

From: [Official Information](#)
To: [REDACTED]
Subject: RE: Local Government Official Information request - 732556
Date: Thursday, 12 September 2019 12:32:00 p.m.
Attachments: [The DCC the city and you booklet.pdf](#)

Hi [REDACTED]

Please find attached the response to your Local Government Official Information Request.

Regards

Natalie Savigny

GOVERNANCE SUPPORT OFFICER

P 03 477 4000 | **E** natalie.savigny@dcc.govt.nz

Dunedin City Council, 50 The Octagon, Dunedin

PO Box 5045, Dunedin 9054

New Zealand

www.dunedin.govt.nz

From: [REDACTED]
Sent: Wednesday, 11 September 2019 10:44 a.m.
To: Official Information <officialinformation@oa.dcc.govt.nz>
Subject: Local Government Official Information request - 732556

[REDACTED] has submitted a LGOIMA request - 732556.

Below are the details of the request

Request details:

Please provide me with a coup of the booklet mentioned in Dunedin's CouncilMARK report as follows: "All new staff receive a booklet from the Chief Executive proudly announcing, 'We live in the quirky heart of New Zealand'".

File attachment (file name)

No file uploaded

Name

[REDACTED]

Email address

[REDACTED]

Mailing address

[REDACTED]

Contact phone number

[REDACTED]

Do you wish to have your name withheld from publication

The DCC, the city and you



DUNEDIN CITY
COUNCIL
Kaunhira-a-rohe o Ōtepoti



Sue's message

We live in the quirky heart of New Zealand. Our heritage architecture, iconic music, fashion and art create the culture that sets us apart from other cities. Surrounded by fab scenery and a variety of rare wildlife, we are lucky to live in such a spectacular location. Businesses develop and grow here and families thrive. Living in Dunedin is a gift.

Our job within this city is to continue to create a strong strategically focused and trusted organisation. We provide informed advice and expertise, to assist Councillors in making sound decisions, ensuring Dunedin delivers on its promise to be one of the world's great small cities.

Each one of us is a part of that.

We want a resilient city with a strong economy, efficient infrastructure that connects the city and its residents, supportive and healthy communities, an inspiring natural and built environment, a vibrant creative and cultural scene and a wealth of recreation opportunities.

This booklet gives you an overview of how our organisation, both the governance and operational arms, does this. It provides an outline of how we all are, in our different roles, working to improve our city.



Sue Bidrose, Chief Executive Officer

Our vision

The Council has set a vision for the city.

Dunedin. One of the world's great small cities.

So let's look at how the different parts of council fit together

MAYOR

The Mayor leads the elected Council who promote the vision for Dunedin.

DCC GOVERNANCE BODY

The Mayor, together with 14 elected Councillors, set the strategic direction for the city, informed by advice from the staff, residents and the six community boards.

DCC ORGANISATION

Led by our CEO and our executive team, council staff deliver the services required by Council and by legislation. We provide advice to Council, implement decisions, deliver services and carry out legally imposed regulatory functions.

DCC OWNED COMPANIES

Dunedin City Holdings Limited (DCHL) is an investment company whose purpose is to provide a steady flow of payments to its shareholder the Dunedin City Council. DCHL is the parent company of a group of DCC owned companies, including Aurora Energy, City Forests, Delta Utility Services, Dunedin Railways, Dunedin Venues Management, Dunedin Stadium and Dunedin International Airport.

Dunedin's strategic framework

To make sure we have all parts of the council on the same page, we have a strategic framework that guides us and drives our community outcomes.



- 1 3 Waters**
A healthy city with reliable and quality water, wastewater and stormwater systems.
- 2 Spatial Plan**
A compact city with a vibrant CBD and thriving suburban and rural centres.
- 3 Economic Development**
A successful city with a diverse, innovative and productive economy.
- 4 Ara Toi**
A creative city with a rich and diverse arts and culture scene.
- 5 Integrated Transport**
A connected city with a safe, accessible and low-carbon transport system.
- 6 Te Ao Tūroa**
A sustainable city with healthy and treasured natural environments.
- 7 Parks and Recreation**
An active city with quality and accessible recreational spaces and opportunities.
- 8 Social Wellbeing**
A supportive city with caring communities and a great quality of life.

