

The New Zealand Post Management Excellence Awards

2003

Executive Summaries



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Community Relationships

Ashburton District Council

Upgrading of the Ashburton Wastewater Treatment and Disposal System

Many Councils throughout New Zealand are faced with the need to upgrade wastewater treatment systems. This can be a daunting task for many smaller communities. Wastewater proposals have inherent difficulties in achieving community consensus due to:

- the range of options
- high cost implications
- competing environmental issues
- host areas perceptions of adverse effects

The Ashburton District Council set about resolving these issues by empowering the community in the decision making. This enabled all issues and options to be considered, then the logical development of the preferred solution based on the agreed values.

This process has resulted in a clear preference for land disposal, a preferred site being identified and voluntarily acquired and the necessary resource consents being lodged and notified.

The potential for the granting of resource consents of this type without a hearing is unique. The process is one envisaged by the new Local Government legislation and this project is an effective working example.

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Auckland City Council

Zero Tolerance Graffiti Prevention and Education Programme

Auckland City's zero tolerance graffiti eradication, prevention and education programme is an excellent example of delivering a service to the community as a direct result of the community's desire for a response to a specific concern. The multifaceted programme is innovative, successful, and people oriented.

The zero tolerance programme collaborates with retailers, major utility suppliers, government bodies and community groups to keep Auckland's streets graffiti free. Innovations range from the use of recycled paint, to a tailored education package for primary school children, to using digital photography and an Internet database to identify vandals and hold them accountable.

The zero tolerance prevention and education programme is one of the most successful projects Auckland City has ever introduced. Residents are happy, the mayor and councillors are delighted, and control of the City has been reclaimed.

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Auckland Regional Council

The Big Clean Up

- The Big Clean Up (BCU) is a programme designed to raise awareness of the environmental issues in the Auckland region and engage Aucklanders in sustainable living.
- The BCU integrates key Auckland Regional Council (ARC) issues and messages into specific packages and provides householders with personalised action plans.
- Over 44,000 households joined the programme in the first 15 months of the campaign, exceeding all expectations.
- The household programme is complimented by the EnviroSchools Awards Scheme which is a holistic framework to involve whole schools in environmental education.
- This is a long-term programme for the ARC that has begun with Phase One and Two, targeting householders and schools. Planning is underway for the business and rural sector part of The Big Clean Up.
- One component of The Big Clean Up campaign, 'Reduce your Rubbish', went national with the Ministry for the Environment, ten other Regional Councils plus a large number of territorial authorities being involved.
- Monitoring results show significant increases in environmental awareness and the numbers of people acting to improve the environment.

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Dunedin City Council

Community Consultation for a Long Term Council Community Plan

Community consultation is integral to 'best practice' decision-making by local government. This entry outlines the experiences of the Dunedin City Council in community consultation for an LTCCP. Our approach is centered on understanding the issues facing the community, stakeholder groups and the organisation. Input from all three of these key groups is needed to help shape the community outcomes. The community consultation exercises undertaken were highly participatory and aimed to encourage input from all sectors of the Dunedin community. Recognising the need to address the tensions that exist between a participatory and representative styles of democracy, this process also addresses the need to build political ownership and understanding of the consultation process and results. The basic community consultation process presented here will assist councils to develop an approach that suits both the uniqueness of their community, and the level of resourcing they have to undertake consultation.

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Hamilton City Council

Painting the Town Green

It's not every day Hamilton residents are delighted when a Council project drives people to the extremes of washing their dog in the river, huddling together for warmth during a bitter winter night or preparing to bathe by lighting a fire under an old tub full of rain water.

And it's not everyday these same people would do it for the environment — at least not for a month.

But then, Hamilton City Council doesn't run the Household Challenge everyday.

Council's challenge was simple: \$5000 worth of groceries to household best able to reduce their rubbish, leave the car at home, and save water and power over four weeks.

Three households — 14 people — volunteered to try. The results were hilarious, educational...and on Breakfast TV. When it comes to environmental education, that's a raging success.

That's the Household Challenge.

