



## Community Connections Committee

### Notice of Meeting

A meeting of the Community Connections Committee will be held in the Council Chamber, 156 High Street, Dannevirke on **Wednesday 18 February 2026** commencing at **9:30am**.

Malcolm Alexander  
Chief Executive

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### Agenda

- 1. Welcome and Meeting Opening**
- 2. Apologies**
- 3. Public Forum**

A period of up to 30 minutes shall be set aside for a public forum. Each speaker during the public forum section of a meeting may speak for up to five minutes.

Standing Orders may be suspended on a vote of three-quarters of those present to extend the period of public participation or the period any speaker is allowed to speak.

With the permission of the Chairperson, members may ask questions of speakers during the period reserved for public forum. If permitted by the Chairperson, questions by members are to be confined to obtaining information or clarification on matters raised by the speaker.

- 4. Notification of Items Not on the Agenda**

Major items not on the agenda may be dealt with at this meeting if so resolved by the Committee and the Chairperson explains at the meeting at a time when it is open to the public the reason why the item was not listed on the agenda and the reason why discussion of the item cannot be delayed until a subsequent meeting.

Minor matters not on the agenda relating to the general business of the Committee may be discussed if the Chairperson explains at the beginning of the meeting, at a time when it is open to the public, that the item will be discussed at that meeting, but no resolution, decision or recommendation may be made in respect of that item except to refer it to a subsequent meeting.

<b>5.</b>	<b>Declarations of Conflicts of Interest in Relation to this Meeting's Items of Business</b>	
<b>6.</b>	<b>Reports</b>	
<b>6.1</b>	<b>Sport Tararua Quarterly Reports to December 2025</b>	<b>3</b>
<b>6.2</b>	<b>Complaints Policy Review</b>	<b>29</b>
<b>6.3</b>	<b>Management Report</b>	<b>37</b>
<b>7.</b>	<b>Items not on the Agenda</b>	
<b>8.</b>	<b>Closure</b>	



## Report

Date : 13 February 2026  
To : Chairperson and Committee Members  
Community Connections Committee  
From : Simone Anthony  
Democracy Support Officer  
Subject : **Sport Tararua Quarterly Reports to December 2025**  
Item No : **6.1**

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### **1. Recommendation**

- 1.1 *That the report from the Democracy Support Officer dated 28 January 2026 concerning the Sport Tararua Quarterly Reports to December 2025 be received.*
- 1.2 *That the Quarterly Reports from Sport Tararua for the period 1 July 2025 to 30 September 2025 and the period 1 October 2025 to 31 December 2025 be received.*

### **2. Reason for the Report**

- 2.1 To present for consideration the Sport Tararua Quarterly Reports for the period ending 30 September 2025 and the period ending 31 December 2025, as required by the Sport Tararua and Tararua District Council contract.

### **3. Background**

- 3.1 The role of Sport Tararua is to support the Council achieve its aspiration of having a connected, vibrant, and thriving Tararua district, through the mediums of play, recreation, and sport.
- 3.2 The Tararua District Council has an agreement with Sport Manawatū Charitable Trust for the provision of sport and physical activity services and programmes for the Tararua district. This service is delivered locally under the mantle of Sport Tararua. The term of the current contract is from 1 July 2025 to 30 June 2028 with the agreement allowing both parties to review annual service outcomes to ensure they reflect each organisation's goals whilst also being relevant to the district and community it services.

- 3.3 The contract requires that Sport Manawatū deliver six-monthly and annual reports to reflect progress made against the annual work plan and the deliverables of the contract. The Annual Report for the previous financial year was received by the Community Development and Wellbeing Committee on 6 August 2025.
- 3.4 Sport Manawatū have delivered their quarterly reports (attached) against the contract covering the periods 1 July 2025 to 30 September 2025 and 1 October 2025 to 31 December 2025.
- 3.5 Representatives from Sport Manawatū will be in attendance at this meeting to speak to their quarterly report.

#### **4. Community Engagement**

- 4.1 There are no community engagement requirements associated with this matter.

#### **5. Statutory Requirements**

- 5.1 There are no statutory requirements associated with this matter.

#### **6. Delegations**

- 6.1 The Community Connections Committee has authority to receive reports from Sport Tararua.

#### **7. Conclusion**

- 7.1 The Quarterly Reports covering progress made against the annual work plan and deliverables of the contract for the periods ending 30 September 2025 and 31 December 2025 is ready to be presented to the committee for receipt and noting.

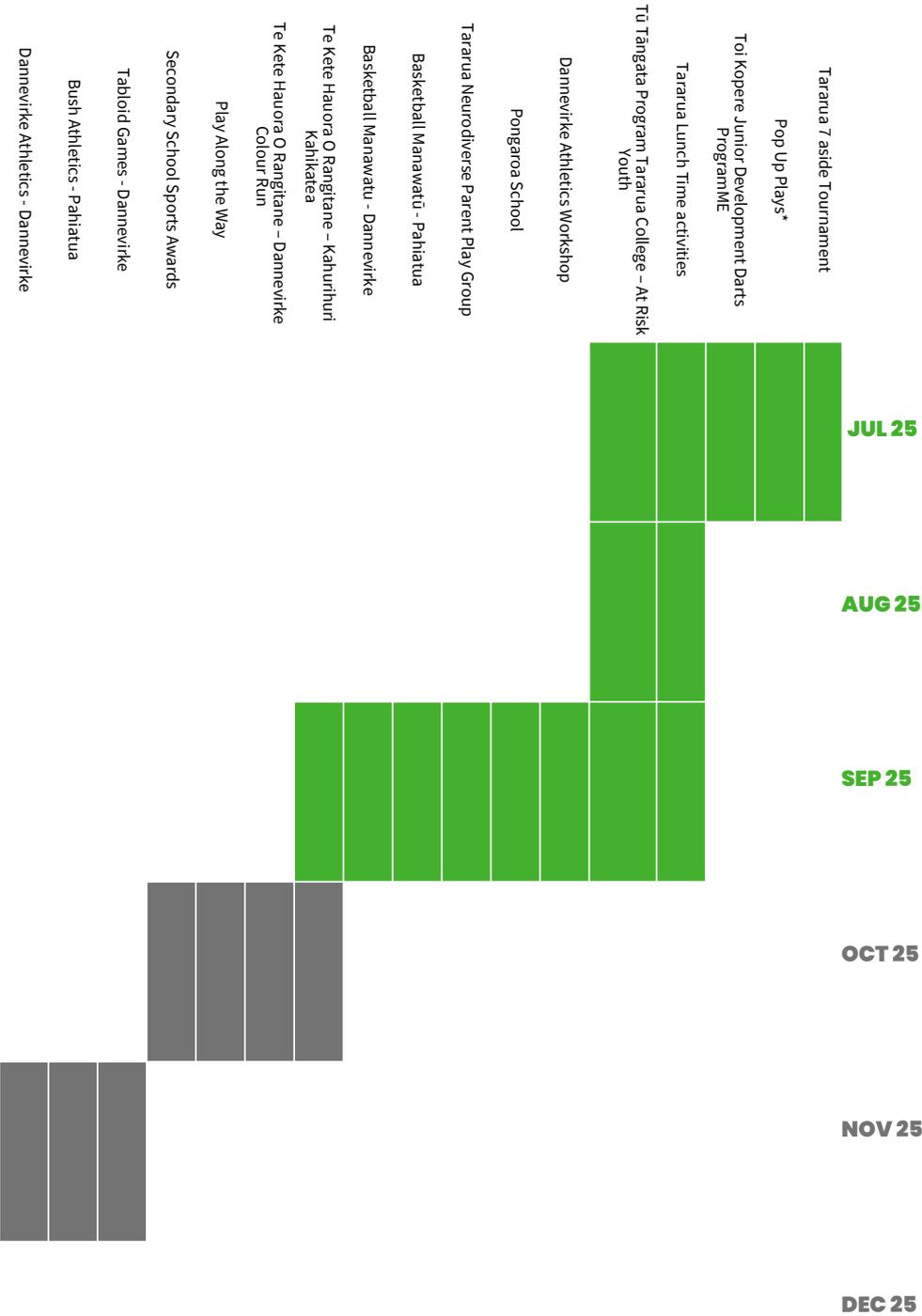
#### **Attachments**

1. [Sport Tararua Quarterly report - Jul - Sep 2025](#)
2. [Sport Tararua Quarterly report - Oct - Dec 2025](#)



# SUMMARY OF ACTIVITY OVER THE PERIOD

## 1 July – 30 September 2025



**PLANNED ACTIVITY**  
1 OCT – 31 DEC 2025

\*Dannevirke, Pahiatua, Eketahuna and Woodville July School Holidays

OUTCOME 1

# THE TARARUA DISTRICT EXCEEDS THE NATIONAL AVERAGE FOR PHYSICAL ACTIVITY, WITH A FOCUS ON LOW PARTICIPATION GROUPS.

## TARARUA SEVEN-ASIDE TOURNAMENT

30 July 2025

We delivered the Tararua 7-Aside Tournament, which brought together 17 schools, 680 students, and 80 volunteers for 187 games across four sporting codes. The event was well supported by schools, sponsors, and community partners, with 100% of participants rating it as good or excellent. Feedback highlighted the fun, organisation, and community spirit of the day. The tournament also generated strong online engagement, reaching over 68,000 views on Facebook and attracting 59 new followers during the month. The event celebrated the power of sport to connect communities and showcased the positive environment created for tamariki and rangatahi across the district.

## TOI KOPERE JUNIOR DEVELOPMENT DARTS PROGRAMME

Term Three 2025

We supported Ngāti Kahungunu in establishing the Toi Kopere Junior Development Darts Programme in Dannevirke through funding from the Tū Manawa Active Aotearoa fund. The initiative enabled the purchase of equipment and venue hire, attracting more than 20 tamariki and rangatahi each week. Originally a ten-week pilot, the programme was extended due to strong community interest and engagement. Delivered at St Joseph's School Hall, the sessions provided a safe, social environment for young people to learn new skills and connect with others. Feedback from organisers and whānau was overwhelmingly positive, reflecting the programme's success in providing an inclusive and accessible recreation opportunity for youth.

## TARARUA SEVEN-ASIDE TOURNAMENT FINAL PLACINGS

- **Junior Football:** 1st – Eketāhuna School | 2nd – Woodville Primary School | 3rd – Ruahine School
- **Senior Football:** 1st – Ruahine School | 2nd – Woodville Primary School | 3rd – Pahiatua School
- **Senior Rugby:** 1st – Pahiatua School | 2nd – St Joseph's School Dannevirke | 3rd – Eketāhuna School
- **Junior Rugby:** 1st – St Joseph's School Dannevirke | 2nd – Pahiatua School | 3rd – Saint Anthony's
- **Senior Hockey:** 1st – Saint Anthony's | 2nd – Combined Schools | 3rd – Pahiatua School
- **Junior Hockey:** 1st – Ruahine School | 2nd – Combined Schools | 3rd – Pahiatua School
- **Senior Netball:** 1st – Te Kura Kaupapa Māori o Tāmaki Nui a Rua | 2nd – Dannevirke South School | 3rd – Huia Range School
- **Junior Netball:** 1st – Ruahine School | 2nd – St Joseph's School Dannevirke | 3rd – Dannevirke South School



**OUTCOME 1**

**THE TARARUA DISTRICT EXCEEDS THE NATIONAL AVERAGE FOR PHYSICAL ACTIVITY, WITH A FOCUS ON LOW PARTICIPATION GROUPS.**

**Tū Manawa Active Aotearoa Fund**

Tū Manawa Active Aotearoa provides funding for programmes or projects delivering play, active recreation, and sport experiences for Tamariki and Rangatahi. It is particularly focused on groups where barriers cause them to be less active.

The purpose of the Tū Manawa Active Aotearoa Fund is to provide quality experiences that are accessible, create a lifelong love of being active and meet the needs of tamariki and Rangatahi.

The activation fund helps to cover programme or service delivery costs including:

- Programme or project delivery e.g., venue or equipment hire, transport.
- Equipment as part of the programme or service.
- Officials, where these are required for the delivery.
- Programme delivery, supporting staff wages applicable to the project e.g., activity leader, coordinator.

Here is a breakdown of the fund recipients and the amounts they were granted:

ORGANISATION	AMOUNT	USED FOR
Te Kete Hauora O Rangitane – Dannevirke Colour Run	\$2,200	Colour Run paint and Obstacles
Te Kete Hauora O Rangitane – Kahurhuri Kahikatea	\$10,000	Deliver a program for youth empowerment – Excluded students – Program delivered at the Pahiata marae
Tū Tangata – Tararua College*	\$8,900	At Risk Youth
Pongaroa School	\$10,000	Bush Walk / Forest School
Basketball Manawatu	\$7,656	Deliver 2 x Pop Up Plays and a Glowfest
Bush Multisports Trust	\$2,887	Neurodiverse Children Parent Play Group
<b>Total</b>	<b>\$41,643</b>	

Application submitted for the Quick Fund release fund to replenish and replace broken equipment in the Play Trailer the application submitted was for \$921.66. Included in the application was to buy scooter boards, TBall Stand and Bat, 2 Cornball boards, Field disc golf and a swing ball set.

**OUTCOME 2**

# THE COMMUNITY UNDERSTANDS AND VALUES PLAY.

## Neurodiverse Play Parent Group – Together We Play

We supported the establishment of the 'Together We Play' group for neurodiverse children and their families after being approached by a parent seeking more inclusive opportunities. Working in partnership with Bush Multisport Park and Sport Manawatu's Play and Diversity & Inclusion teams, we secured Tū Manawa Active Aotearoa funding to support monthly sessions starting in October. The group will provide a safe, sensory-friendly environment for tamariki to explore dance, music, and movement. The initiative has already gained local attention, with the founding parent interviewed on More FM about the positive impact it will have for neurodiverse children and their whānau.

