

Chapter 14

OFFICE SYSTEMS (INCLUDING PUBLIC COMMUNICATIONS) AND ADMINISTRATIVE PROCEDURES

SECTION	FROM
1. Public Communications - (Availability of Information/Enquiries/Correspondence/ Advertisements/Public Relations)	1260
2. Office Systems (Other than Public Communications)	1380

1260 LOCAL GOVERNMENT OFFICIAL INFORMATION AND MEETINGS ACT 1987
Please refer to Council's Delegations Register

Note: For charges, see Policy No. 1285

1265 LOCAL GOVERNMENT OFFICIAL INFORMATION AND MEETINGS ACT - OFFICE PROCEDURES
Please refer to Office Management Guidelines Manual

1270 COMMUNICATIONS STRATEGY
Please refer to Office Management Guidelines Manual

1275 PUBLIC COMMUNICATIONS - AUDIT OFFICE GUIDELINES

Type: P
File: PJ/1/1;
CE/1/1
Min: 919/8/02

Last Reviewed July 2009
Next Review July 2011

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| <p>(a) As a matter of policy, the Council will endeavour to meet the 'Good Practice for Managing Public Communications by Local Authorities (2004)' produced by the Controller and Auditor-General.</p> <p>(b) Any significant exception to this policy in terms of Council communications, advertisements or publications must be approved by the Executive Team.</p> |
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1280 LEGAL OPINIONS - AVAILABILITY TO THE PUBLIC
Please refer to Office Management Guidelines Manual

1285 OFFICIAL INFORMATION - CHARGING FOR SERVICES
Please refer to Fees and Charges, Appendix A

1300 PUBLICATION OF HANDBOOKS ETC
Please refer to Council's Delegations Register

1305 COMPLAINTS ALLEGING IMPROPRIETIES IN COUNCIL ACTIVITIES

Type: P
File: OP/1/1
Min: 513/8/90
514/8/90
710/10/90

Last Reviewed July 2009
Next Review July 2011

	That as a matter of general policy, complaints (from whoever) alleging improprieties in any activities by Council staff be investigated "in house" by the Chief Executive with the assistance of such other staff as considered appropriate, unless in the opinion of the Chief Executive their apparent seriousness warrants an immediate independent investigation. Note: in some circumstances referring the issue to the Audit Committee may be an appropriate option.
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1310 OMBUDSMEN - COMPLAINTS TO
Please refer to Office Management Guidelines Manual

1315 CELLPHONES (MOBILE TELEPHONES)
Please refer to Office Management Guidelines Manual

1317 USE OF DIRECT DIAL LINES
Please refer to Office Management Guidelines Manual

1320 CORRESPONDENCE - LETTER WRITING PROCEDURES
Please refer to Office Management Guidelines Manual

1323 CORRESPONDENCE – OFFICIAL INFORMATION VIA EMAIL.
Please refer to Office Management Guidelines Manual

1325 CORRESPONDENCE FROM RATEPAYERS' ASSOCIATIONS ETC - COUNCILLORS TO BE TOLD ABOUT
Please refer to Office Management Guidelines Manual

1330 INTERNET AND EMAIL
Please refer to Office Management Guidelines Manual

1335 NEWSPAPER ADVERTISEMENTS - COUNCIL POLICY

	Type: PD	
	File: AC/1/1	SC/22/1
	TP/1/2	
	Min: 1059/5/85	
	1286/6/85	3530/12/86
	2118/7/87	6/99
	Last Reviewed	July 2009
	Next Review	July 2011

Advertisements generally to be placed in one newspaper	That subject to the exceptions listed in (b) below, Council advertisements shall be placed in newspapers or publications circulating in the district(s) affected by the content of the advertisement.
Exceptions	<p>i. Matters of major significance such as the Annual Plan, Annual Report and Strategy Reviews, shall be advertised in a range of local newspapers.</p> <p>ii. Exceptions to this policy shall be at the Chief Executive's direction.</p>
Economy	That every advertisement be published and expressed in the most economical and practical manner, but that the Chief Executive be authorised to dispense with this requirement for any particular advertisement or any type of advertisement.
Delegation	Sub-delegations from the Chief Executive are shown in Council's Delegations Register.
Public Notices	Refer to Public Notice advertising procedure.

