



THE COUNCIL COMPASS

Ko te rārangi take

CONTENTS

- 3 Kia ora
- 4 Who we are
- 5 Organisational structure
- 6 Mission
- 7 Our purpose
- 8 Our region
- 12 Values
- 13 Your TRC journey unwrapped
- 15 Health, safety and wellbeing
- 16 Hot topics
- 18 Great things about working here
- 20 From newbie to ninja - career growth in action
- 20 Learning, engagement and performance
- 21 He pūkenga ara skills pathway
- 21 Abbreviation station
- 22 Hiccup handlers

KIA ORA!

**Ngā mihi nui ki a koutou katoa,
greetings to you all.**

Welcome to Taranaki Regional Council! We're thrilled to have you join our team. As part of our Council, you'll play an important role in helping us care for and protect the beautiful Taranaki region. At TRC, we're committed to making a positive difference in our community and environment. We value the unique perspectives and talents each team member brings and we're excited for you to be a part of our journey.

We look forward to working together and achieving great things as a team. Once again, welcome aboard!



A handwritten signature in black ink, appearing to read 'SR' followed by a stylized flourish.

Steve Ruru
Chief Executive

Ko Wai Tatou?

WHO ARE WE?

Taranaki Regional Council works with the community to make our region a fantastic place to live, play and do business. We do this by improving lifestyles, supporting livelihoods and taking Taranaki forward.

We do a bit of everything when it comes to caring for the region. Our work includes protecting the environment, managing water, land and air quality, supporting biodiversity and making sure that development happens in a sustainable way.

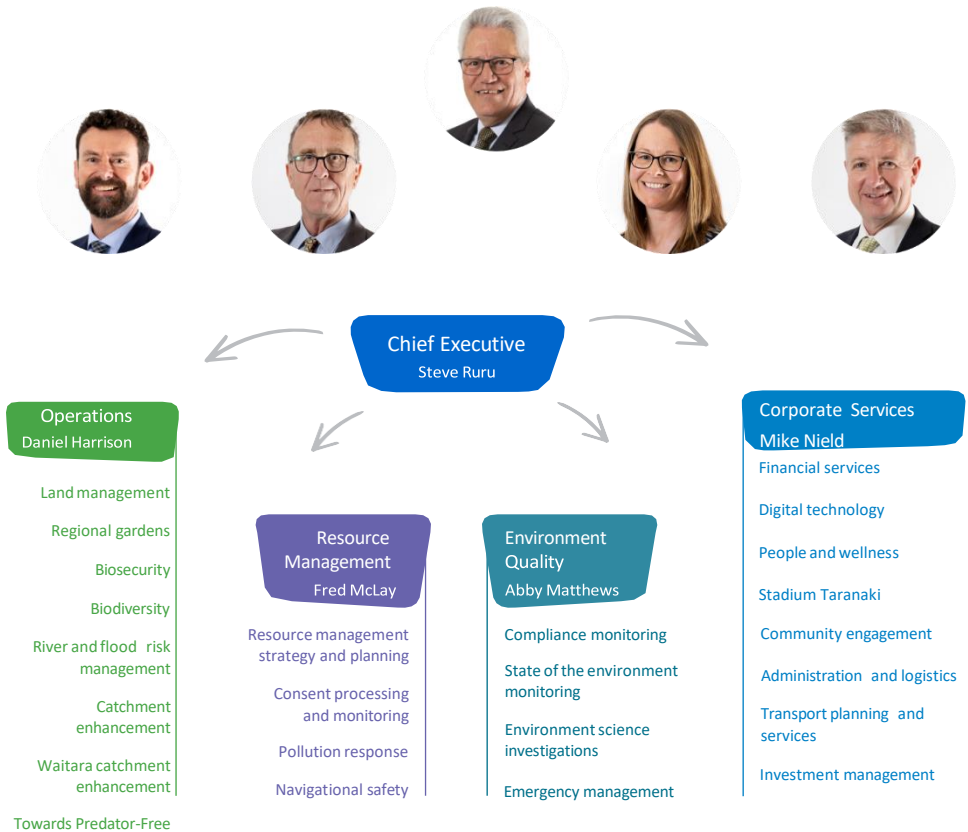
We also help keep communities safe through flood protection and civil defence planning. On top of that, we plan regional transport and public transport services and we're constantly working alongside iwi, farmers, local businesses and residents to make good things happen.