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Manukau City Council

New Settlers' Policy and Action Plan

Manukau is one of New Zealand's fastest growing and most diverse cities, with a large number of new settler communities. Supporting new migrants to settle successfully is essential to the sustainable economic and social prosperity of the city. But, settlement services are inadequate and fragmented.

Manukau City Council's New Settlers'¹ Policy and Action Plan is a visionary, innovative and practical response to the needs of the City's new settler communities. The policy has been developed within the framework of *Tomorrow's Manukau*, the strategic vision for the City, and in accordance with Te Tiriti o Waitangi/Treaty of Waitangi. It is also an example of good practice under the Local Government Act 2002.

The policy, developed through the contributions of a wide range of stakeholders, is the first comprehensive Council policy and plan to address **settlement needs a the local level**. The Action Plan is specific, realistic and achievable.

The process was managed by using accepted and rigorous project management techniques within a community development framework. The benefits from the process include: improved community relations; increased economic contribution from migrants; improved health outcomes; improved financial efficiency through the targeting of resources to priority needs where Council can make an impact; co-ordination of resources within Council and with outside agencies, and leveraging resources from other agencies through partnerships.

¹ New settlers are defined as "everyone who comes into Manukau City from overseas and intends to live here."

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Palmerston North City Council

A Public Consultation Process – Sale of Old Railway Land to The Warehouse

When the Palmerston North City Council was approached with a very attractive offer to sell the western site of the former Railway Land to The Warehouse Limited, it knew from past experience that a model public consultation process would be needed, as it was extremely likely that there would be strong opinions both for and against the possible sale.

So that's exactly what it set out to provide. Faced with mixed community expectations about the unused land and a diverse range of controversial issues, the Council deliberately launched a transparent and highly effective project managed consultation process, which resulted in a solid majority of public approval for the proposed sale. More importantly there was a widespread satisfaction that the process had allowed genuine public involvement.

The Council wanted to build the community's capacity for effective participation of the proposed sale and succeeded through involving and educating the public in every stage of the process, from the earliest identification of issues like the loss of green space, the site contamination, impact on the CBD, effect on rates and economic impacts through to public disclosure of the Sale and Purchase Agreement and a series of comprehensive public hearings of submissions.

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Queenstown Lakes District Council

Tomorrow's Queenstown – Quality or Chaos

In 2001 the Queenstown lakes District was a community under pressure.

That pressure was intrinsically linked with growth. The Council recognised the need to generate informed discussion in order to seek a mandate for the future.

Effectively the community had been divorced from the planning process for over a decade and apathy prevailed. Another complication was the diversity of the district.

Each community had unique characteristics and differing needs. The financial constraints of a small rate base also had to be factored in.

It was decided to go to the communities with a blank sheet of paper.

The voluntary steering committee concept proved invaluable, generating community buy in.

The communication strategy focus was to demystify strategic planning and challenge all age groups to think ahead for future generations.

The workshops were a huge success, the resulting plans positively received.

Strategic planning for the future is now well in hand and the Council and community have a united focus.

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South Taranaki District Council

Significant Natural Areas Programme

In recent years, the issue of protecting natural heritage (indigenous or native vegetation and habitats) has been a huge issue throughout New Zealand. Like all local authorities, the South Taranaki District Council (the Council) has been placed in the position of finding a balance suitable for its district and its community.

In 2001, the Council established the Significant Natural Areas Programme. The *Significant Natural Areas Programme's* objective is to ultimately achieve voluntary changes in the actions of people to recognise and protect indigenous (or native) vegetation and habitats in the South Taranaki district – primarily the rural landowners and occupiers in the South Taranaki district.

Having an effective education and financial incentive programme aimed at indigenous vegetation and habitats is an initiative local authorities are striving towards achieving and some would just love to have - and one that this Council is already achieving and achieving well!

Contact: Toby Hall
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South Waikato District Council

Born to Read – Babies Need Books

Born to read – babies need books is an initiative of the South Waikato Libraries partnered with community groups to provide literacy packs antenatally to expectant mums through their Lead Maternity Carer (LMC).

Funded for a three year trial period entirely from grants, the programme aims to follow through on Council's specified objectives of "*acting in true partnership with the community*" and "*empowering individuals to develop to full potential*".