## Pop Up Play Sessions – Across the District

We delivered Pop Up Play sessions in Dannevirke, Pahiatua, Woodville, Eketāhuna, Norsewood, and Pongaroa using Council facilities and the Sport Tararua Play Trailer. These sessions encouraged whānau participation and active play, with parents and caregivers joining in alongside tamariki. Attendance ranged across locations, with particularly strong engagement in Pahiatua and Woodville. The initiative showcased the value of play as a connector for families and promoted the use of Council spaces for community wellbeing. Feedback from children was enthusiastic, with many asking when we would return for future sessions.

## Play Trailer Usage and Equipment Renewal

The Play Trailer continued to be a key community asset during the quarter, supporting Pop Up Play activations and use at Kaitoki Marae. To maintain quality and safety, an application was submitted to the Quick Release Fund to replace damaged and missing equipment. The \$921.66 request covered items including scooter boards, a T-ball set, cornhole boards, field disc golf, and a swing ball kit. These updates will ensure the Play Trailer remains well-equipped to support future community play opportunities.

## Pop Up Mini Basketball Sessions

22 and 23 September 2025

We worked alongside Basketball Manawatu to deliver two pop-up basketball sessions in Dannevirke and Pahiatua, supported through Tū Manawa Active Aotearoa funding. The sessions attracted 47 participants in total and provided a fun, structured activity during the school holidays. The initiative also built momentum toward a larger Glow Fest event planned for December. Feedback from tamariki and whānau was positive, with participants valuing the chance to take part in organised sport within their local community.



**OUTCOME 3**

**EVERYONE IS ENCOURAGED TO BE ACTIVE BY PLAYING AND BEING ACTIVE IN SPORT AND RECREATION FACILITIES.**

**Active Recreation, Sport and Play Database**

We worked with Tararua District Council on the near-completion of the new online database showcasing active recreation, sport, and play opportunities across the district. Once live, the database will give residents easy access to information about clubs, facilities, and local events, improving visibility and participation. The platform also provides valuable insights to identify gaps and inform future planning and investment decisions.

**Volleyball Court Development**

**Dannevirke Sports Centre**

We collaborated with the Council Facilities Team to enable the reintroduction of volleyball in Dannevirke through the installation of court plates at the Sports Centre. This small but meaningful upgrade will allow full-sized games to be played indoors, supporting increased recreation opportunities for tamariki, rangatahi, and the wider community.

**OUTCOME 4**

## **ACTIVE RECREATION AND COMMUNITY EVENTS CREATE SOCIAL OPPORTUNITIES AND CONTRIBUTE TO HAUORA.**

### **Dannevirke Athletics Workshop**

1 September 2025

We partnered with the Dannevirke Athletics Club to host a professional development workshop for teachers from northern Tararua schools. Facilitated by Sam Jones from our Healthy Active Learning team, the session focused on developing knowledge of athletics techniques and rules to support delivery in schools. Teachers valued the opportunity to learn consistent approaches and reported increased confidence ahead of their school athletics days.

### **Tū Tāngata Programme – Tararua College**

July–September 2025

We continued delivery of the Tū Tāngata Programme at Tararua College, engaging at-risk students in structured physical activity through boxing, taekwondo, and gym sessions. Supported by Tū Manawa Active Aotearoa funding, the programme provided a consistent, positive environment that helped improve behaviour and wellbeing. No stand-downs or expulsions were recorded during the term, and students reported that sessions were a highlight of their week. The programme continues to demonstrate the power of sport and recreation as tools for engagement and personal growth.

### **Lunchtime Activities – Tararua College**

July–August 2025

We worked with Tararua College to establish student-led lunchtime activity sessions aimed at increasing movement opportunities during the school day. Twenty-five students volunteered to lead activities including multisport, basketball, and ki-o-rahi, with the College gym opened for lunchtime use. The initiative fostered student leadership and social connection, and although paused for Term 4 due to NCEA commitments, it will resume in the new school year.

### **Pongaroa School Forest School Project**

We supported Pongaroa School and the Pongaroa Way to Go Community Committee to secure \$10,000 in Tū Manawa Active Aotearoa funding to establish a Forest School programme. The project involves creating safe and accessible bush trails, fencing, and signage, with support from Tararua District Council and the local community. Preparatory work began this quarter, with completion planned before Christmas to allow learning to begin in Term 1, 2026. The project demonstrates the value of collaboration in creating hands-on, outdoor learning opportunities that connect students to their environment.

## UPCOMING ACTIVITY

Looking ahead, several community and school-based events are planned to continue building participation and connection across the Tararua District. Highlights include the Rangatahi-led Colour Run on 4 October in partnership with Te Kete Hauora, the inaugural Neurodiverse Play Group on 8 October, and the Play Along the Way event with Women's Refuge later in the month. The Manawatu Secondary School Sports Awards will also take place on 23 October, celebrating the achievements of local young athletes.

In November, Sport Tararua will support the PALS Big Day In for northern schools and the annual Tabloid Games, both aimed at encouraging fun, inclusive participation.

We are also collaborating with Te Kete Hauora o Rangitāne to support the Kahurihuri Kahikatea programme in Pahiatua, funded through Tū Manawa. This partnership will see our Community Connector delivering fortnightly sports sessions at Bush Multisport Stadium to engage students in active recreation.



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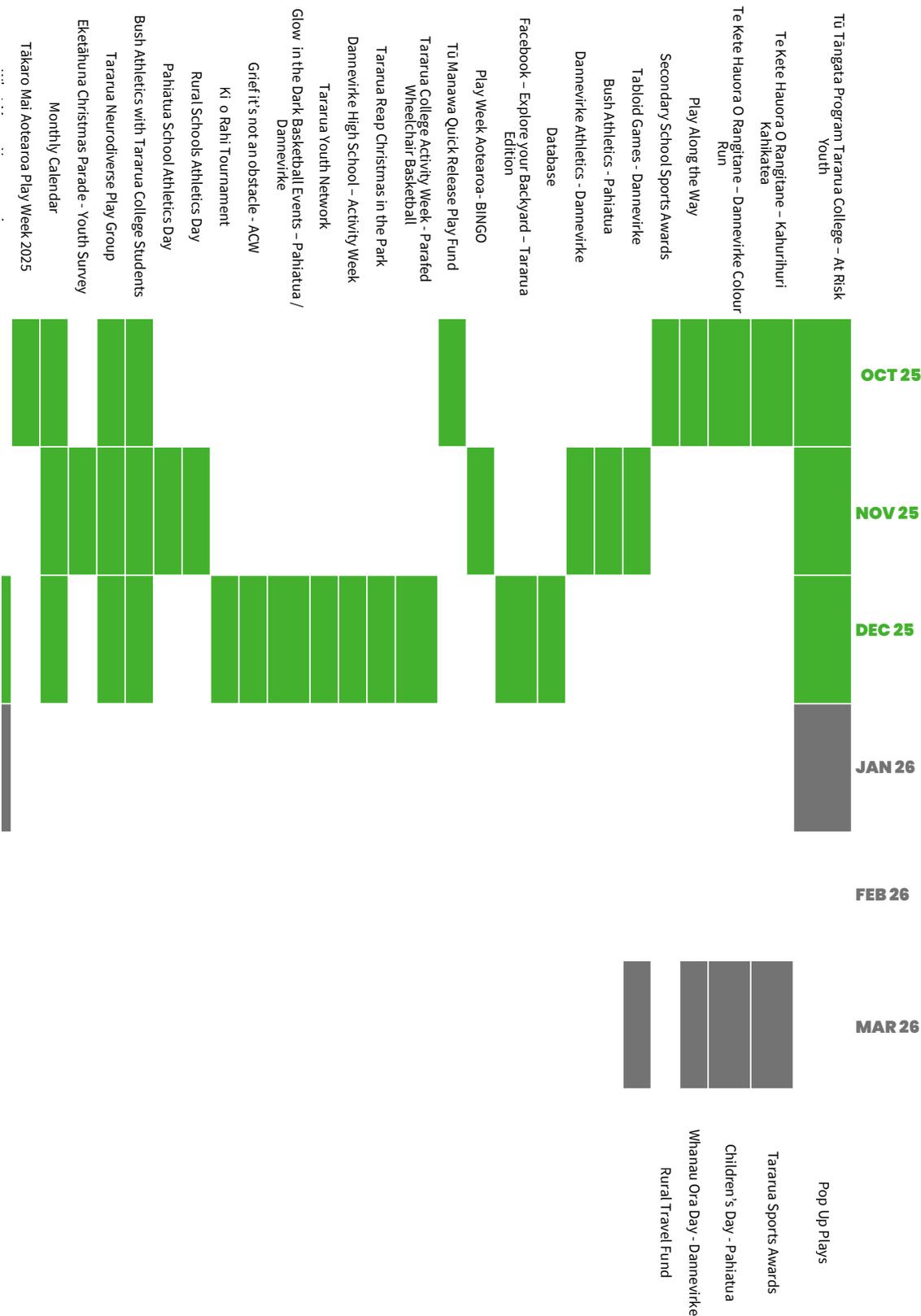


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# SUMMARY OF ACTIVITY OVER THE PERIOD

1 October – 31 December 2025



**OUTCOME 1**

# THE TARARUA DISTRICT EXCEEDS THE NATIONAL AVERAGE FOR PHYSICAL ACTIVITY, WITH A FOCUS ON LOW PARTICIPATION GROUPS.

## Tabloid Games

The Northern Tararua Tabloid Games were delivered by Sport Manawatu's Healthy Active Learning Advisor for Tararua in partnership with Physical Activity Leaders (PALS) students at Huiā Range School. The event brought together Year 0-2 tamariki from schools across Northern Tararua for a fun and inclusive day of active play. Five schools participated, with 65 PALS students leading a game they designed following PALS Day, providing a valuable leadership opportunity. Around 400 tamariki took part in age-appropriate activities that supported participation and positive movement experiences.

## PALS Day

Sixty-five student leaders took part in the Physical Activity Leaders in Schools (PALS) leadership programme, supported by Sport Manawatu's Healthy Active Learning Advisor for Tararua. Students from six Tararua schools came together for a PALS leadership development day, where they connected and built leadership skills through workshops delivered by Sport Manawatu, Haberg, and Rangitāne.

The workshops focused on communication, traditional Māori games, inclusion and adaptability, and leadership development. Students then returned to their schools to plan and deliver games at the Tabloid Games, applying their learning and building confidence as young leaders.

## Te Kete Hauora O Rangitane – Kahurihuri Kahikatea

Through the Tū Manawa fund, a kaupapa-based programme was delivered at Pahiātua Marae for students excluded from school, alongside Te Tai Manako (Alternative Education) students from Tararua College. The weekly programme provided a supportive, culturally grounded environment that helped students re-engage with learning, build positive relationships, and develop life skills.

Regular engagement at the marae supported students to take part in marae responsibilities, including kitchen duties, tikanga, and kawa, strengthening their understanding of te ao Māori and sense of belonging. Mornings focused on whakawhanaukatanga and Te Kura learning, supporting confidence and positive learning routines.

Afternoons included workshops delivered by external providers, along with regular physical activity led by the Tararua Community Connector. Sport, particularly basketball, supported wellbeing, positive behaviour, social connection, and teamwork. Overall, the programme strengthened cultural identity, wellbeing, and connections between students, the marae, and the wider Tararua community.



**OUTCOME 1**

**THE TARARUA DISTRICT EXCEEDS THE NATIONAL AVERAGE FOR PHYSICAL ACTIVITY, WITH A FOCUS ON LOW PARTICIPATION GROUPS.**

### Secondary School Sports Awards

The 2025 Manawatu Secondary School Sports Awards were held in Palmerston North on 23 October. The awards celebrated a high calibre of nominations, recognising the hard work and achievements of secondary school athletes, teams, and volunteers across the region.

Tararua College was recognised as the winner of the Active Recreation Champion award. Over a six-week period, ten Tararua College students volunteered their Monday afternoons to deliver a fun and inclusive athletics programme for 70 local tamariki. Their leadership, teamwork, and commitment supported positive movement experiences and demonstrated the impact of youth leadership within the Tararua community.



**OUTCOME 1**

**THE TARARUA DISTRICT EXCEEDS THE NATIONAL AVERAGE FOR PHYSICAL ACTIVITY, WITH A FOCUS ON LOW PARTICIPATION GROUPS.**

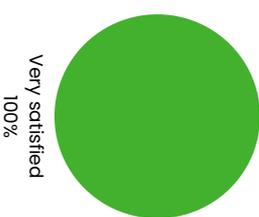
**Dannevirke Colour Run**

The free Rangatahi Colour Run held in Dannevirke supported youth leadership and community participation. The event was organised by Te Kete Hauora o Rangitāne and led by two rangatahi, Sally Peffers and Mania Te Huki, who took responsibility for the full delivery of the event, including marketing and promotion, equipment organisation, and coordination on the day. This provided valuable leadership, planning, and event management experience.

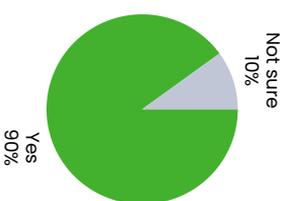
The Colour Run created a fun, inclusive, and accessible opportunity for the community to be physically active, with no cost barriers to participation. The event was supported by volunteers, including the Dannevirke Volunteer Fire Brigade, who supplied water for the water slide. Funding from Sport Manawātū and the Tū Manawa Aotearoa Fund (Sport New Zealand) enabled the event to be delivered free of charge and supported strong community participation. Feedback collected on the day indicated the event was well received by the community.