To support our community, we offer a range of services. Our MyTRC online portal gives people access to their environmental consents, plans and property rates. We provide live environmental data, so locals can check river levels, rainfall or air quality anytime. We look after some of the region's most beautiful public gardens and event spaces. Places like Pukeiti, Tūpare and Hollard Gardens, which are open for everyone to enjoy.

We're here to protect what makes Taranaki special, while helping it grow in a way that benefits future generations.

Te hangana whakahaere

ORGANISATIONAL STRUCTURE



Each directorate is led by the respective directors and they have managers and team leads who report into them.

Ko o mātou whāinga

MISSION

To work for a thriving and prosperous Taranaki by:

Promoting the sustainable use, development and protection of Taranaki's natural and physical resources.

Safeguarding Taranaki's people and resources from natural and other hazards.

Promoting and providing for significant services, amenities and infrastructure.

Representing Taranaki's interests and contributions regionally, nationally and internationally.

We will do this by leading with responsibility, working co-operatively, encouraging community participation and taking into account Te Tiriti o Waitangi.



Ko o mātou take

OUR PURPOSE

Our purpose, as defined in the Local Government Act 2002, is to:

Enable democratic local decision-making and action by and on behalf of, communities.

Promote the social, economic, environmental and cultural well-being of communities in the present and for the future.

This purpose is further clarified, refined and focused by the various other Acts affecting our functional responsibilities.



Ko tō tātou roho OUR REGION



Sustainable land management

36 comprehensive farm plans developed
[2022/23: 32]

5,385km riparian margins planted since 1996
[2022/23: 4,874km]

Ensuring clean air

99% 
air-discharge consent-holders with 'good' or 'high' consent compliance
[2022/23: 99%]



128,250 visits

to Tūpare, Hollard and Pukeiti regional gardens

[2022/23: 123,554]



Flood Protection
\$430,000

upgrade to Waiwhakaiho flood protection scheme completed

100% of schemes maintained
[2022/23: 100%]

Predator-free Programme



3 years possum-free for farmland surrounding Kaitake Range

3,000 possums removed from this area



12,996ha rural predator control programme extended in the Kapuni area

550 responses to public

requests for advice around biosecurity, biodiversity and predator-free
[2022/23: 425]



23 Submissions made

on key policy initiatives

[2022/23: 12]

Habitat Protection

93 potential KNEs assessed
[2022/23: 79]



21 new biodiversity plans for KNEs completed
[2022/23: 19]

59 regionally significant wetlands protected
[2022/23: 59]



Public transport



11.2%
increase on previous year
[2022/23: 27.6%]

772,768
passengers on buses
[2022/23: 694,895]



64,798 Total Mobility Scheme services provided
[2022/23: 57,894]



Yarrow Stadium

✓ East Stand groundworks at Yarrow Stadium completed



Port Taranaki

\$8M dividend received
[2022/23: \$8M]

Pest Plants



570

pest plant infestations identified and controlled
[2022/23: 417]

2,946
property inspections for pest plants
[2022/23: 2,780]

Regional Land Transport Plan

New plan adopted





Enforcing environmental standards

87
3

infringement
notices issued
[2022/23: 99]

prosecutions
initiated
[2022/23: 2]

1,632
inspections



for effluent compliance monitoring
- dairy, poultry and pig farms
[2022/23: 1,618]



498

compliance
inspections
of small industrial operations
[2022/23: 406]

Pollution response



461

responses to pollution
and other complaints
[2022/23: 448]

2



marine oil spill exercise
[2022/23: 2]

Water quality monitoring

at swimming sites

18

marine sites
[2022/23: 18]

23

freshwater
sites
[2022/23: 22]

481

freshwater
samples taken
[2022/23: 484]



Self-help Possum Programme



417

Self-Help Possum Control
Programme inspections
[2022/23: 278]