The South Waikato district has higher than average illiteracy, poverty and unemployment rates, making education and literacy a key driver in effecting change.

The *Born to read* packs are given out through women's LMCs or Raukawa Home Services staff so that social and cultural differences are respected. They are designed to remind parents of the importance of reading to their children, help establish a reading lifestyle in the family, and also to break down barriers to using public library resources.

A four month evaluation showed a high level of appreciation and uptake

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Upper Hutt City Council

Learn to Swim



H2O Xtream has specifically designed a unique learn to swim programme to fit with the school curriculum, a programme that helps teachers get their children swimming with confidence.

The programme has been successfully working with schools in Upper Hutt, delivering it to hundreds of children with fantastic outcomes.

Learn to swim is a vital skill for the safety of children in New Zealand, our aim was to make the programme as easy and user friendly as possible for schools and children to reap the benefits. The programme also makes it easier for the teachers to deliver what is required by the curriculum as it fits alongside all of the teaching strands.

The programme was trialed with one local school in the first term of 2003, with huge success and is now being implemented with another four schools. Our only limitation now is pool space to fit all the schools in.

This is a fantastic programme, one that H2O Xtream is extremely proud of.

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Waikato District Council

Kingitanga Heritage Trail

The Waikato District Council, in partnership with the Ngaruawahia community, undertook a project to develop a heritage trail that celebrated the rich local history.

'The Point' was chosen as the site for this project as it is an area of historical significance. Ngaruawahia has recognised as the centre of Waikato Maori.

The Kingitanga Heritage Trail was an opportunity to acknowledge the history of the area from both Maori and Pakeha perspectives, and the result is a display that is respectful to all sectors of the community and unique in its application.

The project was also an opportunity to strengthen relationships with Tainui and the community while working on a project that was of local benefit.

Council's active participation was essential to the success of the project due to the nature of the historical issues that were involved, including land confiscation, and the challenges faced in ensuring that no cultural offence was caused by the project.

Contact: Warwick Bennett
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Waikato District Council

Raglan Recreation Area

The Waikato District Council, in partnership with the Raglan community, has undertaken a project to develop a multi-purpose recreation centre at Raglan to meet the needs of the community both now and in the future.

Raglan is seen as an area where the level of facilities is below that which is desirable and there is a need for this to be addressed. Currently there is a disjointed approach to the provision of sports facilities in Raglan.

The Council has completed the first stage of the proposal - consultation.

The Raglan Recreation Steering Group was fully involved in consultation that was undertaken with the community, and the Council strove to ensure that all sectors of the community had the opportunity to have their say.

The result is substantial community buy in, and support for, a facility that will serve Raglan's diverse recreation needs for the next 50 years.

Contact: Warwick Bennett
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Waitakere City Council

Creative Conversations – LTCCP Community Outcomes Development Process

This application summarises two years of planning and consultation which enabled Waitakere City Council to produce a robust, comprehensible Long Term Council Community Plan by June 2003. Work during the previous two years supported Waitakere City Council's ability to identify community outcomes – the plan actively worked alongside a range of communities in the development process, and built on the range of partnerships and joint planning already underway in the city. The plan demonstrates the leadership of Waitakere City Council in promoting a sustainable development approach with its communities. Comments from submitters expressed support for the way the plan was laid out (its ease of reading), the consultation material particularly the City Newsletter dedicated to the Long Term Council Community Plan, and the direction towards sustainable development. As the final document is still under preparation, the draft document has been submitted for this application.

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Management of People

New Plymouth District Council

Our People Our Future

New Plymouth District has a below average proportion of its population in the 18-24 age range and the level of educational achievement for these people, living in the district is significantly lower than the national average. In addition, youth make up a disproportionately high percentage of the district's long-term unemployed and that Maori are particularly at risk.

A three-pronged approach to these problems was identified in July 2002, where the council would:

- 1 Take on young long-term unemployed as "cadets" and give them one year's on the job training with assistance to cope with transition into the workforce
- 2 Set up an ongoing apprenticeship scheme in "trade" aspects of the council's operations – primarily horticultural activities
- 3 Offer scholarships to students from the district, which would cover university fees, provide holiday work and then bond the students to the council for two years after the completion of their degrees.