Overall satisfaction



Did today's event make you feel more motivated to be active in the future?



Net Promoter Score



**OUTCOME 1**

# THE TARARUA DISTRICT EXCEEDS THE NATIONAL AVERAGE FOR PHYSICAL ACTIVITY, WITH A FOCUS ON LOW PARTICIPATION GROUPS.

## Glow in the Dark Basketball Pahiataua and Dannevirke

Two free Glow in the Dark 3x3 basketball sessions were delivered by Basketball Manawātū in Pahiataua and Dannevirke, providing a fun and inclusive way for rangatahi to be active in their local communities. A total of 62 participants attended across both events. The sessions used a darkened space with glow-in-the-dark paint, music, and creative activities to create a relaxed, engaging environment that encouraged participation from rangatahi who may not usually engage in traditional sport. The non-competitive format supported enjoyment and social connection, with feedback collected through a bead system showing overwhelmingly positive responses, as all participants selected “Love It”.



## Ki o Rahi Tournament

Sport Tararua supported the administration of the annual Ki o Rahi Primary Schools Tournament at Huia Range School, helping ensure the event ran smoothly. Now in its ninth year, the tournament brought together 16 teams from nine schools, with more than 220 Year 7 and 8 taurua participating. The event provided opportunities across both competitive and development grades and recognised achievement through a range of awards, including MVP, Fair Play, and tournament honours. The ongoing success of the tournament reflects strong collaboration between Sport Tararua, schools, and Rangitāne, with the 10-year anniversary to be celebrated in 2026.



**OUTCOME 1**

**THE TARARUA DISTRICT EXCEEDS THE NATIONAL AVERAGE FOR PHYSICAL ACTIVITY, WITH A FOCUS ON LOW PARTICIPATION GROUPS.**

**Tū Manawa Quick Release Play Fund**

The Tū Manawa Quick Release Play round supported Tararua District Council-based organisations to deliver play-focused projects aligned with Play Week. Play Week, held nationally from 20–26 October, promoted the value of play for tamariki, whānau, and communities across Aotearoa.

Through this round, organisations were able to apply for up to \$1,000 to support play-based projects for tamariki and rangatahi. Five organisations received a total of \$4,150 to deliver play activations across the district, including \$960 allocated to Tararua District Council to renew play equipment for the Play Trailer.

Here is a breakdown of the fund recipients and the amounts they were granted:

ORGANISATION	AMOUNT	USED FOR
Tū Tangata – Tararua College	\$8,900	At Risk Youth (Allocation allows for Term 1 and Term 2 2026.)
Tararua District Council	\$960	Play equipment for the Play Trailer for the inaugural event of Play along the way.
<b>Total</b>	<b>\$9,860</b>	

**Advocacy on Online Casino Gambling Bill**

Sport Manawatu undertook advocacy to highlight the potential impact of the proposed Online Casino Gambling Bill on grassroots sport and recreation funding across the Manawatu, Tararua, and Horowhenua districts. This included bringing together Regional Sports Organisations and the local Member of Parliament to discuss concerns and gather evidence of local impact.

Sector insights informed a media release outlining risks to community sport funding if no replacement mechanism is introduced. In addition, Sport Manawatu’s Chief Executive presented to the select committee at Parliament in Wellington on Monday 8 October, advocating for amendments that protect community benefit from gambling revenue.



**OUTCOME 2**

# THE COMMUNITY UNDERSTANDS AND VALUES PLAY.

## Neurodiverse Play Parent Group – Together We Play

The Neurodiverse Play Group has now run three sessions, with an average of 12 children attending each session. In November, Autism New Zealand joined to provide guidance and support to parents, with each family receiving an information pack and giveaways.

December's session had a festive Christmas theme, with Santa visiting to give gifts to all the children, generously donated by the community.



### Parent feedback

“Thanks for making it so inclusive—I feel like I’m not being judged for my child’s behaviour.”

### Teacher feedback

“This is fantastic. Thanks for making it happen and providing an opportunity to play for neurodiverse children. We bring the children from Woodville school in the van to these monthly sessions and they are loving them.”



## Grief is not an obstacle

The Tararua Play Trailer supported this event by delivering an obstacle course with stations designed around simple activities linked to different emotions. Participants completed a grid by taking part in each station and acting out the associated emotion before moving on. The final station focused on “hopeful”, where participants received a small treat and a colouring-in activity to take home. The activity encouraged the community to explore how physical activity can support both emotional and physical wellbeing in a fun and engaging way.



## Play Trailer Usage

- Kōhanga Huritau
- Tararua Reap
- Tararua Young Farmers
- Tararua Aquatic Community Trust
- Tamaki nui a rua Horse Sports
- ACW – Grief is not an obstacle

OUTCOME 2

# THE COMMUNITY UNDERSTANDS AND VALUES PLAY.

## Tākaro Mai Aotearoa Play Week 2025

Tākaro Mai Aotearoa Play Week 2025 celebrated the value of play for tamariki, whānau, and communities, recognising its role in building confidence, creativity, friendships, and a lifelong love of movement. To support the week, Sport Manawatu delivered the Play Week Bingo Challenge, a free initiative that encouraged whānau to explore local play spaces and complete playful activities. The challenge was promoted widely by local organisations and schools, both online and in print, and was supported internally through daily staff bingo activities to build awareness and confidence in promoting play. A planned Play Along the Way event was cancelled due to poor weather.

## Play Along the Way

Play Along the Way was planned as the inaugural community play event at the Dannevirke Domain, aligned with national Play Week. Due to ongoing unfavourable weather, the event was postponed twice and is now planned to be delivered in the new year.

Despite the postponements, the event received strong community support, with a wide range of organisations committed to hosting activities and contributing to a fun, inclusive day for tamariki, rangatahi, and whānau. Sport Manawatu looks forward to bringing the community together in the new year to celebrate play.



**OUTCOME 3**

# **EVERYONE IS ENCOURAGED TO BE ACTIVE BY PLAYING AND BEING ACTIVE IN SPORT AND RECREATION FACILITIES.**

## **Eketāhuna Youth Survey for the Tararua District Facilities Team**

The Tararua Community Connector, alongside the Bush Multisports Facility Manager, engaged with the local community at the Eketāhuna Market and Christmas Parade to gather youth feedback on what they would like to see in their town. The insights collected will inform the Tararua District Facilities Team's planning and decision-making, helping ensure future developments reflect the needs and aspirations of young people in Eketāhuna. Results will be shared once collated.

## **What Moves You campaign**

The What Moves You campaign encouraged community members to share how they stay active in everyday life, showcasing a wide range of activities and celebrating that movement looks different for everyone. Through community stories, the campaign normalised simple, achievable ways to be active, boosted engagement across platforms, and supported the goal of building a more active, connected, and healthier community. The campaign features a range of local voices, including Mayor Scott Gilmore.



## **Monthly Calendar**

The development and sharing of a monthly community events calendar on Facebook improved awareness and visibility of upcoming play, active recreation, and sport opportunities across the district. By bringing events together in one clear and accessible place, the calendar supported families to stay informed and encouraged participation, particularly among those who rely on social media for local information.

## **Explore Your Backyard – Tararua Edition**

The Explore Your Backyard – Tararua Edition series was launched on Facebook in November to promote local spaces and encourage whānau to get out, explore, and be active in their own communities. The series highlighted parks, walking tracks, and community spaces across the district, supporting awareness of local recreation opportunities.

Early engagement showed strong community interest. A post featuring Marima Domain received 27 comments, 10 shares, 77 likes, and 26,201 views, demonstrating the reach and impact of the campaign.

## **Active Recreation, Sport and Play Database**

The Active Recreation and Sport Database went live on the 5 December. This has been promoted by the Tararua District commu-  
*tion and Sport Tararua with more promotion coming out early in the*

**OUTCOME 3**

# **EVERYONE IS ENCOURAGED TO BE ACTIVE BY PLAYING AND BEING ACTIVE IN SPORT AND RECREATION FACILITIES.**

## **Tū Tāngata Program at Tararua College**

The Tū Tāngata programme delivered strong outcomes and was confirmed to continue for a further two terms in 2026. As part of the programme, the Tararua Community Connector supported students to take part in off-site activities, including a Palmerston North outing, building confidence, social connection, and engagement. Several students transitioned back into mainstream schooling, reflecting the positive impact of the programme. Feedback from students and teachers consistently highlighted increased physical activity, enjoyment, motivation to attend school, and a strong sense of belonging, with the programme described as a weekly highlight that supported wellbeing, confidence, and positive relationships.

### **Student feedback**

“It gives students like me at Te Tai Manako the opportunity to get physically active, because we have limited space to move around and be physically active, unlike the students at mainstream. It also is a really fun thing to do, and we also get to interact with other students at mainstream. Another thing we get to do is experience new things and learn how to play different sports. Plus the food is always a good treat.”

## **Tararua REAP Christmas in the Park**

The Tararua Community Connector took the Play Trailer along to the Tararua REAP Under 5's Community Christmas in the Park, giving tamariki and whānau a fun space to play, be active, and connect. It was a great way to meet families, show them the play opportunities on offer, and celebrate the importance of play in the community.

## **Bush Primary Schools Athletics Day**

Sport Manawatu's Healthy Active Learning Advisor for Tararua and the Tararua Community Connector ran the shot put event during Bush Athletics Day at Bush Multisports. Their involvement provided participants with guidance and support, helping young athletes develop their skills, build confidence, and enjoy a positive sporting experience.

## **Tararua Youth Network Hui**

The inaugural Tararua Health Network hui, established by ACW, brought together local organisations to discuss collaboration when running events or providing support to our rangatahi. The hui created a space to share the range of services and support each organisation offers, helping to identify opportunities for working together more effectively. This initiative is expected to be highly valuable in strengthening community connections, improving outcomes for young people, and ensuring that our efforts are coordinated and complementary across the Tararua region.

## INSIGHTS

### SECTOR UPDATES: LEADERSHIP, STRATEGY, AND ADVOCACY

#### Active NZ Survey

The 2024/25 Active NZ\* regional data shows that across the Sport Manawatu region, adults continue to be physically active at relatively strong levels, with around three-quarters participating in physical activity in the past seven days. For Tararua District, this reinforces the importance of everyday movement rather than reliance on structured or facility-based sport alone.

Walking remains the most common form of physical activity. In a largely rural district such as Tararua, this highlights the value of safe, accessible local environments including town streets, footpaths, parks, reserves, and informal open spaces. These settings play a critical role in supporting regular physical activity, particularly where travel distances and access to facilities can be a barrier.

The data also shows that participation decreases with age, which is particularly relevant for Tararua's older population profile. This reinforces the importance of age-friendly, low-impact activity environments that support both physical movement and social connection. Local parks, walking routes, and community spaces that feel safe, welcoming, and close to home are key enablers of ongoing participation for older residents.

For young people, overall activity levels remain relatively high, but there is evidence of drop-off as rangatahi move through adolescence. In rural settings, this can be compounded by transport challenges and fewer informal activity options. The data supports the value of multi-use community spaces that allow for unstructured play, social recreation, and flexible use, particularly for young people who may not engage in organised sport.

Reported barriers to participation include lack of time, cost, and motivation. While these are influenced by broader social factors, the availability of free, local, and low-cost opportunities remains critical. Public spaces that are easy to access, require minimal equipment, and support everyday activity help reduce these barriers at scale.

Overall, the Active NZ data reinforces the role of Tararua District Council in supporting physical activity through place-based investment. Maintaining and enhancing local parks, walking infrastructure, and community spaces supports the most common forms of activity, reaches a broad cross-section of residents, and helps sustain participation across all life stages.

#### Insights

- Around **three-quarters** of adults were physically active in the past seven days, indicating a strong baseline of everyday activity.
- **Walking** is the most common form of physical activity, highlighting the importance of walkable neighbourhoods and quality open spaces.
- **Participation decreases with age**, reinforcing the value of age-friendly parks and low-impact outdoor activity options.
- **Young people remain active overall**, but participation drops during secondary school years, pointing to the need for informal, flexible spaces.
- **Cost and time remain key barriers**, with free and accessible public spaces playing a critical role in reducing these barriers.
- **Informal, self-directed activity** accounts for a larger share of participation than organised sport, emphasising the value of multi-use, adaptable public spaces that support different ages and abilities.

**INSIGHTS**

**SECTOR UPDATES: LEADERSHIP, STRATEGY, AND ADVOCACY**

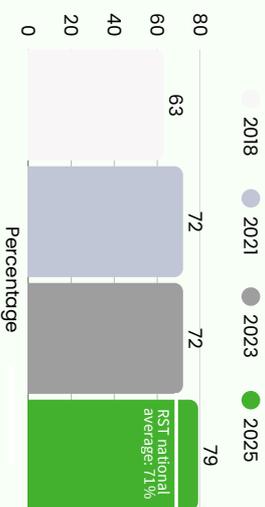
**RST Stakeholder Engagement Survey**

16 September - 9 October 2025

The national RST Stakeholder Engagement Survey, conducted by Sport NZ in September and October, provides insight into how the sport and recreation system is performing and where pressure points are emerging. Stakeholders continue to view Sport Manawatu as a credible and trusted organisation with a strong understanding of the regional sport and recreation landscape, supporting effective collaboration and system leadership. Thank you to all of our key stakeholders who took the time to complete this survey, your feedback is invaluable.