So what does this mean for you?

Set both your personal and professional goals high. We have great confidence in your ability to achieve them.

We hope and expect that you will strive to do great things with your DCC colleagues. Your job as staff is to do your darnedest to make Dunedin a great small city.

To help, we have developed a couple of things

Over the page, we set out our key focuses for our vision, what we do and how we deliver on our vision and purpose. On the back page you'll find the values we all need to be committed to.





Vision

Dunedin. One of the world's great small cities

For our vision to become real, we need to be clear about our purpose and our values.

Our purpose

We provide excellent project delivery, trusted advice and great service, together making a positive difference in our great small city.

We are taking our organisation from good to great. That means:

- We do it once and we do it right
- We understand our customers' needs
- We keep our promises and live by our values.

And we do this together, supporting and advising each other along the way.

Our strategic pillars

Our three strategic pillars uphold and strengthen our purpose and our vision. In every department, in every team, in every site across our city, every one of us is responsible for delivering on our purpose and vision.

The three pillars are:

Ensuring quality in delivery

Developing and supporting our people

Delivering great customer service



Strategic pillar one

Ensuring quality in delivery

This is about doing it once and doing it right. It's about defining what quality in delivery means for each of us in our jobs.

- We will deliver excellent service
- We will demonstrate high quality project management skills
- We will get things right the first time, and we will be justifiably proud of everything we achieve

- We will do what we say we are going to do, positively, openly and with honesty.

We will strive to be excellent

Some of the things we have done so far are:

- Developing excellent procurement processes and delivering this to our organisation via the procurement toolbox – to make it easy to follow the new processes
- Developing a centralised project management process so that we can all adhere to the same disciplines in that area
- Upgrading our asset management processes, setting a high standard against which we can measure other processes
- Improving our contract management
- Introducing business sector surveys so we know what is working (or not) for those ratepayers.



Strategic pillar two

Supporting and developing our people

We commit to developing our own capability, developing robust processes and a positive, enabling culture to support us to do our work. We will ensure that everyone has the skill and ability to deliver excellence to our residents and stakeholders.

We commit to recognising outstanding effort from individuals and teams across our organisation.

We will ensure all of you get the development opportunities you need, so that everyone can deliver on our values, both internally and externally.

Some of the things we have done so far are:

- Developing a set of values that truly represent the kind of organisation in which we want to work.

- Developing and implementing a reward and recognition process that ensures every staff member can recognise and thank other staff. The process enables our leaders to reward staff and teams in a tangible way, so that no good deed goes unnoticed!
- Creating an environment where we are empowered to recognise contributions that we value, and are likewise recognised by others.
- Commencing the development of a leadership framework to enhance the leadership skill of our team leaders and managers.
- Using a benchmarked “Staff Satisfaction Survey” so that you have a chance to make sure we know what is working for you and what isn’t, so that we can improve this workplace for you.



Strategic pillar three

Delivering great customer service

Our residents and communities are our reason for being here. This means seeking to truly understand their needs, assessing what IS possible and being upfront, upstanding, and upbeat in all of our interactions. It also means being outstanding in delivering what we promise. We understand that not everyone we deal with is going to be happy with what we are bringing to their situation, however knowing how best to manage that customer or community interaction will ensure that our customers know they have been heard.

Some of the things we have done so far are:

- A focus on training and support for staff who have had/are having difficult interactions with customers and communities.

- Ongoing evaluation of our customer satisfaction surveys to ensure we can get the best information possible about how our customers feel about our work.
- The new customer experience project – this project will reach into every corner and level of our organisation and will be supported by your input about what you need to work more effectively with our customers.
- This means we pro-actively case manage their interactions with us to give them the best process possible.



KOTAHITANGA: at the Dunedin City Council we work together

to serve our Dunedin community by being...

Outstanding

We strive to be EXCELLENT // Ka whaia te ITI KAHURAKI

Upstanding

We are always TRUSTWORTHY // He iwi MATATIKA

Upfront

We are OPEN & HONEST // He iwi KĪ TAHI

Upbeat

Our approach is POSITIVE // Ka arua te ara TIKA