These programmes are ongoing, not a one-off response.

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South Taranaki District Council

Getting It Together – How a Council Reinvented Itself

In 2000, the South Taranaki District Council launched an integrated human resource strategy that focused on the following areas:

- developing an organisation structure in line with a new Strategic Plan
- a new competency-based organisation-wide performance management system
- an aligned pay system and employment agreements
- delivery and analysis on core staff training
- aligned job analysis, job evaluation and job descriptions

Coinciding with the appointment of a new Chief Executive, a new Strategic Plan was developed. This enabled the new aligned organisational structure to successfully refocus on its core-training programme and recognise the Council's most important assets – their people.

Since the implementation, the Council has experienced a phenomenal culture shift. Illustrated in the results of the "Climate Surveys", through effective management of their people the Council has been able to achieve many of its organisations goals. The following benefits highlight some of the strategic outcomes and enabled the Council to set clear benchmarks to exceed in the future.

- organisation-wide ownership of the Council's vision for service delivery
- accountability for the staff developed Customer Service Charter
- enhanced leadership skills for a new senior management team
- establishment of team visions and internal service level agreements
- a planned partnership approach to training for all staff
- a dynamic performance management system "Building Achievers" that easily recognises people's achievements and areas to develop and grow
- a pay system that is objective, fair, consistent and transparent
- a job analysis and evaluation system that is easily understood and dynamic
- the creation of a work place that is enjoyable, productive and supportive

Contact: Julie Jukes
Adrienne Hickey
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Waitakere City Council

Working Together to Make it Happen

This ambitious, far-reaching change project, completed to a concept and solutions design phase, embraces cultural and process change, against a background of:

- Ad hoc redesign
- Poor practices
- Mounting staff cynicism

It is driven, designed and implemented by staff enabling long-term solutions to longstanding problems.

We are now implementing and monitoring outcomes.

This initiative designed to:

1. Address strategic organisational and staff needs
2. Align organisational capability to deliver Council's vision and strategic objectives
3. Deploy project management techniques that:
 - Accommodated staff workloads
 - Kept multiple projects on track
 - Maintain confidence - delivered early quick hits
4. Demonstrate innovation and originality:
 - Underpinning staff ability and motivation
 - Maintain 'business as usual - support staff to deliver
 - Kept visibility of ownership
 - Maintain accountability
 - Facilitate organisational engagement
5. Demonstrate financial and non-financial benefits:
 - More effective people management processes
 - Efficiencies and reduced duplication

Contact: Harry O'Rourke
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Process Management

Dunedin City Council

Dunedin City Branding

The Dunedin City Council initiated a review of the City's brand image, as it was apparent that the perception and image of the City held by the people of New Zealand was different to the true reality of what Dunedin is and what it has to offer. A new sharp, clear image of Dunedin was necessary to continue the City's competitiveness in its aim to secure business, tourism and population growth.

The Council went through a comprehensive management process to define the personality and positive associations of Dunedin. The process included the development of key Branding objectives; market research, examining current perceptions, focus groups and consultation were employed to ensure the *X factor* and personality was incorporated in the definition of a new Dunedin branding campaign. The City launched the *I AM DUNEDIN* campaign and the country witnessed a truly Dunedin production: showcasing Dunedin, and produced by local creative talent.

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Environment Waikato

Clean Streams Waikato

Clean Streams Waikato is a highly focused programme of action that, because of its clear direction, is easy to understand, communicate and evaluate. It is supported by a policy framework created under the Resource Management Act and is supported by Local Government Act processes for funding.

The focus is on the improvement of in-stream water quality. Collateral benefits, including an improvement in stream ecology and aquatic and terrestrial biodiversity are expected. The Project is also a catalyst for the development of social partnerships and the alignment of complementary education and employment programmes by third parties.

The project design recognises the reality of existing farming practices and culture towards regulation in rural areas. It targets the effects of unsustainable land use with education, information and funding.