Regional Coastal Plan



New plan effective
Sept 2023 after eight-year
review process

Planting and fencing streambanks



181,296

plants purchased
by landowners
[2022/23: 300,524]

Public engagement

 **21,000**

likes, shares or reactions
on social media

[2022/23: 31,000]

549 
attendees at
freshwater drop-in sessions

340
responses

to Your Place, Your Say
engagement as 2023-24
Long-term Plan adopted



194,000

visits to TRC website
[2022/23: 203,000]

19 **Environmental
heroes**

recognised at annual
Environmental Awards
[2022/23: 19]



**State of the
environment
monitoring**

Comprehensive
programme review completed



**Sustainable
land management**

242,582HA

covered by land management plans
[2022/23: 232,225]

79% of privately-owned hill
country land now has
comprehensive farm
and agroforestry plans
[2022/23: 76%]



**Resource consent
Processing**

361 consent
applications
[2022/23: 307]

100% met RMA
requirements
[2022/23: 100%]



**Environmental
education**

17,333

tamariki and rangatahi
participated in education
programmes
[2022/23: 16,000]



He ngākau o mātou matapono

VALUES

He ngākau aroha

Care and Respect

Ko to mātou manaakitanga ki a tatou, he whakairo pai ki ngā tāngata katoa.

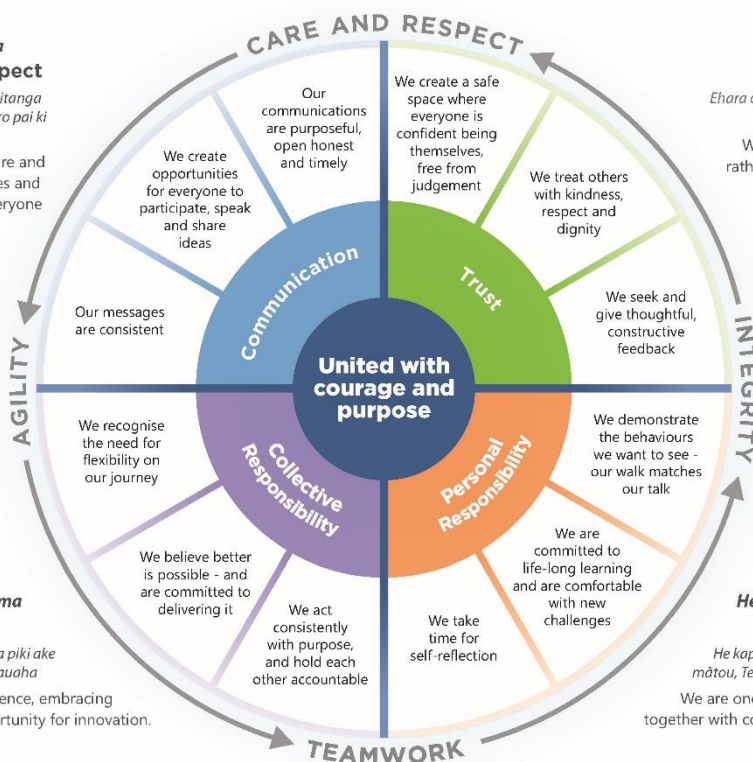
We demonstrate care and respect for ourselves and others; we treat everyone with dignity.

He ngākau pono

Integrity

Ehara o mātou mahinga tika, i te hanga ngawari.

We do what it is right, rather than what is easy.



He ngākau kakama

Agility

E whai ana mātou kia piki ake te kōunga o te pūna auaha

We strive for excellence, embracing change as an opportunity for innovation.

He ngākau tuki tahi

Teamwork

He kapa mahi tahi, whaitake mātou, Te kaunihera o Taranaki.

We are one TRC team, working together with courage and purpose.

YOUR TRC JOURNEY, UNWRAPPED!

Your first few days are all about getting set up and meeting the people who will help you settle in. Here's what you can expect:

FIRST DAY AT TRC

Your first day is all about introductions and getting the essentials sorted.

Meet your team - Say hello to the people you'll be working alongside.

