
Workshop - Council NOTES

Date: Tuesday 2 December 2025
Time: 10:01 am
Venue: Camellia Chambers, Level 2, Civic Offices,
53 Hereford Street, Christchurch

Present

Chairperson	Mayor Phil Mauger
Deputy Chairperson	Deputy Mayor Victoria Henstock
Members	Councillor Kelly Barber
	Councillor David Cartwright
	Councillor Melanie Coker
	Councillor Pauline Cotter
	Councillor Celeste Donovan
	Councillor Tyrone Fields
	Councillor Tyla Harrison-Hunt
	Councillor Nathaniel Herz Jardine
	Councillor Yani Johanson
	Councillor Aaron Keown
	Councillor Sam MacDonald
	Councillor Jake McLellan
	Councillor Andrei Moore
	Councillor Mark Peters
	Councillor Tim Scandrett

Principal Advisor

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Note: This forum has no decision-making powers and is purely for information sharing.

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<https://www.ccc.govt.nz/the-council/meetings-agendas-and-minutes/>



The agenda was dealt with in the following order.

1. Apologies Ngā Whakapāha

There were no apologies received.

Councillor Henstock left the workshop at 10.01 am and returned at 10.06 am during Item 2 – Citizen & Customer Services Unit Update.

Councillor Harrison-Hunt left the workshop at 10.19 am and returned at 10.20 am during Item 2 – Citizen & Customer Services Unit Update.

2. Citizen & Customer Services Unit Update

Presented by Sarah Numan – Head of Citizen & Customer Services.

Staff provided an update on the Citizen and Customer Services Unit that included the unit's level of service performance, interactions and engagement and feedback, and project updates.

Key discussions:

- Key highlights presented on service interactions, customer feedback, walk-in satisfaction, phone service, annual staff engagement, and real-time engagement.
- Noted that the unit had won the National Public Service Contact Centre Award for the 5th consecutive year and also won the gold award in Supreme Awards category across all industries.
- Major projects
 - Ōmōkihi South Library and Customer Service Hub rebuild on schedule; Pioneer services continue in reduced form.
 - Safety initiatives at Riccarton, Akaroa, Shirley (security upgrades, lockdown capability).
 - Complaints Policy Review – draft out for feedback.
 - Digital Citizen Experience – migration of MyChristchurch portal to secure platform – My Rates self-service module; first release June 2026.
 - Launch of Ō Tātou Wāhi – Our Spaces public booking portal on 1 October

Summary of Responses to Members' Questions

- App vs Web Portal: Some members expressed concern that a web-based My Rates might not meet public expectations and indicated a preference for a dedicated mobile app. It was noted that, as part of the Annual Plan, the Council had requested development an app rather than a web-based portal.
- **Action:** IT and project team to present functionality of My Rates app and clarify decision-making process. Staff will also provide a comprehensive overview of all Council applications, including associated costs and operational efficiencies.
- Some members suggested that the apps should provide more accurate and timely updates on customer service requests.
- Some members requested a cost/profit analysis and a breakdown of interaction types (email, phone, walk-in). NZ Post services were offered at seven sites on a fully cost-recoverable basis. Staff confirmed that all NZ Post interactions were walk-ins.
- Staff to provide advice on the pros/cons on the future of cash services and potential ATMs at Council facilities.

- Snap Send Solve: Some members requested involvement in testing phase to address glitches (duplicate requests, and cancellations). **Action:** Staff will invite the elected members to Phase 2 testing panel of the app.

Attachments

- A Presentation - Citizen & Customer Service Unit Update Report Attachment 

Councillor Barber left the workshop at 10.33 am and returned at 10.35 am during Item 3 – Simplifying Local Government Reforms

3. Simplifying Local Government Reforms

Presented by David Griffiths – Head of Strategic Policy and Resilience Unit, Luke Adams – Principal Policy Advisor, Strategic Policy, and Tom Lee – Principal Policy Advisor, Strategic Policy.

Staff provided an overview of the ‘Simplifying Local Government’ draft proposal released on 25 November 2025 (feedback due 20 February 2026) and the initial implications of the proposed reforms.