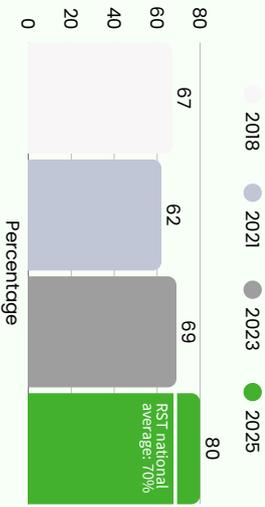


**Overall performance**



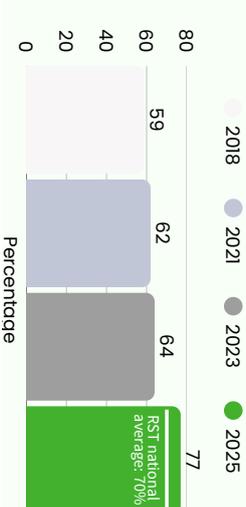
This shows that the lift in our systems, planning, communication, and sector support is being noticed.

**Works in partnership to achieve shared outcomes**



Partnership performance has lifted to 80%, and is notably higher than the national average, reinforcing our reputation as strong collaborators.

**Shows leadership in the play, active recreation, and sport commur**



Our leadership across play, active recreation, and sport is rated at 77 percent, showing a strong improvement and trust in our regional role.

## INSIGHTS

### SECTOR UPDATES: LEADERSHIP, STRATEGY, AND ADVOCACY

#### Incorporated Societies Act 2022 – sector readiness update

The Incorporated Societies Act 2022 replaced the 1908 legislation and introduced new governance, reporting, and constitutional requirements for all incorporated societies. From 5 October 2023, existing societies were able to begin re-registering under the new Act. All societies incorporated under the 1908 Act are required to re-register and adopt a compliant constitution by 5 April 2026. Organisations that do not meet this deadline will be removed from the register and will no longer be legally incorporated.

Across the Sport Manawatu region, progress towards compliance is tracking steadily. As at January 2026, approximately 60 percent of incorporated societies have completed re-registration, with around 146 organisations still to transition.

Regional Sports Organisations (RSOs) are generally well advanced in their own compliance and are actively supporting affiliated clubs through the process. While some clubs are expected to re-register later in the transition period, it is also anticipated that a small number of organisations may choose not to re-register due to size, inactivity, or a decision to operate without incorporated status.

Sport Manawatu has taken a proactive, system-based approach to supporting the sector through this change. Since the Act came into force, Sport Manawatu has delivered and promoted governance workshops, circulated information and webinar opportunities provided by Sport New Zealand and NZASA, and shared access to compliant constitution templates and guidance materials.

Regular follow-ups have been undertaken with RSOs to track re-registration progress and to support them in assisting their affiliated clubs. In addition, Sport Manawatu staff have provided direct guidance to organisations that have requested assistance.

Support is delivered through RSOs as the primary connection point to clubs, reflecting the structure of the sport system and the practical challenges of maintaining current contact details for volunteer-led organisations. Sport Manawatu will continue to monitor progress, share updated information, and support RSOs and clubs as they work towards compliance ahead of the April 2026 deadline.

## UPCOMING ACTIVITY

Several upcoming events and initiatives will be delivered across the district, including Children's Day in Pahiatua on Sunday 1 March, Whanau Ora Day in Dannevirke on Saturday 7 March, and the Tararua Sports Awards on Friday 20 March. Play Along the Way will also be delivered, with the date to be confirmed. Additional activity will include Rural Travel Fund support, Pop-Up Play sessions in January with dates to be finalised, and a Parent and Coach Workshop at Dannevirke High School in March, with the date yet to be confirmed.



### CONTACT US

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Dannevirke 4942  
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E [info@sportmanawatu.org.nz](mailto:info@sportmanawatu.org.nz)  
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## Report

Date : 10 February 2026  
To : Chairperson and Committee Members  
Community Connections Committee  
From : Dana Burnett  
Customer Engagement Manager  
Subject : **Complaints Policy Review**  
Item No : **6.2**

---

### 1. Recommendation

- 1.1 *That the report from the Customer Engagement Manager dated 27 January 2026 concerning the Complaints Policy Review be received.*

## Executive Summary

The Complaints Policy provides a clear, consistent framework for how formal complaints are made, received, assessed, and responded to by Tararua District Council. The reviewed policy is designed to ensure transparency, accountability, and fairness in the way complaints are handled, while providing an accessible and efficient process for resolution. The policy also seeks to promote a culture of continuous improvement within the Council by addressing feedback constructively and acting upon valid concerns.

The revised Complaints Policy will support Council to maintain service standards, respond consistently to community concerns, and strengthen organisational learning through structured feedback.

Implementation of the policy will be supported through existing customer engagement processes, staff guidance, and Executive Leadership Team oversight.

### 2. Reason for the Report

- 2.1 To seek feedback and endorsement from the Committee on the updated Complaints Policy, prior to it being presented to Council for adoption.

### **3. Background**

- 3.1 As part of Council's wider policy review programme, the Complaints Policy has been comprehensively revised.
- 3.2 The review has focused on improving clarity, consistency, and accessibility, while ensuring the policy aligns with relevant legislation and Council's organisational values.
- 3.3 Key changes arising from the review include:
  - 3.3.1 Clarified scope, confirming the policy applies to complaints about Council employees and contractors, and clearly identifying matters that sit outside scope, including elected members and issues subject to alternative statutory processes.
  - 3.3.2 Requirement for complaints to be made in writing, using respectful and constructive language, to support fair assessment, consistency, and appropriate record-keeping.
  - 3.3.3 Defined timeframes for acknowledging complaints and providing responses.
  - 3.3.4 Clear escalation pathways if a complainant is not satisfied with a response.
- 3.4 To support organisational oversight and continuous improvement, a central complaints and compliments register has been established. This register is managed by the Customer Engagement Manager and is reported to the Executive Leadership Team on a monthly basis to provide visibility of themes, response timeframes, and actions taken.
- 3.5 Feedback from this Committee will inform any final refinements prior to the policy being presented to Council for adoption.
- 3.6 A clear and consistently applied complaints framework is an important organisational control that supports public trust, transparency, and fair decision-making.

### **Attachments**

- 1 [↓](#). Complaints Policy - Jan 2026 - Review by Community Connections Committee



# Complaints Policy





## Contents

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PONO	WHANAUNGATANGA	WHANAKE
<p>Integrity through transparency, trust and accountability</p> <p>Integrity through standing up for what's right</p> <p>Integrity through respect for our communities, environment and cultures</p>	<p>One team who unites behind a shared vision</p> <p>One team who is respectful and considerate to all</p> <p>One team who encourages each other to succeed and excel</p>	<p>We will continue to evolve, adapting to our ever-changing environment</p> <p>We will continue to evolve, steering our waka in the right direction</p> <p>We will continue to evolve, leading our communities into a better future</p>



## 1. Purpose

The purpose of this policy is to provide the public and employees with a reference for making and handling a formal complaint made regarding:

- an employee of the Tararua District Council (Council) acting contrary to their duties as an employee.
- Council delivering services, enforcement or projects contrary to its bylaws, regulations, policies, legislative requirements or standards.

## 2. Outcomes

- Council achieves its strategic and organisational objectives and organisational values.
- Information is available about a complaints process to customers and staff.
- We have a clear process with links to related policies.

## 3. Scope

### 4.1 In Scope

- Situations when the complainant believes an employee (permanent/casual/temporary) or contractors of Council has or is acting contrary to their duties as an employee.
- Situations when the complainant believes Council is acting contrary to its legislative requirements, standards, regulations, bylaws, or policies.

### 4.2 Out of Scope

- Enquiries.
- Day to day service matters including faults that can be directed through Council's CRM system, customer service, Antenno or website.
- Complaints about elected members.
- Complaints about members of the public, community groups or businesses.
- Official information requests.
- Disputes under the Building Act 2004.
- A dispute where there is an alternate disputes resolution process under legislation.
- Internal employment concerns.
- Complaints made on social media posts.
- Complaints about the libraries collection.

## 4. Principles

- Council welcomes feedback from residents, ratepayers and visitors.
- Council will provide information on its website and service centres, about how a complaint may be made, both in the scope of this policy and for other types of complaints.
- Council will take complaints seriously.
- Council will address complaints with respect, impartiality and fairness.
- Council will communicate with complainants in a timely and respectful manner.
- Council will respect the privacy of parties involved in a complaint.
- Council will handle complaints lawfully and in alignment with our values.

Complaints Policy Policy Sponsor: GM People and Capability and Customer Services	Effective From: Review frequency: 3 yearly	Page 2 of 5
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## 5. The Complaints Process

- All complaints must be made in writing – preference is via Council’s online form, but it can also be emailed or handed in at a service centre.
- Please use respectful and constructive communication.
- Please complete all the questions in the online form (even if you’re emailing or handwriting your complaint). This gives us the information we need to direct your complaint to the right Council Officer and to take the correct steps to assess the situation.
- All complaints will be acknowledged in writing (via email or standard mail) within 10 working days of receipt of the complaint.
- Your complaint will be addressed by the appropriate Council Officer. Once your complaint has been reviewed, a manager will write to you outlining:
  - The steps we’ve taken to assess the matter.
  - Any findings or decisions made.
  - Actions we’ve taken (or will take) to resolve the issue.

**Please note:** Each complaint is unique. How we handle it depends on the specific circumstances, the nature of the issue, and any relevant laws or regulations we must follow. This means outcomes may vary from case to case.

- Complaints made under specific legislation will be handled according to the requirements of that legislation. When this situation is identified, complainants will be advised of the appropriate procedure and requirements.
- If the complainant is not satisfied with the response to a complaint, they may refer the matter directly to the Chief Executive for review.
- If the complainant remains unsatisfied with the response received and the Chief Executive’s review, they may write to Ombudsman New Zealand for an independent review.
- If a complainant is affected by a decision of Council, they may also apply to the High Court for a Judicial Review of the decision. More information about this process can be found on the Ministry of Justice website.
- If a complainant persists unreasonably with a complaint that Council believes is settled, at any stage from initial response to an Ombudsman’s ruling, Council’s Unreasonable Customer Behaviour Policy will be followed.

## 6. Related Internal Policies, Processes and Documents

Code of Conduct – Employees  
Conflicts of Interest Policy  
Disciplinary Policy  
Enforcement Policy  
Fraud, Corruption and Dishonesty Policy  
Health and Safety Policy  
Privacy Policy  
Security Policy  
Unreasonable Customer Behaviour Policy  
[Rules of Engagement for Council's Social Media](#)

## 7. References

New Zealand Government, Consumer Rights and Complaints

Complaints Policy	Effective From:	Page 3 of 5
Policy Sponsor: GM People and Capability and Customer Services	Review frequency: 3 yearly	



Local Government Act 2002  
Employment Relations Act 2000  
Privacy Act 2020  
Health and Safety at Work Act 2015  
Local Government Official Information and Meetings Act 1987

## 8. Policy Review

This policy will be reviewed 3 yearly or whenever related policies or legislation affect content. This policy remains valid and in force irrespective of whether the review date has passed.

DRAFT

Complaints Policy Policy Sponsor: GM People and Capability and Customer Services	Effective From: Review frequency: 3 yearly	Page 4 of 5
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## 9. Document Record

Change	Made By	Date	Version
Full review	Policy project team	December 2025	2
ELT Review	ELT	January 2026	





**Dannevirke Service Centre**  
 26 Gordon Street, Dannevirke  
 PO Box 115, Dannevirke 4942  
 Monday - Friday  
 8:00am - 5:00pm  
**Phone:** 06 374 4080 (24 hours)  
**Email:** info@tararua.govt.nz

**Pahiatua Service Centre**  
 136 Main Street, Pahiatua  
 Monday - Friday  
 8:00am - 4:30pm  
**Phone:** 06 376 0110 (24 hours)  
**Email:** info@tararua.govt.nz

**Eketāhuna Service Centre & Library**  
 31 Main Street, Eketāhuna  
 Monday - Friday  
 10:30am - 12:30pm & 1:00pm - 4:30pm  
**Phone:** 06 376 0110 (24 hours)  
**Email:** info@tararua.govt.nz

**Woodville Service Centre, Library & isite**  
 45 Vogel Street, Woodville  
 Monday - Friday  
 9:00am - 5:00pm  
**Phone:** 06 376 0200 (24 hours)  
**Email:** info@tararua.govt.nz



## Report

Date : 13 February 2026  
To : Chairperson and Committee Members  
Community Connections Committee  
From : Kawtar Tani  
Group Manager - Strategy and Community Wellbeing  
Subject : **Management Report**  
Item No : **6.3**

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### 1. Recommendation

1.1 *That the report from the Group Manager - Strategy and Community Wellbeing dated 10 February 2026 concerning the Management Report be received.*

### 2. Reason for the Report

2.1 This report is to update the Community Connections Committee on key activities and items of interest over the period since the last report to the Community Development and Wellbeing committee.

