



Notice of Meeting:

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

Date: Tuesday 5 August 2025
Time: 9:30 am
Meeting Room: Council Chamber
Venue: Municipal Building, Garden Place, Hamilton

Lance Vervoort
Chief Executive

Community and Natural Environment Committee

Te Roopuu Haapori me te oranga o te Taiao

OPEN AGENDA

Membership

Chairperson Cr Kesh Naidoo-Rauf
Heamana

Deputy Chairperson Cr Anna Casey-Cox
Heamana Tuarua

Members

Mayor Paula Southgate	Cr Louise Hutt
Deputy Mayor Angela O'Leary	Cr Andrew Bydder
Cr Maxine van Oosten	Cr Geoff Taylor
Cr Moko Tauariki	Cr Sarah Thomson
Cr Ewan Wilson	Cr Emma Pike
Cr Tim Macindoe	Cr Maria Huata
Maangai Olly Te Ua	Vacancy

Quorum: Two monthly

Meeting Frequency: Six weekly

Amy Viggers
Mana Whakahaere
Governance Lead

29 July 2025

Telephone: 07 838 6699
Amy.Viggers@hcc.govt.nz
www.hamilton.govt.nz

Purpose

The Community and Natural Environment 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. The execution of Council's infrastructure and operational plans and strategies across Community asset classes.
6. Funding to benefit the social, cultural, physical, and arts wellbeing of communities in Hamilton.
7. Governance of strategies, policies and plans relating to the wellbeing, protection, enhancement, and sustainability of Hamilton's natural environment as identified in this terms of reference.

In addition to the common delegations on page 10, the Community and Natural Environment Committee is delegated the following Terms of Reference and powers:

Terms of Reference:

8. 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.
9. To develop policy, approve community-related strategies and plans, and monitor their implementation.
10. To receive and consider presentations and reports from stakeholders, government departments, organisations, and interest groups on community development and wellbeing issues and opportunities.
11. To monitor Hamilton's social demographics and social climate to assess current and future impacts on the Council and Hamilton communities.
12. 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
13. To determine the funding priorities for the Community Grants Allocation Committees, in line with the Community Assistance Policy, Long Term Plan and Annual Plan.
14. To determine the priority of Council projects suitable for contestable and philanthropic funding, excluding NZTA funding.
15. 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.

16. 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.
17. To develop policy, approve strategies and plans for the sustainable use of Hamilton's natural resources, and to monitor their implementation as identified in this terms of reference.
18. To develop policy, approve strategies and plans for Council's corporate environmental sustainability, and to monitor their implementation.
19. To develop policy, approve strategies and plans for Council's biodiversity, and to monitor their implementation.

Special Notes:

- The Committee may request expert external advice through the Chief Executive as necessary.

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.
- Approval of the Heritage Fund grant allocation in line with the Heritage Plan.
- Approval of matters determined by the Committee within its Terms of Reference.
- 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. Note that if the Mayor and Chair consider that a final decision is more appropriately made by Council due to its significance, they may direct that and decision remains recommendatory, requiring ratification by Council.

The Committee is delegated the following recommendatory powers:

- The Committee may make recommendations to Council.
- The Committee may make recommendations to other Committees.

Recommendatory Oversight of Strategies:

- Nature in the City
- Open Spaces Strategy
- Play Strategy
- Arts and Culture Strategy
- Age Friendly Plan
- He Rautaki Whakawhanake Hapori - Community & Social Development

Recommendatory Oversight of Policies and Bylaws:

- *Alcohol Control Bylaw*

- *Animal Nuisance Bylaw*
- *Citizens Initiated Referenda Policy*
- *City Honours Policy*
- *Class 4 Gambling Venue Policy*
- *Community Assistance Policy*
- *Community Occupancy Policy*
- *Cemeteries and Crematorium Bylaw*
- *Cultural and Recreational Facilities Bylaw*
- *Disability Policy*
- *Dog Control Bylaw*
- *Dog Control Policy*
- *Domain Endowment Fund Policy*
- *External Funding Applications Policy*
- *Monuments and Memorials Policy*
- *Naming of Roads, Open Spaces and Council Facilities Policy*
- *Open Space Provision Policy*
- *Parks, Domains and Reserves Bylaw*
- *Permanent Public Art Policy*
- *Provisional Local Alcohol Policy (if developed)*
- *Psychoactive Substances (Local Approved Products) Policy*
- *Prostitution Bylaw*
- *Public Places Bylaw*
- *Trading in Public Places Policy*
- *Safety in Public Places Bylaw*
- *Smokefree and Vapefree Outdoor Areas Policy*
- *TAB Board Venue Policy*

ITEM	TABLE OF CONTENTS	PAGE
1	Apologies – <i>Tono aroha</i>	6
2	Confirmation of Agenda – <i>Whakatau raarangi take</i>	6
3	Declarations of Interest – <i>Tauaakii whaipaaanga</i>	6
4	Public Forum – <i>Aatea koorero</i>	6
5	Confirmation of the Unconfirmed Community and Natural Environment Committee Meeting Minutes 5 June 2025	7
6	Chair's Report	13
7	Community Occupancy Applications	31
8	Approval of schedule for development contributions community grant for small-scale development (<i>Recommendation to the Council</i>)	54
9	Welcoming Plan 2025	61
10	He Rautaki Whakawhanaki Hapori (Community and Social Development Strategy) Annual Update	125
11	Disability Action Plan Annual Update	139
12	Lake Domain Reserve Change of Classification - Proposal to Consult	155
13	Library Strategy update 2025	188
14	Aquatics Strategy Annual Update	194
15	General Managers report (<i>To be circulated under separate cover</i>)	
16	Resolution to Exclude the Public	203

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 6699.

Council Report

Item 5

Committee: Community and Natural Environment Committee
Date: 05 August 2025
Author: James Winston II
Authoriser: Michelle Hawthorne
Position: Governance Advisor
Position: Governance and Assurance Manager
Report Name: Confirmation of the Unconfirmed Community and Natural Environment Committee Meeting Minutes 5 June 2025

Report Status	<i>Open</i>
----------------------	-------------

Staff Recommendation - *Tuutohu-aa-kaimahi*

That the Community and Natural Environment Committee confirm the Minutes of the Community and Natural Environment Committee Meeting held on 5 June 2025 as a true and correct record.

Attachments - *Ngaa taapirihanga*

Attachment 1 - Community and Natural Environment Committee Open Minutes 5 June 2025

Community and Natural Environment Committee 5 JUNE 2025 - OPEN



Community and Natural Environment Committee

Te Komiti Haapori me te oranga o te Taiao

OPEN MINUTES

Minutes of a meeting of the Community and Natural Environment Committee held in Council Chamber, Municipal Building, Garden Place, Hamilton on Thursday 5 June 2025 at 11:30am.

PRESENT

Chairperson Cr Kesh Naidoo-Rauf
Heamana

Deputy Chairperson Cr Anna Casey-Cox
Heamana Tuarua

Members

- Mayor Paula Southgate (Via Audio-Visual)
- Deputy Mayor Angela O'Leary
- Cr Maxine van Oosten
- Cr Ewan Wilson
- Cr Louise Hutt
- Cr Andrew Bydder (Via Audio-Visual)
- Cr Geoff Taylor
- Cr Sarah Thomson
- Cr Emma Pike
- Cr Maria Huata (Via Audio-Visual)
- Cr Tim Macindoe
- Maangai Olly Te Ua

In Attendance Dr Jeremy Mayall, Creative Waikato

The meeting was opened with a prayer by Carrie Barber of the Society of Friends

1. Apologies – *Tono aroha*

Resolved: (Cr Naidoo-Rauf/Cr Casey-Cox)

That the Community and Natural Environment Committee accepts the apologies for full absence from Cr Tauariki, for partial attendance from Mayor Southgate, Cr Bydder, Cr Taylor and Cr Thomson.

2. Confirmation of Agenda – *Whakatau raarangi take*

Resolved: (Cr Naidoo-Rauf/Cr Casey-Cox)

That the Community and Natural Environment Committee confirms the agenda, noting that:

- a) Item 12 (*Support for the Street Community in Kirikiriroa*) is accepted and circulated as a late item, to allow for a complete report on the matter; and
- b) Item 12 (*Support for the Street Community of Kirikiriroa*) will be taken after Item 5 (*Confirmation of the Community and Natural Environment Committee Unconfirmed Open Minutes 3 April 2025*).

Community and Natural Environment Committee 5 JUNE 2025 - OPEN

Item 5

3. Declarations of Interest – *Tauaakii whaipanga*

Cr Macindoe noted an interest in Item 12 (*Support for the Street Community of Kirikiriroa*) but noted that he was not conflicted and would participate in the discussion and vote on the matter.

4. Public Forum – *Aatea koorero*

Julie Hamon spoke to Item 12 (*Support for the Street Community Kirikiriroa*) asking the Council to consider the protection and safety of residents of Garden Place.

Liam Carter spoke to Item 8 (*Rangatahi Action Plan*) and Item 9 (*Age Friendly Plan*) thanking staff for allowing his participation in the process as a member of disability advisory group.

Katie Thornley, Jaimee McCarthy, Tia Hood and Sara Macdonald (Hamilton Girls High School) spoke to Item 8 (*Rangatahi Action Plan*) in support of the action plan and noted other ideas for the Council to consider.

5. Confirmation of the Community and Natural Environment Committee Unconfirmed Open Minutes 3 April 2025

Resolved: (Cr Casey-Cox/Cr Pike)

That the Community and Natural Environment committee confirms the Open Minutes of that the Community and Natural Environment Meeting held on 18 February 2025 as a true and correct record.

6. Support for the Street Community of Kirikiriroa

The General Manager Partnerships, Communication & Maaori and Head Of Community Partnerships, Funding & Events spoke to the report thanking social agencies for support compiling the report, use of Ministry of Housing and Urban Development statistics for definition of homeless and issues facing homeless people. Staff responded to questions from Members concerning scope of funding and alignment with existing bylaws, criteria development, advocacy to central government, social investment fund, proposed services and facilities for Garden Place, expectations of Council, activation of Garden Place, Hamilton CBD Interagency Group, connection between homelessness and antisocial behaviour and replication of agencies' work.

Staff Action: *Staff undertook to provide the information presented to the Central City Activation Group on the playground activation in Garden Place to all members.*

Resolved: (Cr Naidoo-Rauf/Cr Casey-Cox)

That the Community and Natural Environment Committee:

- a) receives the report;
- b) thanks the Hamilton CBD Interagency Group for contributing to this report and improving outcomes for Kirikiriroa's street community;
- c) notes that a further report on issues relating to management of antisocial behaviours in public places via the use of bylaws will be provided to the 28 August 2025 Council meeting;

Provide social support and reduce anti-social behaviour in the CBD via funding

- d) requests that staff report back to the 28 August 2025 Council meeting with a list of projects that will reduce antisocial behaviour in the CBD, developed in consultation with the Interagency Working Group;

Supports targeted collective bid to Social Investment Agency

- e) requests staff work with central government agencies and key partners to identify targeted collective bids to the Social Investment Fund;

Attachment 1

Community and Natural Environment Committee 5 JUNE 2025 - OPEN

Strategies for addressing homelessness and street community issues

- f) requests that staff consider the addressing of gaps and opportunities identified within this report through Council's current strategies and specifically via the Community and Social Development review 2025/26;
- g) notes the committee's support for the Community Development Team continuing to facilitate the CBD Interagency Group and emerging workstreams;
- h) requests staff provide annual data and insights on homelessness including emergency, transitional and supported living housing in Hamilton to the Community and Natural Environment Committee (or equivalent); and

Council advocacy to Central Government

- i) requests Council and Elected Members advocate to Central Government on the following matters:
 - i. the shortfall in adequate addiction services;
 - ii. the need for strengthened mental health services that provide support post discharge;
 - iii. Social Investment Agency investment in homelessness support services;
 - iv. having the right housing stock in the right location with wrap around services as required; and provision of women's accommodation in Kirikiriroa.

Mayor Southgate joined the meeting (11.53am) during the discussion of the above item.

The meeting was adjourned during discussion of the above item from 12.33pm to 12.55pm.

Mayor Southgate retired from the meeting (1.16pm) during the discussion of the above item. She did not vote on the matter.

At the request of Councillors Item 8 (Rangatahi Action Plan) was taken prior to Item 6 (Chair's Report)

7. Rangatahi Action Plan

The Community Advisor & Grants Manager and the Community Youth Advisor spoke to the report noting the process of consultation and the partners that will help implement the action plan. Staff responded to questions from Members concerning goals relating to employment and affordable housing, civic education, internships, careers expos in schools and future actions.

Resolved: (Cr Naidoo-Rauf/Cr Hutt)

That the Community and Natural Environment Committee:

- a) receives the report;
- b) approves the draft Rangatahi Action Plan 2025-2028; and
- c) notes that:
 - i. progress on Rangatahi Action Plan 2025-2028 will be reported annually to the Community and Natural Environment Committee; and
 - ii. any requests for associated funding will be brought to the next Annual Plan or Long-Term Plan.

Cr Bydder retired from the meeting (1.46pm) during the discussion of the above item. He did not vote on the matter.

Cr Taylor retired from the meeting (1.51pm) during the discussion of the above item. He did not vote on the matter.

The meeting was adjourned from 2.04pm to 2.53pm.

Community and Natural Environment Committee 5 JUNE 2025 - OPEN

Item 5

8. Chair's Report

The Chair took report as read.

Resolved: (Cr Wilson/Deputy Mayor O'Leary)
That the Community and Natural Environment Committee receives the report.

9. Draft Events Policy

The Head Of Community Partnerships, Funding & Events spoke to the report noting the process for permitting events and the proposed new approach to make the process easier. Staff responded to questions from Members concerning the targeted consultation and opportunities for wider engagement.

Resolved: (Deputy Mayor O'Leary/Cr Hutt)
That the Community and Natural Environment Committee:

- a) receives the report;
- b) approves the Draft Events Policy for targeted consultation including those event organisers who have submitted applications for events within the last two years and those with Kirikiriroa wide event organisers; and
- c) notes that a Final Draft Events Policy, incorporating event organiser feedback, will be included on the 28 August 2025 Council meeting agenda for approval.

10. Hamilton Age Friendly Plan 2025-2030

The Community Advisor & Grants Manager and the Disability & Older Persons Advisor spoke to the report describing the process to develop the draft plan and summarised the consultation.

Resolved: (Cr Hutt/Cr van Oosten)
That the Community and Natural Environment Committee:

- a) receives the report;
- b) adopts of the Hamilton Age Friendly Plan 2025-2030; and
- c) notes that progress on the Plan will be reported annually through the Community and Natural Environment Committee (or similar as determined by the 2025-28 Governance Structure).

11. Update of Arts Action Plan and Request to Consult on Draft Arts in Infrastructure Policy

The Programme and Planning Manager spoke to the report outlining the process to develop the action plan, purpose of the draft Arts in Infrastructure Policy noting the policy will not come into full effect until the 2027-37 Long-Term Plan and noted an update to the consultation dates, being from 12 June to 10 July 2025.

Resolved: (Deputy Mayor O'Leary/Cr Hutt)
That the Community and Natural Environment Committee:

- a) receives the report;
- b) endorses the Arts Action Plan (**Attachment 1**) from Creative Waikato noting that the Plan will be monitored and presented annually to Community and Natural Environment Committee (or similar as outlined in the 2025-28 Governance Structure); and
- c) approves the Draft Arts in Infrastructure Policy (**Attachment 2**) and Draft Statement of Proposal (Attachment 3) for the purpose of public consultation.

Cr Thomson retired from the meeting (3.37pm) during the discussion of the above item. She did not vote on the matter.

Attachment 1

Attachment 1

Community and Natural Environment Committee 5 JUNE 2025 - OPEN

11. Resolution to Exclude the Public

Section 48, Local Government Official Information and Meetings Act 1987

Resolved: (Cr Naidoo-Rauf/Cr Hutt)
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 Community and Natural Environment Committee Unconfirmed Public Excluded Minutes - 3 April 2025) Good reason to withhold information exists under Section 7 Local Government Official Information and Meetings Act 1987	Section 48(1)(a)

Item 5

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 prevent the disclosure or use of official information for improper gain or improper advantage	Section 7 (2) (j)
----------	--	-------------------

The meeting moved into Public Excluded at 3.40pm.

The meeting was declared closed at 3.42pm.

Council Report

Item 6

Committee: Community and Natural Environment Committee

Date: 05 August 2025

Author: James Winston II

Authoriser: Michelle Hawthorne

Position: Governance Advisor

Position: Governance and Assurance Manager

Report Name: Chair's Report

Report Status	<i>Open</i>
----------------------	-------------

Staff Recommendation - *Tuutohu-aa-kaimahi*

That the Community and Natural Environment Committee receives the report.

Attachments - *Ngaa taapirihanga*

Attachment 1 - Chair's Report

Item 6

Community and Natural Environment Committee

August 2025

Chair Cr Kesh Naidoo-Rauf
Deputy Chair Cr Anna Casey-Cox



Waikato Diwali Mela



Message from the Chair

Cr Kesh Naidoo-Rauf



Over the past three years, it has been a privilege to serve as Chair of the Community and Natural Environment Committee, alongside Deputy Chair Cr Anna Casey-Cox. I want to express my heartfelt thanks to Anna. Her passion for people is truly admirable, and her deep understanding of the diverse communities within our city has been an incredible asset. We've worked together with mutual respect and a shared commitment to the wellbeing of Hamiltonians. I think it's pretty special - and a little bit cool - that although we may have different political perspectives, we've worked so well together. Community projects have a way of cutting through division and reminding us what really matters.

Throughout this term, our committee has focused on delivering a clear, planned programme of work. We've been measured and intentional, recognising the financial constraints faced by Council and the need to prioritise investment where it has the greatest community impact.

The Community and Natural Environment portfolio delivers what I consider to be core services - the things that make Hamilton a great city to live in. Safe and inclusive public spaces, thriving natural environments, support for community-led initiatives, and places for connection and play - these are what make this a fun, vibrant place to raise children, to grow older, and to feel at home. It's because of these offerings, together with other council activities, that Hamilton is the fastest growing city in Aotearoa. We wouldn't be facing growth challenges if this wasn't a great place to live.

I want to sincerely thank the members of this committee for their leadership and passion for our communities. Your advocacy, insight, and support have shaped meaningful outcomes that will benefit our city for years to come. I also want to acknowledge the outstanding staff who bring this mahi to life, in particular, General Managers Helen Paki, Janet Carson, and Sean Murray, who have worked closely with us throughout this term and led with dedication and care.

Together, we've focused on enhancing equity, restoring native biodiversity, and building stronger neighbourhoods. These achievements reflect the dedication of our staff, mana whenua partners, volunteers, and community groups, and I thank them all sincerely.

As my term comes to a close, I look back with pride at what we've achieved. This report highlights just a few of the key successes and milestones delivered across this portfolio from 2022 to 2025. It's by no means exhaustive as so much of what makes our city thrive happens behind the scenes, thanks to a highly motivated team of Council staff and the leadership, energy, and commitment of our community. I'm deeply grateful to everyone who has contributed to this important mahi.

Parks & Recreation Highlights

Creating vibrant, accessible and well-loved public spaces across Kirikiriroa

Playground renewals were completed at Cullimore, Fitzroy, Wake, and Chedworth Parks, all featuring new shade structures. Lake Domain playground was repainted, while Rototuna Park received shade sails and improved accessibility. A new timber play garden was added to Garden Place, and Gower Park now includes a nature play area. Fairfield Skate Park was upgraded with a larger bowl, basketball half-court, and community-planted fruit trees and celebrated with a rangatahi fun day.

Facilities & Infrastructure

Public toilets and changing rooms were renewed at Steele and Bremworth Parks, and fencing, gates, and chicanes were upgraded at Porritt Park. Construction progressed at Pukete Neighbourhood House, with the roof now on. Roof works also began at Norris-Ward Park, primary drainage was installed at Kahikatea Park. Several changing rooms and community facilities were repainted, and Te Wehenga Park returned to Council management.

Community Engagement & Greening Initiatives

Public consultation was held on the Dog Park Bylaw, and community input was gathered for upgrades at Te Toetoe Reserve, Gower Park, and Cullimore Park. The first edition of Parks Pulse was launched to share updates. Hinemoa Park's Memory Meadow saw 5,000 daffodils planted in partnership with the Cancer Society and Lodge Real Estate. The municipal nursery produced 130,000 native plants to support citywide restoration efforts.

Sport & Events

Council partnered with Hamilton Marist Rugby to deliver a junior artificial turf at Marist Park. Galloway Park hosted matches as part of the Gillette Cup, and Porritt Classic returned to a newly renovated track and field at Porritt No. 1.

Cemeteries & Crematorium Improvements

Greenwood Chapel was refreshed in response to user feedback. Catch pits at Hamilton Park Cemetery were repaired. Crematorium improvements included ceiling repairs, new extraction fans, building repainting, new signage, and the introduction of a cremulator to improve efficiency. The cemetery also hosted educational visits for the Linda Jones Retirement Village and The Right Track programme.

Community Services

One of the most visible and valued spaces for our community is Waterworld. Renewal work began in June this year, and I'm pleased to report that progress is going well. We've received excellent feedback from the public, particularly about the upgraded gym and changing rooms. The new spa and sauna facilities are on track to be completed by December 2025 which will be a welcome enhancement for many users.

I've also been proud to see our Aquatics team recognised for their leadership and innovation. **Shayla Whaiapu** received a Highly Commended Award at the 2025 Sheffield Emerging Leader of the Year event, and our team's multiple submissions to the Aquatic Innovation Awards reflect a strong focus on service improvement, community engagement, and professional lifeguarding. I was especially pleased to hear of **Colin Deane's** nomination for Lifeguard of the Year which is a fitting tribute to his dedication to aquatic safety.

This triennium also saw the adoption of Papa Ahuareka o Kirikiriroa, our city's 30-year open space strategy. It sets out a bold and inclusive vision for how we plan, connect, and protect our public spaces not just for today, but for future generations. The accompanying Open Space Provision Policy helps ensure that Hamiltonians in all neighbourhoods, especially growing and high-density areas, have easy access to quality parks and green spaces.

The Peak - Rototuna Indoor Recreation Trust

It has been an honour and a real privilege to serve as the Councillor representative on the Rototuna Indoor Recreation Trust during the past 6 years. I've thoroughly enjoyed supporting The PEAK and seeing firsthand the difference it makes for our young people and wider community.

The PEAK is currently progressing plans to raise funds for a covered canopy alongside the existing facility - a \$2.68 million investment that would provide much-needed all-weather recreation space. With the centre already operating at 90% capacity, this project will help ease pressure on indoor courts across the city and expand opportunities for students and local groups.

A second stage of the project includes additional toilets and storage, estimated at \$1.35 million, subject to funding. I fully support this initiative and look forward to seeing it continue to grow as a vital community asset for our city's north.

Item 6

Nature in the City

The Nature in the City programme continues to be one of the most inspiring and impactful initiatives Cr Anna and I have had the privilege to support. This work is not only restoring Hamilton's natural spaces but also reconnecting our people, especially young people, with the whenua.

Greening Our City

Since 2022, native planting has grown from 64,000 to over 103,000 plants annually, led by an incredible collective of volunteers, rangers, schools, and residents. Donny Park alone saw 29,000 native plants added alongside a new path, a Māori Pātaka, and a dramatic rise in visitation — from 4,000 to 29,000 visitors a year.

Volunteers & Community Action

Volunteer numbers have surged, with over 12,000 people contributing more than 23,000 hours across 575 events this past year. Restoration groups have grown from 11 to 13, now involving over 4,000 participants annually. The Plantathon and community events like the Moth Plant Competition continue to build strong local momentum.

Environmental Education

Launched in 2024, the Kids in Nature programme has already reached over 7,000 students from 28 schools, planting thousands of natives and earning finalist recognition at the Taituarā Local Government Excellence Awards. The programme is proudly supported by Ebbett Toyota.

Private Restoration & Technology Tools

Our Gully Restoration Programme continues to thrive, with 271 private properties now involved — up from 178 in 2022. The new NITC app has helped drive a 67% increase in site visits, while our ecological inventory and site prioritisation tools are helping guide smarter, evidence-based restoration across 122 sites.

Wildlife & Biodiversity

Hamilton's bird life is on the rise, with sightings of Kererū, Tūi, Kākā, and even the city's first Karearea (NZ falcon). Native fish and bats are also being monitored through a growing fauna survey programme. Predator control has expanded by 200% since 2022, helping create safer habitats for native species.

Scaling Up Restoration

Thanks to LTP funding, the area under active restoration has grown from 85 hectares to 280 hectares. A Technical Advisory Group continues to guide the programme with expert insight, ensuring long-term success and ecological integrity.

At Lake Rotoroa, restoration efforts have included significant native planting, along with the installation of catchpit filters and new water quality monitoring equipment. These improvements support the long-term health of the lake by reducing pollution and tracking ecological changes over time.

Animal Control

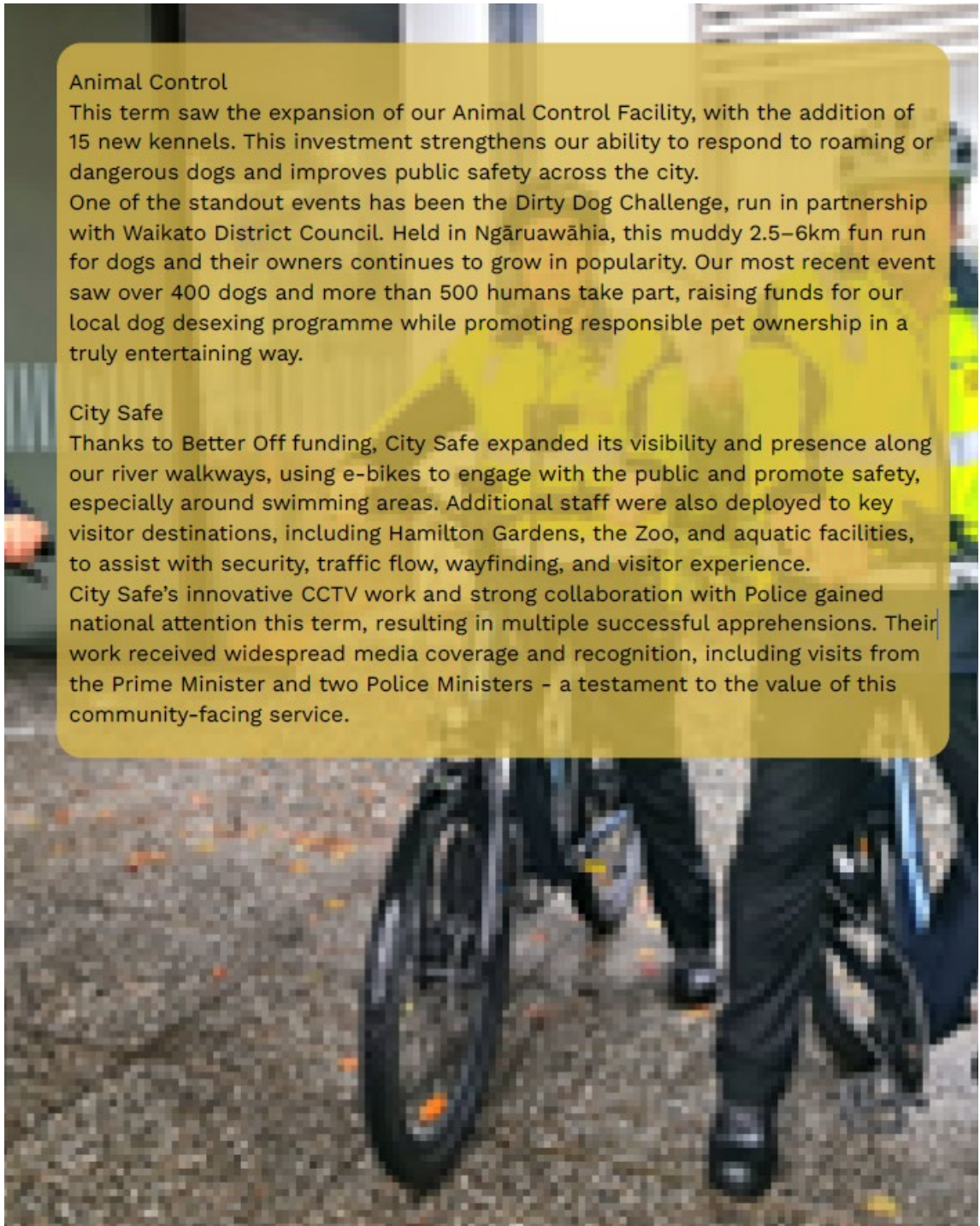
This term saw the expansion of our Animal Control Facility, with the addition of 15 new kennels. This investment strengthens our ability to respond to roaming or dangerous dogs and improves public safety across the city.

One of the standout events has been the Dirty Dog Challenge, run in partnership with Waikato District Council. Held in Ngāruawāhia, this muddy 2.5–6km fun run for dogs and their owners continues to grow in popularity. Our most recent event saw over 400 dogs and more than 500 humans take part, raising funds for our local dog desexing programme while promoting responsible pet ownership in a truly entertaining way.

City Safe

Thanks to Better Off funding, City Safe expanded its visibility and presence along our river walkways, using e-bikes to engage with the public and promote safety, especially around swimming areas. Additional staff were also deployed to key visitor destinations, including Hamilton Gardens, the Zoo, and aquatic facilities, to assist with security, traffic flow, wayfinding, and visitor experience.

City Safe's innovative CCTV work and strong collaboration with Police gained national attention this term, resulting in multiple successful apprehensions. Their work received widespread media coverage and recognition, including visits from the Prime Minister and two Police Ministers – a testament to the value of this community-facing service.



Item 6



Community Development

I've seen firsthand the depth and value of the work led by our Community Development team. Their partnerships with local organisations, neighbourhoods, and individuals have delivered truly meaningful and inclusive outcomes across Kirikiriroa.

Welcoming & Inclusive Communities

Hamilton achieved two national standards in the Welcoming Communities programme - Committed and Established - and hosted three vibrant Welcoming Week events. We also refreshed our community grants strategy and co-designed a welcome pack for social housing tenants with Glenview Community Centre.

Civic Participation & Youth Voice

New partnerships with six high schools have helped deliver civic education to young people, while diverse cultural groups have been empowered to take part in Council consultations. A Rangatahi Action Plan was also co-developed, ensuring youth perspectives are better represented in city planning and community life. improve safety and wellbeing in our neighbourhoods.

I want to acknowledge the incredible work of our Community Development team. Though small in size, they play an integral role in connecting Council with community - and community with Council. A special mention to team leader Phillippa, our hardworking grants team, youth advisor Emma, and ethnic communities advisor Jovi - all of whom I've had the pleasure of working closely with this triennium.

Community Development

Item 6



Item 6

Community Development



3

Community Development



Item 6

Item 6

Community Development

Improved Community Facilities

We supported the renewal of Fairfield Skate Park through community-led consultation and partnered with Te Whare o Te Ata to help re-establish services in the new Fairfield Community Centre, now offering an expanded programme of activities and support.

Accessibility & Inclusion

Nearly 20 accessibility audits were carried out to ensure our services and spaces are more usable for people of all abilities. We also launched both the Older Persons and Disability Sector networks, strengthening our commitment to equity and belonging.

Community Networks & Hui

We facilitated 16 sector-wide hui and maintained direct relationships with hundreds of local groups, supporting them with funding access and capacity building.

Responding to Housing Vulnerability

We continued to support families in emergency housing with initiatives like mobile play trailers, free access to Waterworld, and a community garden. Council also led practical improvements for the street community, including a new public water fountain and repaired after-hours bathrooms, all supported by a citywide interagency group that continues to meet regularly.

Neighbourhood-Led Safety & Wellbeing

From community gardens and crop swaps to fruit trees in parks, we've helped local groups deliver projects that build pride and connection. We also hosted four Employment Expos and distributed over \$300,000 in Safer Cities funding to improve safety and wellbeing in our neighbourhoods.

This work reflects what I believe is at the heart of local government: collaboration, inclusion, and empowering our communities to shape their own futures.

Visitor Destinations

Hamilton's Cultural & Ecological Treasures

This term, responsibility for our visitor destinations was shared across both the CNE and Economic Development Committees which is a reflection of their importance to Hamilton's sense of place, community wellbeing, and visitor economy. I'm incredibly proud of how these destinations have grown, evolved, and continued to inspire.

Hamilton Gardens

Our Gardens are truly the jewel in Hamilton's crown. Welcoming over one million visitors annually and ranked among the top 1% of attractions globally on TripAdvisor, the Gardens continue to elevate our city's profile both nationally and internationally. The opening of the Gallagher Visitor Centre has enhanced the overall visitor experience, and the construction of the upcoming Medieval Garden promises to be another iconic addition.

Waikato Museum – Te Whare Taonga o Waikato

Waikato Museum continues to be a place of connection, discovery, and learning. A new floor of the much-loved Exscite gallery was opened, expanding opportunities for tamariki to play and learn. The museum entrance was upgraded with a new airlock system to improve climate control and visitor comfort, while essential roof maintenance was also completed ensuring this iconic riverside facility is well protected for years to come.

Te Kaaroro Nature Precinct: Hamilton Zoo & Waiwhakareke

The official opening of the shared entry precinct between Hamilton Zoo and Waiwhakareke Natural Heritage Park in 2023 was a major milestone. Featuring a carved waharoa, 39 pou, and a raised viewing platform, the space beautifully celebrates our partnership with mana whenua and invites people to connect with nature and culture. Hamilton Zoo remains one of our city's greatest treasures. This term, we proudly welcomed Sumatran tiger cubs and a baby chimpanzee – exciting moments for both our staff and the public, and a reflection of the Zoo's global conservation leadership. Habitat renewals are also being completed for the giraffe and rhino enclosures, further improving care standards and visitor experiences.

Waiwhakareke continues to grow as Aotearoa's largest inland ecological restoration project. With expanded planting, new tracks, and thriving biodiversity, it is fast becoming one of our most important environmental assets.

Together, these destinations showcase the very best of Kirikiriroa — places where learning, leisure, conservation and creativity come together for the benefit of all.

Item 6

Visitor Destinations



Visitor Destinations



Item 6

Civil Defence update from Cr Emma Pike

Over the past three years, I've been privileged to support Civil Defence Emergency Management efforts both in Hamilton and across the region, through my appointment on the Waikato CDEM Joint Committee, where earlier this year I was unanimously elected as the Deputy Chair of this Committee.

This term has seen significant progress in building organisational capability, improving our understanding emerging risks, and engaging with our community on what it means to be truly prepared. However, I remain concerned that many Hamiltonians are still complacent, many without emergency kits or plans in their homes. This complacency is particularly worrying as the frequency and severity of disasters continue to rise globally.



Figure 1 Cyclone Gabrielle flooding source: <https://www.habitat.org.nz/impact-stories/cyclone-gabrielles-widespread-impact>

Recent events across New Zealand highlight the growing scale and impact disasters can have on cities and communities. Cyclone Gabrielle caused tragic loss of life with 11 deaths and is estimated to have cost New Zealand up to \$14.5 billion, leaving 469 homes red stickered (uninhabitable) and over 2,400 yellow stickered (requiring repairs). The Port Hills wildfire burned more than 650 hectares over three weeks, involving firefighters from over 45 brigades, contractors, aircraft, and specialist teams. The Auckland Anniversary floods and multiple drought declarations, including the Waikato drought in March 2025, further illustrate the diverse range of hazards our communities face. These events serve as stark reminders that we cannot afford complacency and must invest in preparedness to reduce the human, social, and economic costs of disasters.

In response, Hamilton City Council has made meaningful progress in strengthening Civil Defence readiness. One of the most transformational programmes has been the introduction of "We Are All CDEM," a reset of how we approach Civil Defence training and readiness within the Council. The goal was to make preparedness a core part of our workplace culture. In just one year, the number of staff completing Foundation training has increased from 21 percent to 49 percent, with 683 people now trained. Intermediate training has also grown from 9 percent to 14 percent, equipping 198 staff with more advanced readiness skills. Foundation training is now a mandatory part of onboarding for all new staff, ensuring emergency preparedness is part of their role from day one.

We're also focused on developing a deeper understanding Hamilton's hazard profile. This included a Liquefaction Vulnerability Assessment based on a one-in-500 year earthquake scenario. This work will guide how we plan for potential impacts on key routes, earthquake-prone buildings, and new growth areas, and will be shared with communities as part of resilience planning and public engagement. This is also crucial given the Hikurangi subduction zone last had a significant earthquake (between magnitude 8-9) about 8-900 years ago 4 and there is a 25% chance of a major earthquake in the next 50 years 5 A new Urban Heat Island map was also developed, providing crucial data about how heat intensity varies across the city due to land use, tree cover, and building density to support better planning and response to future heat events.

Another significant achievement has been the introduction of Resilience Explorer; a digital geospatial tool developed in partnership with teams across Council. It allows us to simulate hazard scenarios, identify network hotspots, and view infrastructure or community risks in a single accessible platform. A public-facing version of this tool is currently in development, which will allow Hamiltonians to view natural hazard information relevant to their own homes and neighbourhoods.

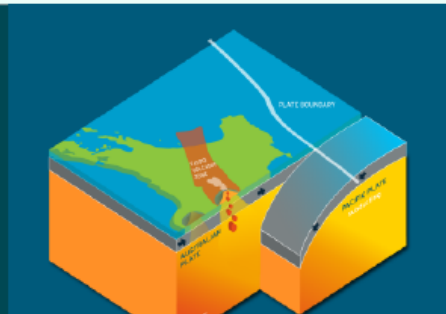


Figure 2 Hikurangi Subduction Zone figure. Source: <https://www.eastcoastlab.org.nz/learn/the-hikurangi-subductionzone/>



Figure 3 What's the Plan Stan? Civil defence Image Source: <https://www.facebook.com/hamiltoncitycouncil>

We've also made meaningful progress in connecting with the community. Since November, a series of social media campaigns have reached over 350,000 people. Creative posts such as the grab bag giveaways and "What's the Plan, Stan?" have helped encourage conversations about emergency preparedness, and many have become Council's most engaging posts to date, attracting more than 2,500 comments. These messages, tailored to local hazards like flooding and bridge closures, have sparked important conversations and prompted real action. A city-wide emergency preparedness survey completed by around 500 people in January which will form a baseline to help us track changes in community preparedness over time.

Internally, the Hamilton City Council continues to run annual emergency exercises designed to simulate real-time disaster response. These exercises are independently assessed and help staff strengthen their readiness in high-pressure scenarios. The past two exercises received scores of 63 and 64 percent, both exceeding our long-term performance targets, and welcomed 45 new staff members into their first experience of practical Civil Defence work.

Item 6

These outcomes reflect the dedicated effort of many people behind the scenes. I want to especially acknowledge Hamilton City Council Civil Defence Controller, Kelvin Powell, and our entire CDEM team, Waikato Regional Manager and Group Controller, Julian Snowball, our Waikato Joint Committee Chair, Cr Lou Brown, and all Joint Committee members, for their ongoing commitment to keeping Hamilton and the greater Waikato prepared and resilient. Much of this work happens quietly, but it has a powerful impact not only in times of crisis, but in building everyday resilience across our city. As the increasing number of complex hazards worldwide demonstrate, we cannot be complacent. We must continue to build strong CDEM relationships, develop clear action plans, and encourage everyone to take preparedness seriously to minimise the human, social, and economic costs of disasters.

It's been an honour to be part of this important work over the past term and I remain grateful for the chance to support Hamilton and the Waikato region, which is growing stronger, more connected, and most importantly, preparing for whatever comes next.

Councillor Emma Pike,
Deputy Chair of Waikato CDEM Joint Committee.



Figure 4 HCC Staff Training.
Source: Kelvin Powell, Hamilton City Council

1 The long shadow of Cyclone Gabrielle: Brief review at 12 months, Nick Wilson, Adele Broadbent, John Kerr 7 February 2024 Source: <https://www.phcc.org.nz/briefing/long-shadow-cyclone-gabrielle-brief-review-12-months>

2 2024 Port Hills Fire Investigation Report and Operational Review, Fire and Emergency New Zealand Operational Assurance, 14 February 2024, Source: <https://www.fireandemergency.nz/research-and-reports/operational-reviews-and-reports/2024-port-hills-fire-investigation-report-and-operational-review/>

3 2025 March - Drought conditions across New Zealand, Inland Revenue, 7 March 2025 Source: <https://www.ird.govt.nz/natural-disasters-adverse-emergency/events-list/2025-march-drought-nz>

4 Hikurangi Response Planning, Life at the Boundary, East Coast Lab, 2 July 2020 Source: <https://www.civildefence.govt.nz/assets/Uploads/documents/resilience-fund/2019-20/01/2019-01-Hikurangi-Response-Plan-Final-Report.pdf>

5 We Deep Dive Into the Hikurangi Subduction Zone, Geonet, 4 April 2025, Source: <https://www.geonet.org.nz/news/6Nme92F2RZENz7UmqDKPTD>

Council Report

Item 7

Committee: Community and Natural Environment Committee
Date: 05 August 2025
Author: Karen Kwok
Authoriser: Maria Barrie
Position: Recreation and Community Facilities Senior Advisor
Position: Unit Director - Parks and Recreation
Report Name: Community Occupancy Applications

Report Status	<i>Open</i>
----------------------	-------------

Purpose - *Take*

1. To seek approval from the Community and Natural Environment Committee to grant new community occupancy lease agreements to seven existing leaseholders and a new community group commercial occupancy agreement to Waikato Hockey association.
2. Delegate the General Manager Customer and Community to agree a new lease to Pukete Neighbourhood House in accordance with the Community Occupancy Policy for a longer term of 20 years.
3. To seek approval from the Community and Natural Environment Committee to adopt a rental subsidy of 93.75% to Waikato Equitherapy Incorporated, in accordance with the exceptional circumstances clause 5.4 of the Community Occupancy Policy.

Staff Recommendation - *Tuutohu-aa-kaimahi*

4. That the Community and Natural Environment Committee:
 - a) receives the report;
 - b) approves a new community group lease, under section 54(1)(b) of the Reserves Act 1977, to **Frankton Railway Combined Sports Club Incorporated** for land being 592m² at Railway Park, being Lot 1 DPS 37471, subject to the following terms and conditions:
 - i. Term – 15 years
 - ii. Rent - \$423.63 plus GST per annum in accordance with the Community Occupancy Policy; and
 - iii. Permitted Activity – sports and recreation clubroom
 - iv. All other terms and conditions in accordance with the Community Occupancy Policy and Community Occupancy Guidelines.
 - c) approves a new community group lease, under section 54(1)(b) of the Reserves Act 1977, **New Zealand Deerstalkers Association (Waikato Branch)** for land being 205m², at Hillcrest Stadium, being section 38 at Hamilton East Town Belt, subject to the following terms and conditions:

Item 7

- i. Term – 15 years
 - ii. Rent - \$159.13 plus GST per annum in accordance with the Community Occupancy Policy; and
 - iii. Permitted Activity – clubrooms for recreational hunting and related activities
 - iv. All other terms and conditions in accordance with the Community Occupancy Policy and Community Occupancy Guidelines.
- d) approves a new community group lease, under section 61(2A) of the Reserves Act 1977, to **Pukete Community Centre Charitable Trust (Pukete Neighbourhood House)** for building being 722m² and land being approximately 250m² at Ashurst Park, being Lot 1 DPS 38343, subject to the following terms and conditions:
- i. Term – 20 years
 - ii. Rent - delegates to the General Manager Customer and Community, approval of the exact land leased area and applicable rent in accordance with the Policy;
 - iii. Permitted Activity – Pukete Community Centre and associated activities
 - iv. Commercial Activity – coffee cart
 - v. All other terms and conditions in accordance with the Community Occupancy Policy and Community Occupancy Guidelines
- e) approves a new community group lease, under section 54(1)(b) of the Reserves Act 1977, to **Waikato Agility Group Incorporated** for land being 88m² at Melville Park, being Park Lot 512 DPS 9477, subject to the following terms and conditions:
- i. Term – 15 years
 - ii. Rent - \$74.25 plus GST per annum in accordance with the Community Occupancy Policy; and
 - iii. Permitted Activity – for activities related to the sport of dog agility and storage of related equipment
 - iv. All other terms and conditions in accordance with the Community Occupancy Policy and Community Occupancy Guidelines
- f) approves a new community group lease, under section 54(1)(b) of the Reserves Act 1977, to **Waikato Equitherapy Incorporated** for land being 87,800m² and buildings (Villa house being 231m² and barn being 339m²) at Vaile Road, Newstead, being Allotment 282 Kirikiriroa Parish, subject to the following terms and conditions:
- i. Term – 5 years
 - ii. Rent - that in accordance with clause 5.4 of the Community Occupancy Policy, Council adopts a higher rental subsidy of 93.75%, being \$4,870.63 plus GST per annum for the term of the lease; and
 - iii. Permitted Activity – recreational and therapeutic horse riding for people with special needs
 - iv. Special condition – Council to have the ability to terminate the lease should the land be required for Hamilton Park Cemetery expansion.
 - v. All other terms and conditions in accordance with the Community Occupancy Policy and Community Occupancy Guidelines.

