

## Notice of Meeting:

I hereby give notice that an ordinary Meeting of the Community Committee will be held on:

**Date:** Tuesday 30 August 2022  
**Time:** 9.30am  
**Meeting Room:** Council Chamber and Audio Visual Link  
**Venue:** Municipal Building, Garden Place, Hamilton

Lance Vervoort  
Chief Executive

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## Community Committee

### *Komiti Hapori*

### OPEN AGENDA

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#### Membership

**Chairperson** Cr M Bunting  
*Heamana*

**Deputy Chairperson** Cr K Naidoo-Rauf  
*Heamana Tuarua*

**Members**

Mayor P Southgate	Cr S Thomson
Deputy Mayor G Taylor	Cr M van Oosten
Cr M Gallagher	Cr E Wilson
Cr R Hamilton	Cr M Donovan
Cr D Macpherson	Maangai T P Thompson-Evans
Cr A O'Leary	Maangai O Te Ua
Cr R Pascoe	

**Quorum:** A majority of members (including vacancies)

**Meeting Frequency:** Six weekly

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Amy Viggers  
Mana Whakahaere  
Governance

**23 August 2022**

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## Purpose

The Community Committee is responsible for:

1. Guiding and monitoring the provision of strategic community infrastructure and services to meet the current and future needs of the city and the enhanced wellbeing of its communities.
2. Governance of recreational, community facilities, amenities, and events.
3. Facilitating community and stakeholder involvement and discussion on community infrastructure, community safety and community wellbeing matters.
4. Ensuring Hamilton is performing to the highest standard in the area of civil defence and emergency management.
5. Funding to benefit the social, cultural, physical and arts wellbeing of communities in Hamilton.

***In addition to the common delegations, the Community Committee is delegated the following Terms of Reference and powers:***

### Terms of Reference:

1. To provide direction on strategic priorities and resourcing for community infrastructure aligned to city's overall development and oversight of strategic projects associated with those activities.
2. To develop policy, approve community-related strategies and plans, and monitor their implementation.
3. To receive and consider presentations and reports from stakeholders, government departments, organisations and interest groups on community development and wellbeing issues and opportunities.
4. To provide input on the allocation of Events Sponsorship funding to the Economic Development Committee.
5. To monitor Hamilton's social demographics and social climate to assess current and future impacts on the Council and Hamilton communities.
6. To monitor the performance of Hamilton's civil defence and emergency management response against Council's requirements under the Civil Defence Emergency Management Act including:
  - a. implementation of Government requirements;
  - b. contractual service delivery arrangements with the Waikato Regional Group Emergency Management Office
7. To determine the funding priorities for the Community Grants Allocation Committees, in line with the Community Assistance Policy, Long Term Plan and Annual Plan.
8. To determine the priority of Council projects suitable for contestable and philanthropic funding, excluding NZTA funding.
9. To coordinate and make decisions on proposals, applications for external funding, and the distribution of Council funding and funding provided to Council for public art, recreational and community facilities and amenity.
10. To monitor and oversee the delivery of Council's non-financial performance and non-financial key projects against the Long Term Plan, excluding key performance indicator reporting which is the responsibility of the Finance Committee.
11. To develop policy, approve and monitor implementation of plans and strategies in relation to the performance of Council's investments in the Domain Endowment Fund and strategic property.

**The Committee is delegated the following powers to act:**

- Approval of Reserve Management Plans.
- Performing the Council's functions, powers and duties (excluding those matters reserved to the Council by law, by resolution of the Council or as otherwise delegated by Council) under the Burial and Cremation Act 1964 and the Reserves Act 1977.
- Approval of purchase or disposal of land for parks and reserves required for designated works or other purposes within the Committee's area of responsibility which exceeds the Chief Executive's delegations and is in accordance with the Annual Plan or Long Term Plan.
- Approval of applications for Council projects suitable for contestable and philanthropic funding.
- Approval of funding for recreational and community facilities and amenities in accordance with the Long Term Plan.
- Approval of public art proposals put forward by the community and/or Council in accordance with the Public Art Development Process and approved budget.

**The Committee is delegated the following recommendatory powers:**

- Approval of acquisition or sale or lease of properties owned by the Domain Endowment Fund consistent with the Domain Endowment Fund Investment Policy, for any endowment properties.
- The Committee may make recommendations to Council.
- The Committee may make recommendations to other Committees.

**Recommendatory Oversight of Policies and Bylaws:**

- *Alcohol Control Bylaw 2015*
- *Animal Nuisance Bylaw 2013*
- *Citizens Initiated Referenda Policy*
- *City Honours Policy*
- *Class 4 Gambling Venue Policy*
- *Community Assistance Policy*
- *Community Occupancy Policy*
- *Cultural and Recreational Facilities Bylaw 2012*
- *Disability Policy*
- *Dog Control Bylaw 2015*
- *Dog Control Policy*
- *External Funding Applications Policy*
- *Hamilton City Smoke-Free Environment Policy*
- *Naming of Roads, Open Spaces and Council Facilities Policy*
- *International Relations Policy*
- *Provisional Local Alcohol Policy*
- *Psychoactive Substances (Local Approved Products) Policy*
- *Prostitution Bylaw 2019*
- *Public Places Bylaw 2016*
- *Public Places Policy*
- *Safety in Public Places Bylaw 2014*
- *TAB Board Venue Policy*

ITEM	TABLE OF CONTENTS	PAGE
1	Apologies – <i>Tono aroha</i>	5
2	Confirmation of Agenda – <i>Whakatau raarangi take</i>	5
3	Declarations of Interest – <i>Tauaakii whaipaaanga</i>	5
4	Public Forum – <i>Aatea koorero</i>	5
5	Confirmation of the Open Community Committee Minutes - 14 June 2022	6
6	Chair's Report	17
7	Disability Policy - 2022 Review and Action Plan ( <i>Recommendation to the Council</i> )	18
8	General Managers Report	105
9	Hamilton Park Cemetery Denominational Area Requests	156
10	Community Occupancy Applications	161
11	Civil Defence Emergency Management (CDEM) Quarterly Update	178
12	Resolution to Exclude the Public	187

**1 Apologies – *Tono aroha***

**2 Confirmation of Agenda – *Whakatau raarangi take***

The Committee to confirm the agenda.

**3 Declaration of Interest – *Tauaakii whaipanga***

Members are reminded of the need to be vigilant 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.

**4 Public Forum – *Aatea koorero***

As per Hamilton City Council's Standing Orders, a period of up to 30 minutes has been set aside for a public forum. Each speaker during the public forum section of this meeting may speak for five minutes or longer at the discretion of the Chair.

Please note that the public forum is to be confined to those items falling within the terms of the reference of this meeting.

Speakers will be put on a Public Forum speaking list on a first come first served basis in the Council Chamber prior to the start of the Meeting. A member of the Council Governance Team will be available to co-ordinate this. As many speakers as possible will be heard within the allocated time.

If you have any questions regarding Public Forum please contact Governance by telephoning 07 838 6727.

# Council Report

Item 5

**Committee:** Community Committee

**Date:** 30 August 2022

**Author:** Carmen Fortin

**Authoriser:** Michelle Hawthorne

**Position:** Senior Governance Advisor

**Position:** Governance and Assurance Manager

**Report Name:** Confirmation of the Open Community Committee Minutes - 14 June 2022

<b>Report Status</b>	Open
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## Staff Recommendation - *Tuutohu-aa-kaimahi*

That the Community Committee confirm the Open Minutes of the Community Committee Meeting held on 14 June 2022 as a true and correct record.

## Attachments - *Ngaa taapirihanga*

Attachment 1 - Community Committee Unconfirmed Open Minutes - 14 June 2022

## Community Committee *Komiti Hapori* OPEN MINUTES

Minutes of a meeting of the Community Committee held in Council Chamber, Municipal Building, Garden Place, Hamilton and via Audio Visual link on Tuesday 14 June 2022 at 9.30am.

### PRESENT

<b>Chairperson</b>	Cr M Bunting
<b><i>Heamana</i></b>	
<b>Deputy Chairperson</b>	Cr K Naidoo-Rauf
<b><i>Heamana Tuarua</i></b>	
<b>Members</b>	Mayor P Southgate Deputy Mayor G Taylor Cr M Gallagher Cr R Hamilton Cr D Macpherson Cr A O'Leary (exclusively via audio visual link) Cr R Pascoe Cr S Thomson Cr M van Oosten Cr E Wilson Cr M Donovan Maangai T P Thompson-Evans Maangai O Te Ua

<b>In Attendance</b>	Helen Paki – General Manager Community Sean Hickey – General Manager Strategy and Communications Rebecca Whitehead – Unit Director Community Services Liz Cann – Aquatics Director Lee-Ann Jordan – Unit Director Visitor Destinations Maria Barrie – Parks and Recreation Manager Grant Kettle – Planning Guidance Manager Luke Archbold – Operations Planning and the Capital Project Manager Kelvin Powell – City Safe Unit Manager Muna Wharawhara – Amorangi Maaori Joanna van Walraven – Team Leader – Planning and Policy Karen Kwok – Senior Advisor Community and Recreation Daan Blokker – Senior Planner Jarred Wilson – He Pou Manawa Ora Lead
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<b>Governance Team</b>	Amy Viggers – Governance Lead Carmen Fookes – Senior Governance Advisor Tyler Gaukrodger – Governance Advisor
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*The meeting was opened with a prayer from Waikato Interfaith Community and a karakia from Cr Bunting.*

1. **Apologies – Tono aroha**  
**Resolved:** (Cr Bunting/Cr Hamilton)  
 That the apologies for partial attendance from Mayor Southgate, Crs Naidoo-Rauf, Donovan, Hamilton, Pascoe and Maangai Thompson-Evans are accepted.
  
2. **Confirmation of Agenda – Whakatau raarangi take**  
**Resolved:** (Cr Bunting/Maangai Te Ua)  
 That the agenda is confirmed noting that:
  - a) the late item 6 (Verbal Chair's Report) is accepted; and
  - b) that item 12 (Waikato River Safety Project) is to come prior to item 11 (He Pou Manawa Ora Pillars of Wellbeing Workplan).
  
3. **Declarations of Interest – Tauaakii whaipaaanga**  
 Maangai Te Ua declared an conflict of interest in relation to item 12 (Waikato River Safety Project). He noted he would not take part in the discussion or vote on the matter.  
  
 During the discussion of Item 12 (Waikato River Safety Project) Maangai Thompson-Evans noted an interest in the matter. She noted that she was not conflicted and that she would be taking part in the discussion and the vote on the matter.
  
4. **Public Forum – Aatea koorero**  
**Rua Toa (Glenview Community Centre)** spoke to item 10 (Community Occupancy Applications) in support of the Glenview Community Centre lease application, the current facilities, and services offered by the Community Centre, the need of additional community facilities, and funding. She responded to questions from Members concerning new facility location and requirements.  
  
**Dave Simpson and Clyde Lipsey (Hamilton Model Engineers)** spoke to item 10 (Community Occupancy Applications) in support of the Hamilton Model Engineers lease application, the history of the club and location, community use and benefit. They responded to questions from Members concerning the lease request.  
  
**Anna Casey-Cox and Myra Ruka (Te Ohu Whakaita)** spoke to item 11 (He Pou Manawa Ora) in support of He Pou Manawa Ora, noting that the strategy promotes the well-being of the city, the purpose of Te Ohu Whakaita, the support of Maaori cultural practices, the importance of having a team dedicated to making the strategy a success, and commitment to Te Tiriti o Waitangi.

*Maangai Thompson-Evans joined the meeting (9.42am) during the discussion of the above.*

5. **Confirmation of the Open Community Committee Minutes - 26 April 2022**  
**Resolved:** (Cr Bunting/ Deputy Mayor Taylor)  
 That the Community Committee confirm the Open Minutes of the Community Committee Meeting held on 26 April 2022 as a true and correct record.
  
6. **Chair's Report**  
 Cr Bunting provided a verbal Chairs report, noting the work of Karen Kwok and Disability Plan progress to date. The Unit Director Community Services then provided an update on the Disability Plan, noting a draft was underway with the aim to consult with key stakeholders before reporting back to the August Community Committee meeting. Staff responded to questions from Members concerning stakeholder engagement, strategy and policy difference, capacity to change plan, action plan budget, and aspirational targeting.

**Resolved:** (Cr Bunting/Cr Naidoo-Rauf)

That the Community Committee receives the report.

**7. General Managers Report**

The General Manager Community introduced the report, noting updates regarding the Celebrating Age Centre, Community Occupancy Policy, Hamilton Zoo-Waiwhakareke space naming, City Investment Programme, and the Waikwhakareke fence feasibility study. Staff responded to questions from Members concerning Zoo naming budget and process, community facilities maintenance reports and reviews, community occupancy reviews, Waiwhakareke fence cost, timelines, external funding opportunities, indigenous wildlife support, community facilities audit and use of consultants.

**Resolved:** (Cr Bunting/Cr Hamilton)

That the Community Committee receives the report.

*Cr Donovan joined the meeting (10.29am) during the discussion of the above item. He was present when the item was voted on.*

*Mayor Southgate left the meeting (10.37am) during the discussion of the above item. She was not present when the item was voted on.*

*Cr Naidoo Rauf left the meeting (10.42am) during the discussion of the above item. She was not present when the item was voted on.*

**The meeting was adjourned from 11.01am to 11.18am.**

**8. Park Naming and Classification Report**

The Senior Parks Planner introduced the report, noting the proposed names were mostly under existing reserves. He responded to questions from Members concerning mana whenua consultation, Featherstone Park reserve history, future changes, and Tauhara Park history and naming.

**Resolved:** (Cr Bunting/Maangai Thompson-Evans)

That the Community Committee:

- a) receives the report;
- b) approves the following reserve names in accordance with Council's Naming of Roads, Open Spaces and Council Facilities Policy and the Reserves Act 1977:
  - i. 'Tuna Kai Park' for Lot 200 DP504587
  - ii. 'Te Awa o Katapaki Esplanade' for Lot 20 DP 490815 and Lot 28 DP 481186
  - iii. 'Mangaiti Park' for Lot 13 DP494366
  - iv. 'Whakapakari Park' for Section 6 SO 478480
  - v. 'Mangaonua Esplanade' for Lot 4 DP513776
  - vi. 'Mangakotukutuku Gully' for Section 2 SO 544662, Section 2 SO 514748 and Section 2 SO 517435
  - vii. 'Mangakotukutuku Esplanade' for Lot 5 DP 561011
  - viii. 'Tauhara Park' for Lot 3 DP 568477
  - ix. 'Mangaharakeke Esplanade' for Lot 13 DP 494366
  - x. 'Featherstone Park' for Lot 3 DP 550104; and
- c) approves the classification of the following reserves in accordance with the Reserves Act 1977:

- i. Recreation Reserve for Lot 200 DP504587
- ii. Local Purpose (Esplanade) Reserve for Lot 20 DP 490815 and Lot 28 DP 481186
- iii. Local Purpose (Esplanade) Reserve for Lot 13 DP494366
- iv. Recreation Reserve for Section 6 SO 478480
- v. Local Purpose (Esplanade) Reserve for Lot 4 DP513776
- vi. Local Purpose (Esplanade) Reserve for Section 2 SO 544662, Section 2 SO 514748 and Section 2 SO 517435
- vii. Local Purpose (Esplanade) Reserve for Lot 5 DP 561011
- viii. Local Purpose (Esplanade) Reserve for Lot 3 DP 568477
- ix. Local Purpose (Esplanade) Reserve for Lot 13 DP 494366
- x. Local Purpose (Esplanade) Reserve for Lot 3 DP 550104
- xi. Recreation Reserve for Section 1 SO 488972, Section 11 SO 488972 and Section 23 SO 488972.

**Cr Wilson dissenting.**

*Cr Pascoe joined the meeting (11.25am) at the conclusion of the above item. He was not present when the item was voted on.*

**9. Deliberations report on the review of the Naming of Roads, Open Spaces and Council Facilities Policy**

The Planning Guidance Manager introduced the report and outlined the removal of requirements of mana whenua to provide multiple names to developments and the co-design process. Staff responded to questions from Members concerning the co-design process and purpose, developer engagement with mana whenua, developer and property council consultation, koha expectations, policy review, and developer cost implications.

**Motion:** (Maangai Thompson-Evans/Cr Thomson)

That the Community Committee:

- a) receives this report;
- b) approves the proposed Naming of Roads, Open Spaces and Council Facilities Policy **attachment 2** of the staff report which reflects the changes outlined in Paragraph 22; and
- c) requests a feasibility assessment for a 'greenprint' or map of appropriate names and areas of significance to be implemented as part of the He Pou Manawa Ora implementation plan and reported back to the Committee with a project scope, timing, and cost.

**Amendment:** (Cr Wilson/Deputy Mayor Taylor)

That the Community Committee:

- a) receives this report;
- b) approves the proposed Naming of Roads, Open Spaces and Council Facilities Policy **attachment 2** of the staff report which reflects the changes outlined in Paragraph 22, noting that Council anticipates that there is no charge for the consultation requirement in change C; and
- c) requests a feasibility assessment for a 'greenprint' or map of appropriate names and areas of significance to be implemented as part of the He Pou Manawa Ora implementation plan and reported back to the Committee with a project scope, timing, and cost.

**The Amendment was put.**

<b>Those for the Amendment:</b>	Deputy Mayor Taylor, Councillors Bunting, Pascoe, Hamilton, Wilson and Donovan
<b>Those against the Amendment:</b>	Councillors Gallagher, Macpherson, O'Leary, Thomson and van Oosten, Maangai Thompson-Evans and Te Ua

**The Amendment was declared LOST.  
The Motion was put and declared CARRIED.**

**Resolved:** (Maangai Thompson-Evans/Cr Thomson)

That the Community Committee:

- a) receives this report;
- b) approves the proposed Naming of Roads, Open Spaces and Council Facilities Policy **attachment 2** of the staff report which reflects the changes outlined in Paragraph 22; and
- c) requests a feasibility assessment for a 'greenprint' or map of appropriate names and areas of significance to be implemented as part of the He Pou Manawa Ora implementation plan and reported back to the Committee with a project scope, timing, and cost.

**Deputy Mayor Taylor, Councillors O'Leary and Wilson Dissenting.**

#### 10. Community Occupancy applications

The Senior Advisor Community and Recreation took the report as read and responded to questions from Members concerning services at the Enderley site.

**Resolved:** (Cr Wilson/Cr Hamilton)

That the Community Committee:

- a) receives the report;
- b) approves a new *community group lease* under s54(1)(b) of the Reserves Act 1977, to **Hillcrest Bowling Club Incorporated** for land area of 5,980m<sup>2</sup> at 111 Cambridge Road (clubhouse footprint, bowling greens and carpark), as shown in Attachment 1, being Lot 2 DP 36078, Lots 4 and 5 DP36078, Lot 11 DP 28475 and part of Lot 1 DPS 76755, subject to the following terms and conditions:
  - i. Term – 5 years, with a two-year review clause;
  - ii. Rent - \$1,462.38 plus GST per annum, in accordance with the Community Occupancy Policy;
  - iii. Commercial Activity - approval to operate a bar;
  - iv. Special Condition – two year review and early termination clause, should the site be required for development of water infrastructure;
  - v. All other terms and conditions in accordance with the Community Occupancy Policy and Guidelines.
- c) approves a new *community group lease*, under s54(1)(b) of the Reserves Act 1977, to **Hamilton Model Engineers Incorporated** for land area of 14,832m<sup>2</sup> (miniature railway track and building footprints) at Minogue Park, as shown in Attachment 2, being Lot 43 DPS 17179, subject to the following terms and conditions:
  - i. Term – 10 years;

- ii. Rent - \$2,478.03 plus GST per annum, in accordance with the Community Occupancy Policy;
  - iii. All other terms and conditions in accordance with the Community Occupancy Policy and Guidelines.
- d) approves a new *community group lease* to **Glenview Community Centre Incorporated** for land area of 2,036m<sup>2</sup> (community centre and porticos) at 12 Tomin Road, Glenview, as shown in Attachment 3, being Lot 13 DPS 4184 and Lot 62 DPS 5666, subject to the following terms and conditions:
  - i. Term – 15 years;
  - ii. Rent - \$821.48 plus GST per annum, in accordance with the Community Occupancy Policy;
  - iii. All other terms and conditions in accordance with the Community Occupancy Policy and Guidelines.
- e) approves the granting of a *community group lease* under section 61(2A) of the Reserves Act 1977, to **Te Kohao Health Limited** for land area of 56m<sup>2</sup> over part of Enderley Park classified local purpose (off-street parking) reserve, for car parking purposes - being a lease over that part of the land comprised in Lot 109 DPS 7131, CFR 173204, and as shown on Attachment 4, subject to the following terms and conditions:
  - i. Term – 5 years;
  - ii. Rent – \$189.00 plus GST per annum in accordance with the Community Occupancy Policy;
  - iii. All other terms and conditions in accordance with the Community Occupancy Policy and Guidelines.
- f) approves the granting of a *community group licence* under section 61(1) of the Reserves Act 1977, to **Te Kohao Health Limited** for land area of 84m<sup>2</sup> over that part of Enderley Park classified local purpose (off-street parking) reserve, for car parking purposes – being a non-exclusive licence to occupy that part of the land comprised in Lot 109 DPS 7131, CFR 173204, and as shown on Attachment 4, subject to the following terms and conditions;
  - i. Term – 5 years (during normal business hours, Monday to Friday);
  - ii. Rent – \$343.25 plus GST per annum in accordance with the Community Occupancy Policy ('Rent' being the sum payable for both the licence and agreement);
  - iii. All other terms and conditions in accordance with the Community Occupancy Policy and Guidelines.
- g) approves entering into an *agreement* under section 53(1)(F) of the Reserves Act 1977, to **Te Kohao Health Limited** for land area of 18m<sup>2</sup>, to use part of Enderley Park classified recreation reserve for car parking purposes – being a non-exclusive agreement to use that part of the land comprised in Lot 2 DPS 7131, CFR 175536, and as shown on Attachment 4, subject to the following terms and conditions:
  - i. Term – 5 years (during normal business hours, Monday to Friday);
  - ii. Rent – \$343.25 plus GST per annum in accordance with the Community Occupancy Policy ('Rent' being the sum payable for both the licence and agreement);
  - iii. All other terms and conditions in accordance with the Community Occupancy Policy and Guidelines.
- g) approves **Fraser-Tech Rugby Football Club Incorporated** to *sub-lease* the upstairs section of the club owned building to Te Tamawai Trust (Trading as The WaterBoy and Taku Wairua) on Fraser Tech Park.

*Mayor Southgate re-joined the meeting (1.29pm) during the discussion of the above item. She was present when the item was voted on.*

**The meeting was adjourned from 12.31pm to 1.15pm.**

*Mayor Southgate, Crs Macpherson, Hamilton, and Maangai Thompson-Evans left the meeting during the above the adjournment.*

#### **11. Waikato River Safety Project**

The Aquatics Director and Operations Planning and the Capital Project Manager introduced the report, noting river safety actions, outcomes, and funding opportunities. Staff responded to questions from Members concerning Wellington Street Beach development scope and delays, city safe and lifeguard resourcing, safety alternatives, risk mitigation, river infrastructure funding, public engagement, school swimming partnerships, the role of city safety officers, Waikato District Health Board collaboration, impact on debt to revenue ratio, ongoing and long-term approach, partnership funding opportunities, and planned signage improvements.

**Resolved:** (Deputy Mayor Taylor/Cr van Oosten)

That the Community Committee:

- a) receives the report;
- b) approves the proposed approach to river safety improvement, as outlined in **option 2** of the staff report, which include the delivery of the following actions:
  - i. risk and River User enquiry
  - ii. investigation to improve access to aquatic facilities
  - iii. river safety education trial
  - iv. communications strategy
  - v. staff training
  - vi. trial of increased riverside presence by City Safety
  - vii. improved signage
  - viii. river Infrastructure Inspections; and
- c) notes that staff will submit applications for external funding support to Sports Waikato -Tu Manawa Fund and Water safety NZ to a value of \$146,000 to support the delivery of the river safety education trial, communications strategy, and trial of increased riverside presence by City Safety staff.

*Maangai Thompson-Evans re-joined the meeting (1.23pm) during the discussion of the above item. She was present when the item was voted on.*

*Cr Gallagher re-joined the meeting in person (1.28pm) during the discussion of the above item. He was present when the item was voted on.*

*Crs Hamilton and Macpherson re-joined the meeting (1.42pm) during the discussion of the above item. They were present when the item was voted on.*

Item 13 (Civil Defence Management (CDEM) Quarterly Update was taken following item 12 (Waikato River Safety Project) to accommodate availability.

During the discussion of the following item (Item 13: Civil Defence Emergency Management (CDEM) Quarterly Update) Maangai Thompson-Evans declared an interest. She noted that she was not conflicted and would take part in the discussion and the vote on the matter.

## 12. Civil Defence Emergency Management (CDEM) Quarterly Update

The City Safety Unit Manager took the report as read.

**Resolved:** (Maangai Te Pora/Cr Bunting)

That the Community Committee receives the report.

## 13. He Pou Manawa Ora Pillars of Wellbeing Work Plan

The Amorangi Maaori and He Pou Manawa Ora Lead introduced the report, noting the inclusion of feedback from Members into the work plan. Staff responded to questions from Members concerning approval of staff workplans, strategy implementation, measurements for strategy success, external partnerships, collaboration with Te Waka, procurement policy review, strategy budget and funding allocation, inclusion of Te Tiriti o Waitangi, collaboration with iwi and hapuu, strategy and communications, economic development, and the impact of not adopting action plan.

Minutes Note: The following recording of words was requested to be included in the minutes by Cr Wilson which is allowed for under Standing Order 26.2(g). This section of the meeting located is [here](#) as part of the public recording of the meeting.

*"Thank you Chair. So as part of my debate I'd like to make a few clarifications. This was funded in the Long-Term Plan. Unless anyone can prove me otherwise, I don't recall any discussions in the Annual Plan around He Pou Manawa Ora, so we'd already signed this off in the Long-Term Plan. So this funding was already decided. We- And when it comes to strategies – this is how a strategy works. If you look at any of our strategies - they're not just about additional spending and additional projects. They are about influencing the everyday business of Council and often doing things in a different way. Look at our Nature in the City Strategy, the upcoming Climate Change Strategy – it's not necessarily a bunch of new actions that we're undertaking. Many things will just be having – will require Council to take new things into consideration when making decisions. It will mean that, you know, we may design something differently, it doesn't necessarily mean that we spend more. And so when I'm looking at this action plan, a lot of the stuff in here is just Council as usual except doing things a bit differently, making sure that when we are carrying out Council business, we're doing it in a way which delivers on the principles in He Pou Manawa Ora. So to Councillor Wilson's point, I don't see how Councillor Wilson can sign off any strategies coming to this table going forward if this is the approach that he is going to take. In terms of community engagement, we have had community engagement. We had over 1,000 submissions on He Pou Manawa Ora when it came and we had hearings through the Hearings and Engagement Committee. We have heard from the community and these are just the practical actions that fall out of that strategy. When it c- also, I will have to note that when we talk about, firstly-*

Point of Order Standing Order 26.2 was taken during debate.

**Cr Thomson:** *Okay, but, we had over 5,000 submissions on our Long-Term Plan when the funding for He Pou Manawa Ora was introduced.*

Point of Order Standing Order 26.2 was taken during debate.

**Cr Thomson:** *When I was- for clarification, I don't recall any motions put up to change the funding that was originally in the Long-Term Plan throughout the Annual Plan deliberations, so that is what I was referring to. Yep, so let's- I think we can move on from that.*

Point of Order Standing Order 26.2(g) was then taken during the debate.

**Resolved:** (Cr Macpherson/Maangai Te Ua)

That the Community Committee:

- a) receives the report; and
- b) approves the He Pou Manawa Ora Work Plan **Attachment 2** of the staff report with the amendment of 5.5 to be 'investigate' rather than 'develop and implement; and
- c) approves the amendment to He Pou Manawa Ora Pillar of Unity He Pou Toorangapuu Maaori Outcome 1 be updated to "review the Maangai Maaori model at the start of the next Council Triennium and consider options for increasing Maaori input into Council decision making".

**Deputy Mayor Taylor and Cr Wilson dissenting.**

*Mayor Southgate re-joined the meeting (2.21pm) during the discussion of the above item. She was present when the item was voted on.*

**The meeting was adjourned from 3.06 to 3.12pm during the above item.**

*Cr Hamilton left the meeting during the above adjournment.*

#### 14. Resolution to Exclude the Public

**Resolved:** (Cr Bunting/Cr van Oosten)

##### **Section 48, Local Government Official Information and Meetings Act 1987**

The following motion is submitted for consideration:

That the public be excluded from the following parts of the proceedings of this meeting, namely consideration of the public excluded agenda.

The general subject of each matter to be considered while the public is excluded, the reason for passing this resolution in relation to each matter, and the specific grounds under section 48(1) of the Local Government Official Information and Meetings Act 1987 for the passing of this resolution follows.

General subject of each matter to be considered	Reasons for passing this resolution in relation to each matter	Ground(s) under section 48(1) for the passing of this resolution
C1. Confirmation of the Public Excluded Community Committee Minutes - 26 April 2022	) Good reason to withhold ) information exists under ) Section 7 Local Government ) Official Information and ) Meetings Act 1987	Section 48(1)(a)
C2. Hamilton Christian School Proposal Update	)	
C3. Recommendations from the Community Grants Allocation Sub-Committee		

This resolution is made in reliance on section 48(1)(a) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by Section 6 or Section 7 of that Act which would be prejudiced by the holding of the whole or relevant part of the proceedings of the meeting in public, as follows:

## Community Committee 14 JUNE 2022 - OPEN

Item C1.	to maintain legal professional privilege	Section 7 (2) (g)
	to enable Council to carry out negotiations	Section 7 (2) (i)
Item C2.	to avoid the unreasonably, likely prejudice to	Section 7 (2) (b) (ii)
	the commercial position of a person who	Section 7 (2) (h)
	supplied or is the subject of the information	Section 7 (2) (i)
	to enable Council to carry out commercial	
	activities without disadvantage	
	to enable Council to carry out negotiations	
Item C3.	to prevent the disclosure or use of official	Section 7 (2) (j)
	information for improper gain or improper	
	advantage	

**The meeting went into Public Excluded session at 3.59pm.**

**The meeting was declared Closed at 4.27pm.**

# Council Report

Item 6

**Committee:** Community Committee

**Date:** 30 August 2022

**Author:** Carmen Fortin

**Authoriser:** Michelle Hawthorne

**Position:** Senior Governance Advisor

**Position:** Governance and Assurance  
Manager

**Report Name:** Chair's Report

<b>Report Status</b>	<i>Open</i>
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## Recommendation - *Tuutohu*

That the Community Committee receives the report.

## Attachments - *Ngaa taapirihanga*

Attachment 1 - Chair's Report (*Under Separate Cover*)



# Chair's Report

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Kia Ora

Welcome to the final Community Committee meeting for the triennium. It's been my pleasure to serve as chair of the coolest committee of the term. I write that only partially with tongue in cheek, because when I look around the team, I recognise several more senior members who have served as chair of this committee over the years, and several who will probably take it to the next level in the future. Thank you for your passion, intellect, and enthusiasm for the community. I resolved as I assumed the role that I would rather have people yelling across the room than sitting half asleep or playing on their phones, and I leave role satisfied that that was achieved. We've tackled some massive issues together, and even though each of us have lost debates and votes, I hope you all feel heard, respected and useful.

When Kesh and I hit the whiteboard on our first day on the job we realised the sheer size of the portfolio. In order to break it down, we jotted down a huge list of what we wanted to achieve. That list is up on the wall still, and all but one thing has been achieved. Thank you Kesh for your constant support and drive in the role. All the while having a baby, vaccinating hundreds of Hamiltonians and buying two businesses! I've been proud to call you my deputy, and I'm especially proud to call you my friend.

From Deputy Chair Kesh.

*It has been an absolute privilege to work within the Community portfolio this triennium. Very early, both Chair Mark and I realised just how large and diverse this portfolio is - from visitor destinations like the Zoo, Museum and Gardens; community facilities like Waterworld and Libraries; to community houses and various strategies and policies relating to different sector groups of our community. This work has always been interesting and fun!*

*We have made huge leaps in improving and resourcing our communities, all thanks to the vision and energy of our Council and dedicated staff. We have seen large capital improvements at the Zoo and Gardens, the rebuild of Fairfield Hall, the resurrection of the Te Papanui Enderley Trust, the start of the Rototuna library and community hub, new and refreshed action plans for our seniors, ethnic communities and today our disabled community. We have also improved our community grants policies, introduced the Creative match funding grant and administered with expedience our Covid-19 emergency grant. There is much more to do, but we remain proud of the community focus this Council has shown.*

*My personal thanks to Chair Mark Bunting who has provided support, guidance and his friendship to me over this term. He has always brought incredible energy, enthusiasm and a sense of humour to every meeting while always keeping the community's wellbeing top of mind.*

*He has definitely made a huge positive impact on my personal growth as a Councillor, and I wish him the very best as he continues his journey spreading happiness to New Zealanders.*

*He is also the most handsome councillor that has ever sat in the chamber.*

*(Well, she did tell me to edit it!)*

Thank you to Maangai Te Pora and Olly. I have learned from you, grown through you and have respected you more every day of the term.

Ki te Kotahi te kaakaho, ka whati;

Ki te kaapuia, e kore e whati.

If a reed stands alone it can be broken,

If it is in a group it cannot.

Some of the things we've all achieved this term for our community.

The opening of the **new Hamilton Zoo/Waiwhakareke Arrival Centre** including the new retail space and Everyday café, creating an enhanced visitor experience. Retail gross profit has increased by 120%

since opening and strong visitor numbers over holidays and weekends which are expecting to continue to increase through the coming summer months.

**Hamilton Gardens Egyptian Garden** was completed receiving national media attention and strong visitation has continued. Contract with Overseas Adventure Travel established with 150 tours scheduled for American travellers over next 18 months. Planning and design has been completed for the **Hamilton Gardens Arrival precinct** with construction due to start in 2023.

**Waikato Museum** has had some stellar exhibitions this year including the touring exhibition The Moon, which had over 30,000 visitors. The Contemporary National Art Awards, a national art award with entries from all over the country, opened in August with blind judging from well known artist Reuben Paterson. The winner Emma Hercus received a prize of \$20,000 co-sponsored by Tompkins Wake and Chow: Hill.

The Parks team are continuing to deliver **quality playgrounds** with Mahoe playground opening in June this year – the first of five renewals scheduled over the next 12 months. A highlight has been the approval of the Magical Bridge Playground demonstrating a real Council Community partnership. This will be the first fully accessible playground of its kind in New Zealand and will provide a huge amount of play benefit to so many.

The **Rototuna Library Community Hub Te Kete Aronui** and public space construction are underway and will provide valuable community facilities to the Rototuna community. Te Kete Aronui will be the first purpose build library/Hub in Hamilton and will be a welcome addition to the libraries network across the city providing valuable literacy, information, learning, digital and creative services.

The **Aquatics Strategy** was adopted and brings a renewed focus on accessibility, diversity, water safety and partnerships. Examples of this include recent funding of \$50,000 from Tu Manawa towards a sensory swimming programme with over 100 enrolments filling very quickly once opened. Staff are also working more closely with Swimming Waikato with the provision of swimming lessons to schools and increasing the number of large events, making a bid to Swimming NZ for up to seven regional and national events over the next few years. I am particularly excited to see attention and funding given to river safety and dream of the day when Hamiltonians can safely go for a dip in their awa on a hot, summers day.

I am also particularly proud of the lido pool initiative. This will go out to tender in the next few months and will lead to a whole new swimming offering for 7 months of the year. I believe that water world could end up being the country's premiere aquatic and leisure facility.

We changed the way we assessed community grants, bringing the assessment back into council hands, rather than being in the hands of external funders, and we created the very popular creative partnerships fund.

We must never forget how we responded to covid lockdowns. When we were elected, it would be a safe bet that none of us had even heard of 'Zoom'. Within 6 months Kesh, Te Pora, Andy and I were working well into the night distributing our part of the 3 million dollar emergency relief fund. What a way to discover the resilience of our community groups!

I will always be proud of the Claudelands Event Centre emergency food initiative, over 60 thousand meals distributed. Only Hamilton could achieve that sort of result. The way our teams responded distributing food, library books, funding and emergency supplies to our most vulnerable during lockdowns will stay with me forever.

Most importantly, I believe that the real power of the community area is having the right people in the right place. The appointment of Lucy Ryan, Dr Baird Fleming and Liz Cotton as heads of our visitor destinations was inspired work, and the incoming council will definitely reap the rewards. At risk of once again being labelled a 'scoundrel' by a desperate opinion writer, I'll say it. He tangata, he tangata, he tangata.

This committee is very well served by a talented staff, and I would like to make special mention of the leadership team Helen Paki, Rebecca Whitehead, Maria Barrie, Lee-Ann Jordan, Philippa Clear, Judy Small and Andy Mannering. A future HCC CEO is in that list, I'm sure. It was my absolute privilege to be guided through the first half of the term by Lance Vervort.

After having taught him most of what I know, I was excited to see him elevated to CEO. You're a great fit, Lance!

Thank you to all our community partners, funders, sponsors and donors who make so much of what we do possible.

Thank you to all the staff across the Community Group for keeping our services operating throughout Covid. This has at times been difficult with low staff numbers, intermittent closures, and staff have had to be adaptable, resilient and continue to provide excellent customer service. At times, our staff do have to deal with complex and difficult situations, but they do so with professionalism and care and their work is greatly appreciated.

### **Looking Forward**

There is never the right time to leave, but the wheels have been set in motion for;

The river safety plan,

The review of our **community assistance grants** in the most efficient and effective way possible. I am particularly keen for Council to consider how arts and community groups are funded, **including groups like Boon** who do so much for our city with murals and temporary art installations and finding ways to measure the community and economic impacts from these types of initiatives.

The **Celebrating Age building renewal**,

The **Pukete Neighbourhood House and Enderley Te Papanui Community Centre** proposed rebuilds, The **study into a fit-for purpose community hub**, the likes of which has never been seen in Hamilton before.

My ONLY regret is that we never got to take the community meeting on the road. However, there's always a next time.

So with that, I'll stop before this becomes the longest Chair's report ever.

Onwards and upwards for us all.

Tūwhitia te hopo! Feel the fear and do it anyway!

Ngaa Mihinui.

### **Chair Recommendation:**

That the Community Committee receives the report.

Mark Bunting

Chair – Community Committee

PS - we had so much fun, didn't we?

# Council Report

**Committee:** Community Committee **Date:** 30 August 2022  
**Author:** Cait Cresswell **Authoriser:** Helen Paki  
**Position:** Strategy and Policy Advisor **Position:** General Manager Community  
**Report Name:** Disability Policy - 2022 Review and Action Plan

<b>Report Status</b>	<i>Open</i>
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## Purpose - *Take*

1. To seek a recommendation from the Community Committee that the Council approves the updated Disability Policy and the Community Action Plan.

## Staff Recommendation - *Tuutohu-aa-kaimahi* (Recommendation to the Council)

2. That the Community Committee:
  - a) receives the report;
  - b) recommends that the Council approves the updated Disability Policy;
  - c) approves the Community Action Plan (2022-24) for year one;
  - d) notes that staff will continue the exploration of a Community Strategy, reporting to a future meeting of the Committee;
  - e) notes that annual progress reports on the strategy will be presented to the Committee, beginning in October 2023.

## Executive Summary - *Whakaraapopototanga matua*

3. Hamilton City Council's current Disability Policy was developed in 2019 and is currently under review.
4. The Disability Action Plan was developed to support the objectives of the policy and has previously been updated annually.
5. Through the review process, a Draft Policy (2022-2025) and Draft Three-year Action Plan have been developed with key stakeholders, HCC staff, and Elected Members.
6. The aim of the Draft Policy and Action Plan is to enable a more comprehensive and vigorous approach to making Hamilton a more inclusive and liveable city. It allows better alignment with community partners to encourage them to work alongside Council to improve accessibility.
7. Staff recommend **Option 1** - approve the proposed changes to the Disability Policy and the Action Plan for year one, to provide time for the development of a Community Disability Strategy, as detailed in paragraph 31 below.
8. No additional budget is required for the implementation of the action plan over the next two years. Any future projects requiring funding will be proposed through the Long-Term Plan as per Council's planning process.

9. Staff consider the recommendations in this report low significance and that the recommendations comply with the Council's legal requirements.