2.2 Reports attached are:

- 2.2.1 Communications Management Report
- 2.2.2 Facilities Management Report
- 2.2.3 Customer Engagement Management Report
- 2.2.4 Community Engagement Management Report

### Attachments

- 1↓. Communications Management Report
- 2↓. Facilities Management Report
- 3↓. Customer Engagement Management Report
- 4↓. Community Engagement management report

<b>Strategic Priority</b>	<b>Interactive Council</b>	
<b>Status Report</b>	<b>Communications</b>	
	<b>Reporting period</b>	<b>1 August 2025 – 1 February 2026</b>
	<b>Activity Group Manager</b>	<b>Kawtar Tani</b>
	<b>Presented By</b>	<b>Karsten van der Oord</b>

<b>Activity status</b>	<b>Overall</b>	<b>Staffing</b>	<b>H&amp;S</b>	<b>Levels of service</b>	<b>Budget</b>
<b>Red: Roadblocks present</b> <b>Orange: Potential risks</b> <b>Green: on track</b>					
Communications Activities					

<b>Activity progress in reporting period</b>
<p><b>Consultations / Engagement</b></p> <p>The following public engagement activities were conducted/are ongoing:</p> <ul style="list-style-type: none"> <li>Proposed Speed Limit Changes – Makirikiri and Te Rehunga South Roads (Closed 18 Sep)</li> </ul> <p>Incoming engagements and consultations the team is planning for:</p> <ul style="list-style-type: none"> <li>Norsewood/Ormondville Kerbside Recycling</li> <li>Land Rationalisation: A Review of Council-owned Buildings</li> <li>Backflow Prevention Policy</li> <li>Annual Plan 2026/27</li> <li>Long Term Plan 2027-2037</li> </ul>

<b>Campaigns</b>
<p>The following campaigns were conducted:</p> <ul style="list-style-type: none"> <li>Local Elections 2025</li> <li>ShakeOut National Earthquake Drill 2025</li> <li>Animal Control Education and Services</li> <li>Creative Communities</li> </ul>

- District-wide Contestable Fund 2025/26 Round 1
- Reserves Management Plan
- Safer Speeds Around Schools Project
- Local Water Done Well / Tararua-Wairarapa waters
- Antenna promotion
- Water Conservation
- TDC 2025 Photography Competition
- Tararua Grant Finder (GrantGuru)
- Rates Rebates (Changes to Direct Debit Payments)
- Te Wiki o Te Reo Māori – Māori Language Week
- Touring Tararua Series
- Fraud Awareness Week

### **Projects**

Communications support is being / has been provided to the following projects:

- Norsewood & Ormondville Recycling
- Dannevirke Dog Pound Improvements
- Pahiatua Swimming Pool
- Inflow and Infiltration
- Universal Water Meters
- SCADA Upgrade Phase 2
- Pahiatua Wastewater Treatment Plant and Wetlands

### **TDC Website**

Maintenance on the [www.tararua.govt.nz](http://www.tararua.govt.nz) website included:

- General maintenance of the TDC website
- Ongoing – reviewing website usability based on community feedback
- \*NEW\* Council 101 page
- \*NEW\* Planning an event
- \*NEW\* Active Recreation and Sport Database
- \*NEW\* Pahiatua Swimming Pool project page
- \*NEW\* Pahiatua WWTP + Wetlands project page
- \*NEW\* Dog-friendly Recipes page

**Other tasks conducted:**

Events

- 2 x Citizenship ceremonies

Film and Design (including community support)

- Community Fundraising Toolkit
- 2026 Recycling calendar
- Armistice Day Notices
- Re-design H&S logo
- Mayoral Column filming and editing
- New signage re Freedom Camping Bylaw
- New signage re Alcohol Ban Areas
- Spring Festival booklet (Dannevirke Community Board)
- Dannevirke Day posters (Dannevirke Community Board)
- Pahiatua Shears posters and programme (Pahiatua Shears)
- Animal control videos
- Water conservation video

Templates and Administration

- Special Alcohol Licence flowchart
- Emergency maps for all TDC facilities
- QR feedback posters for facilities

Public Speaking

- Speaking on behalf of Council as kaikōrero (main speaker), during the pōwhiri for Council inductions at Makirikiri Marae
- Presenter at ALGIM Web, Digital and Communications Workshop
- Presenter and Panellist at the ALGIM National Conference.

Civil Defence / Emergency comms

- Public Information Management (PIM) support at Civil Defence exercise – Te Ara o te Tuarua
- Review and update of Civil Defence PIM templates, maps, contacts list and process
- Review and update of Boil Water Notice process and maps
- Avian Bird Flu comms templates and key messages
- Communications Business Continuity Plan (BCP)

Miscellaneous:

- (Draft) Social Media Strategic Plan
- Launch of TDC Instagram Channel
- Revitalisation of LinkedIn Channel
- TDC 2025 Photography Competition Awards and book launch

### Priorities in upcoming reporting period

- Wairarapa + Tararua Waters
- Norsewood/Ormondville Kerbside Recycling
- Water Conservation Messaging
- AP & LTP related communication
- Safer Speeds Around Schools Project
- Dannevirke Town Hall Painting
- Communication on upcoming bylaws and policies
- Dannevirke and Woodville Water Reservoirs
- Land Rationalisation: Review of Council-owned Buildings  
(dependent on Feb council meeting outcomes)
- GoGet System Replacement (building consents)
- Communications BCP (Business Continuity Plan)
- Draft Social Media Strategic Plan rollout
- Council meeting wrap up videos

### Key risks

None identified

### Health and Safety

None identified

### Key performance indicators

#### An increase in Council digital platform traffic

- Facebook Followers: 7,348 (previous reporting period 7,163 - up 185)
- TDC website visitors: 230,348 (previous reporting period 195,674 – up 34,764)\*  
\* increase partially due to Local government elections interest (over 13,000 visitors viewed election pages)

#### An increase in the number of submissions/feedback forms received:

- LTP 2024/34 Submissions: 502
- LTP 2021/31 Submissions: 70
- AP 2025/26 Submissions: 45

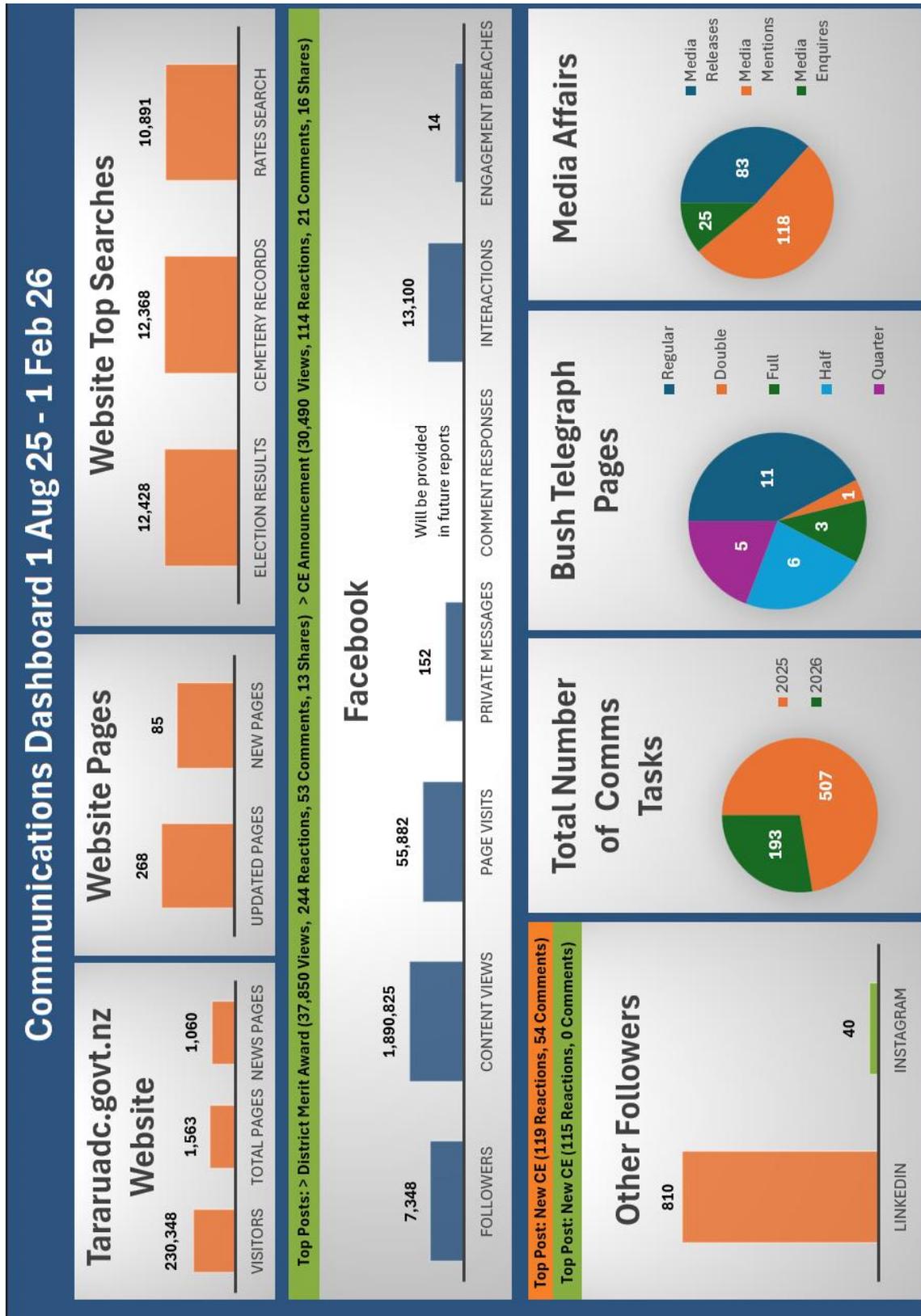
- AP 2023/24 Submissions: 136
- Super Consultation 2022 Round 2 Submissions: 48
- Super Consultation 2022 Round 1 Submissions: 173

**An increase in the number of Annual Communication Survey respondents**

- 2025 Communications Survey – 154 respondents
- 2024 Communications Survey: 149 respondents

**Trends**

- Community expectations around “buying local” are increasing, with procurement and supplier choices receiving heightened public scrutiny - particularly online.



<b>Strategic Priority</b>	<b>Connected Communities</b>	
<b>Status Report</b>	<b>Community Facilities</b>	
	<b>Reporting period</b>	<b>August 2025 – Feb 2026</b>
	<b>Activity Group Manager</b>	<b>Hamish Featonby</b>
	<b>Presented By</b>	<b>Fontayne Chase</b>

<b>Activity status</b>	<b>Overall</b>	<b>Staffing</b>	<b>H&amp;S</b>	<b>Levels of service</b>	<b>Budget</b>
<b>Red: Roadblocks present</b> <b>Orange: Potential risks</b> <b>Green: on track</b>					
Cemeteries (N= 23)					*1
Community Buildings (N= 37)					*2
Parks and Reserves (N= 94)					
Pensioner Housing (N= 85)					
Public Conveniences (N= 21)					
Swimming Pools (N= 3)					
Camping Grounds (N=4)					
Commercial Property & Aerodrome					

\*1: Note: sale of plots below YTD budget predictions (based on 3-year average)

\*2: Note: Spend below budget for the reporting period but expected to be balance after the completion of the Town Hall painting project

<b>Activity progress in reporting period</b>
<p><b>Cemeteries:</b></p> <ul style="list-style-type: none"> <li>• <u>Digitalisation of Cemetery Services</u> <ul style="list-style-type: none"> <li>- With support from the Information Services team, work is underway to enhance the Cemeteries LocalMaps layer. This upgrade will deliver significantly sharper, small-scale aerial imagery of individual plots, improving accuracy and usability for both staff and community.</li> <li>- Mapping now linked to Cemetery database and cemetery record search on TDC website</li> <li>- Customer Engagement Staff training taking place at intervals of availability</li> </ul> </li> </ul>

1

- Online headstone
- Online headstone permit applications have successfully completed a trail with two high-use stakeholder groups, receiving excellent feedback. The service is now ready for implementation and will go live on the Council website in February, enabling a full transition away from paper-based applications.

- Old Gorge Cemetery Work

- Anderson Memorials to assess, pre winter, to address damaged headstones from tree fall. Monuments to be lifted back to position and reset.
- Tree work scheduling in accordance with Facilities Tree Register, February work requires crown cleaning and potential Oak removal.

**Property:**

- Lease/licenses

- Cello Lease extension at Woodville Domain for satellite base notified with no submissions.
- Hockey Park Lease open to public notification until February 10, in accordance with LGA.
- Increase in public requests for small grazing parcels.

- Aerodrome

- Increased Aviation activity with an increase in student pilots with Dannevirke Flying Club
- NZGYRO Association annual event, 23<sup>rd</sup> – 25<sup>th</sup> January a successful turn out, despite weather.
- The grass runways were closed for the Wheels with Attitude event on 1 February to accommodate the scale of activity. The event was very successful, with an exceptional turnout of vehicles and attendees. Within 15 minutes of opening to the public, additional space was required to manage the volume of participants and visitors. Congratulations to the organising committee and volunteers for their management of this important local event.

**Community Buildings:**

- Meter board upgrade delivery progressing in conjunction with network modem upgrade schedules.
- Auditing of compliance schedules in ongoing; however, the process now requires a significant overhaul. Historical errors have been identified and are being addressed as a matter of urgency. To ensure we meet our statutory obligations and reduce future risk, appropriate resourcing for this work is essential.
- Cleaning contracts renewed resulting in a consolidation of three service providers to one, enhancing operational efficiency with long term financial benefit while still maintaining current levels of service.
- Community facilities performed consistently well throughout the reporting period, with minimal service disruptions. Continued focus remains on vandalism prevention, cleanliness monitoring, to ensure facilities remain safe, functional, and well-presented.

- Eketahuna

- Community Hall: Hot Water cylinder replaced, entrance canopy upgrade in progress
- War Memorial: Picnic table installed, gutters replaced and Memorial repair works in progress for completion end March.
- Library external wall, storm damage repaired. Heatpump replaced.
- External wash and gutter clean completed

-Pahiatua

- Stadium internal wall lining repair initiated.
- Culture Centre Roof repair/replacement under investigation one quote received estimated \$60,000
- Town Hall minor roof repairs completed.