1345 VISUAL IDENTIFICATION STANDARDS
Please refer to RDC Brand Manual

1347 RODNEY DISTRICT COUNCIL COMMUNITY ENGAGEMENT POLICY

Type: P
File: CF/1/1
Min: 1962/12/04

Last Reviewed July 2009
Next Review July 2011

Purpose	<p>Our aim is effective engagement with all our communities. For this, the Council adopts a policy position that will ensure that our engagement:</p> <ul style="list-style-type: none"> • enhances the quality of decisions affecting the district and its communities; • maintains high standards of service responsiveness and delivery; • contributes to informing our communities; • complies with the consultative and policy making requirements where these are prescribed in statute.
Definitions	<p>For the purposes of this policy, the following definitions are adopted:</p> <p>Communities may be:</p> <ul style="list-style-type: none"> • <i>geographic communities</i>, comprising electors and/or permanent residents within the District living in a continuous area; and/or • <i>communities of interest</i> defined in various terms: e.g., demographic, economic, by recreational interest, values, or institutional interests; and/or • groups of people, or <i>stakeholders</i>, who are "likely to be affected by or who have an interest in matters about which decisions need to be made". • Communities are fluid: they change over time and individuals may belong to more than one community.

Engagement spans all forms of interaction between the Council and its communities. Engagement is required for many reasons, including to:

- identify community outcomes for the Long Term Council Community Plan;
- define options and identify preferences for individual projects and policies;
- determine the best means of implementing policies and projects;
- exchange information;
- deliver services; and
- administer transactions.

The Policy

Rodney District Council will be guided in decision-making for policies, plans and projects, in the implementation of decisions, and in service delivery by a *philosophy of effective community engagement*. It will achieve this by the nature of its dealings with the public and by the development of a corporate culture of engagement. To these ends, the Council will adopt principles and guidelines for community engagement.

1350 RODNEY DISTRICT COUNCIL POLICY FOR LIAISING WITH MAORI

Type: P
File: MC/1/1
Min: 1442/11/03

Consultation with Maori

The Council recognises its obligations under the Local Government Act 2002 (part 6 section 81) to establish and maintain processes to provide opportunities for Maori to contribute to its decision-making processes and make information available to them.

To this end it has entered into Memoranda of Understanding with Ngati Whatua Nga Rima o Kaipara, Ngati Manuhiri and Te Uri o Hau and may seek similar agreements with other iwi in the district and explore ways of ensuring all Maori in Rodney District can be involved and contribute.

For consultation under the Resource Management Act, the Council consults with the following iwi organisations – Ngati Whatua Nga Rima o Kaipara, Ngati Paoa, Te Kawerau A Maki, Ngati Wai, Ngati Manuhiri and Te Uri O Hau.

In making any significant decision in relation to land or a body of water the Council must take into account the relationship of Maori and their culture and traditions with their ancestral land, water, sites, waahi tapu, valued flora and fauna and other taonga (Local Government Act 2002, Section 77 (1) (c)). The Council will consult with Maori on such matters.

The Council will seek to honour any processes, agreements and memorandums of understanding developed with Maori as they relate to consultation as part of its decision-making policies.

1365 COUNCIL LOGO - USE BY ELECTED MEMBERS PRIOR TO ELECTIONS

Type: P
File: EA/1/1
Min: 221/4/92
397/7/92

Last Reviewed July 2009
Next Review July 2011

That the use of the Council's logo by elected members not be permitted in political advertisements in the period between the calling of nominations for local authority elections and those elections.

1370 PUBLICITY

Type: PD
File: PJ/1/1
NE/1/1
Min: 1059/5/85 70/1/94
1226/5/86 220/3/94
653/3/87 3/02
1297/5/87 1018/5/88
1270/6/88 321/6/90
460/7/90

Last Reviewed July 2009
Next Review July 2011

Press statements by the Mayor	That the Mayor, Directors or delegated spokespeople be authorised to issue press statements on a regular basis to clarify Council policy and position.
Information	That council information be regularly published outlining the Council's functions and structures, as well as other general information for the local community.
Newsletters	That the cost of publishing and distributing newsletters be met by the community concerned.
Rate assessment notices not to be used to send paraphernalia	That as a matter of general policy, paraphernalia other than the Council information/news not be sent out with rate assessments.