

Maungakiekie-Tamaki Engagement Principles	
What	Why
Requirement	
Board led engagement	<p>Under the LGACA (2009) Local Boards are responsible and democratically accountable for identifying and communicating the interests and preferences of the people in the local board area in relation to the content of the strategies, policies, plans, and bylaws of the Auckland Council (Section 16 (1) (b)).</p> <p>In practice, this means it's vital that the local board design and lead engagement happening in their communities.</p>
Board directed engagement on regional projects	<p>The board has an enduring relationship with its local communities and is ultimately responsible for managing expectations created by different parts of council.</p> <p>Where engagement is required and resourced as part of a regional strategy, policy, plan or bylaw, officers or agencies delivering this engagement <u>must</u> be guided by the local board on the engagement approach and delivery mechanisms. Their input ensures engagement is locally tailored and best facilitates the ongoing dialogue that the board has with its communities.</p>
Principles	
1. Innovative engagement	<p>The board is keen to find new, exciting ways to engage with their communities. They are keen to pilot new approaches and 'think outside the box'. While this isn't possible for all engagements, it's something to consider in the planning phase.</p> <p>This includes looking at employing the following methods where appropriate/best suited: co-design, community led, community partnership.</p>
2. A tailored approach that recognises the differences between the Maungakiekie and Tamaki communities	<p>There are fundamental differences between the communities in the subdivisions and engagement planning needs to reflect this.</p>
3. Setting measures for engagement in advance	<p>To know if an engagement has been successful, we must set out expectations clearly in advance. It is our expectation that officers will work with us to identify what success looks like in advance of all engagement happening in our local board area.</p>
4. Giving something in exchange	<p>A number of cultures have a tradition of providing food/refreshments to promote attendance and promote a welcoming atmosphere.</p> <p>It is also in line with cultural norms in some of our diverse cultural communities (the act of breaking bread together). It shows hospitality and a small recognition that we value the time/effort to give us feedback or</p>

	input. This can be anything from biscuits and tea through to a sausage sizzle or coffee cart.
5. Leveraging community/council festivals/events AND networks/ groups that meet regularly	<p>Target people who attend events/groups and start a conversation with them rather than asking them to come out separately.</p> <p>We need to plan around the way our community organise organically – through their hobbies, community networks, wriggle and rhyme sessions and tailor our engagement to better suit people.</p>
6. Continuous conversations	Engagement events should not be seen as standalone events. These need to be seen through a lens which recognises the constant conversation between elected members and community members on a variety of issues.
7. Visual where possible	The board is keen on engagement material which is visual (where possible) to increase accessibility to our super-diverse community who may have english as a second or third language.
8. Targeted conversations with for in-depth feedback works	<p>Targeted engagement (where appropriate) delivers consistently high quality results.</p> <p>The board’s LBP targeted engagement with youth (2017) proved really successful because it was deliberate decision to focus resources and reach a particular hard to reach stakeholder group.</p>
9. Budget is the sincerest form of rhetoric	<p>High quality engagement is resource hungry. The Maungakiekie-Tamaki Local Board recognises this and will consider options to allocate funding as appropriate.</p> <p>This is particularly true when we identify ‘hard to reach’ communities, which we know will need a highly tailored approach in order to connect with.</p>
10. It’s not possible or desirable to reach everyone in every engagement	The communities interest and ability to engage is a finite resource and should be treated as such.
11. Co-delivery of engagement	Our communities have told us that they can get engagement fatigue – as a big organisation it’s really important that where possible we are maximising engagement across projects/CCO’s & external agencies like TRC.
12. Kanohi ke te kanohi (face to face)	Within tikanga maori, face to face engagement is a sign of respect and a preferred engagement method. We recognise that where possible, we will incorporate face to face meetings with our community.
13. Evidence based engagement	The Tamaki community has worked to identify how engagement should happen in this sub-ward. We expect engagement to be informed by the TIES framework.
14. To ask the community “is this the way you want to be engaged?”	Seeking feedback continuously from our communities allows us to adjust our engagement tools in line with feedback.