-Woodville

- Library Heat pump renewed, skylight replaced.
- Isite balustrade and picnic table refinished
- New chairs for the supper room at the Community Centre added to stock

-Dannevirke

- Town Hall external painting works in progress. Borer damaged flooring in auditorium repaired. Under stage fire exit clearance and push bar installed.
- Sports stadium boxing room heat pump installed.
- External building wash and gutter cleans completed

-Pongaroa – Akitio War Memorial Hall

- Water leak reported in accessible toilet cubicle ceiling, works with plumber and builder for remedial
- Borer treatment completed in supper room
- Roof and gutter repair completed

**Parks and Reserves:**

-Tree Asset Management

- Tree asset data and risk assessments completed. Maintenance plan initiated with February works scheduling underway to continue with priority works where trees were identified as Urgent or Very High priority works required.
- Significant amount of storm damage clean up in October 25 and Jan 26.
- Split Elm tree removed from Lower domain duck pond area after high winds revealed the extent of trunk rot.

-Pest Plant Management

- Management Plan under development with support from Horizons Regional Council Biodiversity officer. The AMP will contribute to TDC Biosecurity obligations under the Regional Pest Plant Management Plan.

- Engagement with Whakatane District Council Geospatial Analysis provided insights into Arc GIS Field Maps and how this tool would benefit the management of the district pest plant tracking as well as Tree maintenance inspection schedules and maintenance tracking. GIS Manager engaged to assess the resources required to develop and implement this tool for TDC.

#### -Deer Park

- 3 new fawns arrived before Christmas.
- On two occasions, large fallen tree branches have damaged the deer fencing, creating a hazard and risk to the secure containment of the animals. Further consideration is required regarding the welfare of these animals and the potential risk to the general public if containment is breached.
- Dannevirke Community Board raised concerns regarding the untidy appearance of the lower domain, aviary and lake as well as questioned whether the deer will be removed from the Deer Park.
  - the Aviary is managed by a small group of volunteers who provide and care for birds in this enclosure for the community and visitors to the domain to enjoy.
  - the lower domain requires significant investment to attend to accumulative tree maintenance, pest plant maintenance, road access, walking tracks, clearing debris from both lake and duck pond. The team are actively working towards data collection to inform prioritisation and asset planning.
  - A report to Council will be made seek a decision regarding the future of the deer park
- Dannevirke Board member raised health and safety concerns regarding the work carried out by volunteers on the Umutaoroa Domain. Issue was presented to the Domain committee with recommendation to seek additional guidance and ongoing support from Work Safe. The committee are actively working with Work Safe.

#### -Grounds Maintenance

- Council awarded a district wide grounds maintenance contract with start date 1 December. The new contract consolidates four contracts into one District Wide contract providing operational efficiency and long-term financial benefit to ratepayers over the term of the contract.
- As we enter the third month of the new contract, we have transitioned to 'team per town' operating model. This approach shifts our work from primarily reactive clean ups to a planned and scheduled maintenance programme, delivering greater consistency and visibility of service across our communities. Auditing of the service agreement is conducted monthly and report provided to the contractor whereby any defects are scheduled for actioning.

#### -Playground Equipment

- Level 3 Playground inspections completed in September
- 78 assets were recorded across 12 playgrounds which includes surfacing under equipment.

- 18 items were assessed as Very Poor or Poor with a useful life under five years. Renewal action with additional minor maintenance where required, are nearing completion.

### **Pensioner Housing**

#### Waiting list per township

- Dannevirke
  - 25 on waiting list,
  - 3 are under 65,
  - 4 requesting 2-bedroom units,
  - 8 applicants reside outside the district
- Woodville
  - 6 on the waiting list,
  - 1 is under 65
- Eketahuna
  - 1 on the waiting list,
  - 1 applicant under 65
- Pahiatua
  - 5 on the waiting list,
  - 2 applicants under 65
- Transfer List
  - 1 application to transfer from one bedroom to 2.
  - 1 application to relocate from Eketahuna to Dannevirke.

Renewal and refurbishment work for the Eketahuna units are now complete. A hot water cylinder had been scheduled for replacement; however, following the plumber's assessment, the recommendation is to continue monitoring its condition, as the cylinder remains in good working order. Additional external maintenance was completed including building wash and painting.

Woodville Centennial Flats access path upgraded to eliminate the trip hazards created by uneven and lifter surfaces.

One cleansing order was issued during the reporting period.

#### **Campgrounds:**

- Online booking platform due diligence near completion.
- Freedom campground issue regarding overstayers escalated to Regulatory enforcement
- EWOF compliance inspections completed resulting in numerous defects. Defects remedial works completed at Woodville, Pahiatua and Eketahuna with Dannevirke scheduled for completion in February.
- Tree works ongoing. Dannevirke, Pahiatua and Eketahuna suffered damage to trees in the October and January storms.

- External building washes and gutters cleaning completed at Dannevirke and Eketahuna.

**Dannevirke:**

- Bank protection work behind the campground managers dwelling to be completed in conjunction with Horizons Regional Council River management work in the Mangatera stream adjacent to campground Bank protection work likely to start in March, TBC.
- External building wash and gutter cleans completed

**Woodville**

- Campground bookings over the shutdown period recorded low visitor numbers

**Pahiatua**

- Trees damaged in October 2025 and January 2026 storms. Further tree work required at this site with 3 trees identified in the Tree Priority Works report.
- Carnival Park Board of Management progressing storyboard and playground projects. The Board has been connected with the Community Engagement Officer for funding support opportunities.

**Eketahuna**

- Building wash completed
- Tree priority works scheduled for February after attending to storm damaged trees

**Swimming Pools**

- All four outside pools opened for the summer season. Opening of the Eketahuna pool was delayed due to the maintenance completion dates.
- Poolsafe assessments completed in January for Woodville and Eketahuna. Each site had a small number of accreditation components graded 'not achieve'. Council will work alongside each operator to assist with achieving accreditation by end of March.

**Priorities in upcoming reporting period**

Cemeteries:

- Digitalisation progress
  - Move towards reserved plot and Burial Warrant online services.
- Signage
  - Cemetery signage design update and installation to be completed

Pensioner Housing:

- Annual inspections – Scheduled for March 2026

Parks & Reserves:

- Trees Asset and Pest Plant Management tool development
- Pest Plant data collection to inform AMP

- Dannevirke Lower Domain assessment planning
- Internal condition assessments of walking tracks and foot bridges

Community facilities:

- Digitalisation of bookable spaces
- Facility signage
- Updating building compliance schedules

Campgrounds:

- Mangatera Stream bank protection work
- Online bookings system progress
- Freedom Camping signage installation to be completed in February

**Key risks**

- Limited resource to address required tree work in the Priority Works report, careful monitoring of resources.
- Pest Plant Management Plan required to meet Biosecurity obligations under regional pest plant management plan
- Building compliance of TDC buildings including domain halls require auditing of compliance schedules to address historic errors
- Parks and Reserve priority maintenance requirements may exhaust allocated resources due to the high priority tree work identified.

**Health and Safety**

- Reported and monitoring aggressive tenant and/or tenant visitors
- Centennial – new concrete pathway was installed to prevent elderly trips/falls
- Tenant issued with cleansing order
- Health and safety committee requesting review of staff safety when exiting staff carpark via vehicle
- Monitoring of town hall painting project closely
- Camping Grounds: issues around erosion and trees
- Parks and Reserves: Tree & Pest Plant work
- Cemeteries: Tree and memorial repairs

**Key performance indicators**

Cemeteries:

- Plot availability across the district: 100%
- Burial Interments during the reporting period : 24
- Ashes Interments during the reporting period: 24
- Number of Ashes Plots purchased: 3
- Number of Burial Plots purchased: 4

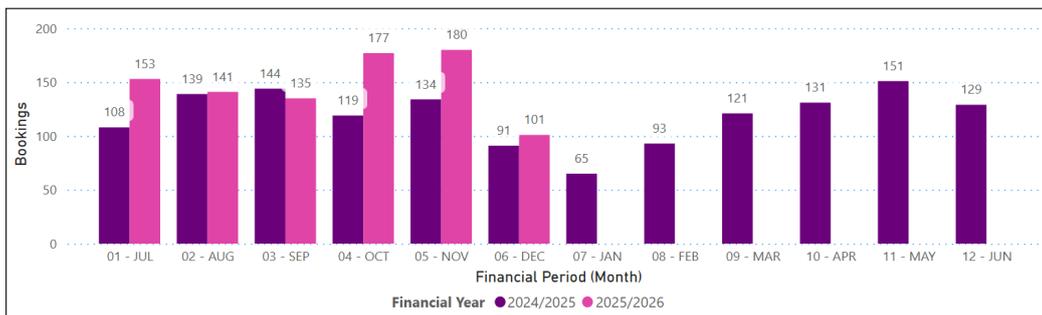
**Pensioner Housing:**

- Average Occupancy Rate: 98% for this reporting period
- Vacancy Rate: 2%, for this reporting period
- Total loss revenue during the reporting period due to vacancy: \$911.00

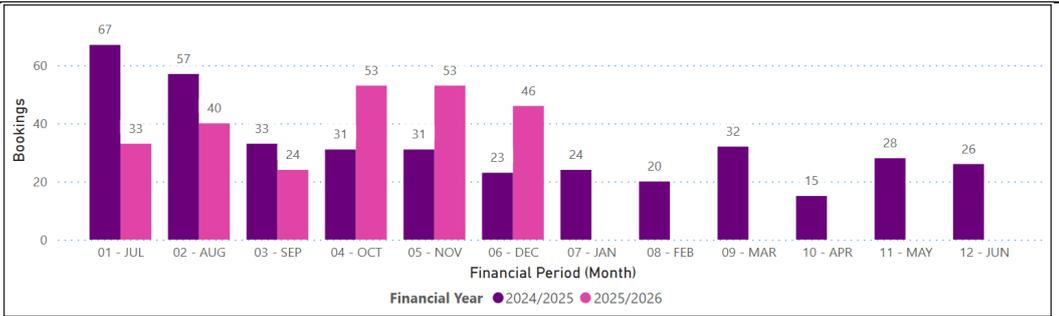
**Trends**

**Cemeteries** – Plot sales are 55% below quarter 2 revenue assumption with Interment revenue slight up by 10% for the period.

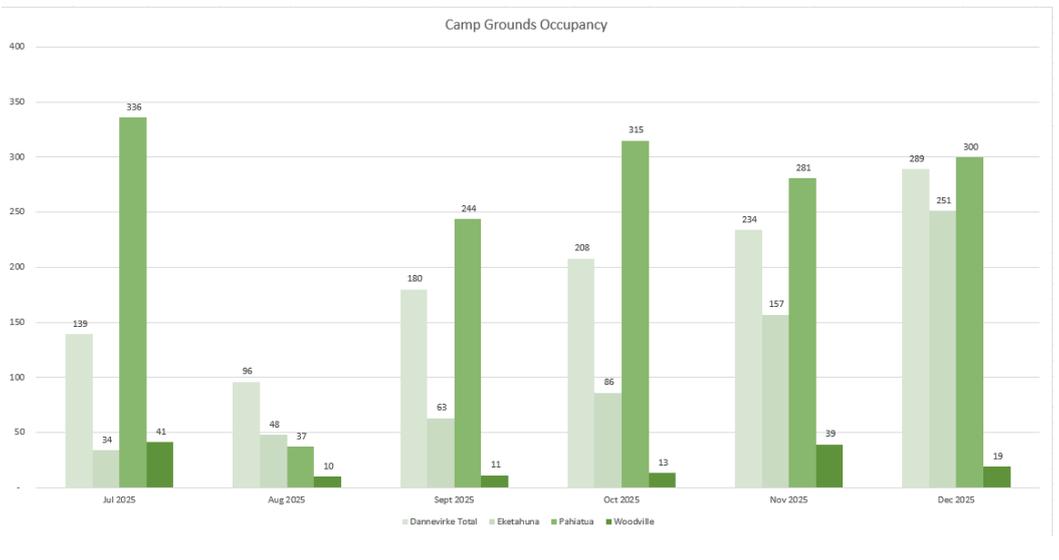
**Community Buildings** – Overall, district wide bookings of community buildings are trending higher in 2025/2026 than in 2024/2025, with year to date demand up 21% to December. If this pattern continues, it suggests improved facility utilisation and community uptake, and it will be important to ensure operational capacity keeps pace.

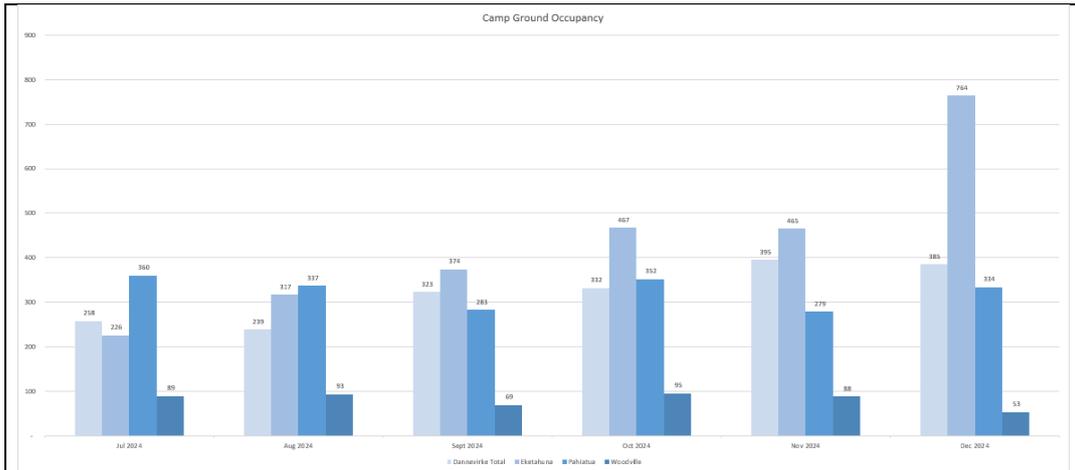


**Parks Bookings** – Overall, bookings of Parks in Dannevirke, Woodville and Eketahuna are tracking slightly ahead of 2024/2025, up 3%. While July – September remained below the previous year, bookings strengthened significantly from October – December, with October and November each up 71% and December doubling on last year. Ongoing monitoring will confirm whether this lift is sustained and inform operational planning from peak booking months.