- g) approves a new community group lease, under section 54(1)(b) of the Reserves Act 1977, to **Waikato Hockey Charitable Trust** jointly with the **Waikato Hockey Association** for land being 22,566m² (approximately 22,487m² to the Trust and 79m² to the Association) at Innes Common, being Lot 1 DPS 90061, subject to the following terms and conditions;
 - i. Term – 15 years
 - ii. Rent - \$3,058.08 plus GST per annum in accordance with the Community Occupancy Policy; and
 - iii. Permitted Activity – playing of hockey and associated activities
 - iv. All other terms and conditions in accordance with the Community Occupancy Policy and Community Occupancy Guidelines
- h) approves a new community group commercial occupancy agreement, under section 54(1)(d) of the Reserves Act 1977 to **Waikato Hockey Association Incorporated** for 45m² within the hockey pavilion at Innes Common, being Lot 1 DPS 90061, subject to the following terms and conditions;
 - i. Term – 15 years
 - ii. Rent - \$104.79 plus GST per annum in accordance with the Community Occupancy Policy; and
 - iii. Commercial Activity – canteen/bar
 - iv. All other terms and conditions in accordance with the Community Occupancy Policy and Community Occupancy Guidelines.
- i) approves a new community group commercial occupancy agreement, under section 54(1)(d) of the Reserves Act 1977 to **Waikato Hockey Association Incorporated** for 34m² area within the hockey pavilion at Innes Common, being Lot 1 DPS 90061, subject to the following terms and conditions;
 - i. Term – 15 years
 - ii. Rent - \$79.18 plus GST per annum in accordance with the Community Occupancy Policy; and
 - iii. Commercial Activity – hockey pro-shop
 - iv. All other terms and conditions in accordance with the Community Occupancy Policy and Community Occupancy Guidelines
- j) approves a new community group lease, under section 54(1)(b) of the Reserves Act 1977, to **Wanderers Sports Club (Hamilton) Incorporated** for land being 331m² at Porritt Stadium, being Park Lot 2 DPS 12833, subject to the following terms and conditions:
 - i. Term – 15 years
 - ii. Rent - \$250.41 plus GST per annum in accordance with the Community Occupancy Policy; and
 - iii. Permitted Activity – Sports clubroom, primarily football
 - iv. All other terms and conditions in accordance with the Community Occupancy Policy and Community Occupancy Guidelines

Item 7

Executive Summary - *Whakaraapopototanga matua*

5. Due to expiring leases, Frankton Railway Sports Combined Sports Club, New Zealand Deerstalkers Association (Waikato), Pukete Community Centre Charitable Trust, Waikato Agility Group, Waikato Hockey Association, Waikato Equitherapy and Wanderers Sports Club have applied for new community occupancy leases.
6. The community groups are eligible for community occupancy and have been assessed in accordance with the [Community Occupancy Policy](#) (Policy) and [Guidelines](#) (Guidelines).
7. Staff recommend approval of the community occupancy leases and community group commercial occupancy agreements, as outlined in this report.
8. A 20-year lease term has been recommended for Pukete Community Centre Charitable Trust (Pukete Neighbourhood House). This lease term is outside the maximum under the Policy. Staff are supportive of a longer-term lease, as the new building has been purpose built for their activities. Pukete Neighbourhood House has partnered with Council throughout the reclassification, design and funding process and contributed to the project.
9. A 5-year lease term has been recommended for Waikato Equitherapy Incorporated to align with Long-Term Plan funding for the future expansion of the Hamilton Park Cemetery. Staff recommend approval of the exceptional circumstance's higher rental subsidy for the group.
10. Staff consider the matters in this report are of low significance and that the recommendations comply with the Council's legal requirements.

Background - *Koorero whaimaarama***Frankton Railway Sports Combined Club Incorporated**

11. Frankton Railway has operated from Railway Park since it was established in 1934. The club had a 20-year land lease, which expired on 31 December 2024, and has been operating under a rolling monthly interim occupancy agreement since.
12. The land lease included the entire sports park, carpark and the groups clubhouse and changing room facilities. It is likely that the group leased the entire park due to the historical vesting of Frankton Railway Park to Council from the Railway Association.
13. Staff met with the club in 2023 to propose Council take over management and maintenance of the sports park and reducing their leased area to the building footprint, consistent with other sports club leases. Upon submitting a new lease application Frankton Railway has agreed to this change.

New Zealand Deerstalkers Association (Waikato Branch)

14. The New Zealand Deerstalkers Association has been based at its current location since 1959. The group previously held a 20-year lease, which expired in July 2025 and have been operating under a rolling monthly interim occupancy agreement since.

Pukete Neighbourhood House (PNH)

15. PNH was established in 1985 and have been operating from a 216m² area within Te Rapa Sportsdrome since 2005. PNH have outgrown the current space, and it is not fit-for-purpose.
16. It was resolved at the Community and Natural Environment Committees 9 April 2024 meeting ([Agenda](#) / [Minutes](#)), to reclassify a portion of Ashurst Park alongside Te Rapa Sportsdrome from Recreation Reserve to Local Purpose (Community Facilities). The 2,050m² area reclassified includes space for the new building and landscaping.
17. Public notification of the reclassification included notification of Council's intention to build a new community centre and to lease it to PNH. The approved reclassification enables the Council to grant a lease to PNH for their activities.

18. Construction of the new community facility started in March 2025, with completion anticipated by February 2026. The new build will provide a purpose built 722m² community facility to meet the needs of local communities.

Waikato Agility Group Incorporated (WAG)

19. Waikato Agility Group Incorporated were established in 1995 and have operated from Melville Park since its inception. The club previously held a 20-year land lease, which expires on 30 September 2025.

Waikato Hockey Charitable Trust (Trust) and Waikato Hockey Association Incorporated (WHA)

20. The Trust was established in 1991 to facilitate the development and maintenance of hockey facilities required for the growth of hockey in the Waikato. The Trust had a 20-year land lease for that expired on the 30 June 2025 and has been on a rolling monthly interim occupancy agreement since.
20. The land lease encompasses hockey clubrooms, offices, two changing rooms/toilets and two artificial hockey turfs, with all the infrastructure owned and maintained by Trust. The Gallagher Hockey Centre is a regional hockey facility.
21. The Trust works closely with WHA, the Regional Sports Organisation who manages all the activities on the site, responsible for running Waikato's hockey competitions, growing the game, player and official development and day to day operations of the hockey centre. WHA also manages the hockey pro-shop and canteen/bar commercial activities on site.
22. The Trust and WHA have agreed the preferred option is to include both parties as Lessees under the Lease for their specific areas. Legal advice has been obtained to inform this approach.

Waikato Equitherapy Incorporated

23. NZ Riding for Disabled (Waikato Group) Incorporated (RDA) had been operating at the Vaile Road, Newstead site since 2006, when Council relocated the group from Foreman Park. RDA's lease commenced in September 2008 for a 12-year term, expiring on 31 August 2020 and has been on a rolling monthly interim occupancy agreement since.
24. In August 2018, RDA changed their name to Waikato Equitherapy Incorporated (WE) after disaffiliating with NZRDA.

Wanderers Sports Club (Hamilton)

25. The Wanderers Sports Club, established in 1913, has operated from Porritt Stadium since 1960. The club previously held a 20-year land lease, which expired on 31 March 2022 and has been on a rolling monthly interim occupancy agreement since.

Discussion – *Matapaki*

Frankton Railway Combined Sports Club Incorporated (Frankton Railway)

26. Frankton Railway's primary purpose is to provide a clubroom and changing room facilities for members to enjoy various sports and recreation activities, reflecting the historical legacy of the Railway Association.
27. Frankton Railway has 264 members across a diverse range of sport and recreational activities, including football, a masters rugby team, pool, darts, and a walker's group. It also serves as a vital social hub for many elderly members, who regard the club as an extension of their family. The clubroom is open to members every evening of the week. There are two staff members and 15 volunteers.
28. West Hamilton United Football, one of the affiliated groups who are the main user of the sports park, were granted approval in December 2024 to install new floodlights on Frankton

Item 7

Railway Park. The upgrade aims to accommodate additional evening training sessions and is currently underway.

29. The proposed new reduced leased land area as agreed with Frankton Railway is for the footprint of the club owned clubroom and changing rooms. The key benefit for the club is reduced responsibility and costs associated with maintaining the park and for Council the ability to add the park to the network of sports parks available for wider community use.
30. The proposed leased area (Lot 1 DPS 37471) is reserve land classified for the purpose of recreation reserve under the Reserves Act 1977 (Act). Frankton Railway's lease on Railway Park is in conformity with the Sports Park Management Plan 2009, and on this basis public notification is not required. The proposed leased area of 592m² is shown in **Attachment 1**.
31. Frankton Railway's activities are permitted under the Operative District Plan.
32. The proposed rent is \$423.63 plus GST per annum, based on a land area of 592m², calculated in accordance with the Policy.
33. Staff recommend granting a lease for a term of 15 years, which is the maximum under the Policy for group owned buildings on Council land. Frankton Railway has a long history with Frankton Railway Park and provides a unique and welcoming hub promoting whanau and togetherness. The club has agreed to the reduced leased area and expressed their satisfaction with the change.

New Zealand Deerstalkers, Waikato Branch (Deerstalkers)

34. The Deerstalkers primary purpose is to be a home for recreational hunters, conservationists and wildlife enthusiasts. The fundamental purpose of the group is to safeguard the traditions of recreational hunting, bushcraft and survival skills through the correct training as well as safe gun use and gun control when hunting.
35. The Waikato Deerstalkers are one of 49 branches of the New Zealand Deerstalkers.
36. Deerstalkers have a membership of 296, that has been increasing over the past 5 years. The committee, comprised of 12 volunteers, is strongly focused on further growing the membership, with particular emphasis on attracting juniors and women.
37. The group currently uses their building two nights a week and on occasional weekends. The use of the hall by the group is predominantly for training, guest speakers and social nights. Other club nights include workshops on essential skills for being in the bush for things such as navigations skills, knife skills, trapping and safe gun use. The building is also used by Fish and Game NZ and Te Tari Pureke Firearms Safety Authority.
38. The proposed leased area (Part Section 38, Hamilton East Town Belt) is reserve land classified for the purpose of recreation reserve under the Act. Deerstalkers lease at Hillcrest Stadium is in conformity with the Sports Park Management Plan 2009, and on this basis public notification is not required. The lease area of 205m² is shown in **Attachment 2**.
39. Deerstalkers activities are permitted under the Operative District Plan.
40. The proposed rent is \$159.13 plus GST per annum, based on a land area of 205m², calculated in accordance with the Policy.
41. Staff recommend granting a 15-year lease to the Deerstalkers, a well-established and growing organisation. The branch has a good membership base, a committed committee, and demonstrates strong financial sustainability.

Pukete Community Centre Charitable Trust (Pukete Neighbourhood House)

42. Pukete Neighbourhood House (PNH) has a 5-year lease for space within Te Rapa Sportsdrome that expired on the 31 August 2024 and has been on a rolling monthly interim occupancy agreement since. A short-term lease was provided due to discussions at the time around the future management model of Te Rapa Sportsdrome and the best location for PNH.
43. PNH has applied for a 20-year lease to reflect the facility being purpose built with, and for PNH. External funding is being secured based on the community benefit provided by PNH programmes and services and their financial contribution towards the project.
44. PNH provides social support services and opportunities for community connection, servicing Pukete, Queenwood and Saint Andrews local communities (22,000 population catchment).
45. PNH has eight full-time staff (general manager, operations, community services, advocacy, before and after school care, kitchen and finance positions) and 36 part-time/casual staff and 31 volunteers.
46. PNH is primarily central government funded through service contracts and runs a large variety of programmes and services including; before and after school care (21,156 attendances), school holiday programmes (1,875 attendances), family support services/ Justice of the Peace (378 appointments), free legal advice, tai chi (1,515 attendees), craft group (1,680 attendees), walking group, information sessions, venue hire (660 hours), foodbank (1,037 parcels) and networking opportunities for enhancement of social connectivity and wellbeing.
47. PNH reports an increasing demand for services driven by factors such as the rising cost of living, population growth and broader social and financial pressures.
48. The new facility provides a fit-for-purpose modern space for PNH to expand and enhance the services and programmes they offer. It will provide improved accessibility, the ability to host larger and more diverse groups, community events, bookable space and private spaces for meetings and confidential support services, all enhancing the user experience.
49. The current proposed lease area includes the new community facility building is 722m², fenced outdoor courtyard and community garden. PNH will continue to regularly book the Te Rapa Sportsdrome hall for their before and after school care programme.
50. As the build is currently underway, staff recommend the General Manager Customer & Community is delegated to approve the final leased area. This will enable discussions and final designs to be finalised with PNH on the outdoor spaces (e.g. community garden) that may need to be included.
51. The lease area is Local Purpose (Community Facilities) under the Act. Through the Reclassification process, the public were notified of Council's intention to grant a lease to PNH for the new community facility building.
52. PNH activities are permitted under the operative district plan.
53. Staff recommend granting a lease for a term of 20 years, this lease term is outside the maximum 10-year term for a Council owned building under the Policy, but within the maximum term under the Act.

Commercial Activity – Coffee cart – operated by Pukete Community Centre

54. PNH are planning to operate a social good mobile coffee cart that can be operated from within the centre or outside for events. The coffee cart would serve as a platform to provide practical work skills training with a focus on supporting youth and individuals from the disability community and those entering or re-entering the workforce.
55. The coffee cart would service community centre users and visitors and help to create a social hub.

Item 7

- 56. The anticipated usual hours of operation would be when the community centre is open and is likely to sell hot drinks and basic food items such as muffins, scones and biscuits.
- 57. The commercial activity has been assessed in accordance with the Policy and Guidelines. Their activities meet the commercial activity requirements under the Guidelines.
- 58. Staff recommend approval of the social good coffee cart to operate from the site.

Waikato Agility Group Incorporated (WAG)

- 59. The WAG's primary purpose is to provide activities relating to the sport of dog agility and storage of related equipment. WAG aims to build strong relationships between agility dogs and handlers and increase the knowledge and skills in agility through a supportive club environment.
- 60. WAG is entirely volunteer run, with 20 dedicated individuals currently providing training classes. However, recruiting new volunteers has become increasingly challenging. To address this, WAG plans to introduce incentives, including discounted training opportunities and exclusive advanced training nights specifically for instructors.
- 61. WAG hosts weekly dog training classes at Melville Park every Thursday evening from 6:00pm to 8:30pm, catering to all skill levels from beginner to advanced. The club currently has 80 active members. In addition to weekly classes, WAG organises three shows annually—in March, September, and December—each attracting approximately 100 attendees.
- 62. The proposed leased area (Part Lot 512 DPS 9477) is reserve land classified for the purpose of recreation reserve under the Act. Waikato Agility Group Incorporated's lease on Melville Park conforms with the Sports Park Management Plan 2009, and on this basis public notification is not required. The lease area of 592m² is shown in **Attachment 3**.
- 63. The Waikato Agility Group's activities are permitted under the Operative District Plan.
- 64. The proposed rent is \$75.09 plus GST per annum, based on a land area of 88.74m², calculated in accordance with the Policy.
- 65. Staff recommend granting a lease for a term of 15 years, the Waikato Agility Group provides a unique fun activity for Hamilton residents to participate in, which is not available anywhere else in the Hamilton region.

Waikato Hockey Charitable Trust (Trust) and Waikato Hockey Association Incorporated (WHA)

- 66. WHA is affiliated to New Zealand Hockey and has 5,606 players ranging from juniors (3,248) and secondary school (1,145) through to senior and masters' players (2,541) in the winter season, school competitions and summer league. It is the third largest regional hockey association nationally. There is a fairly even number of females to male players.
- 67. The hockey centre is used every evening on weekdays and all day on the weekends during hockey season. Over 110,000 visitors come to the hockey centre each year. There are nine staff and around 200 volunteers.
- 68. The Trust has undertaken the planned renewal of the turf 2 artificial surface during April/May 2025. Council contributed 1/3 of the cost, being \$133,200 excluding GST (as budgeted for in the 2024-34 Long-Term Plan) to give effect to a standing Council resolution to support ongoing hockey turf renewals. All other hockey facility renewal and maintenance costs are covered by the Trust.
- 69. The proposed leased area (Lot 1 DPS 90061) is reserve land classified for the purpose of recreation reserve under the Act. The lease is in conformity with the Lake Domain Management Plan 2017, and on this basis public notification is not required. The proposed lease area of is shown in **Attachment 4**.
- 70. Waikato Hockey activities are permitted under the Operative District Plan.

71. The proposed rent is \$3,058.08 plus GST per annum, based on a land area of 22,566m², calculated in accordance with the Policy.
72. Staff recommend granting a lease for a term of 15 years. The Gallagher Hockey Centre is a sustainable, vibrant regional hockey centre providing a high level of physical and social community wellbeing.

Commercial Activity – canteen and bar – SNF Ltd (trading as LK Coffee Hub)

73. WHA has operated a canteen/bar since 1999. They are currently trialling LK Coffee Hub commercial provider to reduce the management and resourcing burden from WHA and provide an additional income stream. The canteen/bar services hockey players, spectators and families when trainings and games are being played at the hockey centre.
74. The usual hours of operation are weekdays from 4pm to 8-9pm and, Saturday 7am to 6pm and Sunday 8am to 9pm. The 45m² canteen sells snacks, hot and cold drinks and basic meals.
75. The canteen provides convenience to centre users and visitors and helps to create a social community hub for hockey participants and spectators at the regional centre, noting many of the hockey clubs do not have their own facilities.
76. The commercial activity has been assessed in accordance with the Policy and Guidelines. Their activities meet the commercial activity requirements under the Guidelines.
77. Staff recommend approval of the canteen/bar to operate from the site.

Commercial Activity – hockey pro-shop – CMHL Ltd (trading as Just Hockey)

78. WHA has had an on-going agreement with Just Hockey to operate a hockey pro-shop since 2016. The 34m² pro-shop sells hockey supplies and equipment to hockey players and officials when trainings and games are being played at the hockey centre.
79. The usual hours of operation are Tues-Friday, 5-8pm and 8am-3pm on the weekends.
80. The hockey shop provides convenience to centre users and visitors and some additional revenue into hockey provision.
81. The commercial activity has been assessed in accordance with the Policy and Guidelines. Their activities meet the commercial activity requirements under the Guidelines.

Waikato Equitherapy Incorporated (WE)

82. WE applied for a new 10-year lease in February 2025. The group continues to provide therapeutic, rehabilitative, sporting and recreational horse-riding opportunities to children and adults with special needs in Hamilton and the Waikato region, who would benefit physically, educationally, psychologically and socially from such participation.
83. WE have 2 paid staff and 70 volunteers to assist in caring for 10 horses living on-site, managing the land and assisting with horse-riding programmes and activities. The group deliver 160 days of therapeutic riding sessions, holiday programmes, term riding, private riding sessions and have approximately 200 participants annually.
84. During term they run five days a week and up to five classes a day. They can cater for a maximum of 20 riders in a morning or afternoon session. They also run two three-day holiday programmes every school holiday, with the ability to take a maximum of 12 children. Sunday riding runs, all but four Sundays of the year. The house is available to the schools and riders during opening hours, including during holiday programmes.
85. WE annual operating costs are high due to the need to maintain a large area of land, horse related infrastructure (arena, fencing etc) and costs associated with caring for horses. Funds are raised through fundraising, grants, community donations, horse riding fees, holiday programmes and hay sales.

Item 7

86. The available area of land able to be leased has been reduced by 51,800m² from their previous lease and licence due to Hamilton Park Cemetery boundary need to expand, including roading extended to help meet future demand as the city grows and with an ageing population.
87. The proposed leased area (Allotment 282 Kirikiriroa Parish) is reserve land classified as Local Purpose reserve under the Act (**Attachment 5**).
88. WE activities are permitted under the Operative District Plan.
89. Staff recommend granting a lease for a term of 5 years, the maximum term under the Policy is 10 years for a *Group within a Council owned building and land*. This is to align with the planned future expansion of the Hamilton Park Cemetery. Council's Long-Term Plan has funding allocated in Y6 (2029/30) and Y8 (2031/32) allocated to the road extension. The group has been aware since 2008 that the land would eventually be required for the cemetery's expansion and hence previous agreements included a special termination clause to this effect.
90. Staff recommend the lease agreement includes a special condition giving Council the ability to terminate the lease should the land or part of be required for Hamilton Park Cemetery expansion.

Exceptional Circumstances rental subsidy

91. WE has applied for exceptional circumstances rental subsidy. Clause 5.4 of the Policy permits the Committee to apply a different rental where exceptional circumstances apply. The intent is to support community groups facing serious financial hardship, where closure would negatively impact the wider community, and the service is deemed highly valuable.
92. The General Manager Customer and Community holds the delegation to recommend such applications to the Committee for consideration. The General Manager supports the staff recommendation for WE to have a higher rental subsidy applied (**Attachment 6**).
93. WE has demonstrated that they meet the criteria for exceptional circumstances. Staff's assessment is that charging the full market rent is unlikely to result in group folding but would compromise their ability to continue offering low-cost services to people with disabilities. Staff therefore recommend that their application for a further subsidy be advanced to Committee for consideration.
94. The recommended rent is \$4,870.63 plus GST per annum, based on a land area of 87,800m² and two buildings (house being 231m² – category 4 and barn being 339m² – category 6), representing a 93.75% subsidy on the market rate under the Policy.

Wanderers Sports Club (Hamilton) Incorporated

95. Wanderers Sports Club's primary purpose is to provide a sports club, principally for football but also for other sports that include hockey, futsal and powerchair football.
96. Wanderers Sports Club employs five paid staff members and is supported by 20 dedicated volunteers. The club offers football programmes catering to all age groups, from juniors to senior players.
97. The club currently has a membership of around 450 people. This includes not only football participants but also approximately 90 hockey players who play off-site, reflecting the club's diverse sporting focus. Wanderers also supports futsal and Powerchair football initiatives. The clubrooms are open to members seven days a week and are regularly utilised over summer by athletics groups and for touch rugby activities.
98. Wanderers Sports Club would like to have an artificial turf at Porritt Stadium. The club is also exploring a joint funding proposal to install floodlighting around the athletics track—enhancing facilities for athletics, football, and the wider community alike.

99. The proposed leased area (Lot 2 DPS 12833) is reserve land classified for the purpose of recreation reserve under the Act. Wanderers Sports Club (Hamilton) Incorporated's lease on Porritt Stadium conforms with the Sports Park Management Plan 2009, and on this basis public notification is not required. The lease area of 592m² is shown in **Attachment 7**.
100. The Wanderers Sports Club's activities are permitted under the Operative District Plan.
101. The proposed rent is \$250.41 plus GST per annum, based on a land area of 331m², calculated in accordance with the Policy.
102. The club requested a 20-year lease—exceeding the 15-year maximum under Council Policy for community group-owned building on Council land—citing potential plans to install an artificial turf at Porritt, funded mainly by the club and partners. Staff recommend a 15-year lease, with the option to revisit if the artificial turf project proceeds, as no confirmed timeline or funding details were provided by the club. The club has acknowledged this rationale and confirmed they are comfortable with the proposed 15-year term.
103. Staff recommend granting a lease for a term of 15 years, the Wanderers Sports Club runs sports programmes which have a high benefit on the community that surrounds Porritt Stadium.

Options – *Koowhiringa*

104. **Option 1** is to approve the community occupancy agreements to the groups covered in this report as per the recommendations.
105. **Option 2** is to approve the community occupancy agreements to the groups covered in this report, but amend terms recommended.
106. **Option 3** is to not approve any one or all of the community occupancy agreements covered in this report.
107. 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 from the proposed lease sites.
108. Staff have assessed Waikato Equitherapy's application for exceptional circumstances rental subsidy and provide the Committee with the below options:
 - Rental subsidy of 87.5%, being \$9,741.26 plus GST per annum - standard rental subsidy in accordance with Policy.
 - Rental subsidy of 93.75%, being \$4,870.63 plus GST per annum - higher rental subsidy (50% of option 1 rent).
 - Rental subsidy of 97.52%, being \$1,936.34 plus GST per annum - WE rental request to remain as per exceptional circumstances approved in 2015.
109. Staff recommend rental subsidy of 93.75%, due to the reasons outlined in this report.
110. **Financial Considerations - *Whaiwhakaaro Puutea*** In accordance with the Policy, the annual rental is calculated by first determining the market rate and then applying rental subsidy, as per below:

Lease and commercial activity agreements	Market rental	Subsidy	Annual rental rate (plus GST)
Frankton Railway Sports Combined Club	\$3,389.04	87.5%	\$423.63
New Zealand Deerstalkers Association (Waikato Branch)	\$1,273.04	87.5%	\$159.13
Waikato Agility Group	\$594.00	87.5%	\$74.25
Waikato Hockey Charitable Trust	\$38,964.96	87.5%	\$3,058.08

Item 7

Waikato Hockey Association – commercial canteen/bar	\$303.75	65.5%	\$104.79
Waikato Hockey Association – commercial pro shop	\$229.50	65.5%	\$79.18
Waikato Equitherapy	\$77,930.08	93.75%	\$4,870.63
Wanderers Sports Club (Hamilton)	\$2,003.28	87.5%	\$250.41

111. The community groups in this report meet the parameters to receive the standard rental subsidy of 87.5% as per the Policy, except for Waikato Equitherapy Incorporated. Staff have recommended that Waikato Equitherapy have an exceptional circumstance rental subsidy of 93.75% approved as per the Policy.
112. Frankton Railway Sports Club, New Zealand Deerstalkers (Waikato), Waikato Agility Group, Waikato Hockey Charitable Trust and Wanderers Sports Club are responsible for all building maintenance, utilities, insurance operational costs and rates.
113. Pukete Neighbourhood House and Waikato Equitherapy lease Council owned buildings. Responsibility for building renewals and insurance sits with Council, whilst the groups are responsible for day-to-day repairs, utilities, operational costs and rates. They are also responsible for maintaining land within leased areas.

Legal Considerations - *Whaiwhakaaro-aa-ture*

114. Staff confirm that all groups are eligible for community occupancy and have been assessed in accordance with the Policy and Guidelines. Granting of the leases are in accordance with the Policy.
115. Staff confirm that the staff recommendation complies with the Council's legal and policy requirements.

Risks – *Tuuraru*

116. There is a low risk to the Council in granting the community occupancy agreements in this report. Security of tenure is required for the groups to continue to operate from existing sites.
117. Staff have recommended a shorter lease term to Waikato Equitherapy to mitigate the risk of not being able to further develop Hamilton Park Cemetery to meet future need.
118. If any or all of the recommendations to grant leases to the aforementioned groups are not approved, there is reputational risk to the Council as most of the groups have used the premises and locations for long periods of time and may need to reestablish themselves at new locations.
119. If the recommendation to grant a lease to PNH is not approved, there is a reputational risk to Council given Council has partnered with PNH throughout the planning, design and funding process and approved the reclassification of a portion of Ashurst Park to enable the build and subsequent lease

Strategic Considerations - *Whaiwhakaaro-aa- rautaki*

120. Everything we do is aimed at improving the wellbeing of Hamiltonians. Council has been working alongside our community to understand what people in our city want the future of Hamilton Kirikiriroa to look like as represented by our five priorities.
121. The promotion of the social, economic, environmental, and cultural wellbeing of communities in the present and for the future is expressed through Council's key strategies.
122. The proposed recommendation will align with Council key documents, as identified in the Governance Structure, in the following ways.

Significance and Engagement Policy	<p>Public notification of the proposed reclassification of part of Ashurst Park, noted that the reclassification was to enable Council to build a community centre and allow a subsequent lease to be granted to PNH under section 61 of the Act. The facility concept design was provided publicly, to allow submitters to comment on the proposal and be heard through public hearings.</p> <p>Mana whenua was consulted through the reclassification process and community centre build process.</p> <p>Staff have considered the key considerations under the Significance and Engagement Policy and have assessed that the lease matters in this report (with the exception of PNH) have a low level of significance. Given the low level of significance determined, the engagement level is low. No engagement is required.</p>
He Pou Manawa Ora - Pillars of Wellbeing	Granting of the leases in this report support the opportunity for individuals and communities to participate in recreational, cultural and social wellbeing activities.
Our Climate Future Te Pae Tawhiti o Kirikirioa	Staff have assessed this option against the Climate Change Policy for both emissions and climate change adaptation. Staff have determined no adaptation assessment is required and no emissions assessment is required.
Disability Action Plan	Approval of the staff recommendations supports community groups to provide sport and community programme and services that encourage a sense of belonging and social wellbeing.

Attachments - *Ngaa taapirihanga*

Attachment 1 - Lease Area – Frankton Railway Sports Club

Attachment 2 - Lease Area - NZ Deerstalkers Association

Attachment 3 - Lease Area - Waikato Agility Group Incorporated

Attachment 4 - Lease Area - Waikato Hockey Association Incorporated

Attachment 5 - Lease Area - Waikato Equitherapy

Attachment 6 - Waikato Equitherapy Exceptional Circumstances Memo

Attachment 7 - Lease Area - Wanderers Sports Club

Attachment 1

Item 7



KEY



Frankton Railway Sports Club



GIS & CAD Services: DISCLAIMER: While Hamilton City Council has exercised all reasonable skill and care in controlling the contents of this information, Hamilton City Council will not be liable for any costs, loss, injury, damage or expense whatsoever whether direct, indirect, incidental or consequential arising from the use of this digital data. Hamilton City Council is not responsible for any loss, damage or expense arising from the use of this digital data.



KEY



GIS & CAD Services

NZ Deerstalkers Associat on (Waikato
Branch) Incorporated - Hillcrest Stadium

version
1

Date: 5/07/2025

Attachment 3

Item 7



KEY



Waikato Agility Group Incorporated

version
1

GIS & CAD Services DISCLAIMER: While Hamilton City Council has exercised all reasonable skill and care in controlling the contents of this information, Hamilton City Council will not be liable for any costs, loss, injury, damage or expense whatsoever whether direct, indirect,

Item 7

Attachment 4



KEY



KEY



GIS & CAD Services

Waikato Equitherapy Incorporated
– 68 Vaile Road, Newstead

version
1

Memo

Item 7

REQUEST FOR CE APPROVAL

To:	Helen Paki – General Manager, Customer & Community	
From:	Karen Kwok – Team Leader Sport and Community Facilities	
Subject:	Exceptional Circumstances – Waikato Equitherapy	
Date:	9 July 2025	File: Memo

1.0 Purpose of this Memo

This memo seeks the General Manager's approval to progress Waikato Equitherapy Incorporated's application for an additional rental subsidy under exceptional circumstances as outlined in the Community Occupancy Policy.

2.0 Background

New Zealand Riding for Disabled (Waikato Group) Incorporated

Since 1993, NZ Riding for Disabled (Waikato Group) Incorporated (RDA) leased land at Foreman Park from Council for \$1.00 per annum. In July 2001, Council resolved to sell the land, with part of the proceeds earmarked to purchase new reserve land for RDA unless suitable Council-owned land was already available.

RDA was subsequently relocated to Vaile Road, with Council incurring over \$100,000 in relocation costs. RDA also invested more than \$150,000 to make the site suitable, including renovations to the Council-owned dwelling.

A community lease commenced in September 2008 for a 12-year term, expiring on 31 August 2020. Since 2015, RDA has received an exceptional circumstances rental subsidy of \$1,936.34 plus GST per annum, as approved by the [19 February 2015 - Finance Committee](#)

Waikato Equitherapy Incorporated

In August 2018, RDA group changed their name to Waikato Equitherapy after disaffiliating with NZRDA.

They continue to provide therapeutic, rehabilitative, sporting and recreational horse-riding opportunities to children and adults with special needs in Hamilton and the Waikato region, who would benefit physically, educationally, psychologically and socially from such participation.

Given the previous lease and approved rental subsidy was obtained under the Riding for Disabled banner, staff requested Waikato Equitherapy apply for a new lease and that they would need to re-apply for exceptional circumstances to ensure transparency and fairness.

Community Occupancy Policy

Clause 5.4 of the [Community Occupancy Policy](#) permits the Committee to apply a different rental in exceptional circumstances. The General Manager, Customer and Community, holds the delegation to recommend such applications for consideration.

Attachment 6

D-3710954

Hamilton City Council Memo

5.4 Exceptional Circumstances

Council may use its discretion to adopt a different rent where exceptional circumstances apply. The General Manager Community has the authority to recommend, or decline to recommend to the Council any applications for a further rental subsidy.

Groups need to apply in writing. To demonstrate exceptional circumstances, Staff will consider whether the Group:

- provides an exceptional level of service/benefit to the community;
- has provided significant investment into assets that is open to public use;
- rental rate results in extreme financial hardship and possible closure;
- other factors e.g. strong alignment with Council's strategic policy/community outcomes, lack of long term tenure at location.

Based on the Policy, if the standard rental subsidy of 87.5% was applied to the proposed new lease to Waikato Equitherapy, rental would be **\$9741.26 plus GST per annum**. The group lease includes a large area of land, villa house and a barn.

- Land area: 87,800m² = \$7,950.63 plus GST per annum
- House: 231m² at category 4 (\$40 per m² x 12.5%): \$1,155 plus GST per annum
- Barn: 339m² at category 6: (\$15 per m² x 12.5%): \$635.63 plus GST per annum

Waikato Equitherapy have requested their rental remains the same at \$1,936.34 plus GST per annum.

3.0 Assessment

In assessing the group's request for an additional rent subsidy, the following factors have been considered in accordance with the criteria outlined in the Policy:

1. Does the group provide an exceptional Level of community service/benefit?

Waikato Equitherapy delivers a unique therapeutic, recreational, and sporting service to individuals with special needs across ages.

The organisation also provides:

- Inclusive children's holiday programmes
- Disability work experience opportunities
- Community volunteering pathways (with 75+ annual volunteers, aged 14–87)

The Centre promotes social inclusion, wellbeing, and resilience for vulnerable groups, aligning with HCC strategic goals on accessibility and community inclusivity. Testimonials from families and schools using their service is attached.

2. Has the group provided significant Investment into assets that are open to public use?

Since 2006, the group has established the Vaile Road site as a therapeutic horse-riding centre for the community.

Investments include:

- \$150,000+ in house renovations with Council-retained ownership
- Upgrades to the barn, fencing, riding arenas, and grounds

Hamilton City Council Memo

Item 7

- Group are fully responsible for maintaining the land, horse care and historically been responsible for the buildings

3. Will the rental rate result in extreme financial hardship and possible closure

Waikato Equitherapy receives no government funding. Annual operational costs (approx. \$100,000) are raised through fundraising, grants, community donations, volunteer contributions, horse riding fees, holiday programmes, and hay sales.

- The group have had operating losses of \$9k (2023) and \$13k (2022) and as pf 2023 financials only have reserves of \$11.5k
- Increasing the rent to \$9,741.26 plus GST per annum would likely have a significantly impact on their sustainability and ability to offer low-cost affordability of services for low-income families, schools and community organisations.
- Council has reduced the land area able to be leased due to Hamilton Park Cemetery expansion, which has reduced their ability to produce hay which in turn reduces self-generated income.

4. Other applicable factors e. g lack of long-term tenure

- The group (under RDA name) was previously receiving exceptional circumstances and the nature of their activities has not changed
- The group currently operates with limited security of tenure at the Vaile Road site due to the planned future expansion of the Hamilton Park Cemetery. Council's Long-Term Plan has funding allocated in Y6 (2029/30) and Y8 (2031/32) allocated to the future road extension, hence the lease term will need to align to the proposed works i.e 5 years. Absence of long-term lease impacts financial sustainability, investment planning, and the ability to apply for grants.

Attachment 6

4.0 Recommendation

The inclusion of an exceptional circumstances clause in the Policy reflects Council's intent to support community groups facing serious financial hardship, where closure would negatively impact the wider community and the service is deemed highly valuable.

Following a review of the application, staff consider that Waikato Equitherapy has demonstrated exceptional circumstances. Charging the full market rent would compromise their ability to continue offering low-cost services. Staff therefore recommend that their application for a further subsidy be advanced to Committee for consideration.

It is recommended that their rent be set at \$4,870.63 plus GST per annum, representing a 93.75% subsidy on the market rate under the Policy. This is a substantial reduction, especially given the lease includes a Council-owned house, barn, and a large parcel of land.

As the Policy is due for renewal and rental rates are expected to increase, the group will continue to benefit from the approved exceptional circumstances subsidy.

3.0 Attachments

[Waikato Equitherapy application for exceptional circumstances](#)

[Waikato Equitherapy centre user testimonials](#)

[Waikato Equitherapy - New leased area map](#)

[NZ Riding for Disabled \(Waikato\) – 2014 exceptional circumstances – approval memo](#)

Hamilton City Council Memo

Recommended By



Karen Kwok
Team Leader - Sport and Community Facilities

09/07/2025

Date

Approved:

Name: Maria Barrie

Unit Director Parks and Recreation

Date: 9/7/2025



Approved:

Name: Helen Paki

General Manager Customer & Community

Date: 10/7/2025





KEY



Wanderers Sports Club (Hamilton) Inc

version
1

GIS & CAD Services: DISCLAIMER: While Hamilton City Council has exercised all reasonable skill and care in controlling the contents of this information, Hamilton City Council will not be liable for any costs, loss, injury, damage or expense whatsoever whether direct, indirect, incidental or consequential, or for any loss or damage to any person or property arising from the use of this information.

Item 7

Attachment 7

Item 8

Council Report

Committee: Community and Natural Environment Committee

Date: 05 August 2025

Author: Tiki Mossop

Authoriser: Greg Carstens

Position: Economics and Policy Programme Manager

Position: Unit Director Commercial & Analytics

Report Name: Approval of schedule for development contributions community grant for small-scale development

Report Status	<i>Open</i>
----------------------	-------------

Purpose - *Take*

1. To seek the Committee's approval for the schedule of the development contributions grant fund for small-scale community development and its inclusion in the Community Grants Policy.

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

2. That the Community and Natural Environment Committee:
 - a) receives the report;
 - b) recommends that the Council approves the schedule for the Development Contributions Community Grant (**Attachment 1**) to be included in the Community Grants Policy (**Option 2** of the staff report); and
 - b) notes that:
 - i. the approval of the schedule has been delegated to the Community and Natural Environment Committee by the Council;
 - ii. the first round of funding will be open in early 2026; and
 - iii. the Development Contributions Community Grant is independent of the Development Contributions Policy – it is not part of the Development Contributions Policy and does not influence the application or interpretation of the Development Contributions Policy.

Executive Summary - *Whakaraapopototanga matua*

3. This report seeks the Committee's approval of the schedule for the Development Contributions (DC) community grant (**Attachment 1**). The funding for this grant was confirmed as part of the 2025/26 Annual Plan adopted at the 26 June 2025 meeting.
4. Staff recommend **Option 2** – approve the attached schedule to be included in the Community Grants Policy.

5. The grant will be available only to community organisations undertaking small developments that are generally less than 30m² and have minimal impact on Council's infrastructure or services. The grant is not open for large-scale developments that increase demand on infrastructure and services.
6. Grant applications will be processed by staff and provided to the Community Grants Allocation Sub-Committee (the Sub-Committee) for approval. Staff will provide a recommendation on eligibility and funding for each application.
7. Funding rounds will be aligned with the timing of the Sub-Committee meetings. The first funding round will be open in early 2026 due to the timing of the annual plan adoption, the approval of the grant schedule and the meeting of the Sub-Committee.
8. Elected members should note that the DC community grant and associated schedule will not form part of the DC Policy and will not influence the application or interpretation of the DC Policy.
9. Staff consider the decisions in this report are of low significance and low risk, and that the recommendations comply with the Council's legal requirements.

Background - *Koorero whaimaarama*

10. In 2024, staff and some Elected Members were approached by members of the community seeking either a remission, or a waiver, of Development Contributions (DC) charges for their small-scale developments with a community-related function, on the basis that their development did not impact Council infrastructure and services. In each instance, the charge was reviewed and determined to be consistent with the DC Policy.
11. By design, staff do not have discretion to remit DC charges based on considerations outside the scope of the policy provisions. Staff recommended that Members did not make changes to the DC Policy to account for these developments as it has just undergone a comprehensive review, which included full public consultation.
12. Staff recommended a grant scheme as it would provide the following benefits:
 - i. maintain the integrity of the Development Contributions Policy;
 - ii. allow Member flexibility in decision making;
 - iii. have less financial exposure for the Council as an amount can be determined in advance and budgeted for;
 - iv. be a fair and transparent process, as opposed to the Council making ad hoc decisions for individual exemptions from DCs; and
 - v. not set a policy precedent for other developments or create pressure to expand the remission further.
13. At the [29 May 2025](#) meeting, Council approved the inclusion of a \$20,000 DC grant fund in the 2025/26 Draft Annual Plan and approved the request for the draft schedule be presented to the Community and Natural Environment Committee for approval and inclusion in the Community Grants Policy.
14. The \$20,000 fund for this grant was confirmed as part of the 2025/26 Annual Plan adopted at the [26 June 2025](#) meeting.
15. Community consultation was not undertaken on the DC Grant Fund as part of the 2025/26 Annual Plan, as it was not deemed as a material change. The schedule and criteria were developed with feedback from Elected Members and internally with input from Community Development Grants staff.

Item 8

Discussion - *Matapaki*

Grant criteria

16. The grant schedule (**Attachment 1**) outlines the criteria that applications will be assessed against. The grant is available only to support the Development Contributions (DC) charge on small-scale projects undertaken by community groups or organisations where the development has negligible impact on Council infrastructure. It will not support other development or operational costs.
17. The applicant must be a not-for-profit organisation that is legally constituted and has been operating for a minimum of 12 months. The organisation can be a registered charity or an incorporated society.
18. Generally, the grant will be for a development of less than 30m² – slightly larger than a large shipping container – and generally for a maximum of \$10,000. Staff estimate that this will be enough to meet the full DC charge for most community developments under 30m² based on current DC charges.
19. The development must have been granted consent within the past 12 months and cannot be designated industrial, residential or retail. To be eligible to apply, the development must meet the definition of ‘commercial development’ as per the operative [Development Contributions Policy](#) (see **clause 6.15**).
20. If the development does not go ahead or does not receive code compliance certification within two years, the grant must be repaid in full.
21. The development will also need to be assessed by the DC team as adding minimal additional demand to Council’s infrastructure network or services. This means that a new retail shop or coffee shop being run from a shipping container for example, would not qualify.
22. There are no stipulations as to the type of not-for-profit community organisation that can apply.
23. Any development of premises owned by a private landlord would be unlikely to meet the grant criteria. In addition, development by a for-profit organisation or a business will not be eligible to apply.