## Background - *Koorero whaimaarama*

10. The 2013 New Zealand Disability Survey found that 24% of New Zealanders identified as having an impairment. Numbers in the Waikato were reported to be slightly higher than the national average at 25%.
11. In the recently developed [Waikato DHB Whaanau Hauaa Disabled People's Health and Wellbeing Profile 2021](#), 29,100 individuals under the age of 65 and 12,800 over 65 were identified with an impairment.
12. The Council adopted a [Disability Policy](#) (the Policy) in 2012, which is regularly reviewed. The current review has occurred over the last 12-months.
13. The Draft Policy is included as **Attachment 1** and **Attachment 2** (clean version and with tracked changes). The Draft Action Plan is included as **Attachment 3**.
14. The purpose of the Policy is to outline high level guidelines for the Council to ensure disabled people have equity of access enabling them to participate fully in and contribute to community and civic life in Hamilton City.
15. The aim of the updated Draft Policy and Action Plan is to enable a more comprehensive and vigorous approach to making Hamilton a more inclusive and liveable city. Council staff will be collaborating with community partners for many of the projects to work together to improve accessibility.
16. Following an update to Elected Members during the 31 August 2021 Community Committee, a decision was made to align the timeframe of the Action Plan with the Policy.
17. Staff sought direction on the Draft Policy and Action Plan at an Elected Members briefing on 10 August 2022. As a result, staff have made amendments to the Draft Action Plan.
18. In 2022 there will be significant changes occurring to progress Disability System Transformation. Most notably, the Ministry for Disabled People was established from 1 July 2022. The new Ministry will provide cross-government coordination, stewardship and leadership on issues affecting disabled people.
19. The establishment of the Ministry will coincide with the proposed action to develop a Council Disability Strategy that captures the aspirations of the disabled people of Kirikiriroa Hamilton.

## Discussion - *Matapaki*

20. Access and inclusion ensure communities are liveable for everyone. This includes having the ability to move around the city, enter buildings, utilise public spaces and participate in activities in an equal and dignified manner.
21. The Draft Policy and Action Plan have a strong cross-organisational focus and have been developed in collaboration with teams across Council.
22. The Draft Disability Action Plan (**Attachment 3**) proposes a mixture of short, medium and longer-term projects that allow Council and the Community to measure the progress that is being achieved throughout the city.
23. The three-year timeframe for the Action Plan is more comprehensive than previous versions and allows a greater focus on aspirational actions, enabling a more comprehensive and vigorous approach to making Hamilton a more inclusive and liveable city.
24. Wording in the draft Policy has been updated and strengthened to reflect the cross-Council commitment to making the city a better place to live.

25. The Draft Policy and Action Plan have been through consultation with internal and external partners, with feedback incorporated into the new documents as appropriate. A summary of external engagement is provided in **Attachments 4 and 5**.
26. The Draft Action Plan includes community partners who will work with Council to lead the three-year actions, with the support of other stakeholders. For example, including Waikato Regional Council and the DHB in developing an emergency plan.
27. The Draft Policy and Action Plan deliver on key outcomes by including the following actions:
- i. An increase in the number of audits across the city to deliver data to drive investment (parks, transport, community facilities, visitor destinations)
  - ii. A citywide mobility parking review and initiative to monitor carparks (in partnership with CCS)
  - iii. A proposal for a longer-term, city-wide Disability Strategy co-designed with partners to ensure the aspirations of the community are captured and progressed
  - iv. An emphasis on developing stronger, more diverse partnerships
  - v. A focus on more inclusive programming, services, and communications
28. The proposed Disability Strategy would be co-designed with members of the Disability Community. Pending approval, Council staff will work with members of the Disability Forum on a strategy scope to test with community partners and Elected Members in 2023.

#### Strategic Alignment

29. The Disability Policy and Action Plan have alignment with several of Council's existing plans, policies and strategies, including:

Community and Social Development Strategy	Supports this strategy by developing inclusive community engagement, supporting community capacity and helping to create inclusive public spaces that encourage use.
He Pou Manawa Ora	Supporting He Pou Manawa Taurikura – Pillar of Prosperity, embracing inclusive and accessible principles in everything we do enables opportunities for all of our community.
Play Strategy	Supports the Play Strategy through extending play opportunities to all of our community.
Hamilton Age Friendly Plan	Supports accessibility for people across the lifespan.
Access Hamilton	Supports Access Hamilton's 'Inclusivity' outcome.
Community Facility Strategy	Supports this Strategy through our commitment to assessing and improving accessibility for community facilities.
Central City Transformation Plan	Supports this Plan through improving accessibility throughout our city.
Housing Strategy	Supports the Housing Strategy by raising awareness of access needs and encouraging the building of accessible houses to meet the range of individual needs within our community.
Nature in the City Strategy	Supports Nature in the Cities work to make natural areas more accessible to Hamiltonians.
Workplace Diversity and Inclusion Management Policy	Supports through promotion of an enabling and inclusive Kirikiriroa.

## Options

30. Staff have assessed that there are three reasonable and viable options for the Committee to consider. This assessment reflects the level of significance (see paragraph 51) and Community feedback.
31. The options are set out in the table below.

<b>Option 1 (Recommended)</b>	Approve the proposed changes to the Disability Policy and the Action Plan for year one, to provide time for the development of a Community Disability Strategy	Approves the Disability Policy and the Action Plan for one year to allow time for the development of a Disability Strategy enables the implementation of these two pieces of work while also considering the need for a collaborative Strategy.
<b>Option 2</b>	Retain the existing Disability Policy without amendment	Retaining the existing Disability Policy without amendment means that the council will not be actively progressing in the improvement of accessibility for our community.

32. Staff recommend **option 1** because this would enable the initial implementation of the updated Policy and Action Plan, while also considering the need for a collaborative Strategy in a sector that is currently undergoing significant changes.

## Financial Considerations - *Whaiwhakaaro Puutea*

33. Approximately 150 hours of staff time has been put towards the review of the policy and development of the action plan, at a total cost of \$15,000.
34. The costs for implementation of funded projects that are proposed within the Action Plan are budgeted in the current 2021-31 LTP.
35. Future capital and operational projects will be considered by Council during future Annual Plan and Long-Term Plan funding considerations.
36. Capital Work Programmes and renewals include elements to improve accessibility of Community/Council facilities as a cost-effective way to improve access over time.
37. Within new builds and renewal budgets, accessibility is now considered and applied, where applicable, through the design phase. Consequently, particularly in the case of new builds, it is difficult to separate accessibility spend from overall spend.
38. Staff time to implement actions has been assessed as approximately \$80k per year which includes consulting with the advisory group and the wider disability community, govt and non-government organisations, audits and data collection, monitoring the action plan, and developing the strategy. Additionally, key focus of the plan is to incorporate accessibility into our planning and programming across the organisation which is difficult to quantify.

## Legal and Policy Considerations - *Whaiwhakaaro-aa-ture*

39. Staff confirm that the staff recommendation complies with the Council's legal and policy requirements.

## Wellbeing Considerations - *Whaiwhakaaro-aa-oranga tonutanga*

40. The purpose of Local Government changed on the 14 May 2019 to include promotion of the social, economic, environmental and cultural wellbeing of communities in the present and for the future ('the 4 wellbeings').
41. The subject matter of this report has been evaluated in terms of the 4 wellbeings during the process of developing this report as outlined below.
42. The recommendations set out in this report are consistent with that purpose.

### Social

43. The outcomes proposed in the Draft Policy and Action Plan promote social inclusion for the whole community.
44. Outcome 6 of the NZ Disability Strategy, 'attitudes', emphasises the importance of treating people with dignity and respect, and of disability being understood and accepted as part of the diversity of human experience. Council's ongoing engagement and customer facing teams are committed to operating in mana enhancing ways in all interactions.

### Economic

45. One in five people in New Zealand identify as having a disability. Accessibility through universal design makes sense for everyone, making things easier and more enjoyable. If Kirikiriroa Hamilton is known to be safe, accessible, and enjoyable for everyone, then people will want to visit, live, and work here.
46. Improvement of accessibility enables the participation of the disability community in economic activities, creating a more inclusive, diverse workforce that benefits from the strengths of an enabling environment.

### Environmental

47. Hamiltonians with a disability are enabled to engage in waste minimisation activities and utilise multimodal transportation through actions within the action plan.

### Cultural

48. Hamiltonians with a disability have a right to be able to express their cultural identity. This means that it is important that facilities and services that provide opportunities for cultural expression are fully accessible and allow everybody to participate at their chosen level.

### Risks - *Tuuraru*

49. There are no known risks associated with the decisions required for this matter.

## Significance & Engagement Policy - *Kaupapa here whakahira/anganui*

### Significance

50. Staff have considered the key considerations under the Significance and Engagement Policy and have assessed that the recommendation(s) in this report has/have a low level of significance.

## Engagement

51. Community views and preferences are already known to the Council through the targeted engagement undertaken to develop the 2022-24 Action Plan.
52. Given the low level of significance determined, the engagement level is low. No engagement is required.

## Attachments - *Ngaa taapirihanga*

Attachment 1 - Draft Disability Policy – 2022 (Clean Version)

Attachment 2 - Draft Disability Policy - 2022 (Track Changes)

Attachment 3 - Draft Disability Action Plan 2022-2025

Attachment 4 - 2022 Moving about the city - the Accessibility of Hamilton - Engagement tactics and submissions insights

Attachment 5 - 2022 Disability Policy Review - External organisation engagement summary

First Adopted:	November 2012
Revision dates/version:	<b>August 2022 / version 5</b>
Next review date:	<i>September 2025</i>
Document number:	D-2941729
Associated documents:	D-4321839 (2022-25 Action Plan)
Sponsor/Group:	General Manager Community
Policy Owner:	Community and Social Development Manager

## Disability Policy

### **Ko te Puutaketanga Purpose**

1. To provide best-practice principles and policy to ensure disabled people are considered and their needs met in all aspects of Hamilton City Council (Council) operations.
2. To provide direction that enables Council to comply with its regulatory function in relation to maintaining quality standards, safety and access.
3. To provide all people with equity of opportunity and access by removing barriers to improve the wellbeing of Hamiltonians.

### **Ko te Whaanuitanga Scope**

4. This Policy applies to:
  - a. all Council-owned and/or managed facilities
  - b. public places including parks, reserves and walkways
  - c. the roading network including footpaths
  - d. Council services, communications, processes and projects
  - e. Council-run events.

### **Ko ngaa Whakamaaramatanga Definitions**

Term	Definition
Access	Ability to engage with, use, participate in, and belong to something.
Disability	Physical, sensory, neurological, psychiatric, intellectual or other impairments. Disability is the process which happens when one group of people create barriers by designing a world only for their way of living, taking no account of the impairments other people have. <i>NZ Disability Strategy (2016)</i>
Equity	The principle that people should have the same opportunities to succeed. To achieve equity, underprivileged communities or people may require resources to be distributed in a way that addresses their specific needs.
Universal Design	Principles that encourage developers of spaces and places to meet the needs of people at all life stages. Universal Design is considered best practice.

### **Ko ngaa Tikanga Whakahaere Kaupapahere Principles**

5. Council recognises that disabled people need equity of access to participate fully in and contribute to community and civic life in Hamilton Kirikiriroa.
6. Council is committed to ensuring that both elected members and staff have awareness and understanding of the issues that affect the disability community.
7. Council services, communications, activities and facilities will be responsive to the diverse needs of disabled people.

8. Council recognises and acknowledges that disabled people are experts in their own experience.
- 9.
10. Council recognises the need to improve access to facilities, programmes, services and information provision for disabled people.

### ***Ko ngaa Tikanga* Policy**

11. Council will provide information that is appropriate and in accessible formats.
12. Council will provide opportunities for participation and contribution to community life for disabled people through our Plans and Strategies.
13. Council will reinforce a culture that respects the diversity of all people who live in Hamilton and continues to strengthen partnerships with disabled people built on this respect.
14. Council will work in partnership with Government and other organisations on behalf of and with disabled people to improve equity of access.
15. Council will provide new and upgraded facilities and infrastructure that is accessible and meets best practice standards.
16. Council will provide appropriate parking for disabled people to enable permit holders to park close to their destination.
17. Council will ensure that public transport infrastructure managed by the Council will meet the needs of disabled people and advocate for public transport providers within the city to meet the needs of disabled people.
18. Council will support disabled people to fully participate in their communities considering the principles of universal design.

### ***Ko te Aroturukitanga me te Whakatinanatanga* Monitoring and implementation**

19. The implementation of the Policy will also be monitored by Council's Disability Advisor, supported by a cross Council accessibility group that includes representatives from the disability community.
20. Performance against agreed actions and targets in the Disability Community Action Plan will be monitored and reported annually to the Community Committee.

### ***Ko ngaa Tohutoro* Reference Links**

21. The Disability Policy has connection and can give direction to the following Council plans and strategies.
  - a. [Community and Social Development Strategy – He Rautaki Whakawhanake Hapori](#)
  - b. [He Pou Manawa Ora – Pillars of Wellbeing](#)
  - c. [Access Hamilton](#)
  - d. [Central City Transformation Plan](#)
  - e. [Housing Strategy](#)
  - f. [Play Strategy](#)

- g. [Community Facilities Strategy](#)
  - h. [Hamilton Age Friendly Plan](#)
  - i. [Nature in the City](#)
  - j. Communications Unit Accessibility Guidelines
  - k. Management Policy – Workplace Diversity and Inclusion
22. The Disability Policy considers and aligns with the following external plans and strategies:
- a. [Te Tiriti o Waitangi/ Treaty of Waitangi](#)
  - b. The United Nations [Convention on the Rights of Persons with Disabilities \(CRPD\) | United Nations Enable](#)
  - c. 2016-26 [New Zealand Disability Strategy - Office for Disability Issues \(odi.govt.nz\)](#)
  - d. National [Disability Action Plan 2019-2023 - Office for Disability Issues \(odi.govt.nz\)](#)
  - e. [He Korowai Oranga | Ministry of Health NZ](#) and [Whakamaua: Māori Health Action Plan 2020-2025 | Ministry of Health NZ](#)
  - f. [Principles - Enabling Good Lives](#)
  - g. [The Accessibility Act - Access \(accessalliance.org.nz\)](#)
23. Other useful links
- a. [Accessible design standards](#)

First Adopted:	November 2012
Revision dates/version:	May 2018/August 2022 / version 54
Next review date:	June-September 2023
Document number:	D-2941729
Associated documents:	D-4321839 (2022-25 Action Plan)/D-2941740 (2018-19 Action Plan)
Sponsor/Group:	General Manager Community
Policy Owner:	Community and Social Development Manager

## Disability Policy

### Ko te Puutaketanga Purpose and Scope

1. To provide best-practice guidelines/principles and policy to ensure disabled people are considered and their needs met in all aspects of Hamilton City Council (Council) operations.
- 1.2. To provide guidelines/direction that enables the Council to comply with its regulatory function in relation to maintaining quality standards, safety and access.
- 2.3. To provide all people with equity of opportunity and access by removing barriers where possible to improve the wellbeing of Hamiltonians.

### Ko te Whaanuitanga Scope

- 3.4. This Policy applies to:
  - a. all Council-owned and/or managed facilities
  - b. public places including parks, reserves and walkways
  - c. the roading network including footpaths
  - d. Council services, communications, processes and projects
  - e. Council-run events.
4. The Policy considers and aligns with the following:
  - a. The United Nations Convention on the Rights of Persons with Disabilities (ratified 2007)
  - b. New Zealand Disability Strategy 2016
  - c. National Disability Action Plan 2014-2018 (Currently under review)
  - d. He Korowai Oranga, the Māori Health Strategy
  - e. 10 Year Plan 2018-2028
  - f. Hamilton Age Friendly Plan – 2018-2021
  - g. Traffic Bylaw 2015 (and subsequent amendments).

### Ko nga Whakamaaramatanga Definitions

Term	Means/Definition
Access	Ability to engage with, use, participate in, and belong to something.
Disability	Physical, sensory, neurological, psychiatric, <u>intellectual</u> or other impairments. Disability is the process which happens when one group of people create barriers by designing a world only for their way of living, taking no account of the impairments other people have. <i>NZ Disability Strategy (2016)</i>
Equity	<u>The principle that people should have the same opportunities to succeed. To achieve equity, underprivileged communities or people may require resources to be distributed in a way that addresses their specific needs.</u>
Universal Design	Principles that encourage developers of spaces and places to meet the needs of people at all life stages. <u>Universal Design is considered best practice.</u>

### Ko nāga Tikanga Whakahaere Kaunapahere Principles

5. ~~The~~ Council recognises that disabled people need equity of access ~~enabling them~~ to participate fully in and contribute to community and civic life in Hamilton ~~Kirikiriroa City~~.
6. ~~The~~ Council is committed to ensuring that both elected members and staff have awareness and understanding of the issues that affect the disability community.
7. ~~The~~ Council services, communications, activities and facilities will be responsive to the diverse needs of disabled people.
8. ~~The~~ Council recognises and acknowledges that disabled people are experts in their own experience.
9. ~~The Council will reinforce a culture that respects the diversity of all people who live in Hamilton and continues to strengthen partnerships with disabled people built on this respect.~~
- 10-9. ~~The Council will support disabled people to fully participate in their communities considering the principles of universal design.~~
- 11-10. ~~The~~ Council recognises the need to improve access to facilities, programmes, services and information provision for disabled people.

### Ko nāga Tikanga Policy

- 12-11. ~~Information from the Council~~ WeCouncil will provide information that is ~~be~~ appropriate and ~~provided~~ in accessible formats.
12. ~~The Council Plans and Strategies~~ We Council will provide opportunities for participation and contribution to community life for disabled people through our Plans and Strategies.
13. Council will reinforce a culture that respects the diversity of all people who live in Hamilton and continues to strengthen partnerships with disabled people built on this respect.
14. ~~The Council~~ WeCouncil will work in partnership with Government and other organisations on behalf of and with disabled people to improve equity of access.
15. ~~The Council~~ WeCouncil will provide new and upgraded facilities and infrastructure ~~will be that is~~ accessible and meets best practice standards.
16. ~~The Council~~ WeCouncil will provide appropriate parking for disabled people to enable permit holders to park close to their destination.
17. WeCouncil will ensure that public transport infrastructure managed by the Council will meet the needs of disabled people and will advocate for public transport providers within the City to meet the needs of disabled people.
- 17-18. Council will support disabled people to fully participate in their communities considering the principles of universal design.

### Ko te Aroturukitanga me te Whakatinanatanga Monitoring and implementation

- 18-19. The implementation of the Policy will also be monitored by Council's Disability Advisor, supported by a cross Council accessibility group that includes representatives from the disability community.

20. Performance against agreed actions and targets in the Disability Community Action Plan will be monitored and reported annually to the Community Committee.

### Ko ngā Tohutoro Reference Links

21. The Disability Policy has connection and can give direction to the following Council plans and strategies.

- a. Community and Social Development Strategy – He Rautaki Whakawhanake Hapori
- b. He Pou Manawa Ora – Pillars of Wellbeing
- c. Access Hamilton
- d. Central City Transformation Plan
- e. Housing Strategy
- f. Play Strategy
- g. Community Facilities Strategy
- h. Hamilton Age Friendly Plan
- i. Nature in the City
- j. Communications Unit Accessibility Guidelines
- k. Management Policy – Workplace Diversity and Inclusion

22. The Disability Policy considers and aligns with the following external plans and strategies:

- a. Te Tiriti o Waitangi/ Treaty of Waitangi
- b. The United Nations Convention on the Rights of Persons with Disabilities (CRPD) | United Nations Enable
- c. 2016-26 New Zealand Disability Strategy - Office for Disability Issues (odi.govt.nz)
- d. National Disability Action Plan 2019-2023 - Office for Disability Issues (odi.govt.nz)
- e. He Korowai Oranga | Ministry of Health NZ and Whakamaua: Māori Health Action Plan 2020-2025 | Ministry of Health NZ
- f. Principles - Enabling Good Lives
- g. The Accessibility Act - Access (accessalliance.org.nz)

23. Other useful links

- a. Accessible design standards



# Draft Disability Policy Action Plan

2022-2025



**Hamilton  
City Council**  
Te kaunihera o Kirikiriroa



**Item 7**

**Attachment 3**



## Hamilton City Council Draft Disability Policy Action Plan 2022-2025

This action plan will implement Council's Disability Policy. It will ensure that Council operates and manages all its infrastructure, facilities and services in a way that gives all people equity of access, inclusion and opportunity. The action plan will be monitored and reviewed every three years and reported on annually alongside the disability community. Actions will continue to be developed and updated in collaboration with this community. This action plan also supports and assists in achieving the vision of Council's Community and Social Development Strategy.

# Draft Disability Policy Action Plan 2022-2025

## Summary of Goals

### Goal 1

**Council develops effective, mutually beneficial partnerships with stakeholders to inform and progress outcomes.**

### Goal 2

**Funding and decision making around accessibility is enabled by quality data and audits so everyone can experience Council events, facilities and destinations.**

### Goal 3

**Council services will be responsive to the diverse needs of disabled people.**

### Goal 4

**People can get around the city independently and safely.**

**Goal 5**

**The whole community can enjoy fair opportunities to play.**

**Goal 6**

**Council projects embed the principles of universal design, so every new-build community facility project is accessible to everyone.**

**Goal 7**

**Hamilton City Council is an enabling employer that benefits from the skills and perspectives of a diverse workforce.**

**Goal 8**

**Barriers to civic life and democratic participation are removed through better physical access and improved Governance and communication processes.**

**Goal 9**

**Council communications are produced and distributed in accessible and effective formats, enabling participation, engagement and preparedness.**



### Goal 1

## Council develops effective mutually beneficial partnerships with stakeholders to inform and progress outcomes.

### New Action

#### Disability Advisory Forum:

Council will work with the Disabled People's Forum and the Community<sup>1</sup> to create a diverse group of representatives to input into decisions.

#### Outcomes

- Better connections with disabled community
- Informed decision making
- Issues affecting the disabled community are effectively prioritised
- Better awareness of key challenges and opportunities for solutions

#### Led by:

Community and Social Development

#### Timing:

To be established by December 2022

Meetings held every two months

<sup>1</sup> In this context 'Community' refers to the Disability Community of Hamilton Kirikiriroa, inclusive of all people who identify as part of the community and parents, caretakers and whānau of a disabled person.

## Goal 1

## New Action

**Engagement project:**

Large engagement project to identify and promote issues highlighted by the disability community, with a focus on previously under-represented groups.

**Outcomes**

- Improved relationships and communication channels
- Wider input to decision making

**Led by:**

Community and Social Development, Disabled People's Forum (external), Community (external)

**Timing:**

Year two

## Current Action

**Capacity building:**

Work with the disability sector (community leaders and service providers) to grow the capacity of the local disability community.

**Outcomes**

- Community led development
- Stronger partnerships

**Led by:**

Community and Social Development, Disability Advisory Forum, Community (external)

**Timing:**

Long term

Priorities reviewed every six months

## New Action

**Disability Strategy:**

Staff will work with partners to co-design a city-wide disability strategy.

**Outcomes**

- Citywide approach to enabling better lives
- Aspirations and priorities of the disabled community are captured
- Issues affecting the disabled community are prioritised through Long Term Plan (LTP) processes

**Led by:**

Community and Social Development, Disability Advisory Forum, Disabled Persons Assembly (external), Disabled People's Forum (external), Community (external)

**Timing:**

Year two

## Goal 1

## New Action

**Lifemark rating:**

Assess impact and application of the Lifemark rating incentive. This rating provides developers with a discount on consent fees if their build is adaptable, safe and usable.

**Outcomes**

- Good understanding of the costs, risk and benefits of recently implemented Lifemark rating

**Led by:**

Planning Guidance,  
Community and Social  
Development

**Timing:**

Year three

## Current Action

**Community feedback surveys:**

Community surveys are developed and reviewed to include accessibility perspectives. Feedback is responded to.

**Outcomes**

- Council decision-making processes actively seek an accessibility perspective where relevant
- Issues affecting the disabled community are prioritised

**Led by:**

Community and  
Social Development,  
Communications and  
Engagement

**Timing:**

Long term

Process reviewed  
annually

## New Action

**Accessibility in non-council development:**

Investigate opportunities for influencing non-council development through planning tools including the district plan and consenting.

**Outcomes**

- Citywide approach to enabling better lives.
- Understanding of gaps and opportunities.

**Led by:**

Growth, Planning  
Guidance

**Timing:**

Year one - three



### Goal 2

## Funding and decision making around accessibility is enabled by good quality data and audits so everyone can fully experience Council events, facilities and destinations.

### Current Action

#### Major Community Facility Audits:

A minimum of two comprehensive accessibility audits of major council owned facilities and/or destinations annually.

#### Outcomes

- Information for decision making/proposals

#### Led by:

Museum, Pools, Gardens, Libraries, Parks and Recreation, Hamilton Zoo, Claudelands Event Centre, FMG Stadium, Seddon Park, Transport

#### Timing:

Long term

Minimum two per year

## Goal 2

## New Action

**Minor Community Facility Audits:**

Council will carry out at least three accessibility audits per year on smaller community facilities (parks, playgrounds etc).

**Outcomes**

- Information for decision making/proposals

**Led by:**

Parks and Recreation

**Timing:**

Year one initiation

Minimum three per year

## New Action

**Asset Management Planning:**

Accessibility will factor into Council's Asset Management planning and processes.

**Outcomes**

- A Council wide approach to ensuring the disability policy is considered in relevant aspects of asset management

**Led by:**

Asset Management Leadership Group

**Timing:**

Initiated

Year one

## New Action

**Data Collection Programme:**

Data collection is undertaken to inform investment. Programme includes a stocktake of accessibility audits and benchmarking against other local authorities.

**Outcomes**

- More robust data available for informed decision making
- Understanding of gaps and opportunities
- Council wide approach to making the city more accessible

**Led by:**

Community and Social Development

**Timing:**

Year two

## Goal 2

## New Action

**Accessible toilets/ changing places network planning:**

Required upgrades to toilet network identified for 2023/2033 LTP proposal.

**Outcomes**

- Information for decision making/proposals
- Accessibility improved through work programmes

**Led by:**

Parks and Recreation

**Timing:**

Year one - two

## Current Action

**Accessible paths at Community Services and Destinations:**

Upgrade paths at community services and destinations to increase accessibility.

**Outcomes**

- More people enjoy the full benefits of Council facilities
- A more varied range of accessible experiences

**Led by:**

Zoo, Gardens, Parks and Recreation, Libraries, Claudelands Event Centre, FMG Stadium, Seddon Park

**Timing:**

Long term

*(incorporated into audits and asset management plans for inclusion in long term plan considerations)*

## New Action

**Target Setting:**

Project to establish baseline data and work with community to create future targets and goals

**Outcomes**

- Meaningful targets and goals are established
- Success is measured accurately
- Data is available for LTP

**Led by:**

Community and Social Development, Disability Advisory Forum

**Timing:**

Year one/two

## Goal 2

## New Action

**Accessible signage at Community Services and Destinations:**

Signage upgraded through renewal process to include accessible formats e.g. large print, pictures, and New Zealand Sign Language.

**Outcomes**

- Better customer experience at council facilities

**Led by:**

Zoo, Gardens, Parks and Recreation, Libraries, Pools, Claudelands Event Centre, FMG Stadium, Seddon Park

**Timing:**

Long term

*(incorporated into audits and asset management plans for inclusion in long term plan considerations)*

## New Action

**Online information platform:**

Information about accessibility for Council facilities, events and services is easily accessible online, available through an easy-to-use platform. Information allows for planning, improving awareness, and promoting accessible recreation options.

**Outcomes**

- The whole community is enabled to access the city's destinations
- A more varied range of accessible experiences for the whole community
- Users can plan their trips around accessibility options

**Led by:**

Community and Social Development, Communication and Engagement Team

**Timing:**

Year one - two

## New Action

**Two-way information sharing:**

Improvements in accessible information sharing between Council and the community so it's easier to move between Council and its facilities.

**Outcomes**

- The whole community are enabled to access the City's destinations
- Council and community benefit through information sharing

**Led by:**

GIS, City Safe, Transport, Communications and Engagement Team

**Timing:**

Long term

Process reviewed annually



### Goal 3

## Council services will be responsive to the diverse needs of disabled people

### Current Action

#### Education:

Induction of new staff will include disability training, and frontline staff will have regular disability training.

#### Outcomes

- Better customer experience
- Customers can engage with Council in a range of ways and be heard
- Better organisational knowledge and awareness of disability issues
- Benefits to organisational culture

#### Led by:

People and Culture

#### Timing:

Long term

Priorities reviewed every six months

### New Action

#### Assisted Waste Service:

Review of new waste management service to explore the value of the assisted service.

#### Outcomes

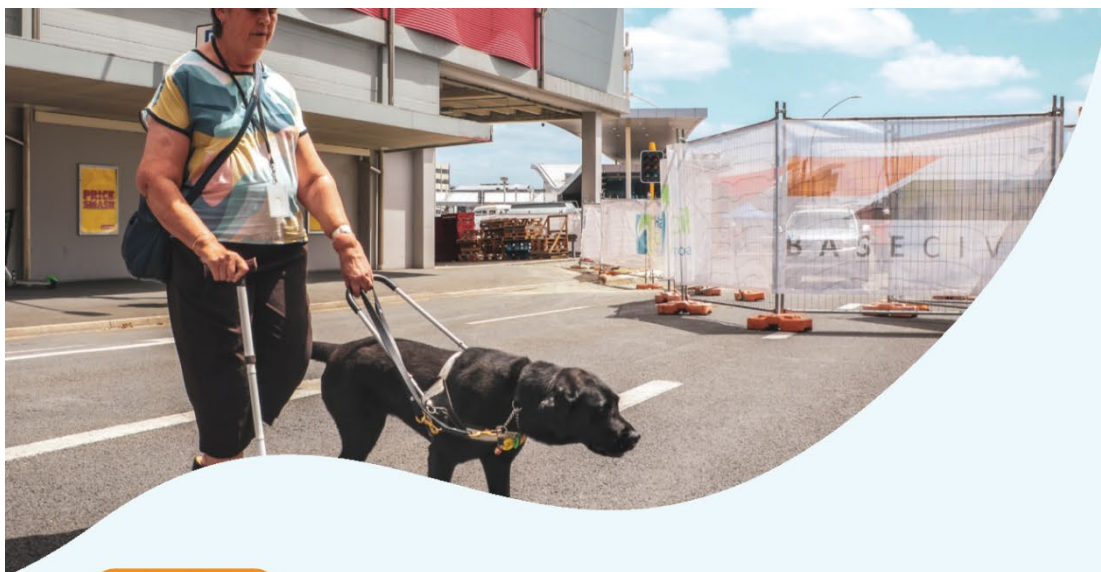
- Better customer service from council services
- More efficient waste management systems

#### Led by:

Waste Management

#### Timing:

Year two



#### Goal 4

## People can get around the city independently and safely

### Current Action

#### Audit of transport network:

Audits will be completed on Council's transport network including neighbourhood accessibility audits and project safety audits (including a focus on pedestrians).

#### Outcomes

- Information for decision making/proposals
- Accessibility improved through work programmes

#### Led by:

Transport

#### Timing:

Long term

Process reviewed annually

### New Action

#### Community Access mapping:

Barriers identified through community input into a co-designed map of access issues, focusing on a key topic every six months

#### Outcomes

- Information for decision making/proposals
- Issues affecting disabled community are prioritised effectively

#### Led by:

Community (external),  
Community and Social  
Development

#### Timing:

Year two - three

## Goal 4

## Current Action

**Public transport:**

Partner with Regional Council to improve public transport accessibility. Focus on improved transportation options and removing barriers to use.

**Outcomes**

- Greater uptake for public transport services and community facilities
- Greater independence and quality of life for transport users

**Led by:**

Transport, Waikato Regional Council (External)

**Timing:**

Long term

Results reviewed annually

## Current Action

**Crossings:**

Upgraded to provide safer options in key locations, community facilities and public transport routes.

**Outcomes**

- Safer pedestrian access

**Led by:**

Transport

**Timing:**

Long term

Results reported annually

## Current Action

**Footpath programme:**

Footpath programmes to renew and maintain footpaths to an accessible standard.

**Outcomes**

- Safer pedestrian access
- Improved level of services

**Led by:**

Transport

**Timing:**

Long term

Results reported annually

## New Action

**Mobility carpark review:**

Review of current mobility carparks (including an audit).

**Outcomes**

- Information for decision making/proposals
- Better parking options for permit holders

**Led by:**

Transport, CCS (External)

**Timing:**

Year one - three

## Goal 4

## New Action

**Illegal parking monitoring:**

Information Systems solution introduced in partnership with NZParking to ensure appropriate usage of mobility carparks.

**Outcomes**

- Better parking options for permit holders

**Led by:**

Transport, NZParking (external)

**Timing:**

Year one - three

## New Action

**Regional Infrastructure Technical Specifications (RITS) review:**

Review RITS to update these to reflect best practice

**Outcomes**

- Information for decision making/proposals
- Staff are given the ability to positively influence outcomes from the design stage

**Led by:**

Transport, Community and Social Development, Smart Access (external)

**Timing:**

Year three onwards

## New Action

**Accessible Streets Regulatory Package:**

Advocate for the progression of the Accessible Streets Regulatory Package through Central Government.

**Outcomes**

- Better accessibility standards for streets nationally

**Led by:**

Transport, Disability Advisor

**Timing:**

Year one - three



### Goal 5

## The whole community can enjoy fair opportunities to play.

### New Action

#### Informal play in the City:

New informal/pop-up play opportunities in the central city consider accessibility in their design and installation.

#### Outcomes

- A more varied range of accessible experiences for the whole community
- Better experience for customers

#### Led by:

Central City Programme Team, Sport Waikato (External)

#### Timing:

Year two - three

### Current Action

#### Future Playgrounds:

All future playgrounds will include assets, access and equipment that is universally accessible/inclusive.

#### Outcomes

- Accessible activity options for tamariki
- Better experience for customers

#### Led by:

Parks and Recreation

#### Timing:

Long term

(incorporated into audits and asset management plans for inclusion in long term plan considerations)

## Goal 5

## New Action

**Upgrades to existing parks and playgrounds:**

Options to improve accessibility of current neighbourhood parks and playgrounds are considered in the 2023/2033 LTP discussions.

**Outcomes**

- Information for decision making/proposals
- Better experience for customers

**Led by:**

Parks and Recreation

**Timing:**

Year one - two

## New Action

**Inclusive programme trials:**

Pilot programmes will be created at council facilities to encourage and enable access to a wide range of activities for our community.

**Outcomes**

- Accessible activity options for our community
- Better understanding of community demand and ability to fine tune future programmes

**Led by:**

Aquatics, Libraries, Zoo and Museum

**Timing:**

Year one aquatics trial

Year two libraries trial

Year three zoo and museum trial

## New Action

**Halberg programme to improve accessible recreation for youth:**

Halberg Foundation will work with Council to ensure parks, public spaces, club rooms and its facilities are fully accessible to 5 - 12 year old tamariki/rangatahi with physical impairments, by funding equipment or person support.

**Outcomes**

- Accessible activity options for tamariki and rangatahi
- Better experience for customers

**Led by:**

Community Development, Halberg Foundation (External), Parks and Recreation

**Timing:**

Year one initiation

## Goal 5

## New Action

**Trail rider:**

Staff will work with Halberg Foundation to explore provision of a loan trail Rider bike that would allow disabled people to use the river walks, gardens, Council open spaces and zoo more independently.

**Outcomes**

- Better experience for customers
- A more varied range of accessible experiences for the whole community

**Led by:**

Community Development, Halberg Foundation (External), Parks and Recreation, Gardens, Zoo

**Timing:**

Year one - two



#### Goal 6

**Council projects embed the principles of universal design, so every new-build community facility project is accessible to everyone.**

#### New Action

#### Capital project planning:

Universal design considerations are embedded into all Council project planning templates for new builds and renewals.

#### Outcomes

- A Council wide approach to ensuring that the disability policy is considered through every stage of the planning and renewal process

#### Led by:

PMO

#### Timing:

Year one

## Goal 6

## New Action

**Rototuna Library:**

Rototuna Library will be built based on co-designed and universal design principles.

**Outcomes**

- Accessible activity options for our community
- Better experience for every customer

**Led by:**

Community Programme Office

**Timing:**

Year one - three

## New Action

**Celebrating Age Centre:**

Investigations into the replacement of the Celebrating Age Centre, which will include opportunities for a fully accessible community space.

**Outcomes**

- Better experience for every customer

**Led by:**

Community Programme Office

**Timing:**

Year two

## New Action

**Accessible toilets/ changing places at Rototuna:**

Accessible toilets and changing spaces will be installed at Rototuna Village.

**Outcomes**

- Accessible activity options for our community
- Better experience for every customer

**Led by:**

Community Programme Office

**Timing:**

Year one - three

## Current Action

**Transport Centre:**

Advisory group support to review the designs, undertake audits, and provide feedback. Centre has been designed using Universal Design Principles.

**Outcomes**

- Information for decision making/proposals
- Wider input to decision making

**Led by:**

Transport, Waikato Regional Council (External)

**Timing:**

Year two - three



#### Goal 7

## Hamilton City Council is an enabling employer that benefits from the skills and perspectives of a diverse workforce

### New Action

#### Recruitment:

The Council's recruiting processes will be reviewed annually to ensure barriers to employment are removed.

#### Outcomes

- A more inclusive, diverse workplace
- A work force that benefits from the strengths of an enabling environment

#### Led by:

People and Culture

#### Timing:

Long term

Reviewed annually

## Goal 8

# Barriers to civic life and democratic participation are removed through better physical access and improved Governance and communication processes



## New Action

## Chamber upgrade 2023/24:

Accessibility will be prioritised through the use of technology and equipment upgrades.

### Outcomes

- A fair and democratic space that is accessible and welcoming to everyone

### Led by:

Governance

### Timing:

Year two - three

## Current Action

## Accessible Governance processes:

Ensure governance processes are inclusive and accessible, enabling the whole community to:

- respond to surveys in any way they choose
- participate in public forums and meetings with appropriate support
- make sure all aspects of meetings are accessible.

### Outcomes

- The city benefits from a more diverse range of voices
- The whole community has greater opportunity to participate in civic life

### Led by:

Governance,  
Communication and  
Engagement, Disabled  
Persons Assembly  
(external)

### Timing:

Long term

Reviewed annually

## Goal 8

## New Action

**Report writing:**

Report writers/authorisers will be trained in including accessibility implications in Council reports.

**Outcomes**

- Council decision-making is consistently informed by the disability perspective, specific to the decision

**Led by:**

Strategy, Policy, Community and Social Development, Governance

**Timing:**

Year one training developed

Year two training implemented

## New Action

**Document accessibility guidelines:**

Guidelines are developed that ensure Council documents are fully accessible.

**Outcomes**

- The whole community has greater opportunity to participate in civic life and democratic processes

**Led by:**

Communication and Engagement

**Timing:**

Year one



### Goal 9

## Council communications are produced and distributed in accessible and effective formats, enabling participation, engagement and preparedness

### New Action

#### Emergency/immediate communications:

Hamilton City Council will partner with Waikato Regional Council and Waikato District Health Board to ensure emergency processes respond to the needs of the disabled community.

This would include resources and web development with information prioritising the disabled community.

#### Outcomes

- People are better able to manage their needs during an emergency
- Emergency services can be more responsive when required

#### Led by:

Waikato Regional Council, Waikato DHB, Emergency Management, Communication and Engagement, Community Organisations (external)

#### Timing:

Year one - three

## Goal 9

### New Action

#### Information sharing guidelines:

Guidelines are developed to consider when New Zealand Sign Language and screen reader friendly formats are recommended for communication campaigns.

##### Outcomes

- Council and community benefit through information sharing

##### Led by:

Communication and Engagement,  
Community and Social Development

##### Timing:

Year two

### New Action

#### Communication Audits:

Communication audit to be undertaken for all Council communication for a week (randomly selected) annually to test application of the Document Accessibility Guidelines.

##### Outcomes

- Information for decision making/proposals

##### Led by:

Communication and Engagement

##### Timing:

Year two onwards

Item 7

Attachment 3

**Council would like to thank our wonderful delivery partners, helping us to shape an accessible Hamilton Kirikiriroa:**




Disabled Persons Assembly



Hamilton City Council  
Garden Place, Private Bag 3010, Hamilton

 /HamiltonCityCouncil

 @hamiltoncitycouncil

 07 838 6699

[hamilton.govt.nz](https://www.hamilton.govt.nz)



## MOVING ABOUT THE CITY – ACCESSIBILITY OF HAMILTON: ENGAGEMENT AND INSIGHT REPORT

Report prepared by:  
Preeta Chitre, Insight Lead  
Elsa Bredenkamp, Communication and Engagement Advisor, Corporate and Community  
June 2022.