Take a tour of the facilities - We'll show you around so you can get your bearings.

Meet with key teams and reps:

People and Wellness (PaW) – They'll give you an overview of TRC as a whole and those key need-to-knows.

DigiTech – They'll help you get your laptop and systems access sorted and show you the tools you'll be using day to day.

Health, Safety and Wellness – You'll receive important info about staying safe, healthy and supported at work.

Admin and Logistics – They'll cover practical stuff like vehicles, uniforms, PPE and general operations.

Taranaki Regional Council Staff Association (our in-house union) – If you're covered under the Collective Agreement they're here to connect you with in-house support.

Your leader will start to walk you through any role-specific training and responsibilities, helping you get off to a confident start. We have several e-learning modules that you will work through to help you get set up from day one.



DURING YOUR FIRST FEW MONTHS

As you settle in, you'll also have:

- A meeting with our Payroll Specialist, who'll guide you through timesheets, leave and pay processes.
- A catch-up with someone from People and Wellness, where you'll explore your OMNIA Profile to better understand your working style and how you collaborate with others.

ORIENTATION DAY

This is a great opportunity to connect with other newer kaimahi, hear from our leaders and learn more about the great work happening across TRC. It's a welcoming space to learn, ask questions and feel part of the bigger picture.

SETTING THE STANDARD

At TRC, we're all about a positive, inclusive and respectful work environment and this is covered in our **Code of Conduct**.

We expect all employees to act with honesty, integrity and professionalism. Do your job efficiently, take pride in your work and always aim to do what's right even when no one's watching. We're a values-driven organisation and those values should show up in how we treat people, make decisions and represent the Council. Respect for others is key whether you're dealing with colleagues, customers, or the wider community.

HEALTH, SAFETY & WELLBEING

At TRC, safety and wellbeing isn't just a policy — it's a part of what we do.

Looking after our people is so important to us - from staff and contractors to volunteers, whānau and everyone we work with. With solid systems and smart thinking, we're always levelling up how we do health, safety and wellbeing. Why? Because when our people thrive, our services shine and our culture gets even stronger.

Everyone at TRC plays a part in making our workplace safe, supportive and downright awesome. Learning the ropes, speaking up and watching out for each other is how we keep our community safe, connected and achieving goals together. Safety is a team effort and we're all in.

For further information have a look at our [Health, Safety and Wellbeing Statement](#) and [Wellbeing policy](#).



HOT TOPICS

WHAT DO I WEAR?

We have a smart casual dress code - think clean, well-fitted clothes that you'd feel confident wearing in a meeting, but are comfortable enough for a regular workday. You don't need to wear a full suit, but items like tailored pants, neat jeans, neat tops, shirts, skirts, dresses, smart shoes and optional layers like a blazer or cardigan are great choices. Avoid things that are too casual like ripped jeans, graphic t-shirts, hoodies or jandals. If your role includes a uniform, make sure you're wearing it properly and that it looks clean and tidy.

WHEN DO I GET PAID?

You'll be paid fortnightly on a Wednesday, for the previous fortnight. You'll receive your payslips via email or you can access them via the DataPay portal. The DataPay portal will also give you access to your full pay history.

HOW DO I APPLY FOR LEAVE?

After touching base with your people leader to confirm your dates, log into the DataPay portal and log your request. Remember to select the correct type of leave (annual, sick, study, etc).

Block this time out in your Outlook calendar to let people know you'll be away.

HOW DOES FLEXI TIME WORK?

This gives you the flexibility to work your hours at times that suit you so that you can attend appointments, family events and other personal commitments, provided you work your contracted hours by the end of that week/fortnight (whichever applies as per your Employment Agreement). Your work time should still sit within the Council's standard work hours of 8am-5pm Monday to Friday.

DO I NEED TO BRING MY OWN STATIONERY?

Need a pen, notebook or anything else to get the job done? We've got you covered! Our stationery room is fully stocked with all the essentials. Help yourself to whatever you need to stay organised and ready to go.

HOW DO I REMEMBER EVERYONE'S NAME?