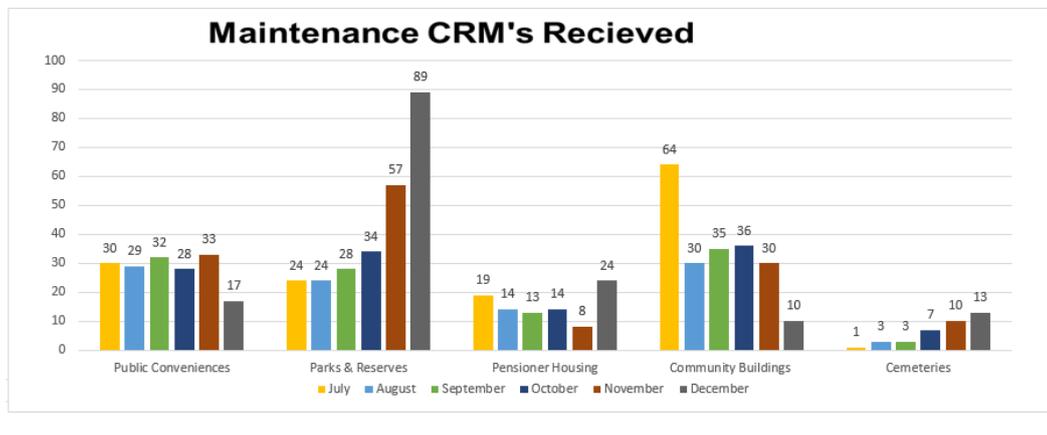


**Campgrounds** – Campground occupancy for July – December 2025 is recording lower rates than the same period in 2024. Because campground occupancy is currently captured through a manual process, there is an increased risk of error, inconsistent recording practices, and delayed entries, which may result in inaccurate performance reporting. The team identified data collection inconsistencies, a temporary remodelling of how the occupancy data is capture was required; this change will impact the reporting differences. Digitalisation of the bookings will standardise data capture.





**Maintenance CRMs received** – a higher volume of CRMs was recorded in December, largely attributed to the transition to a new grounds maintenance contractor. Ongoing contractor performance monitoring will support service stabilisation.



S17 a Review Update	
Swimming Pools	
<b>Stage One:</b>	
SLA requirements reviewed – Outdoor Pools	Completed
<ul style="list-style-type: none"> <li>Action: Service Level Agreements reviewed amended to include additional support from Council to ensure compliance.</li> </ul>	
TDC to introduce an operations check/audit to ensure service remains compliant.	Completed

<ul style="list-style-type: none"> <li>Action: Pool Safe audit scheduled for December. TDC to complete preseason audit mirroring PoolSafe audit.</li> </ul>	
<p>TDC to connect with Wimbledon Memorial Baths Committee to discuss land use expectations.</p> <ul style="list-style-type: none"> <li>Action: TDC asset</li> <li>Next Steps: Develop condition assessment and asset plan</li> </ul>	Completed
<p>TDC to propose a less restrictive approach to securing Depreciation Reserve funds for critical assets.</p> <ul style="list-style-type: none"> <li>Action: TACT to complete Condition Assessment of their facility producing an Asset Plan Asset Plan will provide Council with the foresight required to schedule critical asset renewals and work with TACT to maintain Asset Register.</li> </ul>	Completed
<p>TDC to complete the recording of the outdoor pools assets in the RAMM system.</p> <ul style="list-style-type: none"> <li>Action: New Asset Register produced with costings and life expectancy.</li> <li>Next Steps: Data to be loaded into RAMM. In conjunction with pool operators asset renewal plan to be developed for 2026 - 2028</li> </ul>	In Progress (on hold)
<p>TDC to seek asset cost estimates and asset condition assessments to populate the Asset Management Planning function in RAMM</p> <ul style="list-style-type: none"> <li>Condition assessment report completed with a draft AMP. Additional feedback from pool operators required to finalise the AMP.</li> </ul>	Completed
<b>Stage Two:</b>	
<p>TDC to formally confirm the land use arrangement with the Wimbledon Memorial Baths Committee.</p> <ul style="list-style-type: none"> <li>Outcome: TDC Asset</li> </ul>	Complete
<p>Improve the measure of success of the facilities to be measurable of the SLA performance</p> <ul style="list-style-type: none"> <li>Action: Monthly reporting templates utilised to capture admission data from 24/25 season to compare with the 25/26 season. Regular EHO visits are scheduled for preseason and monthly during operation.</li> </ul>	Completed

<ul style="list-style-type: none"> <li>Next step: Develop Business plan in conjunction with pool operators.</li> </ul>	
<p>TDC to work with TACT to develop the facility Asset Management Planning</p> <ul style="list-style-type: none"> <li>Action: proposal submitted to TACT in March to have an independent assessor complete condition assessment. TACT accepted proposal in May. Assessment date to be confirmed.</li> </ul>	Completed
<p>TDC to seek asset cost estimates and asset condition assessment to populate the Asset Management Planning function in RAMM for WaiSplash</p> <ul style="list-style-type: none"> <li>Action: In conjunction with TACT, TDC has arranged for the Condition Assessment to be completed by Amotto Consultants. The report will provide an Asset Register with estimated costing to contribute to the Asset Management Plan</li> <li>Next Steps: TDC will support the administration of the Asset Register for WaiSplash and assist with development of maintenance planning.</li> </ul>	Completed/ Ongoing
<p>TDC to initiate discussions with TACT regarding a change of focus to service delivery only and taking on Woodville Pools and divestment of asset management responsibility.</p> <ul style="list-style-type: none"> <li>Outcome from discussion. Not interested at this stage.</li> </ul>	Complete
<p>TDC to initiate discussion with BAT regarding the motivation to manage the new facility and Eketahuna Pools.</p> <ul style="list-style-type: none"> <li>Action: Nil. Project brief already indicated no desire to manage the new facility.</li> </ul>	Complete
<p>TDC and current outdoor pool operators agree to a year extension to the SLA term 30 June 2026.</p> <ul style="list-style-type: none"> <li>Action: Verbal agreement provided. Contract variations completed for signing by operators</li> </ul>	Completed
<b>Stage Three:</b>	
<p>TDC to monitor the SLA performance measures, supporting the operators to achieve them where appropriate. (All Pools)</p>	Ongoing/ Poolsafe completed

<ul style="list-style-type: none"> <li>Action: TDC has engaged PoolSafe to support with compliance. Variation contract now includes an Accountability Schedule for transparency.</li> <li>Update: Poolsafe audit scheduled for January 26.</li> </ul>	
TDC to maintain and monitor the asset management actions and work with the operators for any asset works as required (All Pools)	Ongoing
TDC confirms or not the suitability of continuing aquatic service delivery under Option 1	Complete
TDC confirm or not the suitability of Option 2	Complete
<b>Camping Grounds - Short Term</b>	
Ensure TDC Omnibus Reserve Management Plan allows for camping activity on each of these sites	Complete
Conduct an updated asset data collection and valuation across all sites <ul style="list-style-type: none"> <li>Woodville TDC assets</li> <li>Carnival Park, mix of TDC and Board assets</li> <li>Eketahuna Motor Camp, Infrastructure TDC owned, operational assets contractor owned assets.</li> </ul>	Completed
Reassess three sites (excluding Woodville) against the Camping Ground Regulations 1985	
<ul style="list-style-type: none"> <li>Compliant camping ground plan/sites marked and labelled</li> </ul>	Completed
<ul style="list-style-type: none"> <li>Non self-contained site within required proximity of ablutions</li> </ul> Action: assessment completed. Non urgent amendments to be made at later date. Ie. Consider relocating Cabin at DHP or alternative solution	Completed
<ul style="list-style-type: none"> <li>Occupancy data is accurately collected and reported as per the regulations</li> </ul> Action: The team are investigating an online AIO package.	Monitoring
Develop a policy on the maximum duration of stay and a stand-down period at all TDC owned camping grounds. Ensure all operators are required to comply <ul style="list-style-type: none"> <li>Action: regulations applied.</li> </ul>	Developing

Develop a more comprehensive financial data collection/reporting system to account for operational and renewal expenditure	Complete
<p>Work with all operators to encourage the development of online bookings and credit card pre-payment/security facilities in alignment with their accommodation inventory.</p> <ul style="list-style-type: none"> <li>Action: investigations are ongoing to determine the most appropriate platform to implement for this activity. The team is considering a platform that will also support online bookings for bookable spaces.</li> </ul>	Completed
<p>Work with all operators to improve websites and online presences.</p> <ul style="list-style-type: none"> <li>Action: Online platform will address this recommendation in due course.</li> </ul>	Completed
<ul style="list-style-type: none"> <li>Improve campground websites</li> </ul>	Online booking system
<ul style="list-style-type: none"> <li>Update TDC own website</li> </ul>	Online booking system
<b>Pahiatua Carnival Park – not legally incorporated</b>	
<ul style="list-style-type: none"> <li>Enter new operational service deliver agreement/licence for an agreed initial term of 14 months with right of renewal of 2+3 years</li> </ul>	Historical agreement
<ul style="list-style-type: none"> <li>Disclose to TDC daily occupancy and full financial information included in new service delivery agreement/licence.</li> </ul>	Monitoring
<ul style="list-style-type: none"> <li>Discontinue to pay the management fee in exchange for Board retaining the visitor fee and allowance for the operator to remain in the onsite house under a legal tenancy agreement at peppercorn or low rent.</li> </ul>	<p>Delete. Management fees</p> <ol style="list-style-type: none"> <li>Carnival Park priorities</li> <li>Campground operation</li> </ol>
<b>Eketahuna Motor Camp</b>	
<ul style="list-style-type: none"> <li>TDC to work with the current operators to enter into a new licence agreement where maximum stays are enforced and daily occupancy and full financial information disclosed</li> </ul>	Developing
<ul style="list-style-type: none"> <li>Agree an initial term of 14 months with negotiated renewal</li> </ul>	

<b>Dannevirke Holiday Park</b>	
<ul style="list-style-type: none"> <li>Renew contract for a further 14 months with recommended variations</li> </ul>	Completed
<ul style="list-style-type: none"> <li>Relocate the non-compliant basic A-Frame cabin</li> </ul>	Repurpose as needed
<b>Woodville Campground</b>	
<p>a) Council de-register the Woodville site as a camping ground and instead runs this facility in the immediate term as a self-contained overnight campground.</p> <ul style="list-style-type: none"> <li>Action:</li> </ul>	Delete
<p>b) Update advertising and signage</p> <ul style="list-style-type: none"> <li>Action: no changes required</li> </ul>	Complete
<p>c) Continue with iSite for reservations and payments</p> <p>Action: no changes made. Online platform being investigated.</p>	Complete
<p>d) Add rubbish disposal and promote local laundromat services</p>	Completed
<p>e) Engage contractors for daily security and cleaning checks</p> <p>Action:</p>	Completed
<p>f) Operate as self-contained only freedom (free) camping over the Christmas Shutdown period</p>	Pending approval
<p>Each campground operator is agreeable to extending existing contracts. Variation schedules in development.</p>	

<b>Strategic Priority</b>	<b>Interactive Council, Connect Communities &amp; Thriving District</b>	
<b>Status Report</b>	<b>Customer Engagement</b>	
	<b>Reporting period</b>	July 2025 – Dec 2025
	<b>Activity Group Manager</b>	Sandy Lowe
	<b>Presented By</b>	Dana Burnett

<b>Activity status</b>	<b>Overall</b>	<b>Staffing</b>	<b>H&amp;S</b>	<b>Levels of service</b>	<b>Budget</b>
<b>Red: Roadblocks present</b> <b>Orange: Potential risks</b> <b>Green: on track</b>					
Customer Services					
Libraries					
Visitor Information					

<b>Activity highlights in reporting period</b>
<ul style="list-style-type: none"> <li>• During the last quarter the team bid farewell to some key staff including Wyn Davidson (Pahiatua Library), Finn Panchaud (Woodville Library) and Hannah Hughes (Pahiatua Service Centre).</li> <li>• Recruitment for vacant roles, along with new casuals, was completed by the end of December 2025 for Pahiatua Library, Woodville Library and Pahiatua Service Centre. We have also engaged 3 new casuals.</li> <li>• While recruitment was occurring, there was some site closures due staff shortages from to vacancies and staff illnesses during November and December. The performance indicator on opening hours is currently being reviewed and will be included in the next report.</li> <li>• Training across services is ongoing with a focus on training new casuals and upskilling the successful permanent replacements.</li> <li>• 193 welcome packs were distributed across the district between July 2025 to January 2026.</li> <li>• A new visitor guide for Tararua District was produced in December 2025.</li> <li>• Information and isite monthly visitors averaged over 500 at Woodville, 185 at Pahiatua, 100 at Norsewood and nearly 300 at Eketahuna.</li> </ul> <p>Dannevirke has had consistent bus and show ticket bookings with the community now</p>

becoming more familiar with the Dannevirke Customer Service Centre as a point of contact for these enquiries.