Report reviewed by:  
Dan Silverton, Team Leader, Corporate and Community, Communication and Engagement  
June 2022.

## EXECUTIVE SUMMARY

This survey is a tool to understand how people find accessibility to not only spaces like parks, libraries, pools, visitor destinations but also for community events, communications with Council and how easy they find it to move around the city. The feedback gathered here will inform any amendments to the Disability Policy as well as feed into the development of a wider Community Action Plan to make sure that our services and facilities are accessible to all.

### WHAT WE ASKED

The consultation was open between 28 March and 26 April 2022. We asked people how they would rate their accessibility for community spaces like libraries, pools, visitor destinations, roads and crossings, bus services, communication to and from council. Questions were specific about each space or service which is elaborated in the submission insights. We also asked people to share what works well for them and what they would like to see improved. Through the survey questions, people could indicate if they had a disability (and type), and/or if they were a support person/caregiver for someone with a disability. Insights in the report have been collated to see feedback from these people as well as that from the general community.

We used a range of engagement tactics to help us gather feedback from the disability community. While the survey was community wide, we used a targeted approach to ensure this survey was seen by those who were more likely to be impacted or affected by the Disability Policy. This included targeted social media posts to the Hamilton Online Disability News Facebook group, direct stakeholder emails, and the publication of a media release. We also sent the survey to members of our panel, Voice of Hamilton Kirikiriroa who had indicated interest in submissions around accessibility or who indicated they have a disability.

### ABOUT OUR RESPONDENTS

- We received 78 responses to the survey and 1 email.
- 92% of our respondents are Hamilton residents. We had a high representation from East Areas 1, 3, 5 and West Areas 3 and 5. Details of suburbs in these areas is available in the demographics analysis on page 29.
- We had a high representation from those in 40-79 range and from NZ European and British ethnic groups. Although the Maaori representation is lower than the population proportion, it is significantly higher compared to what we see in consultations (18% of the respondents identified as Maaori).
- 38% of our respondents have a disability with either hearing, speaking, seeing, remembering/concentrating, or walking/climbing steps. 18% of our respondents indicated they are support people/caregivers for people with disabilities.
- An observation from people's responses is that a lot of people from the disabled community are perhaps not visiting most of the community spaces or using services due to their concerns with accessibility and getting there. A summary of feedback related to these are mentioned below:

### WHAT DID THE COMMUNITY SAY

For further details on each of the below sections, please see the submission insights page.

#### Pools

Approximately 58% of our respondents with a disability have been to Waterworld or Gallagher Aquatic Centre and 75% think they are accessible. A similar percentage of respondents who had identified themselves as support people had visited one of the pools, and perceived accessibility similarly to those with a disability. Feedback around what people would like to see

changed/improved is around increasing and enforcing disability parking spots, better pool facilities for children and adults with disabilities, and more bus travel options for getting there.

#### **Libraries**

Approximately 42% of our respondents with a disability have been to one of the six Hamilton City libraries (most have been to Central Library and the least have been to Hillcrest Library) and 94% think they are accessible. While a similar percentage of respondents who had identified themselves as support people had attended a library, fewer support people felt our libraries were accessible (78%) 78% think they are accessible. Feedback around what people would like to see changed is around improved wheelchair access in all areas of the libraries, improved services such as resources for those with low vision, sensory slots.

#### **Visitor destinations**

Approximately 72% of our respondents with a disability have been to one of the three visitor destinations, i.e., Hamilton Zoo, Hamilton Gardens or Waikato Museum and 87% think they are accessible. While a similar percentage of respondents who had identified themselves as support people had attended a visitor destination, fewer support people felt our libraries were accessible (77%) Feedback around what people would like to see changed/improved is around making it easy to move around, improved services, e.g., audio descriptive services.

#### **Stadiums and Globox Arena**

Approximately 44% of our respondents with a disability have been to either FMG Stadium, Seddon Park or Globox Arena (with least been to Seddon Park) and 85% think these are accessible. While a similar percentage of our respondents who are support people have been to either of these spaces, fewer support people thought they were accessible (61%; with the least for Seddon Park). Feedback around what people would like to see changed is around improved communication about entryways and access during events, increase in number and enforcement of mobility parking spaces, and improved use of the venue and facilities.

#### **Community Events**

Approximately 28% of our respondents with a disability have been to community events organised by Hamilton City Council such as Anzac Day service, Arbor Day, Citizenship ceremonies and Your neighbourhood events (with least at Arbor Day) and 77% think they are accessible (with highest, 100%, at citizenship ceremonies). These proportions are similar for those who are support people. Feedback around what people would like to see changed is around improved accessibility to events, transport options to and from events and more promotion of these events.

#### **Parks and Playgrounds**

The top three parks and open spaces that people prefer to visit as mentioned by our respondents with disability or those who are support people are Hamilton Lake/Innes Common, Hamilton Gardens, and Claudelands Park. Reasons mentioned were Walking/cycling, exercise, dog walking, wheelchair swings and wheelchair friendly paths (particularly at the Hamilton Lake), good playgrounds (Hamilton Lake), great sights and beautiful gardens (Hamilton Gardens), easy to park (Hamilton Gardens), good for taking kids (Hamilton Gardens & Claudelands Park), disabled toilets (Hamilton Gardens), had plenty of open space and natural areas (Claudelands Park), and farmers market (Claudelands Park).

#### **Moving around the city**

Of the respondents with disability or those who are support people, the top four ways in which they move about the city are driving (or being driven), wheelchair, using the bus, and walking. 37% of our respondents with a disability and 43% of support people said it's easy to move about our city. We asked them specific questions on accessibility related to crossings, footpaths, roads and bus services to get an insight into their response.

- **Crossings**

Approximately 63% of respondents with a disability and 80% of support people who have used crossings around the city (at traffic lights, zebra crossings, crossings with lights, raised crossings), think they are very easy/easy to use. Feedback around what people would like to see changed is around edge of footpaths at these crossings needs to have a smoother transition onto the road, needing more time to cross at traffic lights and lack of clarity on who has the right of way at raised crossings. People have also indicated that zebra crossings are not ideal for those with vision disabilities as they can't judge speed and distance of vehicles

- **Footpaths**

Approximately 52% of our respondents with a disability or those who are support people and have used footpaths around the city (including shared footpaths), think they are very easy/easy to use. Feedback around what people would like to see changed is around cleaning and repairing footpaths, making it easy to get onto the footpaths, general community education on keeping footpaths clear of rubbish, bins, cars, e-scooters, facilities for rest for elderly and cyclist behaviour on shared footpaths.

- **Roads**

Approximately 79% of respondents with a disability and 87% of support people who have used roads when driving around the city (at roundabouts, traffic lights, and in general), think it is very easy/easy to do so. Feedback around what people would like to see changed is around better provision for cyclists (wider and safer cycle lanes), smoother roads (without too many bumps/potholes), general community education about roundabout rules.

- **Bus services**

Approximately 61% of our respondents with a disability or those who are support people and have used bus services, think they are very easy/easy to use. Feedback around what people would like to see is buses being able to accommodate a larger wheelchair size, needing more wheelchair spots in buses, needing more frequent bus services, and a better indication of when the bus is arriving at a stop and if it has a vacant wheelchair spot. Respondents would also like bus stops and shelters to be cleaned more regularly and sheltered. Feedback related to bus timetable information is that it should be updated regularly and placed at a height that is easy to read (at bus stops/shelters).

#### **Council communications, services and website**

The top four ways in which people get in touch with us or find information is emailing, using the website, calling us, or using Antenno. While more respondents used email to contact Council for information or a service, more respondents reported Antenno to be accessible. Making a submission and visiting the Council building were not as accessible as other council interactions. Feedback around what people would like to see changed is needing better provision for dealing with customers with different disabilities, website being a bit difficult to use, making it easy to contact a specific department within Council, providing more time to respond during verbal presentations, and making this venue easy to find.

#### **FEEDBACK FROM SOCIAL MEDIA**

We received 40 comments (including replies to comments) on our social media posts about this consultation. Of the relevant comments, people's feedback was mainly around mobility parking, accessibility on buses, the design of building and facilities, pedestrian safety and safer and better

access on roads while driving (to and from expressway by Wintec Te Rapa, Dinsdale onto Rifle Range Road.

#### FEEDBACK THROUGH EMAILS/LETTERS

We received one email as feedback on this consultation from Disabled Persons Assembly NZ (DPA). Their recommendations are:

- Acknowledge that the current policy needs to be strengthened and be replaced with a Disability Strategy and Action Plan, developed with the disability community.
- Any new Disability Strategy has a holistic, cross-impairment approach.
- Council should strengthen its commitment to ensuring that all its communications and information are made available in accessible formats including Braille, New Zealand Sign Language (NZSL), Easy Read, large print, captioned video, and audio.
- Council should commit itself to making all its services fully accessible to everyone who uses them.
- A single disability advisory body be retained by council based on representation from all impairment groups, namely, deaf and hard-of-hearing, mobility impaired, blind, and low vision, neurodiverse, psychosocial disability/mental distress, and age related.

A detailed summary of their feedback is in the submissions insights section.

#### FEEDBACK FROM PREVIOUS CONSULTATIONS

##### Mobility Parking (2021)

Council surveyed the disabled community in late 2021, to understand mobility parking use in Hamilton, with a primary focus on the central city. majority of respondents to this survey identified themselves as being mobility park permit holders that drive themselves and use a side-loading vehicle. Ramps and hoists were uncommon.

Key themes were:

- Overall, respondents wanted the number of mobility parks within the central city to increase (see submission insights for location details).
- Respondents liked mobility carparks that were close to amenities, well-sized, and easy and safe to use.
- People also reported that carparks were frequently used by people without mobility permits and would like more preventative measures to stop people without mobility permits using the carparks.
- 87% of respondents said they would use the Access Aware app when it's made available.

##### Long Term Plan 2021/31 (2021), Biking and micro mobility (2020), Hamilton Gardens management plan review (2020)

Although these consultations weren't specifically or just about accessibility for the disability community, we received feedback that is relevant to this topic. Here's a summary:

- Safer walking and biking paths with investment on micro-mobility infrastructure.
- Increasing mobility parking spots and their enforcement in central city.
- Improving disabled access to boat jetty at Hamilton Gardens with parking close by.
- Design of spaces/gardens in Hamilton Gardens should consider how they help/work for people with mental health issues and disabilities.
- Make gullies accessible for those with a disability and elderly.
- Promote accessibility and acceptance of differently abled citizens through council buildings, pools, libraries, playgrounds.

#### FEEDBACK FROM HOW DID WE DO SURVEYS

We survey our customers to get their feedback on their experience at our facilities or services. Asking people what they think close to when they experience it gives us the customer's voice

clearly and can be fed back into our staff providing the service. Here's a summary of accessibility related feedback and suggestions of improvement from the last 12 months.

**Pools**

- More showers, especially another disability shower closer to reception. Disabled/family shower room needs hooks for hanging towels, clothing etc.
- Ability/Better access for disabled people to use the gym.
- Letting people with disabilities have priority over hours.

**Libraries**

- The disabled community have had positive experiences using the libraries, with helpful staff, the ability to return and borrow books from home and digital services all being praised.
- Concerns regarding lack of mobility parking, or enforcement of existing parks when used by non-permit holders.
- Improvements suggested including strategies for isolated persons to access library services, and people in wheelchairs would like to have more room between bookshelves and easily access facilities.

## SUBMISSIONS INSIGHTS

### FEEDBACK THROUGH SUBMISSION FORMS (ONLINE & PAPER COPY)

We received 78 responses to the survey. Of these, 1 was a hardcopy response. 92% of our respondents are Hamilton residents.

30 (38%) of our respondents have a disability with either hearing, speaking, seeing, remembering/concentrating, or walking/climbing steps.

14 (18%) have responded as support people/caregivers. 4 of these have one or more disabilities. Note, the above groupings are not mutually exclusive, i.e., someone can be a disabled person and be a caregiver, e.g., for someone in their family.

38 (49%) have responded as general community members, i.e., do not have any of the above-mentioned disabilities, nor are support persons/caregivers.

## POOLS

### Waterworld

Of the 78 respondents, 52 have been to Waterworld. Of these, 83% said it is very accessible/accessible.

- **People with a disability (n=30):** 23 have been there. Of these, 83% said it is very accessible/accessible.
- **Support person/caregiver (n=14):** 9 have been there. Of these, 78% said it is very accessible/accessible.
- **General community (n=38):** 24 have been there. Of these, 83% said it is very accessible/accessible.

### Gallagher aquatic centre

Of the 78 respondents, 33 have been to Gallagher Aquatic Centre. Of these, 85% said it is very accessible/accessible.

- **People with a disability (n=30):** 12 have been there. Of these, 67% said it is very accessible/accessible.
- **Support person/caregiver (n=30):** 5 have been there. Of these, 80% said it is very accessible/accessible.
- **General community (n=30):** 17 have been there. Of these, 94% said it is very accessible/accessible.

### People's feedback:

People with disability and Support person/Caregiver	General community
<b>What works well</b>	
<ul style="list-style-type: none"> <li>• Hydrotherapy pool is good for people with wheelchairs.</li> <li>• Clearly marked paths.</li> <li>• Wide entrances.</li> <li>• No trip hazards on paths.</li> </ul>	<ul style="list-style-type: none"> <li>• Plenty of space, and easy to find a park (except weekends and public holidays).</li> <li>• Wide entrances.</li> </ul>
<b>What needs to be improved/changed</b>	
General/ Did not indicate location <ul style="list-style-type: none"> <li>• Need public pool(s) in the central city.</li> <li>• Need direct, frequent buses to get there.</li> <li>• Limited disabled parking spots. Need more spots closer to the entrance and these should be enforced.</li> <li>• Should cater for children with disabilities (Currently hydrotherapy pool at Waterworld doesn't meet this need as older people don't like to be disturbed). e.g., sensory sessions split across hydrotherapy pool, swimming lessons, hydro slide use.</li> </ul>	General/ Did not indicate location <ul style="list-style-type: none"> <li>• Need an adult only pool</li> <li>• Need direct, frequent buses to get there.</li> <li>• Need safer cycleways to get there.</li> </ul>
Waterworld <ul style="list-style-type: none"> <li>• Limit hydrotherapy pool use only for those with disability.</li> <li>• Need a safer exit gate/turnstile at Waterworld.</li> <li>• Ramp into pool and at hydrotherapy pool needs to have some contrast/ better wayfinding.</li> </ul>	

<ul style="list-style-type: none"><li>• Ensure reception area floors are not wet/slippy.</li><li>• Need better lighting in carpark.</li></ul>	
Gallagher Aquatic Centre <ul style="list-style-type: none"><li>• Need more disabled parking spots.</li></ul>	

## VISITOR DESTINATIONS

### Hamilton Gardens

Of the 78 respondents, 68 have visited Hamilton Gardens. Of these, 93%, said it is very accessible/accessible.

- **People with a disability (n=30):** 25 have visited the gardens. Of these 88% said it is very accessible/accessible.
- **Support person/Caregiver (n=14):** 12 have visited the gardens. Of these 92% said it is very accessible/ accessible.
- **General community (n=38):** 34 had visited the gardens. Of these, 97% said it is very accessible/accessible.

### Hamilton Zoo

49 respondents had been to the Hamilton Zoo. Of these, 80% said it is very accessible/accessible.

- **People with a disability (n=30):** 19 have visited the zoo. Of these, 79% said it is very accessible/accessible.
- **Support person/Caregiver (n=14):** 8 have visited the zoo. Of these 50% said it is very accessible/ accessible.
- **General community (n=38):** 25 have visited the zoo. Of these, 88% said it is very accessible/accessible.

### Waikato Museum

55 respondents had been to the Waikato Museum. Of these, 95% said it is very accessible/accessible.

- **People with a disability (n = 30):** 21 have visited the museum. Of these, 95% said it is very accessible/accessible.
- **Support person/Caregiver (n = 14):** 9 have visited the museum. Of these 89% said it is very accessible/ accessible.
- **General community (n = 38):** 28 have visited the museum. Of these, 93% said it is very accessible/accessible.

### People's feedback:

People with disability and Support person/Caregiver	General community
<b>What works well</b>	
Hamilton Gardens <ul style="list-style-type: none"> <li>• Sturdy wheelchairs provided by the Gardens.</li> <li>• Wide doorways/entrances.</li> </ul>	Hamilton Gardens <ul style="list-style-type: none"> <li>• Sillary St underpass works well for walking/cycling.</li> </ul>
Waikato Museum <ul style="list-style-type: none"> <li>• Easier to get to the Museum if you have transport means.</li> <li>• Easy to move around in the Museum with wheelchairs.</li> <li>• Wide doorways/entrances.</li> </ul>	
Hamilton Zoo <ul style="list-style-type: none"> <li>• Their mobility scooters work very well in most areas.</li> <li>• Wide doorways/entrances.</li> </ul>	
<b>What needs to be improved/changed</b>	
General/Did not indicate location <ul style="list-style-type: none"> <li>• Information needs to be visually accessible and have contrast.</li> </ul>	General/Did not indicate location <ul style="list-style-type: none"> <li>• Safer cycling routes.</li> <li>• Frequent bus services.</li> </ul>

<ul style="list-style-type: none"> <li>• Need audio descriptive services.</li> <li>• Enforcement and monitoring of mobility parking spaces.</li> </ul>	
<p>Hamilton Gardens</p> <ul style="list-style-type: none"> <li>• Make provision for people to drive closer to the parks/café, including when dropping off disabled people so they can use wheelchair provided by Gardens, or where events are held e.g., Gourmet in the Gardens.</li> <li>• Signage near mobility car parks to show which areas are accessible for wheelchairs/scooters.</li> <li>• Paths checked regularly for trip hazards.</li> <li>• Ensure all areas are wheelchair accessible rather than just some.</li> <li>• Charging stations for people to charge their mobility scooters.</li> <li>• Café door could be wider.</li> <li>• Need wheelchair ramps next to steps.</li> </ul>	<p>Hamilton Gardens</p> <ul style="list-style-type: none"> <li>• Drop off zones or limited parking closer would help.</li> </ul>
<p>Waikato Museum</p> <ul style="list-style-type: none"> <li>• Make it easy to get to the entrance from the carpark.</li> <li>• Fix non-working facilities promptly, e.g., broken elevator.</li> <li>• Make sensory slots/ Sensory friendly activities.</li> <li>• Disabled toilets need to be bigger.</li> <li>• Increase mobility parking. Having to go up a gradient is not ideal for those with walkers or manual wheelchair.</li> </ul>	<p>Museum</p> <ul style="list-style-type: none"> <li>• Allow for free parking.</li> <li>• Fix non-working facilities promptly, e.g., broken elevator.</li> <li>• Ensure exterior tiling on staircases and courtyard at entrance is not slippery when wet.</li> </ul>
<p>Hamilton Zoo</p> <ul style="list-style-type: none"> <li>• Disabled toilets need to be bigger to accommodate electric wheelchairs.</li> <li>• Buggy to take people around.</li> <li>• Paths checked regularly for trip hazards.</li> <li>• Ensure all areas are accessible rather than just some.</li> <li>• Increase awareness/promotion of bus (public transport) to Zoo.</li> <li>• Need wheelchair ramps next to steps.</li> <li>• Pave pathways (unpaved paths are not wheelchair friendly)</li> </ul>	

## LIBRARIES

### Central Library

Of the 78 respondents, 58 have been to Central Library. Of these, 86% said it is very accessible/accessible.

- **People with a disability (n=30):** 22 have been there. Of these, 95% said it is very accessible/accessible.
- **Support person/Caregiver (n=14):** 9 have been there. Of these 67% said it is very accessible/accessible.
- **General community (n=38):** 30 have been there. Of these, 83% said it is very accessible/accessible.

### Chartwell Library

Of the 78 respondents, 49 have been to Chartwell Library. Of these, 92% said it is very accessible/accessible.

- **People with a disability (n=30):** 20 have been there. Of these, 95% said it is very accessible/accessible.
- **Support person/Caregiver (n=14):** 9 have been there. Of these 78% said it is very accessible/accessible.
- **General community (n=38):** 23 have been there. Of these, 91% said it is very accessible/accessible.

### Dinsdale Library

30 have answered and been to Dinsdale Library. Of these, 93% said it is very accessible/accessible.

- **People with a disability (n=30):** 11 have answered and been there. Of these, 100% said it is very accessible/accessible.
- **Support person/Caregiver (n=14):** 4 have been there. Of these 75% said it is very accessible/accessible.
- **General community (n=38):** 16 have been there. Of these, 94% said it is very accessible/accessible.

### Glenview Library

27 have answered and been to Glenview Library. Of these, 93% said it is very accessible/accessible.

- **People with a disability (n=30):** 10 have been there. Of these, 90% said it is very accessible/accessible.
- **Support person/Caregiver (n=14):** 2 have been there. Of these 100% said it is very accessible/accessible.
- **General community (n=38):** 15 have been there. Of these, 93% said it is very accessible/accessible.

### Hillcrest Library

20 have answered and been to Hillcrest Library. Of these, 95% said it is very accessible/accessible.

- **People with a disability (n=30):** 6 have been there. Of these, 100% said it is very accessible/accessible.
- **Support person/Caregiver (n=14):** 5 have been there. Of these 80% said it is very accessible/accessible.
- **General community (n=38):** 10 have been there. Of these, 100% said it is very accessible/accessible.

### St Andrews Library

29 have answered and been to St Andrews Library. Of these, 90% said it is very accessible/accessible.

- **People with a disability (n=30):** 7 have been there. Of these, 86% said it is very accessible/accessible.
- **Support person/Caregiver (n=14):** 6 have been there. Of these 67% said it is very accessible/accessible.
- **General community (n=38):** 17 have been there. Of these, 94% said it is very accessible/accessible.

**People's feedback:**

People with disability and Support person/Caregiver	General community
<b>What works well</b>	
<ul style="list-style-type: none"> <li>• Refurbishment of modern libraries works well for wheelchairs and those with walking sticks.</li> </ul>	
<b>What needs to be improved/changed</b>	
General/Did not indicate location <ul style="list-style-type: none"> <li>• Bathrooms need to be bigger for wheelchair users.</li> <li>• Needs some quiet spaces.</li> <li>• Ensure spaces are suitable for bigger wheelchairs (26-inch).</li> <li>• Enforcement and monitoring of mobility parking spots.</li> <li>• More resources for people with low vision.</li> <li>• Sensory slots/ Make them friendly for those with autism sensory disorder. (ASD)</li> <li>• Lower fine costs/overdue fees.</li> </ul>	General/Did not indicate location <ul style="list-style-type: none"> <li>• Rotating, height adjustable shelves.</li> <li>• eCollections system needs to be easier to use.</li> </ul>
Central Library <ul style="list-style-type: none"> <li>• Need more disabled toilets (on different levels).</li> <li>• Need mobility parking spaces close to the library.</li> </ul>	Central Library <ul style="list-style-type: none"> <li>• Need parking closer to the library.</li> </ul>
	Dinsdale Library <ul style="list-style-type: none"> <li>• Need more mobility parking spaces closer to the library.</li> <li>• Monitoring of car parks as often camper vans parked there.</li> <li>• Homeless people on the footpaths.</li> <li>• Library seems cluttered.</li> </ul>
	Glenview Library <ul style="list-style-type: none"> <li>• Need more bike parking spaces.</li> </ul>

### STADIUMS AND GLOBOX ARENA (PREVIOUSLY CLAUDELANDS EVENT CENTRE)

#### Globox Arena (previously Claudelands Events Centre)

Of the 78 respondents, 61 have been to Globox Arena (previously Claudelands Events Centre). Of these, 95% said it is very accessible/accessible.

- **People with a disability (n=30):** 20 have been there. Of these, 85% said it is very accessible/accessible.
- **Support person/Caregiver (n=14):** 10 have been there. Of these 90% said it is very accessible/accessible.
- **General community (n=38):** 33 have been there. Of these, 100% said it is very accessible/accessible.

#### FMG Stadium

Of the 78 respondents, 37 have been to FMG Stadium. Of these, 86% said it is very accessible/accessible.

- **People with a disability (n=30):** 12 have been there. Of these, 83% said it is very accessible/accessible.
- **Support person/Caregiver (n=14):** 5 have been there. Of these 60% said it is very accessible/accessible.
- **General community (n=38):** 21 have been there. Of these, 90% said it is very accessible/accessible.

#### Seddon Park

Of the 78 respondents, 27 have been to Seddon Park. Of these, 89% said it is very accessible/accessible.

- **People with a disability (n=30):** 8 have been there. Of these, 88% said it is very accessible/accessible.
- **Support person/Caregiver (n=14):** 3 have been there. Of these 33% said it is very accessible/accessible.
- **General community (n=38):** 17 have been there. Of these, 94% said it is very accessible/accessible.

#### People's feedback:

People with disability and Support person/Caregiver	General community
<b>What works well</b>	
<ul style="list-style-type: none"> <li>• Disabled toilets at stadium work well.</li> </ul>	<ul style="list-style-type: none"> <li>• Wide doors and lifts at Claudelands.</li> </ul>
<b>What needs to be improved/changed</b>	
General/Did not indicate location <ul style="list-style-type: none"> <li>• Need clearer instructions on how/where to get in and out.</li> <li>• Need more seating when waiting for events to start.</li> <li>• Need contrast on stairs and paths to help in wayfinding.</li> <li>• Disabled toilets should be accessible for bigger wheelchairs (26-inch).</li> <li>• Need more mobility parking spaces.</li> <li>• Enforcement and monitoring of mobility parking spaces.</li> <li>• Car parking closer to the entrances.</li> <li>• Need more public transport options for when events are on/Park and ride.</li> </ul>	General/Did not indicate location <ul style="list-style-type: none"> <li>• Toilets need to be closer to the event areas.</li> <li>• Suggest use of roped entry areas and rubber matting during wet and icy conditions.</li> </ul>

<p>Globox Arena</p> <ul style="list-style-type: none"> <li>• Need clearer instructions on how/where to get in and out.</li> <li>• Encourage all event organisers to ensure accessibility.</li> </ul>	
<p>Seddon Park</p> <ul style="list-style-type: none"> <li>• Need clear communication around access for disabled users when roads are closed due to an event.</li> </ul>	
<p>FMG Stadium</p> <ul style="list-style-type: none"> <li>• Areas need to be more user friendly for disabled people to hang out with friends/family (currently works only for them and a support person).</li> </ul>	<p>FMG Stadium</p> <ul style="list-style-type: none"> <li>• Better access than stairs to get to seats when attending events with friends/family who are disabled.</li> </ul>

## COMMUNITY EVENTS

### Anzac Day

Of the 78 respondents, 39 have attended an Anzac Day service in Hamilton. Of these, 79% said it is very accessible/accessible.

- **People with a disability (n=30):** 15 have attended this event. Of these, 87% said it is very accessible/accessible.
- **Support person/Caregiver (n=14):** 5 have attended this event. Of these 40% said it is very accessible/ accessible.
- **General community (n=38):** 20 have attended this event. Of these, 85% said it is very accessible/accessible.

### Arbor Day

Of the 78 respondents, 9 have attended Arbor Day in Hamilton. Of these, 67% said it is very accessible/accessible.

- **People with a disability (n=30):** 2 have attended this event. Of these, 50% said it is very accessible/accessible.
- **Support person/Caregiver (n=14):** 2 have attended this event. Of these 50% said it is very accessible/ accessible.
- **General community (n=38):** 7 have attended this event. Of these, 71% said it is very accessible/accessible.

### Citizenship ceremony

Of the 78 respondents, 15 have attended a citizenship ceremony. Of these, 93% said it is very accessible/accessible.

- **People with a disability (n=30):** 5 have attended this event. Of these, 100% said it is very accessible/accessible.
- **Support person/Caregiver (n=14):** 2 have attended this event. Of these 100% said it is very accessible/ accessible.
- **General community (n=38):** 8 have attended this event. Of these, 88% said it is very accessible/accessible.

### Your Neighbourhood events

Of the 78 respondents, 27 have attended a Your Neighbourhood event. Of these, 81% said it is very accessible/accessible.

- **People with a disability (n=30):** 11 have attended this event. Of these, 73% said it is very accessible/accessible.
- **Support person/Caregiver (n=14):** 3 have attended this event. Of these 67% said it is very accessible/ accessible.
- **General community (n=38):** 15 have attended this event. Of these, 87% said it is very accessible/accessible.

### People's feedback:

People with disability and Support person/Caregiver	General community
<b>What works well</b>	
<ul style="list-style-type: none"> <li>• For some respondents, above mentioned community events have been great, and they have had no troubles getting around.</li> </ul>	
<b>What needs to be improved/changed</b>	
General <ul style="list-style-type: none"> <li>• Wheelchair friendly crossings/ramps when events are on to use as kerb cuts without</li> </ul>	General <ul style="list-style-type: none"> <li>• Transport options to and from events.</li> <li>• Closer parking access for parents.</li> </ul>

<p>having to travel a block to cross (At Frankton shopping centre streets when the markets are on).</p> <ul style="list-style-type: none"> <li>• Transport options to and from events.</li> <li>• Make them ASD friendly/sensory slots.</li> <li>• Need more promotion of community events.</li> <li>• Need better accessibility to events, wayfinding and support from staff if any queries or concerns.</li> <li>• Marked areas for people with disability and their carers.</li> </ul>	<ul style="list-style-type: none"> <li>• Suggest use of roped entry areas and rubber matting when it's wet and icy.</li> <li>• Increase promotion of community events.</li> </ul>
<p>Anzac day service</p> <ul style="list-style-type: none"> <li>• Closer mobility parking spaces.</li> <li>• Transport options for disabled people.</li> <li>• Shelter and seating for disabled people.</li> </ul>	<p>Anzac day service</p> <ul style="list-style-type: none"> <li>• More seating for elderly people.</li> </ul>

### **PARKS, OPEN SPACES AND PLAYGROUNDS**

#### **Parks and Playgrounds people prefer to visit**

Of the 52 people who answered, the top three parks people named are:

- Hamilton Lake/Innes Common (n=18):
  - 39% of those who mentioned this are disabled or are support people.
  - Reasons they shared were Walking/cycling, exercise, dog walking, wheelchair swings and wheelchair friendly paths, good playgrounds.
- Hamilton Gardens (n=12):
  - 50% of those who mentioned this are disabled.
  - Reasons they shared were it has great sights and beautiful gardens, walking, exercise, dog walking, easy to park, good for taking kids, disabled toilets.
- Claudelands Park (n=8):
  - 50% of those who mentioned this are disabled.
  - Reasons they shared were its good for taking kids, accessible, dog walking, exercise, Had plenty of open space and natural areas, farmers market.
  - A few respondents also suggested to increase the number of mobility parking spaces.

Other suggestions:

- Have more local playgrounds so people don't need to travel to a destination playground.
- Provide seating under shade.

#### **Parks and Playgrounds people prefer not to visit**

There was no clear majority. Hence, we've mentioned a summary of all parks mentioned and reasons:

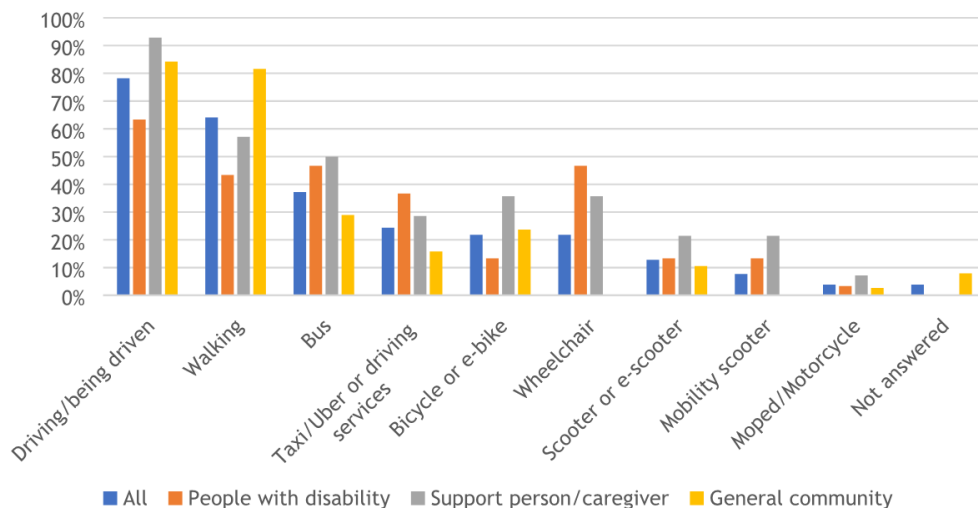
- Hillcrest Park and Hillcrest Stadium - Behaviour of older kids.
- Hamilton Lake - Too crowded, Fuel costs to drive there, Walking paths not clean.
- Steele Park, Elliot Park - Feels unsafe.
- Dominion Park, Parks by Founders Theatre - Undesirable crowd at the park.
- Minogue Park - No wheelchair friendly paths.
- Swarbrick Park - Old equipment.
- Parks without a fence as it's unsafe for kids with sensory disabilities.
- Some parks in Dinsdale, Melville, Frankton.

### MOVING AROUND THE CITY

#### How do you move about our city?

Of the respondents with disability or those who are support people, the top four ways in which they move about the city are driving (or being driven), wheelchair, using the bus, and walking.

#### How do you move about the city?

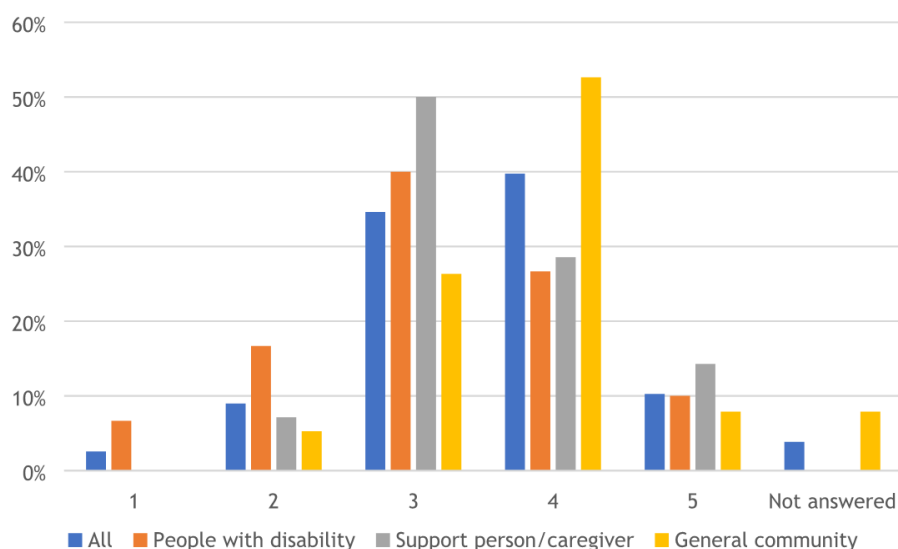


#### How easy it is to move about the city?

We asked people to share how easy it was to move about our city (On a scale of 1-5, 1 being *Very difficult* and 5 being *Very easy*).

37% of our respondents with a disability and 43% of support people said it's easy to move about our city. For these people, the easiest way of moving about the city is for those who use the bus or their wheelchair. Whereas the most difficult way of moving about the city is for those who use a scooter/e-scooter or bicycle/e-bike.

#### How easy is it to move about our city? (1 being Very difficult and 5 being Very easy)



### ACCESSIBILITY ON CROSSINGS

#### Crossings at traffic lights

Of the 78 respondents, 73 have used these. Of these, 81% said it is very easy/easy to cross at these.

- **People with a disability (n=30):** 28 have used these. Of these, 71% said it is very easy/easy to cross at these.
- **Support person/Caregiver (n=14):** All have used these. Of these 86% said it is very easy/easy to cross at these.
- **General community (n=38):** 35 have used these. Of these, 89% said it is very easy/easy to cross at these.

#### Crossings with lights

Of the 78 respondents, 70 have used these. Of these, 83% said it is very easy/easy to cross at these.

- **People with a disability (n=30):** 26 have used these. Of these, 65% said it is very easy/easy to cross at these.
- **Support person/Caregiver (n=14):** All have used these. Of these 93% said it is very easy/easy to cross at these.
- **General community (n=38):** 34 have used these. Of these, 94% said it is very easy/easy to cross at these.

#### Raised crossings

Of the 78 respondents, 69 have used these. Of these, 68% said it is very easy/easy to cross at these.

- **People with a disability (n=30):** 27 have used these. Of these, 59% said it is very easy/easy to cross at these.
- **Support person/Caregiver (n=14):** 12 have used these. Of these 75% said it is very easy/easy to cross at these.
- **General community (n=38):** 34 have used these. Of these, 76% said it is very easy/easy to cross at these.

#### Zebra crossings

Of the 78 respondents, 71 have used these. Of these, 79% said it is very easy/easy to cross at these.

- **People with a disability (n=30):** 26 have used these. Of these, 77% said it is very easy/easy to cross at these.
- **Support person/Caregiver (n=14):** All have used these. Of these 79% said it is very easy/easy to cross at these.
- **General community (n=38):** 35 have used these. Of these, 83% said it is very easy/easy to cross at these.

#### People's feedback:

People with disability and Support person/Caregiver	General community
<b>What works well</b>	
<ul style="list-style-type: none"> <li>• Type of tiles/path around Hamilton Lake is excellent.</li> </ul>	<ul style="list-style-type: none"> <li>• New riser crossing at Transport Centre.</li> </ul>
<b>What needs to be improved/changed</b>	
General <ul style="list-style-type: none"> <li>• Some crossings need to have a smooth transition from footpath onto the road to prevent scraping off wheels/stabilisers on</li> </ul>	General <ul style="list-style-type: none"> <li>• Avoid painting footpaths as they make it hard to see the curb.</li> <li>• Ensure waiting space is non-slip.</li> </ul>

<p>mobility scooters.</p> <ul style="list-style-type: none"> <li>Gutters at the edge of footpaths at crossings shouldn't be deep as requires lot of effort for those on wheelchair/mobility scooter to mount on the footpath.</li> <li>Ensure Claudelands railway crossing doesn't trap wheelchair wheels.</li> <li>Provision for those with vision disabilities at zebra crossings, as they can't judge speed and distance of vehicles.</li> <li>Need safer crossings at roundabouts (e.g., Boundary Road roundabout).</li> </ul>	<ul style="list-style-type: none"> <li>Improve pedestrian phasing and slip lanes, otherwise it makes walking long distances time consuming.</li> <li>Assess need and location when putting a raised crossing/crossing with lights.</li> </ul>
<p>Raised crossings</p> <ul style="list-style-type: none"> <li>Education or signage on who has right of way. This is harder for those with vision disabilities.</li> <li>Need improved grip on raised crossings, e.g., Frankton has issues with grip when wet.</li> </ul>	<p>Raised crossings</p> <ul style="list-style-type: none"> <li>Education or signage on who has right of way.</li> </ul>
<p>Crossings at traffic lights</p> <ul style="list-style-type: none"> <li>Need longer time for crossing at lights.</li> </ul>	<p>Crossings at traffic lights</p> <ul style="list-style-type: none"> <li>Need longer time for crossing at lights.</li> </ul>

## ACCESSIBILITY ON ROADS AND FOOTPATHS

### Footpaths in general

Of the 78 respondents, 72 have used these. Of these, 71% said it is very easy/easy to use these.

- **People with a disability (n=30):** 27 have used these. Of these, 63% said it is very easy/easy to use these.
- **Support person/Caregiver (n=14):** All have used these. Of these 71% said it is very easy/easy to use these.
- **General community (n=38):** 35 have used these. Of these, 77% said it is very easy/easy to use these.

### Shared footpaths for pedestrians and cyclists

Of the 78 respondents, 70 have used these. Of these, 50% said it is very easy/easy to use these.

- **People with a disability (n=30):** 26 have used these. Of these, 46% said it is very easy/easy to use these.
- **Support person/Caregiver (n=14):** All have used these. Of these 43% said it is very easy/easy to use these.
- **General community (n=38):** 34 have used these. Of these, 56% said it is very easy/easy to use these.

### Using roads when driving at roundabouts

Of the 78 respondents, 63 have used these. Of these, 71% said it is very easy/easy to use these.

- **People with a disability (n=30):** 20 have used these. Of these, 80% said it is very easy/easy to use these.
- **Support person/Caregiver (n=14):** 12 have used these. Of these 92% said it is very easy/easy to use these.
- **General community (n=38):** 34 have used these. Of these, 62% said it is very easy/easy to use these.

### Using roads when driving at traffic lights

Of the 78 respondents, 62 have these. Of these, 92% said it is very easy/easy to use these.

