

Corporate Services

Community Outcomes

Mana Tangata / Social well-being - Safe, connected communities where people feel happy and proud of where we live.

Why we do it

Corporate Services are the 'internal activities' that support the delivery of our projects, plans and programmes.

These activities focus on delivering effective and efficient services for the organisation and the community and help us to bring the community together by keeping people informed and connected.

What we do

Our Communications team writes and distributes information to the public through media releases, newsletters, website, social media, the Antenno app, radio, public presentations and SouthLink, a weekly news page in the Taranaki Star free community newspaper. We need to make sure you know what we are doing and how you can interact with us on key issues.

The Finance team ensures that we can appropriately fund our key projects, programmes and services. It provides financial, rating and treasury advice and support to all Council teams, largely driven by the legislation that requires us to deliver Annual Reports, Annual Plans and Long Term Plans. Finance monitors and reports on our financial performance, prepares budgets, pays creditors, manages debtors, charges and collects rates, manages the payroll and answers rates queries. It looks after our Long Term Investment Fund and debt management with assistance from professional fund managers and treasury advisors.

Corporate Property administers approximately 550 Council properties not directly used for public facilities, like the Hāwera Cinema. Around 100 properties are leased or licensed, and we ensure they are correctly valued and returning an appropriate rental. We also have around 50 leases or agreements with sporting groups and other not-for-profit organisations that own facilities on Council land. We work closely with our Environment and Sustainability Team to ensure we are working towards a sustainable portfolio.

Our Customer Services team is the first point of contact for all customer queries, bookings and payments. They manage bookings for halls, parks and sports grounds, as well as processing payments for dog registrations, rates and other fees and charges.

Information services delivered to internal and external customers include information technology, information management through records and archives, and geographic information systems. This team takes care of our data, information and knowledge assets to ensure they are securely managed for current and future generations, as well as meeting our legislative obligations to keep and provide information. We ensure staff and elected members are connected and able to work online.

The People and Capability Team is responsible for recruitment, induction, employment relations, organisational development, performance management, health and safety, training and remuneration. A high level of legislative compliance ensures we meet our obligations regarding employment, payroll, human rights and health and safety.

Business and risk analysis provides independent assurance and advisory services and is responsible for risk management, maintaining our risk register and undertaking internal audits and reviews to ensure we are

meeting our legislative obligations. The Risk and Assurance Committee oversees and monitors these functions and verifies that we have the correct checks and balances in place.

Looking ahead

We are currently conducting a preliminary structural assessment on the Hāwera Water Tower. This assessment will help the Council determine what refurbishment work may be required, with work planned to take place in years 2 and 3 of this LTP.

A review of the Council's property portfolio will be undertaken to identify surplus properties for disposal. Until the review has been completed, we are unable to identify which properties may be affected.

Our Digital Transformation Strategy provides a plan for us to continuously improve our services over the next three years. It will allow us to work faster and smarter by improving productivity and efficiency and the ways you can interact with us, with better online systems. The Digital Transformation Strategy will ensure we can operate from anywhere, so that, for example, if the Council building is closed, we can still hear from you and process your requests.

A major project is the replacement of our Enterprise Resource Planning (ERP) System, our Council wide system for managing finances, customer details, requests and applications, which is long overdue for replacement. This project is already underway and will continue over the first 3 years of the LTP. We are also working on stage two of our website upgrade, which will build online services to make your interactions with us smoother and easier. Stage three will look at developing personal logins so you can access all of your Council information easily and securely.

Key Projects

Description	Year	Total (\$)
Hāwera Administration Building Renewals	Years 1 to 10	\$107k
Earthquake-prone Building Remedial Projects	Years 1 and 2	\$654k
District Wide – Sundry Property Fencing	Years 1 to 10	\$209k
Digital Transformation ERP Replacement	Years 1 to 3	\$4.2m