



COMMITMENT TO THE TREATY OF WAITANGI – TE TIRITI O WAITANGI

Council is committed to the principles of the Treaty of Waitangi – Te Tiriti O Waitangi – and to maintain and improve opportunities for Maori to contribute to local government decision-making processes. Council also recognises and provides for the special relationship that Maori have with their culture, traditions, land and taonga.

The obligation to consult with Maori includes recognising those who have mana whenua, or inherited rights of land ownership. Within Hutt City these are represented by Nga Tekau O Poneke – the Wellington Tenth Trust. Council also recognises Te Runanganui o Taranaki Whanui ki te Upoko o te Ika a Maui as Tangata Whenua. Both these groups represent Te Atiawa and the Taranaki tribes within the Wellington region.

This obligation will also extend to urban Maori now resident in Hutt City, including (but not limited to) Te Runanganui o Taura Here ki Rimutaka and Hutt City Marae.

KEY PRINCIPLES

- Take into account the principles of the Treaty of Waitangi – Te Tiriti O Waitangi.
- Continue with the established contractual agreements with Te Atiawa.
- Continue to work alongside established and develop relationships with other Maori organisations.
- Pursue Council's statutory obligations under Part II of the Resource Management Act 1991 and Section 4 of the Local Government Act 2002.

GOALS

- Provide opportunities for Maori to contribute to Council decision-making processes.
- Enable greater information flows on activities of mutual interest to both Maori and Council.
- Foster the cultural life of the city in which Council and Maori will each play their part in a bi-cultural partnership.

PROGRAMME

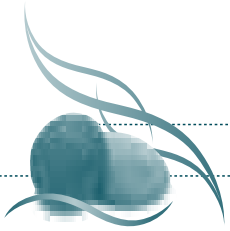
- Ongoing promotion of Memoranda of Understanding between Council and key Maori stakeholders.
- Work to maintain long-standing relationships with Te Runanganui o Taranaki Whanui ki te Upoko o te Ika a Maui, the Wellington Tenth Trust, Te Runanganui o Taura Here ki Rimutaka and Hutt City Marae.
- Work to maintain existing and developing relationships with other Maori community organisations.
- Ensure that all parties are kept informed of Council's developments and are given the opportunity to take part in Council's affairs.
- Quality advice and support for capacity and capability strengthening.

JOINT INITIATIVES

Te Whiti Park is jointly managed by Te Runanganui o Taranaki Whanui ki te Upoko o te Ika a Maui and Council.

MARAE FUND

Council grants to City Marae.



COMMITMENT TO OUR CUSTOMERS

‘EASY TO DO BUSINESS’

Because we believe the Hutt City is a great place to live, work and play, we take pride in providing high-quality services and helping you in any way we can. We want to make it easy for you to do business with us by providing the right information at a place and time convenient to you. We gain the greatest satisfaction from putting our customers first. This means achieving and maintaining service excellence through ongoing improvements in delivering services, and providing value for money.

Participating in business excellence awards enables Council to assess overall performance. Gaining recognition in the NZ Business Excellence Awards endorses the hard work and commitment by staff at all levels of the organisation in our commitment to providing high-quality services.

It is our goal over the current financial year to continue to provide Hutt City residents with excellent service and to deliver ongoing improvements of which we can all be proud. We want to build on our relationships with our customers. We will listen to our customers’ (that’s you) needs and expectations. We will find out what is important and what you value, and take these into account when delivering our services. Our aim is to create a culture where staff make a difference, leading to more effective and efficient services.

CUSTOMER STRATEGY

- Work together to provide a seamless delivery of service.
- Wherever possible have first point of contact resolution.
- Recognises that the customers’ experience is the most important aspect.
- Provide exceptional service and value for money.
- Involve and inform customers.
- Listen to our customers and learn to continuously enhance our services.

QUALITY SERVICE

Quality initiatives will include internal monitoring, coaching, customer surveys and benchmarking to ensure best practice.

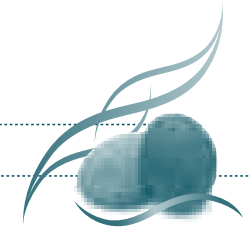
Council recognises the importance of customer feedback as a critical element in making decisions regarding service delivery. We conduct regular surveys which measure customers’ needs, wants and expectations so that in the end we can design a system which will ensure a consistent service that meets your needs.

We will continue to maintain a successful and resourceful organisation that is responsive, responsible and accountable to the community.

OUR COMMITMENT TO YOU

We will:

- Go the extra mile
- Be knowledgeable, accurate and informative
- Be interested, fair, professional and friendly
- Be easy to contact
- Make realistic promises
- Do it right first time, on time, every time
- Measure ourselves against the best
- Take ownership.



COMMITMENT TO OUR STAFF

Staff are crucial in achieving Hutt City Council's goals and objectives. As part of recruiting and retaining high calibre staff, Council aims to ensure its staff has appropriate training and development opportunities, a safe working environment and support in carrying out their duties. Council has several formal programmes in place to assist staff and these are outlined below.

