

From: [BDC Lgoima](#)
To: [REDACTED]
Subject: Official Information Request for Council Facilities Info, Scope of Services Ref: OIA 052/22
Date: Thursday, 25 August 2022 8:15:00 am
Attachments: [image002.png](#)

Dear [REDACTED]

We refer to your official information request dated 9 August 2022 for “How can we improve local government”?

The information you have requested is as follows:

- **What facilities do you have as a council? For example, Pound? Council Housing? Community pools and libraries? Parks? Etc.**

Airport, port, theatres, swimming pools, , libraries, community halls, parks, public toilets, cemeteries, senior housing, council offices, Emergency Operations Centre building, camp grounds and museums,

- **What public awareness do you have around council facilities like pound, senior housing, theatres, community pools, libraries, and parks?**

This does depend on the use and size of the facility as well as the size of the community and interest group who is using this facility. Council actively is promoting its community facilities through print, radio, word of mouth, and digital advertising to reach the particular user group. Some facilities although managed by Council are not perceived as Council like the library and the NBS Theatre which can create a more positive connection between residents and the facility. Often Council facilities and the connection to Council raises public awareness if a service is reduced or the facility requires repair and maintenance.

- **Do you advertise where your facilities are situated? And how do you advertise them?**

Council has most of its facilities listed on its website and some of our facilities, like the NBS Theatre and the libraries have their own online presence, newsletters, print advertising and social media profiles. We are advertising our Council facilities, especially in combination with events, upgrades, closures, and opportunities on our website, in local newsletters and newspapers, through our social media channels and if suitable on the local radio station. Our promotion usually focuses on an event, an opportunity for participation/ engagement at this facility, upgrades and improvements, or the benefit this facility brings to the community rather than promoting the facility as such.

- **What do you deal with within your council? Are you able to list the scope of what your council deals with? For example what are the things you would raise service requests for?**

BDC uses the Service Request system as an external reporting platform for almost all incidents, complaints and concerns. Some examples would be wandering dogs, water leaks, building enquiries, Senior Housing maintenance etc. Being a smaller district council, BDC deals with most aspects within a Local Government capacity across the departments of Regulatory, Commercial & Corporate, Community Services and Infrastructure/3 waters. As BDC is responsible for the land area from Karamea to

Punakaiki, through to and including Springs Junction, the scope of this would be difficult to list in its entirety and may be best identified via our website.

- **Is there any education you provide to the public/community around what your council offer?**

We are regularly issuing media releases that tell the story of what Council does for and in partnership with the community and other agencies. These media releases around initiatives, projects and Council's successes, are distributed to local and/or national media, are published on our website, displayed on our social media channels and if appropriate published in local newsletters. We are also actively sharing content on social media that highlights what Council provides to the community and how we support our residents. In these media releases we also front foot controversial and complex issues around the level of service we provide.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

If you wish to discuss this decision with us, please feel free to contact the Buller District Council by return email to lgoima@bdc.govt.nz.

Please note that it is our policy to proactively release our responses to official information requests where possible. Our response to your request will be published shortly at <https://bullerdc.govt.nz/district-council/your-council/request-for-official-information/responses-to-lgoima-requests/> with your personal information removed.

Kind regards

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