- **People with a disability (n=30):** 20 have used these. Of these, 90% said it is very easy/easy to use these.
- **Support person/Caregiver (n=14):** 12 have used these. Of these 100% said it is very easy/easy to use these.
- **General community (n=38):** 33 have used these. Of these, 91% said it is very easy/easy to use these.

### Using roads when driving in general

Of the 78 respondents, 62 have used these. Of these, 81% said it is very easy/easy to use these.

- **People with a disability (n=30):** 19 have and used these. Of these, 84% said it is very easy/easy to use these.
- **Support person/Caregiver (n=14):** 12 have used these. Of these 92% said it is very easy/easy to use these.
- **General community (n=38):** 34 have these. Of these, 76% said it is very easy/easy to use these.

### People's feedback:

People with disability and Support person/Caregiver	General community
What needs to be improved/changed	
General	General
<ul style="list-style-type: none"> <li>• Ensure cycle lanes do not abruptly finish.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure barriers do not hinder cyclists as</li> </ul>

<ul style="list-style-type: none"> <li>• Need wider cycle lanes at some places.</li> <li>• Ensure barriers do not hinder cyclists as observed with plastic barriers currently used.</li> <li>• Ensure turning paintworks are easy to understand.</li> <li>• Need more mobility parking spaces in CBD close to shops.</li> <li>• More accessible toilets needed in CBD.</li> <li>• Generally, mobility parking spots need to be monitored and enforced.</li> </ul>	<p>observed with plastic barriers currently used.</p>
<p>Footpaths in general</p> <ul style="list-style-type: none"> <li>• Cover gutter with plates for easier mounting onto footpaths.</li> <li>• Clean debris/gravel post works.</li> <li>• Fix broken footpaths due to tree roots.</li> <li>• Need regular maintenance of potholes and litter on footpaths.</li> <li>• General community education on keeping footpaths clear of bins, cars, rubbish, e-scooters.</li> <li>• Seating on footpaths for the elderly or disabled who want to rest/take a break.</li> <li>• Make it easy to get onto footpath from a mobility parking spot.</li> <li>• Other comments: E-scooter users can be dangerous; Going over berms is difficult.</li> </ul>	<p>Footpaths in general</p> <ul style="list-style-type: none"> <li>• Clean debris/gravel post works.</li> <li>• Fix broken footpaths due to tree roots.</li> <li>• Need regular maintenance of potholes and litter on footpaths.</li> <li>• General community education on keeping footpaths clear of bins, cars, rubbish, e-scooters.</li> <li>• When upgrading footpaths, avoid using materials that get sticky and too hot in summer.</li> <li>• Other comments: E-scooter users can be dangerous; Some footpaths are too narrow to allow others to pass.</li> </ul>
<p>Shared footpaths for pedestrians and cyclists</p> <ul style="list-style-type: none"> <li>• Need wider and tidier paths along the river.</li> <li>• Need cyclist education to be patient on shared footpaths.</li> <li>• Need general community education for pedestrians to keep left.</li> </ul>	<p>Shared footpaths for pedestrians and cyclists</p> <ul style="list-style-type: none"> <li>• General community education for cyclists to give way to pedestrians.</li> </ul>
<p>Using roads when driving in general</p> <ul style="list-style-type: none"> <li>• Some people with vision disabilities cannot drive and prefer to cycle. Need safer marked cycleways.</li> <li>• Other comments: Too many speed bumps and raised crossings are painful; Speed reduction in some places has caused confusion.</li> </ul>	<p>Using roads when driving in general</p> <ul style="list-style-type: none"> <li>• Ensure roads (particularly those with recent repairs) are smooth and not bumpy.</li> </ul>
<p>Using roads when driving at roundabouts</p> <ul style="list-style-type: none"> <li>• General community education on roundabout rules.</li> </ul>	<p>Using roads when driving at roundabouts</p> <ul style="list-style-type: none"> <li>• General community education on roundabout rules.</li> <li>• Ensure plantings at roundabouts are maintained as some are grown to a height that they hinder vision.</li> <li>• Other comment: Roundabouts can be dangerous for cyclists as some car users do not look for them, e.g., Five crossroads roundabout.</li> </ul>

### ACCESSIBILITY RELATED TO BUS SERVICES

#### Using the bus

Of the 78 respondents, 44 have used the bus. Of these, 66% said it is very easy/easy to use these.

- **People with a disability (n=30):** 23 have used these. Of these, 70% said it is very easy/easy to use these.
- **Support person/Caregiver (n=14):** 7 have used these. Of these 43% said it is very easy/easy to use these.
- **General community (n=38):** 17 have used these. Of these, 76% said it is very easy/easy to use these.

#### Using bus shelters

Of the 78 respondents, 42 have used these. Of these, 60% said it is very easy/easy to use these.

- **People with a disability (n=30):** 20 have used these. Of these, 55% said it is very easy/easy to use these.
- **Support person/Caregiver (n=14):** 8 have used these. Of these 75% said it is very easy/easy to use these.
- **General community (n=38):** 16 have used these. Of these, 63% said it is very easy/easy to use these.

#### Using bus stops

Of the 78 respondents, 43 have used these. Of these, 70% said it is very easy/easy to use these.

- **People with a disability (n=30):** 20 have used these. Of these, 75% said it is very easy/easy to use these.
- **Support person/Caregiver (n=14):** 7 have used these. Of these 71% said it is very easy/easy to use these.
- **General community:** 18 have used these. Of these, 67% said it is very easy/easy to use these.

#### Accessing bus timetable information at the bus stop

Of the 78 respondents, 43 have used these. Of these, 51% said it is very easy/easy to use these.

- **People with a disability (n=30):** 20 have used these. Of these, 45% said it is very easy/easy to use these.
- **Support person/Caregiver (n=14):** 7 have used these. Of these 57% said it is very easy/easy to use these.
- **General community (n=38):** 19 have these. Of these, 58% said it is very easy/easy to use these.

#### Accessing bus timetable information online/on your phone

Of the 78 respondents, 45 have used these. Of these, 76% said it is very easy/easy to use these.

- **People with a disability (n=30):** 20 have used these. Of these, 85% said it is very easy/easy to use these.
- **Support person/Caregiver (n=14):** 8 have used these. Of these 63% said it is very easy/easy to use these.
- **General community (n=38):** 20 have used these. Of these, 75% said it is very easy/easy to use these.

#### People's feedback:

People with disability and Support person/Caregiver	General community
<b>What works well</b>	
<ul style="list-style-type: none"> <li>• Flexi Bus.</li> <li>• Some stops/shelters- real-time poles- it says out loud when next bus is coming.</li> </ul>	<ul style="list-style-type: none"> <li>• Realtime poles at some bus stops.</li> <li>• LCD displays at some bus stops are excellent.</li> </ul>

Others don't.	
<b>What needs to be improved/changed</b>	
<p>Using the bus</p> <ul style="list-style-type: none"> <li>• Provision for those with vision disabilities to flag the bus to stop on time.</li> <li>• Some buses don't stop. Suggestion for them to stop and say if the bus is full instead of driving past.</li> <li>• Need to accommodate bigger wheelchairs (26-inch).</li> <li>• Wheelchair spots, often used by parents in prams.</li> <li>• Hard to tell if there's already a wheelchair user in the bus before the bus arrives. (Need more wheelchair friendly spots in the bus).</li> <li>• Need more frequent bus services and improve connections to reduce taking multiple buses.</li> <li>• More buses for when there are events which have more wheelchair spots.</li> <li>• Other comments: Safety concerns with some bus users shouting/being abusive; Some users are anxious to try the bus; Some bus drivers do not wait for people to sit before taking off.</li> </ul>	<p>Using the bus</p> <ul style="list-style-type: none"> <li>• Need more frequent bus services and improve connections to reduce taking multiple buses.</li> <li>• Need free bus use for school students.</li> <li>• Other comment: Safety concerns with some bus users shouting/being abusive.</li> </ul>
<p>Using the bus stops</p> <ul style="list-style-type: none"> <li>• Bus stops need to be well defined.</li> </ul>	<p>Using the bus stops</p> <ul style="list-style-type: none"> <li>• Need more bus stops.</li> </ul>
<p>Using the bus shelters</p> <ul style="list-style-type: none"> <li>• Trash cans need to be emptied regularly.</li> <li>• Need more bus shelters than bus stops with weather often being too hot/too wet.</li> <li>• Some shelters aren't designed well- opaque so cannot see bus coming. Do not shelter against rain/sun depending on time of the day.</li> <li>• Other comment: Homeless people sleep there.</li> </ul>	<p>Using the bus shelters</p> <ul style="list-style-type: none"> <li>• Need more bus shelters than bus stops with weather often being too hot/too wet.</li> </ul>
<p>Accessing bus timetable information at the bus stop/shelter</p> <ul style="list-style-type: none"> <li>• Timetables should be replaced at the earliest if they are ripped out.</li> <li>• Timetables should be placed at a comfortable height to read for those in a wheelchair.</li> </ul>	<p>Accessing bus timetable information at the bus stop/shelter</p> <ul style="list-style-type: none"> <li>• Timetables needs to be in a bigger signage/font at bus stops/</li> <li>• Timetables are placed too high. Could be at an average adult standing height.</li> <li>• Need up to date/real time details at bus stops.</li> </ul>
<p>Accessing bus timetable information on your phone</p> <ul style="list-style-type: none"> <li>• Restricted and updated schedules need to be updated on the app/website in a timely manner.</li> <li>• Make phone app easy to use.</li> </ul>	<p>Accessing bus timetable information on your phone</p> <ul style="list-style-type: none"> <li>• Updated schedules need to be shown on the website/app in a timely manner.</li> <li>• Other comment: Transit App is excellent overall, but some features like GO are</li> </ul>

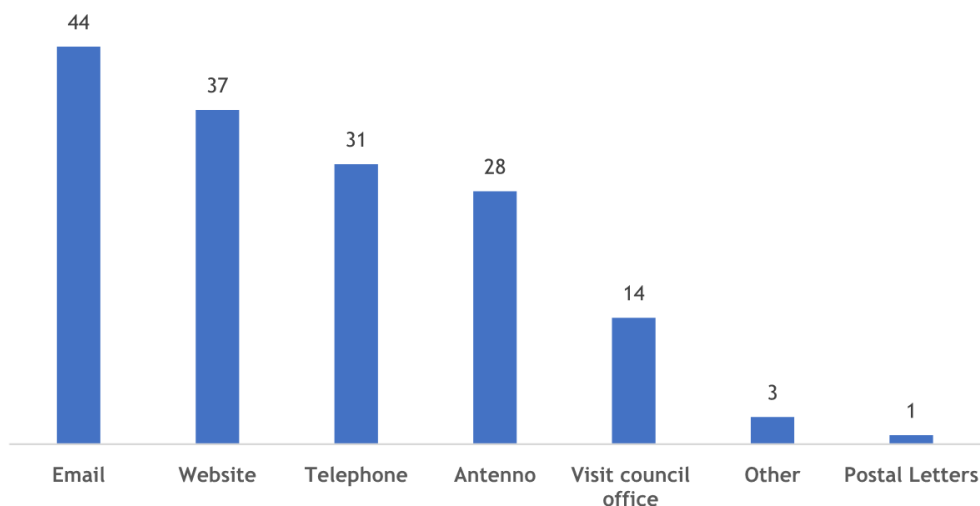
	messy.
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Item 7

Attachment 4

## COUNCIL COMMUNICATIONS, SERVICES AND WEBSITE

## What ways do you contact Council?



Of those who have used email to contact Council for information or service, 77% of them think it's accessible/very accessible, and of those who called Council, 87% found this accessible/very accessible.

Of those who have used Antenno 93% think it was accessible/very accessible to receive information from Council, and 96% think it was accessible/very accessible to contact Council for information.

While more respondents used email to contact Council for information or a service, more respondents reported Antenno to be accessible. Making a submission and visiting the Council building were not as accessible as other council interactions.

**Contacting Council for information or a service**

Of the 78 respondents, 64 have contacted Council for information or a service. Of these, 84% said it is very accessible/accessible.

- **People with a disability (n=30):** 25 have contacted Council for information or a service. Of these, 80% said it is very accessible/accessible.
- **Support person/Caregiver (n=14):** 11 have contacted Council for information or a service. Of these 73% said it is very accessible/ accessible.
- **General community (n=38):** 31 have contacted Council for information or a service. Of these, 90% said it is very accessible/accessible.

**Making a submission (surveys, letters or speaking at a Council meeting)**

Of the 78 respondents, 56 have made a submission in the past. Of these, 77% said it is very accessible/accessible.

- **People with a disability (n=30):** 20 have made a submission in the past. Of these, 80% said it is very accessible/accessible.
- **Support person/Caregiver (n=14):** 10 have made a submission in the past. Of these 50% said it is very accessible/ accessible.
- **General community (n=38):** 28 have made a submission in the past. Of these, 82% said it is very accessible/accessible.

### Receiving information from Council (e.g., social media, Antenno app, letters)

Of the 78 respondents, 66 have received information from Council. Of these, 88% said it is very accessible/accessible.

- **People with a disability (n=30):** 23 have received information from Council. Of these, 91% said it is very accessible/accessible.
- **Support person/Caregiver (n=14):** 11 have received information from Council. Of these 91% said it is very accessible/ accessible.
- **General community (n=38):** 34 have received information from Council. Of these, 85% said it is very accessible/accessible.

### Using the Council website

Of the 78 respondents, 64 have used the Council website. Of these, 83% said it is very accessible/accessible.

- **People with a disability (n=30):** 24 have used the Council website. Of these, 79% said it is very accessible/accessible.
- **Support person/Caregiver (n=14):** 11 have used the Council website. Of these 91% said it is very accessible/ accessible.
- **General community (n=38):** 32 have used the Council website. Of these, 81% said it is very accessible/accessible.

### Visiting the council office in Hamilton Central

Of the 78 respondents, 52 have visited the council office in Hamilton Central. Of these, 85% said it is very accessible/accessible.

- **People with a disability (n=30):** 19 have visited the council office in Hamilton Central. Of these, 89% said it is very accessible/accessible.
- **Support person/Caregiver (n=14):** 7 have visited the council office in Hamilton Central. Of these 71% said it is very accessible/ accessible.
- **General community (n=38):** 27 have visited the council office in Hamilton Central. Of these, 81% said it is very accessible/accessible.

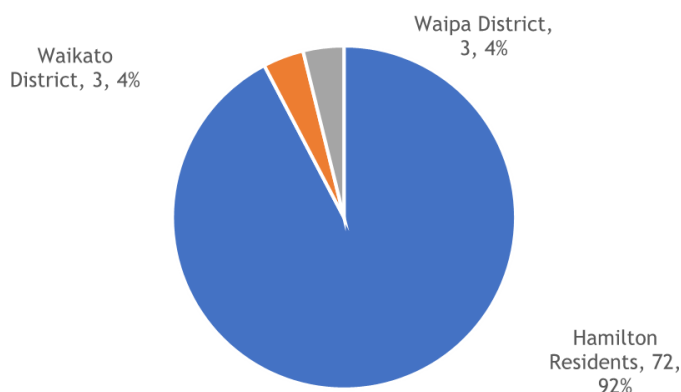
### People's feedback:

People with disability and Support person/Caregiver	General community
<b>What works well</b>	
<ul style="list-style-type: none"> <li>• Antenno</li> <li>• Email communication for rates.</li> <li>• Reporting issues.</li> </ul>	<ul style="list-style-type: none"> <li>• Antenno</li> <li>• Generally, staff are helpful and efficient.</li> </ul>
<b>What needs to be improved/changed</b>	
<b>General</b> <ul style="list-style-type: none"> <li>• Increase use of Antenno.</li> <li>• What's On Hamilton needs to be updated regularly.</li> <li>• Need more support from staff to hear ideas re. disability.</li> <li>• Staff training for making service/collateral more 'stroke friendly' (to help people who can't talk well/comprehend information quickly).</li> <li>• Better provision for deaf.</li> <li>• Advertise wheelchair accessible facilities and areas more.</li> </ul>	<b>General</b> <ul style="list-style-type: none"> <li>• Antenno - Needs to be updated and utilised regularly.</li> </ul>

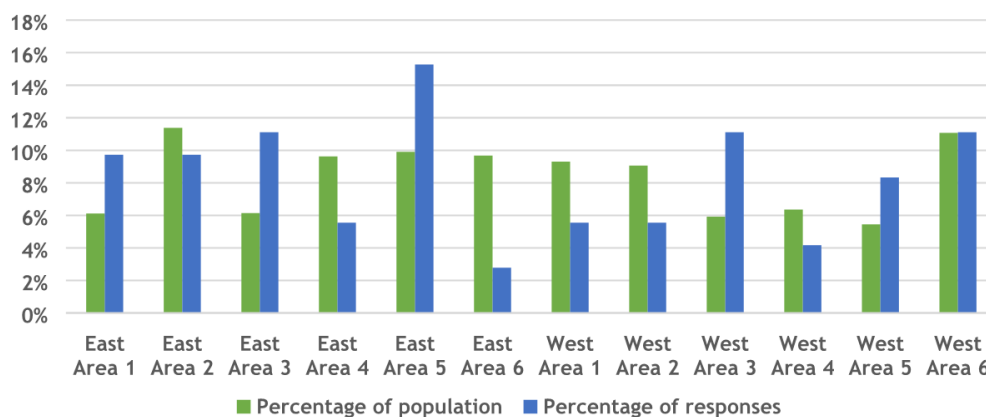
<ul style="list-style-type: none"> <li>Managing all commercial facilities to be wheelchair accessible.</li> </ul>	
<p>Website</p> <ul style="list-style-type: none"> <li>Improve the search function.</li> <li>Other comment: Hard to use for finding zoning rules.</li> </ul>	<p>Website</p> <ul style="list-style-type: none"> <li>Improve the search function.</li> <li>Make website more user friendly.</li> </ul>
<p>Contacting the Council for information or service</p> <ul style="list-style-type: none"> <li>Get back to customers with an update.</li> <li>Difficult to contact a particular department or find who to contact.</li> </ul>	<p>Contacting the Council for information or service</p> <ul style="list-style-type: none"> <li>Get back to customers with an update.</li> </ul>
<p>Making a submission</p> <ul style="list-style-type: none"> <li>Need more clarity on what needs submissions, e.g., Rostrevor St (“thought it was a done deal (turns out wasn't, feedback might have mattered”))</li> <li>For a verbal presentation, make venue easy to find.</li> <li>For a verbal presentation, need more time to process questions asked of them.</li> </ul>	<p>Making a submission</p> <ul style="list-style-type: none"> <li>Get more young people to engage and submit through social media/pre-recorded videos. They find it intimidating to present in front of Council.</li> </ul>
<p>Visiting the Council office in Hamilton Central</p> <ul style="list-style-type: none"> <li>Use the handicap counter and ensure computer works on this counter.</li> </ul>	

**DEMOGRAPHIC COMPARISON OF RESPONSES FROM INDIVIDUALS  
RESPONDENTS VS HAMILTON CITY PROFILE\*-LOCATION**

**Respondent's Location**



**Community Profile area comparison  
Population vs Responses**



We had a low representation from East Areas 2, 4, 6 and West Areas 1, 2, 4. See table below for a list of suburbs in these community profile areas.

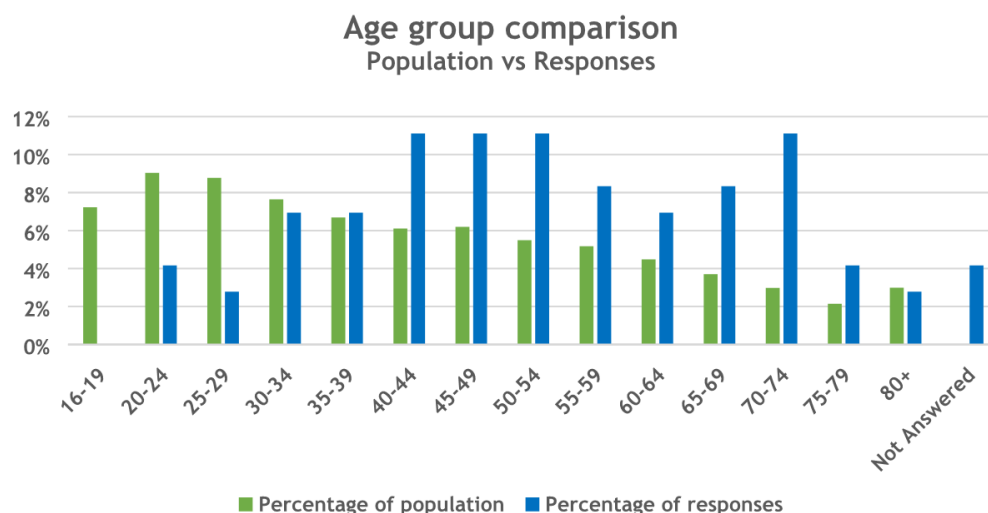
\*Hamilton city profile statistics are from the 2018 Census published by Stats NZ.

Community Profile Area	List of suburbs
East Area 1	Flagstaff
East Area 2	Callum Brae, Huntington, Rototuna, Rototuna North
East Area 3	Chartwell, Chedworth, Harrowfield, Queenwood
East Area 4	Enderley, Fairfield, Fairview Downs
East Area 5	Claudlands, Hamilton East, Peachgrove
East Area 6	Hillcrest, Ruakura, Riverlea, Silverdale
West Area 1	Avalon, Beerescourt, Forest Lake, Northgate, Pukete, St Andrews, Te Rapa
West Area 2	Crawshaw, Grandview Heights, Nawton, Rotokauri, Western Heights

West Area 3	Aberdeen, Dinsdale, Temple view
West Area 4	Frankton, Maeroa, Swarbrick
West Area 5	Hamilton Central, Hamilton Lake, Hospital, Whitiara
West Area 6	Bader, Deanwell, Fitzroy, Glenview, Melville, Peacocke

#### RESPONDENTS VS HAMILTON CITY PROFILE\*-AGE GROUP

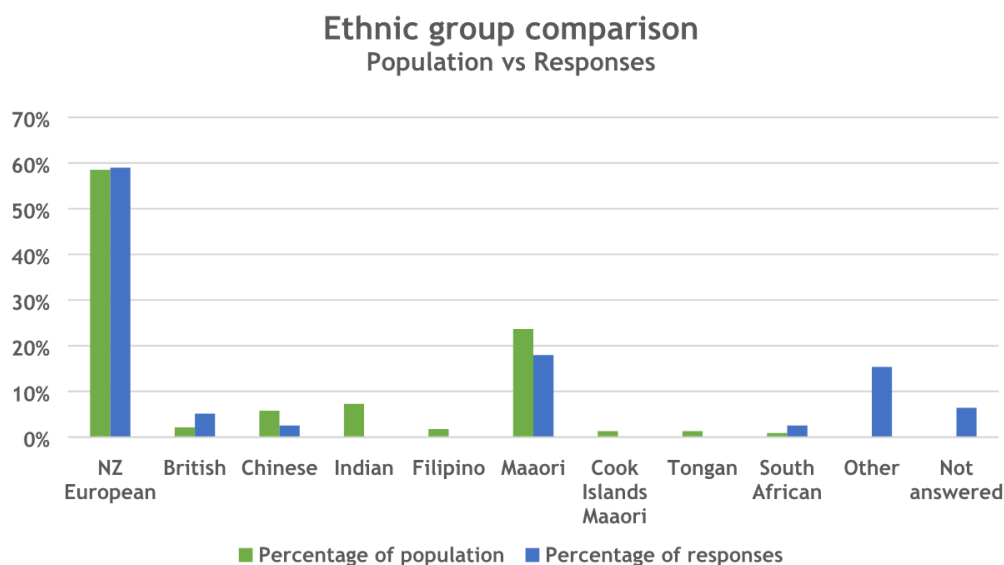
We had a low representation from under 34 year old people, and those over 80 years of age.



\*Hamilton city profile statistics are from the 2018 Census published by Stats NZ.

#### RESPONDENTS VS HAMILTON CITY PROFILE\*-ETHNIC GROUP

We had a high representation from NZ European and British ethnic groups. Although the Maaori representation is lower than the population proportion, it is significantly higher compared to what we see in consultations.



\*Hamilton city profile statistics are from the 2018 Census published by Stats NZ.

#### FEEDBACK FROM SOCIAL MEDIA

We received 40 comments (including replies to comments) on our social media posts about this consultation. Of the relevant comments, here's a summary of the feedback we received:

##### Mobility parking

- Mobility parking spaces are hard to find.
- Enforcement of mobility parking spots.

##### Wheelchair access

- Buses are not wide enough to get a bigger wheelchair (26 inch) inside.
- Unsafe on ramps and slopes when using manual wheelchair.

##### Transport

- Need safer pedestrian access on Whitiara bridge.
- Need better access to and from expressway while driving (by Wintec Te Rapa).
- Unsafe turn while driving from Dinsdale into Rifle Range Road.

##### Design of buildings and facilities

- Need better accessibility to retail shops and hospitality.
- New Housing and commercial building design to ensure accessibility.
- Need more accessible public toilets.

##### Other

- Need to see outcome of survey

#### FEEDBACK THROUGH EMAILS/LETTERS

We received one email as feedback on this consultation. This was from Chris Ford and Joy Ho at Disabled Persons Assembly NZ (DPA). Here's a summary of their response and recommendations:

- Acknowledge that the current policy needs to be strengthened and be replaced with a Disability Strategy and Action Plan, developed in full partnership with the disability community and which would contain a full vision, objectives, and goals for Council to meet based on Te Tiriti o Waitangi, the UNCRPD and EGL principles.
- They recommend that the Action Plan contain policy actions based on the Strategy, co-designed by both the disability community and Council, which would be implemented over an agreed timeframe and with appropriate resourcing.
- They recommend that areas such as, for example, policies on accessibility to transport infrastructure, housing, retail areas, parks and recreational facilities, and footpaths, etc, be un-siloed as part of any new Disability Strategy and that a holistic, cross-impairment approach be taken in this regard.
- They recommend that Council should strengthen its commitment to ensuring that all its communications and information are made available in accessible formats including Braille, New Zealand Sign Language (NZSL), Easy Read, large print, captioned video, and audio within a timeframe agreed upon with the local disability and Deaf communities.
- They recommend that Council should commit itself to making all its services fully accessible to everyone who uses them within a timeframe agreed upon with the local disability and Deaf communities.
- They recommend that a single disability advisory body be retained by council based on representation from all impairment groups, namely, Deaf and hard-of-hearing, mobility impaired, blind, and low vision, neurodiverse, psychosocial disability/mental distress, and age related.

## FEEDBACK FROM PREVIOUS CONSULTATIONS

### Mobility Parking (2021)

The purpose of the survey was to gain an understanding of what Hamilton City Council can do to improve mobility parking primarily within the central city. Majority of respondents to this survey identified themselves as being mobility park permit holders that drive themselves and use a side-loading vehicle. Ramps and hoists were uncommon.

Overall, respondents wanted the number of mobility parks within the central city to increase.

- Most requested locations for carparks to be added in Hood Street, Bryce Street, Barton Street, Victoria Street South, Ward Street (near Garden place) and near parks and outdoor spaces.
- Respondents liked mobility carparks that were close to amenities, well-sized, and easy and safe to use and did not feature these aspects.
- People also reported that carparks were frequently used by people without mobility permits and would like more preventative measures regarding improper use. 87% of respondents said they would use the Access Aware app when it's made available.
- For detailed insights on feedback around mobility parking please click here: [D-3960895](#)

### Long Term Plan 2021/31 (2021), Biking and micro mobility (2020), Hamilton gardens management plan review (2020)

Although these consultations weren't specifically or just about accessibility for the disability community, we received feedback that is relevant to this topic. Here's a summary:

- Consider safer biking routes to be accessible for people with disabilities.
- Make footpaths safer for people with disability. Central city needs more mobility parking spots and more monitoring of them city wide.
- The walking and cycling bridge need to have separate lanes for pedestrians and cyclist/micro-mobility users that is clear and easy to use. This will keep everyone safe especially our disabled community.
- Making boat jetty's accessible to disabled people.
- Ensure any improvements to Waterworld facilities (current and new pools, changing rooms) can be accessible to those with disabilities, and not just limited to hydrotherapy pool.
- Need a public swimming pool with disabled access considerations in place in Rototuna area.
- Hamilton Gardens parking needs to ensure there's sufficient and accessible mobility parking including near the jetty (paid or not). Most of those who said this, did not support introduction of paid parking.
- Hamilton Gardens need to ensure they keep accessible spaces for those with mental health issues, with disabilities- i.e., be inclusive. Government and other funding could be available for things such as sensory garden, a garden for autistic people, local stories talking garden, scented garden for visually challenged people.
- Gullies are not currently accessible for older and disabled people.
- Current public toilet facilities for disabled people should be maintained and where possible should be upgraded with features such as a height adjustable adult-sized changing bench, a tracking hoist system, and a larger footprint to meet the needs of people with more restrictive impairments.
- Promote accessibility and accepting of differently abled citizens. Promote this through council buildings, pools, libraries, playgrounds.

### Customer Experience Feedback (How did we do?)

We survey our customers to get their feedback on their experience at our facilities or services. Asking people what they think close to when they experience it gives us the customer's voice clearly and can be fed back into our staff providing the service. Here's a summary of accessibility related feedback and suggestions of improvement from the last 12 months.

- **Pools**
  - More showers, especially another disability shower.
  - Showers for disabled closer to reception.
  - Access for disabled people to use the gym.
  - Letting people with disabilities have priority over hours more than babies and the elderly that can use other pools in the facility.
  - Disabled/family shower room needs hooks for hanging towels, clothing etc.
- **Libraries**
  - Staff are very helpful, and often save them extra steps and find a specific book when they've been unable to locate it.
  - It is easy to return and borrow from home when disabled.
  - Happy with having access to audio books. A comment with a neutral sentiment was around the person being satisfied with the service at Glenview Library, however they find the city difficult being disabled so do not go to Central Library.
  - Need to have more room to move and easy access for people who are in wheelchairs.
  - "I have a friend with special needs, and she struggles to use the library without attracting large fines. She doesn't have access to a computer and doesn't drive. How could she be supported more?"
  - Need more disabled car parks at St Andrews Library.
  - "If there was a book group at Dinsdale Library, especially for disabled people like me, who cannot get to the libraries, who do have them."
  - Need to check the disability car park at Dinsdale Library more often.

## ENGAGEMENT TACTICS

### ENGAGEMENT OUTCOME

The feedback received in this survey will inform what Council should include in our updated Disability Policy and what should go into our new Community Action Plan.

### ENGAGEMENT CAMPAIGN REVIEW

Campaign tactics were:

- Our Hamilton story
- Social media posts
- Executive Update to Elected Members informing them of the engagement
- Internal staff newsletter
- Printed copies of the survey form in libraries and Council central city offices
- Stakeholder email to a collated list of interested parties and organisations
- Email to Voice of Hamilton Kirikiriroa focused contact list

# ENGAGEMENT RESULTS

## SUBMISSION FORM (ONLINE & PAPER COPY)

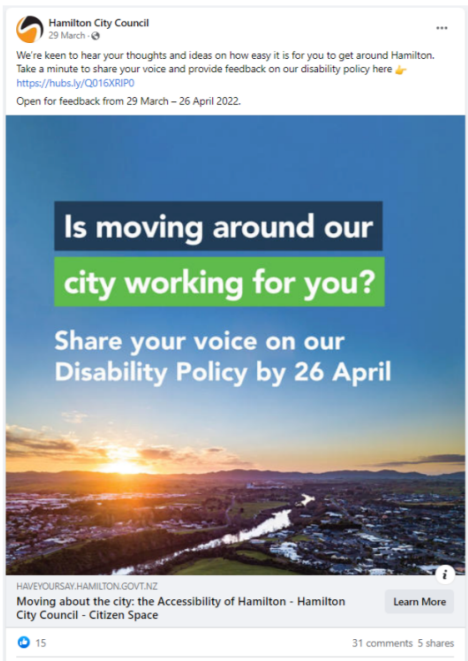
We received a total of 78 responses to the survey through the Have Your Say process. Of these, one submission was a hardcopy response.

## SOCIAL MEDIA

We reached more than 21,740 people on social media and 1207 of those engaged with our posts across Facebook and Instagram, e.g., liked, commented, and shared.

The campaign was most popular with women aged 18 – 24. Our ads performed better on Instagram and drove more than [xxx] click-throughs to the have your say page.

We had 126 comments including replies to comments on social media. These are captured in the insights analysis.




## WEBSITE

We promoted the Accessibility survey on the Hamilton City Council's Our Hamilton website, with a story published on 29 March 2022. The average time spent on the page was 57 seconds.

COMMUNITY & ENVIRONMENT Published: 29 March, 2022 / No Comments

## Working together to enable us all



By 2050, the UN estimates there'll be around 940 million disabled people living in urban areas around the world. The time to start creating a fully accessible city is now. So tell us - how easy do you find it to get around Hamilton Kirikiriroa?

Hamilton City Council has opened submissions for feedback on its Disability Policy, our Action Plan and how we engage with the disability community. If you're a part of the disability community, or your friends or family are, we'd love to hear from you.

Council's first Disability Policy was adopted in 2012 and has been reviewed regularly since. We are in the process of reviewing the current policy as well as forming our Disability Action Plan for the next three years.

**"Making sure the voice of this community is heard is very important as we look towards growing Hamilton as an inclusive and welcoming city," says Council's Social Development Manager/ Kaiwhakahaere Rautaki Hapori Andy Mannering. "We'd like to hear from everyone, whether they have or are close to someone with physical, sensory, neurological, psychiatric, intellectual or any other impairments."**

We're interested to gather thoughts and feedback on how we currently cater to our disability community and how you think we could improve our Policy to make sure it's fit for purpose and continuously meeting the needs of our community.

**The survey is open until 26 April 2022 and you can give your feedback [here](#).**

### EMAILS/ LETTERS

We used the Voice of Hamilton Kirikiriroa Panel to share our survey to members of the community who have indicated interest in being engaged with in this space. The email went out to 323 people, had an open rate of 59.3% and a click-through rate of 41.4%.

We sent one email to a list of stakeholders and interested parties via the team's Project Manager who has a good relationship with many in the disabled community.

## WHAT'S NEXT

This feedback will be used as a part of the disability policy review and to draft an action plan. The drafted policy and Action plan will be reported to the Community committee meeting in August 2022. The action plan and policy help to guide the disability advisor's work and other parts of the organisation over the next 3 years.

## Hamilton City Disability Policy Review 2021-2022

### Targeted Engagement Summary:

Initial engagement (November 2021-May 2022)			
Organisation	Contact	Dates	Notes
Disabled Persons Assembly (DPA)	Group	22 Nov 2021	<p>Policy:</p> <ul style="list-style-type: none"> <li>interested in the policy generally, it is important to have a voice as loud as we can.</li> </ul> <p>Action plan:</p> <ul style="list-style-type: none"> <li>How do we measure impact of this to make sure we are making a difference?</li> <li>With the new traffic centre it will be great to be able to get around, work needs to be done on how schedule changes are communicated (to pass on to WRC).</li> <li>Training for bus drivers as they need to support (to pass on to WRC).</li> <li>Communication approaches exploration e.g. NZSL and audio described elements</li> </ul> <p>Advisory group:</p> <ul style="list-style-type: none"> <li>More focus on community input</li> <li>Organisations and individuals included</li> <li>Clarity around meeting purpose with council to create a reciprocal relationship</li> </ul>
		21 Mar 2022	<p>Action plan:</p> <ul style="list-style-type: none"> <li>Better emergency communications for diverse groups e.g. deaf community.</li> </ul> <p>Advisory group:</p> <ul style="list-style-type: none"> <li>Rethink of how we prioritise within these meetings – look to set agendas focussed on issues from the community. More led by the community.</li> <li>An advisory group that connected directly with elected members so that the voice was connected closely with decision makers</li> <li>Paid to value contributions and encourage participation</li> <li>Connecting on things that are not just access, as the community has wider issues too</li> <li>A hybrid semi regular catch up and chance to speak at council meeting, strengthen the link so that we are considering things at the beginning – community could meet and prioritise and then raise top issues at a council meeting.</li> </ul>

<b>Initial engagement (November 2021-May 2022)</b>			
<b>Organisation</b>	<b>Contact</b>	<b>Dates</b>	<b>Notes</b>
<b>Enabling Good Lives</b>	Ike Rakena	4/05/22 and 17/05/22	<p>Policy:</p> <ul style="list-style-type: none"> <li>• Inclusion of Te Tiriti in Policy as a guiding document</li> </ul> <p>Action Plan:</p> <ul style="list-style-type: none"> <li>• Add in action about park accessibility</li> <li>• Medical supplies – to change wording</li> </ul> <p>System Changes:</p> <ul style="list-style-type: none"> <li>• There are two new relationship roles, Maaori and community, Ike is in the community role. Their role is about ensuring that the principles that are shared externally are also followed internally</li> <li>• EG will be using data collection and allowing connectors to do their job</li> <li>• Changes to the ministry will impact on funding models e.g. DSC funding, DSS Funding, Enable funding.</li> <li>• There will be a slow transition from service provisions to individual provision.</li> </ul>
<b>Life Unlimited</b>	Todd Stevenson & John Macintosh	10/03/22	<p>Action plan:</p> <ul style="list-style-type: none"> <li>• To add training to the action plan, Life Unlimited that delivers and develops this training in partnership.</li> <li>• Mobility scooters at destinations as a potential action</li> </ul> <p>Advisory group:</p> <ul style="list-style-type: none"> <li>• Discussions around advisory group format.</li> </ul>
<b>CCS Disability Action</b>	Maurice Flynn	6/05/22	<p>Policy</p> <ul style="list-style-type: none"> <li>• Adjust wording to remove 'where possible' from statement 3.</li> </ul> <p>Partnership/Action Plan:</p> <ul style="list-style-type: none"> <li>• Urban environments is where CCS has influence – anything urban should come through CCS.</li> </ul> <p>Advisory group feedback</p> <ul style="list-style-type: none"> <li>• See the value in still having the forums from city council, more community led, a lot things that were said in the meeting</li> <li>• Only council representatives that need to be there for that meeting. Council representatives need to be agenda led.</li> <li>• Request for agenda items from community then base invite list of council representatives.</li> <li>• The people who are on the committee should be paid for their time</li> </ul>

Initial engagement (November 2021-May 2022)			
Organisation	Contact	Dates	Notes
			<ul style="list-style-type: none"> <li>• Payment suggestion: if someone is representing an org then org should be paid for the time and then individuals should be paid individually.</li> <li>• Could share the chair role through the group</li> <li>• Could also look to have groups gather for longer/bigger projects.</li> </ul>
<b>Parent to Parent, Autism Organisation &amp; Life Unlimited</b>	Catherine Trezona	April – email contact	Action plan: <ul style="list-style-type: none"> <li>• Potential to learn from and partner with organisations for training development and delivery.</li> </ul>
<b>DPA Waikato, My Life My Voice, Enabling Good Lives</b>	Helena Tuteao	4/05/22	<p>Policy</p> <ul style="list-style-type: none"> <li>• Would like to see the Te Tiriti referenced within the policy</li> <li>• Could add in descriptions of community to be included.</li> <li>• To give life to the lists of documents it aligns with we could look to add in a short description.</li> <li>• Not an aspirational policy, more static.</li> </ul> <p>Action Plan</p> <ul style="list-style-type: none"> <li>• Would like to see more work in engaging and contributing in a way that suits disabled community.</li> <li>• Stepping stones that enable disabled people to connect where they are interested</li> </ul>
<b>Ifilms and Deaf Community</b>	Sarah Mason	12/05/22	<p>Action Plan</p> <ul style="list-style-type: none"> <li>• Maybe put information out part by part rather than all at once</li> <li>• Create trust that information is accessible, and more people will engage. Normalise accessible communication</li> <li>• Make sure to include important details that build context, how and what for?</li> <li>• Monthly updates? What's the latest? Exec update style w sign language</li> <li>• Make a comms plan together on action plan to create accessible content</li> <li>• Funding for community events it important even if the group is less than 1000 people</li> <li>• Events need to be accessible</li> <li>• Engage an interpreter for the Community Committee meeting 30 August.</li> </ul> <p>Advisory Group</p> <ul style="list-style-type: none"> <li>• Sarah is an advisory group member, agrees with creating more structure – having an agenda – so you can choose to attend for pieces that interest you</li> </ul>
<b>Wordsworth</b>	Shannon McKenzie		