STAFF EDUCATION, TRAINING AND DEVELOPMENT

Training and development needs for each staff member will be assessed as part of the two-way annual performance appraisal system, allowing this component of training and development to be planned 12 months in advance. This allows management to take a strategic view of needs and resources. Staff are encouraged to undertake additional study through the study assistance policy, which Council funds up to a maximum of \$3,000 per employee per year and which can be used to subsidise course fees. In addition, up to 20 days of study leave are available for study and exams. Managers are required to review training outcomes with staff as part of coaching sessions, and more formally during the performance appraisal.

STAFF HEALTH AND SAFETY

Council has a commitment to health and safety which is fully documented in the Health and Safety Manual. The responsibility for health and safety for each area rests with its manager as outlined in his or her job description. Health and safety statistics are reported quarterly at an organisation level to the senior management teams. The health and safety system and processes are audited each year by external auditors and as part of the legislative compliance programme.

The health and safety systems ensure that any identified hazards are minimised through the provision of safety equipment, appropriate briefings, training and/or the modification of work practices. Staff working in more hazard-prone environments are provided with training in such areas as dealing with hazardous substances and working with difficult customers or contractors.

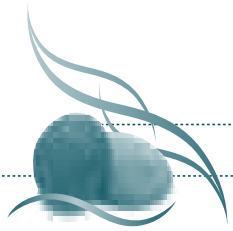
STAFF SUPPORT CLIMATE

Council has a number of policies and processes aimed at facilitating employee well-being. These include:

- Code of Conduct
- Equal Employment Policy
- Executive Management Team Open Door Policy
- Employee Assistance Programme
- Defensive Driving Courses
- Study Assistance Policy
- Free influenza vaccinations
- Smoking Cessation Policy
- Job-sharing possibilities
- Parental Leave Policy
- Retirement Policy
- First aid training
- Discounted premiums for medical insurance
- Prevention and Dealing with Harassment Policy
- Alternative Working Arrangements Policy
- Volunteer leave
- Wellness Policy.

STAFF SATISFACTION

Senior management receives tailored reports each quarter covering staff turnover and movements, as well as statistics on the use of sick leave and the Employee Assistance Programme. In addition, productivity within divisions and business units is monitored using standard output measures. Each year an annual staff satisfaction survey is carried out. The combination of these reports and initiatives allows the management team to assess satisfaction within the organisation.



The Employment Assistance Programme provides for employees who have difficult personal issues to refer themselves to qualified health professionals. It also allows for them to be referred by their managers. The referral rates are monitored centrally by the human resources advisor and reported to the Executive Management Team.

Senior management maintains an open door policy, so that any staff member can address the Executive Management Team on any issue of concern at the team's fortnightly meetings.

STAFF PERFORMANCE MANAGEMENT

Council utilises a performance appraisal process that is carried out annually. The system was designed by a joint committee of managers, staff and union representatives, and recent adjustments were agreed by a similar committee. The system rewards performance over and above the requirements described in the staff member's job description. Staff members are able to earn up to 110% of the market median for their position.

The system involves the setting of objectives for the year, analysis by managers and staff of development needs related to work requirements, and competency development (such as communication and problem-solving), as well as input from the staff member regarding the individual development they would like to undertake. The process is documented on standard forms that are used by managers in coaching sessions throughout the year, as well as at the year end evaluation. The resulting staff development plans are also used as the basis for planning training and development initiatives at divisional and group level.

A team bonus is also available, which is based on Council's performance throughout the financial year. The team bonus recognises that all staff members work towards shared organisational outcomes.

EQUAL EMPLOYMENT OPPORTUNITIES

Everyone has the right to equal employment opportunities. Council is committed to the principle of equal employment opportunities in recruiting, employing, training and promoting its staff. The principles of the Equal Employment Programme are to:

- Provide fair and proper treatment for staff
- Eliminate inequality in employing any person or group of people
- Ensure that no preference of discrimination is made on the basis of gender, transgender, marital status, religious or ethical belief or its absence, colour, race, ethnicity, nationality, health, disability, age, sexual orientation, pregnancy, political opinion, employee association involvement, employment status, beneficiary status, family status, or the identity of a partner or relative
- Require supervisors and managers to be responsible and accountable for the implementation and integration of equal employment opportunities.

The goals of the Equal Employment Programme are to integrate equal employment principles and practices into Council's activities and culture and to realise the business benefits to Council of valuing and fully utilising its human resources. Council will continue its Equal Employment Programme which:

- Informs and raises the awareness of all staff on equal employment issues
- Monitors the working environment to ensure that it is free of all discrimination
- Ensures that employment-related decisions and processes are based on skills and abilities, and made on merit
- Encourages the fullest use of individual talents and skills
- Provides training in the management of diversity.