Application process and funding rounds

24. Grant funding rounds will be aligned with meeting schedules, with the first round expected to open in early 2026. Dates for meetings have not been confirmed; however, the funding round would open approximately three months prior to the meeting. The fund may open twice per financial year, typically in the first and third quarters, subject to the outcomes and remaining budget following the initial allocation.
25. Staff from the DC team will advise applicants who potentially meet the criteria that this grant is available and how to apply. At the time of writing, there were no community organisations waiting for this grant to be opened.
26. Staff will provide a report to the meeting with a recommendation for funding allocation. This report will include any applications that staff may recommend to be declined.
27. The criteria in the schedule have been written to allow some flexibility for Members to approve grants for developments that sit slightly outside the criteria if they agree to this.
28. If a funding round has applications for more funding than is available (i.e. it is oversubscribed), staff will consider all applications and either recommend prioritising funding to those that best align with the criteria, or proportionately allocating funding across applicants.

29. Through the application process, information on the community organisation, who (and how many) will benefit from the project and organisation financial details will be collected. This will allow staff and Members to prioritise funding if a funding round is oversubscribed.
30. The grant fund is not expected to attract multiple applications from the same organisation within a short period of time due to DC charges being related to the undertaking of a development, and the need for the project to place minimal demand on Council infrastructure or services. Ultimately, the allocation of grant funding is at the Council's sole discretion, and consideration can be given to any other funding allocation that an organisation has received.
31. If approved, the grant schedule will be added to the Community Grants Policy.

Options

32. Staff have assessed that there are three viable options for the Committee to consider:
 - Option 1:** Status quo – administer funding without a schedule;
 - Option 2:** Approve the grant schedule (**Attachment 1**) for inclusion in the Community Grants Policy;
 - Option 3:** Request staff adjust the schedule proposed in **Attachment 1** to add or remove certain criteria.
33. Staff recommend **Option 2** – approve the attached schedule for inclusion in the Community Grants Policy. Council's operative Community Grants Policy has schedules for all grants administered by Council. A schedule helps ensure applicants understand the purpose of the grant, and it outlines what will be funded and the eligibility criteria. Best practice is to have this information publicly available. There are no known disadvantages for this option.
34. Without a schedule, ad hoc funding decisions might be made causing inconsistency and setting precedents that cannot be maintained. Therefore, staff do not recommend **Option 1**.
35. The schedule has been developed with Council's Community Advisor & Grants Manager and is considered fit for purpose. Therefore, staff do not recommend **Option 3**.

Financial Considerations - *Whaiwhakaaro Puutea*

36. Funding for the grant (\$20,000) was approved as part of the 2025/26 Annual Plan. There are no additional costs to approving a grant schedule.

Legal Considerations - *Whaiwhakaaro-aa-ture*

37. Staff confirm that **Option 2** – approving the grant schedule for inclusion in the Community Grants Policy – complies with the Council's legal and policy requirements.

Risks - *Tuuraru*

38. Without a clear Development Contributions (DC) fund schedule, there is a risk that community groups will have uncertainty around requirements for DC grant funding. There is also a risk that funding decisions made without a schedule could be inconsistent and set precedents that cannot be maintained.
39. There is no risk to the DC policy because the DC Community Grant is independent of the DC Policy. The grant is not part of the DC Policy and does not influence the application or interpretation of the DC Policy.

Item 8

Strategic Considerations - *Whaiwhakaaro-aa- rautaki*

40. Everything we do is aimed at improving the wellbeing of Hamiltonians. Council has been working alongside our community to understand what people in our city want the future of Hamilton Kirikiriroa to look like as represented by our five priorities.
41. The promotion of the social, economic, environmental, and cultural wellbeing of communities in the present and for the future is expressed through Council's key strategies.
42. The proposed recommendation will align with Council key documents, as identified in the Governance Structure, in the following ways:

Significance and Engagement Policy	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. Given the low level of significance determined, the engagement level is low. No engagement is required.
He Pou Manawa Ora - Pillars of Wellbeing	Staff have considered He Pou Manawa Ora and determined that there are no specific or relevant outcomes applicable to this report.
Our Climate Future Te Pae Tawhiti o Kirikiriroa	There are no known climate risks or adaption opportunities associated with the matters discussed in the report.
Disability Action Plan	Staff have considered the Disability Action Plan and determined that there are no specific or relevant goals applicable to this report.

Attachments - *Ngaa taapirihanga*

Attachment 1 - Schedule 11 - Development Contribution Fund

Draft schedule to be included in the [Community Grants Policy](#)

Table 1: Summary of grant types, target groups, what is funded and the allocation and approval process.

Community grant	Target Applicants	Grant outline	Grant Rounds	Allocation and Approval Process steps
Development Contributions Fund <i>(see Schedule 11 for further detail on specific criteria)</i>	Community groups or organisations that are legally constituted as not-for-profit (charitable trust or incorporated society).	A one-off grant to offset a development contribution charge on small-scale development that has a negligible impact on Council services. Generally, the development will be less than 30m ² and the grant will be a maximum of \$10,000.	Two per year (if fund not exhausted in the first round).	<ol style="list-style-type: none">1. Staff assess applications and make recommendations.2. Where possible staff will seek advice from relevant community sector advisors.3. The Grant Allocation Sub-committee has delegated authority to make and approve final allocation decisions.

Schedule 11 – Development Contributions fund criteria and guidelines

Purpose of this grant:	To support small scale building development undertaken by community organisations that has minimal impact on Council infrastructure but triggers a development contribution (DC) charge.
Who the grant is targeted at:	<ul style="list-style-type: none">• Not-for-profit groups who provide free or low-cost activities or programmes within the Hamilton City boundary and have completed a small-scale capital project that incurred development contribution charges.• Community groups or organisations that are legally constituted not-for-profit (charitable trust or incorporated society).• Applicants that have a Trust Deed or Constitution with a minimum of three board or committee members.• Applicants who have been operating for a minimum of 12 months, with financial records covering the last year.

Attachment 1

Item 8

How much is available per grant application:	<p>Generally, the grant will provide for development contributions charges up to \$10,000.</p> <p>Consideration will be given to other sources of funding, including other council and central government support.</p>
What will be funded:	<p>The grant will fund only development contributions. An applicant may apply only for the equivalent of the DC charge issued by Hamilton City Council.</p> <p>To be eligible to apply, the development must meet the following criteria:</p> <ul style="list-style-type: none"> • Has minimal impact on Council infrastructure or services • Is generally a storage space, canopy or covering of an existing space • Has a gross floor area of less than 30m² • Be within the Hamilton City Council boundary • Trigger a DC charge • Meet the definition of 'commercial development' as defined in the operative DC Policy. It must not be a retail, residential or industrial development. • Has been granted consent to build the project within the last 12 months. <p>A total of \$20,000 per annum is available for this grant, split over two grant funding rounds each financial year if not fully allocated in the first round.</p>
When can applications be made:	<p>The fund will be open twice per financial year, generally in the first and third quarter, but will be dependent on allocations made in the first round.</p>

Council Report

Item 9

Committee: Community and Natural Environment Committee

Date: 05 August 2025

Author: Philippa Clear

Authoriser: Janet Carson

Position: Community Advisor & Grants Manager

Position: General Manager
Partnerships,
Communication & Maaori

Report Name: Welcoming Plan 2025

Report Status	<i>Open</i>
----------------------	-------------

Purpose - *Take*

1. To seek endorsement from the Community and Natural Environment Committee for adoption of the 2025 Welcoming Communities Plan – Te Waharoa ki ngaa Hapori (Welcoming Plan).

Staff Recommendation - *Tuutohu-aa-kaimahi*

2. That the Community and Natural Environment Committee:
 - a) receives the report;
 - b) adopts the 2025 Welcoming Plan; and
 - c) notes that progress on the Plan will be reported annually through the Community and Natural Environment Committee (or similar Committee as determined by the 2025-28 Governance Structure).

Executive Summary - *Whakaraapopototanga matua*

3. Hamilton City Council (Council) was accepted into the national Welcoming Communities Programme (Te Waharoa ki ngaa Hapori) in March 2021.
4. To allow Hamilton to progress as a Welcoming City, Council must renew the Hamilton 2022 Welcoming Plan to include new and revised actions that align with the next stage of accreditation.
5. With the support of local agencies and organisations, ethnic leaders, and the volunteers that support various community groups within Hamilton's ethnic sector, Council has developed the draft 2025 Welcoming Plan. The draft plan can be found in **Attachment 1**.
6. Staff recommend that the Community and Natural Environment Committee endorse the adoption of the 2025 Welcoming Plan, as detailed in **Option 1** in paragraph 32 below, noting that the committee will receive annual progress reports from 2026.
7. There is no additional funding or realignment of budget required to deliver the draft 2025 Welcoming Plan.

Item 9

8. Staff consider there is low risk associated with the decision required for this matter as outlined in the report.
9. Staff consider the decision in this report has low significance and that the recommendations comply with the Council's legal requirements.

Background - *Koorero whaimaarama*

10. Hamilton has been a refugee resettlement centre since 1993 and currently has 170 ethnicities represented across the city.
11. The 2023 census identified that just over 30% of all Hamiltonians were born overseas, an increase of approximately 3% since 2018.
12. Hamilton City Council was one of the first New Zealand Councils to establish the role of an Ethnic Advisor (appointed in 2001) to support stronger connection between Council and the city's growing ethnic population.
13. Welcoming Communities – Te Waharoa ki ngaa Hapori is a programme led by Immigration New Zealand in partnership with the Ministry of Ethnic Communities, the Department of Internal Affairs and the NZ Human Rights Commission. Welcoming Communities is part of a global Welcoming movement and was piloted with five regions around New Zealand between 2017 and 2020.
14. The main vision of Welcoming Communities in New Zealand is to foster environments where newcomers feel included, supported, and able to fully participate in community life, ultimately leading to happier, healthier, and more productive communities.
15. Central Government approved funding for a nationwide rollout of the programme and associated accreditation in 2020.
16. At the centre of the programme is the Welcoming Communities Standard which provides councils and communities with a benchmark for what a successful welcoming community looks like. The outcomes-based standard is made up of the following eight areas that are important to creating a welcoming and inclusive environment:
 - i. Inclusive Leadership
 - ii. Welcoming Communications
 - iii. Equitable Access
 - iv. Connected and Inclusive Communities
 - v. Economic Development and Business Employment
 - vi. Civic Engagement and Participation
 - vii. Welcoming Public Spaces
 - viii. Culture and Identity
17. Through Immigration New Zealand accreditation as a Welcoming Community can occur and recognises that the Council, in partnership with its community:
 - i. has developed a Welcoming Plan and is putting in place a range of activities for newcomers and those who have lived here longer; and
 - ii. is clear about what it wants to achieve and is working towards meeting the Welcoming Communities Standard's outcomes; and
 - iii. has strong governing, advisory, project management and monitoring arrangements; and
 - iv. is partnering with the community to promote and implement the programme.

18. There are four stages of accreditation: Committed, Established, Advanced and Excelling.
19. After being accepted into the Welcoming Communities Programme in 2021, Council adopted the first Hamilton Welcoming Plan in [March 2022](#). This was a key step in being acknowledged as 'Committed' within the four stages of accreditation as a Welcoming City.
20. There are eight outcomes, and 30 sub-outcomes laid out in the national Welcoming Standard. Hamilton's 2022 Welcoming Plan included 77 actions under these outcomes.
21. Through the achievement and progress made against the 77 actions, in 2024 Hamilton was acknowledged as an 'Established' Welcoming City.

Discussion – *Matapaki*

22. Considerable work has been completed to achieve the goals of Hamilton's 2022 Welcoming Plan. **Attachment 2** provides details of 16 initiatives that were highlighted in Councils application for accreditation in 2024. The report also includes a rating of 1 to 5 regarding progress made toward each sub-outcome, with each action having achieved at a level 3 or above. The ratings are measured as:
 - 1 – We are new to this and just starting out.
 - 2 – We are making sense of this and getting set up.
 - 3 – We are making some progress in this area with more work to do.
 - 4 – We are feeling confident in this but have some areas to strengthen.
 - 5 – We have systems in place and are continuously striving to improve.
23. Two areas that have contributed to the high success for Hamilton Kirikiriroa are the involvement of mana whenua in achieving the actions of the Plan, and the Welcoming Communities Fund approved and implemented by Council in 2022.
24. Council's Ethnic Advisor has presented on both these successes at a national and international level. Immigration New Zealand have also involved Hamilton Kirikiriroa mana whenua groups in key forums to share learnings and advice around the important role they play in welcoming newcomers to Aotearoa.
25. In 2024, in recognition of the strong partnership with Te Haa o te Whenua o Kirikiriroa (THAWK), Immigration New Zealand provided funding to THAWK for initiatives that support the delivery of Hamilton's Welcoming Plan. This has resulted in a poowhiri for new refugee families, a waananga with community members, an experience of the Tuurangawaewae regatta, and a cultural experience at Raahui Pookeka marae. These events provided an opportunity for newcomers to build knowledge and awareness of Te Ao Maaori and tikanga, specifically in relation to Waikato-Tainui.
26. For Council to be able to achieve the requirements stipulated to apply for recognition as an 'Advanced' Welcoming Community, a new Plan must be developed.
27. Building on the strong delivery and progress made through the 2022 Welcoming Plan, Council has worked with the sector and ethnic communities to develop the draft 2025 Welcoming Plan.
28. This draft plan includes 36 new actions and 40 revised actions that are a combination of Council, mana whenua and community owned actions, securing the ongoing commitment from our wider community in becoming a more welcoming city.
29. The draft plan was developed with community input through the Welcoming Communities Forum hosted by Council, the Ethnic Sector hui, direct contact with specific community leaders, Council managers, and local mana whenua.
30. Key areas of focus within the new plan include: Continued partnership with mana whenua to ensure newcomers are provided with opportunities to understand local history; Te Tiriti o

Item 9

Waitangi training for ethnic communities; the stage two development of the Settlement Centre; and the development of a Welcome to Hamilton pack.

31. As New Zealand's fastest growing city, ensuring we are welcoming to newcomers remains an important focus. Implementing the draft 2025 Welcoming Plan will help align the work of Council, mana whenua and community organisations to achieve this.

Options – *Koowhiringa*

32. There are three reasonable and viable options for the Community and Natural Environment Committee to consider:

Option 1: Approve the adoption of the 2025 Welcoming Plan

Option 2: Decline the draft 2025 Welcoming Plan with directions for amendments to be made prior to present to the Community and Natural Environment Committee at a future date

Option 3: Decline the draft 2025 Welcoming Plan, delaying or removing the opportunity for Hamilton to work towards progressing to the next stage of accreditation under the Welcoming Communities New Zealand standards.

33. Staff recommend **Option 1** as there is community desire for Hamilton to continue to develop as a welcoming city under the Welcoming Communities New Zealand programme.
34. **Financial Considerations - *Whaiwhakaaro Puutea*** Acceptance to the Welcoming Communities Programme in 2021 came with funding from Immigration New Zealand of \$150,000 distributed over three years. In addition to this Council received \$10,000 in 2023 and an additional \$9,000 in 2025 (to be applied to the 2025/2026 financial year) when the 'Established' accreditation was achieved.
35. Funding received has contributed to the achievement of actions within the 2022 Welcoming Plan. This including consultation costs over the past six months as we have sought community feedback into the draft 2025 Welcoming Plan.
36. Immigration New Zealand has also provided special funding to Hamilton through a \$50,000 grant to THAWK and \$30,000 to the Waikato Refugee Forum.
37. Through the 2024 Long-Term Plan the Community Development budget includes \$75,000 for the Hamilton Welcoming Communities Fund, and \$40,000 for Migrant and Ethnic Activities. This will be used to support the delivery of the 2025 Welcoming Plan.
38. The financial implications of **Option 1** will be covered as a regular operating activity funded through the 2024 Long-Term Plan.

Legal Considerations - *Whaiwhakaaro-aa-ture*

39. Staff confirm that the options presented comply with the Council's legal requirements.

Risks – *Tuuraru*

40. There are no known risks associated with the decisions sought in this report.

Strategic Considerations - *Whaiwhakaaro-aa- rautaki*

41. Everything we do is aimed at improving the wellbeing of Hamiltonians. Council has been working alongside our community to understand what people in our city want the future of Hamilton Kirikiriroa to look like as represented by our five priorities.

42. The promotion of the social, economic, environmental, and cultural wellbeing of communities in the present and for the future is expressed through Council's key strategies.
43. The proposed recommendation will align with Council key documents, as identified in the Governance Structure, in the following ways.

Significance and Engagement Policy	<p>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.</p> <p>Community views and preferences are already known to the Council through engagement and consultation undertaken during the development of the draft 2025 Welcoming Plan.</p> <p>Given the low level of significance determined, the engagement level is low. No engagement is required.</p>
He Pou Manawa Ora - Pillars of Wellbeing	<p>The outcomes of the Welcoming Communities Standard align across all four pou.</p> <p>He Pou Manawa Koorero – <i>Outcome 1: Inclusive Leadership; Outcome 2: Welcoming Communications; Outcome 8: Culture and Identity.</i> The Welcome Plan promotes pride in diverse cultures. This complements the goal of celebrating Maaori narratives and heritage.</p> <p>He Pou Toorangapuu Maaori – <i>Outcome 4: Connected and Inclusive Communities; Outcome 6: Civic Engagement and Participation.</i> Both He Pou Manawa Ora and the Welcoming Plan emphasise shared decision-making and representation. Welcoming newcomers into civic life echoes the unity this Pou calls for regarding Maaori knowledge in governance.</p> <p>He Pou Manawa Taurikura – <i>Outcome 3: Equitable Access; Outcome 5: Economic Development, Business and Employment.</i> Supporting newcomers into employment and housing aligns with the prosperity Pou which focuses on reducing housing stress and fostering economic inclusion.</p> <p>He Pou Manawa Taiao – <i>Outcome 7: Welcoming Public Spaces.</i> Creating safe, inclusive spaces for all cultures supports the environment and community wellbeing goals.</p> <p>The involvement of mana whenua in delivering on the Welcoming Plan demonstrates the commitment Council and our community has to ensure newcomers are aware of the history of New Zealand, but more specifically the unique history of historical Kirikiriroa and Waikato Tainui. Without engagement from our mana whenua, Hamilton's ability to be truly welcoming is reduced.</p>
Our Climate Future Te Pae Tawhiti o Kirikiriroa	<p>Staff have assessed this option against the Climate Change Policy for both emissions and climate change adaptation.</p> <p>Staff have determined no adaptation or emission assessment is required.</p>
Disability Action Plan	<p>The Welcoming Plan sits within the same overarching Strategy as the Disability Action Plan, He Rautaki Whakawhanaki Hapori (Community and Social Development) Strategy.</p>

Item 9

	<p>Both plans aim to ensure equitable access, participation, and belonging for all Hamiltonians. Specifically, alignment is seen in the following areas:</p> <table border="1"> <thead> <tr> <th>Welcoming Plan Focus</th><th>Disability Action Plan Alignment</th></tr> </thead> <tbody> <tr> <td>Inclusive Leadership and Civic Engagement</td><td>Promotes disabled voices in decision-making and encourages co-design with disability communities</td></tr> <tr> <td>Welcoming Public Spaces</td><td>Ensures infrastructure and facilities are accessible to all, including mobility and sensory needs.</td></tr> <tr> <td>Equitable Access to Services</td><td>Commits to universal design and inclusive service delivery across council departments.</td></tr> <tr> <td>Cultural Identity and Pride</td><td>Recognises the diverse identities within the disability community and promotes visibility and respect.</td></tr> <tr> <td>Connect Communities</td><td>Supports events, venues, and networks that bring disabled and non-disabled residents together</td></tr> </tbody> </table>	Welcoming Plan Focus	Disability Action Plan Alignment	Inclusive Leadership and Civic Engagement	Promotes disabled voices in decision-making and encourages co-design with disability communities	Welcoming Public Spaces	Ensures infrastructure and facilities are accessible to all, including mobility and sensory needs.	Equitable Access to Services	Commits to universal design and inclusive service delivery across council departments.	Cultural Identity and Pride	Recognises the diverse identities within the disability community and promotes visibility and respect.	Connect Communities	Supports events, venues, and networks that bring disabled and non-disabled residents together
Welcoming Plan Focus	Disability Action Plan Alignment												
Inclusive Leadership and Civic Engagement	Promotes disabled voices in decision-making and encourages co-design with disability communities												
Welcoming Public Spaces	Ensures infrastructure and facilities are accessible to all, including mobility and sensory needs.												
Equitable Access to Services	Commits to universal design and inclusive service delivery across council departments.												
Cultural Identity and Pride	Recognises the diverse identities within the disability community and promotes visibility and respect.												
Connect Communities	Supports events, venues, and networks that bring disabled and non-disabled residents together												
Community and Social Development Strategy	<p>Accessibility and Inclusion The Strategy promotes high community use of public spaces and services and the Welcoming Plan reinforces this by prioritising equitable access for newcomers, including migrants, refugees, and international students, by fostering inclusive design across Council facilities and services.</p> <p>Partnership and Participation The Welcoming Plan encourages active civic engagement and co-design with diverse communities. This supports the Strategy's commitment to empowering residents to shape their own future and strengthens Council's relationships with ethnic and cultural groups through regular consultation and community-led initiatives.</p> <p>Equity and Wellbeing Cultural competency training, multilingual communications, and events celebrating diversity contribute to a more engaged informed city workforce. These initiatives reflect the Strategy's focus on improving social wellbeing and reducing barriers to participation for all Hamiltonians.</p> <p>Support for Diverse Communities The Welcoming Plan recognises the unique needs of ethnic communities, rangatahi, older people, and newcomers. Its targeted actions—such as community network meetings and settlement support—complement the Strategy's goal of building resilient, connected communities where everyone feels valued and included.</p>												

Attachments - *Ngaa taapirihanga*

Attachment 1 - Draft Welcoming Plan 2025

Attachment 2 - Accreditation Application



Item 9

Attachment 1

2025 Welcoming Plan

Welcoming Communities - Hamilton Te Waharoa Ki Ngaa Hapori - Kirikiriroa

This is Hamilton City Council's commitment to partner with mana whenua and community organisations to develop a Welcoming Plan ensures that Hamilton Kirikiriroa feels like home for anyone who chooses to live here. The development of this plan follows the international Welcoming Communities Standard that has been adapted for New Zealand, to continue building on the initiatives and actions delivered from 2022-2025.

Welcoming Communities - Te Waharoa ki ngaa Hapori Programme is an initiative of Immigration New Zealand (INZ) in collaboration with the Ministry for Ethnic Communities, Department of Internal Affairs, and the Human Rights Commission. It's a settlement programme that supports councils and their communities to create welcoming and inclusive environments for newcomers – recent migrants, former refugees, international students and anyone new to the city. It involves community groups in developing, delivering and participating in welcoming activities, which generates economic, social, civic, and cultural benefits for the community.

In 2021, we began our Welcoming Communities journey, working our way from being a committed welcoming

community to an established welcoming community. Although Council led the initiative, it was thanks to the partnership of mana whenua and the initiatives of the community and other organisations that we were able to submit stories of impact that led to our Level 2 – Established accreditation.

Hamilton Kirikiriroa is now part of an international network of Welcoming cities which includes 30 councils and five local boards across New Zealand.

This plan has been co-created with our community partners who will support the delivery of these outcomes. The plan will also keep us and our partners accountable as key players in creating a more welcoming Hamilton. By working collaboratively on this plan, we are confident in our ability to deliver successful and innovative welcoming activities that will help us reach the 'Advanced' level of accreditation by 2028. We're always on the lookout for more organisations to collaborate with. If your organisation would like to know more about Welcoming Hamilton, see [Hamilton.govt.nz/welcomingcommunities](https://hamilton.govt.nz/welcomingcommunities), or contact welcominghamilton@hcc.govt.nz.

Cover photo: St John's College kapa haka group during the International Student Welcome at The Paa.



Item 9

Word from the Mayor

Hamilton Kirikiriroa is a proudly diverse and welcoming city. We are committed to ensuring all people feel welcome, valued and can thrive in Hamilton.

As the fastest growing city in New Zealand, we are home to over 170 ethnic communities, with more than 27% of our population born overseas, and that includes me. Our rich cultural diversity will only continue to grow.

Each of Hamilton's communities, whether long-established or newly arrived, enrich our city with diverse perspectives and contribute to our city's vibrancy, prosperity, and identity. Through the sharing of culture, language, fabulous food, and traditions, we learn from one another and build connections and social cohesion.

Since the launch of our Welcoming Plan in 2022, we have made positive progress toward becoming a more inclusive and welcoming city. Our 2024 accreditation as an 'Established' Welcoming City – Level 2 of the national Welcoming Communities programme demonstrates this. It recognises the commitment, passion,

and partnership between Council, mana whenua, community organisations, and residents, to welcome newcomers with open arms. I thank all of those working with us on this important work.

It is heartwarming to see how far we have come by working together. However, there's always more to do to. This updated plan sets out the next stage of our plan to strengthen our goal of a city where all people thrive.

I encourage individuals, groups, and organisations to join us in this important work. Together we can make greater progress. Hamilton Kirikiriroa is a better place to live when everyone feels a strong sense of belonging and wellbeing in our wonderful city.

Nga mihi

*Mayor Paula
Southgate*



Attachment 1

Attachment 1



Item 9

Message from mana whenua

On behalf of Te Ha o Te Whenua ki Kirikiriroa, we the mana whenua would like to continue to welcome all migrants, former refugees, international students and newcomers to Kirikiriroa Hamilton, which is built on our ancestral lands.

Over the last three years we have partnered with Hamilton City Council on the Welcoming Communities (Te waharoa ki ngaa hapori) programme ensuring that our Maaori cultural customs are enhanced and enriched into supporting and welcoming new people and their cultures.

A wide range of cultural experience and activities including poowhiri/whakatau (Maaori welcome), waananga (cultural exchange), poukai (ceremonial gathering supporting the Kiingitanga), kapa haka, regatta, marae visit and kai (food) have been organised as part of this partnership. It has been very rewarding to learn and respect each other's culture.

We believe as kaitiaki (guardians) to our lands that we have a responsibility to care for our taonga and people through manaakitanga (hospitality and welcome) and aroha (love).

On behalf of nga rima hapu o Kirikiriroa

Ngaati Maahanga, Ngaati Tamainupo, Ngaati Wairere, Ngaati Koroki Kahukura, and Ngaati Haua.



Word from Councillor Kesh Naidoo-Rauf

As Chair of the Community and Natural Environment Committee, I've had the privilege of seeing first-hand how diversity and inclusion strengthen the heart of our city. Hamilton Kirikiriroa is now home to more than 170 ethnicities, has the youngest median age in Aotearoa, and is one of the fastest-growing cities in the country. We are youthful, vibrant, and full of potential.

This Welcoming Plan reflects our shared commitment to ensure everyone who calls this city home, whether recently arrived or born here, feels a deep sense of belonging. The success we are seeing is no accident. It comes from intentional conversations, community-led action, and a collective belief that we are stronger together.

Having moved to New Zealand from South Africa, I know the challenges and hopes that come with starting over. That lived experience continues to guide my work and deepen my understanding of what a truly welcoming city looks like.

Let's keep going. Let's build a city where identity is embraced, contribution is celebrated, and every person, no matter their journey, can say, "I belong here."

Kesh Naidoo-Rauf

Hamilton City Councillor

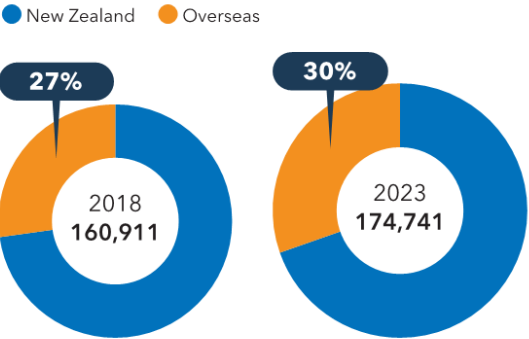


Attachment 1

Our people

Hamilton Kirikiriroa is currently the fastest growing city in New Zealand. It has a young population with an average age of 33 and is incredibly diverse with Hamiltonians now representing 170 ethnicities.

Birthplace by census year



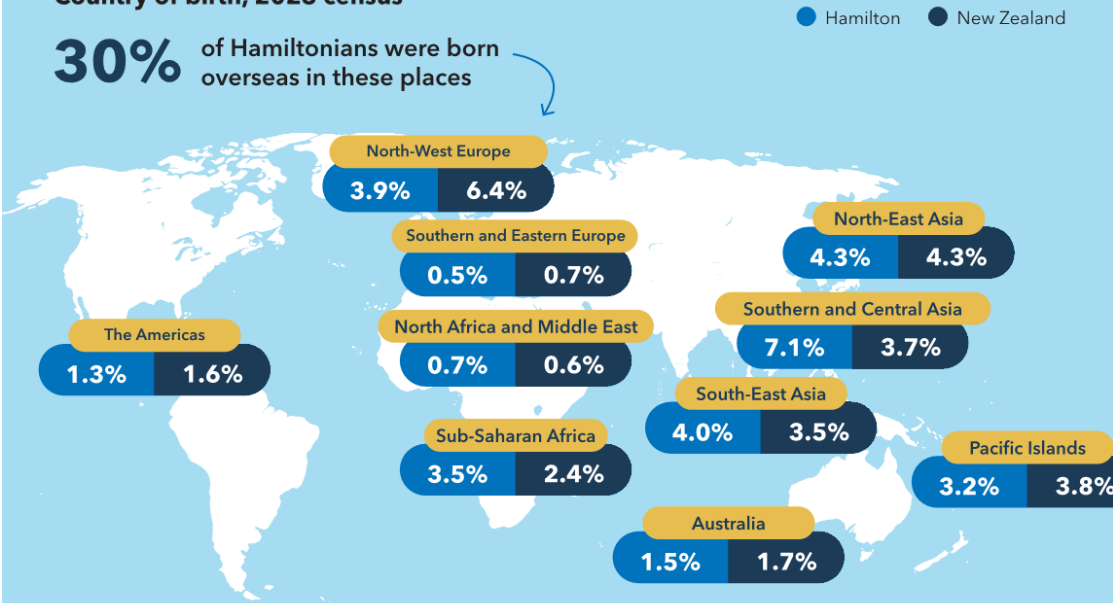
Item 9

Birthplace

The 2023 Census tells us more than 30% of all Hamiltonians in that year were born overseas, compared to 27% in 2018. (NZ Stats 2023).

Country of birth, 2023 census

30% of Hamiltonians were born overseas in these places





Item 9

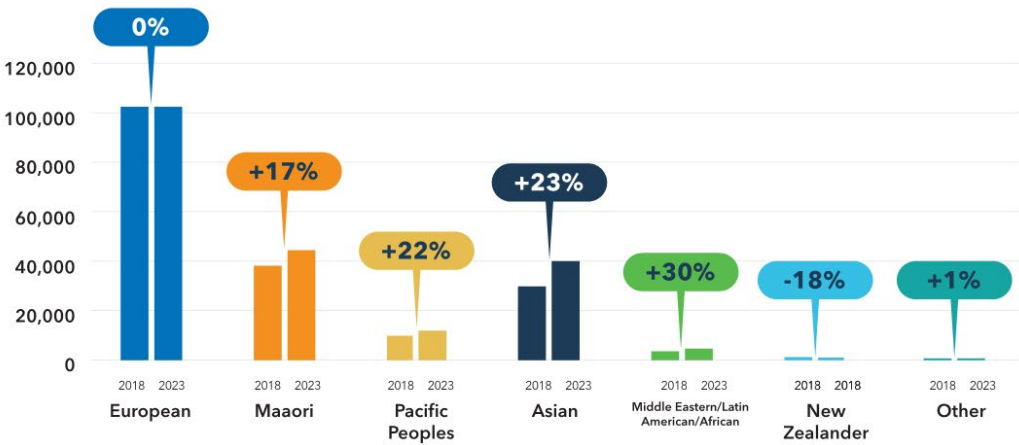
Attachment 1

Ethnicity

Hamilton’s 10 largest ethnic groups are NZ European, Maaori, Indian, Chinese, Filipino, Samoan, Cook Island Maaori, Tongan, South African European and English (StatsNZ).

In the last five years, our ethnic population has seen the following changes (source):

Ethnic group changes in Hamilton from 2018-2023

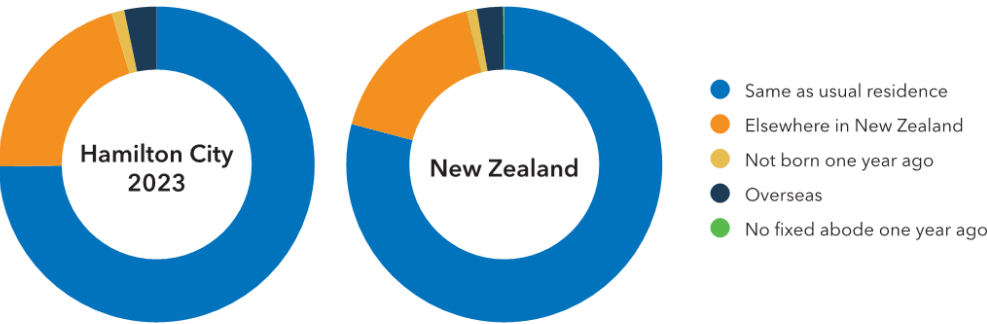


Attachment 1

Residence one year ago

Usual residence one year ago for people in Hamilton and New Zealand

(StatsNZ)

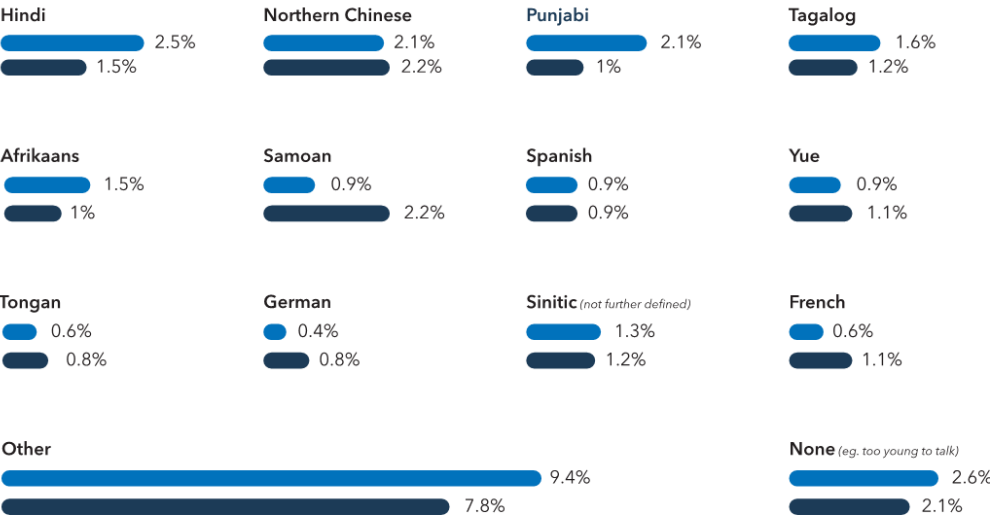


Item 9

Other languages spoken aside from the official languages

Languages spoken by people in Hamilton and New Zealand, 2023 Census

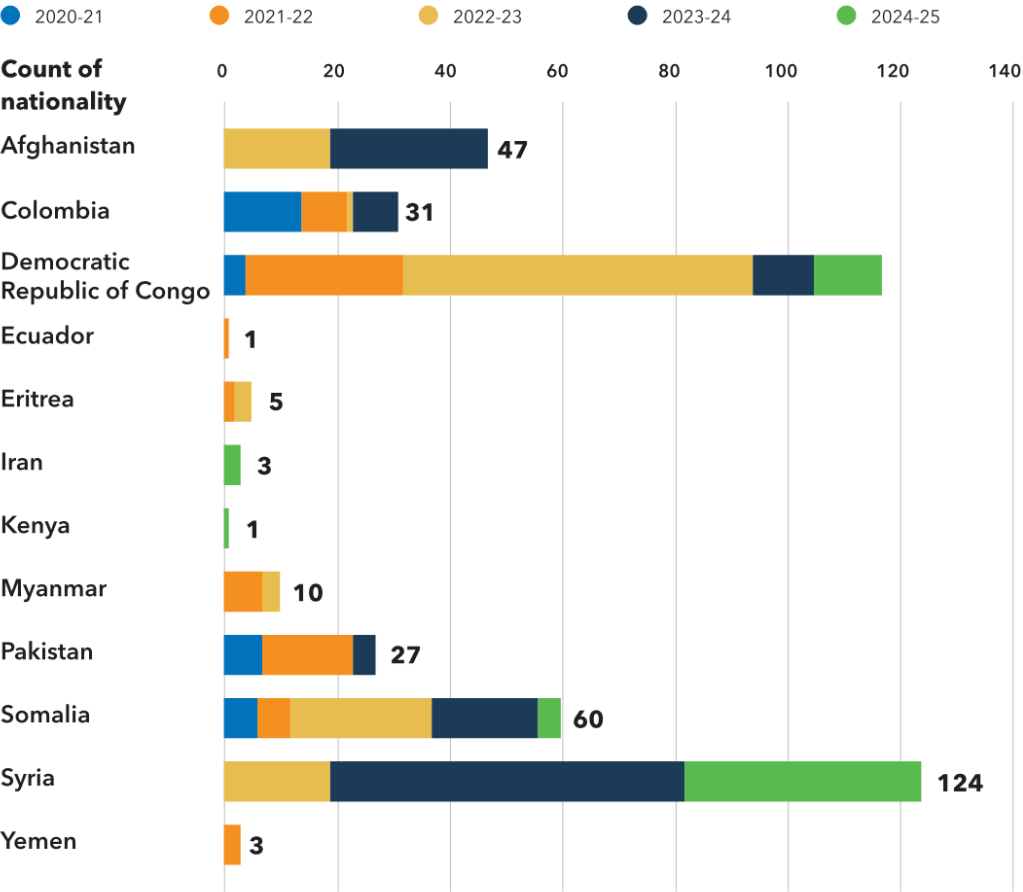
● Hamilton ● New Zealand



[Source](#)

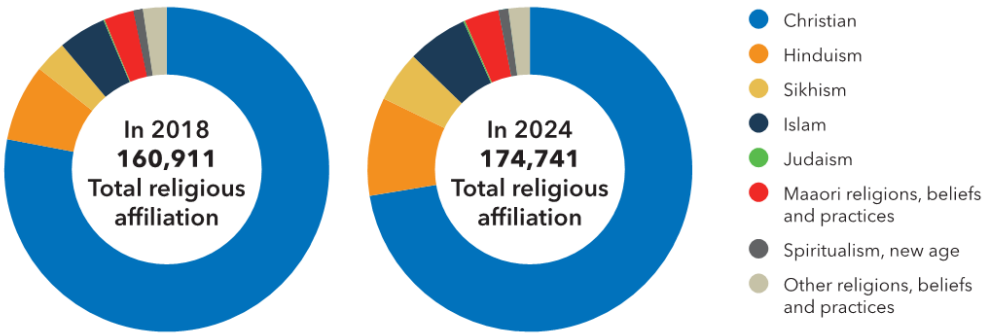
Number of former refugees settled each year

Source: MBIE – Immigration New Zealand



Religions affiliations in Hamilton

Source: StatsNZ



Attachment 1

Item 9

Underpinning our Plan

He Pou Manawa Ora Pillars of Wellbeing

This key Hamilton City Council Strategy aims to build a proud, inclusive city and ensures everyone has a voice in developing its future. He Pou Manawa Ora uses four pou (pillars) to guide how Council will do that.

These pou also underpin Hamilton’s approach to the Welcoming Plan and align with the eight outcomes of the Welcoming Communities Standard.



**He Pou
Manawa
Koorero**

Pillar of
History



**He Pou
Toorangapuu
Maaori**

Pillar of
Unity



**He Pou
Manawa
Taurikura**

Pillar of
Prosperity



**He Pou
Manawa
Taiao**

Pillar of
Restoration

10 Hamilton City Council - 2025 Welcoming Plan

The Welcoming Communities Standard

At the heart of the programme is the Welcoming Communities Standard which provides Councils and communities with a benchmark for what a successful Welcoming Community looks like.

The outcomes-based standard is made up of eight outcome areas important to creating a welcoming and inclusive environment.

The standard enables the participating councils to:

- benchmark their policies, services, programmes and activities
- identify where and how further efforts could be directed through their Welcoming Plan activities
- assess progress over time
- seek accreditation as a 'Welcoming Community'.

The eight elements of the standard and their outcomes are:



1. Inclusive leadership

Local government, tangata whenua and other community leaders work together to create, advocate for, and continue to foster a welcoming and inclusive community. They lead a shared plan to increase connections between newcomers and existing residents.



2. Welcoming communications

People of all cultures and backgrounds feel included, listened to and well informed through a range of ways that consider their different communication needs.



3. Equitable access

Opportunities to access services and activities and to participate in the community are available to all, including newcomers.



4. Connected and inclusive communities

People feel safe in their identity, that they are connected with and belong in the community. There are high levels of trust and understanding between members of the receiving community and newcomers.



5. Economic development, business and employment

Communities maximise and harness the economic development opportunities that newcomers can offer. Councils work with business associations to promote the contribution that newcomer business owners and skilled migrants make to the region's economy.



6. Civic engagement and participation

Newcomers feel welcome to fully participate in the community. Newcomers are active in all forms of civic participation.



7. Welcoming public spaces

Newcomers and receiving communities feel welcome in and comfortable using public spaces.



8. Culture and identity

There is a shared sense of pride in being part of a culturally rich and vibrant community. People feel their culture is respected and valued by other members of the community. There are opportunities to learn about each other's cultures.



The following pages outline the eight Welcoming Communities Plan outcomes and 30 sub-outcomes. Key achievements from the last three years have been presented along with 76 outcomes, of which 36 are new and 40 revised.

In summary

Outcome 1
Inclusive leadership

Six sub-outcomes

17 Actions

Page 14

Outcome 2
Welcoming communications

Four sub-outcomes

10 Actions

Page 17

Outcome 3
Equitable access

Three sub-outcomes

13 Actions

Page 20

Outcome 4
Connected and inclusive communities

Four sub-outcomes

10 Actions

Page 23

Outcome 5
Economic development, business and employment

Five sub-outcomes

10 Actions

Page 26

Outcome 6
Civic engagement and participation

Three sub-outcomes

6 Actions

Page 29

Outcome 7
Welcoming public spaces

Three sub-outcomes

4 Actions

Page 31

Outcome 8
Culture and identity

Two sub-outcomes

6 Actions

Page 33

Sub-outcomes

What we have done

What we plan to do

Hamilton City Council - 2025 Welcoming Plan 13

Item 9

Attachment 1



Outcome 1

Inclusive leadership



Local government, tangata whenua and other community leaders work together to create, advocate for and continue to foster a welcoming and inclusive community. They lead a shared plan to increase connections between newcomers and existing residents.

What we have done

- ✓ Developed He Pou Manawa Ora, a strategy focussed on building a proud, inclusive city for the wellbeing of its people.
- ✓ Partnered with Te Haa o te Whenua o Kirikiriroa (THAWK) and community organisations to implement initiatives that reflect the principles of manaakitanga (the expression of aroha, hospitality, generosity, and mutual respect) and whanaungatanga (relationship, kinship, a sense of family connection between people).
- ✓ Developed a Diversity Equity and Inclusion Strategy for Hamilton City Council.
- ✓ Expanded Council’s Amorangi Maaori team from one to four members to implement and activate He Pou Manawa Ora (Pillars of Wellbeing).
- ✓ Council Elected Members voted to retain the Kirikiriroa Maaori Ward and hold a binding poll on the issue alongside the 2025 local body election.
- ✓ In 2024, launched the ‘He Pou Koorero’ app to support kaimahi (workers/ employees) in their Te Ao Maaori journey.
- ✓ Waikato Interfaith Council (WIFCO) opened Council Community and Natural Environment Committee meetings with interfaith prayers and messages.

What we will do

As the indigenous people of Aotearoa New Zealand, Maaori - represented by tangata whenua, mana whenua, iwi and haapu and/or other hapori Maaori - have a prominent role in the Welcoming Plan activities.