<b>Initial engagement (November 2021-May 2022)</b>			
<b>Organisation</b>	<b>Contact</b>	<b>Dates</b>	<b>Notes</b>
<b>Halberg Trust</b>	Honey Hireme	19/05/22	<p>Policy:</p> <ul style="list-style-type: none"> <li>• No feedback on the policy itself, sees policy as straight forward and self-explanatory.</li> </ul> <p>Action Plan:</p> <ul style="list-style-type: none"> <li>• Great to see work in this area, focus was on the action plan and how the policy was applied in the council setting.</li> <li>• Interested in being involved with the actions in the action plan.</li> </ul>
<b>Parents of Vision Impaired</b>	Rebecca Graham	26/04/22	<p>Action Plan</p> <ul style="list-style-type: none"> <li>• Intentional feedback for playgrounds</li> <li>• Accessible toilets are a must for playgrounds</li> <li>• Accessible options that allow children to play next to each other but with a variety of abilities</li> <li>• Skillet website great for improving awareness</li> <li>• Transport - crossings are important for busy roads</li> <li>• Orbiter- make sure that this is accessible for all</li> </ul> <p>System Changes:</p> <ul style="list-style-type: none"> <li>• Interesting times ahead with the changes to the sector – Rebecca is acting as an advisor through the change process.</li> </ul>
<b>Blindlowvision</b>	Dianne Rogers	27/04/22	<p>Policy:</p> <ul style="list-style-type: none"> <li>• Good policy</li> <li>• Provides a Segway to national developments</li> </ul> <p>Action Plan</p> <ul style="list-style-type: none"> <li>• Public money should not be funding barriers</li> <li>• Accessibility for New Zealanders bill - How can we include this in the action plan?</li> <li>• Accessibility audit community is still in its infancy - Trying to grow an industry and help to provide a standard for these.</li> <li>• Education of disability advisors - upskilling and capacity building</li> <li>• Monitoring universal design and building standards - what does accessible design mean to council?</li> <li>• Is there a space to add an action to act as an advocate or grow this space?</li> <li>• Access barriers reporting - through Antenno</li> </ul>

Hamilton City Disability Policy Review 2021-2022  
Targeted engagement summary

Initial engagement (November 2021-May 2022)			
Organisation	Contact	Dates	Notes
			<ul style="list-style-type: none"> <li>Look at aged friendly action plan</li> <li>Review all staff training - make it online so it's accessible to all staff and we are able to monitor staff completion of training</li> <li>Accessible procurement - some research available through their office</li> </ul> <p>System Changes:</p> <ul style="list-style-type: none"> <li>Accelerating Accessibility policy - 3 yrs of policy work</li> <li>Govt to release draft bill in July - then it will go to a select committee. The challenge is to try and get more out of the bill and the work proves. How does this support the 77 TAs with some clearly understood standards?</li> <li>Blindlowvision perceive Hamilton City and Christchurch City as leaders</li> <li>Central government review - to ensure we keep abreast of developments and how they impact on what Hamilton city council needs to do.</li> <li>Need to strengthen all guidelines to Regulation</li> </ul>
Waikato DHB	Greg Morton	23/05/22	<p>Policy:</p> <ul style="list-style-type: none"> <li>Transport – look at adding wording in here that talks to our role to advocate for accessible public transport with Waikato Regional Council too.</li> </ul> <p>Action Plan:</p> <ul style="list-style-type: none"> <li>Would like to share learnings and work together to promote and advocate in this space. There is a Disability Community Health Forum that has been created with DPA as the lead, for Council to have a representative attend. E.g. staff training online modules.</li> </ul> <p>System Changes:</p> <ul style="list-style-type: none"> <li>Currently going through health system review. Invited to speak at DSAC meeting and consumer council – both of which Judy attended.</li> <li>Disability responsiveness plan created.</li> </ul>
Age Friendly	Group	31/03/22	<p>Policy and Action Plan</p> <ul style="list-style-type: none"> <li>Supportive of both, good working document that would enable us to thrive.</li> </ul>
<b>The following people/organisations were also contacted through the follow up engagement but no feedback was received:</b>			
Simone Mollinaar - Aspire Network; Jen Kelly - Interactionz; Rae Kirkman - Bryant Trust; Rae Hooper; Wilson - Waikato University, Nicola Rossa, Warren Hearing - Community Living Trust, Liz Fitzgerald - Parafed			

Follow up engagement (6 July – 22 July 2022)			
Organisation	Contact	Dates	Notes
DPA (National)	Chris Ford	22 July	<p>Feedback:</p> <ul style="list-style-type: none"> <li>• Positive about the Action Plan. Advocated for the development of a Community Strategy.</li> <li>• Hamilton City Council make the Disability Advisor role an executive management level position to enable it to have greater influence in terms of policy making and the ability to operationalise the Disability Action Plan and steer the development of the Disability Strategy.</li> <li>• Advocated for the addition of Tim Young/Smart Access as a contractor for pieces of work.</li> <li>• Advocated to connect through Mahi Tika to promote inclusive employment.</li> <li>• The leadership of disabled people should be emphasised in the next and final draft of the action plan. This specifically includes the need for partnership with disabled people and disabled people's organisations and not service providers.</li> <li>• The Council should forge a more active and strengthened partnership with the Disabled People's Forum.</li> <li>• Welcome the incorporation of disability responsiveness training for all new staff but this needs to extend to current staff as well.</li> <li>• To include DPA as an organisation which can provide leadership and advice in accessible governance.</li> </ul> <p>Incorporation:</p> <ul style="list-style-type: none"> <li>• Disabled People's Forum and DPA added as a partner in multiple actions.</li> <li>• Where services (e.g. Mahi Tika and Smart Access) are to be contracted by council to deliver an action they have not been named in the Action Plan but will be considered through the next phase of work planning.</li> <li>• Training for staff was updated to clarify that this would be ongoing for frontline staff.</li> <li>• The development of the Strategy will be co-designed and it is expected that the direction and development of this will be led by individuals from the disabled community that are included within the Accessibility Forum.</li> </ul>

Follow up engagement (6 July – 22 July 2022)			
Organisation	Contact	Dates	Notes
Parents of Vision Impaired	Rebekah Graham	6 July	<p>Feedback:</p> <ul style="list-style-type: none"> <li>Where do parents and whānau of a disabled person (thinking of children in particular here) fit in this plan - it is not always clear if we are included when referring to the "disability community", so it would be good to have this made explicit.</li> </ul> <p>Incorporation:</p> <ul style="list-style-type: none"> <li>Inclusion of a definition of community that includes whanau and caregivers of a disabled person within a footnote.</li> </ul>
Age Friendly	Dame Peggy Koopman-Boyden		<p>Feedback:</p> <ul style="list-style-type: none"> <li>The Action Plan and Policy are looking good, will help to drive action.</li> </ul> <p>Incorporation:</p> <ul style="list-style-type: none"> <li>No changes needed.</li> </ul>
DPA Waikato and an interested community member	Gerri Pomeroy	14 July	<p>Feedback:</p> <ul style="list-style-type: none"> <li>Would like to see closer collaboration with the Disabled Person's Forum.</li> <li>Would like to see the a stronger disability voice and incorporation of Co-design within the document more.</li> <li>The inclusion of more external agencies within the action plan.</li> <li>Good to get more diverse people participating in Council Forum/</li> <li>For Access Advisory Forum, Call for expression of interest, people must have their own networks.</li> </ul> <p>Incorporation:</p> <ul style="list-style-type: none"> <li>Disabled Person's Forum was added as a partner within the action plan.</li> <li>Co-design was added as clarification within multiple actions.</li> <li>Services that would be contracted by council to deliver an action have not been named in the Action Plan but will be considered through the next phase of work planning.</li> </ul>
Life Unlimited	Todd Stephens		<p>Feedback:</p> <ul style="list-style-type: none"> <li>They are keen to make river path paths more accessible to people who cannot walk far by having available mobility scooters and wheelchairs. Goal would be to have more people enjoying paths around Hamilton and learning to correctly use mobility devices. Gardens and Zoo already have similar devices available from another provider. It could be a project lead by the community.</li> </ul>

Follow up engagement (6 July – 22 July 2022)			
Organisation	Contact	Dates	Notes
			<p>Incorporation:</p> <ul style="list-style-type: none"> <li>As Life Unlimited is a service that would be contracted by council to deliver an action they have not been named in the Action Plan but will be considered through the next phase of work planning.</li> </ul>
Hamilton Central Business association	Vanessa Williams		<p>Feedback:</p> <ul style="list-style-type: none"> <li>The outcomes talk about improved relationships and communication channels, I think there needs to be some specification around how this outcome will be achieved.</li> <li>Hamilton Central Business Association - the outcome specifies stronger partnerships but does not detail who these partners are e.g. community, Council, business</li> <li>There is an action around providing developers with a discount, how will this be promoted to developers and will it be specified as a discount number?</li> <li>There is no action or outcome around what is done with these audits, just that there are undertaken. I think this should be further commitment to the results of these audits.</li> </ul> <p>Incorporation:</p> <ul style="list-style-type: none"> <li>Detail of these queries will be included in work planning, not included within high level action plan.</li> </ul>
Lifemark	Geoff Primrose		<p>Feedback:</p> <ul style="list-style-type: none"> <li>To be involved in Audits</li> </ul> <p>Incorporation:</p> <ul style="list-style-type: none"> <li>As Lifemark is a service that would be contracted by council to deliver an action they have not been named in the Action Plan but will be considered through the next phase of work planning.</li> </ul>
CCS	BJ Clark		<p>Feedback:</p> <ul style="list-style-type: none"> <li>To work on street and urban audits, not buildings, they get LifeMark a partner of CCS Disability Action and Barrierfree Trust to do buildings. LifeMark can begin audits at the cite plan stage through to them being used.</li> </ul> <p>Incorporation:</p> <ul style="list-style-type: none"> <li>As Lifemark and Barrierfree Trust are services that would be contracted by council to deliver an action they have not been named in the Action Plan but will be considered through the next phase of work planning.</li> <li>CCS is named where interactions are part of advisory function.</li> </ul>

Follow up engagement (6 July – 22 July 2022)			
Organisation	Contact	Dates	Notes
<b>The following people/organisations were also contacted through the follow up engagement but no feedback was received:</b>			
Ike Rakena - Enabling Good Lives; Simone Mollinaar - Aspire Network; Todd Stevenson - Life Unlimited; Catherine Trezona - Autism NZ; Helena Tuteao - DPA Waikato, My Life My Voice; Jen Kelly - Interactionz; Brian Findsen - Age Friendly; Shannon McKenzie - Wordsworth; Ellen Treweek; Nicola Rossa - Community Living Trust; BJ Clark – CCS; Warren Hearing - Community Living; Liz Fitzgerald – Parafed; Honey Hireme - Halberg Foundation; Sarah Mason - Ifilms Studio; Dianne Rogers – Blindlowvision; Greg Morton - Waikato DHB; Jean Masters; Maurice Flynn - Waikato Regional Council; Tim Young - Smart Access; Joy Ho - DPA Waikato; Paul Burrows - Stroke Foundation; Kerry Wilfred-Riley - Amputee Society; Anne-Maree Davis – Interactionz; Rae Kirkman - Bryant Trust; Rae Hooper; Christina Martin - Dementia Waikato; Dell Hood; Rangimahora Reddy - Ruaawaawa trust; Gail Gilbert; Margaret Wilson - Waikato University; Ofa Opouno; Sara Farmer - Aged Concern; Paul Knox; Peter Humphreys; Megan Thomas - Life Unlimited; Geoff Primrose - Lifemark			

# Council Report

Item 8

**Committee:** Community Committee

**Date:** 30 August 2022

**Author:** Helen Paki

**Authoriser:** Helen Paki

**Position:** General Manager Community

**Position:** General Manager Community

**Report Name:** General Manager's Report

<b>Report Status</b>	Open
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## Purpose - *Take*

1. To inform the Community Committee on topical issues, areas of concern and items which need to be brought to the Committee Member's attention, but which do not necessitate a separate report or decision.

## Staff Recommendation - *Tuutohu-aa-kaimahi*

2. That the Community Committee:
  - a) receives the report;
  - b) notes the appointment of Brian Findsen to the role of Chair of the Age Friendly Steering Group;
  - c) notes that the Welcoming Communities Advisory Group (WCAG) will provide recommendations to the General Manager (Community) for approval of fund administration;
  - d) notes that following further analysis, recommendations from the Central City Safety Survey will be reported via the Safest City Taskforce;
  - e) requests staff prepare a report on the current status and future of the Hamilton East and Frankton Neighbourhood Plans, at a future committee meeting in early 2023;
  - f) approves the retrospective payment of \$153,556 to the Aotearoa Peoples Network Kaharoa Agreement, funded through operational budgets;
  - g) requests staff prepare a report to the incoming Council on the outcome of the Expression of Interest Process for Richmond Park School Land and any recommendations for potential development options; and
  - h) notes the requirement to undertake an economic assessment impact of policy changes (food trucks) on retail food outlets in the central city is not applicable and no further action will be taken.

## Executive Summary - *Whakaraapopototanga matua*

3. This report provides updates to Members on activities, actions, or projects contained within the plans or strategies for which this Committee and the relevant General Manager have responsibility over and for which significant progress has been made.

4. The following matters are included in this report:
  - i. Age Friendly Plan and Steering Group Update
  - ii. Frankton and Hamilton East Neighbourhood Plans Update
  - iii. Ethnic Fund Allocation
  - iv. Central City Safety Perceptions Survey
  - v. Aotearoa Peoples Network Kaharoa Agreement
  - vi. Kent Street Update
  - vii. Richmond Park School Land Update
  - viii. City Investment Programme Leadership Group Update
  - ix. Hamilton Christian School Indoor Recreation Proposal Update
  - x. Trading in Public Places Policy economic impacts
5. There are no immediate budget implications or requests arising from this report. However, several information items may have longer term implications pending future decisions of Council. These implications are outlined in the financial section of this report.
6. Staff consider the decisions required in this report to have low significance and that the recommendations comply with the Council's legal requirements.

## **Discussion - *Matapaki***

### **Age Friendly Plan and Steering Group Update**

7. The Hamilton Age Friendly Plan was first endorsed by Council in February 2018 and was the basis of Hamilton's inclusion in World Health Organisation's Age Friendly Global Network of Cities and Communities in May 2018. Hamilton was the first city in New Zealand to join this international network.
8. The 2021-24 Age Friendly Plan was endorsed by Council in August 2021. It is community led and contains 41 actions for completion over the three-year period, by 30 organisations.
9. Improvements from the previous plan include better communication about the plan to older people and the public, increased awareness of the diversity of older people, and consideration of older people in the implementation of new technologies. Capitalising on the skills and experience older people can offer in retirement is also a key feature of this latest plan.
10. The 2022/23 year has seen a number of changes within the Age Friendly Steering Group. In March, a new steering group was appointed, with Brian Findsen voted as the new chair following the departure of Dame Peggy Koopman-Boyden.
11. The new members in the group bring knowledge and connections to the Pacifica, business and transport sectors while maintaining connections with older people, Maaori, University, and Disability sectors in the community.
12. The Steering Group are initially meeting more frequently (monthly) to review the actions within the current plan. With two years remaining in the plan, they will work on progressing the current actions and influencing the direction of future actions for the group.
13. Through the Regional Council, new services for public transport in the Flagstaff/Rototuna neighbourhood are progressing well, with the introduction of the "Flex bus". The Steering Group are looking to further understand this service and how to support our older people in accessing this.
14. The Community and Social Development Team have been undertaking a stocktake of programmes running across our city that are older people focused. There are well over 30 active groups that older people can join that focus on a variety of interests and needs.
15. The annual report to Council in 2023 will provide detail on the progress made against all the nine focus areas of the current plan.

### **Hamilton East Neighbourhood Plan and Frankton Neighbourhood Plan**

16. The Hamilton East and Frankton Neighbourhood Plans were adopted by Council (2016)). Some of the projects and actions identified in the plans were funded through the Long Term Plan process, whilst others remained unfunded.
17. With a number of changes to planning legislation and intensification requirements, it is recommended that these plans are reviewed to ensure they are still relevant and to identify where key actions are being picked up through other strategies, plans and pieces of work that are underway.
18. A group of staff from across Council will work together to review the plans, the projects and actions identified and present an update report to the Committee in December, along with a recommendation for the future of these plans.

### **Ethnic Fund Allocation**

19. On 30 June 2022 the 2022/2023 Annual Plan was confirmed. This included a budget allowance of \$75,000 per annum for the 2022/23 and 2023/24 financial years for a new Welcoming Communities Fund.
20. An additional \$25,000 has been approved from the Ministry of Business, Innovation and Employment's Welcoming Communities initiative, bringing the total annual fund to \$100,000.
21. The new Welcoming Communities Fund has been developed to support community groups in achieving the actions of the Welcoming Plan, which was adopted by Council in March 2022. Along with providing funding for community groups actively involved in supporting our migrant and refugee residents, the intention is to support new groups that haven't been actively involved in settlement.
22. The criteria established for the administration of this fund will be focused on groups aligning their programmes and events with the following areas:
  - i. how it supports progress towards the Welcoming Communities Plan actions;
  - ii. how it aligns with Councils Five Priorities and the Four Wellbeings;
  - iii. financial support and the contribution of other funders outside of the Welcoming Communities Fund application; and
  - iv. Welcoming Communities Fund grants are expected to be on average no higher than \$5,000 per initiative however higher amounts can be considered if projects show collaboration across groups and significant community impact.
23. In line with the current Council method for the approval of similarly valued funds (Cat Desexing and Waste Minimisation funds), staff are recommending the following process for the administration of the new Welcoming Communities Fund:
  - i. criteria is set by staff with the support of the Welcoming Communities Advisory Group;
  - ii. process to be administered through Councils formal application platform (Smarty Grants);
  - iii. no formal application rounds - applications for 2022/23 open from September 2022 – 30 June 2023 or until all funds are allocated;
  - iv. staff process applications and prepare a memo for the Welcoming Communities Advisory Group;
  - v. Welcoming Communities Advisory Group (including two nominated Elected Members) to consider applications and provide recommendations for the General Manager (Community) to approve under delegation (\$250k); and
  - vi. a report on grants approved is provided to Elected Members for information through the General Manager report to the Community Committee.

24. Utilising the General Manager approval under delegations, rather than the Community Grants Allocation Sub-Committee will allow the Welcoming Communities Advisory Group and Council staff to make decisions in a prompt manner, decreasing the decision time from up to 12 weeks down to a 4–6-week turnaround. It allows the Advisory Group to have input into the programmes and events that will contribute to our Welcoming Plan and acknowledges the expertise and sector knowledge they bring.
25. The process for grant allocation via the Welcoming Communities Advisory Group and following the process outlined, is less resource intensive than administering funds through the Community Grants Sub Committee and can be achieved within the current staff resource. This year it would also enable allocations to commence from September 2022, which would otherwise be delayed through the interregnum period.

#### **Central City Perceptions of Safety Survey 2022**

26. An annual survey is conducted to help understand the level of perceived safety held by respondents. The objective is to achieve a minimum of 80% of respondents feeling safe or very safe in the central city during the day.
27. The 2022 survey was run in June 2022 and detailed analysis of raw data is in process. The data result is 74% of central city users surveyed indicated they felt safe or reasonably safe in the central city during the daytime. This is a reduction on the 78% achieved last year and short of the target of 80% of responders feeling safe or reasonably safe. This year's survey received 614 responses, a decrease from the previous year's record response rate of 799.
28. The survey also measured the perceived level of safety of people in the central city at night. 38% of the people surveyed felt safe or very safe in the central city during the night, a 4% reduction on the 42% achieved last year.
29. Further analysis of the data is required to identify the key themes and suggested actions for Council and supporting agencies towards improving the perception of daytime central city safety for public spaces users.
30. The Safest City Taskforce and operational teams will continue to focus on a collaborative approach across the city to improve safety in Hamilton.

#### **Retrospective approval required on the Libraries APNK subscription agreement**

31. The Aotearoa Peoples Network Kaharoa (APNK) agreement confirms Hamilton City Libraries' membership in the Aotearoa People's Network Kaharoa consortium. Hamilton has been part of the consortium since 2008. The APNK is a service facilitated by the Department of Internal Affairs (DIA) through the National Library, providing free, fast internet access (including associated costs and overheads) to the public of New Zealand, delivered through a consortium of Public Libraries.
32. The terms of the Aotearoa People's Network Kaharoa (APNK) subscription agreement requires approval by Council. Following Covid-19 related lockdowns, the DIA provided two years of fee waivers for this service and staff inadvertently omitted gaining Council approval for the agreement which remained undetected until this year. Staff recommend that this is addressed through a retrospective approval of the agreement.
33. The current agreement, requiring retrospective approval, covers a six-year term from 17 February 2020 to 17 February 2026.

34. To date, one of the six payments has been processed (for 2019-2020). A credit was applied to the charges for 2020-21 and 2021-22 as central government relief funding was made available through the NZLPP arrangement. Three remaining annual payments of \$ 48,709.24 plus 5% CPI remain under the terms of the agreement. The remaining payments for the agreement term total \$153,556. This amount is fully budgeted for in the LTP within the Libraries' operational budgets.

#### **Kent Street Carpark Greenspace**

35. At the 31 May 2022 Infrastructure Operations Committee it was requested staff report back to this Committee with a proposal, that includes costs, to enhance the Kent Street Carpark and adjacent green space to be a more friendly community event space.
36. The Kent St Carpark and adjacent green space is held as corporate land in 4 separate titles with no encumbrances other than a right of way on the right boundary of the green space. It currently operates as a public carpark under the jurisdiction of Council's Transport Unit. In addition to the sealed carpark there is some under-utilised green space on the Commerce Street end of the site.
37. Staff have been in conversations with the Frankton Business Network (FBN) about possible enhancements for the greenspace. Planters have been moved to site and staff are supporting the FBN in an application for funding to progress the idea of a mural on the northern boundary of the greenspace.
38. Future enhancements could include the introduction of concrete paths, seating, a community garden area, fencing and a small play space. Cost estimates are as follows:
- i. greenspace Beautification only - \$40,000 (Option 2 attached, may need to be renamed and saved to make sense);
  - ii. fencing \$15,000; and
  - iii. play Equipment – \$90,000 (layout 1 may need to be renamed and saved to make sense)
39. Council's Strategic Property Unit has always had a "watching brief" on this land with a view to possible future redevelopment opportunities, however no long-term direction has been set for the future of this site. It is likely that the MEF Working Party may want to consider best use for this site prior to any development that could signal a permanent future as a park space.
40. All enhancements come to a total of \$155,000. The Commerce Street play equipment is due for renewal in the 2023/24 financial year with a budget of \$100,000. If a future use of the Kent Street site is as Park space, this budget could contribute to a redevelopment of this site.
41. Staff recommend that the incoming council consider best use of this site prior to confirming any developments and additional funding requirements for this site.

#### **Richmond Park School Land (66 Bader Street) Update**

42. Staff have received a letter from WSP, acting on behalf of the Ministry of Education, to advise they have been instructed to dispose of the Richmond Park School land (noting the Kohanga Reo will remain on site).
43. WSP requested that HCC signal any intention to acquire the land for potential public works by 11 August 2022.
44. The disposal process is outlined as follows:
- i. All interested parties, including Government Departments, need to express an interest in order to be considered in the disposal process.
  - ii. First priority in this process goes to Crown entities, so any Government Department will be given first opportunity to acquire the land.

- iii. The Crown may advise Waikato Tainui (WT) of their intention to dispose of the surplus land. The Crown expects that HCC would liaise with WT, or at least advise them of our intentions, should HCC wish to acquire the land.
  - iv. If HCC does successfully acquire that land it may result in a Section 11 Memorial (First Rights of Refusal) being registered on the Title for the surplus land. That means that in the future if HCC does not require the land then it is offered to WT first by the Crown, as this is where HCC obtained the land from.
  - v. If HCC does not express an interest at this early stage, they will not be considered in the process at a later stage.
  - vi. To successfully acquire the land, HCC would have to pay full market rate and accept the land/buildings as is, subject to a valuation process.
  - vii. To give an indication of timeframes, it is expected that HCC would be in a position to fund any purchase and complete within a 6 month period, subject to a negotiation process on land value.
45. To meet the timeframes of the letter request, staff have responded by signalling that Council may have potential interest in this land, pending discussions with Waikato Tainui and a decision of full council. This ensures that HCC remains party to the process but can withdraw interest at any stage. HCC is not financially obligated by expressing an interest at this early stage.
46. It is recommended that staff update the incoming council of progress and provide a full report on the matter including potential development options for the site.

#### **City Investment Programme Leadership Group Update**

47. At the 14 June 2022 Community Committee meeting it was resolved staff provide an update on the City Investment programme Leadership Board External Representation EOI process to the 30 August Committee meeting.
48. The internal members of the Leadership Board met on 27 July 2022 and agreed on a shortlist of external representatives. The shortlist consists of people who provide a balanced mix of community, philanthropy and commercial experience.
49. A total of four external representatives will be appointed to join the currently approved internal representatives which are: the Mayor; Chair of Community Committee, Chair of Economic Development, one Maangai Maaori, the Chief Executive, and the General Manager Community. Conversations with the shortlisted people are underway and will be confirmed and appointed in the new triennium. A more detailed update of CIP activity including the work underway around prioritisation will also be provided at this time.

#### **Hamilton Christian School Indoor Recreation Proposal Update**

50. At the June 2022 Community Committee, it was resolved that negotiations with the Hamilton Christian school on the sale and purchase of the land known as Area Q and development of a 2 court indoor recreation facility for shared community use, would be resolved by August 2022 to enable a report back prior to the end of this triennium if necessary.
51. At this stage, negotiations are not complete, but staff will continue to work with the school towards an outcome and will report into the new Council on progress.

#### **Update on outstanding action - Trading in Public Places Policy**

52. On 8 December 2020, Council received a Deliberation and Approval report for the (Trading in) Public Places Policy [agenda](#), [minutes](#). One of the approved recommendations of the report was that staff be 'requested to investigate the impacts of policy changes on retail food outlets after 12 months and report back to Elected Members'.

53. During the following 12 month period, Covid-19 severely impacted upon the hospitality industry and significantly impacted their ability to operate. There were no opportunities during this period for food trucks to operate in the central city and reporting on the economic impact assessment was deferred for a further six month period.
54. Inquiries with the Hamilton Central Business Association indicates that in the last six months there have been very limited opportunities for food trucks to operate in the central city area as the recovery in the hospitality sector continues.
55. The cost of undertaking a full economic impact assessment would be in the vicinity of \$10,000, a cost that may be considered questionable in the current environment.
56. Following the discussions with the Chair of the Economic Development Committee and the Hamilton Central Business Association, it is recommended that this action is no longer required.

### **Options**

57. No options are available for the Committee to consider.

### **Financial Considerations - *Whaiwhakaaro Puutea***

58. The budget for the Welcoming Communities Fund has been confirmed through the 2022-2023 Annual Plan for the 2022/2023 and 2023/2024 financial years. The total value of this fund from Council budgets is \$75,000 per annum.
59. Any staff time required under the recommended method of administering the Welcoming Communities Fund will be absorbed with current resource and is estimated to be approximately ten hours, or \$400 in staff remuneration, per application.
60. The APNK agreement between Council and DIA is a cost of \$48,709.24 (plus CPI) per annum and is fully funded in the 2021 – 31 Long Term Plan.
61. Potential enhancements for the are estimated and is not funded in the Long Term Plan. Funding options will be outlined in the report to the new Council.
62. HCC are not financially obligated by expressing an interest in Richmond Park School Land at this early stage. The land value has not yet been ascertained but full details with options and financial implications will be provided to the incoming Council.

### **Legal and Policy Considerations - *Whaiwhakaaro-aa-ture***

63. Staff confirm that the recommendation in this report complies with the Council's legal and policy requirements.

### **Wellbeing Considerations - *Whaiwhakaaro-aa-oranga tonutanga***

64. The purpose of Local Government changed on the 14 May 2019 to include promotion of the social, economic, environmental and cultural wellbeing of communities in the present and for the future ('the 4 wellbeings').
65. The subject matter of this report has been evaluated in terms of the 4 wellbeings during the process of developing this report as outlined below.
66. The recommendations set out in this report are consistent with that purpose.
67. There are no social, economic, environmental and social considerations required with the decisions required in this report.

### **Risks - *Tuuraru***

68. There are no known risks associated with the decisions required for this matter.

## **Significance & Engagement Policy - *Kaupapa here whakahira/anganui***

### **Significance**

69. Staff have considered the key considerations under the Significance and Engagement Policy and have assessed that the recommendation(s) in this report has/have a low level of significance.

### **Engagement**

70. Given the low level of significance determined, the engagement level is low. No engagement is required.

## **Attachments - *Ngaa taapirihanga***

Attachment 1 - 66 Bader Street Map

Attachment 2 - Libraries - Aotearoa Peoples Network Kaharoa - APNK - Agreement - SIGNED

Attachment 3 - Kent street Layout Option 1

Attachment 4 - Kent street Layout Option 2

**Green outline** – indicates area being retained by the Crown      **Red outline** – indicates area being offered for purchase by the Crown





10 February 2020

Stephen Pennruscoe  
 Director  
 Hamilton City Council  
 PO Box 3010  
 Hamilton 3240

Cnr Molesworth and Aitken Streets  
 PO Box 1467, Wellington 6140  
 Phone +64 4 474 3000  
[natlib.govt.nz](http://natlib.govt.nz)  
[dia.govt.nz](http://dia.govt.nz)

Dear Stephen

#### AGREEMENT FOR SIGNING – AOTEAROA PEOPLE'S NETWORK KAHAROA

Since the expiry of the agreement between your Council and the National Library of NZ for the services offered by the Aotearoa People's Network Kaharoa (APNK) the service has continued to operate under the same terms and conditions of the previous agreement.

You are now receiving an updated agreement for signing and return to the National Library for Bill Macnaught, the National Librarian to sign. A signed copy will then be returned to your Council for filing. There are 3 places within the agreement to be completed: **Commencement date, Notices,** and the signatures at **Executed as an Agreement.**

The enclosed agreement has been referred to the APNK Advisory Group, lawyers from the Upper Hutt City Council who provided feedback to the APNK Advisory Group and lawyers for the National Library/DIA.

Every effort has been made to ensure that District Councils are provided with an agreement that clearly outlines the services and charging for APNK. As noted in the agreement the APNK Advisory Board may approve changes to the schedules during the term of this agreement. Updated schedules will be forwarded if changes have been approved.

As you are aware the original technology refresh programme did not eventuate as planned in 2017 due to unforeseen issues with contract negotiations and supply of equipment. We have waited to issue the new agreement to ensure that all APNK locations have been operating with the new service and hardware for 4-6 months. The new service is working well, and the team are working hard to problem-solve outstanding issues relating to printing.

Please get in touch if you have any queries regarding this agreement. Once the person with the appropriate delegation has signed this agreement please post it back to;

Deb Debbage, Content Services, National Library of New Zealand, PO Box 1467, Wellington

Regards

**Joan Simpson** | Business Development & Operations Manager  
 Kōtuiti and Aotearoa People's Network Kaharoa, Christchurch

Direct Dial: 03 339 5473: Extn 4273: Mobile: 027 209 1660 <http://www.natlib.govt.nz>  
*National Library of New Zealand is part of the Department of Internal Affairs*

aotearoa  
people's  
network  
kaharoa

**Agreement for the  
Aotearoa People's Network Kaharoa  
between  
The Sovereign in Right of New Zealand  
acting by and through the Chief  
Executive of the Department of Internal  
Affairs  
and  
Hamilton City Council**



58

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## TABLE OF CONTENTS

1. BACKGROUND .....	5
2. INTERPRETATIONS AND DEFINITIONS .....	6
3. VISION, GUIDING PRINCIPLES AND GOALS .....	8
4. APNK ADVISORY GROUP .....	9
5. THE BASE OFFER .....	9
6. NETWORK .....	10
7. EQUIPMENT .....	10
8. CHARGES AND INVOICING .....	11
9. RESPONSIBILITIES .....	11
10. TERM OF AGREEMENT .....	13
11. OWNERSHIP RESPONSIBILITY .....	13
12. TERMINATION OF THE AGREEMENT .....	14
13. INTELLECTUAL PROPERTY .....	14
14. LIABILITY .....	15
15. PRIVACY AND CONFIDENTIALITY .....	15
16. ASSIGNMENT .....	15
17. NOTICES .....	15
18. CHANGES TO STRUCTURE .....	16
19. ENTIRE AGREEMENT .....	16
20. GOVERNING LAW .....	16
21. COSTS .....	16
22. FORCE MAJEURE .....	17
23. DISPUTE RESOLUTION .....	17
24. RELATIONSHIP .....	18
25. AMENDMENT .....	18
SCHEDULE 1 BASE OFFER AND REQUIRED LIBRARY EQUIPMENT .....	19
SCHEDULE 2 POINTS ALLOCATION AND EQUIPMENT SELECTION .....	21
SCHEDULE 3 SUBSCRIPTION FEES AND ADDITIONAL CHARGES .....	24
SCHEDULE 4 POPULATION FIGURES .....	27
SCHEDULE 5 KŌTUI AND APNK SERVICE DESK TERMS AND CONDITIONS ..	29
SCHEDULE 6 TERMS OF REFERENCE – APNK ADVISORY GROUP .....	32
SCHEDULE 7 WI-FI OPERATING HOURS .....	35
SCHEDULE 8 APNK TERMS OF USE .....	36



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Agreement dated

2020

- Between** (1) **The Sovereign in Right of New Zealand** acting by and through the Chief Executive of the Department of Internal Affairs, 45 Pipitea Street, Wellington (DIA),
- and** (2) **Hamilton City Council**, 260 Anglesea St, Council Building, Garden Place, Hamilton (the Library).

## 1. BACKGROUND

- A. The purpose of this Agreement is to provide the Library with membership to the Aotearoa People's Network Kaharoa (APNK). Except where the terms are expressed as not legally binding, the parties agree to be bound by the terms and conditions set out in this Agreement.
- B. One of the key projects noted in the 2005 New Zealand Government's 'Digital Strategy' was the development of a network providing free Internet access to the public of New Zealand.
- C. The Aotearoa People's Network Kaharoa (APNK) was created in response to this need and is a collaborative project, providing free (to library users) fast Internet, content development and skilled library staff support, now facilitated by DIA through the National Library.
- D. On 1 July 2011, a subscription-based model was implemented. The subscription costs to Libraries for membership to APNK are significantly subsidised by DIA / National Library. DIA / National Library provides a Base Offer for the Library's access to the APNK, and a Points system for the Library's selection of Equipment to be used on the APNK. The Library can select Equipment using its allocated Points at no additional cost to the Library (i.e. no cost over and above the Library's Subscription Fee). If it wishes to, the Library may also select Additional Equipment for which the Library must pay Additional Charges.
- E. The APNK Board was established in 2011 to provide governance of, and strategic direction for, APNK. The APNK Board was disbanded on 28 February 2013. The APNK service was then guided by the APNK Steering Committee made up of members of the public library community and representatives from the National Library. In November 2019 the APNK Steering Committee was replaced by an APNK Advisory Group. The terms of reference for this group are set out in Schedule 6.
- F. This Agreement sets out the terms and conditions upon which DIA / National Library will supply, and the Library will access, the APNK.

Page 5 of 39

## 2. INTERPRETATIONS AND DEFINITIONS

### 2.1 Definitions:

The following definitions apply in this Agreement (including in the Background):

- (a) **"Additional Charges"**, if any, are the charges payable by the Library to DIA / National Library for Additional Equipment, as described in section 2 of Schedule 3;
- (b) **"Additional Equipment"** means the Equipment selected by the Library and supplied by DIA / National Library that is not covered by the Points allocation for the Library;
- (c) **"Agreement"** means this agreement for the Aotearoa People's Network Kaharoa and includes any Schedule to this agreement;
- (d) **"APNK"** or **"Aotearoa People's Network Kaharoa"** means the network of free Internet access connections, equipment and infrastructure made available to libraries through this Agreement, including the Kōtui and APNK Service Desk;
- (e) **"APNK Advisory Group"** means the group set up to provide ongoing guidance and support for APNK, that replaced the APNK Steering Committee;
- (f) **"APNK Board"** means the board that was set up to provide governance for the Aotearoa People's Network Kaharoa, that was disbanded in 2013;
- (g) **"APNK Steering Committee"** means the committee set up to provide guidance in the development of the Aotearoa People's Network Kaharoa's Technology Refresh Project;
- (h) **"APNK Terms of Use"** means the terms of use for the APNK network set out in Schedule 8 and as updated by DIA/ National Library from time to time, which a prospective Customer must accept before accessing the APNK network;
- (i) **"Base Offer"** has the meaning given in section 1 of Schedule 1;
- (j) **"Business Day"** means any day other than a Saturday, Sunday, or national public holiday as defined in the Holidays Act 2003. If the day on which any act, matter or thing is to be done under or pursuant to this Agreement is not a Business Day, that act, matter or thing may be done on the succeeding Business Day;
- (k) **"Commencement Date"** means [insert date]; 17 FEBRUARY 2020
- (l) **"Customer"** means any person who accesses the Internet via the APNK at a Library Service Location;
- (m) **"DIA"** or **"Department of Internal Affairs"** means the Department of Internal Affairs;
- (n) **"DIA / National Library"** means the National Library of New Zealand through the Department of Internal Affairs;
- (o) **"Equipment"** means the equipment, Software and services supplied by, or through, DIA / National Library to the Library, to facilitate the provision of APNK as more particularly described in the Equipment Register from time to time. To avoid doubt, the Equipment includes the Additional Equipment but does not include:
  - (i) the Required Library Equipment; or

- (ii) any equipment or services belonging to, or used in connection with, APNK by a Customer that is not supplied through APNK;
- (p) **"Equipment Register"** means the central register maintained by DIA / National Library documenting the Equipment provided to each Library Service Location, as updated from time to time;
- (q) **"Expiry Date"** means 30 June 2025;
- (r) **"Initial Period"** means the period from the Commencement Date up until (but not including) the Refresh Date;
- (s) **"Intellectual Property"** means intellectual property rights and interests, including copyright, trademarks, designs, patents and other proprietary rights recognised or protected by law in New Zealand;
- (t) **"Kōtui and APNK Service Desk"** means the personnel deployed by the DIA / National Library in the Kōtui and APNK team;
- (u) **"Kōtui and APNK Service Desk Terms and Conditions"** means the terms and conditions set out in Schedule 5 for the provision of help desk support services to the Library;
- (v) **"Library"** means the public library owned and operated by Hamilton City Council;
- (w) **"Library Service Location"** means any site the Library is responsible for managing at which the personnel are Library employees or contractors and where the APNK is deployed under this Agreement;
- (x) **"Libraries"** means all of the library parties (other than the National Library) that have joined APNK;
- (y) **"National Library"** means the National Library of New Zealand Te Puna Mātauranga o Aotearoa;
- (z) **"New Intellectual Property"** means Intellectual Property developed in the course of this Agreement or in respect of the APNK after the Commencement Date;
- (aa) **"On-call Service"** means one member of the Kōtui and APNK team being available to respond to phone calls or email to [support@aotearoapeoplesnetwork.net.nz](mailto:support@aotearoapeoplesnetwork.net.nz) at times as specified in Schedule 5;
- (bb) **"Points"** means the points cost for the relevant Equipment, as set out in section 2 of Schedule 2;
- (cc) **"Pre-existing Intellectual Property"** means Intellectual Property developed before the Commencement Date;
- (dd) **"Refresh Date"** means 30 June 2022;
- (ee) **"Refresh Period"** means the three-year period from the Refresh Date to the Expiry Date;
- (ff) **"Required Library Equipment"** means the equipment, software and services that the Library is required to supply to make use of the APNK in accordance with this Agreement, as set out in section 9.2 of this agreement;



- (gg) "**Schedule**" means a schedule to this Agreement;
  - (hh) "**Software**" means any software embedded in the Equipment that is licensed on a per device, not per user, basis;
  - (ii) "**SSID**" is the technical term given to the Library's APNK network, to distinguish it from other networks (e.g. Managed, Staff and APNK Library);
  - (jj) "**Subscription Fee**" means the annual fee charged to the Library for APNK services and the Equipment selected by the Library using the Library's Points allocation (which does not include the Additional Charges for the Additional Equipment), as described in section 1 of Schedule 3;
  - (kk) "**Supplier**" means any third party supplier of goods or services used to deliver APNK to the Library as listed in section 4 of Schedule 1 or notified by DIA to the Library from time to time;
  - (ll) "**TaaS**" means Telecommunications as a Service, being a panel of telecommunications suppliers that have already been approved for government usage at agreed prices;
  - (mm) "**Term**" has the meaning given to it in clause 10.1;
  - (nn) "**Access Point**" or "**WAP**" means hardware supplied by DIA / National Library to the Library to provide a Wi-Fi Hotspot;
  - (oo) "**Wi-Fi Hotspot**" means an area in the Library Service Location within which a Customer can access APNK by connecting to a WAP;
  - (pp) "**Wi-Fi Only Option**" means when a Library accesses the APNK under this Agreement but does not provide hardware for Customer use at any of its Library Service Locations;
  - (qq) "**Wi-Fi Operating Hours**" means the time period during each day that a Library provides Wi-Fi over the APNK Library SSID to its Customers' (based on the options set out in Schedule 7);
  - (rr) "**Withdrawal Date**" has the meaning given to that term in clause 12.2;
- 2.2 Where the context allows, the terms "DIA / National Library" and "APNK" may be used interchangeably in this Agreement.
- 2.3 References to any statute, regulation or other legislative instrument include any amendment to, or replacement of, that statute and any subordinate legislation made under it.

