

13.0 COMMUNITY PARTICIPATION IN COUNCIL DECISION-MAKING



13.0 COMMUNITY PARTICIPATION IN COUNCIL DECISION-MAKING (TE URUNGA O NGA HAPORI KI TE KAUNIHERA E PA ANA KI WHIRIWHIRINGA KAUPAPA)

Each year Council offers numerous opportunities for the community to participate in its decision-making processes, in particular through the Long-Term Plan or Annual Plan community consultation and submission process. Council also informs Hamilton residents of when its proposals are available for public submissions through City News, other media mechanisms and the website www.hamilton.co.nz.

The mayor, councillors, chief executive and relevant Council groups or unit staff may also be contacted throughout the year if people have information to contribute or areas of concern that they wish to discuss.

mycouncil 2005 is one of the key documents that outlines how Council is structured and how it works with its communities to make decisions for the future of Hamilton. You can pick up a copy of mycouncil 2005 from the main Council office in Garden Place, any Hamilton City Libraries branch, or contact the Strategic Group on 838 6810 (or email strategic@hcc.govt.nz). The publication is also on Council's website: www.hamilton.co.nz/mycouncil.

13.1 Council's Consultation Policy

Council adopted its own Consultation Policy in December 1999 entitled 'People and Participation' and produced a set of internal guidelines for community consultation.

A review of Council's Consultation Policy, guidelines and practice has been undertaken to assist Council better understand and meet its requirements under the Local Government Act 2002 in relation to consultation. A range of opportunities for improvement were identified, particularly around developing clear procedures and establishing staff training. As a result the policy and guidelines will be updated and a number of recommendations relating to practice will be considered and implemented by Council.

13.2 Requests for Council Services

Requests for Council services can be made in various ways including:

- visiting, phoning or writing (including emails and faxes) to the relevant Council group or unit, or to the chief executive

- contacting the mayor or a councillor. Contact details for elected members are shown in Section 10.0
- contacting Council's main public enquiries phone line 838 6699. This service is operated 24 hours a day, seven days a week.

All written enquiries should be addressed to:

Hamilton City Council
Municipal Offices
Private Bag 3010
Hamilton 3240

Public enquiries (24 hours):

Phone 838 6699
Fax 838 6599
Email info@hcc.govt.nz
Web www.hamilton.co.nz (under Hamilton City Council)