

OIR: 2425/1133

21 October 2024

s7(2)(a)

Tēnā koe s7(2)(a),

Request for Information under the Local Government Official Information and Meetings Act 1987 (the Act) (the LGOIMA)

Thank you for your letter received on **23 September 2024** requesting the following information:

The Library staff I spoke to two weeks ago, said the District Plan hard copy was in” reasonable demand”, until it was stolen!! I was unaware of Section 2AC. However I don’t see this as an absolute, “get out of jail clause”. It is one of two options.

When I was in the main office recently, the level of staff competency was non-existent. One woman said she had no training in this field.

Thank you for providing feedback on your experience at the Library, and that a current version of the Operative District Plan is not available. I have passed this onto our District Planning Manager, and will ensure that a replacement copy or further information on how to access the Operative District Plan is made available to the Library staff.

To clarify, frontline staff are not expected to have a technical understanding of the District Plan. However, they can refer people to the District Planning and/or Resource Consenting Teams if someone seeks further advice.

Do staff Planners not come from their office to assist counter staff in these instances?

Yes, staff Planners do attend meetings where residents are seeking further advice on the Operative District Plan. The front counter team take customer details and a Service Request is raised and forwarded to either the District Planning team and/or Resource Consenting team (where applicable) – for a Planner to contact the customer (usually

Please note that any information provided in response to your request may be published on the Council website, with your personal details removed.

within 24 hours), or an appointment can be made to speak with a Planner (again within 24 hours).

What was the Council running costs of keeping at least one hard copy of the District Plan available to the public?

The Council provides access to the Operative District Plan in two ways:

- A copy is available to any person, online, free of cost. I can confirm that it is available on the Library computer, and can be found [here](#).
- Council provides a base hard copy for access in the Library. From time to time, where changes to the Operative District Plan are made, the hard copy may not be immediately available to the public.

In relation to a hard copy version, where residents wish to print a chapter, or specific parts of the Operative District Plan, they are able to do so at the Library. I understand that:

- The first A4 black and white copies are free of charge. Thereafter, there is a charge of 30c per page.
- Where an A3 copy is requested, there is a charge of 40c per page.
- Any printing of the pages in colour has a higher cost, with A4 at \$2.70 per page; and A3 at \$4.20 per page.

Council does not hold specific costing information regarding the running costs of keeping at least one hard copy of the Operative District Plan in the public library space. Therefore, I must decline this part of your request as the documents alleged to contain the information requested does not exist, section 17(e) of the LGOIMA refers.

However, I can confirm that those costs will include:

- Staff time and other costs associated with printing, purchase of a binder into which those pages would be inserted, and assembling the document.
- Following any change or proposed change to the district plan, staff time and other costs associated with printing of replacement pages, transporting those pages to the venue hosting the hard copy, and inserting those pages into the binder.
- Replacement costs if and when that the District Plan is damaged or stolen.

You have the right to request the Ombudsman to review this decision. Complaints can be sent by email to info@ombudsman.parliament.nz, or by post to The Ombudsman, PO Box 10152, Wellington 6143.

Ngā mihi,



Kris Pervan

Group Manager Strategy and Growth
Te Kaihautū Rautaki me te Tupu