Stakeholder representatives have had an active part in the design of the final programme and its delivery, which has helped acceptance of the programme.

Contact: Gary Knighton
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Mackenzie District Council

Waste Management in the Mackenzie: Holistic, Progressive, Affordable

Until May 2002, disposal of waste within the Mackenzie was casual. Everything was hooped into three landfills. Environmentally and hygienically, this was unacceptable.

A new system had to be developed. As a district, the Mackenzie is not easy to service – it is large (7 450 km²), has three remote urban centres (Fairlie, Lake Tekapo and Twizel) and has a population of only 3 700 permanent residents. Seasonal influxes of visitors more than treble this number.

After analysis, research and community consultation, Council opted for a system of separation of waste at source to enable comprehensive recovery of materials. A new, modern landfill was unaffordable. Instead, three Resource Recovery Parks were constructed; the largest, in Twizel, was equipped with an in-vessel composting unit to process the organic waste stream. That immediately diverted 47% of waste away from landfill. With other recycling, an overall 76% diversion from landfill has been achieved.

Contact: Glen Innes
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South Taranaki District Council

Customer First

Customer First is a comprehensive, package of initiatives designed to cement the Local Government Act 2002, Council staff and elected member initiatives and most importantly actively serve the citizens and customers of South Taranaki District.

Developed and launched a year prior to the enactment of the new Act, Customer First meant that South Taranaki District 'hit the ground running' in terms of establishing community development in an energised and pro active organisation which welcomes change as well as values the past.

The three parts of the package are organisation design and development, complaint management and community development. These three component parts are linked using intervention logic and forward planning techniques.

Customer First is a new service ethic and is about 'the way we do things' from the ground up. It is an ethic, which goes outside the walls of the organisation and makes a real difference to real people in the communities of South Taranaki.

Contact: John Sargeant
06 278 8010

South Taranaki District Council

Express Resource Consent and Money Back Guarantee

In April 2003, the South Taranaki District Council launched two complementary initiatives in the area of resource consents processing:

- Express Resource Consents; and
- A Money Back Guarantee on all resource consents not processed within the Council's timeframes.

These initiatives reinforce the Council's vision to excel in the area of customer service, a service that is focused on exceeding customer expectations. The initiatives have been acclaimed in national media and have led to performance improvements beyond the project's immediate parameters.

The success of the initiatives was won through comprehensive project management and communication processes. These processes have brought about benefits in terms of staff acceptance and enthusiasm and have ensured the initiatives are applicable to South Taranaki and are achievable.

Contact: Toby Hall
06 278 0555

South Taranaki District Council

Significant Natural Areas Programme

In recent years, the issue of protecting natural heritage (indigenous or native vegetation and habitats) has been a huge issue throughout New Zealand. Like all local authorities, the South Taranaki District Council (the Council) has been placed in the position of finding a balance suitable for its district and its community.

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Contact: Toby Hall
076 278 0555

Southland District Council

Partnering with Technology

This outlines our recently completed project “98/02 Live”. The paper was placed runner up in the final of the 2003 Hynds Award, which was presented at Ingenium’s conference in Hastings.

The paper describes how Council, together with its partner Fulton Hogan, radically improved the business processes of its water and waste water contract “98/02”. Through the use of Technology and public private partnerships we believe Council is well on the way to becoming a leading edge Rural Authority in the area of Contract and Asset Management.

It demonstrates how we enhanced our existing asset management system to enable everyone within the Partnership to use the same application live over the Internet. This resulted in a resounding victory over the paper war within the partnership.

We intend to further pursue information projects such as this to further empower Southlanders to have more of a say about the future of their communities.

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Tasman District Council

Electronic Procedures Manual

The Planning Consents section of the Environment & Planning Department had a procedures manual that comprised a loose-leaf folder into which hard copies of protocols and procedures were placed. This system was not working for a number of reasons:

1. The manual being loose leaf meant that some documents became lost.
2. The procedure for updating was problematic.
3. Hardcopies could not be incorporated into electronic text.
4. The manual provided only a very limited range of tools.
5. Often the procedures manual was not used.

