

SECTION 2: Overall Engagement Principles

The following principles summarise what Wellington residents can expect when they engage with the Council. These principles are underpinned by the Council's organisational values.

The Council will...

...act with integrity and respect

The Council values and respects the contributions that local people and communities make. It will listen to community views, taking them into account in what it does. The Council will be willing to change in response to established community needs and aspirations.

The Council will be open and truthful – taking a “no surprises” approach when working with communities. The information and advice the Council provides will be accessible and understandable.

...be committed and competent in what it does

The Council organisation aims to foster staff who are highly motivated and committed to the communities they serve. The Council will ensure its officers have the skills and knowledge to respond to communities in a responsible and timely way.

The Council will proactively provide opportunities for people and communities to provide their views, and will give the views fair and careful consideration. The Council will recognise the impact of past engagement before proceeding further.

...take pride in and responsibility for what it does

The Council takes pride in what it does and pursues excellence in its activities. It will take responsibility for the services and facilities it provides and the decisions it makes.

...be enterprising and deliver on what it says it will do

The Council is committed to trying new and innovative techniques of engagement, particularly to try to break through to audiences not usually reached. The Council will deliver on what it promises.

...work with the community to deliver on community needs and aspirations

The Council will work with local people to understand their needs and to identify the most effective means for engaging with different communities.

The Council will encourage inclusiveness, enabling diverse communities to participate in community life, the Council's services and facilities and decision-making.

The Council will actively encourage the participation of Maori, both mana whenua and the wider Maori community, and help continue to build the capability of this community.

The Council will also work with its community boards to enable them to meet their statutory purpose and agreed Terms of Reference, so they are able to provide the Council with an understanding of the views of the communities they represent.