### 3. VISION, GUIDING PRINCIPLES AND GOALS

- 3.1 The vision for the Aotearoa People's Network Kaharoa is:
- Aotearoa – Niu Tireni, He Whatunga Kaharoa – ka ora, ka kura, ka wānanga ki pae tawhiti.**
- Aotearoa People's Network Kaharoa – living, learning, creating in the digital world.**
- 3.2 The guiding principles for APNK are the following:
- (a) Customers will have free and facilitated access to the Internet, digital tools and services;
  - (b) where Customers need help to work in the digital world, this will be made available by competent and knowledgeable library staff either in a public library or online setting;

- (c) best practicable availability to APNK will be provided to Customers; and
- (d) Customers may be able to deposit content into community and national repositories.

3.3 The high-level goals for the APNK are the following:

- (a) Customers will be able to access high speed connectivity within their communities through the APNK at their public library or other designated venue;
- (b) Customers will access the digital content they need to live, learn, work, play and participate and through the APNK; and
- (c) Customers who wish or need to learn and gain confidence in the use of ICT, both in terms of tools and access to the digital world, can use the APNK to advance their learning and confidence.

3.4 The vision, guiding principles, and goals stated in this clause 3 do not constitute legally binding obligations of the parties, but may be used to clarify any ambiguity or uncertainty in any express term of this Agreement.

#### 4. APNK ADVISORY GROUP

4.1 The purpose of the APNK Advisory Group is to:

- (a) provide ongoing advice to oversee collaborative work between National Library and APNK member libraries throughout New Zealand;
- (b) provide guidance and direction to ensure the work delivers its objectives;
- (c) ensure the goals and objectives continue to meet the desired outcomes of all parties as articulated in the APNK Agreement; and
- (d) provide expertise and input into commercial negotiations in relation to services and Equipment offered.

4.2 The Terms of Reference for the APNK Advisory Group are set out in Schedule 6.

#### 5. THE BASE OFFER

5.1 The Library is able to select a unique composition of Equipment and services from APNK. Full details of the options are set out in Schedules 1 and 2.

5.2 In summary:

- (a) **Base Offer:** Each Library is entitled to a Base Offer of networking capability and the Kōtuiti and APNK Service Desk.
- (b) **Points allocated to the Library:** Each Library is allocated a number of Points based on factors noted in section 1 of Schedule 3 for the Initial Period. The Library selects Equipment using their Points for their Library Service Locations. The Points allocation for the Library for the Initial Period is specified in section 1 of Schedule 2.
- (c) There is no refund for allocated Points if they are not used.
- (d) **Additional Equipment** (exceeding Points allocated): Each Library may select Additional Equipment, accepting that there will be Additional Charges payable by the Library (over

and above their Subscription Fee). The Additional Equipment will be supported by the Kōtui and APNK Service Desk as set out in this Agreement.

- (e) Each Library Service Location will receive from DIA / National Library the hardware, software and networking capability required to enable access to the Internet (other than capability that is provided by the Required Library Equipment);
- 5.3 The APNK Internet connection provided to the Library will be dependent on the location of the Library Service Location and other factors, such as: the number of devices accessing APNK at each Library Service Location; the number of concurrent Customers using APNK at each Library Service Location at any time; and the current usability and performance of the APNK and, the location of the WAPs.
- 5.4 Management of the APNK will be undertaken by DIA / National Library and will be separate from internal or external personnel or council networks within Libraries.

## 6. NETWORK

- 6.1 The network will be a Telecommunications as a Service (TaaS) solution from a Supplier contracted with DIA / National Library under the Common Capability ICT Agreement for the purchase of TaaS.
- 6.2 The connection will be fibre, VDSL or ADSL depending on what is available within the region.
- 6.3 There will be up to three (3) SSIDs available for the Library as listed below:
  - (a) **Managed**, for APNK Equipment only (this SSID will not be advertised).
  - (b) **Staff**, for staff devices to be connected (this SSID will not be advertised).
  - (c) **APNK**, to be known as **APNK Library** from March 2020 for users of the Library to connect their own devices.
- 6.4 The Library may select which SSIDs they want. The Managed SSID is required if the Library is using APNK Equipment.
- 6.5 Other Library equipment may be connected to the Staff SSID but DIA / National Library is not responsible for this equipment.

## 7. EQUIPMENT

- 7.1 In addition to the APNK Base Offer per Library, the Library will select their Equipment based on their Points allocation and budget availability. Software and broadband capacity will be provided by DIA / National Library as required to deliver APNK at each Library Service Location.
- 7.2 The Equipment will be recorded on the Equipment Register. The Equipment Register is available for viewing by a Library on request to DIA / National Library.
- 7.3 If the Library requires other Equipment, software or broadband capacity, these items must be purchased or arranged through APNK if available. Other equipment ordered will be charged for in addition to that Library's Subscription Fee and will be recorded on the Equipment Register.
- 7.4 The Library may not connect network equipment, other than the Equipment, to the APNK network except with the prior written approval of DIA / National Library. This restriction is required for the protection of the security and performance of the APNK network.



- 7.5 The timeframe for the replacement of the APNK Equipment is set out in section 2 of Schedule 1.
- 7.6 The cost for replacement of Equipment which exceeds the Points allocation will be met by the Library. The Points values are noted in section 2 of Schedule 2.
- 7.7 The cost for peripherals (e.g. printer toner/ink) will be charged directly to the Library by the relevant Supplier(s).
- 7.8 An insurance policy "electronic goods material damage insurance" is included in the Subscription Fee. The policy covers unintentional damage and theft for chromebooks.
- 7.9 The Base Fee will remain the same regardless of whether the Library selects the Equipment or not. There is a Wi-Fi Only Option, as described in section 2 of Schedule 1.
- 7.10 If APNK computer hardware is not selected the Points can be used for additional WAPs.

## 8. CHARGES AND INVOICING

### Subscription Fee

- 8.1 DIA / National Library will invoice the Library the annual Subscription Fee in advance on or about 1 July for the relevant year running from 1 July to 30 June. Details of the annual Subscription Fee are set out in Schedule 3.
- 8.2 The Library will pay the Subscription Fee to DIA / National Library within 20 Business Days of receipt of the invoice.

### Additional Charges

- 8.3 DIA / National Library will invoice the Library for the Additional Charges upon the Library's order of Additional Equipment, in accordance with the invoicing arrangements of the relevant Supplier. Unless specified otherwise in a particular invoice, the Library will pay the invoice within 20 Business Days of receipt of the invoice.

## 9. RESPONSIBILITIES

- 9.1 DIA / National Library will:
  - (a) arrange for the provision and installation of the connectivity necessary to run APNK at each Library Service Location in accordance with the Equipment chosen;
  - (b) provide one Wi-Fi Access Point at each nominated Library Service Location;
  - (c) make the necessary arrangements if additional WAPs are requested by the Library Service Location to improve connectivity. There will be an installation fee and a monthly fee for each additional WAP (as set out in section 2 of Schedule 3);
  - (d) arrange for the provision of the Equipment selected by the Library to run APNK at each Library Service Location;
  - (e) provide (remotely) familiarisation for Library Personnel in APNK functionality on or around the date of installation of the Equipment and the APNK at the Library Service Location;
  - (f) facilitate access for Library personnel to remote training on computer and Internet skills;

- (g) provide a 7 day Kōtui and APNK Service Desk, and facilitate or arrange support required for all APNK hardware, software, and connectivity;
- (h) as soon as practicable, at no cost to the Library, arrange for the replacement of faulty Equipment that has not been purposely damaged or stolen
- (i) on an ongoing basis, test the functionality of new software and or hardware, as it becomes available, for its use on the APNK network;
- (j) evaluate the Equipment and the APNK network over time, including for technology refresh of user hardware on a three-yearly cycle;
- (k) when possible, provide statistics on Internet and Wi-Fi usage and other reporting capabilities as agreed with the Library;
- (l) comply with the terms and conditions of this Agreement; and
- (m) allocate the required annual funding which is combined with the Subscription Fees to cover the costs of running the APNK.

9.2 The Library will:

- (a) supply the Required Library Equipment;
- (b) provide Customer access to APNK at each Library Service Location and the Equipment at no charge, except for printing costs which may be reasonably levied at the Library's discretion;
- (c) require that all prospective Customers accept the APNK Terms of Use which are displayed on the screen, before being permitted to access the APNK network;
- (d) allocate space at each Library Service Location for APNK hardware including all network cabling required to connect the Equipment to the APNK Internet connection;
- (e) arrange for the installation of the allocated Equipment to run APNK at each Library Service Location;
- (f) provide electricity, and furniture for APNK workstations, and Wi-Fi equipment at Library Service Locations;
- (g) be responsible for management and purchase of toner/ink supplies. The Library will be charged directly by the Supplier(s) for the toner/ink supplies. The printers will send an order automatically when the toner/ink is low. Failure to use the correct toner/ink may void the warranty;
- (h) allow Library computers to access the LibData website for managing the Cloud Centre X booking and print management (or the equivalent website that APNK uses for this purpose);
- (i) ensure that Library personnel are trained to competently assist in Customer use of APNK;
- (j) ensure Library personnel are available to support Customers' capability in the use of APNK service and the APNK Library SSID when Customers are using their own devices;
- (k) ensure the Equipment is available for use during the opening hours of each Library Service Location;

- (l) report any faults with APNK to the Kōtui and APNK Service Desk as soon as possible;
- (m) provide reasonable access to DIA / National Library, APNK personnel and Suppliers for maintenance;
- (n) subject to clause 22, ensure the Equipment is secure and protected from theft and damage;
- (o) accept financial responsibility and replace, through DIA / National Library, any Equipment that has been intentionally damaged and not covered by warranty or insurance policy;
- (p) maintain an environment where people using the APNK Library, Staff or Managed network are safe from exposure to inappropriate online content;
- (q) not make the APNK 0800 number available to Customers;
- (r) take responsibility for the management of Customer behaviour in the use of APNK; including any breach of the APNK Terms of Use
- (s) advise of Library personnel changes, especially Library Managers and Team Leaders who have a current relationship with the Kōtui and APNK team;
- (t) provide as much warning as possible if there is activity planned at a Library Service Location that will impact on the usability or performance of APNK for Customers, including, but not limited to, any planned power outages or Library Service Location closures for renovations;
- (u) advise of any planned Library Service Location changes which are temporary or permanent as soon as is practical, in order to ensure that the necessary arrangements can be made for changes to the APNK network cabling; and
- (v) comply with the terms and conditions of this Agreement.

## 10. TERM OF AGREEMENT

- 10.1 This Agreement commences on the Commencement Date and will continue for a term of approximately six (6) years to the Expiry Date, unless earlier terminated in accordance with clause 12 ("Term").
- 10.2 To assist the administration of this Agreement the parties have divided the Term into two parts:
- (a) the Initial Period, which runs from the Commencement Date up until (but not including) the Refresh Date; and
  - (b) the Refresh Period, which runs from the Refresh Date to the Expiry Date.

## 11. OWNERSHIP RESPONSIBILITY

- 11.1 All APNK Equipment will remain the property of the relevant Supplier named in section 4 of Schedule 1.
- 11.2 The Library will ensure that all Equipment is adequately housed and cleaned and any damage to, or failure of, the Equipment is reported promptly to the Kōtui and APNK Service Desk.
- 11.3 DIA / National Library will be responsible for the maintenance of the APNK network infrastructure.

- 11.4 When Equipment is recalled for replacement the Library will remove all stickers from the relevant hardware.

## 12. TERMINATION OF THE AGREEMENT

- 12.1 Either party may terminate this Agreement immediately upon notice in writing where the other party has committed a material breach of this Agreement, and the party in breach fails to rectify the breach within 20 Business Days of notice in writing of the breach.
- 12.2 The Library may terminate this Agreement with effect from a specified date by giving written notice of termination to DIA / National Library no later than 90 days before that specified date ("**Withdrawal Date**").
- 12.3 DIA / National Library may terminate this Agreement at any time by giving 90 days' notice in writing of termination to the Library. If DIA / National Library terminates the Agreement under this clause 12.3, and to the extent that the Library has paid the Subscription Fee and/or Additional Charges annually in advance, DIA / National Library will arrange a refund to the Library on a pro-rated basis for the part of the year for which DIA / National Library does not make the APNK available to the Library under this Agreement. If DIA / National Library terminates the Agreement under this clause 12.3 the Library shall return all Equipment and Additional Equipment to DIA / National Library, at the expense of the Library within 20 Business Days after the expiry of the notice period.
- 12.4 Subject to clause 22.4, if the Agreement is terminated by the Library under clause 12.2, or by DIA / National Library under clause 12.1 as a result of the Library's material breach:
- (a) the Library shall return all Equipment and Additional Equipment to DIA / National Library, at the expense of the Library within 20 Business Days after the Withdrawal Date; and
  - (b) DIA / National Library will charge the Library the costs of on-going contractual commitments that the DIA / National Library may have in respect of the APNK service for the Library, including the costs of any leased Equipment.
- 12.5 If the Agreement is terminated by the Library under clause 12.1 as a result of the National Library /DIA's material breach, DIA / National Library will not charge the Library the costs of on-going contractual commitments that the DIA / National Library may have in respect of the APNK service for the Library, including the costs of any leased Equipment if the breach is not resolved within an agreed timeframe.

## 13. INTELLECTUAL PROPERTY

- 13.1 Pre-existing Intellectual Property remains the property of its current owner.
- 13.2 New Intellectual Property becomes the property of DIA / National Library upon creation.
- 13.3 Subject to clause 13.4 below, DIA / National Library grants the Library a non-exclusive, royalty-free licence to use the Equipment for the purpose of accessing the APNK in accordance with this Agreement for the Term.
- 13.4 To the extent that the Equipment comprises any third party Intellectual Property (for example, third party Software), the use of such Intellectual Property by the Library will be subject to the third party licence terms that apply to the Intellectual Property,



#### 14. LIABILITY

- 14.1 DIA / National Library's total aggregate liability under or in connection with this Agreement, whether in contract or tort (including negligence) or otherwise, is limited to an amount equal to the Subscription Fees and Additional Charges paid by the Library under this Agreement.
- 14.2 DIA / National Library will not be liable under this Agreement for consequential or indirect damages of any nature, including, but not limited to, damages for loss of profits or revenue.
- 14.3 Without limiting clauses 14.1 and 14.2 above, DIA / National Library gives no warranty or assurance that the APNK will be continuous, uninterrupted, error-free, virus-free or secure, or maintain a specified speed or capacity, and the Library will:
- (a) not rely on it being so; and
  - (b) notify its Customers accordingly.

#### 15. PRIVACY AND CONFIDENTIALITY

- 15.1 In relation to this Agreement, each party is responsible for, and must ensure, compliance by its employees, agents and subcontractors with any applicable privacy or other relevant laws. Each party must comply with the Privacy Act 1993 at all times.
- 15.2 Each party agrees to maintain information acquired by it in relation to this Agreement as confidential and to not disclose that information except:
- (a) for the purposes of this Agreement;
  - (b) for the purposes of seeking professional advice on this Agreement; or
  - (c) as required by law, or to the courts of any competent jurisdiction, or to any government, regulatory or financial authority, or to Parliament or any Parliamentary Select Committee, or for public accountability reasons, and to the extent legally permitted, but only following written notice has been provided to the other party prior to disclosure of the party's intention to disclose the information.
- 15.3 The Library and DIA / National Library acknowledge that both organisations are subject to the Official Information Act 1982 and may be required to release information relating to this agreement to the public in accordance with that Act.

#### 16. ASSIGNMENT

- 16.1 This Agreement and the rights and obligations hereunder are personal to the parties and such rights shall not be assignable.

#### 17. NOTICES

- 17.1 A notice required or permitted to be given by one party to the other under this Agreement must be in writing and will be deemed sufficiently served if it is sent by post or email to the addressee's service address. Notices sent by post will be deemed to have been served on the fifth Business Day after posting. Notices sent by email will be deemed to have been served at the time the email leaves the sender's information system and is not returned undelivered or as an error.
- 17.2 Each party's postal address, physical address and email address is set out below:



**Department of Internal Affairs**

Person: Rachel Esson, Director Content Services  
 Postal address: National Library of New Zealand, PO Box 1467, Wellington  
 Physical address: National Library of New Zealand, 70 Molesworth Street, Wellington  
 Email address: [Rachel.Esson@dia.govt.nz](mailto:Rachel.Esson@dia.govt.nz)

**copied to**

Person: Chief Legal Advisor  
 Postal address: Department of Internal Affairs, PO Box 805, Wellington 6140  
 Physical address: Department of Internal Affairs, 45 Pipitea Street, Wellington 6011  
 Email address: [legal@dia.govt.nz](mailto:legal@dia.govt.nz)

**Library**

Person: Stephen Pennruscoe  
 Postal address: PO Box 3010, Hamilton 3240  
 Physical address: 260 Anglesea St, Council Building, Garden Place, Hamilton  
 Email address: [stephen.pennruscoe@hcc.govt.nz](mailto:stephen.pennruscoe@hcc.govt.nz)

**copied to**

Person: ROB BAIGENT  
 Postal address: PO BOX 3010 HAMILTON 3240  
 Physical address: 260 ANGLESEA ST, COUNCIL BUILDING, GARDEN PL. HAM  
 Email address: ROB.BAIGENT@HCC.GOVT.NZ

**18. CHANGES TO STRUCTURE**

- 18.1 Both parties must keep the other party informed in a timely manner of changes to their enabling legislation or administrative framework that may affect the performance of their obligations under this Agreement.

**19. ENTIRE AGREEMENT**

- 19.1 This Agreement constitutes the entire agreement between the parties and supersedes all communications, negotiations, arrangements and agreements, either oral or written, between the parties with respect to the subject matter of this Agreement.

**20. GOVERNING LAW**

- 20.1 This Agreement will be governed by the laws for the time being in force in New Zealand and the parties agree to submit to the non-exclusive jurisdiction of the courts of New Zealand.

**21. COSTS**

- 21.1 The parties agree to bear their own legal and other such costs of, and incidental to, the preparation, execution and completion of this Agreement and of any documentation relating to the APNK.

## 22. FORCE MAJEURE

- 22.1 Neither party will be liable to the other for any failure to perform its obligations under this Agreement where the failure is due to an event or circumstance beyond the reasonable control of either party which makes it impossible or illegal to perform, or prevents compliance with, or the performance of, a party's obligations under this Agreement, including:
- (a) acts of God, lightning strikes, earthquakes, tsunamis, volcanic eruptions, floods, storms, explosions, fires, pandemics and any natural disaster;
  - (b) acts of war (whether declared or not), invasion, actions of foreign enemies, military mobilisation, requisition or embargo;
  - (c) acts of public enemies, terrorism, riots, civil commotion, malicious damage, sabotage, rebellion, insurrection, revolution or military usurped power or civil war; or
  - (d) contamination by radioactivity from nuclear substances or germ warfare or any other such hazardous properties,
- (each a **Force Majeure Event**).
- 22.2 A party who wishes to claim suspension of its obligations due to a Force Majeure Event must notify the other party as soon as reasonably possible. The notice must state:
- (a) the nature of the circumstances giving rise to the Force Majeure Event;
  - (b) the extent of that party's inability to perform under the Agreement;
  - (c) the likely duration of that non-performance; and
  - (d) what steps are being taken to minimise the impact of the Force Majeure Event on the delivery of APNK to Customers.
- 22.3 If a party is unable to perform any obligations under this Agreement for 20 Business Days or more due to the Force Majeure Event, the other party may terminate this Agreement immediately by giving notice in writing.
- 22.4 If either party terminates this Agreement under clause 22.3, all Equipment provided to the Library will be returned to DIA / National Library. All costs associated with returning the Equipment to DIA / National Library will be shared between the parties.

## 23. DISPUTE RESOLUTION

- 23.1 If a party has any dispute with the other party in connection with this Agreement:
- (a) that party will promptly give full written particulars of the dispute to the other party; and
  - (b) both parties will promptly communicate and work in good faith towards a timely resolution.
- 23.2 If the dispute is not resolved within ten (10) Business Days of written particulars being received by a party:
- (a) a written summary or summaries of the dispute will be submitted to the nominated senior manager of the parties; and
  - (b) the nominated senior manager of each party will meet as soon as practicable to discuss resolution of the dispute. Each party will meet their own costs of such a meeting.

23.3 If the dispute remains unresolved:

- (a) the dispute must be submitted for mediation pursuant to the Resolution Institute's Mediation Rules. The mediator shall be a person agreed to by the parties, or, failing agreement, appointed by the then-President of the New Zealand Law Society; and
- (b) the costs of such mediation will be shared equally by the parties.

## 24. RELATIONSHIP

24.1 Neither party will have the authority to act for or incur any obligation on behalf of the other party, except as expressly provided for in this Agreement.

## 25. AMENDMENT

25.1 This Agreement may only be amended by agreement in writing signed by both parties.

25.2 The APNK Advisory Group may make changes to the Schedules from time-to-time during the term of this Agreement. Libraries will be consulted on any significant changes prior to any change being implemented.

25.3 The APNK Advisory Group will provide an updated copy of the Schedules to the Library as soon as reasonably practicable where amendments are made.

## EXECUTED AS AN AGREEMENT

SIGNED for and on behalf of )  
 The Sovereign in Right of New )  
 Zealand acting by and through the )  
 Chief Executive of the Department )  
 of Internal Affairs )

\_\_\_\_\_  
 Signature

by \_\_\_\_\_

\_\_\_\_\_  
 Date

SIGNED for and on behalf of )  
 Hamilton City Council )

by STEVEN PENNRUSCOE )  
LIBRARIES DIRECTOR )

  
 Signature

17 FEBRUARY 2020  
 Date

## SCHEDULE 1

### BASE OFFER AND REQUIRED LIBRARY EQUIPMENT

#### 1. BASE OFFER

- 1.1 DIA / National Library will provide the following equipment at each Library Service Location as the Base Offer:
- (a) The hardware, software and networking capability required to enable access to the Internet (other than the Required Library Equipment);
  - (b) Capability for the selected number of Wi-Fi Access Points;
  - (c) Content filtering;
  - (d) A connection to the Internet;
  - (e) 1 WAP; additional WAPs are charged for per annum. The installation of all WAPs will be the responsibility of the Library
  - (f) Print and queue management software,
  - (g) Best efforts will be made to allow the use of library cards to book and log on to the APNK network.
    - (i) This functionality will depend on the Library Management System being used by the Library
  - (h) Kōtui and APNK Service Desk support (see Schedule 5);
  - (i) Any other ancillary products and services deemed necessary at the DIA / National Library's sole discretion.
- 1.2 The options for Wi-Fi Operating Hours are set out in Schedule 7.
- 1.3 The Wi-Fi Operating Hours are specific to each Library Service Location (meaning a Library may elect to have differing Wi-Fi Operating Hours across its Library Service Locations).

#### 2. APNK APPROACH FOR EQUIPMENT

##### Use of Points and purchase of Additional Equipment:

- 2.1 The Library can select Equipment using its allocated Points at no additional cost to the Library (i.e. no cost over and above the Subscription Fee). If it wishes to do so, the Library may also select Additional Equipment for which the Library will pay Additional Charges.

##### Equipment:

- 2.2 All APNK Equipment is to be replaced after the Refresh Date, as notified by DIA / National Library to the Library in writing.
- 2.3 Section 2 of Schedule 2 sets out the Equipment the Library is to select from.



- 2.4 The APNK Advisory group will select products which are considered appropriate, cost effective and easy to support to provide up to date devices for library communities. If the APNK Advisory Group approves the addition of products to Schedule 2 during the term of this Agreement then, the Library will receive an updated copy of Schedule 2.

### 3. WI-FI ONLY OPTION

- 3.1 The Wi-Fi Only option is where a Library accesses the APNK but does not provide APNK hardware for Customer use at any of its Library Service Locations. Where a Library elects the Wi-Fi Only Option, Points are not allocated to the Library (i.e. for Equipment selection).
- 3.2 The Library must make the APNK network available to its Customers free of charge.
- 3.3 DIA / National Library will provide the following Equipment at each Library Service Location as the Base Offer:
- (a) The hardware, software and networking capability required to enable access to the Internet (other than the Required Library Equipment);
  - (b) Capability for the selected number of Wi-Fi Access Points;
  - (c) Content filtering;
  - (d) A connection to the Internet;
  - (e) 1 WAP; additional WAPs are charged for per annum. The installation of all WAPs will be the responsibility of the Library;
  - (f) Kōtui and APNK Service Desk support (see Schedule 5);

### 4. SUPPLIERS

- |                              |                                   |
|------------------------------|-----------------------------------|
| (a) Supplier of Equipment    | Cyclone Computer Company Ltd      |
| Supplier of Network -        | 2degrees Telecommunications Co NZ |
| Supplier of Software         | LibData                           |
| Supplier of Data Hosting     | Computer Concepts Ltd (CCL)       |
| Supplier of Hardware Leasing | TRLeasing                         |
| Supplier of Operating System | Google                            |



## SCHEDULE 2

### POINTS ALLOCATION AND EQUIPMENT SELECTION

#### 1. POINTS ALLOCATION FOR THE HAMILTON CITY COUNCIL LIBRARY

- 1.1 The considerations for the points allocations are set out in Section 1 of Schedule 3.
- 1.2 **Initial Period:** The Points allocated to the Library for the Initial Period are: 510.
- 1.3 **Refresh Period:** The Points allocated to the Library for the Refresh Period will be the same as the Points allocated to the Library for the Initial Period (unless during this time the Library has increased or decreased their number of Library Service Locations, in which case the Points allocation would be adjusted accordingly). The Library will use its Points to select Equipment from the list of Equipment provided by the APNK Advisory Group in advance of the Refresh Date
- 1.4 **Library Service Locations:**
- Chartwell
  - Dinsdale
  - Glenview
  - Hamilton City
  - Hillcrest
  - St Andrews

#### 2. SELECTING EQUIPMENT FROM THE POINTS ALLOCATION

- 2.1 Each Library selects Equipment from the Points allocation per Library based on 2018 Confirmed Resident Population Estimates issued by the Department of Statistics, New Zealand as set out in Schedule 4.
- 2.2 The Points allocation is calculated to distribute the cost of the APNK equitably across the Libraries.
- 2.3 **Equipment and points table:** The Equipment and its cost in terms of Points is set out in the table below:

Equipment	Points
Chromebook – 14" touch screen Insurance policy for theft and unintentional damage	5
Chrome Stations – 20" screen Screen, keyboard, mouse, chromebox, lock	5



Chrome Station – Touch 23" screen Screen, keyboard, mouse, chromebox, lock	6
Printer – A4 double side, colour / black & white	4
Digitisation facilities – Scanner	15
Additional WAPs (1 WAP per service location is included in the Base Fee), installation is not included by these points	15
OPAC Chrome Station – touch 23" screen or Chrome Station - non touch 20" screen (includes screen, keyboard, mouse, chromebox) Available to Kōtui Members and where possible to other APNK Libraries, if a connection can be made to their LMS	6 5
Any additional services or equipment DIA / National Library make available to Libraries through APNK	
<b>Points allocation per Library Service Location</b>	<b>16</b>
<b>Points Value - 1 point</b>	<b>\$50</b>

### 3. WI-FI ACCESS POINTS (WAPS)

3.1 WAPS are best located on the ceiling with no obvious obstructions. Steel, concrete pillars and walls limit the effectiveness of a WAP.

#### 3.2 Internal WAPS:

- (a) Each Library Service Location is entitled to one internal WAP as part of the Base Offer. The WAPs come with individual power-over-ethernet (PoE) injectors. One WAP may be sufficient in the case of a small Library Service Location.
- (b) The Library pays for the installation of the WAPs.
- (c) The monthly charges for the equipment and internet charges for one WAP are included in the Subscription Fee.
- (d) Libraries may request more internal WAPs. Additional WAPs are approved at the discretion of the Business Development and Operations Manager, APNK. The APNK team have visibility of network usage and load both locally and across the entire APNK network to assess the impact of an increased load.
- (e) The Library pays for the installation of the additional WAPs.
- (f) The Library pays for the additional equipment required to connect all WAPs (e.g. a switch).

### 3.3 External WAPS

- (a) These will be offered by APNK, at an additional cost to the Library if a suitable model can be sourced.
- (b) Approval to add an external WAP to the APNK will be at the discretion of the Business Development and Operations Manager, APNK. The Library pays Additional Charges for:
  - (i) the installation of the external WAP.
  - (ii) the additional monthly charges associated with the external WAPs.
  - (iii) the Additional Equipment required to connect the external WAP.

## 4. INSURANCE POLICY

The cost of an insurance policy has been included in the points calculation for a chromebook. The policy covers theft and unintentional damage.

Libraries must contact the Kōtui and APNK Service Desk, to lodge an insurance claim.



## SCHEDULE 3

## SUBSCRIPTION FEES AND ADDITIONAL CHARGES

## 1. SUBSCRIPTION FEE

- 1.1 The Library will pay the following Fees and Charges including Additional Charges for the Services provided under this Agreement:

Charge per head of population to cover: <ul style="list-style-type: none"> <li>• Kōtui and APNK Service Desk</li> <li>• Kōtui and APNK team salary contributions</li> <li>• APNK developments</li> <li>• Network charges</li> <li>• Leasing charges for hardware</li> <li>• National Library / DIA overheads for shared services</li> <li>• APNK related expenses: travel expenses, professional development, testing and development expenses including purchases of hardware</li> <li>•</li> </ul>	0.25c
The yearly increase will be no greater than the confirmed Local Government Cost Index (LGCI) in the 12 months immediately prior to 1 July of the relevant year.	%
<p>Points calculation</p> <p>The Points allocated to libraries are calculated using some of the following considerations and reflect a \$ value.</p> <ul style="list-style-type: none"> <li>• The current population of the relevant Local Authority for the Library</li> <li>• The number of Library Service Locations the Library supports (an additional quantity of Points is added for each Library Service Location)</li> <li>• Yearly Local Government Cost Index increases</li> <li>• Allocation of costs associated with the Kōtui and APNK Service Desk, and personnel deployed to work on APNK related tasks.</li> <li>• Allocation of monthly networking costs.</li> <li>• Allocation of leasing costs for the hardware.</li> <li>• The total costs for running the APNK service.</li> <li>• Equity adjustments to ensure Local Authorities with more than one (1) Library Service Location and a smaller population base can select a realistic Equipment selection for their Customers</li> </ul>	
Points allocation per Library Service Location	16
Points Value	1 pt = \$50



<b>Additional Charges</b>	
<ol style="list-style-type: none"> <li>1. Hardware purchased over and above allocated Points.</li> <li>2. Network installation costs if a change of location is required.</li> <li>3. Hardware required if changes to the network configuration are required.</li> <li>4. Installation of additional WAPs, including equipment to connect all WAPs (e.g. a switch).</li> <li>5. Additional monthly charges for additional WAPs.</li> <li>6. External WAPs (and associated equipment), if applicable.</li> <li>7. Cellular and broadband charges for external WAPs</li> <li>8. Changing the option for Wi-Fi Operating Hours</li> <li>9. Applying urgent exemptions to the SSID policies</li> </ol>	
<b>Wi-Fi Only Option – charge per head of population</b>	0.20c

- 1.2 Changes to the calculation of the subscription fee will be notified by DIA / National Library to the Library and take effect from the refresh date. An increase or decrease in the population numbers for the relevant local authority for the Library as well as costs incurred by DIA / National Library may require a change to the Base Fee.
- 1.3 The confirmed Census data will be used. See Schedule 4 for the 2018 Census population estimates that are being used as the population numbers for the Initial Term.

## 2. ANNUAL INCREASE

- 2.1 Any annual increase in the Library's Base fee will take into account, the confirmed increase in the Local Government Cost Index in the previous 12 months and the annual increase or decrease in costs associated with the provision of the APNK.
- 2.2 For the 2019-2021 period, staggered increases or decreases in the Subscription Fee have been arranged to take into account the impact of using the updated Census population figures.



An example of how a Subscription Fee is calculated

Council	[Example] District Council		
Population 2018 Census Estimate*	12,500		
Number of Service Locations	3		
<b>APNK charges 2019/2020</b>	Qty	Price	Total
2019/2020 Base Fee			\$3,485.72
Additional WAPs installed (1 WAP per service location is included in Base Fee)	0	\$750	0
Points Allocated	80		
Points Used	76		
Chargeable Points (allocation - used)	4 spare	\$50	0
<b>TOTAL INVOICE FOR 2019/2020</b>			<b>\$3,485.72</b>

Council	[Example] District Council		
Population 2018 Census Estimate*	13,550		
Number of Service Locations	2		
<b>APNK charges 2019/2020</b>	Qty	Price	Total
2019/2020 Base Fee			\$3,937.85
Additional WAPs installed (1 WAP per service location is included in Base Fee)	1	\$750	750.00
Points Allocated	67		
Points Used	75		
Chargeable Points (allocation - used)	8	\$50	\$400
<b>TOTAL INVOICE FOR 2019/2020</b>			<b>\$5,087.85</b>

## SCHEDULE 4

### POPULATION FIGURES

#### Population 2018 Census Estimate\*

Confirmed Resident Population Estimates - Statistics NZ, Tatauranga Aotearoa

Council	Population 2013 Census	Population estimate 2018 Census
Ashburton District Council	31,041	34,500
Buller District Council	10,473	10,150
Carterton District Council	8,235	9,340
Central Hawkes Bay District Council	12,720	14,150
Clutha District Council	16,890	17,700
Dunedin City Council	120,246	130,700
Far North District Council	55,734	64,400
Gisborne District Council	43,653	49,100
Gore District Council	12,033	12,500
Grey District Council	13,371	13,550
Hamilton City Council	141,615	169,300
Hauraki District Council	17,181	19,950
Hurunui District Council	11,529	12,850
Invercargill City Council	51,696	55,200
Kaipara District Council	18,963	23,200
Kapiti Coast District Council	49,104	53,200
Kawerau District Council	6,363	7,080
Mackenzie District Council	4,158	4,670
Manawatu District Council	27,459	30,900
Marlborough District Council	43,416	46,600
Matamata Piako District Council	31,536	35,200
Nelson City Council	46,437	51,900
New Plymouth District Council	74,187	81,900
Opotiki District Council	8,436	9,110
Otorohanga District Council	9,141	10,250
Palmerston North City Council		88,700
Rangitikei District Council	14,019	15,150
Rotorua District Council	65,280	72,500
Ruapehu District Council	11,844	12,750
Selwyn District Council	44,595	62,200
South Taranaki District Council	26,577	28,300
South Waikato District Council	22,071	24,400
South Wairarapa District Council	9,528	10,250
Southland District Council	29,613	31,400
Stratford District Council	8,988	9,510
Tararua District Council	16,854	17,900

Council	Population 2013 Census	Population estimate 2018 Census
Tasman District Council	47,154	52,100
Taupo District Council	32,907	37,200
Thames Coromandel District Council	26,178	29,700
Timaru District Council	43,929	47,300
Upper Hutt City Council	40,179	43,700
Waikato District Council	63,378	75,200
Waimakariri District Council	49,989	60,700
Waimate District Council	7,536	7,940
Wairoa District Council	7,890	8,230
Waitaki District Council	20,826	22,300
Waitomo District Council	8,907	9,640
Western Bay of Plenty District Council	43,692	50,100
Westland District Council	8,304	8,890
Whakatane District Council	32,691	35,700
	1,548,546	1,729,220

Dataset: Subnational population estimates (TA) at 30 June 2018, Stats NZ Tatauranga Aotearoa

## SCHEDULE 5

### KŌTUI AND APNK SERVICE DESK TERMS AND CONDITIONS

#### 1. KŌTUI AND APNK SERVICE DESK DEFINITION

The Kōtui and APNK Service Desk will be the first point of assistance for the Library when:

- (a) there is a fault with the Equipment; and/or
- (b) there are problems with accessing, or performance issues with, APNK (including with any APNK Wi-Fi service, if relevant).

#### 2. SERVICE DESK PROCESS

- (a) If the Library has a problem with the Equipment, before ringing the Service Desk, the Library must:
  - ensure the Equipment has power;
  - restart the Equipment;
  - check if one or all the items of the Equipment are affected; and
  - determine, if possible, whether the problem is local or APNK-related.
- (b) The Library will encourage the use of the APNK online FAQ for a solution. The FAQ can be found at the following URL: <http://support.apnk.nz>
- (c) The Service Desk cannot assist with Customer or Library provided devices.
  - (i) If a Customer, or Library personnel, cannot access APNK on a Customer or Library provided device, the Library will direct that Customer or staff member to the APNK online FAQs.
- (d) The Service Desk 0800 555 276 is for Library personnel use only and cannot be used to assist Customers directly.

#### 3. SCHEDULED MAINTENANCE

Where possible, DIA / National Library will give advance warning of any critical hardware or software repairs it is aware of that need to be made to the Equipment or to the APNK network.

- (a) Where it is within DIA/ National Library's control, routine software maintenance and updates will be performed remotely and, where possible, with minimal or no disruption to the Library Service Locations.

#### 4. HOURS OF OPERATION

The Kōtui and APNK Service Desk 0800 555 276 number will be operational between:

- (a) 8 am and 5 pm on weekdays;
- (b) On-Call Service will be available between:
  - (i) 5 pm and 9 pm weekdays; and
  - (ii) 9 am and 4 pm Saturdays and Sundays.
- (c) During the Christmas New Year period (being the period in which DIA / National Library is closed in December and January each year), the On-call Service will be available. The hours on which it is available may vary depending on the closing times of member libraries during that December / January period;.
- (d) Should a major incident occur staff will work with the appropriate vendors to reinstate any disrupted services.

The APNK Service Desk will not be operational on public holidays in New Zealand, as defined in the Holidays Act 2003. The On-call Service is provided on Canterbury Anniversary Day.

#### 5. RESPONSE LEVELS

All APNK faults will be treated with urgency but a prioritisation system will be used to ensure the correct level of response is given to all faults.

- (a) Resolution will be on a best-efforts basis. Workarounds may be implemented temporarily if necessary.
- (b) The following table defines APNK fault prioritisation levels and the associated response and resolution targets:

PROBLEM TYPE	DESCRIPTION	TARGET RESPONSE	TARGET RESOLUTION
Critical	Fault in APNK service affecting multiple Libraries and Customers	45 mins	120 mins
Urgent	Fault in APNK service affecting a single Library	60 mins	1 day
Standard	Fault in any APNK service (degradation or a fault for which a workaround can be adopted)	120 mins	3 days

#### 6. ENHANCEMENTS

Requests for enhancement or other matters which are not faults will **not** be subject to response/resolution within the timeframes above. Such requests will be dealt with as follows:

- Response Time: 3 Days.
- Resolution Time: as agreed between the Kōtui and APNK Service Desk and the requesting Library if a resolution is practicable.

## 7. ESCALATION

The escalation path will be:

1. Business Development and Operations Manager, National Library of New Zealand;  
then
2. Director Content Services, National Library of New Zealand

## 8. CONTACT DETAILS

For Kōtui and APNK Service Desk assistance please:

- (a) Phone: 0800 555 APN (0800 555 276); or
- (b) Email: [support@aotearoapeoplesnetwork.net.nz](mailto:support@aotearoapeoplesnetwork.net.nz) to record the query in the APNK Service Desk portal and to receive a Job Ticket number.



**SCHEDULE 6****TERMS OF REFERENCE – APNK ADVISORY GROUP****1. BACKGROUND**

Aotearoa People's Network Kaharoa (APNK) is a service provided by agreement between the National Library (part of DIA) and member libraries that provides the public free access to the internet from library service locations. The service is provided nationally through approximately 150 library service locations and includes hardware and a managed network.

The APNK Board was established in 2011 to provide governance of, and strategic direction for, APNK. This APNK Board was disbanded on 28 February 2013.