Key discussions:

- The Government proposes replacing Regional Councils with Combined Territories Boards (CTBs) of Mayors, exploring decision-making models and Crown involvement, followed by a two-year process to develop a Regional Reorganisation Plan for future structures such as shared services, amalgamation, or unitary Councils.
- The Council supports the goal of simplifying Local Government but opposes the model, recommending instead that Christchurch lead its own governance review and propose options such as a Christchurch-led Unitary Council or a Greater Christchurch Metro Authority, engaging early with Selwyn and Waimakariri and taking proposals directly to Ministers.

Summary of Responses to Members’ Questions

- Members requested indicative costs for both unitary and metro options; staff confirmed a detailed report will follow.
- The submission to Government will advocate for a mechanism enabling direct transition to the preferred option, emphasising a Christchurch-led approach.
- DIA criteria requires the Council to propose clear performance and cost benchmarks.
- A query regarding a staggered approach (unitary first, metro later) will be addressed in future briefings.
- Members requested a review of Auckland amalgamation costs and international examples like Sydney and Melbourne. **Action:** Staff will include comparative analysis in upcoming reports.
- **Action:** Communicate costs and implications to the public to avoid perceptions of Council-driven expense.
- **Action:** Staff to provide weekly updates through December and early 2026, including financial and governance modelling, and engagement with neighbouring Councils and Ministers.

Attachments

- A Presentation - Implications of the Simplifying Local Government Proposal 

The workshop adjourned at 10.50 am and reconvened at 11.16am.

4. Te Tiriti Obligations: Legal Foundations and Strategic Direction

Presented by Luke Adams – Principal Advisor Policy, Strategic Policy, Pari Hunt Te Aho Matua, Treaty Partnerships, and Kataraina Fitzell-Beynon Te Whatu Muka, Treaty Relationships.

Staff provided an overview of the Council's obligations under Te Tiriti o Waitangi and relevant legislation, including the Local Government Act 2002 and Resource Management Act 1991.

Key discussions:

- Principles of Te Tiriti o Waitangi – Kāwanatanga (Crown's right to govern), Tino Rangatiratanga (Protection of Māori authority over lands and culture), and Ōritetanga (Equity and fairness).
- Councils are not Treaty partners but obligations are embedded in legislation – Local Government Act 2002 (LGA): Sections 4, 14, 77, 81 – support Māori participation, consider views, build capacity; Resource Management Act 1991 (RMA): Recognise Māori relationships with land/water, consider kaitiakitanga, take Treaty principles into account; and Ngāi Tahu Settlement Act (1998): Provides statutory acknowledgments and cultural redress mechanisms.
- Current partnerships:
 - Mana Whenua: Six Papatipu Rūnanga represented by Te Rūnanga o Ngāi Tahu; formal partnership via 2016 Committee Agreement.
 - Ngā Maata Waka (Pan-Māori): Māori living in Christchurch without ancestral ties; engagement mainly through funding streams and social agencies.
- Key issues and opportunities:
 - Legislative reforms may soften obligations, (e.g., “give effect to” to “have regard to”), but core responsibilities remain.
 - Need for structured engagement with Ngā Maata Waka.
 - Proposal to develop a Māori Community Strategy: Identify key groups, define engagement principles, embed consistent approach across governance, planning and operations.

Summary of Responses to Members' Questions

- Engagement with Ngā Maata Waka currently occurs primarily through grants and funding streams; further mapping of these organisations is required. Staff confirmed that models from Auckland, Dunedin, and Nelson are being reviewed to inform the strategy.
- The strategy will incorporate grassroots input and address social outcomes, including concerns around housing and affordability for urban Māori.
- An initial framework and engagement plan will be developed, with resource requirements assessed during planning.
- There is currently no formal Māori communication strategy in place; the approach remains informal.
- Members suggested exploring opportunities for shared funding and partnerships to improve efficiency.
- Current relationships are generally positive, though the capacity of Papatipu Rūnanga is identified as a potential risk.

Attachments

- A Presentation - Te Tiriti Obligations Legal Foundations and Strategic Direction 

5. Items Closed to the Public Ngā Take mō te wāhanga o te hui e rāhui ana ki te hunga tūmatanui

The session went into public excluded at 11.45 am to consider the confidential items – ‘Event Transport Proposal’ and ‘Future of Council Land’, as advertised at the end of the public agenda.