perceptions: Services | Resource Consents Environmental Implementation Comms and MKTG In progress/ more to do | <ul style="list-style-type: none"> • This year the Environmental Implementation, Communications and Consents teams have worked together to educate the public on IWG. • EIT have done a great job to date on holding workshops in the communities that have been very practical spending 1-1 time with farmers to take them through the process and answer questions. • This has been supported by information on the website, media releases, a video taking farmers through filling in the consent forms and social media and paid digital ads promoting the events and educating. |

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| | | | | <ul style="list-style-type: none"> • After 1 May EIT is doing four more community events supported by a marketing campaign. • Also work and a post on social media around on farm effluent rules and consents. • Promotion of the consents team as contacts for one-on-one communications. • Development of Farmer's page on the website, with rules and consent requirements in one place on the website. |
| 14 | Project to improve and re-design our website and user experience Content cleanout- Go through and reduce duplications, out of date content, write for web and mobile first | Knowledge: Awareness Perceptions Engagement | Comms and MKTG In progress/ ongoing | <ul style="list-style-type: none"> • Tender process went well received lots of interest. • Tenders assessed on detailed criteria/requirements. • Meeting with preferred organisation set up to set timelines for new design etc. • Further information to be provided to Council around design. • Marketing and web team currently working with staff to reduce/update web content to prepare for the shift to a new design. |
| 15 | Work collaboratively with public transport providers to improve the level of communication around services and service disruption. | Perceptions: Services Engagement | Public Transport Comms and MKTG In progress/ ongoing | <ul style="list-style-type: none"> • There has been significant work done to share the reduced timetable as well as service disruption and Transit issues through dedicated campaigns with a digital focus, as well as regular updates on social media, a key channel. • We have improved the online alert's function, launched a column in the Mountain Scene newspaper, put fold-out print timetables at every Visitor Point brochure rack in Queenstown and relaunched and refreshed our digital newsletter for passengers. • Communications, public transport, and customer experience work closely together to react quickly to passenger communication demands with timely accurate information. • Increased the communication resource to public transport and added more resource for answering online customer complaints in a timelier manner. • Arranged and attended Dunedin Orientation O-Week tent city to promote Orbus and the Bee Card. • Planned activity for Dunedin includes continued communication around diversions, Transit App campaign, Fares and Frequencies business case and in Queenstown the return to full timetable and Public Transport business case. Return to full fares campaign will be across both centres. |
| 16 | Initiate a video Marketing campaign to increase bus patronage in Dunedin and Queenstown | Perceptions: Services Engagement Awareness | Public Transport Comms and MKTG On hold | <ul style="list-style-type: none"> • Due to the issues PT is facing eg driver shortage and only recently returning to full timetable in Dunedin and not yet in QT further promotion is on hold. |

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| | | | | <ul style="list-style-type: none"> We are planning a Transit campaign when the new tracking system is successfully launched We've arranged a photo shoot of passengers in Queenstown to bring a fresh and positive look to our marketing. |
| 17 | Planned community engagement around meaning of wellbeing in Otago | Engagement | Strategy On hold | <ul style="list-style-type: none"> The report been delayed |
| 18 | Youth engagement (e.g., attendance at careers fairs, graduate programme, school visits) | Knowledge: Awareness Engagement | People and Culture Ongoing from 2022 and new Planning | <ul style="list-style-type: none"> Ongoing school visits (check People and Culture GM's / Managers EIT and Enviroschools have started to do some planning in this area. |
| 19 | Complete the update of the ORC Environmental Data Portal and deliver the associated communications plan. | Knowledge: Awareness Perceptions: Services | Environmental Data Comms and MKTG Complete | <ul style="list-style-type: none"> Great job launching the new Environmental Data Portal. It was well supported with public webinars. The communications plan was very effective and had great engagement. Website updates, social and digital advertising, onstream, print advertising, how to videos and guide/booklet, Wanaka A&P Show presence. |