This document establishes an ongoing advisory group for APNK to guide the service post the 2019 refresh.

**2. PURPOSE**

The purpose of ongoing advice is to:

- oversee this collaborative work between National Library and APNK member libraries throughout New Zealand;
- provide guidance and direction to ensure the work delivers its objectives;
- ensure the goals and objectives continue to meet the desired outcomes of all parties as articulated in the APNK Agreement;
- provides expertise and input into commercial negotiations in relation to services and equipment offered;

**3. ROLES AND RESPONSIBILITIES**

Members will:

- Provide feedback and advice to enable collaboration is operating effectively
- Be an advocate and champion for the work and future improvements
- Represent and communicate the needs of member libraries
- Participate in discussions to assist effective decision making
- Set and maintain APNK's vision and strategy to guide future developments
- Ensure decision making processes are transparent for public libraries
- Approve key documents and decisions
- Adhere to the 'working together' principles (see section 5)
- Attend the majority if not all of the meetings
- Maintain confidentiality where required
- A quorum will be 50% of members plus one, the chair must be one of these members



#### 4. MEMBERSHIP

To ensure a representative mix of stakeholders the membership shall be:

- three representatives from Member libraries nominated by Library Managers (representing Member public libraries);
- one PLNZ member nominated by them (representing The Association of Public Library Managers);
- Director Content Services, National Library
- One further National Library representative
- One member representing Local Government New Zealand (LGNZ) – Pro bono
- Business Development & Operations Manager – Kōtui and APNK (chair)
- Up to two other members as required

Up to two external independent members (Pro bono) may be appointed on an as required basis to complete the skill and/or governance experience mix. Such appointees will be full members. The maximum number members will be nine.

Consideration will be given to ensuring a range of APNK libraries (size, location, Kōtui members etc) are presented on the advisory group.

Secretariat services will be provided by the National Library.

Members are nominated by the representative organisations. All nominations are subject to final agreement by the Director of Content Services.

There should be no more than one representative from the same library.

The Chair is the Business Development & Operations Manager

The term of appointment will provide for rolling replacement with each person serving for a term of up to two years. No person will serve more than two terms. This clause does not apply to the Chair who, as the responsible Manager for the National Library, will serve for the time they are in that role

#### 5. WORKING TOGETHER

##### 5.1 Principles

- Share ideas and knowledge
- Collaborate to harness individual and collective strengths
- Be open, honest and respect each other
- Take action and achieve results
- Act with integrity and be positive and professional
- Be accountable for our performance

## 5.2 FREQUENCY OF MEETINGS

This group will meet a minimum of twice per year usually meeting via video or audio conferencing. There may be face to face meetings from time to time, if this is required.

At other times feedback may be requested from the governance group via email.

## 5.3 PAPERS

Papers for the meeting will be sent at least one week prior to the scheduled meeting.

## 5.4 DECISION MAKING

Members agree to work towards consensus-based decision-making as far as reasonably practicable.

All decisions will be made by a simple majority of those participating either in a meeting or via email reflecting the principle of collective responsibility.

Members not able to participate in a specific meeting agree to trust and abide by the decisions made by the Group in accordance with this principle.

## 6. UPDATES TO TERMS OF REFERENCE

These Terms of Reference will be reviewed annually by the APNK Advisory Group.

## SCHEDULE 7

### WI-FI OPERATING HOURS

The Library selects the Wi-Fi Operating Hours for each of its Library Service Locations from the options below A-K. These hours apply to the APNK SSID only. From 3 February 2020 the APNK SSID will be renamed to **APNK Library** in order to assist customers find the Wi-Fi network on their own devices.

A change to the Wi-Fi Operating Hours will incur a fee (for each Library Service Location). This fee is charged by [the network provider?] and is subject to amendment from time-to-time without notice. The fee is currently set at \$75 + GST.

The Library is required to give at least two weeks' notice of any change to the Wi-Fi Operating Hours (to allow the Wi-Fi provider to schedule the change).

Any changes to the options available for the Wi-Fi Operating Hours will be made by the APNK Advisory Group and notified to the Library.

Option	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
A	24/7	24/7	24/7	24/7	24/7	24/7	24/7
B	9 am - 9 pm	9 am - 9 pm	9 am - 9 pm	9 am - 9 pm	9 am - 9 pm	9 am - 9 pm	9 am - 9 pm
C	8 am - 9 pm	8 am - 9 pm	8 am - 9 pm	8 am - 9 pm	8 am - 9 pm	9 am - 4 pm	9 am - 4 pm
D	8 am - 9 pm	8 am - 9 pm	8 am - 9 pm	8 am - 9 pm	8 am - 9 pm	9 am - 4 pm	Closed
E	8 am - 9 pm	8 am - 9 pm	8 am - 9 pm	8 am - 9 pm	8 am - 9 pm	8 am - 9 pm	8 am - 9 pm
F	9 am - 6 pm	9 am - 6 pm	9 am - 6 pm	9 am - 6 pm	9 am - 6 pm	9 am - 6 pm	9 am - 6 pm
G	8 am - 6 pm	8 am - 6 pm	8 am - 6 pm	8 am - 6 pm	8 am - 6 pm	9 am - 4 pm	9 am - 4 pm
H	8 am - 6 pm	8 am - 6 pm	8 am - 6 pm	8 am - 6 pm	8 am - 6 pm	9 am - 4 pm	Closed
I	8 am - 6 pm	8 am - 6 pm	8 am - 6 pm	8 am - 6 pm	8 am - 6 pm	Closed	Closed
J	7 am - 7 pm	7 am - 7 pm	7 am - 7 pm	7 am - 7 pm	7 am - 7 pm	7 am - 7 pm	7 am - 7 pm
K	5 am - 8 pm	5 am - 8 pm	5 am - 8 pm	5 am - 8 pm	5 am - 8 pm	5 am - 8 pm	5 am - 8 pm



**SCHEDULE 8****APNK TERMS OF USE****1. APNK TERMS OF USE**

In using the Aotearoa People's Network Kaharoa (APNK) you agree to be legally bound by relevant New Zealand law, including copyright, privacy and censorship law.

Usage of the APNK is monitored and may be used for legal purposes.

Users of the APNK breaching New Zealand law or library policy will be banned from further use of the service.

**2. ACCESS TO THE SERVICE**

The Service is a free public service provided by Aotearoa People's Network Kaharoa. Your access to the Service is completely at the discretion of Aotearoa People's Network Kaharoa, and your access to the Service may be blocked, suspended, or terminated at any time for any reason including, but not limited to, violation of this Agreement, actions that may lead to liability for Aotearoa People's Network Kaharoa or its owners, disruption of access to other Users or networks, and violation of applicable laws or regulations. Aotearoa People's Network Kaharoa may revise this Agreement at any time. You must accept this Agreement each time you use the Service and it is your responsibility to review it for any changes each time.

**3. ACCEPTABLE USE OF THE SERVICE**

Aotearoa People's Network Kaharoa supports the free flow of information and ideas over the Internet. Your access to the Service is conditioned on legal and appropriate use of the Service. Your use of the Service and any activities conducted online through the Service shall not violate any applicable law or regulation or the rights of Aotearoa People's Network Kaharoa, or any third party.

**4. THE USE OF THE SERVICE FOR THE FOLLOWING ACTIVITIES IS PROHIBITED****4.1 Spamming and Invasion of Privacy**

Sending of unsolicited bulk and/or commercial messages over the Internet using the Service or using the Service for activities that invade another's privacy.

**4.2 Intellectual Property Right Violations**

Engaging in any activity that infringes or misappropriates the intellectual property rights of others, including patents, copyrights, trademarks, service marks, trade secrets, or any other proprietary right of any third party.

**4.3 Obscene or Indecent Speech or Materials**

Using Aotearoa People's Network Kaharoa' to advertise, solicit, transmit, store, post, display, or otherwise make available obscene or indecent images or other materials. Aotearoa People's Network Kaharoa will notify and fully cooperate with law enforcement if it becomes aware of any use of the Service in any connection with child pornography or the solicitation of sex with minors.

#### 4.4 Defamatory or Abusive Language

Using the Service to transmit, post, upload, or otherwise making available defamatory, harassing, abusive, or threatening material or language that encourages bodily harm, destruction of property or harasses another.

#### 4.5 Forging of Headers

Forging or misrepresenting message headers, whether in whole or in part, to mask the originator of the message.

#### 4.6 Hacking

Accessing illegally or without authorization computers, accounts, equipment or networks belonging to another party, or attempting to penetrate security measures of another system. This includes any activity that may be used as a precursor to an attempted system penetration, including, but not limited to, port scans, stealth scans, or other information gathering activity.

#### 4.7 Distribution of Internet Viruses, Trojan Horses, or Other Destructive Activities

Distributing information regarding the creation of and sending Internet viruses, worms, Trojan Horses, ping, flooding, mailbombing, or denial of service attacks. Also, activities that disrupt the use of or interfere with the ability of others to effectively use the Node or any connected network, system, service, or equipment.

#### 4.8 Facilitating a Violation of this Agreement of Use

Advertising, transmitting, or otherwise making available any software product, product, or service that is designed to violate this Agreement, which includes the facilitation of the means to spam, initiation of ping, flooding, mailbombing, denial of service attacks, and piracy of software.

#### 4.9 Export Control Violations

The transfer of technology, software, or other materials in violation of applicable export laws and regulations, including but not limited to the U.S. Export Administration Regulations and Executive Orders.

#### 4.10 Other Illegal Activities

Using the Service in violation of applicable law and regulation, including, but not limited to, advertising, transmitting, or otherwise making available ponzi schemes, pyramid schemes, fraudulently charging credit cards, pirating software, or making fraudulent offers to sell or buy products, items, or services.

### 5. RESALE

The sale, transfer, or rental of the Service to customers, clients or other third parties, either directly or as part of a service or product created for resale.

### 6. NOTICE OF VIOLATIONS OF THE AGREEMENT OF USE POLICY

Aotearoa People's Network Kaharoa requests that anyone who believes that there is a violation of the Agreement of Use Policy contact the Aotearoa People's Network Kaharoa.

## 7. DISCLAIMER

You acknowledge:

- that the Service may not be uninterrupted or error-free;
- that viruses or other harmful applications may be available through the Service;
- that Aotearoa People's Network Kaharoa does not guarantee the security of the Service and that unauthorized third parties may access your computer or files or otherwise monitor your connection;
- that Aotearoa People's Network Kaharoa and that its owners ability to provide the Service without charge is based on the limited warranty, disclaimer and limitation of liability specified in this Section and it would require a substantial charge if any of these provisions were unenforceable.

The service and any products or services provided on or in connection with the service are provided on an "as is", "as available" basis without warranties of any kind. All warranties, conditions, representations, indemnities and guarantees with respect to the content or service and the operation, capacity, speed, functionality, qualifications, or capabilities of the services, goods or personnel resources provided hereunder, whether express or implied, arising by law, custom, prior oral or written statements by Aotearoa People's Network Kaharoa, or otherwise (including, but not limited to any warranty of satisfactory quality, merchantability, fitness for particular purpose, title and non-infringement) are hereby overridden, excluded and disclaimed. Some jurisdictions do not allow the exclusion of certain warranties, so the above exclusions may not apply to you.

## 8. NO CONSEQUENTIAL DAMAGES

Under no circumstances will Aotearoa People's Network Kaharoa, its owners, their suppliers or licensors, or their respective officers, directors, employees, agents, and affiliates be liable for consequential, indirect, special, punitive or incidental damages or lost profits, whether foreseeable or unforeseeable, based on claims of customer, its appointees or its or their customers (including, but not limited to, unauthorized access, damage, or theft of your system or data, claims for loss of goodwill, claims for loss of data, use of or reliance on the service, stoppage of other work or impairment of other assets, or damage caused to equipment or programs from any virus or other harmful application), arising out of breach or failure of express or implied warranty, breach of contract, misrepresentation, negligence, strict liability in tort or otherwise.

In no event will the aggregate liability that Aotearoa People's Network Kaharoa or its owners may incur in any action or proceeding exceed \$100. The limitations, exclusions and disclaimers set forth in this section will not apply only if and to the extent that the law or a court of competent jurisdiction requires liability under applicable law beyond and despite these limitations, exclusions and disclaimers.

## 9. INDEMNITY

You agree to indemnify and hold harmless Aotearoa People's Network Kaharoa, its owners, and its and their suppliers and licensors, officers, directors, employees, agents and affiliates from any claim, liability, loss, damage, cost, or expense (including without limitation reasonable attorney's fees) arising out of or related to your use of the Service, any materials downloaded or uploaded through the Service, any actions taken by you in connection with your use of the Service, any violation of any third party's rights or an violation of law or regulation, or any breach of this agreement. This Section will not be construed to limit or exclude any other claims

or remedies that Aotearoa People's Network Kaharoa may assert under this Agreement or by law.

## 10. ARBITRATION

You agree to submit any and all controversies or claims arising out of or relating to this Agreement or the existence, validity, breach or termination thereof, whether during or after its term, to an arbitrator. The arbitrator may, at either party's request, grant injunctive relief. The arbitral award will be the exclusive remedy of the parties for all claims, counterclaims, issues or accountings presented or plead to the arbitrator. Judgment upon the arbitral award may be entered in any court that has jurisdiction

thereof. Any additional costs, fees or expenses incurred in enforcing the arbitral award will be charged against the party that resists its enforcement. Nothing in this Section will prevent the parties from seeking interim injunctive relief against one another.

## 11. INTERPRETATION

This Agreement shall not be construed as creating a partnership, joint venture, agency relationship or granting a franchise between the parties. Except as otherwise provided above, any waiver, amendment or other modification of this Agreement will not be effective unless in writing and signed by the party against whom enforcement is sought. If any provision of this Agreement is held to be unenforceable, in whole or in part, such holding will not affect the validity of the other provisions of this Agreement.

Aotearoa People's Network Kaharoa performance of this Agreement is subject to existing laws and legal process, and nothing contained in this Agreement shall waive or impede Aotearoa People's Network Kaharoa right to comply with law enforcement requests or requirements relating to your use of this Service or information provided to or gathered by Aotearoa People's Network Kaharoa with respect to such use. This Agreement constitutes the complete and entire statement of all terms, conditions and representations of the agreement between you and the Aotearoa People's Network Kaharoa with respect to its subject matter and supersedes all prior writings or understanding.



- Low Modular Play Unit & swings on synthetic turf & rockpad
- Community garden planter boxes
- Picnic tables, Locations
- B.C onsite
- Table stands, Locations
- B.C onsite
- Concrete path with black oxide
- Grass areas
- Planter box seating
- Low bollards to match existing
- Timber play through garden
- Low post & rail fence



Scale 1:150 @ A3



SITEWORKS CONTRACTOR



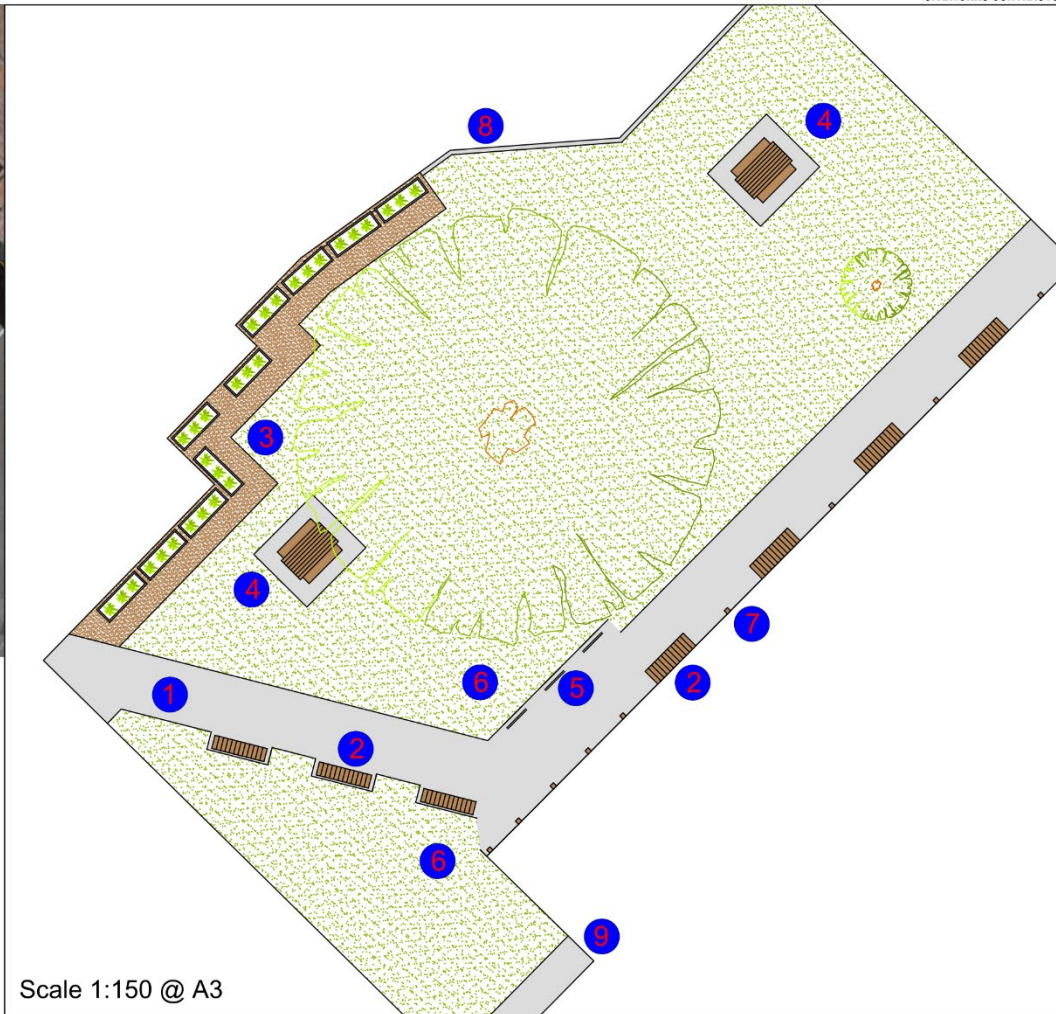
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- rass areas



- ew bollards to match existing
- ew post & rail fence
- oncrete path to connect toilet



Scale 1:150 @ A3



# Council Report

**Committee:** Community Committee **Date:** 30 August 2022  
**Author:** Steve Webb **Authoriser:** Helen Paki  
**Position:** Parks Contract Manager **Position:** General Manager Community  
**Report Name:** Hamilton Park Cemetery Denominational Area Requests

<b>Report Status</b>	<i>Open</i>
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## Purpose - *Take*

1. To inform the Community Committee of applications from the Waikato Shia Muslim Community and the Waikato Ahmadiyya Muslim Community requesting denominational areas be set aside at Hamilton Park Cemetery.
2. To seek approval for denominational areas to be set aside for the Waikato Shia Muslim and Waikato Ahmadiyya Communities, at Hamilton Park Cemetery.

## Staff Recommendation - *Tuutohu-aa-kaimahi*

3. That the Community Committee:
  - a) receives the report;
  - b) approves denominational areas be set aside for the Waikato Shia Muslim Community and the Waikato Ahmadiyya Muslim Community; and
  - c) notes that Memorandums of Understanding will be developed with each party to outline and agree operational expectations relating to the management of areas.

## Executive Summary - *Whakaraapopototanga matua*

3. Council has received applications from the Waikato Shia Muslim community, and from the Waikato Ahmadiyya Muslim Community, for denominational areas to be set aside at Hamilton Park Cemetery.
4. The Hamilton Park Cemetery currently has denominational areas set aside for Sunni Muslim, Jewish, and Brethren Communities.
5. Staff recommend **Option 1**- allowing two further denominational areas to be set aside, as detailed in paragraph 22 and 24 below.

## Background - *Koorero whaimaarama*

6. An application was received in February 2022 and from the Shia Muslim Community (Al Rasool Foundation Waikato) and in March 2022 from the Waikato Ahmadiyya Muslim Community requesting designated denominational burial lawn areas.

7. Currently deceased members of these communities are transported to Auckland City Council Manukau Memorial Gardens designated area, as the closest cemetery who provide denominational areas for Shia Muslim and Ahmadiyya Muslim.
8. The Al Rasool Foundation report that there are 1000 Shia Muslims currently living in Hamilton and expect this number to increase with the arrival of more refugees from Afghanistan.
9. The Waikato Ahmadiyya Muslim Community report their numbers to be 150 and increasing.
10. The Burial and Cremation Act 1964, section 11(1) gives local authorities the power to permanently set aside a portion of a public cemetery for the exclusive use of any religious denomination.
11. The Hamilton City Council Cemeteries & Crematorium Bylaw 2012 (the Bylaw), Section 24, states "Council at its discretion may set aside a denominational area of burial plots for the use of a religious denomination".
12. The Hamilton Park Cemetery at Newstead currently has existing denominational areas set aside for Sunni Muslim, Jewish, and Brethren Communities. These groups all have existing Memorandums of Understanding with Council to outline operational requirements and how these will be managed.
13. Hamilton's earliest denominational area was created in 1875 for Catholics in the Hamilton East Cemetery.

### **Discussion - *Matapaki***

14. Section 11 of the Burial and Cremation Act 1964 (the Act) gives Local Authorities the ability to set an area aside for the exclusive use by a religious denomination
15. The Act specifies that if the local authority refuses the application the governing body of that religious denomination has the right of appeal by a District Court Judge.
16. Section 24 of the Hamilton City Council Cemeteries & Crematorium Bylaw 2012 states that "Council at its discretion may set aside a denominational area of burial plots for the use of a religious denomination".
17. Any other customary rites associated with an internment are provided by cemetery staff as part of their normal service to the community. Any extra costs associated with services are met by the family of the deceased person.
18. Planning for the Hamilton Park Cemetery aims to ensure reserves of 5 years of burial provision. Setting aside denominational areas may increase this to more than 20 years of provision for these sectors of the community given the small populations and the exclusivity requirements, however, given the size of the denominational areas, impacts to the management of the cemetery are expected to be minimal.
19. Manukau and Waikumete Cemeteries in Auckland promote pre-purchase of plots in denominational areas to recover costs for upkeep. It is recommended this be encouraged for these areas and any future denominational areas to mitigate any of the planning risks associated with approving the application.
20. The area applied for by the Shia Muslim Community is in the Oak Lawn consisting of 21 plots. The area is easily defined and is expected to serve the community for about 20 years while the remaining life of the cemetery is about 50 years.
21. The Ahmadiyya Muslim Community have also requested an area in the Oak Lawn, although their population is a lot smaller it would still make sense to allocate a complete row, 21 plots, and manage as per paragraph 26 below.

22. It is common practice for Local authorities with responsibility for larger urban areas to provide denominational sections within their public cemeteries, including new areas, to reflect our increasingly diverse urban communities.

### Options

23. Staff have assessed that there are two reasonable and viable options for the Community Committee to consider. This assessment reflects the level of significance. The options are set out in the table below:

<b>Option 1</b>	Approve the application for denominational areas to be set aside for the Waikato Shia Muslim Community and the Waikato Ahmadiyya Muslim Community.  Corresponding Memorandums of understanding are developed
<b>Option 2</b>	Decline the application for denominational areas be set aside for one or both the Waikato Shia Muslim Community and the Waikato Ahmadiyya Muslim Community

24. Staff recommend **Option 1** because the decision is consistent with previous requests and the granting of denominational areas is in accordance with the Burial and Cremation Act and Councils Bylaws.

### Financial Considerations - *Whaiwhakaaro Puutea*

25. There is no additional cost related to setting aside denominational areas. Plots are purchased in accordance with the current fees and charges schedule.
26. Any additional costs relating to the requirements of the groups would be recovered through fees and charges.
27. The Memorandum of Understanding for each area will reflect that if there is any future financial burden for Council, such as excessive unused allocations, that there is a review of provision clause.

### Legal and Policy Considerations - *Whaiwhakaaro-aa-ture*

28. Staff confirm that the recommended option 1 complies with the Council's legal and policy requirements.

### Wellbeing Considerations - *Whaiwhakaaro-aa-oranga tonutanga*

29. The purpose of Local Government changed on the 14 May 2019 to include promotion of the social, economic, environmental and cultural wellbeing of communities in the present and for the future ('the 4 wellbeings').
30. The subject matter of this report has been evaluated in terms of the 4 wellbeings during the process of developing this report as outlined below.
31. The recommendations set out in this report are consistent with that purpose.

### Social

32. Option 1 would support the social connections within this community by making burials locally accessible. By providing denominational areas community members would not be required to travel to Auckland to inter, or visit, deceased family members or loved ones.

### **Cultural**

33. Option 1 would be consistent with Hamilton City Council's approach of allowing all cultures access to a decent burial and to treat them with dignity and respect.

### **Economic**

34. There are no known economic considerations associated with this decision.

### **Environment**

35. There are no known environmental considerations associated with this decision.

### **Risks - *Tuuraru***

36. If the Committee does not approve the applications, there may be a risk of legal challenge.  
37. There may be reputational risk if the Committee does not approve the applications.

### **Significance & Engagement Policy - *Kaupapa here whakahira/anganui***

#### **Significance**

38. Staff have considered the key considerations under the Significance and Engagement Policy and have assessed that the recommendation(s) in this report has/have a low level of significance.

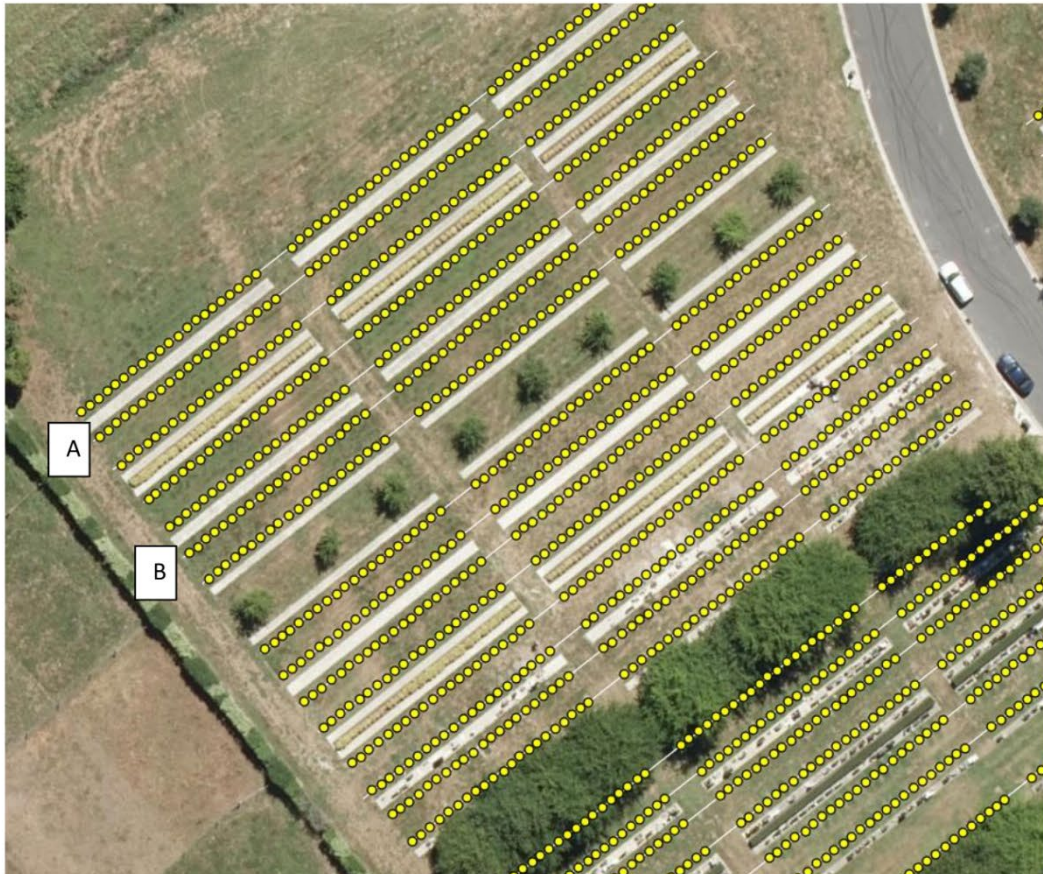
#### **Engagement**

39. Given the low level of significance determined, the engagement level is low. No engagement is required.

### **Attachments - *Ngaa taapirihanga***

Attachment 1 - Proposed Denominational Areas Oak Lawn Hamilton Park Cemetery

**Hamilton Park Cemetery Proposed Denominational areas**  
**Oak Lawn**



Key:

- A. Proposed Shia area, row 45 plots 2-22
- B. Proposed Ahmadiyya area, row 41 plots 2 – 22

# Council Report

Item 10

**Committee:** Community Committee

**Date:** 30 August 2022

**Author:** Karen Kwok

**Authoriser:** Maria Barrie

**Position:** Recreation and Community  
Facilities Senior Advisor

**Position:** Parks and Recreation  
Manager

**Report Name:** Community Occupancy Applications

<b>Report Status</b>	<i>Open</i>
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## Purpose - *Take*

1. To seek approval from the Community Committee to grant new *community occupancy agreements* to the following groups:
  - i. **Hamilton Harriers Club Incorporated** for land at Roose Commerce Park
  - ii. **Waikato Sport Fishing Club Incorporated** for land at Roose Commerce Park
  - iii. **River Glade Archers Club Incorporated** for land at Graham Park
  - iv. **Te Whare o Te Ata Incorporated** for building (Fairfield Hall) at Fairfield Park

## Staff Recommendation - *Tuutohu-aa-kaimahi*

2. That the Community Committee:
  - a) receives the report;
  - b) approves a new *community group lease* under s54(1)(b) of the Reserves Act 1977, to **Hamilton Harriers Club Incorporated** for land area of 289m<sup>2</sup> at 1 Hillsborough Terrace (clubhouse footprint), as shown in **Attachment 1**, being Lot 1 DPS 5642, subject to the following terms and conditions:
    - i. Term – 15 years;
    - ii. Rent - \$220.22 plus GST per annum, in accordance with the Community Occupancy Policy;
    - iii. Special Condition – early termination clause, should the site be required for development of Aranui water sports hub;
    - iv. All other terms and conditions in accordance with the Community Occupancy Policy and Guidelines.
  - c) approves a new *community group lease*, under s54(1)(b) of the Reserves Act 1977, to **Waikato Sport Fishing Club Incorporated** for land area of 289m<sup>2</sup> at 1 Hillsborough Terrace (clubhouse footprint), as shown in **Attachment 2**, being Lot 1 DPS 5642, subject to the following terms and conditions:
    - i. Term – 15 years;
    - ii. Rent - \$220.22 plus GST per annum, in accordance with the Community Occupancy Policy;

- iii. Special Condition – early termination clause, should the site be required for development of Aranui water sports hub;
  - iv. All other terms and conditions in accordance with the Community Occupancy Policy and Guidelines.
- d) approves a new *community group licence to occupy*, under s54(1)(b) of the Reserves Act 1977, to **River Glade Archers Incorporated** for land area of 6,350m<sup>2</sup> at Graham Park (archery range and container footprint), as shown in **Attachment 3**, being Sec 1 SO 337569, subject to the following terms and conditions:
  - i. Term – 5 years;
  - ii. Rent - \$1,522.50 plus GST per annum, in accordance with the Community Occupancy Policy;
  - iii. All other terms and conditions in accordance with the Community Occupancy Policy and Guidelines.
- e) approves a new *community group lease*, under s61(2A) of the Reserves Act 1977, to **Te Whare o Te Ata** for Fairfield Hall building (category 3) being 561m<sup>2</sup> at Fairfield Park, as shown in **Attachment 4**, being Part Lot 66 DPS 4963, subject to the following terms and conditions:
  - i. Term – 10 years;
  - ii. Rent - 561m<sup>2</sup> – \$3,856.88 plus GST per annum, in accordance with the Community Occupancy Policy (building category 3);
  - iii. All other terms and conditions in accordance with the Community Occupancy Policy and Guidelines.

### Executive Summary - *Whakaraapopototanga matua*

3. The following community groups have applied for a new lease:
  - i. **Hamilton Harriers Club Incorporated** for land at Roose Commerce Park
  - ii. **Waikato Sport Fishing Club Incorporated** for land at Roose Commerce Park
  - iii. **River Glade Archers Incorporated** for land at Graham Park
  - iv. **Te Whare o Te Ata Incorporated** for Fairfield Hall building at Fairfield Park
4. The community groups are eligible for community occupancy and have been assessed in accordance with the [Community Occupancy Policy](#) (Policy) and Guidelines. Staff recommendations for new leases and licence to occupy are outlined in 3 (b) to 3 (e).
5. Staff have recently undertaken the Reserves Act 1977 (the Act) process to reclassify a portion of Fairfield Park. The reclassification to local purpose (community facilities) enables the Council to grant a new lease to Te Whare o Te Ata for the purposes of operating community centre activities from Fairfield Hall.
6. Staff recommend a special condition clause in the Hamilton Harriers and Waikato Sport Fishing club lease agreement around early termination, should the site be required for development of Aranui water sports hub.
7. Staff consider the matters have low significance and that the recommendations comply with the Council's legal requirements.

## Background - *Koorero whaimaarama*

8. The new community occupancy applications in this report have been triggered by expiring lease agreements, with exception of Te Whare O Te Ata (TWoTA). The TWoTA lease application to Council is in response to their request to move into Fairfield Hall following the rebuild, resulting in an increased leased area and a change of permitted use.

### Fairfield Hall Re-build

9. The front section of Fairfield Hall has recently been rebuilt following significant fire damage sustained in 2019. This section of the building has been reconfigured to convert unused sports changerooms to office, multi-purpose and meeting room spaces and kitchenette, to provide a fit-for-purpose community centre building (within existing footprint constraints). The design was developed in consultation with TWoTA.
10. Public toilets within the building have been relocated to the park side of the building to improve visibility and safety, and a storage space created for sports clubs who use the adjacent sports fields. These spaces will not form part of the leased area (**Attachment 1 – floor plan**).

### TWoTA

11. In 2021, following ongoing discussions with staff, TWoTA expressed their desire to move from Sare Crescent into Fairfield Hall following the rebuild. The benefits include simplifying and consolidating facility management and operations, increased facility space and an improved community presence/visibility.
12. Fairfield Park was classified as recreation reserve under the Act and as such the proposed community activities did not align with the classification, fitting more appropriately under a Local Purpose (Community Facilities) reserve classification.
13. Following a public notification process and hearings, the Council resolved on the 26 April 2022 to:
  - a) *receives the report;*
  - b) *approves the reclassification of the approximately 1,600m<sup>2</sup> portion of Fairfield Park, which includes the Fairfield Hall building footprint, as shown indicatively on the plan included as **Attachment 1**, from recreation reserve to local purpose (community facilities) reserve; and*
  - c) *notes Te Whare o Te Ata have committed to undertake further consultation with Ngati Wairere and the community prior to a report being presented to the Community Committee seeking approval for Te Whare o Te Ata's lease application being presented to the Community Committee.*
14. The new classification area has been surveyed to define the boundary between Local Purpose reserve and the recreation reserve as per the survey title plan shown in **Attachment 3** and recorded by Gazette notice **Attachment 4**.
15. The change in reserve classification to Local Purpose (community facilities) enables the Council to grant a new lease to TWoTA for the purposes of operating community centre activities. The remainder of Fairfield Park will continue to be classified as recreation reserve, as shown in **Attachment 2 – reclassification area**.

16. As part of the community engagement following the hearings, TWoTA have undertaken consultation with Ngaati Wairere around the lease application and collaboration between both parties will be ongoing. Ngaati Wairere have indicated that they are supportive of TWoTA's lease application. Ngaati Wairere will have an ongoing relationship with TWoTA by acting in an advisory capacity to the board. Additionally, a representative from Te Papanui Enderley Community centre has been appointed to the TWoTA board to strengthen collaboration and cohesion between the two Trusts.
17. Subject to the lease being approved, TWoTA intend to move out of their existing premises on Sare Crescent mid-September 2022. Kainga Ora intend to re lease the Sare Crescent house to another community organisation.

#### **Hamilton Harriers and Waikato Sport Fishing**

18. Hamilton Harriers and Waikato Sport Fishing occupy different levels of the same building at Roose Commerce Park. Hence, their lease applications have intentionally been presented to Council for consideration at the same time.

### **Discussion – *Matapaki***

#### **Lease applications**

##### **Hamilton Harriers Club Incorporated (Harriers)**

19. Harriers (Rego: 212820) was established in 1928 and have been located on the ground floor of the two-storey clubhouse building at Roose Commerce Park since 1988. Their current 20-year land only lease (building footprint) expires on 31 December 2022.
20. Harrier's clubrooms incorporate a large social area, kitchen, changerooms/toilets and storage.
21. Harrier's purpose is to promote and encourage participation in the sport of running in the Hamilton community. Services include social and competitive running activities, events, coaching and advice.
22. Hamilton Marathon Club use the clubrooms twice weekly, and the clubrooms is an operational base annually for Round the Bridges, Bridge to Bridge Water Ski race, and Huntly Half Marathon events.
23. Harriers have had a slow decline in membership over the last 5 years, currently they have 148 members and 15 volunteers.
24. Harriers are part of the discussions around an Aranui water sports hub development that Council has supported by providing seed funding for a feasibility study. Should the development go ahead, Harrier's plan to relocate into the development.
25. The proposed land lease area is shown in **Attachment 5**, comprising the footprint of the club owned building.
26. The lease is on land classified for the purpose of recreation reserve under the Act. Harrier's lease is in conformity with the Riverside Reserve Management Plan 2008, and on this basis public notification is not required.
27. Harrier's activities are permitted under the Operative District Plan.
28. The proposed rent is \$220.22 plus GST per annum based on a land area of 298m<sup>2</sup>, calculated in accordance with the Policy.

29. Staff recommend granting a lease for a term of 15 years, with a special condition - early termination clause, should the site be required for development of Aranui water sports hub. A 15-year term is the maximum term for a *community group owned building on Council owned land* under the Policy.

#### **Waikato Sport Fishing Club Incorporated (WSF)**

30. WSF (Rego: 1107441), formerly Waikato Boating and Sport Fishing Club was established in 2000 and have been located on the first floor of the two-storey clubhouse building at Roose Commerce Park since 2001. Their current 20-year land only lease (building footprint) expired on 31 March 2021 and has been on a rolling monthly interim occupancy agreement since then.
31. Renewal of WSF lease application was intentionally delayed to consider alongside Hamilton Harrier's application, given the two groups occupy the same building envelope.
32. WSF's clubrooms incorporate a large social hall area, kitchen, changerooms/toilets, storage, and a mezzanine level with meeting room.
33. WSF's purpose is to foster and encourage sportfishing and boating and conserve fish and fishing waters to protect rights of amateur fishers. The club holds club nights and fishing tournament prizegivings. The hall is booked regularly by Hamilton Anglers, Nia dance group, Antique bottlers, and for private functions on weekends.
34. WSF have had a decline in membership over the last 5 years, which they attribute to Covid. They currently have 140 members, 7 volunteers and 1 part-time staff taking bookings.
35. WSF are part of the discussions around an Aranui water sports hub development that Council has supported by providing seed funding for a feasibility study. Should the development go ahead, WSF's plan to relocate into the development.
36. The proposed land lease area is shown in **Attachment 6**, comprising the footprint of the club owned building.
37. The lease is on land classified for the purpose of recreation reserve under the Act. Harrier's lease is in conformity with the Riverside Reserve Management Plan 2008, and on this basis public notification is not required.
38. WSF's activities are permitted under the Operative District Plan.
39. The proposed rent is \$220.22 plus GST per annum based on a land area of 298m<sup>2</sup>, calculated in accordance with the Policy.
40. Staff recommend granting a lease for a term of 15 years, with a special condition - early termination clause, should the site be required for development of Aranui water sports hub. A 15-year term is the maximum term for a *community group owned building on Council owned land* under the Policy.

#### **River Glade Archers Incorporated (River Glade Archers)**

41. River Glade Archers (Rego: 599608) was established in 1992 and have been located at Graham Park since then. The club have a 10-year licence to occupy agreement for 6,350m<sup>2</sup> of land that expires on the 31 August 2022.
42. The licence agreement provides non-exclusive use of the park, given the park is used by the public outside of the club's use as an archery range.
43. River Glade Archers have two small portable containers on site to store archery equipment and use up to a 90m range with targets permanently set-up. The targets are locked outside of club use for public safety.