The task included extensive research.

The conclusion reached was that there were inherent weaknesses in Procedures Manuals reviewed.

The answer was to develop an electronic system that would have the following key components:

1. Utilise existing Office based programmes to create a kind of web-based system linking internal applications and web links.
2. Provide a 'one stop' facility for Consent Planners.
3. To be readily updateable.

JUST A CLICK ITS PURE MAGIC!

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↑

Contact: Bob Askew
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Wellington City Council Wellington City Libraries

Compaq/HP Innovation Scholarship

After just one year, Wellington City Libraries' (Wellington City Council) Compaq/HP Library of the Future Scholarship has helped us to enhance our service to customers – quickly and efficiently.

The first annual scholarship, developed and launched in partnership with Compaq (now merged with Hewlett-Packard), was awarded to a Wellington City Libraries staff member in July 2002. This led to the successful trialling of innovative mobile technology which enables our customers to get the best from the libraries' collections. At present, we expect the technology to become a permanent addition to our services.

The Compaq/HP Library of the Future Scholarship is all about encouraging innovation in the ways we manage the ongoing process of developing and enhancing new technologies. As such, we expect it to become a powerful tool to help us stay abreast of fast-moving customer expectations.

Contact: Jane Hill
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Technology Application

Hastings District Council

CCTV Surveillance System

Working with Our People Towards a Progressive and Proud Community is Hastings District Council's mission statement. The introduction of CCTV has strengthened the Council/Community relationship through the successful implementation of our four key values – Excellence, Integrity, Commitment and Respect.

Consultation through community meetings and liaising with Police helped develop a workable partnership that has and continues to produce positive outcomes.

Council injected large sums of money into upgrading the central business district (CBD) yet found that vandalism, graffiti and other unsociable behaviour was preventing people from indulging in our cafés, shopping and our wine culture that makes us the Hastings district.

The cry from local retailers to bring people back into the CBD prompted the Council to introduce CCTV. The system complements the existing inner city security officers and Police. It was the development of both a digitally based system and the partnership with Telecom that allowed the system to connect to our two other business areas of Havelock North and Flaxmere that allowed each area to operate independently and when necessary provide access and control from the Main Police Station.

There were many achievements along the way, but perhaps the greatest achievement was the use of CCTV images which assisted in the apprehension of an offender who broke into a hotel and stabbed visiting Horse of the Year Show competitor Phillipa Whitaker and her father in March this year.

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Hurunui District Council

Converting Paper Property Related Documents to Electronic Files

The Hurunui District Council turned what appeared to be an unaffordable dream into low-cost reality with an in-house project that converted about 850,000 property-related documents into easily accessed electronic files in just three months.

Faced with contract scanning costs of up to \$250,000 and the need to remove the precious files from its premises in Amberley, North Canterbury, the council decided to go it alone. With the entire project costing just \$39,000, plus the \$25,000 price tag for a specialised scanner, the cost savings were immense and jobs were provided for local people.

All documents relating to a property can be displayed on staff computers and public access will soon be available on terminals in the reception area. The council now wants to make all property records available for public access over the Internet, and is again looking for a low-cost effective solution built on its existing archiving software.

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Mackenzie District Council

Waste Management in the Mackenzie: Holistic, Progressive, Affordable

Until May 2002, disposal of waste within the Mackenzie was casual. Everything was hooped into three landfills. Environmentally and hygienically, this was unacceptable.

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Contact: Glen Innes
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Metronet

nzlibraries.com

The Gateway to New Zealand's Public Libraries Online

In September 2002 a simple but innovative online initiative was launched: a single electronic gateway providing access to all the public libraries in New Zealand with websites became available at www.nzlibraries.com

The portal is a Metronet initiative championed by Manukau Libraries and Auckland City Libraries. The overall goal was to devise and implement an easy to use, low maintenance, useful website for the library community and its customers.

A critical success factor was the innovative approach taken by the portal champions to invite a third partner, Datacom Systems, to host the site. They took on the role free of charge providing significant sponsorship.

The group created a model of excellence using best practice guidelines in the design and technical development of the site. The result is a uniquely New Zealand portal.