We know it can be tough to learn a whole lot of names when you first start a new job. Head on over to the My Team tab in [ELMO](#) and use the 'Employee Search' feature to help you.

GREAT THINGS ABOUT WORKING HERE

From flexibility and wellness to everyday little extras, here's what you can look forward to as part of our team:

Flexible working

Talk to your people leader about what this looks like in your space (have a look at our **Flexible Working policy** for further details).

Extra annual leave

5 weeks + 1 day to enjoy more of what you love.

Relocation benefit

For those who join us in beautiful Taranaki from another region.

Free trailer hire/usage

Annual flu vaccinations

Free and onsite (or a pharmacy voucher to use at a time that suits you).

On-site massages

20 minutes of relaxation for just \$35.

Annual skin checks

TRC covers 50% of the cost.

Onsite nurse visits

Free consultations every fortnight.

Optometrist support

Up to \$100 for eye exams and \$100 towards corrective lenses (when referred by our nurse).

Employee assistance programme (TELUS)

Free confidential counselling (4 sessions) and comprehensive online support.

Discounted health insurance

Southern Cross discounts

Sanitary products in bathrooms

For situations that catch you off guard.

LET'S NOT FORGET

BREAK TIME FUN

Pool table, dart board, card games and a solid excuse for a biccie.

Biscuits and fruit at tea times because snacks = happiness (and chocolate biccies on a Friday).

SOCIAL CLUB

From 'Pie Day' to after-work drinks, we know how to have a laugh.

Access to the onsite gym means you can keep fit without leaving work.

WALKS

Beautiful surroundings next to the Patea River with many walking tracks nearby to keep your steps up during the workday.

HERE'S ALL THE GROUPS WE HAVE:

- Waiata group
- Sustainability club
- Sports teams
- Te Reo conversation table
- Te roopu mahi a Te Pumaomao

FROM NEWBIE TO NINJA - CAREER GROWTH IN ACTION

We're all about helping you grow—whether it's settling into a new role, learning new skills, taking on new challenges or exploring career goals, we're here to support your journey and help you thrive at TRC.

There are resources available to help us thrive together and make every moment count. Your journey is unique and we're excited to be part of it.

LEAP LEARNING, ENGAGEMENT & PERFORMANCE

LEAP (Learning, Engagement and Performance) is our empowering development and performance management system which keeps us all aligned with our SoaPs (Strategy on a Page) and Long-Term Plan (LTP).

Your LEAP cycle gives you the chance to create, monitor and communicate your annual performance, development plan and achievements. It also allows your people leader to guide and support you throughout the year.

He Pūkenga Ara

SKILLS PATHWAY

Skills Pathway is our competency framework and is here to support you in planning your own development within your role and to help your leader guide you in your growth. It provides clear understanding of the skills and abilities required to perform successfully within a role across various levels.

ABBREVIATION STATION

TRC – Taranaki Regional Council

ELMO – Our HR information system

LTP – Long-Term Plan

SoaP – Strategy on a Page

PaW – People and Wellness

TKW – Te Kahui Whakamahi (managers' group)

LEAP – Learning, Engagement and Performance (our development and performance management programme)

ELT – Executive leadership team (our CEO and directors)

HICCUP HANDLERS

Here's who to call if things go sideways:

PEOPLE AND WELLNESS (PAW)

HR AND WELLBEING SUPPORT

- Employment relations
- ELMO queries
- Health & safety Health.Safety@trc.govt.nz
- Cultural development
- Learning, development and growth
- Email: people.wellness@trc.govt.nz

DIGITECH - IT TO THE RESCUE!

- Laptop and screen issues
- Meeting room setup
- Call 444 (for urgent assistance) or log a HALO ticket via the [DigiTech Portal](#)

FINANCE - MONEY MATTERS

- Payroll and timesheets Payroll@trc.govt.nz
- Expense claims (find the form in the TRC Toolbox)

ADMIN AND LOGISTICS

- Vehicle queries or E-road issues – contact the Fleet Coordinator
- Uniform – contact the Procurement and Administration Officer
- Log a [HALO](#) ticket via the [DigiTech Portal](#)