44. River Glade Archers purpose is to promote, organise and control archery as defined by Archery New Zealand, with whom they are affiliated. The club provides training and club competitions and is hosting the Archery New Zealand national tournament in 2023 and 2024.
45. River Glade Archers have had a decline in membership over last few years due to Covid. They are currently rebuilding membership with 73 members, and another 11 on a wait list to join once they have completed a beginner's course. The archery range has a capacity of around 120 people.
46. The proposed land licence area is shown in **Attachment 7**, comprising the footprint of the storage containers and archery range.
47. The licence is on land classified for the purpose of recreation reserve under the Act. River Glade Archers licence is in conformity with the Sports Parks Management Plan 2009, and on this basis public notification is not required.
48. River Glade Archers activities are permitted under the Operative District Plan.
49. The proposed rent is \$1,522.50 plus GST per annum based on a land area of 6,350m<sup>2</sup>, calculated in accordance with the Policy.
50. Staff recommend granting a licence to occupy for a term of 5 years. A 5-year term is the maximum term for *licence agreement on Council owned land* under the Policy.

#### **Te Whare o Te Ata (TWoTA) – Fairfield Park Hall**

51. TWoTA is a Charitable Trust (CC36845) and has been in existence since 1986 and registered with the Charities Services in June 2008. A 5-year lease was approved by Council in 2018 for part of Fairfield Hall. The lease was finalised with an expiry of 30 June 2023, but never signed due to instability of the Trusts centre manager position in the preceding years.
52. TWoTA operate as a community house for the Fairfield and Chartwell communities. TWoTA are currently located adjacent to Fairfield Park on Sare Crescent, within a community house owned by Kainga Ora. TWoTA have been using Fairfield Hall and managing bookings as a secondary facility. Management of the two facilities has proved challenging with limited staff resources (2 staff) and without staff based in Fairfield Hall.
53. TWoTA mission is to engage with Fairfield and Chartwell communities to connect, strengthen, celebrate and enhance the wellbeing of our people. The community house operates Monday to Friday 8.30am till 5pm.
54. TWoTA services and programmes include: Kaivolution/ Kete Kai, health initiatives, computer lab, youth initiatives in association with Fairfield College, afterschool and parenting programmes, community garden and collaboration with key government agencies (e.g Police, Oranga Tamariki, health services) and other community organisations.
55. TWoTA have increased their staffing capacity to 4, recently employing a full-time programme coordinator and receptionist/finance administrator, in addition to the existing operations manager and after-school programme coordinator positions. TWoTA have also secured a significant increase in funding in the past couple of years. Primary funders include Te Kohao Health, Ministry of Social Development, Trust Waikato, Lotteries, DV Bryant and Council.
56. Prior to the Fairfield Hall rebuild, TWoTA were using it for Kaivolution and events and managing community bookings. There are currently ten community groups who hire the sports hall weekly; use includes badminton, karate, boxing, dancing and church.
57. The proposed lease area of 561m<sup>2</sup> is for the Council owned building – Fairfield Hall, as shown in **Attachment 8**.

58. The proposed lease area has been reclassified to Local Purpose (community facilities) reserve under the Act. The reclassification public notification included reference to enabling Council to lease the hall to TWoTA (refer to Engagement section).
59. TWoTA activities are permitted under the Operative District Plan 2017.
60. The proposed lease rental is \$3,856.88 plus GST per annum., based on a building category 3 and area of 561m<sup>2</sup>, calculated in accordance with the Policy.
61. Staff recommend granting a new community group lease to Te Whare o Te Ata for a term of ten years, which is the maximum for a *Council owned building* under the Policy. TWoTA have made positive developments to build their capacity and partnerships to serve a high need local community. It is anticipated that moving the community centre to a single larger building with Clarkin Road Street frontage, will have significant benefits for the centre and a positive impact on the park and local community.
62. The Western Community Centre is a great example of how well this model can work when a community centre plays a key role as guardian of a park/skatepark and social connection hub for youth.

### Options

63. **Option 1** is to approve the community occupancy agreements to the groups covered in this report as per recommendations.
64. **Option 2** is to approve the community occupancy agreements to the groups covered in this report, but amend terms recommended.
65. **Option 3** is to not approve any one or all of the community occupancy agreements covered in this report.
66. Staff recommend **option 1** to provide security of tenure and continued operation of community activities. If the agreements in this report are not approved, the community groups will be unable to operate.
67. In relation to TWoTA application, the decision would be inconsistent with Councils prior resolution to change the classification of part of Fairfield Park to enable Council to grant a new lease to TWoTA.

### Financial Considerations - *Whaiwhakaaro Puutea*

68. In accordance with the Policy, rental is calculated by first determining the market rate and then applying the applicable rental subsidy. The market rate values plus GST per annum, are below:
  - i. Hamilton Harriers Club - \$1,761.75
  - ii. Waikato Sport Fishing Club - \$1,761.75
  - iii. River Glade Archers - \$12,180.00
  - iv. Te Whare o Te Ata - \$30,855.00
69. All groups meet the parameters to receive standard rental subsidy of 87.5%, rental amounts are outlined in the staff recommendation.
70. In addition to rent all groups with exception of Te Whare o Te Ata are responsible for all building maintenance as building owners, utility and operational costs and rates. Given Fairfield Hall is a Council owned building, maintenance costs are split between the lessee (day-to-day repairs) and Council (renewals and replacements).

### **Legal and Policy Considerations - *Whaiwhakaaro-aa-ture***

71. Staff confirm that all groups are eligible for community occupancy and have been assessed in accordance with the Policy and [Community Occupancy Guidelines](#). Granting of the leases are in accordance with the Policy.
72. Staff confirm that the staff recommendation complies with the Council's legal and policy requirements.

### **Wellbeing Considerations - *Whaiwhakaaro-aa-oranga tonutanga***

73. The purpose of Local Government changed on the 14 May 2019 to include promotion of the social, economic, environmental and cultural wellbeing of communities in the present and for the future ('the 4 wellbeings').
74. The subject matter of this report has been evaluated in terms of the 4 wellbeings during the process of developing this report as outlined below.
75. The recommendations set out in this report are consistent with that purpose.

#### **Social**

76. Granting of the leases in this report supports community groups to achieve their goals, strengthening the community through connection, a sense of belonging and social wellbeing. TWoTA lease application for Fairfield Hall will provide a more visible community centre and important social connection hub for a high need community.

#### **Economic**

77. Granting of the leases in this report supports community groups to provide services and activities that increase vibrancy in the city and attract families to live here. Having a diverse range of recreation and community groups who operate successfully in the city increases options for residents to socialise and become a part of local communities, which in turn may help to attract and retain people in Hamilton.

#### **Environmental**

78. Granting of the leases supports community groups to utilise parks and open spaces in a way that ensures green spaces in the city are used and treasured by the community. An increased understanding of the value of open space can lead to greater appreciation of advocacy for further space that promotes physical wellbeing for Hamiltonians.

#### **Cultural**

79. Granting of the leases in this report support the opportunity for individuals and communities to participate in recreational, cultural and social development wellbeing activities.
80. Waikato Tainui, Ngaati Wairere and Te Haa o te whenua o Kirikiriroa (THaWK) were consulted directly on the reclassification proposal. Submissions from Ngaati Wairere and THaWK were received and a meeting with Ngaati Wairere was held on 29 March 2022.

#### **Risks - *Tuuraru***

81. There is minimal risk to Council, in granting the community occupancy agreements in this report.
82. If the recommendations are not approved there is a reputational risk to the Council and risk to the groups in terms of security of tenancy.

## **Significance & Engagement Policy - *Kaupapa here whakahira/anganui***

### **Significance**

83. Staff have considered the key considerations under the Significance and Engagement Policy and have assessed that the matter(s) in this report has/have a low level of significance.

### **Engagement**

84. Staff have worked closely with the community groups throughout the community occupancy application process.

### Fairfield Hall and TWoTA

85. The reclassification process for part of Fairfield Park included a one-month public notification period between February to March 2022 and a letterbox drop to immediate neighbours.
86. Public notification outlined that the purpose of the reclassification was to enable Council to consider a new lease to TWoTA within Fairfield Hall.
87. A total of 64 submissions were received, with 55 of the 64 respondents (86%) in support of the reclassification. Three respondents submitted in opposition to the change (5%). Four did not have a view on the proposal or were unsure (6%) and two did not answer this question (3%). Four verbal submissions were heard at the 5 April 2022 Hearings and Engagement Committee.
88. The Council resolution as outlined in Background (paragraph 15) requested TWoTA undertake further consultation with Ngaati Wairere and the community prior to a lease report being presented to the Community Committee. Paragraph 17 summaries the consultation undertaken and the outcome of these korero.
89. Given the low level of significance determined, the engagement level is low. No engagement is required.

## **Attachments - *Ngaa taapirihanga***

Attachment 1 - Fairfield Hall floorplan - leased areas

Attachment 2 - Fairfield Park - reclassification area

Attachment 3 - Fairfield Park - Title plan

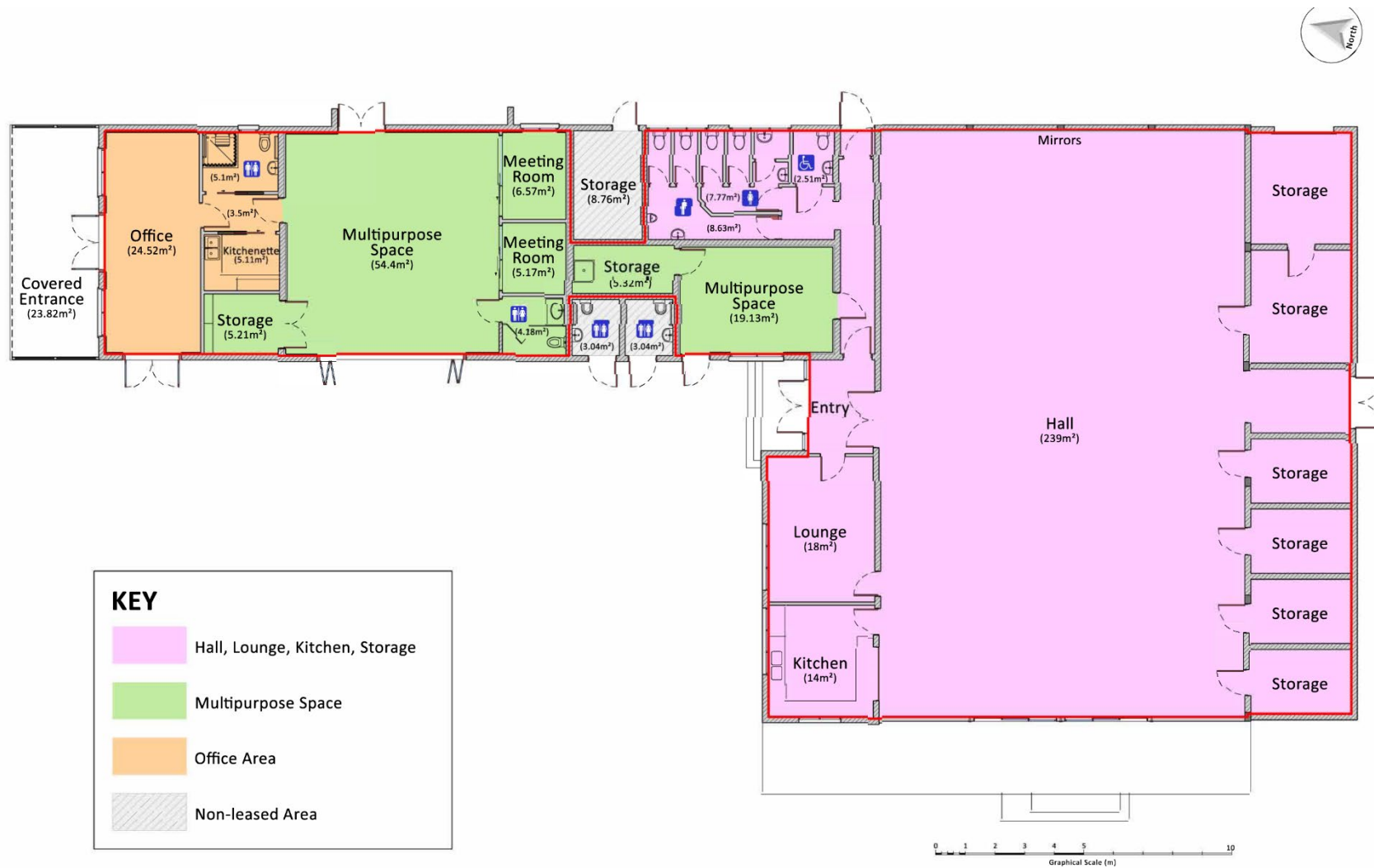
Attachment 4 - Fairfield Park - part reclassification - gazette notice

Attachment 5 - Hamilton Harriers Club - leased area map

Attachment 6 - Waikato Sport Fishing Club - leased area map

Attachment 7 - River Glade Archers - leased area map

Attachment 8 - Te Whare o Te Ata - leased area map



FLOOR PLAN



KEY



Reclassified Area -  
local purpose



Fairfield Park



**Hamilton City Council**  
Te kaunihera o Kirikiriroa

**Fairfield Park – Change of Reserve Classification**

**GIS & CAD Services**

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**version**



Date: 27/01/2022



## Title Plan - SO 576697

<b>Survey Number</b>	SO 576697
<b>Surveyor Reference</b>	21206
<b>Surveyor</b>	Daniel Anthony McDaid
<b>Survey Firm</b>	Landform Surveys Ltd (Hamilton)
<b>Surveyor Declaration</b>	I Daniel Anthony McDaid, being a licensed cadastral surveyor, certify that-- (a) this dataset provided by me and its related survey are accurate, correct and in accordance with the Cadastral Survey Act 2002 and Cadastral Survey Rules 2021; and (b) the survey was undertaken by me or under my personal direction. Declared on 21 Jun 2022 04:10 PM

### Survey Details

<b>Dataset Description</b>	Sections 1 & 2	<b>Survey Class</b>	Class A
<b>Status</b>	Approved as to Survey	<b>Survey Approval Date</b>	08/07/2022
<b>Land District</b>	South Auckland	<b>Deposit Date</b>	
<b>Submitted Date</b>	21/06/2022		

### Territorial Authorities

Hamilton City

### Comprised In

RT 102175

### Created Parcels

Parcels	Parcel Intent	Area	RT Reference
Area A Survey Office Plan 576697	Easement		
Section 1 Survey Office Plan 576697	Legalisation	0.1756 Ha	
Section 2 Survey Office Plan 576697	Legalisation	7.1563 Ha	
<b>Total Area</b>		<b>7.3319 Ha</b>	

## NEW ZEALAND GAZETTE

**Change of Classification of Part of a Recreation Reserve—Fairfield Park, Hamilton City**

Pursuant to section 24 of the Reserves Act 1977, and to a delegation from the Minister of Conservation, the Hamilton City Council hereby changes the classification of that part of the recreation reserve described in the Schedule to this notice, to local purpose (community facilities) reserve, subject to the provisions of the said Act.

***South Auckland Land District—Hamilton City*****Schedule**

Area  
ha

Description

0.1756 Part Lot 66 DPS 4963 (part RT 102175); shown as Section 1 SO 576697.

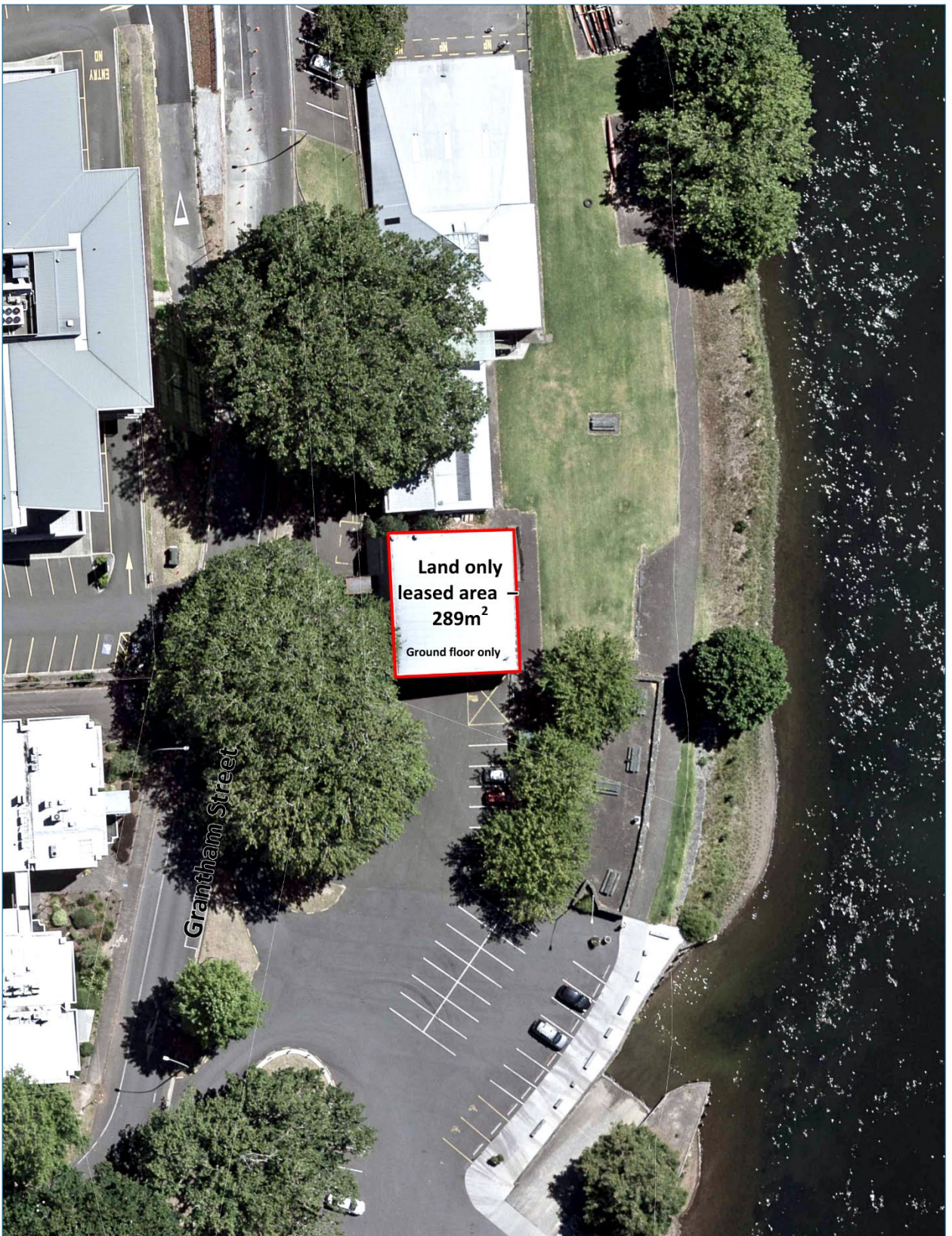
Dated at Hamilton this 14th day of July 2022.

SEAN MURRAY, Acting Chief Executive, Hamilton City Council.

(HCC CC OM 26/04/2022)

2022-ln2044

19-07-2022 16:21









# Council Report

**Committee:** Community Committee **Date:** 30 August 2022  
**Author:** Kelvin Powell **Authoriser:** Helen Paki  
**Position:** City Safe Unit Manager **Position:** General Manager Community  
**Report Name:** Civil Defence Emergency Management (CDEM) Quarterly Update

<b>Report Status</b>	<i>Open</i>
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## Purpose - *Take*

1. To inform the Community Committee of the progress on the shared service arrangement with Waikato Regional Council for delivering Civil Defence Emergency Management (CDEM) activity on behalf of Hamilton City Council for the April to June 2022 quarter.

## Staff Recommendation - *Tuutohu-aa-kaimahi*

2. That the Community Committee receives the report.

## Executive Summary - *Whakaraapopototanga matua*

3. In August 2016, the Council approved a service level agreement with Waikato Regional Council (via the Waikato Group Emergency Management Office) to deliver Hamilton City Council's Civil Defence Emergency Management (CDEM) for a term of six years and nine months.
4. A condition of the service delivery contract for delivery of CDEM services is that CDEM reports quarterly to the Community Services and Environment Committee (now the Community Committee) on the performance and delivery of the work plan and updates on other deliverables.
5. The report by the Waikato Group Emergency Management Office Team Leader (**Attachment 1**) covers the period April to June 2022 and outlines achievements in the yearly workplan. The workplan has been reshaped this financial year to reflect the priority areas identified in the most recent local and group external monitoring and evaluation reports.
6. Updates are included on the following issues:
  - i. Service Level Agreement
  - ii. Declarations of a local state of emergency during an election period
  - iii. Exercise Tahi
  - iv. General update
7. Staff consider the matters in this report have low significance and that the recommendations comply with the Council's legal requirements.

## Discussion – *Matapaki* Service Level Agreement

8. The existing service level agreement with Waikato Regional Council (via the Waikato Group Emergency Management Office) to deliver CDEM activity on behalf of Hamilton City Council is due to expire in May 2023. The current service level agreement covers shared access to the Emergency Operations Centre (EOC) at the Genesis Building constructed to Importance Level 4 (IL4) specifications. This is the new standard for all new EOC's.
9. The service level agreement includes the use of the EOC, the employment and supervision of two Emergency Management staff dedicated to delivery of the Hamilton City CDEM workplan and space for the setup of the City Safe CCTV Monitoring Office.
10. The total cost of the shared service contract approved by Council in 2016 was \$3.1M (now 3.31M) spread over the six years and nine-month life of the contract at an annual contract cost of \$480,000.
11. The existing service level agreement required Council to commence the negotiation of terms of any renewal of the Agreement no later than 12 months prior to the expiry of the initial term. This process has commenced, and staff will report back before the end of the year on progress of negotiations.

### Power to declare local state of emergency during local body elections

12. The Ministry of Civil Defence Emergency Management have reconfirmed that advice provided to local authorities in 2016 regarding declarations of a local state of emergency during the election period is still accurate.
13. That advice states that during the period from the official announcement of the election results to the date of the first meeting of the local authority, a state of local emergency will only be able to be declared by the Minister of Civil Defence (**Attachment 2**).

### Exercise Tahi

14. The planned Tier 2 Regional CDEM Exercise that was originally scheduled for November 2021 finally took place on 17 May 2022. The exercise was scaled back to a 4-hour response aimed at testing our capability to respond to a potentially large-scale and time critical incident.
15. Twenty HCC staff took part in the exercise which was focussed on our response to a flood event in the city. For some staff this was their first exposure to a CDEM exercise of significance.
16. The compressed timeframe of the exercise meant that some exercise objectives related to managing a shift change and managing a transition from the response to the recovery phase were not tested.
17. The completion of the full exercise evaluation has been delayed due to the impacts of Covid and sickness among the evaluating staff. There were some valuable lessons learnt from our decision to test our ability to operate an emergency operations centre using a mixture of some staff working remotely and others in a centralised centre. These learnings and others that will be included in the soon to be released evaluation report will help inform our future training focus.

### General

18. This quarter has seen and increased focus on training with 19 staff completing the CDEM Foundation course and a further 10 staff completing the Intermediate level training. Key local staff also undertook specialist training in use of the Floodviewer programme and a Controller took part in a Controllers tour of the Coromandel focussed on understanding the natural hazards and risks in that area.

19. We are pleased to announce the addition of a further CDEM Controller for Hamilton City. Gordon Naidoo, appointed earlier this year as the City Transport Unit Director, performed the role of alternate Controller in his former role at South Waikato District Council. His Controller appointment has been transferred to Hamilton, increasing our number of qualified Controllers to three. He will be taking part in an induction and familiarisation programme over the next couple of months so that he is fully integrated into our operating systems and processes.

#### **Financial Considerations - *Whaiwhakaaro Puutea***

20. The total cost of the shared service contract approved by Council in 2016 was \$3.1M spread over the six years and nine-month life of the contract at an annual contract cost of \$480,000. This has been allocated through operational budgets.

#### **Legal and Policy Considerations - *Whaiwhakaaro-aa-ture***

21. Hamilton City Council is obligated by section 64 of the Civil Defence Emergency Management Act to 'plan and provide for civil defence within its district'.

#### **Wellbeing Considerations - *Whaiwhakaaro-aa-oranga tonutanga***

22. The purpose of Local Government changed on the 14 May 2019 to include promotion of the social, economic, environmental and cultural wellbeing of communities in the present and for the future ('the 4 wellbeing's').
23. The subject matter of this report has been evaluated in terms of the 4 wellbeing's during the process of developing this report as outlined below.
24. The recommendations set out in this report are consistent with that purpose.

#### **Social**

25. CDEM activity is intended to build resilience within communities and to assist in developing preparedness within the community to be able to respond to an emergency; therefore, it has a direct benefit to the social wellbeing of the city.

#### **Economic**

26. An emergency event of significance can have a major impact on the economic wellbeing of the city. The investment in reduction and readiness activity and a continued focus on developing resilience across all groups within the city could help to lessen the potential economic impact of such an event. A principle focus of this work is to encourage the development and testing of business continuity plans within the business community.

#### **Environmental**

27. CDEM activity is premised upon understanding the environmental wellbeing of the city and how emergency events – both natural and man-made – could significantly impact on and change the future wellbeing state. Reduction activity is designed to lessen or minimise the impact of such events.

#### **Cultural**

28. The planned application of emergency management activity is focused across all cultures and groups within the city. Emphasis is placed on working in partnership with Kirikiriroa-Hamilton's mana whenua. There has been added focus on tangata whenua and migrant groups to enhance the understanding and application of emergency management at individual, family (whanau) and group (hapuu and iwi) level and how to prepare for and respond to an emergency event.

### **Risks - *Tuuraru***

29. The shared service contract with the Group Emergency Management Office for the method of service delivery does not release Council from its obligations and accountability for the implementation and integration of civil defence services.

### **Significance & Engagement Policy - *Kaupapa here whakahira/anganui***

#### **Significance**

Staff have considered the key considerations under the Significance and Engagement Policy and have assessed that the recommendation(s) in this report has/have a low level of significance.

#### **Engagement**

31. Given the low level of significance determined, the engagement level is low. No engagement is required.

### **Attachments - *Ngaa taapirihanga***

Attachment 1 - HCC CDEM 21\_22 4th Quarter Report

Attachment 2 - Triennial Election Memo - declaring local states of emergency



To: Hamilton City Council (HCC)

Authorised by: Kelvin Powell, HCC Civil Defence Emergency Management (CDEM)

Author: Mark Bang – Partnerships Team Leader, CDEM Group Emergency Management Office

Date: 20 July 2022

Subject: Hamilton City Council CDEM Quarterly Report – Quarter 4 – April to June 2022

### Priority Work Programme 2021 /2022

1. The work programme for the 2021 / 2022 financial year has been structured to incorporate and align the actions and recommendations of the:
  - a. Waikato CDEM Group Plan actions prioritised by CEG
  - b. The HCC monitoring and evaluation report recommendations (2019)
  - c. COVID 19 after action report recommendations (2020) prioritised by CEG
2. All actions in the plan have been prioritised as High, Medium or Low. The current focus is on high priority actions and these work areas focus on response capability. Below is an aggregated report on those work areas.
3. Key:

Status	Description
Green	On track
Orange	Off track in respect of timing and / or scope. No risk to the work area
Red	Off track in respect of timing and / or scope. Help needed or has been requested

Work area	Status	Comments
<b>Welfare</b>		<ul style="list-style-type: none"> <li>The HCC Welfare Business Plan has been drafted and is in alignment with the Waikato Welfare Coordination Group Business Plan.</li> <li>The key priorities for delivery in the 22/23 financial year are:               <ul style="list-style-type: none"> <li>Identification, training and exercising of welfare staff</li> <li>Alignment of the welfare services function with community engagement, recovery and lifeline utilities to enhance and promote resilience in the community</li> <li>ongoing identification, assessment and resourcing of potential Civil Defence Centre facilities</li> </ul> </li> <li>The Welfare function in HCC has been well established for a long time so the activities highlighted in the local business plan are ongoing in nature, rather than transformative.</li> <li>Because there was no physical welfare element to exercise "Tahi" an exercise will be planned in FY22/23.</li> </ul>
<b>Training &amp; exercising</b>		<ul style="list-style-type: none"> <li>The significant activity in the quarter was the conduct of exercise "Tahi". The exercise was shortened from an 8hr exercise to a 4hr one. Welfare function activity was confined to the Emergency Operation Centre (EOC) and the Recovery function and a shift change were not included due to the shortened extent. The requirement to test the effectiveness of training through an assessed exercise is a LTP measure for all CDEM Group members.</li> </ul>

Doc # 24375542

		<ul style="list-style-type: none"> <li>An after-action report is being prepared and this will be shared with the Committee in the next CDEM quarterly report.</li> <li>Targeted programs for training are to be targeted to individuals in HCC to increase uptake in training opportunities.</li> </ul>
<b>Recovery</b>		<ul style="list-style-type: none"> <li>A contractor has been engaged to do an analysis of the Group capability and arrangements in Recovery. Any findings from the analysis will be worked into the HCC workplan as required.</li> <li>The HCC Recovery Plan requires review in FY22/23 and this will be supported by the Emergency Management Officers.</li> <li>HCC Recovery Managers have not done the National Response and Recovery Leadership Course and await GEMO development of regional alternatives.</li> </ul>
<b>Operational readiness (staff, facilities &amp; functions)</b>		<ul style="list-style-type: none"> <li>Activity in this work area should be considered to be in a continual improvement phase (as opposed to development).</li> <li>Online HCC EOC Induction was tested for exercise "Tahi" and very successful. This is an area of excellence which is being shared with other councils to adapt to their circumstances.</li> <li>Current focus is on IT improvements and Standard Operating Procedure (SOP) development. As well the alternate EOC at Duke Street is being focussed on to ensure readiness of this facility.</li> </ul>
<b>Communications / ICT</b>		<ul style="list-style-type: none"> <li>The WHISPIR communication platform has been implemented and is now in a continual improvement phase. This is potentially useful to all of HCC and not confined to CDEM.</li> <li>Project to set up Teams for response has been completed. A team can now be automatically generated complete with all templates and files without going through a lengthy process.</li> <li>Work is ongoing to make response laptops more user friendly for staff and faster to deploy in a response.</li> </ul>
<b>Resilience</b>		<ul style="list-style-type: none"> <li>Work to include overland flow paths in Hamilton to the Waikato Region hazards portal has progressed to the stage where we now await the next iteration of the portal.</li> <li>Community resilience will be a large focus for FY22/23 and communities of interest have been identified with the HCC Community Development team to begin with. They include elderly, migrant, Pasifika and disability groups.</li> <li>GEMO staff have developed a strategy called PACE (Public Awareness &amp; Community Education). The relevant tools to support councils with delivery are under development.</li> <li>A plan to identify when and why communities in Hamilton City area will be worked with will be developed with the Community Development team.</li> <li>It is likely this resilience focus will become a multi-agency effort once communities start telling us what they need to become more resilient.</li> </ul>

#### Other matters of note during the quarter:

##### COVID 19 and winter illness

- Under the Service Level Agreement the HCC EMOs are employed by Waikato Regional Council and they remain compliant with both HCC and WRC policies. CDEM work requires high levels of collaboration and this is made more difficult with COVID once again on the rise along with seasonal flu.

#### Looking forward:

##### CDEM Group projects

2. The key pieces of work committed to by CEG which are currently being project managed by Group Emergency Management Office (GEMO) and contributed to by HCC:
  - a. Implementation of WHISPIR. This is now functional for HCC and will continually be improved.
  - b. operationalising the deployment policy and response framework remains a priority.
  - c. The engineering lifelines vulnerability study – stage 1 is complete and stage 2 will commence in FY22/23. The HCC assets teams contribute to this.
  - d. The contractor doing an audit of recovery arrangements is due to supply her report in the next quarter and its likely to have implications on every council's recovery plan, capacity and capability.
  - e. The Group Plan hazard and risk assessment is ongoing and will be completed early 2023. HCC staff have contributed to this. The Group Plan review will be parked at the completion of this work and will await changes to the CDEM Act, National Plan and National Disaster Resilience Strategy Roadmap.
  - f. Work on identification of options for frameworks to provide for iwi / Māori participation throughout the CDEM system in the Waikato has begun.

#### Governance and Management

3. Upcoming CDEM Group meetings include:
  - a. Coordinating and Executive Group (Helen Paki) – 12 August
  - b. Joint Committee (Councillor Mark Bunting) – 29 August
  - c. At its May meeting the Chair, Langley Cavers, stood down and CEO for Taupo District, Gareth Green, was elected.
4. Service Level Agreement:
  - a. CDEM for HCC is delivered through a service level agreement with Waikato Regional Council (delivered through GEMO).
  - b. The SLA expires in August 2023 unless extended and management discussions are underway.
  - c. A capability assessment was done in 2019 and another assessment is now overdue. It is hoped this can be completed this calendar year, pending availability of the preferred contractor.

#### Government reform programme:

- a. The Group Emergency Management Office has employed the services of BECA to analyse the consequences and opportunities for emergency management from the suite of legislative reform currently underway.
- b. At its May meeting CEG agreed to focus on five priority reforms which have the most connection with emergency management and which the Group may be well placed to influence.
- c. BECA will hold workshops and support preparation of submissions for the Group. CEG have agreed to look for staff within councils who are also leading response to those reforms.

#### Local body elections:

- a. Post elections there is an opportunity to provide information to councillors about the roles and responsibilities of a council in respect of emergency management. This can be provided either face to face or through development of an online resource. The elected official who represents Hamilton City on the Joint Committee will get a separate induction from the Group Emergency Management Office along with other JC members.
- b. It is anticipated there will be changed membership on Joint Committee and significantly Councillor Vercoe who is currently JC Chair is not seeking re-election.



## Local government election governance arrangements for Civil Defence Emergency Management Groups

**During the period from the official announcement of the election results to the date of the first meeting of the local authority, a state of local emergency will only be able to be declared by the Minister of Civil Defence.**

### Introduction

1. The purpose of this report is to clarify the governance arrangements for Civil Defence and Emergency Management Groups (CDEM Group), as they relate to mayors and chairpersons, over the period of local government elections.
2. Section 13 of the Civil Defence Emergency Management Act 2002 (CDEM Act) provides that each local authority that is a member of a CDEM Group must be represented on the Group by the mayor or chairperson of that local authority. Section 13(4) clarifies that people become representatives of the CDEM Group by virtue of their status. By operation of law each mayor of a territorial authority and the chairperson of a regional authority are automatically representatives on the CDEM Group unless the local authority has taken the step of delegating the authority to act for the mayor or chairperson to another elected member.
3. Section 25 of the CDEM Act provides that a CDEM Group must appoint at least 1 representative from the CDEM Group to declare a local state of emergency for its area. The mayor of a territorial authority also has the ability to declare a state of local emergency that covers the district of that territorial authority.

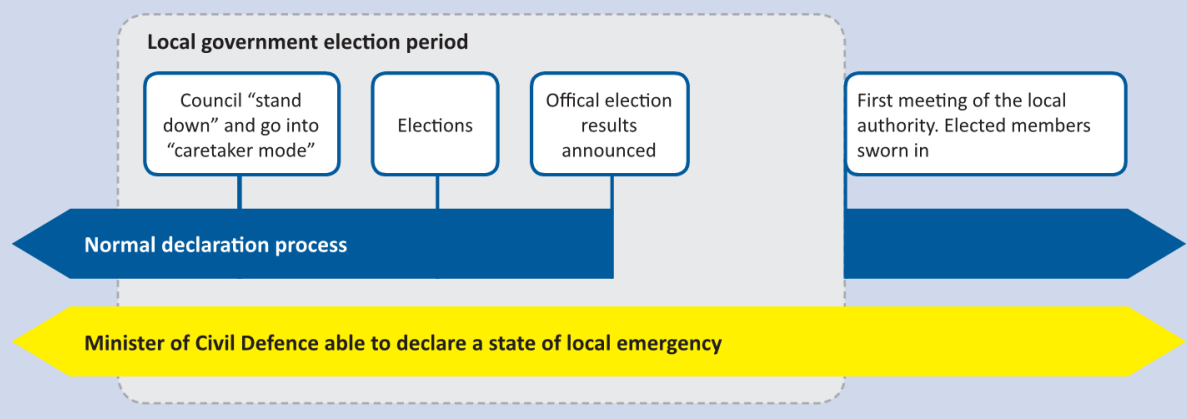
### Continuity of representation

4. Where the chairperson or mayor (or the elected member delegated authority to act for the mayor or chairperson) is not standing for re-election to the relevant Council, they are still in office and have the authority to declare a state of local emergency up to and including the day on which the electoral officer declares the result of the election.

### Re-election of chairperson

5. Under clause 25, schedule 7, Local Government Act 2002 (LGA) the regional council members must meet and vote for a chairperson.
6. The previous terms chairpersonship ends at the end of the day of the official results, even if they are re-elected to the Council.\* While their new term as a re-elected member starts at the same time, their chairpersonship does not continue. The chairpersonship for the new term starts when the new members elect a chairperson (even if it is the same person as the previous chairperson). Further, the chairperson can't act until they have completed their oral declaration, discussed below in Power to act following an election.

### Declaration process during local body elections



## Re-election of mayor

7. A mayor is defined in section 5 of the Local Electoral Act 2001 (LEA) as a “member of a local authority”. A re-elected member comes into office the day after the official result (s115(1) LEA). A member leaves office when the member is elected at the next election come into office (s116(1) LEA).
8. This means that the mayor’s previous term ends at the end of the day that the official results were announced and the mayor’s new term starts at the start of the next day.\* In other words there is a seamless transition between the previous term and the new term. There is no period between the two terms where there is no mayor.

## Power to act following an election

9. Clause 21 of schedule 7 of the LGA deals with the first meeting of local authorities following the triennial general elections. It states that it is the responsibility of the Chief Executive Officer to call and chair the meeting and instigate the process.
10. Though the elected members take office on the day after the election results are declared they do not immediately have the power to act in that official capacity. Elected members are not able to act when they come into office under s115 of the LEA because under clause 14(1) of schedule 7 of the LGA, a person is not permitted to act as a member until:
  - a. That person has, at a meeting of the local authority following the election of that person, made an oral declaration in the form set out in clause 14(3) of schedule 7; and
  - b. A written version of the declaration has been attested as provided under clause 14(2) of schedule 7.

11. Section 235 of the LGA also makes it an offence against the LGA to contravene clause 14(1) of schedule 7 of the LGA.
12. An exception exists to allow the first meeting following an election of members to occur sooner than usual. Clause 21(3) of schedule 7 states that if an emergency exists, the chief executive may give notice of the meeting as soon as practicable. There are specific requirements for the business to be conducted at that meeting (including the making and attesting of the declarations required by the mayor or chairperson) - see clause 21(5).

## Conclusion

13. During the period from the official announcement of the election results to the date of the first meeting of the local authority, a state of local emergency will only be able to be declared by the Minister of Civil Defence. This could be a short period if the chief executive of the local authority uses his or her powers under clause 21(3) of schedule 7 to call a meeting in emergency circumstances with less than the usual 7 days’ notice.

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\* The word ‘day’ is not defined in the Local Electoral Act 2002 or the Interpretation Act 1999. Because s115 and s116 do not specifically define a time of day that a candidate leaves, or enters office, we can use the ordinary meaning of the word. This means that a day would commence at 12.00am, and end at 11.59.59pm.

**Resolution to Exclude the Public**  
**Section 48, Local Government Official Information and Meetings Act 1987**

The following motion is submitted for consideration:

That the public be excluded from the following parts of the proceedings of this meeting, namely consideration of the public excluded agenda.

The general subject of each matter to be considered while the public is excluded, the reason for passing this resolution in relation to each matter, and the specific grounds under section 48(1) of the Local Government Official Information and Meetings Act 1987 for the passing of this resolution follows.

General subject of each matter to be considered	Reasons for passing this resolution in relation to each matter	Ground(s) under section 48(1) for the passing of this resolution
C1. Confirmation of the Public Excluded Community Committee Minutes - 14 June 2022	) Good reason to withhold ) information exists under ) Section 7 Local Government ) Official Information and ) Meetings Act 1987	Section 48(1)(a)
C2. Waikato Regional Theatre Precinct Ageement	)	
C3. Recommendations from Public Excluded Community Grants Allocation Sub-Committee Meeting		

This resolution is made in reliance on section 48(1)(a) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by Section 6 or Section 7 of that Act which would be prejudiced by the holding of the whole or relevant part of the proceedings of the meeting in public, as follows:

Item C1.	to maintain legal professional privilege	Section 7 (2) (g)
	to enable Council to carry out negotiations	Section 7 (2) (i)
Item C2.	to enable Council to carry out commercial activities without disadvantage	Section 7 (2) (j)
	to enable Council	
Item C3.	to carry out negotiations to prevent the disclosure or use of official information for improper gain or improper advantage	Section 7 (2) (h) Section 7 (2) (i)