Over 50 public libraries are represented on the site, and in many cases, remote access is directly available to online catalogues and database.

Feedback from the library community and related industry sectors has been unanimously positive and visits to the site as well as hits to participating public libraries websites from this gateway are increasing steadily.

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New Plymouth District Council Puke Ariki

The Taranaki Information Network (TIN) Project

The Taranaki Information Network (TIN) is a vast resource of Taranaki-specific information which is accessible via www.pukeariki.com. It also provides schools, libraries and visitor information centres with free, broadband access to Taranaki-specific online content.

The project was conceived and managed by the New Plymouth District Council, through Puke Ariki – a ground-breaking regional knowledge centre where library, museum and visitor information centre are integrated to offer a comprehensive suite of visitor experiences. The project is funded by the Taranaki Electricity Trust (TET), one of four Puke Ariki foundation partners.

The Taranaki Information Network includes:

- *An ever-growing collection of the stories of Taranaki, told in an enjoyable, accessible and informal way.*
- *In-depth information on the Puke Ariki collections*
- *Educational resources for teachers and students.*
- *A facility for people to add their own stories and images in genuine two-way interaction.*
- *Links to related internet resources*

The Taranaki Information Network is the most comprehensive information resource about a New Zealand region and has been enthusiastically welcomed.

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Palmerston North City Council

Central Buying – Council’s Online Ordering Service

Palmerston North City Council initiated a review of organisational-wide purchasing habits in order to identify potential operational savings.

As a result of that study resources were dedicated to negotiate preferred supplier arrangements for frequently purchased products and services. In addition, a web-based system known as “Central Buying” was designed and implemented over a 12-month period. The system is easy to use, contains product catalogues and shopping carts, supplier details, online query/order forms, history of orders placed and queries raised, an auto sign-off facility, and innovative means of applying authorisation levels to both products and staff to enable access to preferred suppliers.

Tailor-made forms, incorporating pull-down menus, enable the orderer to accurately describe what they want and to meet the suppliers’ information needs. Orders/queries are electronically sent (via email) to suppliers, to nominated sign-off staff and to the Procurement team for tracking/auditing.

Use of wizards reduces the dependence on IT staff to set up new product ranges, suppliers, catalogues and order/query forms.

As a result, 120 suppliers are now accessible online, the number of suppliers Council deals with has been reduced by 170 and significant timesavings have been made through online ordering and new delivery arrangements. Over 2,500 orders were placed through the Central Buying system last year and savings of between 10-25% per product have been achieved due to improved leverage.

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Southland District Council

Partnering with Technology

This outlines our recently completed project “98/02 Live”. The paper was placed runner up in the final of the 2003 Hynds Award, which was presented at Ingenium’s conference in Hastings.

The paper describes how Council, together with its partner Fulton Hogan, radically improved the business processes of its water and waste water contract “98/02”. Through the use of Technology and public private partnerships we believe Council is well on the way to becoming a leading edge Rural Authority in the area of Contract and Asset Management.

It demonstrates how we enhanced our existing asset management system to enable everyone within the Partnership to use the same application live over the Internet. This resulted in a resounding victory over the paper war within the partnership.

We intend to further pursue information projects such as this to further empower Southlanders to have more of a say about the future of their communities.

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Tasman District Council

Electronic Procedures Manual

The Planning Consents section of the Environment & Planning Department had a procedures manual that comprised a loose-leaf folder into which hard copies of protocols and procedures were placed. This system was not working for a number of reasons:

1. The manual being loose leaf meant that some documents became lost.
2. The procedure for updating was problematic.
3. Hardcopies could not be incorporated into electronic text.
4. The manual provided only a very limited range of tools.
5. Often the procedures manual was not used.

The task included extensive research.

The conclusion reached was that there were inherent weaknesses in Procedures Manuals reviewed.

The answer was to develop an electronic system that would have the following key components:

1. Utilise existing Office based programmes to create a kind of web-based system linking internal applications and web links.
2. Provide a 'one stop' facility for Consent Planners.
3. To be readily updateable.

JUST A CLICK ITS PURE MAGIC!

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