

# Te Whiringa | Our Engagement Framework

## Quarterly Report | Jan-Mar 2026



### Quarterly Overview

We have made strong initial progress across all 6 focus areas of the Te Whiringa Action Plan. This work has been mostly 'behind the scenes' - improving internal processes, planning and extending engagement training to more Council staff. This will set the foundation for more visible improvements in the future.

### Focus Area 1: Strategic Planning & Governance

#### Summary:

- + We're guiding staff to consider the best ways to engage right at the start of planning projects.
- + We've made a guide for staff to know when and how they should get community more involved in developing projects.
- + We're putting together a plan for in-depth community involvement in designing the next 10 Year Plan.
- We're exploring other opportunities to trial participatory budgeting while we review our wider community funding structure.

### Coming up

Finding opportunities for more significant community participation in project development.



### Focus Area 2: Mana Whenua Partnership

#### Summary:

- + We've improved guidance for staff on engagement-related tikanga and koha practices.
- + We're exploring opportunities to further strengthen organisational learning and development to support engagement with Māori.
- + We're drafting a Māori events calendar to assist with engagement planning.

### Coming up

Exploring an iwi intern programme to provide rangatahi work experience.



### Focus Area 3: Inclusive & Accessible Participation

#### Summary:

- + We're exploring cost-efficient and ethical processes for translating engagement information and community feedback.
- + We've started working closer with Community Boards and Residents Associations to keep them updated on engagement plans/projects.
- + We've increased the visibility of the engagement page *Kōrero mai* - Have your say on the Council website homepage.

### Coming up

Trialling a reusable engagement kiosk in a Neighbourhood Hub.



### Focus Area 4: Relationships & Community Outreach

#### Summary:

- + We've drafted a framework for better understanding community stakeholders' importance in each project and supporting their involvement.
- + Engagement champions in each of our community hubs are supporting consistent understanding and application of the Te Whiringa approach across frontline teams.
- + We're exploring a directory to provide a shared view of stakeholder and community groups and strengthen more coordination of engagement across Council.

### Coming up

Gathering further information to inform an organisation-wide stakeholder directory.



### Focus Area 5: Engagement Tools, Resources & Capability

#### Summary:

- + We've developed a hub on the staff intranet with engagement tools, resources, training and guidance.
- + We've launched a training module for all staff to understand Te Whiringa and the mission for better engagement.
- + We're considering options for improving the system we use for online engagement.

### Coming up

Webinars and 'lunch & learn' sessions on engagement fundamentals to help upskill staff.



### Focus Area 6: Quality, Standards & Internal Culture

#### Summary:

- + We're running a Council-wide roadshow to introduce Te Whiringa to all staff and how better engagement can support their work.
- + We've introduced Minimum Standards for Engagement to support consistent high-quality engagement.
- + We've implemented a new measurement framework for engagement performance, including a dashboard for simplified reporting.

### Coming up

Trial releasing raw feedback and submission data to enable greater transparency and citizen science.