Action	Responsibility
1 Council to continue partnership with Mana Whenua in the implementation and delivery of the Welcoming Plan.	Hamilton City Council and mana whenua
2 Council to continue working with other hapori Maaori to deliver on the Welcoming Plan.	Hamilton City Council, Kirikiriroa Marae and Te Runanga o Kirikiriroa

Leaders - both designated and unofficial - reflect the diversity in the local community, as does the Council workforce.

3 Council to create a talent management framework and workforce plan to enable diversity of leaders at all levels including Maaori, women, Rainbow, Pasifika, disability, and ethnic minorities. ¹	Hamilton City Council
4 Council to collect staff ethnicity data ² and commit to increasing the diversity of its staff.	Hamilton City Council
5 Community organisations to be supported in developing more diverse governance groups and improve the diversity of its staff.	Community Waikato, Hamilton City Council, ethnic and other community organisations
6 Council to maintain its commitment to a 'diverse and inclusive workplace' where all staff feel valued and have equal opportunities for advancement, helping to improve Council's reputation as employer of choice. ²	Hamilton City Council
7 Council to continue promoting opportunities for ethnic community representatives to stand for local office.	Hamilton City Council

Leaders model the principles of inclusiveness, openness, tolerance, respect and acceptance of all cultures in the community.

8 Elected Members are required to attend Diversity Equity and Inclusion (DEI) trainings.	Hamilton City Council
9 Council staff in leadership play an active role in DEI initiatives and actively encourage staff participation. ²	Hamilton City Council
10 Schools to encourage and promote strong ethnic community participation in its boards.	Ministry of Education and school boards

1. <https://hamilton.govt.nz/strategies-plans-and-projects/strategies/he-pou-manawa-ora>
 2. Hamilton City Council's Diversity, Equity, and Inclusion Strategy

Attachment 1

There are clear roles, responsibilities and ownership within Council and in the wider community for the Welcoming Communities programme.

Action	Responsibility
11 Council to continue partnering and collaborating with community groups and organisations in delivering on this Welcoming Plan.	Hamilton City Council
12 Settlement sector and ethnic community organisations continue to support and commit to a more welcoming city.	Settlement network and Welcoming Communities

A range of leadership opportunities in the council and the wider community are available to and taken up by newcomers.

13	Develop youth ethnic leaders through Ministry of Education Emerging Leadership Programme.	Ministry of Education
14	Council to actively promote diverse leadership opportunities in Council.	Hamilton City Council
15	Continue Flourish, the leadership programme for ethnic women.	Hamilton Multicultural Services Trust
16	Continue supporting collaborative ethnic youth leadership programmes.	Hamilton City Council and youth organisations
17	Continue the first-year scholarship programme for former refugee or migrant background students.	University of Waikato and Hamilton Multicultural Services Trust

Item 9



Outcome 2

Welcoming communications



People of all cultures and backgrounds feel included, listened to and well informed through a range of ways that take into account their different communication needs.

What we have done

- ✔ Translated the Welcoming Plan in ten major migrant and refugee languages.
- ✔ Promoted the Long-Term Plan consultation documents in key languages.
- ✔ Council refreshed the Ethnic Development Community events and information with Welcoming Communities branding.
- ✔ Council established a Welcoming Communities landing page on its website with information and resources about our diverse city.

What we will do

The community is well-informed about the local benefits of immigration and the Welcoming Communities programme, including success stories.

Action	Responsibility
1 Council and other local organisations help promote positive messages featuring the city's diverse communities and the success stories of migrants, former refugees and international students.	Hamilton City Council, Wintec, Bureau and organisations
2 Community and service organisations highlight stories of successful welcoming initiatives and successful settlement.	Settlement sector and ethnic community organisations
3 Council website to include links with welcoming partner organisations to support easy access to information and support.	Hamilton City Council
4 Council to continue promoting Welcoming Communities initiatives through its social media platforms and the fortnightly Community Information and Events newsletter.	Hamilton City Council

Council is well-informed about newcomers to their region and proactively seeks data about newcomers from relevant sources.

5 Council to continue seeking demographic and other data about newcomers from Immigration New Zealand, Ministry of Ethnic Communities, StatsNZ and other sources to better understand diversity in the city.	Hamilton City Council
6 Council to increase its database of images for Council communications so it better reflects our diverse communities.	Hamilton City Council

Council's engagement with all residents is two-way, culturally appropriate and fit for purpose.

7 Council to update its 'Multilingual collateral production guide' to support Council staff in producing accessible communication.	Hamilton City Council, Decypher Interpreting and Translating
8 Council to continue seeking appropriate cultural advice when engaging with newcomer communities using connectors, cultural advisors, interpreters or translators.	Hamilton City Council, Ethnic communities, Decypher Interpreting and Translating

Council communication materials and messages are inclusive and reflect the diversity of the local community. Council encourages other agencies, business and organisations to follow this model.

Action	Responsibility
9 Council to support welcoming initiatives of community organisations through the Welcoming Communities Fund.	Hamilton City Council
10 Council commits to ensuring communications and messages are inclusive and reflect the diversity of Hamilton.	Hamilton City Council



Attachment 1

Item 9



Outcome 3

Equitable access



Community services and activities are available for all to participate in, including newcomers.

What we have done

- ✓ Council supported the development and opening of the K’aute Pasifika Village Fale.
- ✓ Through the allocation of the [Multi-Year Community Grant](#) nine community houses across the city were funded collectively by the Council \$380,000 per annum for 2021/22-2023/24.
- ✓ Diversity Counselling New Zealand launched Thrive ‘to help ethnic communities in Aotearoa NZ have easier access to mental wellbeing tools and resources’.
- ✓ Refugee Orientation Centre (ROC) Trust conducted research on ‘former refugees’ perspectives and aspirations on economic integration’ to support the ROC Incubator Programme.
- ✓ Council distributed 4,500 Your Guide to Hamilton booklets for community centres, employers, and schools for newcomers.

What we will do

Council partners with local business, organisations and sectors to identify and address barriers for newcomers to accessing services and participating in the community.

Action	Responsibility
1 Build the capacity of community groups to empower their members to lead and participate in civic life.	Hamilton City Council and Community Waikato
2 Council to continue working with community centres and interagency groups to capture and address challenges for ethnic people and connect newcomers to information and services.	Hamilton City Council, Hamilton Multicultural Services Trust and community organisations
3 Council and other funding organisations to continue supporting diversity, equity and inclusion initiatives of community organisations.	Hamilton City Council, Trust Waikato, Wel Energy Trust, DV Bryant, Ministry of Ethnic Communities, Department of Internal Affairs, and other funders
4 Organise a collaborative health and wellbeing expo and introduce new migrants to available health-related services.	The Asian Network Inc., Te Whatu Ora, Citizens Advice Bureau, Red Cross, and Diversity Counselling New Zealand

Council and other organisations in the community, research, design and deliver services that take account of the different circumstances and cultural backgrounds of all service users, including newcomers.

5 Council partners with relevant settlement organisations to set up a central portal with robust information about organisations that support newcomers.	Hamilton City Council, Settlement Centre Waikato, Wintec, and University of Waikato
6 Provide cultural information and training for organisations to ensure appropriate and accessible service delivery.	Settlement Centre Waikato, Shama Ethnic Women's Centre, Diversity Counselling New Zealand, and AfroConnect
7 Council to continue supporting organisations through the Community Grants Policy, including Partnership, Services and Initiatives Fund, as well as the Welcoming Communities Fund.	Hamilton City Council

Attachment 1

Action	Responsibility
8 Council and other service organisations to continue using Decypher Interpreting and Translating or other established interpreting/translating services to ensure accurate communication is distributed.	Hamilton City Council
9 Council to continue working with Pacific providers to implement the Waikato Pasifika Action Plan that will enhance the delivery of services to the Pacific community. ³	K'aute Pasifika Trust, Waikato Pacific Business Network, Manu Moana and Kaliaroa

All community members are well informed about the services available in the community. Newcomers are made aware of and are using these services.

Item 9

10	Council Aquatic facilities will promote inclusion, seek partnerships with and deliver outcomes for our diverse ethnic communities ⁴	Hamilton City Council
11	Settlement organisations and ethnic groups include Council services in their newcomer orientations.	Settlement Centre Waikato, Hamilton Multicultural Services Trust, Shama Ethnic Women's Centre, and Refugee Orientation Centre Trust
12	Schools to utilise settlement and other ethnic support services for new migrant and refugee families.	Ministry of Education, Settlement Centre Waikato and Diversity Counselling New Zealand
13	Explore opportunities for Council to set up a community and celebrations events calendar on the Welcoming Communities landing page.	Hamilton City Council

³ Waikato Pasifika Action Plan

⁴ Aquatics Strategy



Outcome 4

Connected and inclusive communities



People feel safe in their identity and that they are connected with and belong in the community. There are high levels of trust and understanding between members of the receiving community and newcomers.

What we have done

- ✓ Through the establishment of the Welcoming Communities fund, supported community groups with \$275,000 from 2022 to 2025.
- ✓ Collaborated with mana whenua and other organisations in annually celebrating Welcoming Week.
- ✓ Supported refugees and migrants at Hamilton Boys' High School Multicultural Manaaki Centre.
- ✓ Council supported the the collaborative annual celebration of World Refugee Day in June.

Attachment 1

What we will do

Coordinated, comprehensive and appropriate initial welcoming support services are available from Council, other agencies and community organisations.

Action	Responsibility
1 Develop a 'Welcome to Hamilton' pack for newcomers to be made available at the libraries, schools, and the Settlement Centre.	Hamilton City Council, Hamilton Multicultural Services Trust and settlement network
2 Council to continue partnering with mana whenua and other community organisations in celebrating Welcoming Week.	Mana whenua, settlement sector and ethnic organisations
3 Council to continue providing inclusive and welcoming services across its facilities and visitor destinations.	Hamilton City Council

Item 9

The receiving community is well equipped and supported to welcome and interact with newcomers.

4 Council, government and other philanthropic funders support and promote the welcoming initiatives of service providers and community organisations.	Hamilton City Council and Hamilton Funders
5 Promote better understanding of New Zealand history and its founding document with Treaty of Waitangi training for newcomers and their communities.	Mana whenua and Tangata Tiriti – Treaty People
6 Set up small learning community hubs for families and their communities.	Ministry of Education and ethnic community groups

Members of the receiving community and newcomers build relationships and are at ease with connecting and learning about and from each other.

7 Ethnic community groups invite and share their celebrations with other community groups.	Ethnic community organisation
8 Council to continue hosting regular meetings with communities to strengthen connections and open opportunities to work collaboratively.	Hamilton City Council and ethnic community organisation

Different cultures are celebrated, and people are supported to express their cultural beliefs and customs, including language and religious practices.

Action	Responsibility
9 Support and encourage the social and open celebration of culture, language and identity of Hamilton's diverse communities.	Hamilton City Council, Refugee Orientation Centre Trust, Shama Ethnic Women's Centre, Hamilton Multicultural Services Trust, Waikato Multicultural Council, Waikato Arab Social Club and Waikato Muslim Association
10 Promote and support participation of former refugee youth to the Migrant Refugee Facilitator Project.	Ministry of Education, Waikato Refugee Forum and Refugee Orientation Centre Trust
11 Ethnic older person groups to continue welcoming new members for support and social connection.	Waikato Senior Indian Citizens Association, Hamilton Chinese Golden Age Society, and Age Friendly Steering Group



Attachment 1

Item 9



Outcome 5

Economic development, business and employment

Communities maximise and harness the economic development opportunities that newcomers can offer. Councils work with business associations to promote the contribution that newcomer business owners and skilled migrants make to the region’s economy.

What we have done

- ✓ Council’s Economic Development Team worked with employers to help create employment opportunities in our city.
- ✓ Red Cross worked with employers and supported former refugees to gain employment.
- ✓ Refugee Orientation Centre Trust offered volunteering and internship opportunities for international students.
- ✓ Council partnered with Wintec, University of Waikato and schools to welcome international students.

What we will do

Newcomers, including international students, are supported to access local employment information, services and networks.

Action	Responsibility
1 Council and other organisations to create volunteer opportunities, internships, and training for newcomers.	Hamilton City Council, Volunteering Waikato, and business owners
2 Employers and migrant business owners to offer apprenticeships and opportunities for suitable and skilled ethnic candidates.	Ministry of Social Development, Refugee Orientation Centre Trust, and business owners
3 Include 'here2helpu' in newcomer orientation, and make the information readily accessible, to support newcomers in accessing assistance.	Wise Group, Ministry of Social Development, Red Cross, Wintec, Ministry of Education, and The Asian Network Inc

Newcomers, including international students, are supported with local knowledge and skills to ensure they can operate successfully in the New Zealand work environment, either as a business owner or an employee.

4 Schools to provide orientation/welcome packs for new international students including information on employment.	Wintec, Refugee Orientation Centre, education providers, and Hamilton Multicultural Services Trust
5 Continue distributing 'Your Guide to Hamilton' to international students and other newcomers.	Hamilton City Council, University of Waikato, Wintec and settlement service providers

The receiving community recognises the value of diversity in the workplace, of newcomers' contribution to the region's growth and of the resulting wider economic benefits.

6 Council and other service organisations to continue using Decypher or other established interpreting/ translating services to ensure accurate communication is distributed.	Hamilton City Council
7 Council maintains its relationship with existing businesses and positions itself as a trusted partner to attract employees, promote opportunities and deepen the connection that businesses have to our community.	Hamilton City Council

Attachment 1

Action	Responsibility
8 Council to advocate for a Waikato Chamber of Commerce award for diversity in the workplace.	Hamilton City Council, Waikato Chamber of Commerce and businesses
Local employers and workforces develop their intercultural competency.	
9 Local employers are encouraged and supported to develop their cultural understanding and provide intercultural training for their staff.	Hamilton City Council, Settlement Centre Waikato, and Shama Ethnic Women's Centre
Mutually beneficial connections and initiatives are set up with migrant business people by the local business community and professional networks.	
10 Waikato Pacific Business network to continue supporting the development and promotion of Pasifika-owned businesses.	Waikato Pacific Business Network

Item 9





Outcome 6

Civic engagement and participation



Newcomers feel welcome to fully participate in the community and newcomers are active in all forms of civic participation.

What we have done

- ✓ Council provided opportunities for our communities to participate in civic life.
- ✓ Council promoted civic education in schools.
- ✓ Council worked with communities to increase participation in local body elections.
- ✓ Council acknowledged and celebrated civic involvement and participation of community members and organisations through the Civic Awards. In 2024, a refugee-led organisation, Refugee Orientation Centre Trust was a recipient of the award.

Attachment 1

What we will do

Council's elected members and staff effectively communicate with newcomers to promote their engagement in local government processes.

Action	Responsibility
1 Provide opportunities to raise migrant and former refugee awareness and understanding of local Council services and processes.	Hamilton City Council, Hamilton Multicultural Services Trust and settlement network
2 Run workshops with community groups to inform them about democracy and civic participation.	Hamilton City Council and English Language Partners

Newcomers are encouraged and enabled to get involved in local government and civil society.

3 Continue promoting opportunities for ethnic community representatives to stand for local office.	Hamilton City Council
4 Empower young people to participate and share their voice in Council consultations and other civic engagement opportunities.	Mana whenua, Tangata Tiriti - Treaty People, and other Treaty training providers

Newcomers' efforts and achievements in civic participation and community life are acknowledged and celebrated.

5 Council to continue recognising the contributions and achievements of individuals and community groups through the Annual Civic Awards.	Hamilton City Council
6 Acknowledge and celebrate achievements of individuals within migrant and refugee communities.	Hamilton City Council and ethnic community organisations

Item 9



Outcome 7

Welcoming public spaces



Newcomers and receiving communities feel welcome in and comfortable using public spaces.

What we have done

- ✓ In consultation with mana whenua and communities in the area, Te Kete Aronui was developed, providing a welcoming community space in Rototuna North.
- ✓ Council and funders supported the redevelopment of the first purpose-built centre serving the diverse ethnic communities in Hamilton Kirikiriroa.

What we will do

The design and operation of public spaces and facilities are culturally appropriate and reflect the diversity of the community.

Action	Responsibility
1 Council libraries to continue being a fun, inclusive, engaging and welcoming spaces that people want to visit. ⁵	Hamilton City Council

5 Hamilton City Libraries

Attachment 1

Action	Responsibility
Welcoming public spaces provide opportunities to build trust and relationships between newcomers and members of the receiving community.	
2 Council to continue providing aquatic facilities and services that are welcoming and accessible to everyone. ⁶	Hamilton City Council
Public spaces and buildings create a sense of community ownership and inclusion for all, including newcomers.	
3 Settlement Centre Waikato to complete stage two of the building project incorporating co-location of community organisations and the addition of community spaces.	Hamilton Multicultural Services Trust
4 Organise and deliver welcoming tours for new community members to learn more about Council and the history of Hamilton Kirikiriroa.	Shama Ethnic Women's Centre and ethnic communities

6 Aquatics Strategy

Item 9





Outcome 8

Culture and identity

There is a shared sense of pride in being part of a culturally rich and vibrant community. People feel their culture is respected and valued by other members of the community. There are opportunities to learn about each other’s cultures.

What we have done

- ✓ Council supported the unified Diwali celebrations among Indian organisations.
- ✓ Council supported the first K-Festival, a celebration of Korean culture.

What we will do

Receiving communities and newcomers share and celebrate their cultures with each other, facilitated by Council and others in the community.

Action	Responsibility
1 Council libraries to continue being a fun, inclusive, engaging and welcoming spaces that people want to visit. ⁷	Hamilton City Council

7 Hamilton City Libraries Strategy

Hamilton City Council - 2025 Welcoming Plan **33**

Attachment 1

Item 9

Action	Responsibility
2 Council to support community and collaborative cultural celebrations that are open to the wider community.	Hamilton City Council
3 Council to support opportunities for art, language and cultural exchange among ethnic groups.	Hamilton City Council, Creative Waikato and other ethnic organisations

Newcomers and the receiving community understand what values they each hold dear.

4 Schools celebrate diverse cultures to increase understanding among students and their families.	Ministry of Education and ethnic community groups
5 Share parenting values from ethnic background communities as part of connection groups or workshops.	Plunket and Shama Ethnic Women's Centre
6 Hamilton Libraries to continue responding to the changing ethnic make-up of the city by extending and diversifying its collections, and creating shared content and events. ⁸	Hamilton City Council

⁸ Hamilton City Libraries Strategy





Glossary

1. Communities - Refers to everyone living and working in a community. It encompasses: the local government council, Māori organisations, the business sector (for example, individual businesses, the economic development agency, the chamber of commerce and business and industry sector organisations) cultural and sporting sectors, community and religious organisations, settlement service providers, non-government organisations, families and individuals.
2. Council - Hamilton City Council. Local government of the city or place.
3. Diversity - range of people with various racial, ethnic, linguistic, religious, gender and other backgrounds
4. Mana whenua - Historical and traditional land owners, including iwi (tribes) and hapuu (sub-tribes).
5. Migrant - Someone who moves to another place for work or better living conditions and they can return home when they want to.
6. Newcomers - Refers to recent migrants (up to 5 years in New Zealand), former refugees and international students.
7. Receiving communities - Refers to the existing population living within a community, some of whom are New Zealand-born and some of whom are not.
8. Refugee - Person forced to leave their country to escape war, persecution or natural disasters. Refugees cannot safely return home.
9. Settlement network - This is a long-standing network of about 20 government and not-for-profit organisations providing settlement services or supporting settlement of migrants and former refugees in Hamilton Kirikiriroa.
10. Tangata Tiriti - 'People of the Treaty' which is used to describe non-Maaori who live in New Zealand and whose presence is connected to the Te Tiriti o Waitangi. It's a term that signifies belonging and acknowledges the relationship between all people in Aotearoa New Zealand through the Treaty.
11. Tangata whenua - The indigenous Maaori people of Aotearoa New Zealand, including iwi (tribes), hapuu (subtribes) and other hapori Maaori (Maaori communities)

Attachment 1


Item 9



Hamilton City Council
Garden Place, Private Bag 3010, Hamilton

 HamiltonCityCouncil

 @hamilton_city_nz

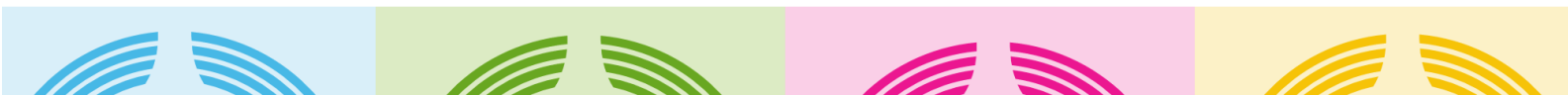
 07 838 6699

hamilton.govt.nz



Hamilton Kirikiriroa Welcoming Communities Accreditation

November 2024



Introduction

Welcoming Communities Standard | 8 Elements

Your accreditation application will be closely aligned with the 8 elements of the Welcoming Communities Standard.



Stories of Impact | Summary

Name of your council: HAMILTON CITY COUNCIL

Welcoming Communities 8 Standards	Name of your initiative	Format
1. Inclusive leadership	<i>1. Partnering with mana whenua in establishing Welcoming Communities</i>	<i>Case Study</i>
	<i>2. Developing a Diversity Equity and Inclusion Strategy in Council</i>	
2. Welcoming Communications	<i>1. Translating the Welcoming Communities Plan</i>	<i>Case Study</i>
	<i>2. Promoting Long-Term Plan information</i>	
3. Equitable Access	<i>1. Opening of the K'aute Pasifika Fale</i>	<i>Case Study</i>
	<i>2. Co-creating Tirohanga – a well being space</i>	
4. Connected and Inclusive communities	<i>1. Supporting communities through the Welcoming Communities Fund</i>	<i>Case Study</i>
	<i>2. Collaborative Welcoming Communities Week Celebration</i>	
	<i>3. Welcoming refugees at Hamilton Boys' High School</i>	

Stories of Impact | Summary

Name of your council: HAMILTON CITY COUNCIL

Welcoming Communities 8 Standards	Name of your initiative	Format
5. Economic Development Business and Employment	1. Council working with Hamilton Employers 2. Red Cross pathways to employment for former refugees	Case Study
6. Civic Engagement and Participation	Council providing opportunities for our diverse communities to participate in civic life	Case Study
7. Welcoming Public Spaces	1. Development of the Te Kete Aronui Rototuna Library 2. Redevelopment of the Settlement Centre Waikato	Case Study
8. Culture and Identity	1. Celebrating a unified Diwali 2. Welcoming Hamilton to the Korean food festival	Video / Case Study / Discussion

Case Study Template

Partnering with tangata whenua in establishing Welcoming Communities

Te Haa o te Whenua o Kirikiriroa (THAWK) confirmed the partnership when Council signified interest in applying to be part of Welcoming Communities.



From participants:

'thank you for organising this activity, it has been a great Maori culture experience'

'thanks for this opportunity, a real privileged insight to the real Maori and Aotearoa life...'

'It was such an honour to be a guest to the king...'

Before Council submitted an expression of interest to join Welcoming Communities, Council reached out to the local hapū (five sub-tribes in Hamilton) presenting the intent to be part of the Welcoming Communities Programme and requesting their support and endorsement. Local hapū didn't just want to support the program — they wanted to partner with Hamilton City Council. A few months after getting accepted to the Welcoming Communities program, all key stakeholders were invited to a commitment signing event.

It was powerful to see representatives of local hapū there signing the commitment document along with Council representatives. Before officially submitting an expression of interest to be part of Welcoming Communities, Council presented the idea to Te Ngaawha Whakatapu Ake (TNWA) who confirmed its partnership and support of the application.

As a result of this commitment, the refreshed haapu group called Te Haa o te Whenua o Kirikiriroa (THAWK), became involved in planning the first celebration of Welcoming Week in 2022 and other activities engaging with Maori.

A 'Poowhiri, waananga and kai' held at Kirikiriroa Marae was organized as part of Welcoming Week. This allowed newcomers an opportunity to experience not only a poowhiri but also an opportunity to hear about the haapu and their history as well as to korero about the 'Maori welcome' the manuhiri experienced.

The provision of kai was also an opportunity to share food prepared by the Arab community, which is introduced another element to the event of sharing food that people of diverse backgrounds can share.

New refugee families, students and even long-settled migrants had an opportunity to be part of the process.

As a result of the open korero, other community leaders have realized the value of having mana whenua in their spaces/events and have reached out to connect with THAWK.

From this relationship, THAWK was introduced to the wider community leadership and vice versa through 'Whanaungatanga' at the annual Welcoming Communities Forum. More connections were made, making groups more confident to have or include Mana whenua in their important celebrations. Further to this, THAWK welcomed the opportunity for community members to experience a 'Poukai' in the presence of the late Maaori King at Te Papa o Rotu Marae. More events are planned.

<https://welcominginternational.org/partnering-on-welcoming-with-indigenous-communities-in-new-zealand/>

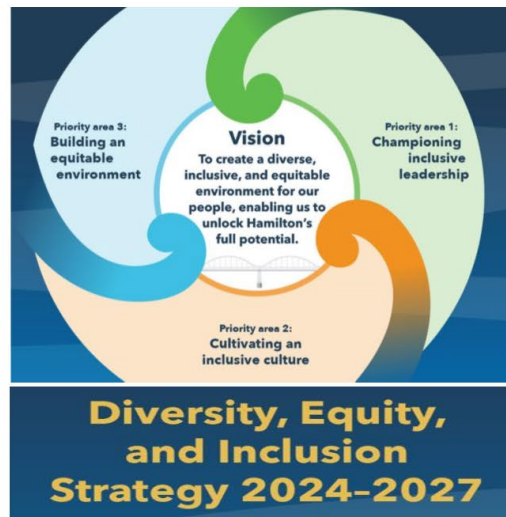
1. Inclusive Leadership

No.	Sub-Outcomes	Self-assessment (1-5)
1.1	As the indigenous peoples of Aotearoa New Zealand, Māori – represented by tangata whenua, mana whenua, iwi and hapū and/or other hapori Māori – have a prominent role in Welcoming Plan activities.	4
1.2	Leaders – both designated and unofficial – reflect the diversity in the local community, as does the council workforce.	3
1.3	Leaders model the principles of inclusiveness, openness, tolerance, respect and acceptance of all cultures in the community.	4
1.4	There are clear roles, responsibilities and ownership within council and in the wider community for the Welcoming Communities programme.	4
1.5	Council internal and external policies, services, programmes and activities recognise and address cultural diversity.	4
1.6	A range of leadership opportunities in the council and the wider community are available to and taken up by newcomers.	3

Case Study Template

Developing a DEI Strategy in Council

Recognising and addressing cultural diversity in Council



Ahuria te ahurea kia rea ake

Let's strive to nurture and cultivate an inclusive environment overflowing with the brilliance of diversity

In 2020, Hamilton City Council embarked on a journey to create a diverse, inclusive, and equitable environment for its people to thrive, with the aim to unlock Hamilton's full potential.

The council focused on a range of initiatives across four areas: inclusive leadership, diversity infrastructure, recruitment, selection and onboarding, and career planning. With the support of the Executive Leadership team, council worked with Diversity Works to assess the maturity of Council's DEI (Diversity, Equity, and Inclusion) practices using the Aotearoa Inclusivity Matrix (AIMS). A DEI policy was then developed.

In the following year, 2021, a DEI staff survey was conducted, a DEI champions Group and a Rainbow Network were established. In the DEI journey, Council recognised the need for continuous improvement to fully integrate DEI into all ways of working across the organisation and the employee life cycle. By 2022, a DEI Specialist was hired and significant progress was made as a parent's room was established in Council's municipal building and gender-neutral bathrooms were established across various Council facilities.

In 2023, the council took further steps by establishing a DEI Committee to steer the DEI work, forming a Women's network, launching a Leadership development programme, and conducting another DEI staff survey. Unconscious bias awareness training began, and Council received the Rainbow Tick accreditation. Diversity Works qualified AIMS assessment also put HCC from 'emerging' to 'engineer' stages.

This year, Council launched the DEI strategy informed by quantitative and qualitative data. Council used insights from the Diversity Works AIMS framework to identify the maturity of DEI practices; engaged with its people and existing employee-led networks to understand DEI from their perspective; and supported the development of the strategy through staff surveys, personal interviews, focus groups, onboarding and exit interviews to shape the outcomes and objectives.

Hamilton City Council's DEI Strategy has three priority areas: championing inclusive leadership, building an equitable environment and cultivating an inclusive culture. Under the strategy there are nine goals all together with measures of success that Council will work towards until 2027.

1. Inclusive Leadership

No.	Sub-Outcomes	Self-assessment (1-5)
1.1	As the indigenous peoples of Aotearoa New Zealand, Māori – represented by tangata whenua, mana whenua, iwi and hapū and/or other hapori Māori – have a prominent role in Welcoming Plan activities.	4
1.2	Leaders – both designated and unofficial – reflect the diversity in the local community, as does the council workforce.	3
1.3	Leaders model the principles of inclusiveness, openness, tolerance, respect and acceptance of all cultures in the community.	4
1.4	There are clear roles, responsibilities and ownership within council and in the wider community for the Welcoming Communities programme.	4
1.5	Council internal and external policies, services, programmes and activities recognise and address cultural diversity.	4
1.6	A range of leadership opportunities in the council and the wider community are available to and taken up by newcomers.	3

Case Study Template

Translating the Welcoming Plan into 10 languages

Making the plan accessible in other languages



"Awesome mahi for releasing the translated Welcoming Plan in new languages at the Welcoming Manaaki Village. I just want to acknowledge that... It's important that lots of our different ethnicities in Hamilton Kirikiriroa have access to this plan."

Lance Vervoort
Council CE

'Accessible communications' is a commitment in the Welcoming Plan, this meant making the Hamilton Welcoming Plan accessible to communities by having the plan translated in some selected languages.

It was a challenge considering cost and determining which languages. With the support of the Welcoming Communities Advisory group, it was agreed that the plan will be translated into the following migrant and refugee languages: Hindi, Simplified Chinese, Samoan, Tongan, Filipino, Spanish, Arabic, Dari, Burmese, Urdu.

The intention was for the major community groups and minor refugee groups to be able to read and understand the plan.

The process itself included working closely with Council Communications team and a designer to produce a booklet that was formatted like the English version. This process also involved working with a Hamilton-based translating service, Decypher. It was good Decypher had nine of the translators required except for Tongan. Finding a Tongan translator relied on Pacific and then Tongan contacts who referred someone they agreed could do the job. Aside from the translators, it was also important to find 'readers' whose job was to check the flow and understandability of the translated document.

It took almost a year to finish the translations with those languages using non-Roman scripts creating a challenge for the designer. Where the original process was to liaise only with Decypher and not with the translators directly, translator and designer meetings had to be set up to facilitate the process and ensure accuracy.

The translated plans were launched appropriately during Welcoming Week 2023. Community groups were free to get copies as they needed.

<https://www.waikato.com/whats-on/news/2022/07/12/hamilton-a-committed-welcoming-community>

2. Welcoming Communications

No.	Sub-Outcomes	Self-assessment (1-5)
2.1	The community is well informed about the local benefits of immigration and the Welcoming Communities programme, including success stories.	3
2.2	The council is well informed about newcomers to their region and pro-actively seeks data about newcomers from relevant sources.	5
2.3	The council's engagement with all residents is two-way, culturally appropriate and fit for purpose.	4
2.4	Council communication materials and messages are inclusive and reflect the diversity of the local community. Council encourages other agencies, businesses and organisations to follow this model.	4

Case Study Template

Promoting Long-Term Plan (LTP) information

Long Term Plan summary documents were translated in some languages.



Between March and April 2024, Council consulted with the community to understand Hamiltonian’s views on the 2024-34 draft Long-Term Plan (LTP) in particular:

- How we plan to manage our finances
- Reducing Council’s services and costs
- A proposed walking and cycling bridge
- Targeted rates for additional services
- Targeted rate for pool inspections.

The LTP sets the projects, budget and financial strategy for the next 10 years at Council. It is the cornerstone document for Council’s work. To ensure a diverse and inclusive range of ethnic voices was heard during the consultation period, Council staff gathered community feedback in the following ways:

- Translated a summary of the Consultation Document into Te Reo Maaori, Samoan, Simple Chinese, Hindi and Tagalog (these languages were selected for translation based on census data regarding languages spoken in the city).
- Translated social media tiles into the above five languages and sent them to ethnic groups for use on their social media pages.
- Attended various ethnic sector meetings.

A report of the LTP consultation showed that of the 2931 unique submissions the following ethnic groups were represented: Indian, Chinese, Samoan, British, Filipino, Tongan, South African and Cook Islander.

<https://hamilton.govt.nz/your-council/news/community-environment/community-feedback-drives-long-term-plan-decisions>

2. Welcoming Communications

No.	Sub-Outcomes	Self-assessment (1-5)
2.1	The community is well informed about the local benefits of immigration and the Welcoming Communities programme, including success stories.	3
2.2	The council is well informed about newcomers to their region and pro-actively seeks data about newcomers from relevant sources.	5
2.3	The council’s engagement with all residents is two-way, culturally appropriate and fit for purpose.	4
2.4	Council communication materials and messages are inclusive and reflect the diversity of the local community. Council encourages other agencies, businesses and organisations to follow this model.	4



Case Study Template

Opening of the K'aute Pasifika Fale

Development of the K'aute Pasifika Village in Kirikiriroa Hamilton.



Photo Copyright: @K'aute Pasifika Trust

"For us as a Pacific community, what we can take from today and the K'aute Pasifika Village is that we are visible, we have been seen. We have a voice, we have been heard, and we are valued, we have undoubtedly been valued."

Leauepe Peta Karalus

In January 2023, the Waikato-based Pacific Islands community trust, K'aute Pasifika Trust unveiled their new community hub, now called 'K'aute Pasifika Village to a celebration including a blessing, Pasifika traditional welcome ceremonial practices, speeches, community performances and food. It was a huge milestone for the Pacific community, with the advocacy, planning and negotiation for this project taking place over many years.

The Fale (meeting house) is part of the K'aute Pasifika Village, a first of its kind in Aotearoa that will provide Pasifika-focused needs including an early learning centre, wellness services as well as GP and other clinical services that will serve around 21,000 Pasifika people.

K'aute Pasifika Trust was a result of a vision to create a Pacific community living to its full potential. The vision was led by its former CEO Leauepe Peta Karalus and followed by the current CEO Rachel Karalus, who said 'the village is the collective achievement of central and local government (Council owns the land the centre is built on), Tangata Whenua, philanthropic, business and broader communities.'

The K'aute Pasifika Team is now settled in the Village which includes a K'aute Pasifika Wellbeing Centre, which houses their team and holds the services for the community; the Early Learning Centre for up to 85 children and the Village Fale.

The K'aute Pasifika Village Fale is now used not only for celebrating and hosting Pasifika events but also other community events such as World Refugee Day, Filipino Independence and Cultural Showcase and more recently during Welcoming Week, the KaiFusion event.

<https://hamilton.govt.nz/your-council/news/community-environment/kia-orana-to-the-new-kaute-pasifika-community-hub>

<https://www.nzherald.co.nz/waikato-news/news/traditional-fale-the-centrepiece-of-a-pasifika-village-in-the-heart-of-kirikiriroa/QU3XLZ7TGF67NPMID7QIA67SAA/>

<https://www.growregions.govt.nz/regions/in-your-region/waikato/kaute-pasifika-village>

3. Equitable Access

No.	Sub-Outcomes	Self-assessment (1-5)
3.1	Council partners with local businesses, organisations and sectors to identify and address barriers for newcomers to accessing services and participating in the community.	5
3.2	The council is well informed about newcomers to their region and pro-actively seeks data about newcomers from relevant sources.	5
3.3	The council's engagement with all residents is two-way, culturally appropriate and fit for purpose.	4

Case Study Template

Co-creating Tirohanga – the wellbeing space

Council staff participated in co-creating a wellness village at Houchen Retreat.



“Tirohanga is a healthy and safe environment to find a sense of belonging and connection...The beauty of Tirohanga is that it was co-designed with the community, the voices of local people told us what they wanted, how it could serve them, it was not designed by ‘those who know best’.”

Erana Severne
Former Wise Group Operations Manager

In 2020 the Wise Group partnered with community foundation Momentum Waikato and embarked on a project to co-design a new wellness village at the Houchen Retreat for the local community. The Wise Group in turn partnered with Innovation Unit to support a design team to undertake a co-design process. This enabled a deep understanding of what wellness means to people in the community, as well as generate possible services, activities and experiences that respond to those needs.

A co-design team of 12 was recruited across the Waikato to support the co-design journey. The team reflected the community's diversity in age, ethnicity and ability and brought diversity of experiences engaging with community. The team included three staff from Council's Community and Social Development Team.

The team gathered insights about wellness from the community. This resulted in seven themes: social connections maintain us; restoring mauri – nourishing mind, body and soul; fit for purpose services; culturally safe experiences; action and movement; at one with the whenua, our environment, our place; and creating mana enhancing experiences for whanau, friends and self.

From the interviews, five diverse personas were created to represent the challenges and needs of the community. From there ideas were generated and ten of them prototyped with the group. The prototypes were then presented to the wider community for them to challenge and critique and the ideas provided a base for the actual development of the wellness village.

In 2023, Tirohanga, the Houchen Wellness Space operated by the Wise Group was launched as a place of peace and calm where people can restore themselves to wellness and get support. It is a healthy and safe environment to find a sense of belonging and connection.

Services at Tirohanga include a Mama and Pepi, a retreat for mothers and their young babies; meditation and movement class, therapies and counselling; and community learning and development workshops.

<https://tirohanga.co.nz/>

<https://momentumwaikato.nz/tirohanga-realising-a-legacy-with-a-place-of-peace-and-calm-yox-xz>

3. Equitable Access

No.	Sub-Outcomes	Self-assessment (1-5)
3.1	Council partners with local businesses, organisations and sectors to identify and address barriers for newcomers to accessing services and participating in the community.	5
3.2	The council is well informed about newcomers to their region and pro-actively seeks data about newcomers from relevant sources.	5
3.3	The council's engagement with all residents is two-way, culturally appropriate and fit for purpose.	4

Case Study Template

Supporting communities through the Welcoming Communities Fund

Establishing a fund that was more accessible to groups and supported the intent of Welcoming Communities



In 2022, HCC requested approval from INZ to use some funding as seed money to establish an Ethnic Fund. When the seed funding was approved a proposal was presented to Council who not only matched it, but allocated \$75,000 to establish what was called the Welcoming Communities Fund.

This fund was established to support and enable projects and activities that offer support in welcoming people into their local community. It was also to support projects that align with the outcomes of the Welcoming Plan. Groups could apply up to \$5,000 for their projects.

The fund which is open all-year, is assessed by an internal sub-committee and then presented to the Welcoming Communities Advisory Group for final deliberation. The results of this deliberation is forwarded to the General Manager, Partnerships, Māori and Communication for final sign off. It is the only fund in Council accessible all year round.

The fund is an additional funding pool that community groups could access from Hamilton City Council. Since it was launched in 2022, a total of 46 projects and new initiatives have successfully been funded. The variety of projects funded ranged from cultural celebrations, information sessions, community gardens, incubator entrepreneurship, kai festival, trauma-informed teaching, Tangata Tiriti Training and more.

In the last Long Term Plan, Council retained the \$75,000 allocated to the Welcoming Fund.

<https://hamilton.govt.nz/community-support-and-funding/funding/>

<https://hamilton.govt.nz/community-support-and-funding/funding/welcoming-communities-fund/>

<https://hamilton.govt.nz/2022/04/welcoming-communities-fund-launch/>

4. Connected and Inclusive Communities

No.	Sub-Outcomes	Self-assessment (1-5)
4.1	Coordinated, comprehensive and appropriate initial welcoming support services are available from council, other agencies and community organisations.	5
4.2	The receiving community is well equipped and supported to welcome and interact with newcomers.	5
4.3	Members of the receiving community and newcomers build relationships and are at ease with connecting and learning about and from each other.	5
4.4	Different cultures are celebrated and people are supported to express their cultural beliefs and customs, including language and religious practices.	5

Case Study Template

Collaborative Welcoming Week celebration

Partnering with community organisations to plan and celebrate Welcoming Week.



“This is a great opportunity for anyone – whether you’re a new arrival or have been in Kirikiriroa for a few years already – to come along and get involved in open and honest conversations about yours and other cultures to help us all feel at home.”

Welcoming Week celebrated in September and founded by Welcoming America was adapted in New Zealand to celebrate the contributions of migrants and former refugees to our collective prosperity. It also shines a light on groups and organisations who work to ensure newcomers are supported, integrated and visible in our communities.

In 2022, the first celebration in Hamilton was very much Council-led but done in partnership with Te Haa o te Whenua o Kirikiriroa (THAWK) and supported by settlement and ethnic organisations. 16 different events across the city were organized and hosted including a ‘Poowhiri, wānanga and kai’, Tangata Tiriti training, and a closing cultural night. It was a successful first year celebration with positive feedback as well as suggestions for improvement.

In 2023, Council continued to partner with THAWK but this time, a Welcoming Communities Planning Group was organized. Volunteer representatives of various organisations such as Hamilton Multicultural Services Trust, Waikato Refugee Forum, The Asian Network, K’āute Pasifika Trust, EarthDiverse, Citizens Advice Bureau, Shama Ethnic Women’s Centre, Waikato Arab Social Club and Refugee Orientation Centre Trust. The group which met regularly, helped shape the celebration based on the feedback from the 2022 celebration and the result of the workshop at the 2023 Welcoming Communities Forum.

As a result, a Welcoming Manaaki Village was set up which officially opened the events for the week. This brought together in one roof, communities, service and other organisations to showcase who or what they offer not only to newcomers but also to each other. The Village also featured performances from cultural groups and of course some kai stalls. This event was opened with a mihi/whakatau led by THAWK. Two community houses opened their doors and hosted newcomers; Bangladeshis hosted an information day, Tāngā Language Week was celebrated, a youth event hosted and the week was closed with a Poroporoaki led by THAWK. With the support of Council’s Economic Development Team, Welcoming Week 2023 also saw a few employers and the experiences of their migrant employee featured.

The Welcoming Week is going from strength to strength. This year the Planning group added two more members from the community. With support from THAWK and also feedback, the ‘Poowhiri, wānanga, and kai’ was reinstated this time aside from THAWK opening it, the programme included two kapa haka groups referred by THAWK. There were a few more performers and a few more exhibitors from the community.

This year, 17 events and initiatives were organized and hosted by organisations in various venues across the city.

<https://hamilton.govt.nz/your-council/news/community-environment/a-warm-welcome-from-kirikiriroa-to-newcomers>

<https://waikatoindependent.co.nz/2023/08/guide-to-welcome-week-2023/44166/>

<https://hamilton.govt.nz/your-city/city-events/welcoming-week-2024/>

4. Connected and Inclusive Communities

No.	Sub-Outcomes	Self-assessment (1-5)
4.1	Coordinated, comprehensive and appropriate initial welcoming support services are available from council, other agencies and community organisations.	5
4.2	The receiving community is well equipped and supported to welcome and interact with newcomers.	5
4.3	Members of the receiving community and newcomers build relationships and are at ease with connecting and learning about and from each other.	5
4.4	Different cultures are celebrated and people are supported to express their cultural beliefs and customs, including language and religious practices.	5

Case Study Template

Welcoming refugees at Hamilton Boys High School

The Multicultural Manaaki Centre as a safe and nurturing environment.



Hamilton Boys' High School (HBHS) welcomes refugee background students from 8-10 countries and who speak eight languages. As a school community, HBHS are committed to providing a safe and nurturing environment for young men whose families have fled war, political unrest, and persecution in their homelands. They recognise the very real hardships involved in making a new life in a new country, and with open hearts and minds they seek to ensure that every refugee student reaches his full potential in his time at the school.