- The average wait time for calls was 17.59 seconds. For the same period in 2024 it was 15.01 seconds. The service performance measure in the LTP is less than 20 seconds.
- After piloting a smaller Raumati Toa reading programme last year, a new, expanded Programme has more than doubled to 102 participants this year with this years' theme being "birds".

Libraries Tararua partnered with Dannevirke & Pahiatua Regent Theatres, Dannevirke Art Space & Community Garden and Tararua REAP. Through this partnership children were provided with opportunities to discover, explore, and interact with birds while keeping a reading log and collecting all 15 cards for entry in the prize draw. The grand finale on Wednesday 28 January was open to the wider community and included a visit from Zappo the Magician at Dannevirke and Pahiatua. A total of 293 attended. The excitement generated was a joy to see with lots of laughter and smiles.



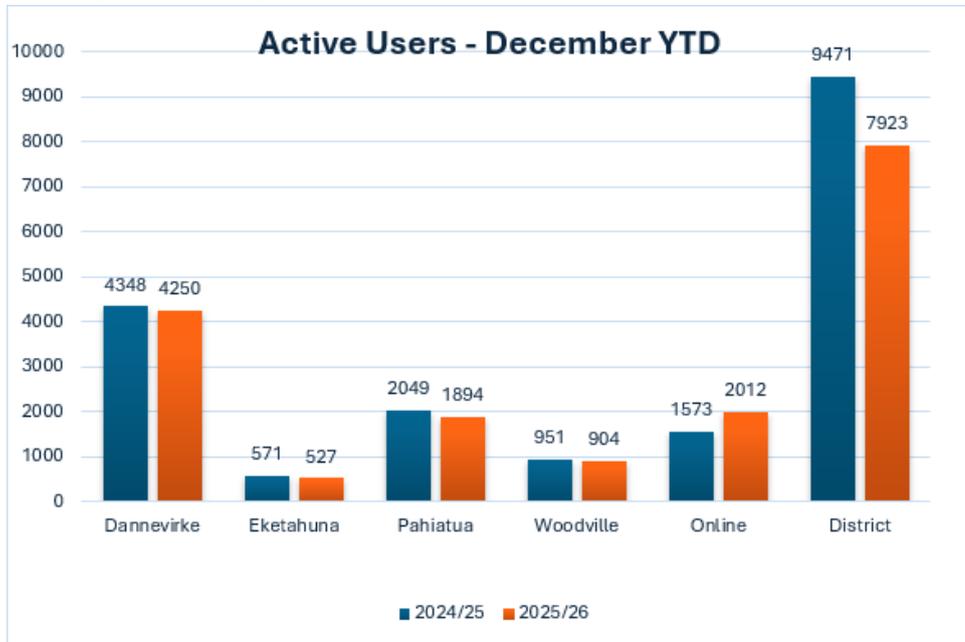
#### Priorities in upcoming reporting period

- Customer Engagement Team
  - Ensuring new staff including casuals have the skills and confidence to fulfil duties.
  - Upskilling and cross training across all sites
  - Continue to progress site integration at Woodville i-SITE, Library and Service Centre
- Project - Telecommunications and Contact Centre Solution is in the final stages and it is hoped the new system will be rolled out with staff trained by end of March.
- Review and analysis of reporting benchmarks and key performance indicators provided to this Committee to ensure they are useful and accurate.

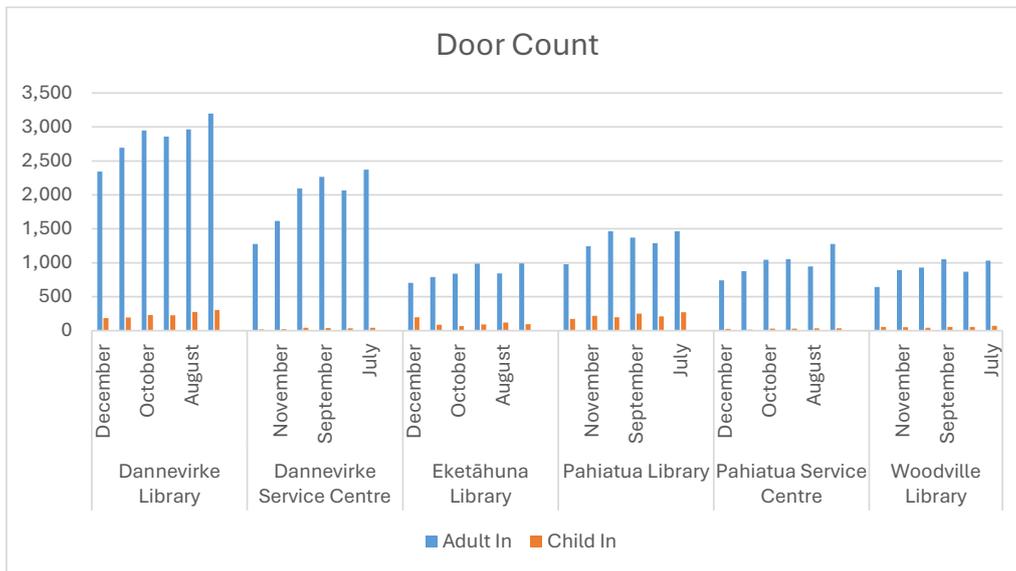
#### Key Performance Indicators

With the new manager for Customer Engagement commencing in the previous quarter a review of data and associated graphs is currently being undertaken. Below are a few of the basic metrics available:

**Monthly Active Library Users**



**Number of Visitors**



**Calls Over Time**



**Key risks**

None to report

**Health and Safety**

None to report

**Pahiatua Information Centre – Finances & Statistics**

The below information is for the period 1 July to 31 December 2025 and has been provided to Tararua District Council from the Pahiatua Information Centre as per the terms of the funding agreement.

Income -

Opening Bank Balance	\$5,859.73
Tararua District Council	\$14,300.00
COGS	\$2,000.00
Sales	\$735.00
Signs	\$937.00
Sundries	\$15.00
<b>Total Income</b>	<b>\$23,846.73</b>

Expenditure

Rent	\$4,602.00
Power	\$747.48
Comms (phone, computer)	\$554.64
Stationary	\$39.46
New World	\$500.00
Bus bookings	\$277.40
Signs	\$1,730.00
Wages	\$8,981.00
Cleaning	\$1,450.00
Sundries	\$538.55
<b>Total Expenditure</b>	<b>\$19,420.53</b>

Balance as at 31 December 2025 **\$4,426.20**

Statistics

- 1,359 inquiries
- 208 phone
  - 900 Visits to Centre
  - 251 emails.
- 
- ✓ 1277 from the local community
  - ✓ 62 domestic tourists
  - ✓ 20 international tourists

<b>Strategic Priority</b>	<b>Interactive Council, Connect Communities &amp; Thriving District</b>	
<b>Status Report</b>	<b>Community Engagement</b>	
	<b>Reporting period</b>	Aug 2025 – Feb 2026
	<b>Activity Group Manager</b>	Sandy Lowe
	<b>Presented By</b>	Sarah Fountaine

<b>Activity status</b>	<b>Overall</b>	<b>Staffing</b>	<b>H&amp;S</b>	<b>Levels of service</b>	<b>Budget</b>
<b>Red: Roadblocks present</b> <b>Orange: Potential risks</b> <b>Green: on track</b>					
District-wide Contestable fund					
Creative Communities funding					
Projects - Solar					

<b>Activity highlights in reporting period</b>
<ul style="list-style-type: none"> <li>• Woodville Community Plan - Presented at the Positively Woodville Community meeting in October and formally adopted by the Committee. Printing of the final plan is currently underway.</li> <li>• Eketahuna Community plan – will be going back to the community board meeting 28 February for updates and revisions.</li> <li>• Energy Efficiency and conservation Authority (EECA) partial funding for 5 Sites to install solar panels and batteries, progressing well, 2 sites with Quotes submitted, with the other 3 not far behind, Milestones being meet. – Unable to announce the location and names of sites selected until this has been announced by EECA.</li> <li>• Creating a NEW quarterly funding Newsletter first addition January 2026 <ul style="list-style-type: none"> <li>○ Includes – updates, insights into local funders, practical resources that can strengthen funding applications.</li> </ul> </li> <li>• District-wide Contestable fund August 2025 <ul style="list-style-type: none"> <li>○ 33 Applications – 18 successful applications</li> <li>○ \$41,938 total funding allocated</li> </ul> </li> <li>• Urgent district wide Contestable fund applications <ul style="list-style-type: none"> <li>○ 2 urgent applications – 1 successful</li> <li>○ \$395 Total funding allocated</li> </ul> </li> </ul>

<ul style="list-style-type: none"> <li>• District-wide Contestable fund next round of applications opens 2 February – 4 March 2026</li> <li>• Creative Communities functions transitioning to Community Engagement July 2025.</li> <li>• Creative communities funding September 2025             <ul style="list-style-type: none"> <li>○ 11 successful applications</li> <li>○ \$20,299.12 total funding allocated</li> </ul> </li> <li>• Creative Communities next round of applications will open 2 March – 6 April 2026</li> </ul>						
<p><b>Priorities in upcoming reporting period</b></p>						
<p><b>Community Plans</b></p> <ul style="list-style-type: none"> <li>• Finalise and present the updated Eketāhuna Community Plan to the Community Board.</li> <li>• Begin early planning for implementation phases of both Woodville and Eketāhuna plans.</li> </ul> <p><b>EECA Solar &amp; Battery Project</b></p> <ul style="list-style-type: none"> <li>• Complete quote submissions for the remaining three sites.</li> <li>• Continue meeting project milestones and prepare for public announcement of selected sites once approved by EECA.</li> </ul> <p><b>Funding and Grants</b></p> <ul style="list-style-type: none"> <li>• Promote and administrate the District-wide Contestable Fund round opening 2 February – 4 March 2026.</li> <li>• Prepare for the Creative Communities funding round opening 2 March – 6 April 2026.</li> <li>• Early stages of Panning a Funding Forum for the Tararua District</li> </ul>						
<p><b>Key risks</b></p>						
<p>None to report</p>						
<p><b>Health and Safety</b></p>						
<p>None to report</p>						
<p><b>Key performance indicators</b></p>						
<p><b>Community Plan</b> - The key outcome for this activity is for every local community within the Tararua District to develop a Community-Led Development Plan (“Community Plan”). Each plan will articulate the community’s key aspirations and identify the priority projects that will help achieve these aspirations.</p>						
<table border="1"> <thead> <tr> <th>Community</th> <th>Stage/Status</th> <th>Key Date</th> </tr> </thead> <tbody> <tr> <td>Norsewood</td> <td>Adopted</td> <td>September 2024</td> </tr> </tbody> </table>	Community	Stage/Status	Key Date	Norsewood	Adopted	September 2024
Community	Stage/Status	Key Date				
Norsewood	Adopted	September 2024				

<b>Pahiatua</b>	Adopted	September 2024
<b>Woodville</b>	Adopted Printed	October 2025 January 2026
<b>Eketāhuna</b>	Draft in Preparation	In progress
<b>Dannevirke</b>	Not Started	

#### District-wide Contestable Fund

The Tararua District Council is committed to supporting the long-term growth and development of our community, the District-Wide Contestable Fund will support requests that contribute to a connected and thriving district.

- Thriving district
- Local culture and traditions
- Improving environment
- Improving facilities and infrastructure
- Enhanced community wellbeing
- Collaborative effort

<b>District-Wide Contestable funding rounds</b>	<b>Type of Request Breakdown</b>	<b>Approved Amount breakdown</b>	<b>Areas supported (excluding sport/travel)</b>	<b>Accountability report completion</b>
<b>February 2025 Round 1 2024/2025</b>	Event – 6 Project – 8 Sport/Travel - 2	Event – \$9,836 Project – \$31,462.70 Sport/Travel - \$3,200	Rural – 1 Northern - 7 Southern - 6	Received – 11  Not yet received - 5
<b>May 2025 Round 2 2024/2025</b>	Event – 5 Project – 14 Sport/Travel - 3	Event – \$4,688.5 Project – \$40,811.50 Sport/Travel - \$7,500	Rural - 2 Northern - 9 Southern - 8	Received – 2  Not yet received - 20
<b>August 2025 Round 2 2025/2026</b>	Event – 6 Project – 9 Sport/Travel - 3	Event – \$7,943 Project – \$29,995 Sport/Travel - \$4,000	Rural - 3 Northern - 9 Southern - 4	Received – 2  Not yet received - 16
<b>Urgent Funding 2024/2025</b>	No Urgent funding requests during this time.			
<b>Urgent Funding 2025/2026</b>	Sport/Travel - 4	Sport/Travel - \$4,395		Received – 2  Not yet received - 2

**Creative Communities Tararua**

The Creative Communities New Zealand funding scheme supports and encourages local communities to create and present diverse opportunities for accessing and participating in arts activities in their area, or for a defined community of interest.

The scheme supports a wide range of arts projects under the following art forms - craft/object arts, dance, inter-arts, literature, Māori arts, multi-art forms (including film, music, Pacific arts, theatre, and visual arts.

<b>Creative Communities fund</b>	<b>Type of Request Breakdown</b>	<b>Approved amount breakdown</b>	<b>Areas supported</b>
<b>September 2025 Round 1 2025/2026</b>	Event - 5 Project - 6	Event - \$7,573 Project - \$12,726.12	Rural - 1 Northern - 4 Southern - 4 District wide - 2