The Multicultural Manaaki Centre (MMC), is a student and teacher-led initiative which provides specialist English language teaching and dedicated learning support as well as targeted pastoral and financial support to those in special need and hardship. This gives refugee background students and other migrant students a place of community, helping to welcome them and their families into life at HBHS and in Aotearoa New Zealand.

MMC offers students personalised one-on-one or small group tuition from a committed group of teachers and senior academic honours students. Annual religious events such as Diwali, Eid, and Easter are celebrated with guest speakers and a shared meal at the Homework Centre. These events offer an opportunity for all present to learn about and respect the cultural traditions of others. Tolerance and good will emerge first and foremost from an understanding of both our similarities and our differences.

Refugee students at HBHS have the opportunity to attend free learn to swim classes in the summer, and enjoy a well-earned reputation as talented football players who represent their school teams with pride. They now have an annual lunchtime "brotherhood" football match, with a refugee team playing a selected HBHS team in front of the whole school on the Number One Football field.

When the students understand other religions and cultures, they will be more accepting of them and thereby it will make it easier for them to adjust to people within the community, without feeling like outsiders or looking at other cultures with suspicion and doubt. This will strengthen the wider community as these students will be able to share their experiences with their families and friends. Celebration of these festivals and participation in sport, will play a big part in increasing awareness not only of the students from the center but the local students who are also part of the social fabric. This interaction will create a sense of belonging for our former refugee students and this in turn will create confidence in them to excel in both sport and academic pursuits.

MMC was granted five thousand dollars from Welcoming Communities Fund to support a cultural festival exchange programme.

"Three things will last forever—faith, hope, and love—and the greatest of these is love (from St. Paul's letter to the Corinthians). It is in the spirit of faith, hope, and love that we bid our refugee students."

Former Headmaster, Susan Hassall

<https://www.hbhs.school.nz/the-multicultural-manaaki-centre/>

<https://www.facebook.com/profile/100064304876916/search/?q=multicultural%20manaaki%20centre>

4. Connected and Inclusive Communities

No.	Sub-Outcomes	Self-assessment (1-5)
4.1	Coordinated, comprehensive and appropriate initial welcoming support services are available from council, other agencies and community organisations.	5
4.2	The receiving community is well equipped and supported to welcome and interact with newcomers.	5
4.3	Members of the receiving community and newcomers build relationships and are at ease with connecting and learning about and from each other.	5
4.4	Different cultures are celebrated and people are supported to express their cultural beliefs and customs, including language and religious practices.	5

Case Study Template

Council working with Hamilton employers

Economic Development Team engaging with employers



Photo copyright: @Tech in the tron

Council's economic development program engages directly with over 100 employers in the Hamilton Metro area to discuss their hiring strategies. These discussions focus on how employers attract and retain talent from across New Zealand and international markets. The program's actions have included referring businesses to immigration advisors, community groups, and Council's community partnerships team.

Mike Bennett, Economic Development Manager, HCC

<https://www.techinthetron.com/stories/>

<https://hamilton.govt.nz/economicdevelopment>

Hamilton's economy plays a crucial role in the Waikato region, with nearly two-thirds of the region's healthcare jobs and 56% of its professional, scientific, and technical positions based in the city. Additionally, Hamilton accounts for 39% of the region's manufacturing and construction jobs.

Since early 2023, the Council's employer engagement program has conducted over 250 in-depth meetings with more than 100 employers across three key sectors: manufacturing, technology & innovation, and logistics.

Feedback from these meetings has been categorized into four themes: business outlook, employment outlook, access to talent, and growth enablers. These themes are further characterized as confident, cautious, or concerned. Here is a summary of the feedback received from employers in the first half of 2024:

Manufacturing businesses have observed more favourable hiring conditions for essential positions. An increase in the number and quality of applicants has been a consistent theme. A small number of manufacturers continue to face challenges in sourcing staff with specialised skills. To bridge this gap, firms are investing in training and development of their existing workforce.

In 2023, recruiting experienced talent was challenging for tech businesses. Feedback received in 2024 is that experienced talent is more available. However, recruitment remains competitive with pay being a key point of negotiation. The availability of graduate-level talent continues to meet demand, consistent with feedback received in 2023.

For logistics employers, the availability of drivers and warehouse staff is not a current concern, however businesses we spoke to emphasised the need to address the long-term supply of staff to support the rapidly growing logistics sector. There is consensus that a viable solution should come through collaboration between businesses and government at all levels.

Council's Economic Development Team also engages in storytelling and business advocacy through the Tech in the Tron project. This project highlights stories of individuals who have moved to Hamilton and New Zealand from overseas. Recent stories include Chris, who relocated from China and founded an AI company, and Ankita, who moved from India at 21 and started a cybersecurity firm. The team believes that sharing these success stories helps showcase Hamilton as a welcoming city with ample opportunities.

5. Economic Development, Business and Employment

No.	Sub-Outcomes	Self-assessment (1-5)
5.1	Newcomers, including international students, are supported to access local employment information, services and networks.	5
5.2	Newcomers, including international students, are supported with local knowledge and skills to ensure they can operate successfully in the New Zealand work environment, either as a business owner or an employee.	4
5.3	The receiving community recognises the value of diversity in the workplace, of newcomers' contribution to the region's growth and of the resulting wider economic benefits.	4
5.4	Local employers and workforces develop their intercultural competency.	3
5.5	Mutually beneficial connections and initiatives are set up with migrant business people by the local business community and professional networks.	3

Case Study Template

Red Cross pathways to employment for former refugees

Red Cross worked with employers and supported former refugees to gaining employment



"I did not have a job and I did not have a family, I went to see Pathways to Employment and they helped me securing a full time job, now I have a good job and a good place to live."

Client

"Pathways to Employment have been doing a great job, we have been working with them for many years, they support the employers and the employees, we are happy to keep working with them and keep helping the new refugee families with employment opportunity"

Employer

Gaining employment is important to build independence and a sense of belonging in a new place. Having a job allows former refugees to earn an income, use their knowledge and skills and also gives them an opportunity to contribute to the community.

Pathways to Employment (P2E) is a Red Cross initiative where Red Cross team works with both employers and refugee background clients.

For refugee background jobseekers, P2E offers a safe and trusting environment where career goals are developed, support for training, study or work provided, preparing CVs and cover letters, as well as preparing for job interviews.

P2E also works with employers, assessing their needs and connecting them with candidates that could fill gaps in their workforce. There is an Employment Advisor who is on hand to support both the employer and the former refugee to ensure the placement is a success. Red Cross can also provide cultural awareness support and interpreters if needed.

This free service allows employers to employ refugee-background job seekers who bring a wealth of experience and skills that can benefit their businesses by bringing diversity, cultural richness to the workplace.

Last year between June 2023 to June 2024, Red Cross Waikato supported 110 clients. 60% of the clients obtained full-time employment, 25% obtained part-time employment and 15% obtained work experience and volunteered.

P2E is one of the employment related services on offer in Hamilton.

<https://www.cab.org.nz/community-directory/KB00042893>

<https://www.redcross.org.nz/support-us/information-for-employers/employing-refugees/>

5. Economic Development, Business and Employment

No.	Sub-Outcomes	Self-assessment (1-5)
5.1	Newcomers, including international students, are supported to access local employment information, services and networks.	5
5.2	Newcomers, including international students, are supported with local knowledge and skills to ensure they can operate successfully in the New Zealand work environment, either as a business owner or an employee.	4
5.3	The receiving community recognises the value of diversity in the workplace, of newcomers' contribution to the region's growth and of the resulting wider economic benefits.	4
5.4	Local employers and workforces develop their intercultural competency.	3
5.5	Mutually beneficial connections and initiatives are set up with migrant business people by the local business community and professional networks.	3

Case Study Template

Welcoming international students to Hamilton

A collaborative effort to welcome international students to the city



I just want to acknowledge all of the mahi that went into making yesterday's welcome so awesome. For me the highlight was the strong sense of inclusivity/whanau that was reinforced throughout ..from the coming together at the waharoa, being led through by the mayor and the VIPs, the wonderful kapa haka group, the awesome Talents of the Pacific group, our delightful MCs, Bao's impressive address ... there were many moments to make our students feel they had made the right decision to come and study here in Hamilton.

Gill Austin

Director of International Students, Hillcrest High School

On 19 March 2024, more than 250 international students from around the globe were formally welcomed to Hamilton, to signify the importance of international students to creating our vibrant city.

The event, held at The Pā at the University of Waikato, is a collaboration between Wintec | Te Pūkenga, the University of Waikato, Waikato secondary schools and Hamilton City Council supported by mana whenua.

The students were welcomed by Hamilton Mayor Paula Southgate, who was pleased to see international students return to the Waikato region and acknowledged the contribution the students bring to the city.

The event was made possible through the combined efforts of the organisations involved, led by Hamilton City Council who funded the event. Planning started towards the end of 2023, looking at how many international students had arrived and were arriving. It considered the fact that after Covid there had not been a formal welcome to the city. This was the year when international student numbers were starting to pick up.

The University offered to host the event at their newest building, The Pā; Wintec recommended two student emcees; Council invited a former international student as speaker; volunteers were suggested; invitations sent out; and catering booked to successfully welcome international students.

The students appreciated experiencing the mihi/whakatau, the official Mayoral welcome, the interactive cultural performances, the kiwiana themed morning tea and the postcard writing station.

<https://hamilton.govt.nz/your-council/news/community-environment/formal-city-welcome-for-international-students-2024>

5. Economic Development, Business and Employment

No.	Sub-Outcomes	Self-assessment (1-5)
5.1	Newcomers, including international students, are supported to access local employment information, services and networks.	5
5.2	Newcomers, including international students, are supported with local knowledge and skills to ensure they can operate successfully in the New Zealand work environment, either as a business owner or an employee.	4
5.3	The receiving community recognises the value of diversity in the workplace, of newcomers' contribution to the region's growth and of the resulting wider economic benefits.	4
5.4	Local employers and workforces develop their intercultural competency.	3
5.5	Mutually beneficial connections and initiatives are set up with migrant business people by the local business community and professional networks.	3

Case Study Template

Council providing opportunities for our diverse communities to participate in civic life

Community-led engagement occurs across Council initiatives and voter participation is improved



"This event was really good for our members, it's made them feel seen and heard, it's made the election real."

"I wasn't going to vote this year, but after so many candidates showed up to meet us, I will vote. I appreciate them making the effort to come down here."

<https://youtu.be/xGBf9lDDJA>

Council has prioritised timely and targeted engagement across relevant initiatives, projects, strategies and plans across the following communities: rangatahi, older people, Maaori, Pasifika, ethnic and people with disabilities.

Council also promised to build on work done in 2019 to increase voter turnout in the 2022 election using various strategies including providing information in multiple languages and hosting workshops and events with community partners.

In 2022, teams across Council came together to understand how communities could engage in the local election process. This involved staff from community development, communications and governance.

Civic engagement work was organised and collaborated with Rototuna Junior and Senior High School, Hamilton Christian School, Sacred Heart Girls College, Hamilton Girls High School and Ngāa Taiaatea Wharekura.

Council staff delivered numerous voter education sessions; supported 14 Meet the Candidates events; and promoted information through the Hamilton City Network Meetings.

A Hamilton City Council Educators' Network was established to map out their engagement with Council and the offering of City Council to schools. Civics lesson was also offered to Wintec English languages students from former refugee background, it also included a tour of the Council Chambers.

Council was able to partner with organisations working with or for: Rangatahi, Older people, Maaori, Pacific communities, Ethnic, migrant and former refugee communities, People with disabilities and the LGBTQIA+ communities. Working on candidate events with communities and places with low engagement or where it hasn't happened before was well-received.

This work also involved collaborating more closely with community houses across Hamilton to get the word out and encourage participation. Community voting sessions with ballot boxes and special votes was organized in the following: Western Community Centre, Blind Low Vision NZ, Shama Ethnic Women's Trust, Pukete Neighbourhood House, Te Papanui Enderley Community Centre, Glenview Community Centre, the Refugee Orientation Centre Trust and Kirikiriroa Marae.

6. Civic Engagement and Participation

No.	Sub-Outcomes	Self-assessment (1-5)
6.1	The council's elected members and staff effectively communicate with newcomers to promote their engagement in local government processes.	5
6.2	Newcomers are encouraged and enabled to get involved in local government and civil society.	4
6.3	Newcomers' efforts and achievements in civic participation and community life are acknowledged and celebrated.	4

Case Study Template

Development of Te Kete Aronui (Rototuna library)

A more welcoming library/community space in the fast-growing suburb of Rototuna North



Photo credit: @Chow Hill

“We owe this building to the passion and ideas of the local community, and their representatives, who helped Council create a space which will benefit so many people,”

Mayor Paula Southgate

Te Kete Aronui Rototuna Library, the flagship building in Rototuna Village, officially opened on 21 July 2023, with a blessing from Ngaati Wairere and Te Haa o te Whenua o Kiriikiriroa.

It is the newest hub library in the northern suburbs of Kiriikiriroa. As well as offering all of the usual library services, it will also provide access to various council services, making it easier for people to access rate payments and dog registrations.

The development of the project was community-led with the community telling council what they needed and what they would like to see. Council envisioned would inspire creativity, promote life-long learning, and strengthen our communities.

The design and name of the building were influenced by mana whenua to ensure the history and stories of the area were reflected throughout. The name Te Ket Aronui, refers to one of the three baskets of knowledge collected by Taawhaki in the Maaori legend, and was chosen by mana whenua to reflect the role of the library as community space for learning and knowledge

Council already committed funds for the Rototuna Village in the 2018-2028 Long-Term Plan. Construction of the Village began in 2022 which included a skate space, outdoor areas, a play space and connections to the rest of Hamilton through public transport options and shared pathways for pedestrians, bikers and public transport.

Since the library opened, over 500,000 visitors have passed through the doors, had coffee at the on-site Café, booked meetings, etc.

Cr Kesh Naidoo-Rauf said: “The Rototuna growth area is over 20 years old so it’s taken a while for the community infrastructure to capture what was needed. People who live in the area have been expecting something for a very long time, and it feels good to reach this milestone where it’s all done now.

“The community will own this space and they have a role to play in keeping it looking as good as it is”, she said.

<https://hamilton.govt.nz/your-council/news/growing-hamilton/new-library-brings-community-space-to-rototuna>

<https://www.nzherald.co.nz/waikato-news/news/hamiltons-new-rototuna-library-blessing-marks-final-touches-complete/4X6LEFRYM5FOVNSK6FFQUAEMM4/>

7. Welcoming Public Spaces

No.	Sub-Outcomes	Self-assessment (1-5)
7.1	The design and operation of public spaces and facilities are culturally appropriate and reflect the diversity of the community.	4
7.2	Welcoming public spaces provide opportunities to build trust and relationships between newcomers and members of the receiving community.	3
7.3	Public spaces and buildings create a sense of community ownership and inclusion for all, including newcomers.	4

Case Study Template

Redevelopment of the Settlement Centre Waikato

This is the first purpose-built Centre serving the diverse ethnic communities in Kirikiriroa



Hamilton Multicultural Services Trust which holds the lease to the Settlement Centre Waikato (originally a rugby-club) had the goal of redeveloping the Centre 'to provide ethnic migrant and former refugee communities of Kirikiriroa Hamilton access to the services they need to settle successfully in the region, in a modern, fit-for-purpose space which will enable diverse communities to come together.'

HMS Trust consulted and conducted a feasibility study with staff, communities, the settlement sector and other relevant stakeholders about what a redeveloped centre could offer and how it will benefit the communities it serves.

With initial funding committed by Lottery Grant and Trust Waikato, in 2023 the HMS Trust Board agreed to proceed with the build. At this time, Hamilton City Council also agreed to transfer building ownership to HMST and extend the land lease. HMS Trust also applied to rezone a portion of Claudelands Park so the footprint of the Centre could be expanded to include a new extension and the refurbishment of the new building.

With the support of funders, businesses and other private donors, a groundbreaking ceremony was held and building works commenced in May 2023. The new extension was completed in March this year and in April the refurbishment started. The completed building was opened in July.

The Centre also houses English Language Partners, Waikato Refugee Forum and Migrant Youth Work and Training Services.



The redevelopment considered the need for HMST staff and other tenants to have their own office and kitchen area separate from the bookable community spaces. As a result of the development, a new community space has been added, a bigger kitchen for venue hire, a prayer room, meeting rooms, and a health and wellness office. The building also has a garage for its fleet of cars for the driving program and a space to house bikes for the bike program.

The Centre has always been a hive of settlement activity but with the redevelopment the Centre now has more to offer including Plunket and NZ Police clinics.

Many elements in the external and internal design of the building including the pathways, the waharoa, the carpet design and other artwork, were carefully consulted to reflect Te ao Māori.

A key feature of the centre are the ethnic panels that were designed by local artists representing their personal journey and showcasing aspects of their unique heritage and cultural identity. The panels wrapping the building are meant to be a symbol of diversity, inclusion, unity and shared humanity in Kirikiriroa.


The Settlement Centre Waikato is the first purpose-built ethnic hub and it continues its mission of 'paving the way for successful settlement' and a vision for 'a society that values and celebrates the diversity of all people'.

<https://www.stuff.co.nz/waikato-times/news/300856473/rugby-club-turned-migrant-centre-ready-for-multimillion-redevelopment>

7.

Welcoming Public Spaces

No.	Sub-Outcomes	Self-assessment (1-5)
7.1	The design and operation of public spaces and facilities are culturally appropriate and reflect the diversity of the community.	4
7.2	Welcoming public spaces provide opportunities to build trust and relationships between newcomers and members of the receiving community.	3
7.3	Public spaces and buildings create a sense of community ownership and inclusion for all, including newcomers.	4



Welcoming Communities

TE WHAKAROA KUNO & MARIORI

Case Study Template

Celebrating a unified Diwali

Council supporting the celebration of a unified Diwali among Indian organisations.



"It's a marvelous function, very colourful, community and family-oriented,"

*Jujhar Singh Randhawa
Indian Cultural Society*

In 2023, the Indian Cultural Society Waikato Incorporated (ICSWI), aimed to celebrated the biggest Diwali festival in Hamilton by collaborating with all Indian Groups in Hamilton and Waikato.

With the opening of the border after Covid, a lot of new migrants arrived in Hamilton and Indian Cultural Society wanted to welcome them all to the celebration as the best way of integrating them into the Hamilton community.

The group also organized other cultural, social and sporting events to promote social interaction in the community and for the younger generation, it is passing on the cultural heritage and tradition and retain bonds with India whilst in New Zealand.

They had previously hosted Diwali celebrations and the other Indian organisations also separately celebrated their own. This year they collaborated and envisioned a bigger event for a united Diwali celebration.

The other groups involved were: Waikato Multicultural Council, Waikato Senior Indian Citizens Association, Waikato Tamil Society, Hamilton Kerala Samajam, and Waikato Indian Association.

In previous years, they hosted Diwali indoors which limited the number of people and the scope of the event. For this united Diwali, it was held outdoors at Innes Commons near the lake. Aside from the Indian performances, they also welcomed items from other community groups. Food stalls from a variety of cuisines were also available. It was the first big Diwali and as a result thousands of people flocked to the event which ended with a fireworks display befitting the festival of light.

This event was supported with \$10,000 from the Welcoming Communities Fund.

<https://www.waikatotimes.co.nz/nz-news/360460046/waikato-diwali-festival-boosted-growing-indian-population-curious-kiwis>

<https://www.nzherald.co.nz/waikato-news/news/diwali-2023-hamilton-mela-at-hamilton-lake-to-include-bright-lights-and-big-bang/?h=76F6N1FXVHNDAP7MWCF11TA1A/>

8. Culture and Identity

No.	Sub-Outcomes	Self-assessment (1-5)
8.1	Receiving communities and newcomers share and celebrate their cultures with each other, facilitated by the council and others in the community.	5
8.2	The council is well informed about newcomers to their region and pro-actively seeks data about newcomers from relevant sources.	4

Case Study Template

Welcoming Hamilton to the Korean festival

Council supporting the celebration of a successful community event



There was live music performances that were a huge hit. The performers were incredibly talented and added a fun and festive atmosphere to the event. The festival was a family-friendly event, and we saw many families enjoying food and activities together.

Livebetter K-Centre Coordinator

The Livebetter K-CENTRE focuses on culture and holds workshops and events to promote Korean culture to children and teenagers through various programs it operates (fan dance, Korean singing choir, Nanta, Korean traditional musical instruments, kimchi demonstration, calligraphy, Korean cuisine, K-pop, etc.).

In 2022, more than 1000 individuals participated in K-CENTRE's cultural classes, events and workshops. Through various Korean culture courses provided by the K-CENTRE, it is becoming a space where newly settled Koreans and existing Koreans can connect with both Koreans and non-Koreans.

The K-Festival was planned to showcase and experience Korean culture, food and art. With food, there was kimchi-making and rolling a kimbap session. Participants were also introduced and tried their hand at traditional Korean games. The goal was not just to get people to experience Korean culture, but to show New Zealanders how it can be part of their lives.

The festival in April 2023 at The Link Community Centre was a huge gathering of more than 500 people enjoying delicious food and drinks, and despite the rainy weather, many people came and had a great time. Many organizations, including Waikato Korean Association, Korean schools, Korean churches, and Woori Kimchi Ltd, prepared fantastic food and received much praise from the attendees. The most popular dishes were Teokbokki, Bungeo-pang, Dalgona, LA Galbi, Korean bbq, bibimbap, Korean style chicken and Hotteok.

The Food Festival supported with \$5,000 Welcoming Community Funding was a huge success, and the committee is already planning next event.

https://www.facebook.com/events/1267603830837369/?active_tab=discussion

8. Culture and Identity

No.	Sub-Outcomes	Self-assessment (1-5)
8.1	Receiving communities and newcomers share and celebrate their cultures with each other, facilitated by the council and others in the community.	5
8.2	The council is well informed about newcomers to their region and pro-actively seeks data about newcomers from relevant sources.	4

Council Report

Item 10

Committee: Community and Natural Environment Committee
Date: 05 August 2025
Author: Ioana Manu
Authoriser: Janet Carson
Position: Senior Community Advisor
Position: General Manager
 Partnerships,
 Communication & Maaori
Report Name: He Rautaki Whakawhanaki Hapori (Community and Social Development Strategy) Annual Update

Report Status	<i>Open</i>
----------------------	-------------

Purpose - *Take*

1. To update the Community and Natural Environment Committee on progress made against the He Rautaki Whakawhanake Hapori Strategy [Community and Social Development Strategy](#) (the Strategy).

Staff Recommendation - *Tuutohu-aa-kaimahi*

2. That the Community and Natural Environment Committee receives the report.

Executive Summary - *Whakaraapopototanga matua*

3. The He Rautaki Whakawhanake Hapori Strategy - [Community and Social Development Strategy](#) (the Strategy) was adopted by a Council committee on [26 April 2022](#).
4. The Strategy outlines four outcome areas and includes two goals within each. These guide the work of Council to achieve the vision of Kirikiriroa Hamilton being home to healthy, resilient and connected communities that have a positive impact on the wellbeing of all our people. It supports Council's mission of being "the leading community-focused Council".
5. Council's Community Development Team have led the ongoing implementation of the Strategy, with progress made against all outcome areas.
6. This report highlights five areas of recent work as a snapshot of the Community Development Team's focus to progress outcomes across the Strategy and Plans specifically in the following areas:
 - i. Community Interagency Meetings;
 - ii. Strengthening Community House Capacity;
 - iii. Enviroschools;
 - iv. Community Funding; and
 - v. Community Gardens.

Item 10

7. Staff consider these matters have low significance and that the recommendations comply with the Council's legal requirements.

Background - *Koorero whaimaarama*

8. Hamilton City Council has employed community development advisors since 1972 and have partnered with community organisations to refine the strategic direction and priorities since that time.
9. A major review of Council's community development activities was undertaken in 2018 following targeted engagement with community partners. This review led to the development of the 2019 Community and Social Development Plan and subsequently fed into the current 2021-2026 Community and Social Development Strategy. (Can we put the links to these here)
10. The Strategy outlines to partners, stakeholders, and the wider community the way that Council will work with them to achieve shared outcomes for the wellbeing of all Hamiltonians.
11. Sitting within the Strategy are a number of key Action Plans supported by Council:
 - i. Welcoming Plan 2022;
 - ii. Hamilton Age Friendly Plan 2025-30;
 - iii. Disability Policy and Action Plan 2022-25; and
 - iv. Rangatahi Action Plan 2025-28.
12. Council is committed to working with communities of place, identity and interest with a strengths-based approach. Community partnerships include:
 - i. Community Houses working in neighbourhoods;
 - ii. Capacity building organisations including Sport Waikato, Community Waikato, Creative Waikato, Seed Waikato, and Go Eco;
 - iii. Settlement Organisations including Hamilton Multicultural Services Trust, The Refugee Orientation Centre, Red Cross, and Shama Ethnic Women's Trust;
 - iv. Government Agencies including Kainga Ora, Police, Ministry of Social Development, Ministry of Education, Department of Internal Affairs, and Ministry of Ethnic Communities; and
 - v. Philanthropic Trusts including Trust Waikato, WEL Energy, Gallagher Family Trust, DV Bryant Trust, and Len Reynolds Trust.
13. The vision for the Strategy is that 'Hamilton is home to healthy, resilient, and connected communities that have a positive impact on the wellbeing of all our people'.

Discussion – *Matapaki*

Community Interagency Meetings

14. Through the support of our Community Advisors, there are regular interagency meetings that occur across our community annually. The interagency groups are:
 - i. West Hamilton Interagency Local Group,
 - ii. Fairfield and Enderley Resilience Network (FERN),
 - iii. Hamilton Central Business District (CBD), and
 - iv. Rototuna and South East (Hamilton East/Hillcrest).

15. These interagency meetings facilitate cross-sector collaboration and serve as a strategic platform enabling key stakeholders to work together and respond to the local community issues and concerns that need to be addressed.
16. Staff play a key role in facilitating interagency meetings through relationship management, open communication and coordinating actions across agencies to ensure effective and solution-focused outcomes.
17. Often joining Council's Community Advisors at Interagency hui are our partners from across Council, libraries and predominantly City Safe, given the strong reputation they have in community safety and our Parks teams with the management of our parks, playgrounds, open spaces and community facilities.
18. Over the past year, three new interagency groups have been developed in Rototuna, the CBD and Hamilton East, with Hamilton South in the planning stage as the next location for an interagency group.
19. Built through the CBD interagency, a further network hui has been developed for the 'Streeties' group. This monthly gathering brings together key frontline agencies and individuals who identify as being part of the street community.
20. To date, up to 20 individuals have attended these meetings. It is a valuable forum for understanding their most pressing needs and priorities.

Strengthening Community House Capacity

21. Community houses are located across multiple suburbs of Hamilton, where each house offers a space for individuals and whaanau to access services and support, and where they can participate in activities, events and programmes.
22. The Community Development team work in partnership with community houses, meeting with them regularly to create strong relationships and maintain an understanding new or emergent issues and priorities. This collaboration is important so that we remain informed about the challenges and opportunities within each community house.
23. During July 2024, there was a short closure of Te Whare Kokonga community house due to a decline in service performance and financial stability. This came at a time of high need within the community, and was a concern for the Board, the wider community house network, and for Council's Community Development Team.
24. The Te Whare Kokonga Board, with the support of a Council Senior Community Advisor, responded by developing a plan to address the financial issues and rebuild the organisation's service delivery.
25. Council staff provided on site management support part-time, which allowed Te Whare Kokonga to reopen the whare to the community with a focus on kai distribution and retention of the after-school programme to generate revenue.
26. Council's Senior Community Advisor played an important role in reconnecting the community to Te Whare Kokonga while supporting the establishment and upskilling of volunteers, restoring the community spirit and reinstating significant services and programmes much needed for whaanau in the Melville and Bader community.
27. Support was also provided in creating a strong foundation for the Board to partner with the Glenview Community Centre. Te Whare Kokonga is now a transformed space, a revitalised community house, with newly appointed staff members and volunteers, and increased confidence from funders.

Item 10

28. Te Whare Kokonga will transition from an Incorporated Society to a Charitable Trust structure. This change will support new community programmes, rebranding and a new phase of strategic planning that will focus and prioritise on positive impacts on the wellbeing of the community.

Enviroschools

29. In line with the Outcome Area 2 in the Strategy, Community Capacity, Hamilton City Council supports the facilitation of the Enviroschools programmes across Hamilton. This support is provided both through funding and with community development support as needed for community gardens and connecting groups with various teams across the Council.
30. In the 2024-2025 financial year, a total of 19,044 students across Hamilton were engaged through various Enviroschools educational programmes and initiatives. Across this number of students, 45% identify as European, 30% as Maaori, 9% as Pacific peoples, 28% as Asian, 6% as Middle Eastern, Latin American and African, while 1% falls under other ethnicities or did not specify.
31. In the Hamilton region, Enviroschools encompasses 32 primary, intermediate, and secondary schools, which highlights the inclusive nature of the programmes and the commitment to supporting students at all stages with their sustainable development journey. This also reflects a significant effort where the connection and relationships with teachers, facilitators and students are across a wide range of different age groups and demographics.
32. Facilitators also contribute to the stream study component and offer follow-up support for school-led projects, such as at Rototuna Primary. These programmes allow students to explore broadly and engage deeply with environmental initiatives that interest them.
33. Enviroschools partnered with Council’s Kids in Nature programme partnered with Enviroschools to deliver hands-on activities at key environmental events, including Conservation and Arbor Day. This work continues to strengthen Kirikiriroa as a city committed to developing a more environmentally sustainable landscape that encourages all people to be responsible for our whenua.

Community Funding

34. The [Community Grants Policy](#) was adopted by Council at the 31 October 2023 Council Meeting ([Minutes](#)) following the recommendation of the Community and Natural Environment Committee at the 26 October 2023 meeting ([Agenda](#), [Minutes](#)).
35. During the 2024/25 financial year we have allocated the following funding:

Fund	Number applications received	Number approved	Number declined	Amount Requested (\$)	Amount Funded (\$)
Community Partnership Agreements	42	18	24	2,923,418	895,000
Community Services Grants	54	23	31	1,585,564	435,000
Community Initiatives Grants	138	70	68	1,079,900	315,300
Totals	234	111	123	5,588,882	1,645,300

36. The split of funding across the community sectors is as follows:

Sector	Number of applications approved	Amount allocated (\$)	Percentage of total allocation
Arts	14	283,500	17.2
Cultural	21	377,000	22.9
Disability	3	17,000	1
Education	7	44,500	2.7
Environment	2	60,000	3.6
Health	12	43,500	2.6
Social	32	667,300	40.6
Sport and Rec	6	17,500	1.1
Youth	11	135,000	8.2
		\$1,645,300	

37. Council funding serves as a powerful tool for community impact, with every \$1 allocated helping to generate approximately \$52 in additional support. This leveraging effect means that the original investment is not used in isolation but attracts further funding and resources—such as services, programmes, operating costs, and facilities—that greatly expand the reach and effectiveness of local initiatives. It demonstrates the high return on investment and showcases how strategic funding decisions can amplify positive outcomes across the Hamilton communities.
38. In April 2025, through the new Community Initiatives Grants fund, \$264,800 was allocated to 56 organisations to deliver programmes, events and services across Hamilton. These groups are supported by 143.5 FTE staff and 3,651 volunteers. This is a 14% increase for FTE staff and 9% increase of the volunteer numbers.
39. The focus for Council funding is on providing social connectivity and building the life skills of people within our community to improve overall wellbeing. Services such as budgeting, foodbanks, youth and parent support were included along with cultural events and arts programmes.
40. Some examples of Council’s community funding across various sectors are noted in **Attachment 1**.
41. In addition to financial support provided by the Council, Community Development staff work one-on-one with groups to provide advice on funding plans and applications. This includes building capacity through funding workshops and expos, which are facilitated collaboratively with other local funders, and supporting projects by being on various community working groups such as Children’s Day and the Fairfield Project.
42. Staff also act as connectors between sectors and communities enabling them to work collectively, share resources and build networks.
43. In February 2025 staff provided an opportunity for all Community Partnership Agreement and Community Services Grant applicants to give feedback on the new 2024 Community Grants Policy. The feedback identified some positives that the policy had enabled, along with potential changes that could be made to further streamline the grants process. These changes will be considered further in 2026 when the policy is next formally reviewed.

Item 10

Community Gardens

44. Through support from the Community Development Team, The Fairfield Project, governed by the Kukutaaruhe Education Trust Board, has developed a new relationship with the Refugee Orientation Centre (ROC). The two groups have embarked on a collaborative partnership, beginning with the relocation of the ROC International Community Garden to the Fairfield Project site.
45. This partnership is already creating positive outcomes, allowing joint funding applications, shared resources, promoting waste minimisation and sustainable gardening practices, and exploring collaborative educational initiatives. This partnership is particularly meaningful in its ability to increase community inclusion and bring people together across cultures, generations and experiences.

Additonal work completed

46. **Attachment 2** includes a summary of some highlights from the year, of work completed by the Community Development Team

Options – Koowhiringa

47. No options are available for Council to consider because this is an information only report.
48. **Financial Considerations - Whaiwhakaaro Puutea** This is a regular operating activity funded through the Long-Term Plan.

Legal Considerations - Whaiwhakaaro-aa-ture

49. Staff confirm that these matters comply with the Council's legal and policy requirements.

Risks – Tuuraru

50. There are no known risks associated with the decisions sought in this report.

Strategic Considerations - Whaiwhakaaro-aa- rautaki

51. Everything we do is aimed at improving the wellbeing of Hamiltonians. Council has been working alongside our community to understand what people in our city want the future of Hamilton Kirikiriroa to look like as represented by our five priorities.
52. The promotion of the social, economic, environmental, and cultural wellbeing of communities in the present and for the future is expressed through Council's key strategies.
53. The proposed recommendation will align with Council key documents, as identified in the Governance Structure, in the following ways.

Significance and Engagement Policy	Given the low level of significance determined, the engagement level is low. No engagement is required however, Community views and preferences are already known to the Council through regular hui and networking with Community groups and leaders across Kirikiriroa.
He Pou Manawa Ora - Pillars of Wellbeing	The Community and Social Development Strategy aligns with He Pou Manawa Ora as detailed below: This pou focuses on celebrating and supporting cultural identity, expression and inclusion which has been demonstrated through the support of the Community Development Team to cultural events, funding allocations to cultural groups, promoting the work of groups like Toi Maaori and community-led initiatives by Maaori, and building partnerships with cultural

	<p>groups across the city.</p> <p>Partnering with Maaori and ensuring Maaori perspectives are included in decision-making has been displayed through the work completed with Community Houses across the city. The Community Development Team work to empower community to make decisions that influence how they operate, in support of their organisations and the people they work with.</p> <p>Equitable access to opportunities, services and resources is supported through robust funding decisions, enabling groups to deliver programmes, services and events for Maaori and the wider community.</p> <p>Initiatives like crop swaps encourage sustainable practices that support food sustainability, and work with Te Whare Kokonga allowed for rebuilding of that service and delivery of essential services.</p> <p>The Enviroschools programme, engaging over 19,000 students, promotes sustainable practices and environmental stewardship. Work with ROC and The Fairfield Project are also focusing on Maaori practices that promote sustainable gardening and waste minimisation.</p>
Our Climate Future Te Pae Tawhiti o Kirikiriroa	<p>Staff have assessed this option against the Climate Change Policy for both emissions and climate change adaptation. Staff have determined no adaptation or emission assessment is required.</p>
Disability Action Plan	<p>The Community and Social Development Strategy Annual Update supports the goals of Hamilton City Council's Disability Action Plan (2022–2025) in several key ways:</p> <p>Developing Effective, Mutually Beneficial Partnerships</p> <p>The report highlights ongoing collaboration with a wide range of community organisations, including those serving diverse needs.</p> <p>Disability sector hui was included in election-focused outreach, ensuring disabled communities are informed and engaged.</p> <p>Council staff are actively involved in community working groups and events, fostering inclusive partnerships.</p> <p>Funding and Decision-Making Around Accessibility</p> <p>Although only 1% of total community funding (\$17,000) was allocated directly to disability-focused initiatives, there are many groups whose funding supports a wide variety of people, including those with disabilities (for example our community houses).</p> <p>Staff also provide one-on-one support to groups needing assistance with funding opportunities. This includes capacity-building workshops and expos, which help disability organisations navigate funding processes and improve accessibility planning.</p> <p>Independent and Safe Mobility</p> <p>While not explicitly detailed, activation of public spaces and community-led development includes a commitment to creating inclusive environments.</p> <p>Events like Children's Day promote low-waste, accessible public celebrations that are welcoming to all, including disabled people.</p> <p>Staff collaborate with community groups to address accessibility needs, which also involves our wider Council team ensuring our public spaces and facilities are accessible to all.</p>

Item 10

Item 10

Attachments - *Ngaa taapirihanga*

Attachment 1 - Community Funding Examples

Attachment 2 - Community Development Strategy Examples

Attachment 1

Community Funding Examples (2024/25):

1. Desert Spring Community Trust supported 2,673 clients across 15 free programmes, including financial literacy, parenting, learner licensing, Te Reo Maaori, wellbeing, and maara kai. These inclusive services engaged Maaori, Pacific peoples, migrants, rangatahi, older people, and disabled individuals. Strong partnerships between key agencies and selected services are now offered on-site, allowing the services to be more accessible and culturally responsive. For example, participants can do on-site driver's licence testing instead of going to NZ Transport agency licence location.
2. Arts for Health delivered 12 regular arts-based programmes over the year, fostering self-expression, connection, and personal growth. Through workshops, open studios, and exhibitions, they created a safe and inclusive space that enhanced well-being, reduced social isolation, and empowered participants to lead their own creative and healing journeys. On top of regular programming a total of 32 community events were hosted, including an annual art competition and exhibition, and the delivery of 36 workshops with 216 attendees. Arts for Health services supported 4,474 clients across all activities.
3. Graeme Dingle Foundation Waikato supported over 850 students across Kiwi Can, Stars, and Career Navigation at Forest Lake Primary and Fairfield College. Programmes built confidence, leadership, resilience, and life skills through peer mentoring, community connections, and career exploration, proven to enhance youth well-being, inclusion, and future readiness across diverse student cohorts.
4. Hamilton Multicultural Services Trust supported 151 refugee families, delivered 11,206 interpreting assignments, 2,807 driving lessons, and digital training to 17 families. The Weave Ethnic Market hosted 40+ ethnic stallholders and attracted 500 people, and the NZ Ethnic Football Festival engaged 24 teams, promoting inclusion, wellbeing, and civic pride, attracting 2,000 people.
5. Orange Sky New Zealand delivered 1,004 loads of laundry, 195 showers, and 1,628 hours of conversation across 233 service shifts in Hamilton. Their mobile support van fosters dignity, connection, and well-being for people experiencing hardship.
6. Go Eco rescued 457,766 kg of food, repaired 250 bikes, hosted 14 food growing workshops, and provided capability and capacity building for 40 community groups working for predator-free control. Go Eco coordinated the Kirikiriroa restoration forum, which includes seven local groups, as well as supporting 11 gully restoration groups in Hamilton and nine community free stores in Kirikiriroa.
7. The Serve Trust provided over 53,920 hot meals and rescued 19,660kg of food, supporting people facing homelessness, hardship, and social isolation. Operating 365 days a year - The Serve fosters social connections through kai, advancing Hamilton City Council's goals for wellbeing, equity, and maanaki-driven community support across Kirikiriroa.
8. The Waterboy – Te Tamawai Trust empowered rangatahi through sport, life skills, and personal development via its Taku Wairua and sponsorship programmes. Supporting both disengaged and school-based youth creates belonging, resilience, and community connection, strongly complimenting the Council's Rangatahi Action Plan and strategic outcomes for youth wellbeing, equity, and active participation.

Item 11

Attachment 2

Work completed in support of the Community and Social Development Strategy 2024/25

Outcome Area One: Inclusive Community Engagement	
Goal 1 – Community-led engagement occurs across Council initiatives, projects, strategies and plans.	<p>During the Treats in the Park community event at Elliott Park, staff actively engaged with youth and families as part of the Rangatahi Action Plan (RAP) consultation. The event attracted thousands of attendees and provides a safe alternative to door knocking for halloween treats, allowing children and young people to collect treats at the park. This event allowed staff to have conversations with young people to have their voice into the RAP.</p> <p>The Community Development team engaged with community at the Waiora Treatment Plant Your Neighbourhood event in April this year. This was an opportunity to introduce people to the Welcoming Plan, and ask for feedback on how welcoming they felt Hamilton was, and how we could improve in this space. This feedback has been included in the draft 2025 Welcoming Plan.</p>
Goal 2 – Improved voter participation in the 2025 local Government elections.	<p>A series of election-focused events were held across Hamilton to inform and encourage active participation in the democratic process. These events provided information and resources on voting procedures and an opportunity for people to share questions and concerns. Staff facilitated conversations to ensure that the information was clear for the upcoming election.</p> <p>Information stands and events were available at the University of Waikato, WINTEC, International Students welcome, disability sector hui, citizenship ceremonies, Te Whare O Te Ata Whaanau Day and the Tainui Kapa Haka competition at Claudelands. Promotion and information about the elections were shared at the West, South, East, Hamilton North and Rototuna network meetings, with 100 people in attendance overall.</p> <p>Staff connected Council’s Communications team with the opportunity to present at the annual Welcoming Communities forum. They delivered an informative presentation about the local elections and the opportunity for ethnic leaders to empower their community to vote and/or stand for Council.</p>

10

Outcome Area 2: Community Capacity	
<p>Goal 1 – Capacity of community houses and agencies is increased to deliver on outcomes and community-led development.</p>	<p>The Community Development team, in collaboration with Council's Parks team, have launched a community orchard initiative, with fruit trees being planted across several community sites at Te Whanau Putahi, Te Whare o Te Ata, Te Papanui and the Glenview Community Centre. This initiative will enhance the city's green spaces and provide a place where whaanau can enjoy kai during the harvest seasons. More than 20 fruit trees, including feijoas, apples and pears, were planted in these community locations. Community Houses will be the guardians of these trees, requesting support for pruning and maintenance as required.</p> <p>Manu Moana is a Pacific network established with support from Council staff to facilitate quarterly meetings that engage Pacific service providers and those working alongside Pacific communities. Manu Moana is a forum to share Pacific knowledge and information available for Pacific communities. Staff coordinate and plan these meetings and include key guest speakers to inform and share insights on the current trends, priorities and opportunities impacting Pacific people.</p> <p>The Hamilton City Network is the largest network hui in Kirikiriroa, designed to bring together the smaller regular network of organisations, key agencies and service providers. This year's hui was held in Council's Reception Lounge and was centred around the theme of Matariki. Over 70 people from the community sector attended. Staff organised the hui, working alongside Council's Amorangi Maaori team. Key guest speakers from Seed Waikato, Rauawawa Charitable Trust, and Creative Waikato presented and shared narratives and reflected on the past, present and the future inspired by Matariki values.</p> <p>Council staff worked alongside the Fairfield Enderley Resilience Network to plan the White Ribbon event held at Te Whare O Te Ata. Schools included in the event were Fairfield Primary, Fairfield College, and St Paul's Collegiate, who engaged in the event to stand up against family violence and learn about positive and anti-violence relationships. Over 100 people participated in the event.</p> <p>In collaboration with Community Waikato and Creative Waikato, staff have supported and worked with local Pacific groups to set up and establish Charitable Trusts. Pacific groups are recognising the importance of having structures in place to secure funding and strengthen their credibility and</p>

Item 11

10

	reputation. This formal structure will support and empower these Pacific groups to have clear strategic directions, accountability and build trust with funders to grow their cultural performing dance initiatives.
Goal 2 – The negative effects of poverty impacting on employment and health outcomes will be addressed.	<p>In collaboration with the Hamilton Christian Combined Foodbank (HCCFB) Christmas food appeal, staff coordinated and worked proactively to support and donate food items to address food insecurity and poverty in Hamilton. Council staff voluntarily donated 6 crates of food and over 44 shopping bags. This resulted in a significant overall volume of food donation amounting to \$49,619.50, with enough kai lasting until March 2025.</p> <p>HCCFB recently became part of the Kore Hiakai Zero Hunger Collective, which will create shared resources and the ability to increase food supplies for whaanau. Food parcels that were provided for the 2024-25 year in Hamilton were 6,119 adults, 2,389 rangatahi and 6,618 children who received food support, making a total of 15,126 people.</p> <p>The establishment of two new crop swaps in the Fairfield and Melville/Glenview communities. These initiatives have quickly become highly anticipated local gatherings, with an average attendance of 25 participants at each event. The crop swaps provide a space for communities to share fresh produce, plants, seeds, home baking and growing food and gardening tips.</p>
Outcome Area 3: Activating Public Spaces	
Goal 1 – Vibrant and attractive public spaces and activities exist in Hamilton.	<p>Council Community Development staff supported the planning group for the New Zealand Ethnic Football Festival. It has been the longest-running football festival of its kind in the country, featuring participation from up to 24 teams representing Hamilton, the wider Waikato region, Auckland, Wellington, and the South Island. Held over a weekend at Gower Park, the event attracted more than 2,000 players and supporters. Organised by the Hamilton Multicultural Services Trust in collaboration with the Community Development team, the festival continues to promote cultural diversity and community engagement through sport. In 2025, the festival will proudly celebrate its 25th anniversary.</p> <p>A Council Community Advisor worked alongside the Hamilton Children and Families Trust, supporting the planning and delivery of Hamilton Children's</p>

	<p>Day, which attracted over 5,000 attendees in March 2025 at Garden Place for a joyful, low-waste celebration of tamariki. Supported by over 15 community partners, Council teams and funders, the event featured chalk art, live activities, and youth-led waste minimisation. Along with planning support Council staff provided support on the day, ensuring it was a successful event.</p> <p>With funding support from Sport Waikato, the Community Development team, in conjunction with the City Transformation Team, delivered the Central Business District (CBD) Play Trail.</p> <p>Activating various spaces across the city, 400 tamariki, with their whaanau, participated and got to experience fun and creative activities that highlighted different features of the city.</p>
Goal 2 – Improved opportunities and access to our community services.	<p>In 2024, the Hamilton City Libraries were supported to bring a STEM (Science, Technology, Engineering and Mathematics) programme to the Glenview Community Centre during the school holidays. Facilitating this opportunity not only provides a great learning platform, but also brings our library services to the community.</p> <p>Following the confiscation of recycling bins and fees charged to whaanau in the Fairfield community, staff worked in collaboration with the Council's Waste Minimisation team and Te Whare O Te Ata to provide educational and recycling awareness programmes, which are held every fortnight. As an incentive, individuals who attend and actively participate in the programme would have their bins reinstated and fees waived.</p>
Outcome Area 4: Promote Community-Led Development	
Goal 1 – Community-led initiatives are acknowledged in the improvement of wellbeing outcomes across Hamilton.	<p>The Gudex Court maara kai was developed in partnership with the community development and transport team, Kainga Ora, Enviroschools, and Te Au O Tamatea St Andrews Middle School. This year's harvest produced 33 kgs of kumara, including the Taputini variety, alongside vegetables such as chilli, pumpkin, corn, herbs, kamokamo and cabbage. Staff continue to provide ongoing support for the garden through relationships with the Parks and Resource Recovery team, facilitating access to tronpost and mulch to assist with the garden maintenance and growth.</p> <p>Since the Kai Map launch in 2024, 11 new kai locations have been added to the map for whaanau access. The Kai Map has received community interest across Kirikirua with 2,728 views and 1,847</p>

Item 11

	clicks by users to access the Kai Map. The Kai Map is being promoted to families in need, through our local Hamilton community houses and centres, crop swaps, community events, network meetings and the Kai Collective, ensuring that whaanau in need are made aware of the free and low-cost kai.
Goal 2 – Council units have increased skills in engaging with different communities.	<p>As part of Pacific language week celebrations, Council staff were provided an opportunity to experience and showcase Pacific culture, as well as the appreciation of dance and diverse traditions by one of our local Pacific groups Gracefully Pasifika. Engaging in our language weeks provides cultural capacity building and awareness.</p> <p>Ongoing internal development is supported for Council under the Welcoming Plan and Disability Action Plan.</p>

10

Council Report

Item 11

Committee: Community and Natural Environment Committee

Date: 05 August 2025

Author: Philippa Clear

Authoriser: Janet Carson

Position: Community Advisor & Grants Manager

Position: General Manager Partnerships, Communication & Maaori

Report Name: Disability Action Plan Annual Update

Report Status	<i>Open</i>
----------------------	-------------

Purpose - *Take*

1. To inform the Community and Natural Environment Committee on progress made in the implementation of the Disability Action Plan 2022-2025.

Staff Recommendation - *Tuutohu-aa-kaimahi*

2. That the Community and Natural Environment Committee receives the report.

Executive Summary - *Whakaraapopototanga matua*

3. The Council adopted the current [Disability Policy](#) and [Disability Policy Action Plan \(the Plan\)](#) at the Community and Natural Environment Committee meeting 30 August 2022 ([Agenda](#) & [Minutes](#)).
4. Through a review process which was completed in 2022, the Policy and 3-year Action Plan was developed with key stakeholders, Hamilton City Council staff, and Members.
5. The aim of the Policy and Action Plan is to enable a 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.
6. This report provides an annual update of progress made towards the actions outlined within the Disability Action Plan. There are currently 31 actions that have been completed or ongoing, 6 underway and 10 that have been paused, cancelled, or not yet started.
7. There are no financial implications to accepting this report.
8. Staff consider the matters in this report have low significance.

Background - *Koorero whaimaarama*

9. The 2023 New Zealand census reported an estimated 17 percent of people living in New Zealand households were identified as disabled, similar to the regional figure for Waikato, with approximately 17.8 percent of people living with a disability.

Item 11

10. The disability rate nationally is higher for females than males (18 percent versus 15 percent respectively), and the rate of disability increases with age: children aged 0-14, 10 percent; adults aged over 65, 35 percent.
11. Hamilton City Council (Council) adopted its original [Disability Policy](#) (the Policy) in 2012, which was recently reviewed in 2022.
12. The Policy outlines high level guidelines for Council to ensure disabled people have equity of access. This enables them to participate fully in, and contribute to, community and civic life in Hamilton City.
13. The Disability Policy Action Plan (2022-2025) implements the Policy, with a total of 47 actions sitting under nine goals set out within the plan.
14. The Action Plan includes a mixture of short, medium and longer-term projects that allow Council and community to measure the progress being achieved throughout the city.
15. The Disability Action Plan involves collaboration with community partners to support a city that is accessible and inclusive for all. This means ensuring people can navigate urban spaces, access buildings, use public facilities, and engage in community life with dignity and equity.
16. The Disability Policy and Action Plan have a strong cross-organisational focus and have been developed in collaboration with teams throughout Council.
17. The Disability and Older Persons Advisor work with Council staff and community to monitor, coordinate, and implement the Disability Action Plan.

Discussion – *Matapaki*

10

18. The progress made on the Disability Action Plan has been tracked as detailed in **Attachment one**.
19. Some of the key highlights from the past year are detailed below:

Disability Advisory Group

Council has heard from our disabled community that they would like better avenues for contributing to the aspects of Council work that affect their wellbeing. As a Council we are also regularly utilising external contractors to support the work we are doing as it relates to accessibility and seek the voice of key disability community members outside of standard consultations.

The development of a Disability Advisory Group will support Council in several areas, particularly allowing us to make the right decisions for our community in the work we do. Internal teams will be able to seek advice and direction from the Group, along with the Group raising issues they are hearing about or seeing in the community. The Group will also support the review and development of the 2026-2029 Disability Policy and Action Plan.

The development of the Disability Advisory Group has been received very well by the community, with over 50 people indicating interest, and 23 expressions of interest fully completed. Brief interviews for the roles were held in July and the Group will be inducted into the Advisory role during August/September.

Training and Development

The training and upskilling of staff has remained a priority for Council, with six different training events run across Disability Awareness and Introduction to Sign Language during the past 12 months.

In celebration of International Day of Disabled People on 3 December 2024, Council held an internal presentation of Autism and Neurodiversity Awareness. This included learnings from

Altogether Autism and two staff shared their own experiences of living and working as a person with neurodiversity. This was valuable training and provided significant learning for some staff, as well as supporting some outside of work with their own family members.

Inclusive Programmes Trials

The introduction of inclusive programmes has continued this past year, with the Museum (Te Whare Taonga) hosting a sensory session and audio described tour for the Wharenuī Harikoa display. This was well received by the community and offered people with vision impairment a unique experience at the Museum.

During Sign Language week there was also a gallery tour at the Museum conducted using sign language, offering another unique experience for people with an auditory disability. Having accessible options at our Council destinations is key in ensuring all people feel they can benefit from what Hamilton Kirikiriroa has to offer.

Hamilton City Libraries continue to prioritise the accessibility of its services. This includes the 3D printing of braille products for Blind Low Vision New Zealand, a social hour with Te Ngaakau aa Kiwa elderly Māori and Pacific people with disabilities. The provision of sensory activities for children at both the Central and Chartwell libraries have been appreciated by tamariki and their whānau.

The weekly sign language classes held at the library are very popular with people returning each week to build on their knowledge, and there are weekly sessions held at St Andrews library that support people with dementia.

Audits/Facility Upgrade Support

Completing audits for our facilities and parks remains a core focus under the disability action plan as it ensures any renewal work or changes to these spaces can include accessibility modifications that meet the standard we aim to achieve.

Six sites were assessed in the past 12 months providing opportunities to guide project managers as they work on renewals at both the Museum and Te Papanui Community Centre. Other locations assessed for accessibility this year were the Gallagher Visitor Centre at the Gardens, Porritt Stadium, Claudelands Events Centre and the Fitzroy Park Playground.

It was encouraging to see the highlights regarding accessibility at the Gardens Visitor centre, which included: the accessible bathrooms, the multileveled reception counter, and colour/contrast/legibility.

Some of the learnings gleaned through the accessibility audits have been applied to other work similar to the spaces assessed. This supports the direction Council is heading in whereby accessibility considerations are included in all work without the need for a paid assessment each time.

20. The Disability Policy and Action Plan expires this year. Once the Disability Advisory Group is formed work will be started on reviewing the Policy and Action Plan, with the goal of presenting an updated document to Members in 2026.

Options – Koowhiringa

21. No options are available for Council to consider because this is an information only report.

Financial Considerations - Whaiwhakaaro Puutea

22. This is a regular operating activity funded through the Long-Term Plan.

Item 11

Legal Considerations - *Whaiwhakaaro-aa-ture*

23. Staff confirm that **option one** complies with the Council's legal requirements.

Risks – *Tuuraru*

24. There are no known risks associated with the decisions sought in this report.

Strategic Considerations - *Whaiwhakaaro-aa- rautaki*

25. Everything we do is aimed at improving the wellbeing of Hamiltonians. Council has been working alongside our community to understand what people in our city want the future of Hamilton Kirikiriroa to look like as represented by our five priorities.
26. The promotion of the social, economic, environmental, and cultural wellbeing of communities in the present and for the future is expressed through Council's key strategies.
27. The proposed recommendation will align with Council key documents, as identified in the Governance Structure, in the following ways.

Significance and Engagement Policy	<p>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.</p> <p>Given the low level of significance determined, the engagement level is low. No engagement is required.</p>
He Pou Manawa Ora - Pillars of Wellbeing	<p>The matters raised in this report align with He Pou Manawa Ora in the following ways:</p> <p>Pou One: Work of the Disability Policy and Action Plan builds on the legacy of inclusive policy development in Hamilton Kirikiriroa, recognising the diverse histories of our communities, including tangata whaikaha Maaori.</p> <p>Pou Two: The Disability Advisory Group embodies the principle of kotahitanga, ensuring diverse voices are heard and valued in shaping Council's future direction.</p> <p>Pou Three: By embedding accessibility into our services and spaces, Council supports the prosperity and mana motuhake of all residents.</p> <p>Pou Four: Through ongoing accessibility audits and inclusive design, Council is restoring equitable access to public spaces, aligning with our vision of a liveable city for all.</p>
Our Climate Future Te Pae Tawhiti o Kirikiriroa	<p>Staff have determined no adaptation or emission assessment is required.</p>
Disability Action Plan	<p>This report addresses progress made on the Disability Policy and Action Plan.</p>
Community and Social Development Strategy 2021-2026	<p>The key highlights in this report align with the Community and Social Development Strategy specifically in the following areas:</p> <p>Accessibility and Inclusion</p> <p>The Strategy emphasises high community use of public places and services by</p>





10




	<p>ensuring they are accessible, safe, and welcoming. The Disability Action Plan operationalises this by auditing facilities, upgrading infrastructure, and introducing inclusive programming across Council services.</p> <p>Partnership and Participation The formation of the Disability Advisory Group reflects the Strategy's commitment to working alongside communities and ensuring diverse voices are embedded in decision-making. This supports the goal of empowering communities to shape their own futures.</p> <p>Equity and Wellbeing Training initiatives and awareness events—such as those focused on neurodiversity and sign language—contribute to a more informed and empathetic workforce. This aligns with the Strategy's focus on improving social wellbeing and reducing barriers to participation.</p> <p>Support for Diverse Communities The Strategy recognizes the unique needs of groups such as disabled people, rangatahi, older adults, and ethnic communities. The Disability Action Plan's targeted actions ensure that the needs of disabled people are not only acknowledged but actively addressed.</p>
Hamilton Age Friendly Plan 2025-2030	<p>The matters covered within this report align with the Hamilton Age Friendly Plan 2025-2030 in some key areas:</p> <p>Accessible Environments and Infrastructure The Age Friendly Plan emphasizes the importance of safe, accessible public spaces and facilities for older people. The Disability Action Plan supports this by:</p> <ul style="list-style-type: none"> - Conducting accessibility audits of key Council facilities (e.g., Gallagher Visitor Centre, Porritt Stadium). - Implementing upgrades that improve physical access, such as accessible bathrooms and signage with high contrast and legibility. - Ensuring that renewal projects incorporate universal design principles. <p>Inclusive Community Engagement and Participation Both plans prioritize meaningful engagement with diverse communities. The Disability Action Plan:</p> <ul style="list-style-type: none"> - Establishes a Disability Advisory Group, enabling disabled people—including older adults—to influence Council decisions. - Offers inclusive programming at public venues like the Museum and Libraries, including sensory sessions and sign language tours. <p>Lifelong Learning and Workforce Development The Age Friendly Plan encourages ongoing learning and awareness to foster empathy and understanding. The Disability Action Plan reflects this by:</p> <ul style="list-style-type: none"> - Delivering staff training on disability awareness, neurodiversity, and sign language. - Hosting events like the International Day of Disabled People to promote understanding and reduce stigma.


Attachments - *Ngaa taapirihanga*

Attachment 1 - Disability Action Plan Summary

Disability Action Plan Updates on Goals and Actions 2024-2025








1. Council develops effective mutually beneficial partnerships with stakeholders to inform and progress outcomes.				
Action	Who	When	Status of Action	Commentary on Action
Disability advisory forum: Council will work with the Disabled People's Forum and the Community to create a diverse group of representatives to input into decisions.	Community Development	August 2025	 Completed	An Expression of Interest (EOI) process was undertaken in June 2025, resulting in the appointment of seven members from the disability sector to the Disability Advisory Group. Their induction and the first official hui are scheduled for late September 2025.
Engagement project: large engagement project to identify and promote issues highlighted by individuals from the disability community, with a focus on previously under-represented groups.	Community Development, Disabled People's Forum (external), and the community (external)	2025	 Ongoing	Council's Disability Advisor has connected with a number of groups including the Rainbow Hub, Te Kohao Health, Whaikaha Ethnic Connector and Settlement Centre. The Advisor regularly attends the Waikato Maaori Disability Providers forum. The Lucy Foundation presented a 'Coffee Morning' and demonstration to Council staff facilitated by people with an intellectual disability who had undertaken training to be baristas. Council also hosted the Sport Waikato Accessibility and Inclusion Hui on behalf of Sport Waikato.
Capacity building: Work with the disability sector (community leaders and service providers) to grow the capacity of the local disability community.	Community Development, Disabled People's Forum (external), and the community (external)	Long Term	 Ongoing	In 2024/25, three Community Disability Sector Hui were held, featuring presentations on topics such as Creative Arts in the Disability Community, Autism and Neurodiversity, 'My Life My Voice' AI training for Smart Home Solutions, and Epilepsy and Brain Injury.
Disability strategy: Staff will work with a wide range of partners including community organisations, rights holders,	Community Development, Disability Advisory Forum,	2025		Consultation for the Disability Action Plan is scheduled to commence later in 2025. This process will replace the need



and government organisations to co-design a citywide disability strategy.	Disabled Persons Assembly (external), Disabled People's Forum (external), and the community (external)		Ongoing	for a separate strategy, with the Disability Advisory Group taking the lead in guiding and shaping this work.
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.	Planning Guidance, Community Development	2025-2026	 Not Started	This work remains incomplete and will be carried over into the next iteration of the plan for further development and implementation.
Community feedback surveys: Community surveys are developed and reviewed to include accessibility perspectives. Feedback is responded to.	Community Development, Communications and Engagement	Long Term	 Ongoing	The Communications and Engagement Unit have developed an accessible Design Toolkit to ensure that surveys and communications are inclusive and accessible to all members of the community.
Accessibility in non-council development: Investigate opportunities for influencing non-council development through planning tools including the district plan and consenting.	Growth, Planning Guidance	2025-2026	 Not Started	This work remains incomplete and will be carried over into the next iteration of the plan for further development and implementation.



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.				
Action	Who	When	Status of Action	Commentary on Action
Major community facility audits: A minimum of two comprehensive accessibility audits of major council owned facilities and/or destinations annually.	Museum, Pools, Gardens, Libraries, Parks and Recreation, Hamilton Zoo, Claudelands Event Centre, FMG Stadium, Seddon Park, Transport	minimum two per year	 Completed	Accessibility audits have been completed by CCS Disability Action. Barrier Free have been completed for several key facilities, including Claudelands Stadium, Enderley Community Centre, the Transport Centre Upgrade, and the Hamilton Gardens Precinct.

Attachment 1

Item 11

Minor community facility audits: Council will carry out at least three accessibility audits per year on smaller community facilities (parks, playgrounds etc).	Parks and Recreation	Minimum three per year	 Completed	Minor accessibility audits have been completed for Porritt Stadium and Fitzroy Park Playground.
Asset management planning: Accessibility will factor into Council's Asset Management planning and processes to provide processes for costings for Annual Plan and Long-Term Plan proposals.	Asset Management Leadership Group	2025-2026	 Ongoing	Gaps in accessibility provision for facilities and other assets will be identified, and necessary investments included in the asset management plan refresh process that will inform the 2027 Long-Term Plan. This will be undertaken over 2025/26 by activity and asset managers.
Data collection programme: Data collection is undertaken to inform investment. Programme includes a stocktake of accessibility audits and benchmarking against other local authorities.	Community Development	2024	 Completed	A process has been developed in Promap to support the engagement and delivery of accessibility audits, including a centralized system for storing completed audit reports. Reports have been shared with projects managers as appropriate to apply learnings to future work.
Accessible toilets and changing places network planning: Required upgrades to toilet network identified for 2023/2033 LTP proposal.	Parks and Recreation	2025-2026	 Ongoing	An initial stocklist has been prepared by the Disability Advisor and provided to the Parks team for further development and action.
Accessible paths at community services and destinations: Upgrade paths at community services and destinations to increase accessibility.	Zoo, Gardens, Parks and Recreation, Libraries, Claudelands Event Centre, FMG Stadium, Seddon Park	Long Term	 Ongoing	Accessibility audits have been completed, with recommendations provided to improve path accessibility across relevant sites.
Target setting: Project to establish baseline data and work with community to create future targets and goals.	Community Development, Disability Advisory Forum	N/A	 Not Started	Action closed. Further review of how this can be approached will be discussed with Disability Advisory Board once formed.
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.	Zoo, Gardens, Parks and Recreation, Libraries, Pools, Claudelands Event Centre, FMG Stadium, Seddon Park	Long Term	 Ongoing	Accessibility audits continue to be conducted across community services, with recommendations provided to enhance signage for improved accessibility.






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.	Community Development, Communication and Engagement Team	2025-2026	 Ongoing	Preliminary discussions have been held with Smart Access, who previously delivered a similar project for Wellington City Council. This initiative will be incorporated into the new plan and guided by the Disability Advisory Group.
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.	GIS, City Safe, Transport, Communications and Engagement Team	Long Term Reported annually	 Ongoing	The Transport Unit has received several public requests for accessibility improvements, including at Seddon Park. These have been addressed with support from the Disability Advisor.





3. Council services will be responsive to the diverse needs of disabled people.				
Action	Who	When	Status of Action	Commentary on Action
Education: Induction of new staff will include disability training, and frontline staff will have regular disability training.	People and Culture	Long Term Reviewed every six months	 Completed	Your Way Kia Roha was engaged to deliver Disability Awareness Training for Council staff, with three sessions successfully completed. Additionally, two New Zealand Sign Language (NZSL) training sessions were held during Year 3.
Assisted waste service: Review of new waste management service to explore the value of the assisted service.	Waste Management	2024	 Completed	Currently, 240 individuals receive the assisted waste service, with 50 households provided with larger bins to accommodate additional support needs. Surveys are periodically conducted with existing users to ensure the service continues to meet their requirements.



4. People can get around the city independently and safely.				
Action	Who	When	Status of Action	Commentary on Action

Attachment 1

Item 11





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).	Transport	Long Term Reviewed annually	 Completed	All capital projects undergo Safe System Audits conducted by independent consultants, with staff responsible for reviewing and signing off on any required improvements or changes. An annual programme to upgrade pedestrian crossings—funded through the low-cost, low-risk Transport Connections Improvement Programme—aims to enhance street accessibility and safety. Staff have identified 29 projects, with 90% expected to be funded by the Climate Emergency Response Fund (CERF) over the next 12 to 15 months to support reduced transport emissions.
Community access mapping: Barriers identified through community input into a co-designed map of access issues, focusing on a key topic every six months.	Community Development, and the community (external)	N/A	 Not Started	This action has not been completed, as its objectives have been addressed through other initiatives.
Public transport: Partner with Regional Council to improve public transport accessibility. Focus on improved transportation options and removing barriers to use.	Transport, Waikato Regional Council (External)	Long Term Reviewed annually	 Ongoing	In collaboration with Waikato Regional Council, the Transport Unit has assessed bus stop accessibility and developed a priority list for the annual work programme. This includes upgrades to existing bus shelters and infrastructure, with kerbside access improvements funded through the low-cost, low-risk project. Additionally, a portion of Climate Emergency Response Fund (CERF) funding is being allocated to replace bus shelters and install accessible platforms and kerbs to enhance safety for passengers boarding and exiting buses.
Crossings: Upgraded to provide safer options in key locations, community facilities and public transport routes.	Transport	Long Term Reported annually	 Ongoing	An ongoing annual programme is in place to upgrade pedestrian crossings, including the installation of raised safety platforms to reduce vehicle speeds, mid-block crossings, and tactile pavers. The CCS Disability Action Access Coordinator has been actively involved in the programme to ensure alignment with universal design principles.
Footpath programme: Footpath programmes to renew and maintain footpaths to an accessible standard.	Transport	Long Term Reported annually	 Ongoing	The Transport Unit conducts an annual renewals programme focused on identifying path hazards and trip risks, prioritizing areas for improvement. Council inspectors carry out detailed assessments to guide this work.






Mobility carpark review: Review of current mobility carparks (including an audit).	Transport, CCS Disability Action (External)	2025-2026	 Completed	In 2022/23, an audit of 50 mobility car parks was conducted in collaboration with CCS Disability Action to identify and prioritize locations for enhancements. As a result, improvements were made at Seddon Park and Porritt Stadium, guided by Barrier Free advice.
Illegal parking monitoring: Information Systems solution introduced in partnership with NZ Parking to ensure appropriate usage of mobility carparks.	Transport, NZ Parking (external)	2025-2026	 Ongoing	A presentation was delivered at a community hui on the Mobility Parking review, introducing a new system designed to monitor and enforce the appropriate use of mobility car parks across the city, excluding private parking areas.
Regional Infrastructure Technical Specifications (RITS) review: Review RITS to update these to reflect best practice.	Transport, Community Development, Smart Access (external)	2025 onwards	 Ongoing	Transportation staff are currently undertaking a series of technical reviews and updates to the Regional Infrastructure Technical Specifications (RITS). In addition, they are developing new design guidance documents for public transport, biking, and micromobility infrastructure.
Accessible streets regulatory package: Advocate for the progression of the Accessible Streets Regulatory Package through Central Government.	Transport, Disability Advisor	2025-2026	 Paused	As new legislation is currently progressing through Parliament, this action has been paused pending the outcome of that legislative process.


5. The whole community can enjoy fair opportunities to play.				
Action	Who	When	Status of Action	Commentary on Action
Informal play in the city: New informal/pop-up play opportunities in the central city consider accessibility in their design and installation.	Central City Programme Team, Sport Waikato (External)	2024-2026	 Completed	In November 2024, play trail testing was conducted with students with disabilities, and feedback was gathered to identify ways to enhance accessibility in play spaces.
Future playgrounds: All future playgrounds will include assets, access and equipment that is universally accessible/ inclusive.	Parks and Recreation	Long Term	 Ongoing	Barrier Free accessibility audit recommendations have been provided for Fitzroy Park Playground to support improvements in inclusive design and usability.



Attachment 1

Item 11



Upgrades to existing parks and playgrounds: Options to improve accessibility of current neighbourhood parks and playgrounds are considered in the 2023/2033 LTP discussions.	Parks and Recreation	2023-26	 Ongoing	Accessibility audits conducted by CCS Disability Action and Barrier Free for Tawa Park and Fairfield Skate Park have identified a range of improvements and initiatives. These recommendations are currently under consideration by the respective project managers.
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.	Aquatics, Libraries, Zoo, and Museum	2023 - aquatics trial 2024 - libraries trial 2025 - zoo and museum trial	 Ongoing	In 2024/25, the Museum hosted sensory sessions and an audio-described tour for Wharenuī Harikoa, alongside a free New Zealand Sign Language (NZSL) gallery tour to celebrate NZSL Week. Audio description training resources were provided to collection managers, curators, and public programme and education teams. Additionally, 'Quiet Time' sessions were introduced at Gallagher Aquatic Centre to support individuals with sensory challenges.
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.	Community Development, Halberg Foundation (External), Parks and Recreation	2023 onwards	 Paused	Action remains paused awaiting further input from community partners.
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.	Community Development, Halberg Foundation (External), Parks and Recreation, Gardens, Zoo	2023-24	 Completed	Engagement with the Halberg Trust and Disability Advisors, along with research into national and international examples, concluded that the Trail Rider is better suited to rugged and steep terrain—such as the summit of Mauao at Mt Maunganui, where it is currently available for hire. The Halberg Trust's representative advisor supported the assessment not to pursue the Trail Rider for Hamilton. Instead, the Hamilton Zoo and Gardens continue to offer wheelchairs and mobility scooters for customer use.

6. Council projects embed the principles of universal design, so every new-build community facility project is accessible to everyone.				
Action	Who	When	Status of Action	Commentary on Action
Capital project planning: Universal design considerations are embedded into all Council project planning templates for new builds and renewals.	Programme Management Office	2023	 Ongoing	Advice was sought from the Disability Advisor via Barrier Free for the Waikato Regional Theatre project, and guidance was also provided for the St Andrews Park Changing Room renewals.
Rototuna Library: Rototuna Library will be built based on codesigned and universal design principles.	Community Programme Office	2023-25	 Completed	A Changing Places toilet has been installed at the library and is available to registered users 24/7.
Celebrating Age Centre: Investigations into the replacement of the Celebrating Age Centre, which will include opportunities for a fully accessible community space.	Community Programme Office	2024	 Ongoing	On 9 April 2024 Council resolved that the Celebrating Age Centre would be retained for Community use. Concept designs for renewal work have been completed, consent to be requested by September with construction planning to be started by the end of 2025.
Accessible toilets and changing places at Rototuna: Accessible toilets and changing spaces will be installed at Rototuna Village.	Community Programme Office	2023-25	 Completed	The facility is available to registered users 24/7 and has proven to be highly successful. However, increased promotion is recommended to ensure full utilisation by the community.
Transport Centre: Advisory group support to review the designs, undertake audits, and provide feedback. Centre has been designed using Universal Design Principles.	Transport, Waikato Regional Council (External)	2024-25	 Completed	An accessibility audit was completed by Barrier Free, and the Blind and Low Vision (BLV) consumer group provided valuable input to the project team during the Transport Centre upgrade.

7. Hamilton City Council is an enabling employer that benefits from the skills and perspectives of a diverse workforce.				
Action	Who	When	Status of Action	Commentary on Action
Recruitment: The Council's recruiting processes will be reviewed annually to ensure barriers to employment are removed.	People and Culture	Long term Reviewed annually	 Ongoing	The development of a Reasonable Accommodations Policy and accompanying staff guidelines is currently underway, aimed at improving recruitment opportunities for disabled people. Additionally, several neurodiversity support and networking groups have been established to foster inclusion and peer connection among staff.


8. Removal of barriers to civic life and democratic participation through improved physical access, Governance, and communication processes.				
Action	Who	When	Status of Action	Commentary on Action
Chamber upgrade 2023/24: Accessibility will be prioritised through the use of technology and equipment upgrades.	Governance	2024-25	 Not Started	Not yet started
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.	Governance, Communication and Engagement, Disabled Persons Assembly (external)	Long term Reviewed annually	 Ongoing	Governance will be providing support and training for the induction of the new Disability Advisory Group in August 2025 and will continue to offer assistance to the group as needed.

Report writing: Report writers/authorisers will be trained in including accessibility implications in Council reports.	Strategy, Policy, Community and Social Development, Governance	2024-2025	 Ongoing	Report templates have been updated to include consideration for the impact the topic may have on the Disability Action Plan. This has been started in June 2025.
Document accessibility guidelines: Guidelines are developed that ensure Council documents are fully accessible.	Communication and Engagement	2023	 Completed	Be-Lab was engaged to develop an Accessible Design Toolkit, which provides guidance to staff on creating communications that are accessible to all members of the community.

9. Council communications are produced and distributed in accessible and effective formats, enabling participation, engagement, and preparedness.				
Action	Who	When	Status of Action	Commentary on 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.	Waikato Regional Council, Waikato DHB, Emergency Management, Communication and Engagement, Community Organisations (external)	2023-25	 Not Started	Te Whatu Ora are part of the Hamilton Local Welfare Committee for Civil Defence. Ongoing training and work is being completed with staff around emergency management and support for our disabled community. Currently in the early stages of this work. (2024-2025)
Information sharing guidelines: Guidelines are developed to consider when New Zealand Sign Language and screen reader friendly formats are recommended for communication campaigns.	Communication and Engagement, Community and Social Development	2024	 Ongoing	Work is currently underway to develop guidelines that define the threshold for activating accessible formats, led by the Communications and Engagement Manager. In support of this initiative, staff have been attending New Zealand Sign Language (NZSL) classes to enhance communication inclusivity.

Attachment 1

Item 11

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.	Communication and Engagement	From 2025 onwards	 Ongoing	Although no official audit template has been developed or completed, Council's Communications Unit attended several Disability Sector hui to gather feedback and share information to develop more accessible communication that works for the community. Further refining of this action will occur in the next plan review.
---	------------------------------	-------------------	--	---

Council Report

Committee: Community and Natural Environment Committee

Date: 05 August 2025

Author: Emily James

Authoriser: Helen Paki

Position: Strategy & Policy Advisor

Position: General Manager Customer and Community

Report Name: Lake Domain Reserve Change of Classification - Proposal to Consult

Report Status	<i>Open</i>
----------------------	-------------

Purpose - *Take*

1. To seek approval from the Community and Natural Environment Committee to commence the process to change the classification of parts of Lake Domain Reserve from Recreation Reserve to Local Purpose (Water Infrastructure) Reserve, pursuant to Section 24(1) of the Reserves Act 1977.

Staff Recommendation - *Tuutohu-aa-kaimahi*

2. That the Community and Natural Environment Committee:
 - a) receives the report;
 - b) approves the commencement of the legislative process to change the classification of parts of Lake Domain Reserve to Local Purpose (Water Infrastructure) Reserve; and
 - c) notes a public consultation process will be undertaken seeking the community's views on the change of classification following the process outlined in the staff report.

Executive Summary - *Whakaraapopototanga matua*

3. A detailed site assessment and strategic analysis has identified Lake Domain Reserve to be the preferred site for two new 25 megalitre water reservoirs, being delivered as part of the Infrastructure Alliance Fund (IAF) Reservoir and Pump Station project.
4. The preferred area for the two water reservoirs (included as **Attachment 1**) is currently classified as a Recreation Reserve under the Reserves Act 1977.
5. The proposed activities associated with the IAF Reservoir and Pump Station project do not align with the intended use of a Recreation Reserve classification. A change of classification to a Local Purpose (Water Infrastructure) Reserve is required to align with the nature and function of the proposed infrastructure.
6. The Reserves Act 1977 allows for classifications to be changed to meet the needs of local communities and recommends a one-month public notice and engagement period.
7. Public consultation on the change of classification will take place between 13 October and 17 November 2025 and is scheduled to closely align with the notice period for the Designation process as set out in the Resource Management Act 1991.

8. A meeting to hear verbal submissions will be convened as required.
9. Staff will report back to the relevant Committee for deliberations and a final decision on the change of classification following public consultation and hearings process.
10. The Draft Statement of Proposal is included as **Attachment 2**.
11. Alongside the Reserve change of classification process, Council will be seeking a Notice of Requirement for a Designation under the Resource Management Act 1991. The Designation process will follow a separate but concurrent process to the Reserve change of classification.
12. Staff recommend **Option 2** approving the commencement process to change the classification of parts of Lake Domain Reserve from Recreation Reserve to Local Purpose (Water Infrastructure) Reserve, as detailed in the options section of this report.
13. Given the statutory requirement to consult, staff have not considered the key considerations under the Significance and Engagement Policy to assess the significance of the recommendations in this report

Background - *Koorero whaimaarama*

14. In November 2022, Council entered into a funding agreement with National Infrastructure Funding and Financing (previously Kāinga Ora), securing a non-repayable grant of \$150.6 million through the Infrastructure Acceleration Fund (IAF) to support key infrastructure projects that enable residential development in the central city
15. The IAF Reservoir and Pump Station project is a significant infrastructure initiative supported by the National Infrastructure Funding and Financing Infrastructure Acceleration Fund (IAF). It is intended to provide essential services to accommodate the central city's projected growth through to at least 2041. The project will increase the city's capacity to supply potable water and meet firefighting requirements.
16. The proposed IAF reservoir is expected to provide approximately 25 megalitres of water storage and is planned to be located near the existing reservoir on Ruakiwi Road.
17. To meet long-term demand for potable water in the central city, a second 25 megalitre reservoir is anticipated to be required around 2040. While only one reservoir will be delivered under the current National Infrastructure Funding and Financing agreement, Council will undertake planning and design work for both reservoirs to ensure future readiness and integration with the broader water infrastructure network.
18. To determine the most suitable location for the new reservoir and an associated booster pump station, the IAF project team undertook a comprehensive investigation and site assessment. This process involved evaluating 30 potential sites situated between the Waiora Water Treatment Plant (WTP) and the Ruakiwi Road Reservoir (RRR). Each site was assessed against a range of criteria, including land ownership, site size, elevation, proximity to the bulk water network and WTP, energy efficiency (a key consideration for operational resilience), distance to the central city, and underlying geological conditions.
19. Following this assessment, the Lake Domain Reserve site was identified as the preferred location. As a result, further investigations and concept design work are now underway to support the next phase of the project's development.
20. The area currently identified as the preferred site for the reservoir, located within the Lake Domain Reserve, is classified as a Recreation Reserve under the Reserves Act 1977.
21. The proposed activities associated with the IAF Reservoir and Pump Station project are not consistent with the intended use of a Recreation Reserve. A change of classification to a Local Purpose (Water Infrastructure) Reserve would be more appropriate to align with the nature and function of the proposed infrastructure.

22. In addition to the public notification on the proposed change of classification, pre-engagement has been undertaken with the community regarding the proposed Lake Domain Reserve site.
23. Community pre-engagement on the preferred Lake Domain Reserve site was undertaken between February and March 2025, via two 'Open days at the Lake'. The 'Have your Say' website was also opened and received 94 submissions. The insights report is included as **Attachment 3**.
24. In response to feedback received during community pre-engagement, the proposed location of the two reservoirs was adjusted from the original concept. The reservoirs have been shifted further south within the reserve to minimise visual impacts, particularly preserving key view corridors from Ruakiwi Road and Clarence Street, along with increasing the separation between the new reservoirs and the existing heritage ranked water tower.
25. Members approved the macroscope design for the proposed water reservoirs including the revised reservoir layout at the [13 May 2025 Infrastructure and Transport Committee](#) meeting.

Discussion - *Matapaki*

Lake Domain Reserve

26. The Lake Domain Reserve is currently classified as Recreation Reserve and is managed under the provisions of the Operative [Lake Domain Management Plan 2017](#).
27. The portion of Lake Domain Reserve identified as the preferred site for the reservoir is currently an open space area on Ruakiwi Road, used for a range of recreational activities including sports, leisure, and off-lead dog exercise.
28. Community feedback gathered during the pre-engagement phase, indicated that this area of the reserve is primarily used for accessing the Lake Domain and walkway (51 responses), engaging in recreational activities such as exercise or play (50), relaxing and connecting with nature (43), and enjoying view or observation (39).
29. During the pre-engagement process, when asked whether the proposed placement of water reservoirs would affect their use of the reserve, 58% of respondents indicated no change in usage. Meanwhile, 26% anticipated a decrease in use, 11% provided mixed responses, and 5% stated that their use of the reserve would increase.
30. Under the Reserves Act 1977, the classification of reserves defines their primary purpose and guides how they are managed, used and developed. This classification enhances the protection of the land and provides the community with greater certainty about the types of activities that can occur within the reserve.
31. The Reserves Act 1977 recognises that reserve classifications may need to change over time to enable administering bodies to better meet the changing needs of local communities.
32. The IAF project proposal requires that 14,810m² of the land on Lake Domain Reserve is changed to Local Purpose (Water Infrastructure) Reserve, which would provide the necessary statutory framework for Council to construct the proposed water reservoirs, which are essential to supporting the water supply.

Process to change reserve classification

33. The process for the change of classification is set out in section [24\(1\)\(b\)](#) of the Reserves Act 1977 and requires public notification for a period of one-month, giving people the right to submit.
34. Following this, staff will report back to relevant committee on any submissions for Council to consider and make a resolution on the proposed reclassification.

35. Staff will then notify and consult with the Department of Conservation Commissioner, and if submissions are received, will forward those submissions and the Council resolution to the Commissioner as outlined in the Reserves Act 1977.
36. The Council's Chief Executive, acting under delegation of the Minister of Conservation, considers any submissions, and makes a decision on behalf of the Minister. A notice is then published in the Gazette.
37. Timeline for reserve classification change:

Stage	Details	Timeline
Approval to consult	Seek approval to publicly notify the proposal to reclassify	5 August 2025
Public consultation	One month	13 October – 17 November 2025
Hearing	Summary of submissions received	February – March 2026 [TBC]
Deliberations	Seek approval to approve the change of classification	April 2026 [TBC]
Survey and Gazette Notice	New lot created through LINZ, and notice published in the Gazette	May – June 2026 [TBC]

38. Alongside the Reserve change of classification process, Council will be seeking a Notice of Requirement for a Designation under the Resource Management Act 1991. The Designation process will follow a separate but concurrent process to the Reserve change of classification.
39. Further updates on the IAF Reservoir and Pump Station project, including recent community feedback and design development will be presented to an Elected Member briefing scheduled for 6 August 2025 by the project team.

Options

40. Staff have assessed that there are two reasonable and viable options for the Committee to consider.
41. This assessment reflects the level of significance and staff have considered the impact of the resulting reduction of recreation reserve from the proposed change of classification within the surrounding area, and within the city. The anticipated reduction in recreation reserve land is not expected to impact the Council's ability to provide for sport and recreation activities at either the local or city-wide level.
42. The proposed infrastructure development would result in an increased building footprint on the park, and a loss of reserve space. This impact will be considered as part of the project's design process, with a focus on mitigating potential risks by identifying opportunities to enhance the surrounding reserve area.
43. As the Central City experiences increased residential and business growth, it is essential that critical infrastructure keeps pace. The IAF project plays a key role in supporting this growth by ensuring reliable access to clean drinking water and enhancing the city's resilience in emergencies, including natural disasters and infrastructure disruptions. This contributes directly to the health, safety and wellbeing of the community.

44. The options are set out below:

Option 1: Decline approving commencing the legislative process to change the classification of parts of the Lake Domain Reserve to the Local Purpose (Water Infrastructure) Reserve. This Option will not ensure the necessary legal and planning frameworks are in place to allow the project to proceed.

Option 2: < Approve the commencement process to change the classification of parts of the Lake Domain Reserve from Recreation Reserve classification to Local Purpose (Water Infrastructure) Reserve. Initiating the process to change the classification is essential to enable the development of the Infrastructure Alliance Fund reservoir. Undertaking this reclassification process aligns with Councils strategic direction and ensures the necessary legal and planning frameworks are in place to allow project to proceed.

45. Staff recommend **Option 2** because it is consistent with the direction of the Council's support of the IAF Reservoir and Pump Station project, and it allows Council to ascertain any public feedback on the proposed change of classification. Additionally this keeps the IAF project aligned with the planned schedule and supports delivery within the required contractual timeframes.
46. This project is vital for supporting Hamilton's economic wellbeing by enabling new housing in the central city and ensuring reliable water infrastructure for future growth.

Financial Considerations - *Whaiwhakaaro Puutea*

47. The change of classification process is a regular operating activity funded through the Long-Term Plan. The costs relating to the proposed change of reserve classification are met by Council.
48. The costs associated with the proposed reclassification will be met by the Parks and Recreation operational budgets. The total estimated expenditure is approximately \$10,000 which includes expenses for public and gazette notices and the boundary survey. In addition, staff time required to complete the reclassification process is estimated at 40 hours.
49. The Infrastructure Alliance Fund Reservoir and Pump Station Project is being funded through the IAF Agreement with National Infrastructure Funding and Financing (previously Kāinga Ora). As such, it has not been included in the financial considerations outlined in this report.

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

50. Staff confirm that the recommendation complies with the Council's legal and policy requirements and the Reserves Act 1977.

Environmental

51. As part of the IAF project, there is commitment to enhancing environmental wellbeing through the planting of additional native vegetation, helping to offset the ecological impact and support local biodiversity. Significant efforts are being made to protect as many trees as possible during the project. This includes carefully relocating and replanting trees in suitable areas within the Lake Domain Reserve and other priority locations across Hamilton.

Risks - *Tuuraru*

52. "The following Risk table explains the Strategic Operational and Organisational risk for each option:

Types of Risk	Option 1 (Status Quo)	Option 2(Preferred)
Strategic	<ul style="list-style-type: none"> Does not align with Council's strategic direction. 	<ul style="list-style-type: none"> Loss of open green space in the Central City Will result in a reduction of reserve space and the removal of existing vegetation and landscaping due to the new infrastructure.
Operational	<ul style="list-style-type: none"> Infrastructure Alliance Fund project cannot progress to the next phase. Energy efficiency 	<ul style="list-style-type: none"> More staff time and resources.
Emerging	<ul style="list-style-type: none"> Council would need to investigate alternative, less preferred location options around Hamilton Council will have to restart the investigation and consenting process. 	<ul style="list-style-type: none"> Public opposition to the proposed change of reserve classification

53. If the recommendation is not approved the Infrastructure Alliance Fund (IAF) Reservoir and Pump Station project cannot proceed and Council will need to investigate alternative, less preferred location options around Hamilton, and restart the investigation and consenting process." This may result in financial consequences for Council, including the potential loss of significant Infrastructure Alliance Fund funding.
54. Potential risks associated with the decisions in this report include public opposition to the proposed change of reserve classification, and this can be managed by clear, transparent communication and by engaging the community through the public reclassification process.
55. This would result in significant delays, potentially jeopardising the ability to deliver the required infrastructure within the timeframes set out in the IAF agreement. The IAF grant is contingent on meeting agreed milestones. Failure to meet these deadlines would place the entire funding at risk.

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

56. Everything we do is aimed at improving the wellbeing of Hamiltonians. Council has been working alongside our community to understand what people in our city want the future of Hamilton Kirikiriroa to look like as represented by our five priorities.
57. The promotion of the social, economic, environmental, and cultural wellbeing of communities in the present and for the future is expressed through Council's key strategies.
58. Commencing the reclassification process will ensure the community has a formal opportunity to have their voices heard, including what they may like to see as part of the project development.
59. The proposed recommendation will align with Council key documents, as identified in the Governance Structure, in the following ways.

Significance and Engagement Policy	<p>Given the statutory requirement to consult, staff have not considered the key considerations under the Significance and Engagement Policy to assess the significance of the matter(s) in this report.</p> <p>There is a statutory requirement to consult as per legislation outlined below.</p>
He Pou Manawa Ora - Pillars of Wellbeing	<p>IAF project staff continue to work in close partnership with Kaitiaki Roopuu members—Waikato-Tainui, Te Haa o te Whenua o Kirikiriroa, and Ngaati Wairere—to embed cultural identity and storytelling into the IAF project. This includes the integration of cultural narratives into wayfinding and placemaking elements, ensuring the project reflects and celebrates the unique heritage of the area. Kaitiaki Roopuu will continue to provide guidance and direction to ensure cultural values are meaningfully and respectfully incorporated throughout the project.</p>
Our Climate Future Te Pae Tawhiti o Kirikiriroa	<p>Staff have assessed this option against the Climate Change Policy for both emissions and climate change adaptation. Staff have determined no adaptation assessment or emissions assessment is required.</p>
Reserve Act 1977 s 24 (1) (b)	<p>The local authority within whose district a reserve is situated or the administering body of any reserve notifies the Commissioner in writing that, pursuant to a resolution of the local authority or of the administering body, as the case may be, it considers for any reason, to be stated in the resolution, that the classification or purpose of the whole or part of the reserve should be changed to another classification or purpose, or that the reservation of the whole or part of the land as a reserve should be revoked,—</p> <p>then, subject to the succeeding provisions of this section, the Minister may, in his or her discretion, by notice in the Gazette, change the classification or purpose of the whole or part of the reserve, which thereafter shall be held and administered for that changed classification or purpose, or revoke the reservation of the whole or part of the land as a reserve:</p> <p>provided that the classification of any government purpose reserve for railway purposes shall not be changed and the reservation of the land or any part thereof as such a reserve shall not be revoked except with the consent of the Minister of Railways.</p>

Attachments - *Ngaa taapirihanga*

Attachment 1 - Designation Map

Attachment 2 - Draft Statement of Proposal

Attachment 3 - Pre Engagement Report



Item 12

Lake Domain Reserve – Change of Classification

DRAFT STATEMENT OF PROPOSAL

[13 October – 17 November 2025]

Attachment 2

Hamilton City Council (the Council) is seeking feedback on a proposal to change the reserve classification for part of Lake Domain Reserve, in accordance with Section 24 of the Reserves Act 1977.

Why are we proposing a change of classification?

Hamilton City Council is proposing to change the classification of part of Lake Domain Reserve – from **Recreation Reserve** to **Local Purpose (Water Infrastructure) Reserve**. This change is needed to support the development of essential water infrastructure that will help meet the city's future needs.

Council would like to hear from community members who may be interested in, or affected by, the change to the reserve classification.

Council has already completed several rounds of non-legislative engagement on the Central City Water Reservoirs project. You can find more information about this [here](#).

What is being proposed?

Hamilton is growing fast, and with this growth comes the need for reliable infrastructure. The Council, with full funding from National Infrastructure Funding and Financing Infrastructure Acceleration Fund (IAF), is planning to build two new **25 megalitre water reservoirs** and booster pump station near the existing Ruakiwi Road reservoir. One will be delivered by 2028, and one from 2040 onwards. This infrastructure is critical to ensuring safe and resilient water supply for the central city – now and into the future.

The proposed infrastructure doesn't align with the current 'Recreation Reserve' classification under the Reserves Act (1977). To progress, the land needs to be reclassified to better reflect its intended use as a site for essential water infrastructure.

Council is proposing to:

- Reclassify approximately 14,810m² of Lake Domain Reserve from Recreation Reserve to Local Purpose (Water Infrastructure) Reserve.

What does this mean?

The area of Lake Domain Reserve identified as the preferred site for the new reservoirs is currently open space that can be used for recreational activities, including play, leisure, and off-lead dog exercise.

The proposal would result in a change of use for part of the reserve, allowing for the construction of essential water infrastructure. This will involve the loss of some open space within the reserve, and the removal of mature trees.

As part of the projects design process, the potential impacts of this change will be carefully considered. Mitigation measures will focus on enhancing the surrounding reserve area and identifying opportunities to preserve and improve recreational value wherever possible.

Although only one reservoir is being built at this stage, the site has been designed to accommodate a second reservoir in the future, which is anticipated to be required by 2040.

Reasons for the proposal

The key reasons for the proposal are:

Reasons...	Further explanation...
To enable critical infrastructure development that supports projected growth in the city centre	<p>The proposed site is needed for the construction of two 25 megalitre water reservoirs.</p> <p>The current reservoir is nearly 100 years old, and no longer meets the city’s needs. New reservoirs are needed to:</p> <ul style="list-style-type: none">• Provide a reliable, high-quality water supply for residents, businesses and Waikato Hospital.• Support population growth in the central city, expected to increase by 10,800 by 2035.• Ensure adequate water for firefighting.
It’s the more suitable site to service the central city	<p>The Lake Domain site has been selected after technical, environmental, and cultural investigations.</p> <p>One key advantage of the site is its elevation, which allows water to be distributed using gravity – making the system more efficient and sustainable.</p>
Current classification doesn’t fit the purpose	<p>The land is currently classified as a Recreation Reserve under the Reserves Act.</p> <p>The proposed infrastructure is not consistent with the intended use of a recreation reserve.</p> <p>A change to Local Purpose Reserve is required to legally enable the development.</p>

Options

Council is providing two options for the community to give feedback on. Council’s preferred option is to change the classification of part of Lake Domain Reserve from Recreation Reserve to Local Purpose (Water Infrastructure) Reserve. The other option is the status quo (not to change the classification from Recreation Reserve to Local Purpose).

Option 1 (preferred): Change the classification of part of Lake Domain Reserve from Recreation Reserve to Local Purpose (Water Infrastructure) Reserve.

This would mean:

- The right legal and planning frameworks are in place so the water reservoir project can move forward.
- The water reservoir development could begin which will ensure a future-proofed water supply for the central city.
- The project will continue to run on schedule and will be delivered within the required timeframes – securing important infrastructure funding for Hamilton’s future.
- Also see ‘Reasons for proposal’

Option 2 (status quo): Do not change the classification of part of Lake Domain Reserve.

Attachment 1

This would mean:

- The IAF reservoir project cannot move to the next phase.
- Council would need to look into less appropriate locations for the water infrastructure, which would cause significant delays.
- Council may risk meeting key milestones tied to the IAF funding, which would put the funding for the project at risk.

TELL US YOUR THOUGHTS ON THE PROPOSAL

Before making any final decisions, we'd like to have your input. You can give us feedback from 13 October to 17 November 2025 online at hamilton.govt.nz/haveyoursay, or fill out the feedback form included in this Statement of Proposal.

For any queries, please ring 07 838 6699 or email: haveyoursay@hcc.govt.nz

NEXT STEPS

Council staff will collect and analyse all feedback at the close of the submission period.

The analysis of this feedback will be presented to the relevant Committee meeting (date to be confirmed). At this meeting, submitters who want to speak to their written submission will be able to do so.

The Council will then consider all the views and make a decision.

Item 12

FEEDBACK FORM

Lake Domain Reserve – change of classification

Hamilton City Council is proposing to **change part of Lake Domain Reserve from Recreation Reserve to Local Purpose (Water Infrastructure) Reserve.**

FEEDBACK FORMS CAN BE:

- Completed online at hamilton.govt.nz/haveyoursay
- Posted to: Freepost 172189, Hamilton City Council, Communication and Engagement team, **Lake Domain Reserve – change of classification**, Private Bag 3010, Hamilton, 3240.
- Delivered to the Municipal Building, 260 Anglesea Street or any branch of Hamilton City Libraries.
- Email the completed form to: haveyoursay@hcc.govt.nz.

Privacy statement:

Your name and/or organisation may be published with your submission and made available in a report to elected members and to the public. Other personal information supplied will be used for administration and reporting purposes only. Please refer to Council's Privacy Statement at hamilton.govt.nz for further information.

Do you support the reclassification of part of Lake Domain Reserve from Recreational Reserve to Local Purpose (Water Infrastructure) Reserve?

- ☐ Yes - I think this is a good idea
 ☐ I don't have a view on this or I am unsure about this idea
 ☐ No – I am against this change

Please provide a reason for your response (Please print clearly):

Run out of room? Feel free to attach additional pages.

Feel strongly about your feedback? (required)

You can also support your written feedback by speaking with us. You can talk to Elected Members at the Regulatory and Hearings Committee meeting (in person or online) on 14 August 2025. We will contact you to arrange a time. Watch our video and read more about what is involved in speaking to Elected Members at hamilton.govt.nz/haveyoursay

Yes, I would like to speak to my submission

No thanks

Attachment 1

Item 12

ABOUT YOU:

This section tells us a bit more about you. By capturing this information, we will be able to better understand who is, and isn't providing feedback.

Contact details (Please print clearly)

We will use this to get in touch with you if you would like the opportunity to make a verbal submission.

Name: (required) _____

Phone: _____ Email: (required) _____

Are you giving feedback on behalf of an organisation?

- ☐ No, these are my own personal views
- ☐ Yes, I am the official spokesperson for the organisation

If yes, what is the name of the organisation? _____

Where do you live?

I live in Hamilton, my suburb is: _____

I live outside Hamilton city:

- ☐ Waipaa District ☐ Waikato District ☐ Elsewhere in New Zealand ☐ Overseas

What is your age group? (at your last birthday)

- | | | | | |
|-----------------------------------|--------------------------------|--------------------------------|---|--------------------------------|
| <input type="checkbox"/> Under 16 | <input type="checkbox"/> 16-19 | <input type="checkbox"/> 20-24 | <input checked="" type="checkbox"/> 25-29 | <input type="checkbox"/> 30-34 |
| <input type="checkbox"/> 35-39 | <input type="checkbox"/> 40-44 | <input type="checkbox"/> 45-49 | <input type="checkbox"/> 50-54 | <input type="checkbox"/> 55-59 |
| <input type="checkbox"/> 60-64 | <input type="checkbox"/> 65-69 | <input type="checkbox"/> 70-74 | <input type="checkbox"/> 75-79 | <input type="checkbox"/> 80+ |

Which ethnic group do you identify with? (tick all that apply)

- | | | | | |
|--|-----------------------------------|--|--|--|
| <input type="checkbox"/> NZ European | <input type="checkbox"/> Maaori | <input checked="" type="checkbox"/> Indian | <input type="checkbox"/> Chinese | <input type="checkbox"/> Samoan |
| <input type="checkbox"/> British | <input type="checkbox"/> Filipino | <input type="checkbox"/> Tongan | <input type="checkbox"/> South African | <input type="checkbox"/> Cook Islands Maaori |
| <input type="checkbox"/> Other (please specify): _____ | | | | |

Please get your feedback to us by **Monday 17 November 2025**.



Item 12

Attachment 3

Background

- To increase the supply of drinking water and capacity for firefighting for our growing central city, we need to build two 25 million litre (ML) reservoirs. One by 2028 and the other from 2040.
- The Ruakiwi site (next to the existing Ruakiwi Reservoir) has been identified as the best site for the two new reservoirs and a valve chamber building.
- Community feedback was sought between 18 February to 18 March 2025 to help:
 - Shape the final design and layout of the reservoirs site, including access and landscaping considerations.
 - Prepare applications to designate and reclassify some of the current park land needed to build the reservoirs under the Resource Management Act 1991 (RMA) and Reserves Act 1977 (Reserves Act) processes.
- To inform the community, we used:
 - Detailed information on our Council website linking to an online survey
 - Targeted tactics such as letter drops and visits to local residents, and hosting drop-in information sessions
 - Widespread social media advertising
 - Hardcopies available at the libraries and the reception of the Council Municipal building.
- We received 94 responses in total.

Central City Water Reservoir Engagement Insights

Processing feedback

- Any emails or hardcopies were entered into our online survey tool
- Duplicate responses were combined when name and email matched
- Any attachments were manually checked
- Counts and percentages were calculated using Microsoft Excel

Central City Water Reservoir Engagement Insights

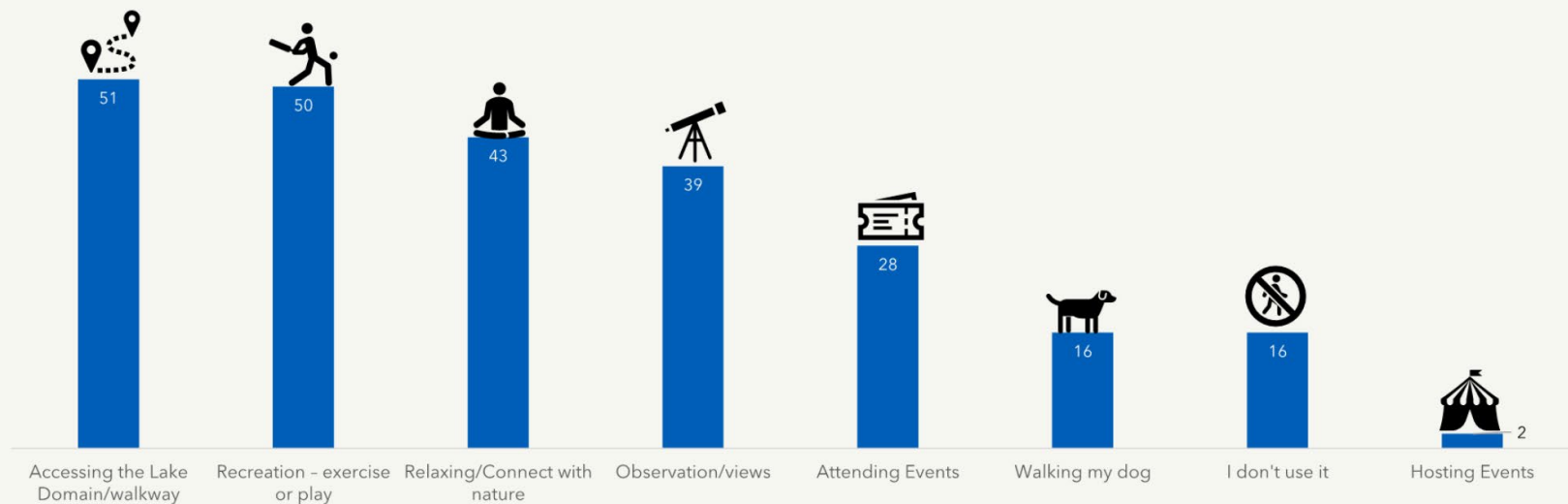
Item 12

Attachment 3

Park usage

Looking at the broader park space from the first images, what do you currently use it for?

Looking at the broader park space from the first images, what do you currently use it for?



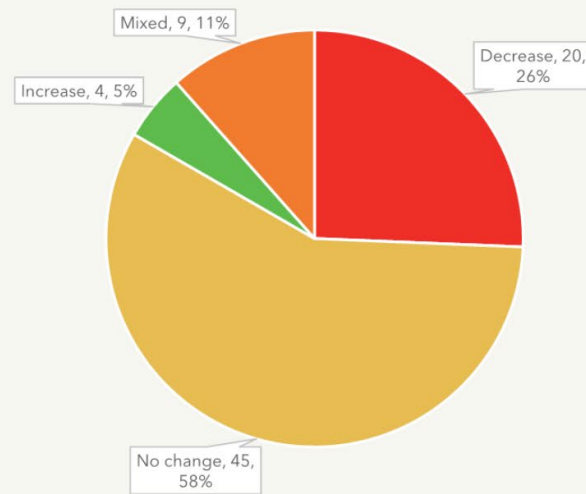
Respondents could select more than one use

Central City Water Reservoir Engagement Insights

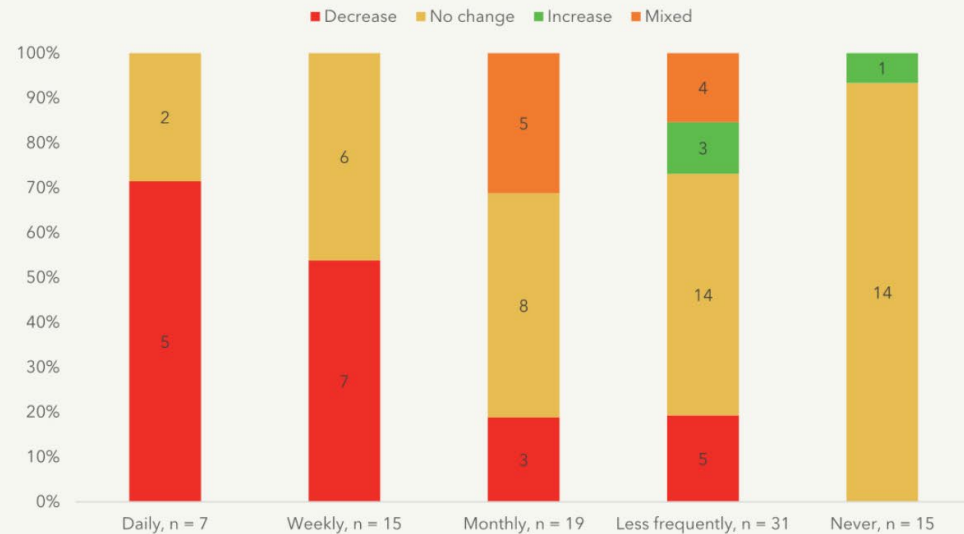
Impact to site usage

Sentiment

How do you think your use may change, if at all, based on the placement of the new central city water reservoirs?



Impact to site usage by frequency of proposed reservoir site visitation



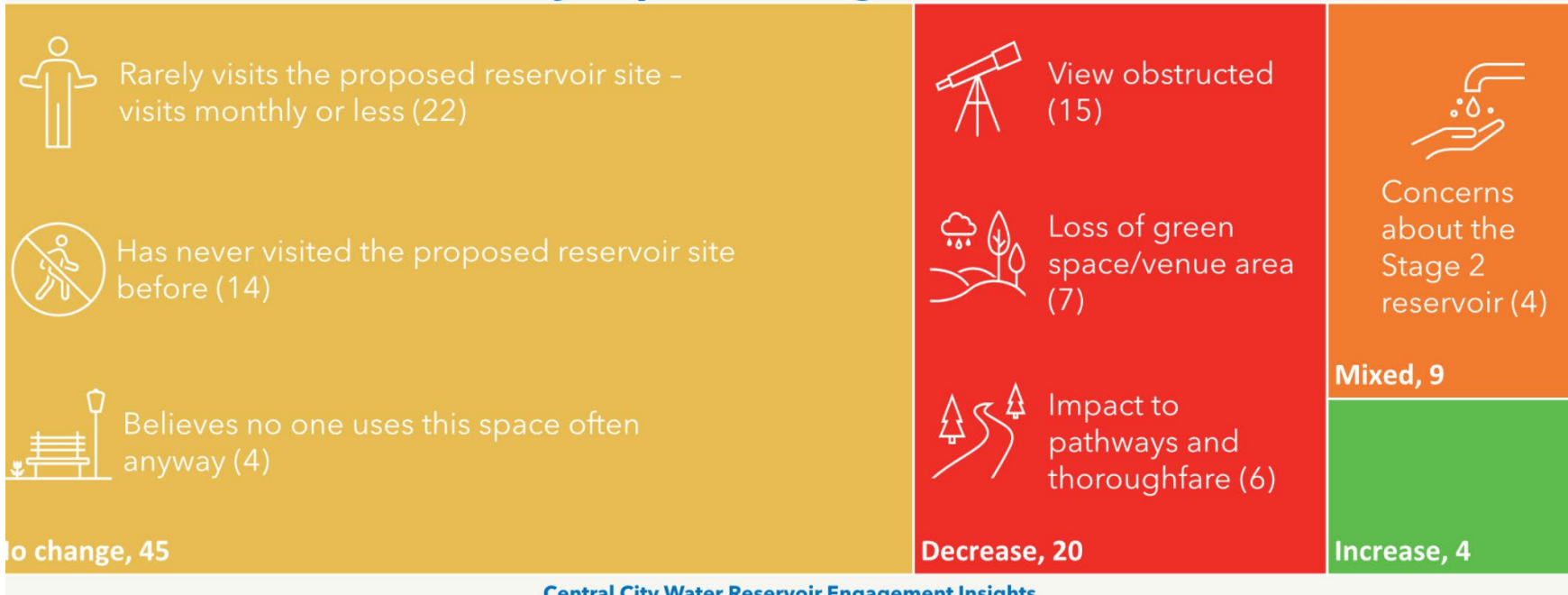
Central City Water Reservoir Engagement Insights

Item 12

Attachment 3

Impacts to site usage

Most common reasons by impact to usage



Central City Water Reservoir Engagement Insights

Suggestions

Are there any opportunities that you think Council should consider in their planning and design of the new central city water reservoirs?



Central City Water Reservoir Engagement Insights

Any other comments

Top themes

General support



n = 15

Be cost effective/
Don't spend
money on this



n = 8

Concern regarding
loss of green space
/venue area



n = 5

Examples

"Glad to see council thinking outside the box a little & bringing an opportunity for nature and creativity into the infrastructure (which could otherwise be plain and boring :)"

"I really appreciate council's work to future-proof and do so in a way that maximises positive social impacts. Ka rawe!"

"It's a great solution to ensure the future water supply for the city. Go for it!"

"I think they should be plain it's not an art exhibition it's a functioning object, going to fancy, ideas change and it will be there for a long time keep it smart and simple paths and seating can be added to the space but I think less is more."

"You don't need a "design", just build the thing and leave it alone."

"Spend only what's necessary, which does not include a viewing tower"

"Very sad to lose that space as it is ideal for dog walking in natural habitat and shade."

"The proposed development will result in significant intrusive erosion of part of an important central city reserve. The dominating scale of the reservoirs will impact on the natural scenic character of the area to the detriment of the benefit and enjoyment of the public, contrary to the purpose of the Reserves Act 1977."

Central City Water Reservoir Enaaagement Insights

Key findings

- Comments indicated good support for the project
- Accessing the Lake Domain walkway was the most common reason for using the space (reported by 54% of respondents), closely followed by recreation - exercise or play (reported by 53% of respondents)
- Many of the respondents didn't think there would be an impact on their use of the space
- Those who use it more frequently are more likely to have a perceived negative impact
- Obstructed view was the highest perceived negative impact
- Installing art/ mural/ colourful décor was the most common suggestion

Central City Water Reservoir Engagement Insights

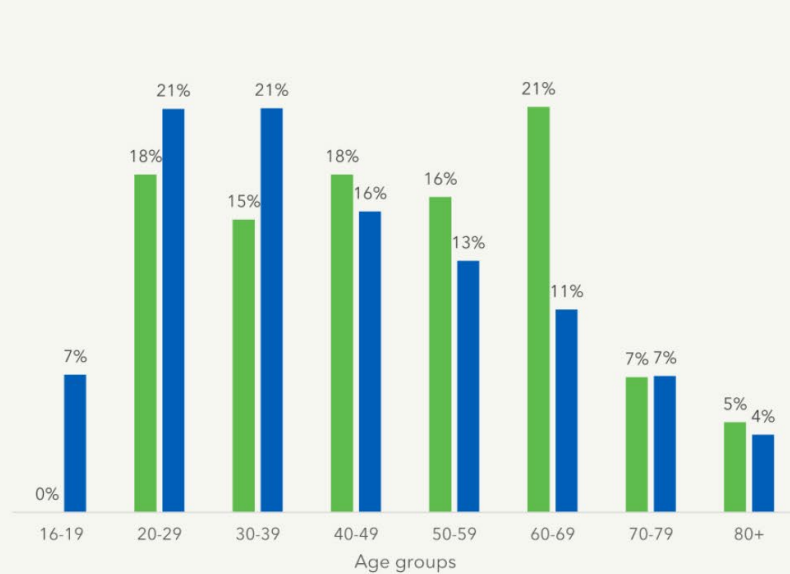
Item 12

Attachment 3

About our respondents

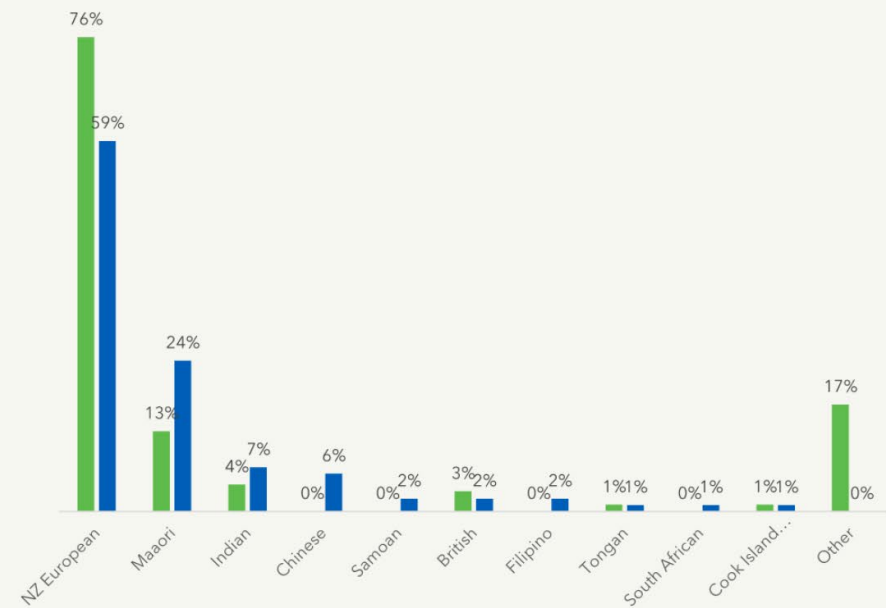
Age comparison

■ Proportion of respondents ■ Proportion of population



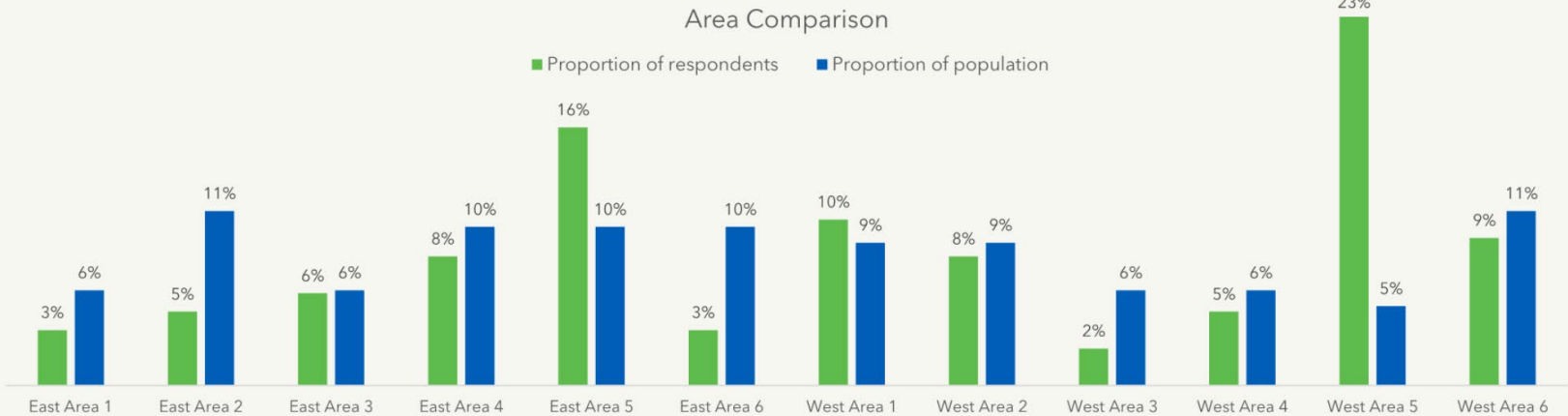
Ethnicity comparison

■ Proportion of respondents ■ Proportion of population



Central City Water Reservoir Engagement Insights

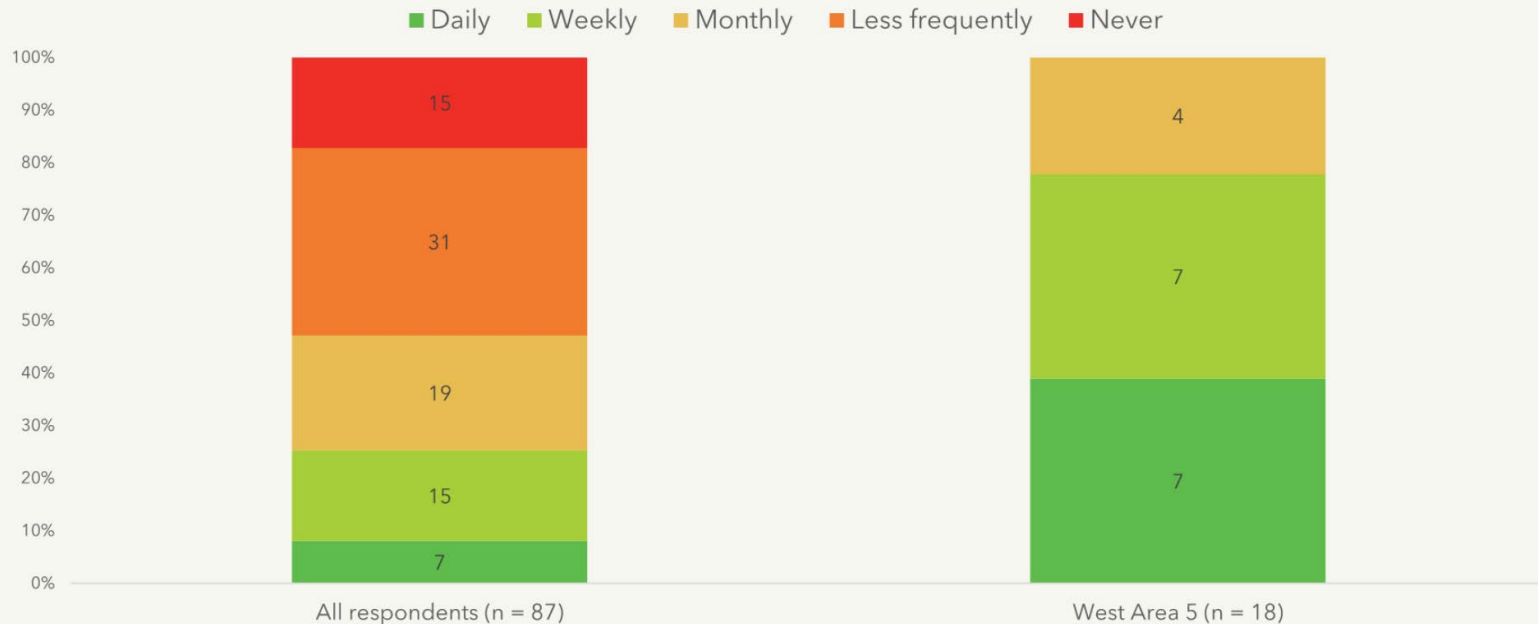
About our respondents



East Area 1	Flagstaff	West Area 1	Avalon, Beerescourt, Forest Lake, Pukete, St Andrews, Te Rapa
East Area 2	Callum Brae, Huntington, Rototuna, Rototuna North	West Area 2	Crawshaw, Grandview Heights, Nawton, Rotokauri, Western Heights
East Area 3	Chartwell, Chedworth, Harrowfield, Queenwood	West Area 3	Aberdeen, Dinsdale, Temple view
East Area 4	Enderley, Fairfield, Fairview Downs	West Area 4	Frankton, Maeroa, Swarbrick
East Area 5	Claudlands, Hamilton East, Peachgrove	West Area 5	Hamilton Central, Hamilton Lake, Hospital, Whitiora
East Area 6	Hillcrest, Ruakura, Riverlea, Silverdale	West Area 6	Bader, Deanwell, Fitzroy, Glenview, Melville, Peacocke

Central City Water Reservoir Enqaagement Insights

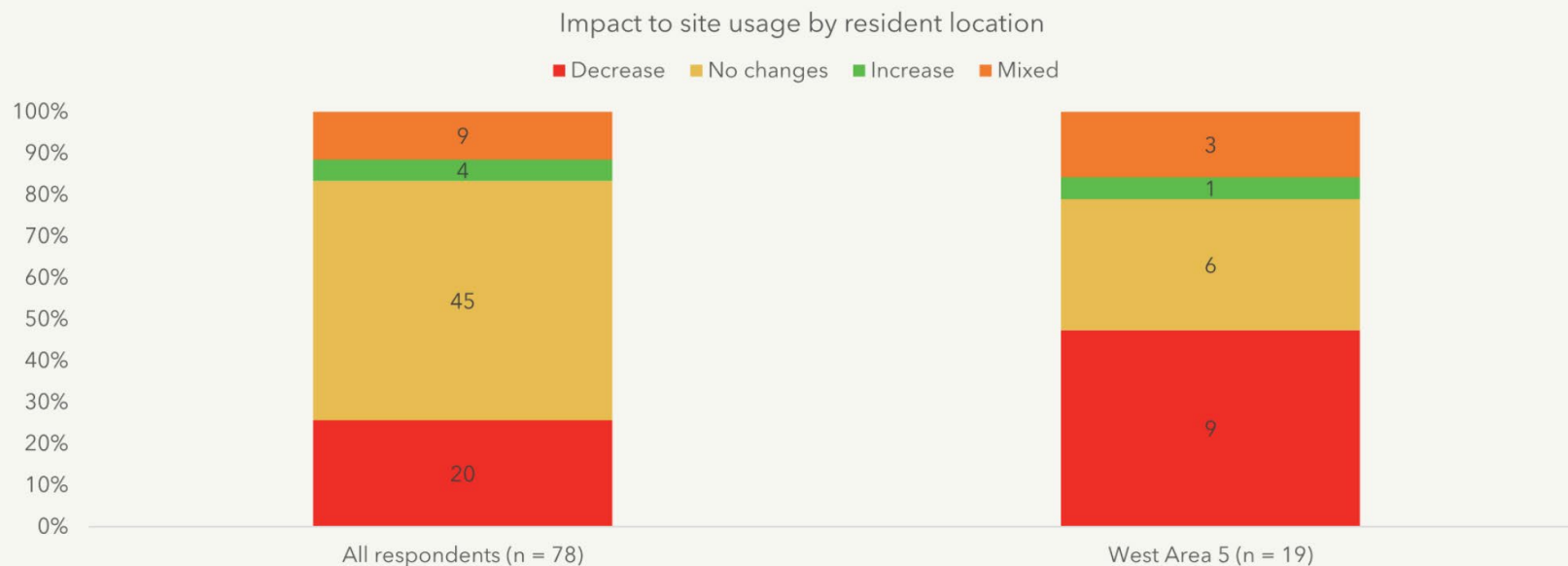
Frequency of use by resident location



The number of people who answered how frequently they use the space was 87.
West Area 5 comprises of Hamilton Central, Hamilton Lake, and Whitiara residents.

Central City Water Reservoir Engagement Insights

Impact on use by resident location



The number of people who answered whether their use may change based on the placement of the new water reservoirs is 78.
 West Area 5 comprises of Hamilton Central, Hamilton Lake, and Whitiara residents.
 Loss of views and access were the most common impacts cited by West Area 5 residents.

Central City Water Reservoir Engagement Insights

Item 12

Attachment 3

Suggestions from nearby residents

Are there any opportunities that you think Council should consider in their planning and design of the new central city water reservoirs?



Art/mural/
colourful décor

n = 8



Camouflage it/blend
into environment/
don't want to see it

n = 5



Add a viewing
platform

n = 4

Central City Water Reservoir Engagement Insights

Key findings about the community

- A higher proportion of residents from Hamilton Lake suburb responded, which is the suburb of the proposed site for the two new water reservoirs
- Residents from West Area 5 (Hamilton Lake, Hamilton Central and Whetiora suburbs) used the space more frequently
- Residents from West Area 5 were more likely to report that their use of the area would be negatively impacted
- There were no significant differences in the suggestions from residents in West Area 5 compared all residents

Central City Water Reservoir Engagement Insights

Item 12

Attachment 3

Social media comments

- We received 48 comments on Facebook and 8 on Instagram
- The most common themes were:
 - Concerns regarding the cost/rising rates costs to pay for it
 - Requests for Council to clean up the lake
 - Questions and comments regarding water capacity elsewhere in the city
 - Unrelated comments on transport projects e.g. speed bumps




Central City Water Reservoir Engagement Insights

What's next?

The plans including design and layout for the reservoirs will be updated with the feedback from the community.

Council will apply to designate and reclassify some of the current park land needed to build the reservoirs under the Resource Management Act 1991 (RMA) and Reserves Act 1977 (Reserves Act) processes.

The community will have further opportunities for the community to share their voice on the updated designs through the application process.



Hamilton
City Council
Te kaunihera o Kirikiriroa

Item 12

Attachment 3

Item 13

Council Report

Committee: Community and Natural Environment Committee

Date: 05 August 2025

Author: Paula Murdoch

Authoriser: Helen Paki

Position: Libraries Director/Te Manutaki Tuhi Rau

Position: General Manager Customer and Community

Report Name: Library Strategy update 2025

Report Status	<i>Open</i>
----------------------	-------------

Purpose - *Take*

1. To inform the Community and Natural Environment Committee on progress made on implementation of [Kia oho te mauri o Kirikiriroa Hamilton City Libraries' Strategy 2023-2033](#) during the 2024-2025 financial year.

Staff Recommendation - *Tuutohu-aa-kaimahi*

2. That the Community and Natural Environment Committee receives the report.

Executive Summary - *Whakaraapopototanga matua*

3. The Kia oho te mauri o Kirikiriroa Hamilton City Libraries' Strategy 2023-2033 (the Strategy) was adopted by the Community and Natural Environment Committee on 10 August 2023.
4. The vision for Libraries is that Hamilton City Libraries playing an integral role in shaping a city where people and communities thrive and prosper. The strategy has four outcome areas (Literacy and learning; Culture and community; Digital inclusion; Engaging spaces) which guide service delivery.
5. This report outlines progress against these outcomes for Year Two (2024/25) of the Strategy which has focused on continuing to establish and grow relationships and on responding to identified needs.
6. Digital use of services continues to grow, with use of the e-Audio format exceeding the use of eBooks for the first time. Use of APNK Wi-Fi and use of printing services are significantly higher, while the number of attendances at programmes and events remains high.
7. Visitation is up with Te Kete Aronui accounting for 41.1% of all library visits. Only Glenview Library did not exceed last year's visitor numbers.
8. Key highlights from the year include:
 - i. **Increase in visitation** – 5.5% increase in physical visits (979,870) and 12.5% increase in online visits (1,579,326) on the previous financial year;
 - ii. **Steady issues** – 0.002% decrease in physical issues (1,092,515) and 14.8% increase in e-issues (222,179) on the previous financial year;

- iii. **Steady programming** – 25.5% increase in programmes (1,668) and 25.5% decrease in events (275) on the previous financial year marks how programming is embedded in daily activities. Attendance at programmes and events was 42,251;
 - iv. **Increase in use of internet/computing devices (APNK)** – 22.5% increase in wifi sessions (358,689) and 10.6% decrease in use of computing devices (50,585 APNK Chromebook sessions) on the previous financial year; and
 - v. **High customer satisfaction rating** - 92% customer satisfaction rating.
9. Staff consider the decisions in this report to have low significance and no known risk, and that the recommendations comply with Council's legal requirements.

Background - *Koorero whaimaarama*

- 10. Libraries operate across seven sites over six or seven days and provide an online 24/7 service. Staff also deliver engagement and outreach activity in within communities.
- 11. The Libraries Strategy was adopted in 2023 and sets the strategic direction for Hamilton City Libraries (HCL) delivery of collections, services, programmes and events.
- 12. The Strategy has four outcome areas:
 - i. **Outcome Area 1: Literacy and learning:** Hamilton City Libraries promote lasting literacy skills and empowers Hamiltonians to be active learners and citizens;
 - ii. **Outcome Area 2: Culture and Community:** Hamilton City Libraries is a key part of the growing city, providing programmes, collections and events that reflect diverse cultures and communities;
 - iii. **Outcome Area 3: Digital inclusion:** Hamilton City Libraries promote equitable access to digital technologies and use innovative approaches to improve user experience; and
 - iv. **Outcome Area 4: Engaging spaces:** Hamilton City Libraries provide welcoming destinations that people want to visit.

Discussion - *Matapaki*

- 13. Progress on each outcome area has been measured through a series of indicators and are summarised in the table below.
- 14. **Table 1: Outcome Area 1:** Ko te reo matatini me te ako - Literacy & learning: Libraries promote lasting literacy skills and empower Hamiltonians to be active learners and citizens.

Performance measure	2023/24	2024/25	Change
Number of physical issues	1,094,502	1,092,515	-0.002%
Number of e-issues	193,539	222,179	+14.8%
Number of programmes	1,329	1,668	+25.5%
Number of events	369	275	-25.5%
Attendance at programmes & events	43,686	42,251	-3.3%

- 15. The Strategy's focus on literacy and learning and culture and community is underpinned by library programmes and events. These are a key point of connection with the community and a broad range of programming is offered, delivered in partnership with community organisations. Types of sessions offered throughout the year (either onsite and via outreach) included author talks, STEM, robotics and coding workshops, Te Reo Maaori classes, art and craft sessions, music classes.

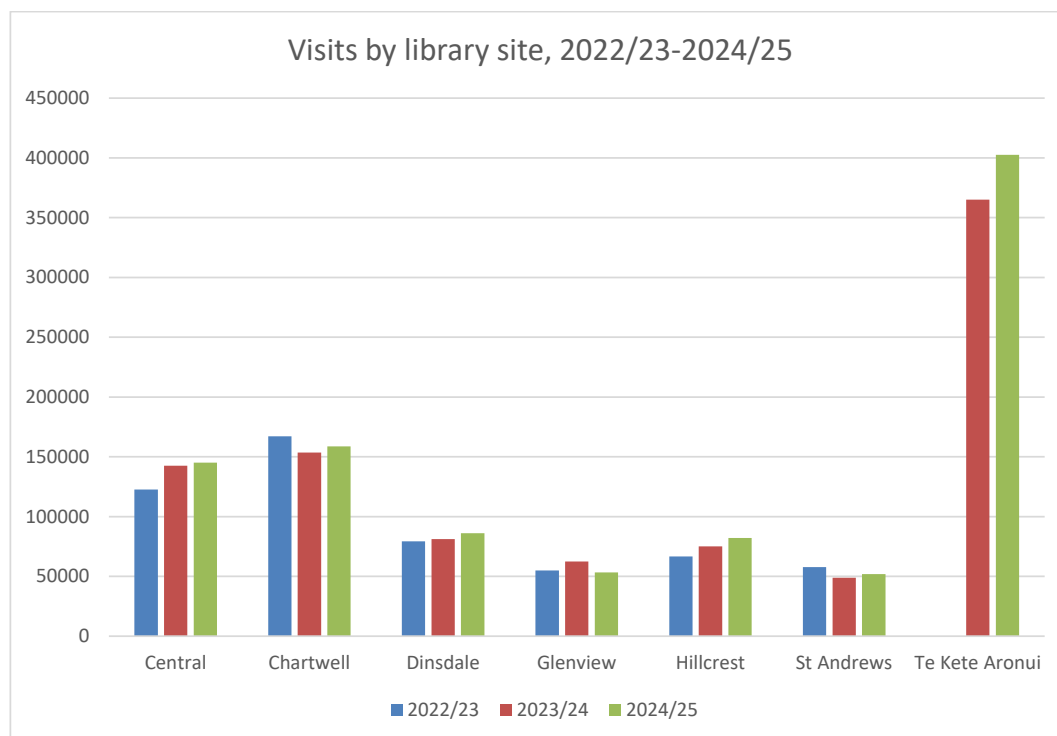
Item 13

16. While the number of events is down on last year, the number of programmes is up reflecting a transition from one-off events to regular and targeted programmes which can be embedded as part of weekly activities. This also ensures programmes are sustainable from a resourcing perspective and consistent quality can be maintained throughout the year.
17. This year also marks the first year ever that use of e-Audiobooks has outstripped eBooks.
18. There has also been new outreach activity with Archives and Special Collections staff hosting sessions at community libraries to promote the resources and services available to the public in the Heritage section. Digitisation equipment was available for participants to scan photographs, while tips and tricks for caring for family taonga were shared.
19. The refreshed Summer Reading Programme had record numbers of participation with 750+ participants taking part.
20. Year 3 will see a continuation of literacy and learning related work with key community groups and organisations with a specific focus on older persons; disability, equity and inclusion; rangatahi and tamariki; and migrant communities.
21. **Table 2: Outcome Area 2:** Ko te ahurea me te hapori – Culture & community: Libraries are a key part of the growing city, providing programmes, collections and events that reflect our diverse cultures and communities.

Performance measure	2023/24	2024/25	Change
% residents who are active library members	21.97%	21.6%	-0.02%
% customers satisfied with their overall experience	92%	92%	No change
Number of physical visits	928,552	979,870	+5.5%
Number of online visits	1,403,845*	1,579,326	+12.5%
New accessibility or inclusivity initiatives implemented	15	4	-73.3%

* This was previously incorrectly reported as 1,685,540

22. Physical visitation to libraries continues to edge closer to one million, while online visits also increased during the year.
23. An impact on visitation due to the opening of Te Kete Aronui was expected to be felt most at the St Andrews and Chartwell Libraries and this has proved to be the case, but data show that these libraries are starting to increase visitor numbers once again, although not yet at the level of prior to Te Kete Aronui opening. The Central, Dinsdale and Hillcrest Libraries maintained a small but steady upwards trend of visitor numbers over the three years, while the Glenview Library has fluctuated during the same period. Te Kete Aronui recorded 41.1% of all library visits last year.
24. **Graph 1** below shows the impact of the opening of Te Kete Aronui on existing library sites.



25. Engagement included youth and families (Hamilton Brick Show); migrant communities (bilingual storytimes and programmes); disability communities; and elder communities (tech/digital sessions for seniors).
26. Library staff have continued to work to ensure library programmes and services deliver against Council's obligations under Te Tiriti o Waitangi through outreach activity such as Poukai days, promotions related to celebrations such as Matariki, growing staff capability and ensuring kaimahi Maaori are supported appropriately. A new event, a Whakapapa Research evening was held recently at Te Kete Aronui and was well supported, with another planned. Development of a kaupapa Maaori space is also planned for the Central Library to ensure whaanau me ngaa iwi Maaori feel welcomed, with materials and spaces arranged to reflect maatauranga Maaori and a Te Ao Maori perspective.
27. Year 3 will continue to focus on outreach to key community groups with a specific focus older persons; people experiencing disability; rangatahi and tamariki; and migrant communities to ensure that libraries are inclusive and accessible.
28. **Table 3: Outcome Area 3:** Ko te whakaurunga matihiko – Digital inclusion: We promote equitable access to digital technologies and use innovative approaches to improve user experience.

Performance measure	2023/24	2024/25	Change
APNK wifi session	292,750	358,689	+22.5%
APNK device sessions	52,391	50,585	-3.4%
Print jobs	71,577	84,324	+17.8%
Print pages	259,954	308,845	+18.8%

Item 13

29. Libraries continue to be an important location for the community to access and connect online. Significant increases in wifi use and printing occurred this year. Use of APNK devices dropped for the first time since APNK implementation which is in line with the nationwide shift to bring your own device.
30. Through a collaboration between HCL, the Digital Inclusion Alliance Aotearoa (DIAA) and the Ministry of Social Development (MSD) the Digi-Coach programme trial was delivered in 2025. Operating over ten weeks, ten part time Digi Coaches responded to almost 1,100 enquiries. This programme is now being expanded across the country and will continue in a slightly modified form at HCL.
31. The Skinny Jump programme provides eligible households a free modem (funded by Skinny Jump) through HCL. In 24/25 a record number of 604 modems were provided, an increase of 74% on the previous year. The highest number of Skinny Jump modems were supplied at the Dinsdale Library (consistent with the previous financial year).
32. Year 3 will deliver improvements around the usability of the HCL website, a continuation of the Digi-Coaches programme and other digital inclusion projects and a replacement of the RFID chutes at two sites (Central and Chartwell). The library app will also be updated through membership of the Kōtui Consortium.
33. The Special Collections and Archives in the Central Library are a source of information telling Hamilton's stories through images and archives held in these collections and are continually being added to each year. The resources are progressively being digitised and made available to the community via the library website.

Performance measure	2023/24	2024/25	Change
Number of digitised Special Collections & Archives items made available to access	1,497 <i>(this number includes multi-part records. Target is 2,000)</i>	2,030	+35.6%

34. **Outcome Area 4:** Ko ngaa waahi whakahohe – Engaging spaces: We provide welcoming destinations that people want to visit
35. Building renewals completed in 24/25 included the reroofing and installation of solar panels at St Andrews Library which in the future will enable the site to be largely self-sufficient for power. This has been a point of interest for the community and has prompted several other sustainability initiatives including a seed library and some targeted sustainability programming.
36. Year 3 will deliver Central Library façade renewal work to improve weathertightness of the Central Library and thereby ensure long term protection of the collections. A Kaupapa Maaori space in the Central Library is also planned.

Financial Considerations - *Whaiwhakaaro Puutea*

37. This is a regular operating activity funded through the Long-Term Plan.

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

38. Staff confirm that this matter complies with the Council's legal and policy requirements.

Risks - *Tuuraru*

39. There are no known risks associated with the decisions sought in this report.

Strategic Considerations – Whaiwhakaaro-aa- rautaki

40. Everything we do is aimed at improving the wellbeing of Hamiltonians. Council has been working alongside our community to understand what people in our city want the future of Hamilton Kirikiriroa to look like as represented by our five priorities.
41. The promotion of social, economic, environmental, and cultural wellbeing of communities in the present and for the future is expressed through Council's key strategies.
42. The proposed recommendation will align with Council key documents, as identified in the Governance Structure, in the following ways.

Significance and Engagement Policy	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. Given the low level of significance determined, the engagement level is low. No engagement is required.
He Pou Manawa Ora - Pillars of Wellbeing	Staff have considered He Pou Manawa Ora and determined that there are no specific or relevant outcomes applicable to this report.
Our Climate Future Te Pae Tawhiti o Kirikiriroa	There are no known climate risks or adaption opportunities associated with the matters discussed in the report.
Disability Action Plan	The Strategy contributes to social wellbeing of Hamiltonians by directing that library services are inclusive, accessible and deliver based on the diverse needs of the community.

Attachments - Ngaa taapirihanga

There are no attachments for this report.

Item 14

Council Report

Committee: Community and Natural Environment Committee
Date: 05 August 2025
Author: Liz Cann
Authoriser: Helen Paki
Position: Aquatics Manager
Position: General Manager Customer and Community
Report Name: Aquatics Strategy Annual Update

Report Status	Open
---------------	------

Purpose - Take

- 1. To provide the Community and Natural Environment Committee with an annual progress report on the implementation of the ‘Hamilton City Council Aquatics Strategy.’

Staff Recommendation - Tuutohu-aa-kaimahi

- 2. That the Community and Natural Environment Committee receives the report.

Executive Summary - Whakaraapopototanga matua

- 3. The Hamilton City Council Aquatics Strategy (Strategy) provides strategic direction to inform decision making for Council owned and supported aquatic facilities and services.
- 4. The Strategy has four outcome areas which guide staff and help achieve the vision that Hamilton’s aquatic facilities are vibrant and exciting community spaces that residents and visitors want to visit.
- 5. This report outlines progress against the following outcomes for year four (2024/25) of the Strategy:
 - i. Aquatics facilities and services are welcoming and accessible to all. In 2024/25 across Waterworld, Gallagher Aquatic Centre and Partner Pools this was achieved through 459,148 visits, the delivery of 12 partnership programmes and the delivery of 14 national and regional events.
 - ii. Aquatic facilities support aquatic sports codes, high-performance swimming, and events are promoted. 14 regional and national level events were hosted in 2024/25.
 - iii. Informal recreation, leisure and play is embraced, promoted and planned at our facilities. 89% of visitors reported “having fun” at the facilities.
 - iv. Aquatic facilities complement the use of the natural water sources for swimming and recreation and support safer use of these spaces. Attendances across Learn to Swim and Water Safety programming were 54,390.
- 6. Staff consider the matters in this report are of low significance and that the recommendations comply with the Council’s legal requirements.

Background - *Koorero whaimaarama*

7. The Hamilton City Council Aquatics Strategy (The Strategy) was adopted by the Community Committee on 25 November 2021 ([agenda](#) and [minutes](#)). Aquatic spaces provide opportunities for recreation, water safety education, and social connections.
8. Council owns and operates two facilities: Waterworld in Te Rapa and the Gallagher Aquatic Centre in Melville.
9. To ensure community access in summer and to alleviate peak demand on main facilities Council also provides operational grants to four “partner pools” across the city (Fairfield College, Te Rapa Primary, Hamilton Boys High School, Hillcrest Normal School).
10. The Hamilton City Council Aquatics Strategy (Strategy) sets a clear direction for the provision of aquatic services within Hamilton City Council facilities, complements natural water swimming and recreation use, and clarifies the role of Council in delivering aquatic services to the community.
11. The Strategy’s Vision is Hamilton’s aquatic facilities are vibrant and exciting community spaces that residents and visitors want to visit.
12. This vision is supported by four outcome areas:
 - i. Hapori - Community
 - ii. Hakinanakina - Competition and training
 - iii. Taakaro - Play
 - iv. Haumarū Wai - Water Safety
13. Following the adoption of the Strategy at the 25 November 2021 Community Committee meeting, indicators and an action plan were developed to detail the implementation of the Strategy and monitor progress.

Discussion – *Matapaki*

14. Progress on each outcome area is measured through a series of indicators (see **Attachment 1**). The results and key achievements are detailed below.

Outcome Area 1: HAPORI - COMMUNITY: We provide aquatic facilities and services that are welcoming and accessible to everyone.

15. *Indicator 1: Number of visitors to aquatic facilities each year:*

	2023/24 Total Attendances	2024/25 Total Attendances
Waterworld	323,757	365,682
Gallagher Aquatic Centre	59,288	69,815
Partner Pools	31,317	23,651
Total	413,307	459,148

16. Waterworld and Gallagher Aquatic Centre had a 13% increase in attendances in 2024/25. The outdoor lido pool remained popular during the extended summer season well into March.
17. Visitation to Gallagher Aquatic Centre has increased by 15%. This was achieved through promotion to the southwest community, increased collaboration with community providers, a community open day, promotion of under 5-year-old free entry and a collaborative event with Managakootukutuku College for Matariki.
18. The 25% community services card discount enables a low-cost family activity to access Waterworld and Gallagher Aquatic Centre. During 2024/25, 568 families used the discount towards family entry, and 530 children for learn to swim lessons.

Item 14

19. The new customer relationship management and point of sale system project (ENVIBE) was completed in 2024/25. The introduction of the system has significantly improved the customer's experience through an online customer portal enabling online enrolment for programmes and memberships. The self-swipe access into Waterworld has improved the customer congestion at Customer Service.
20. Waterworld closed for 4 weeks in June/July 2025 to complete much needed renewals to the facility. Key elements were renewing the changing rooms to a modern standard - offering family and accessible friendly spaces, improved function room and group fitness spaces and improved flooring around the play pools and slides to increase safety and reduce slips and falls.
21. Indicator 2: The number of high-quality partnership programmes:

2023/24	2024/25
11 partnership programmes	12 partnership programmes

22. Highlights for the 2024/25 partner pool season have included an increase in attendances for Fairfield College following the closure of the University of Waikato pool and Hillcrest Normal School re-joining the programme after a 3-year hiatus.
23. Aquatics staff and Sport Waikato commenced a review of the partner pool programme in June. The purpose is to evaluate its benefits to the community in addressing current and emerging trends for recreational pool use. An analysis of the programme will identify the programmes performance against the cost to Council. The effectiveness of the current model will be considered and opportunities for improvement identified, including how it contributes to the community network of pools across the city. Findings of this review will be presented to the incoming Council.
24. External partnerships were leveraged to deliver programmes, including a partnership with Swimming Waikato loaning 500 life jackets to community, 150 swim passes provided to Gateway Church to enable access to facilities for tamariki and rangatahi living in emergency housing, Quiet Time offered at Gallagher Aquatic Centre for people with sensory needs and over 100 pieces of swimwear donated to local schools in need.
25. In 2025/26 the focus will be continuing the success of increased visitation (with a particular focus on Gallagher Aquatic Centre), celebration at Te Rapa Primary School for the 20-year anniversary of the partner pool programme and the completion of essential upgrades to popular revenue generating services including steam, sauna and spa and the continuation of partnership initiatives.

Outcome Area 2: HAKINAKINA - COMPETITION & TRAINING: Clubs, high-performance swimming and events are promoted and supported at our facilities.

26. *Indicator: The percentage of key regional and national events held at Waterworld:*

2023/24	2024/25
18 events. 12 of these were regional/national level	17 events. 14 of these were regional/national level

27. Aquatic sport codes have reported growth through Year 4 of the Strategy's implementation. Artistic Swimming Nationals and Swimming New Zealand Tri-Series were new events.
28. The new High-Performance Academy, established by Hamilton Aquatics Swimming Club and Swimming Waikato which operates from Waterworld, delivered on its mission to develop elite-level swimmers representing the Waikato. Highlights for Year 4 were Jesse Reynolds represented New Zealand at the 2024 Paralympic Games, reaching the final and finishing 6th. Sophie Hay competed at the 2024 World Junior Championships in Italy, showcasing the strength in youth development.

29. 2025/26 will focus on meeting demand for the increase in Swimming New Zealand national and regional swim meets. The first event of the year has occurred with Waterworld hosting the New Zealand Secondary School Swimming Championships in July 2025. Promotion will focus on the renewed function room space to generate revenue and launch the introduction of recreation sports e.g. table tennis.

Outcome Area 3 TAAKARO - PLAY: Informal recreation, leisure and play is embraced, promoted and planned at our facilities.

30. Indicator: Customers who agreed they ‘had fun’ at aquatic facilities:

2023/24	2024/25
85% of our customer survey respondents said that they had fun at our facilities.	89% of our customer survey respondents said that they had fun at our facilities.

31. Programme delivery for key facility elements (e.g. hydro slide, giant inflatables, and dive boards/platforms, manu) and a focus on school holiday activities provide fun options for customers at Waterworld and Gallagher Aquatic Centre. An initiative promoting half price hydrosides was the most popular activity generating over 450 additional hydroslide users on the promotion day
32. Delivering services as programmes has made managing resourcing, health and safety considerations and the optimisation of the pools more efficient. This approach will be continued in 2025/26.

Outcome Area 4: HAUMARU WAI - WATER SAFETY: Aquatic facilities complement the use of the natural water sources for swimming and recreation and support safer use of these spaces.

33. Indicator: Hamilton City Council offers opportunities for our community to learn to be safe in and around water.
34. In Year 4, the Envibe system provided improved data to measure Learn to Swim attendances and optimise the number of attendees in classes to improve revenue. Water Safety Education is delivered in partnership with Swimming Waikato. Attendances have reduced with schools focusing on summer months only within new Ministry of Education curriculum requirements. Aquatics staff and Swimming Waikato will review the programme to make improvements in consultation with school principals.

Options – Koowhiringa

35. There are no reasonable and viable options for the Committee to consider.

Financial Considerations - Whaiwhakaaro Puutea

36. Capital funding for aquatics projects (renewals, levels of service and growth) are subject to adoption of the 2024-34 Long-Term Plan. There are no financial considerations required as part of this report.

Legal Considerations - Whaiwhakaaro-aa-ture

37. Staff confirm that this report complies with the Council’s legal and policy requirements.

Risks – Tuuraru

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

Item 14

Strategic Considerations - *Whaiwhakaaro-aa- rautaki*

39. Everything we do is aimed at improving the wellbeing of Hamiltonians. Council has been working alongside our community to understand what people in our city want the future of Hamilton Kirikiriroa to look like as represented by our five priorities.
40. The promotion of the social, economic, environmental, and cultural wellbeing of communities in the present and for the future is expressed through Council's key strategies.
41. The proposed recommendation will align with Council key documents, as identified in the Governance Structure, in the following ways.

Significance and Engagement Policy	Community views and preferences are already known to the Council through previous consultation. Staff have assessed that the matters in this report has a low level significance and therefore the engagement level is low.
He Pou Manawa Ora - Pillars of Wellbeing	<p>POU ONE: He Pou Manawa Koorero Pillar of History The Aquatics Strategy recognises the social and cultural significance of water to Maaori. This includes acknowledging local iwi connection to waterways.</p> <p>POU TWO: He Pou Toorangapuu Maaori Pillar of Unity The strategy promotes inclusive access to aquatic facilities for all Hamiltonians, including mana whenua. It supports Maatauranga Maaori (Maaori knowledge) by involving iwi in decision-making and ensuring tikanga Maaori is respected in facility use and programming.</p> <p>POU THREE: He Pou Manawa Taurikura Pillar of Prosperity Aquatics facilities contribute to community health and wellbeing, aligning with the goal of reducing disparities, including Maaori health outcomes.</p> <p>POU FOUR: He Pou Manawa Taiao Pillar of Restoration The strategy can align with environmental restoration goals, such as sustainable water use and enhancing biodiversity around aquatic sites.</p>
Our Climate Future Te Pae Tawhiti o Kirikiriroa	Staff have assessed this option against the Climate Change Policy for both emissions and climate change adaptation. Staff have determined no adaptation or emission assessment is required.
Disability Action Plan	<p>Funding and decision making around accessibility is enabled by quality data and audits so everyone can experience Council events, facilities and destinations.</p> <p>i. Barrier Free Access completed audits for Waterworld and Gallagher Aquatic Centre facilities. The planning for renewals projects includes - addressing signage, improving visibility with contrasting colours and renewing items such as grab rails.</p> <p>Council services will be responsive to the diverse needs of disabled people.</p> <p>ii. Waterworld and Gallagher Aquatic centre offer programmes to meet the diverse needs of disabled people e.g. Sensory swimming programme and enable access to pools by using hoists.</p>

Attachments - *Ngaa taapirihanga*

Attachment 1 - Aquatics Strategy Action Plan

Hamilton City Council Aquatics Strategy 2021-2031

Vision: Hamilton's aquatic facilities are vibrant and exciting community spaces that residents and visitors want to visit.

Purpose: Hamilton City Council is recognised as a leader in safety and best practice whilst providing high quality facilities and services to the community.

Strategy indicators:

OUTCOME AREA	INDICATORS	Year 3: 2023/24	Year 4: 2024/25
HAPORI - COMMUNITY: We provide aquatic facilities and services that are welcoming and accessible to everyone.	1. Visitors to our aquatic facilities each year. 2. The number of high-quality partnership programmes.	1. Waterworld: Gallagher Aquatics Centre: Partner pools: Total: 413,307 2. 11 partnership programmes	1. Waterworld: Gallagher Aquatics Centre: Partner pools: Total: 459,148 2. 12 partnership programmes
HAKINAKINA - COMPETITION & TRAINING: Clubs, high-performance swimming and events are promoted and supported at our facilities.	The percentage of key regional and national events held at Waterworld.	18 events - 12 (66%) at regional/national level	17 events - 14 (82%) at regional/national level
TAAKARO - PLAY: Informal recreation, leisure and play is embraced, promoted and planned at our facilities.	Customers who agreed they 'had fun'.	85% of our customer survey respondents said that they had fun at our facilities.	89% of our customer survey respondents said that they had fun at our facilities.
HAUMARU WAI - WATER SAFETY: Aquatic facilities complement the use of the natural water sources for swimming and recreation and support safer use of these spaces.	Hamilton City Council offers opportunities for our community to learn to be safe in and around water.	Learn to swim: 1444 enrolments Aqua Education: 7,808 attendances	Learn to swim: 1407 enrolments Aqua Education: 10,668 attendances

Action Plan: HCC

OUTCOME AREA	GOAL	FOCUS	ACTION	TIMELINES	STATUS
HAPORI COMMUNITY: We provide aquatic facilities and services that are welcoming and accessible to everyone.	We enable different users to access our facilities and services.	We will better understand the current and future needs of service users and non-users.	Staff will consider the needs of our community through the introduction of a new user data system and focus on removing barriers for groups who are not currently using our aquatic services.	Yr 4	Completed
		We will promote inclusion and remove barriers to participation.	Exploration of resources and education that promotes inclusion in our aquatic services and interventions to reduce barriers for underrepresented groups.	Ongoing	In progress
		We will ensure that our facilities can be accessed by everyone.	Audit of accessibility barriers and introduction of interventions to increase focus on equitable access.	Yr 3	Completed
	We partner with other organisations to deliver aquatic services to our customers	We will update partnership agreements to include specific outcomes.	Asset and operational assessments of all Partner Pools to ensure delivery of outdoor seasonal space for our community to play, train and learn.	Yr 1 and Yr 4	Completed
		We will seek new partnership opportunities to improve access for sectors of our community to aquatic facilities and services.	Partnership discussions with external organisations.	Ongoing	In progress
HAKINAKINA COMPETITION & TRAINING: Clubs, high performance swimming and events are	We work with sports clubs and organisations to ensure that our facilities continue to support high performance	We will understand for the needs of high performance user groups.	Focus on maintaining and developing strong relationships with current and emerging sport clubs and organisations.	Ongoing	In progress

Hamilton City Council Aquatics Strategy 2021-2031

promoted and supported at our facilities	athletes and competitive swimmers				
	Waterworld is recognised as a key facility for regional and national events	We will maintain and invest in facilities at Waterworld to ensure it retains its level 2 FINA rating.	Awareness of Level 2 FINA rating requirements considered in planning for all capital projects and the master plan development.	Ongoing	In progress
		We will focus on growing Waterworld's reputation and increasing the number of regional/national events held at the facility.	Explore future event possibilities and partnerships with other event providers.	Ongoing	In progress
TAAKARO PLAY: Informal recreation, leisure and play is embraced, promoted and planned at our facilities	We actively improve and increase recreation, leisure and play opportunities	We will better understand current and future requirements for informal play and recreation.	Effectively timetable formal use/lane swimming to create more space for informal play and recreation.	Yr 3	Completed
		We will work with our partners to provide relevant programmes and services.	Explore water play options through Long Term Planning process.	Ongoing	In progress
		We will work with our partners to identify and provide additional aquatic space where needed.	Explore options for new and interesting programming e.g. bombing	Yr 2	Completed
	We provide the infrastructure required to support play at our facilities	We will monitor trends to understand future requirements for play, and plan infrastructure provision and renewals accordingly.	Look for creative ways to enhance the play experience and address barriers to the programming and delivery of a variety of play options	Ongoing	In progress

Hamilton City Council Aquatics Strategy 2021-2031

HAUMARU WAI WATER SAFETY: Aquatic facilities complement the use of the natural water sources for swimming and recreation, and support safer use of these spaces	Together with our partners, we provide programmes and services to support safer water use	We will use partnerships to strengthen our water safety messaging to more people in the community.	Collaborate with other organisations, councils, Iwi, Haapuu, Maata Waka and other delivery partners effective messaging to the community.	Ongoing	In progress
		We will provide programmes that address the skills and knowledge required for safe swimming in a range of environments, including the Waikato River.	The development of new programmes that address the skills and knowledge required for safe swimming, prioritising high risk populations and environments.	Ongoing	In progress

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. MESH Proposal, Stage 2 (Hayes Paddock)) Good reason to withhold) information exists under	Section 48(1)(a)
C2. Request for change of use under the reserves act) Section 7 Local Government) Official Information and) Meetings Act 1987	

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 avoid the unreasonably, likely prejudice to the commercial position of a person who supplied or is the subject of the information	Section 7 (2) (b) (ii)
Item C2.	to avoid the unreasonably, likely prejudice to the commercial position of a person who supplied or is the subject of the information to enable Council to carry out negotiations	Section 7 (2) (b) (ii) Section 7 (2) (i)



Notice of Meeting:

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

Date: Tuesday 5 August 2025
Time: 9:30 am
Meeting Room: Council Chamber
Venue: Municipal Building, Garden Place, Hamilton

Lance Vervoort
Chief Executive

Community and Natural Environment Committee

Te Roopuu Haapori me te oranga o te Taiao

OPEN LATE AGENDA

Membership

Chairperson Cr Kesh Naidoo-Rauf
Heamana

Deputy Chairperson Cr Anna Casey-Cox
Heamana Tuarua

Members	Mayor Paula Southgate	Cr Louise Hutt
	Deputy Mayor Angela O’Leary	Cr Andrew Bydder
	Cr Maxine van Oosten	Cr Geoff Taylor
	Cr Moko Tauariki	Cr Sarah Thomson
	Cr Ewan Wilson	Cr Emma Pike
	Cr Tim Macindoe	Cr Maria Huata
	Maangai Olly Te Ua	Vacancy

Quorum: Two monthly

Meeting Frequency: Six weekly

Amy Viggers
Mana Whakahaere
Governance Lead

30 July 2025

Telephone: 07 838 6699
Amy.Viggers@hcc.govt.nz
www.hamilton.govt.nz

ITEM	TABLE OF CONTENTS	PAGE
15	General Managers Report	3

Council Report

Item 15

Committee: Community and Natural Environment Committee
Date: 05 August 2025
Author: Helen Paki
Authoriser: Helen Paki
Position: General Manager Customer and Community
Position: General Manager Customer and Community
Report Name: General Managers Report

Report Status	<i>Open</i>
----------------------	-------------

Purpose - *Take*

1. To inform the Community and Natural Environment 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.
2. To inform the Community and Natural Environment Committee of a request from the Footsteps into History Task Force seeking Council endorsement of a CBD heritage walk initiative.
3. To outline the implications of the proposal and seek direction on next steps, including whether to progress, defer, or decline the request.

Staff Recommendation - *Tuutohu-aa-kaimahi*

4. That the Community and Natural Environment Committee:
 - a) receives the report;
 - b) notes the options presented regarding the proposed CBD Heritage Walk project and associated request to establish a Council-led task force (as outlined in the attachments);
 - c) requests that the Task Force provide a detailed scope that includes, at a level appropriate to the group's community and voluntary capacity:
 - i. A summary of the project's purpose and the key steps the group proposes;
 - ii. A general outline of how the project would be staged;
 - iii. Clarity of roles and responsibilities;
 - iv. A general approach to securing funding or sponsorship; and
 - d) subject to receipt of detailed scope as outlined in c) above, recommends that the incoming Council consider the appointment of Elected Members to a task force following the 2025 Local Election.

Item 15

Executive Summary - *Whakaraapopototanga matua*

5. The Footsteps into History Task Force, a group of community members, is seeking Council endorsement and support to develop a heritage walk in the CBD. The proposal includes street name interpretation, a walking route connecting key sites, and signage or public art.
6. The group has asked Council to formally recognise the task force, appoint two elected members to a working group, and provide staff support within existing resources. They are not requesting funding at this stage.
7. While the initiative aligns with wider placemaking outcomes, further clarity is needed around scope, deliverables, and the implications for staff resourcing.
8. Staff confirm that the recommendation in this report Council's legal requirements.

Background - *Koorero whaimaarama*

9. The concept emerged in 2021 after Council did not progress a proposal to rename part of Ward Street. The group provided a formal memo in 2024 (Attachment 1) and a follow-up summary in July 2025 (Attachment 2).
10. Staff have met with the task force on several occasions to better understand their expectations and the level of Council involvement sought.
11. The project would unfold in stages: first, identifying streets and landmarks, consulting the public, and developing a sponsorship plan; and second, creating content, signage, and digital elements.
12. Suggested locations include Victoria Street, Garden Place, Sapper Moore-Jones Place, Caro Street, Worley Place, and the Anglesea Street wall.

Options - *Koowhiringa*

13. There are three reasonable and viable options for the Community and Natural Environment Committee to consider. The options are set out below:

Options	Implications
Option 1 (staff recommendation): Defer decision on the formal recognition of the CBD heritage walk project and development of a task force to progress the project.	Staff recommend deferring a decision on the matter for the new Council to decide, considering the impact on staff time, operational costs and potential funding implications to execute the project. Allows alignment with future governance arrangements following the 2025 election and establishment of new Council and Committee structure.
Option 2: Endorse the project now and establish a working group to progress the first stage.	This option formally commits Council to progressing the project with the establishment of a taskforce. It would require a commitment of staff time that has not been quantified and is likely to impact on other scheduled work priorities. Appointment of elected members would need to occur in the new term.
Option 3: Do not progress a CBD heritage walk.	There is currently no formal Council decision supporting the heritage walk. Declining the 'Footsteps into History Task Force' request would withhold staff time and potential future funding, despite informal discussions indicating general support for the project's aims to enhance CBD place-making.

14. Staff recommend **Option 1** – endorsement of the project and establishment of a task force to be considered by the new Council following the 2025 election. This will also allow time to develop a more detailed scope so that a more informed decision could be made on required staff time and the potential funding implications of the project's second stage.

Financial Considerations - *Whaiwhakaaro Puutea*

15. Although no direct funding is requested, the project would require staff time to support meetings, engagement, and coordination. Without a detailed scope, it is not possible to accurately estimate costs.
16. Heritage research is a paid service beyond the initial 30 minutes, charged at \$50 per half hour. Some limited in-kind support may be available, but full research or interpretation work is not currently budgeted.
17. The group has indicated they would seek sponsorship for stage two. Future costs may include signage production, installation, and digital platform costs.

Stage 1

18. The task force's request includes staff involvement and operational costs for initial project activities such as research ([Research assistance](#) is a service provided by libraries at a cost of \$50 per half hour), taskforce administration and coordination, engagement, consultation, and reporting.
19. A more detailed scoping exercise may identify further requirements.

Stage 2

20. The task force has signalled its intention to seek external sponsorship for stage two of the project.
21. Anticipated future costs may include signage design and installation, digital interpretation platforms, and associated infrastructure to support public engagement.
22. Staff can assist with indicative costings to support the group's planning and funding efforts as the project scope is further developed
23. The scope of the requirements at stage 2 is currently not clear enough to provide an estimate of staff resource required.

Legal Considerations - *Whaiwhakaaro-aa-ture*

24. Staff confirm that the recommendation in this report Council's legal requirements.

Risks – *Tuuraru*

25. Proceeding without a clearly defined scope risks impacting delivery of existing work programmes relating to Strategic Risk 7: Failure to deliver our work programmes.
26. Successful stage one engagement is essential. The development of interpretation panels directly relates to Organisational Risk 1: Failure to maintain trust/confidence of Iwi and Maaori, and Organisational Risk 2: Failure to maintain trust & confidence of stakeholders
27. While some members of the public may view the project as beyond Council's core responsibilities, declining the request could be received negatively by those who champion heritage initiatives and community-led placemaking. Informal engagement with the task force, elected members and staff has indicated general support for the project's intentions.

Item 15

Strategic Considerations - *Whaiwhakaaro-aa- rautaki*

28. Everything we do is aimed at improving the wellbeing of Hamiltonians. Council has been working alongside our community to understand what people in our city want the future of Hamilton Kirikiriroa to look like as represented by our five priorities.
29. The promotion of the social, economic, environmental, and cultural wellbeing of communities in the present and for the future is expressed through Council's key strategies.
30. The proposed recommendation will align with Council key documents, as identified in the Governance Structure, in the following ways.

Significance and Engagement Policy	The project proposal from the task force identifies the need to consult on the proposed content, given public interest in the matter.
He Pou Manawa Ora - Pillars of Wellbeing	Engagement with Council's Maaori partners would be required to ensure alignment with He Pou Manawa Ora. Engagement with Council's Maaori partners is essential to ensure cultural alignment and respectful outcomes.
Our Climate Future Te Pae Tawhiti o Kirikiriroa	Staff have assessed the decision in this report against the Climate Change Policy for both emissions and climate change adaptation. Staff have determined no adaptation or emissions assessment is required.
Disability Action Plan	Staff recommended advice be sought from the disability sector in planning the wayfinding elements (pathway and signage type).
Kia oho te mauri o Kirikiriroa Hamilton City Library Strategy	The literacy and learning outcome seeks to encourage continuous learning and improved civic engagement. Providing a portion of research support at no cost seeks to recognise the alignment of the proposal with HCCs strategic intentions.

Attachments - *Ngaa taapirihanga*

Attachment 1 - Footsteps into History concept memo - March 2024

Attachment 2 - Footsteps into History Task Force One Page Summary - July 2025

MEMO – to Mayor Paula & CEO Lance – 6 March 2024

Copied to Cr Angela and Cr Kesh (committee chairs)

Project - 'Footsteps into History'

Recommendation: That council supports this project and a council-community working group as outlined be established for its implementation.

Objectives:

1. **Street names:** To provide street name information giving brief details of the named person or place – in situ (on or below the signs) and with digital connections (such as QR codes) to Hamilton Libraries services, Te Ara NZ (Dictionary of NZ Biography), and Wikipedia.
2. **Heritage pathway:** To develop Hamilton's heritage pathways along specified routes with in situ markers including information boards and public art that reference people (and places) who have made a significant contribution to the development of Hamilton/Kirikiri, and with digital connections to Hamilton Libraries, Te Ara NZ, and Wikipedia.



Background.

This project follows on from discussions in 2021 with Mayor Paula Southgate and former Community Committee chair Mark Bunting relating to TOTI's Dame Hilda Ross project, along with the mutual desire to share the histories of the city's past place-makers in creative ways within the contemporary city space, for the future.

Discussions were held in March 2023 with HCC's Joanna Van Walraven and Tilly Murcott, and the concept updated with Joanna on 4 March 2024. Community project supporters include Central Hamilton's Vanessa Williams, and heritage advocates Neil Curganven, Russell Armitage, Peter Gillies, and TOTI's Margaret Evans and Graham Haines.

The project takes into account:

- Heritage information and increasing public interest in 'who did what?'
- long-time calls for a heritage pathway network
- linking the riverbank and the CBD and connecting with the existing Hamilton East heritage trail to Frankton (& beyond)
- HCC's CBD design guidelines, low-cost transport strategies, wayfinding, public art and heritage and other relevant policies including mana whenua interests and numerous examples elsewhere.
- Council-Community partnerships

We now recommend this project be formally presented to councillors and a working group be established for its implementation.

'Footsteps into History'

Many of Hamilton's streets, especially in the CBD and older suburbs, are named after historic figures, and in some cases places, people and places generally well known to residents at that time but not so now. With the passage of time, many of these and their role in the city's history has been forgotten. A sample survey of passers-by in Ward, Alexandra, Bryce, Caro, and Worley Streets recently revealed that participants had no idea who these street-named people were. It was the same in Victoria Street.

Mana whenua have recently reminded us that the retention of history's place-making stories is an important legacy for the future.

Valuable resources already exist within city library and museum archives and through earlier community-driven projects eg Hamilton East heritage walks. There are numerous examples in cities elsewhere eg <https://participate.hume.vic.gov.au/historic-street-signage>



This project can regenerate interest in and knowledge of local history and encourage civic engagement by providing directly accessible information within our public spaces reminding of significant people and times from our past, beginning with existing 'signposts' (street signs), and pathways (footpaths), and sharing this in today's digitally connected world. Heritage buildings would be included.

The project fits with council policies. One example is the CBD design guidelines:

Page 21 - Future character We want the downtown character precinct to be compact and livable, with high-quality public spaces and improved active transport connections which supports public life and higher-density living. Downtown will connect the West Town Belt to the Waikato River with eco-corridors, or blue-green streets. Downtown will also respond to strong design influences such as mana whenua and play when considering elements and treatments within our public spaces. Key character drivers

Ÿ Mana whenua narratives specific to Hamilton Kirikiriroa

Ÿ Significant heritage and cultural sites

Ÿ History of Hamilton Kirikiriroa.

Benefits

Telling the stories of our street names, as well as being an indicator of location, is a resource that can be used to inform people about the named people, makes walking in the city more interesting, imparts some knowledge and perhaps even inspire some research either on-line or with a visit to the library. This fits with the 'wayfinding' approach.

Hamilton already has CBD walking tours (Waikato Museum), a common feature of cities elsewhere: <https://melbournewalks.com.au/melbourne-ghost-signs/>

The digital element (such as QR codes) would increase Hamilton and Waikato's presence within the internationally popular Wikipedia resource as well as our nation's Te Ara NZ (dictionary of Biography) and our own Libraries heritage section. The project is well suited to a public-private-philanthropic-partnership, with comparatively small budget impact, able to be rolled out in stages and integrated with existing and planned projects, and collating existing commemorative signage eg Peachgrove. There is potential for research training and jobs.

A further stage might follow Waipa's heritage site project where listeners access site specific 'story telling'.

Hamilton/Kirikiri-roa has developed at a great pace with many newcomers in recent years potentially another rich market for the city's heritage. This project can only enhance the city's cultural and historical profile. Although a small project it will add to the city's style and character in a positive way, with social and cultural influences alongside environmental enhancement and economic strength.

As well, this project could dovetail with current plans for a tourism-related publication on 'Hamilton walks' (part of a series on New Zealand's main centres), and existing 'out-of-print' pamphlets could be reprinted and digitised.

Next Steps

The first step is to establish a group to manage the twin elements of the project. This should include the chairs of council committees (with community & transport responsibilities) supported by the appropriate staff (including Libraries Heritage), together with community representatives CBD's Vanessa Williams, Hamilton Historical Society's Neil Curgenvin, heritage advocates Russell Armitage and Peter Gillies, mana whenua, and perhaps the education sector (a local school principal?) along with TOTI representatives.

The initial focus would be

1. To identify the priority streets for initial information plaques within the CBD.

Waka Kotahi and city council policies relating to street signage will be taken into account, to ensure consistency of materials used, size of sign and wording and placement. There are numerous international examples ([refer attached](#))

2. To confirm the priority segment of the heritage pathway within the CBD:

This would extend from the museum riverbank, past Arts Post, north up Victoria Street past the Moore Jones memorial to Garden Place, past the Dame Hilda Ross statue up Caro Street to Anglesea Street then along Ward Street to Norris Ward Park towards Frankton...

This 'way' would continue on from the existing Hamilton East section and also offer the alternative link up the Centennial steps to Alma Street (already signposted). In the future,

Attachment 1

other connections could be developed along existing footpaths and existing commemorative signage mapped.

At Worley Place (and the Anglesea Street wall) a sign board/s would explain how the wall (the Garden Place hill cutting) came to be built with a tribute to Rupert Worley the city engineer – as an example of the story-telling style.

The Project Group would develop a public consultation process to promote the pathway project, confirming existing features (Horace and Hilda...the new regional theatre and heritage buildings along the way) and gather suggestions on people and sites to be recognised and how best to do that...

The task then would be to prepare a budget and seek sponsorship.

Thank you for your attention. We would be delighted to further discuss this with you and your council.

Russell Armitage

Neil Curgenven

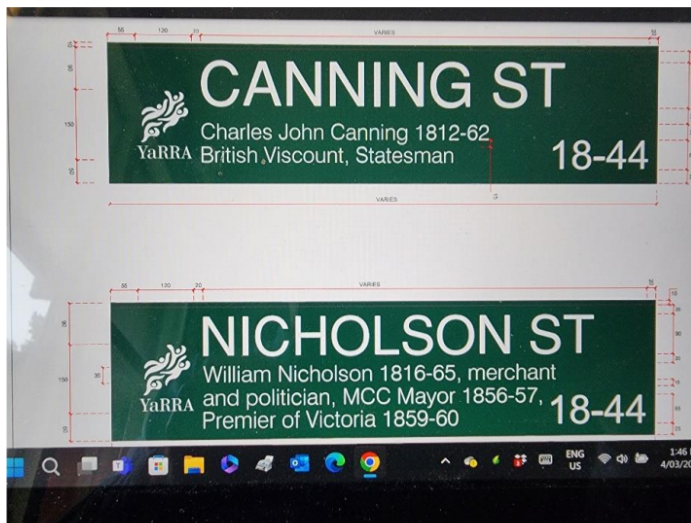
Vanessa Williams

Peter Gillies

Margaret Evans

Graham Haines

Item 15



Item 15

Attachment 1



Submission to the Hamilton City Council

Project - 'Footsteps into History. Learn as you walk in the CBD

Objectives: This Project has two key objectives.

1. **Street names:** To provide street name information giving brief details of the named person or place for streets in the Central Business District.
2. **Heritage pathway:** To develop a heritage pathway along a route from the Waikato Museum to Norris Ward Park with in situ markers including information boards and art about people and events that have made a significant contribution to the development of Hamilton/Kirikiriroa.

Background.

This project was discussed in 2021 with Mayor Paula Southgate and former Community Committee chair Mark Bunting relating to TOTI's Dame Hilda Ross project and the mutual desire to share the histories of the city's past place-makers in creative and interesting ways. Such street name information has been the case in European cities for a long time and is now being done in cities and towns in Australia and New Zealand. Hamilton needs to do the same .

Many of Hamilton's streets, especially in the CBD and older suburbs, are named after historic figures generally well known to residents at that time but not so now. A recent survey of passers-by several CBD streets revealed that almost all had no idea who these streets were named after. Surprisingly it was the same result for Victoria Street.

Mana whenua have recently reminded us that the retention of history's place-making stories is an important legacy for the future.

A Task Group of qualified and motivated people was established to develop this project and to guide its implementation. This Task Group held discussions in March 2023 with HCC's Joanna Van Walraven and Tilly Murcott, and the concept updated with Joanna on 4 March 2024.

This project will regenerate interest in and knowledge of local history and encourage civic engagement by providing directly accessible information within public spaces beginning with existing 'signposts' (street signs), and pathways (footpaths), and sharing this in today's digitally connected world. Heritage buildings would be included.

The project fits with council policies. One example is the CBD design guidelines:

Page 21 - Future character We want the downtown character precinct to be compact and liveable, with high-quality public spaces and improved active transport connections which supports public life and higher-density living. Downtown will connect the West Town Belt to the Waikato River with eco-corridors, or blue-green streets. Downtown will also respond to strong design influences such as mana whenua and play when considering elements and treatments within our public spaces.

Telling the stories of our street names, as well as being an indicator of location, is a resource that can be used to inform people about the named people, makes walking in the city more interesting, imparts some knowledge and perhaps even inspire some research either on-line or with a visit to the library. This fits with the 'wayfinding' approach.

HCC Endorsement

For this project to proceed it requires Council endorsement. It is requested that the HCC:

1. Formerly recognises the Footsteps into History Task Group
2. Requests it to develop the two objectives of street sign information and heritage pathway in the CBD for final Council approval before any implementation.
3. Directs the CEO to provide any support and requests by the Task Force for information or advice, within existing resources.
4. Notes that no funding is being sought for this first a stage of the project.

Footsteps into History Task Force

Margaret Evans (Chair), Vanessa Williams (CBD Assn) Peter Gillkies (Heritage Walkways Guide), Neil Curgenvin (Hamilton Historical Society, Graham Haines (Accountant and IT), Russell Armitage (Economist, Concert and Play Producer).