



**KOMITI RATONGA RANGATŌPŪ ME TE
RAUTAKI
POLICY, FINANCE AND STRATEGY
COMMITTEE**

24 June 2025

Order Paper for the meeting to be held in the
Council Chambers, 2nd Floor, 30 Laings Road, Lower Hutt,
on:

Tuesday 1 July 2025 commencing at 2:00 pm

The meeting will be livestreamed on Council's YouTube page

Membership

	Cr A Mitchell (Chair)
	Deputy Mayor T Lewis (Deputy Chair)
Mayor C Barry	Cr K Brown
Cr B Dyer	Cr S Edwards
Cr K Morgan	Cr C Parkin
Cr T Stallinger	

For the dates and times of Council Meetings please visit www.huttcity.govt.nz

Have your say

[You can speak under public comment to items on the agenda to the Mayor and Councillors at this meeting. Please let us know by noon the working day before the meeting. You can do this by emailing \[DemocraticServicesTeam@huttcity.govt.nz\]\(mailto:DemocraticServicesTeam@huttcity.govt.nz\) or calling the Democratic Services Team on 04 570 6666 | 0800 HUTT CITY](#)

KOMITI RATONGA RANGATŌPŪ ME TE RAUTAKI POLICY FINANCE AND STRATEGY COMMITTEE

Chair:	Cr Andy Mitchell
Deputy Chair:	Deputy Mayor Tui Lewis
Membership:	<p>Mayor Campbell Barry Cr Keri Brown Cr Brady Dyer Cr Simon Edwards Cr Karen Morgan Cr Chris Parkin Cr Tony Stallinger</p> <p>Refer to Council's Standing Orders (SO 31 Provisions for Mana Whenua)</p>
Quorum:	Half of the membership
Meeting Cycle:	Meets on an eight-weekly basis or at the requisition of the Chair
Reports to:	Council
Membership RMA Hearings	An independent Commissioner plus a minimum of either three or four elected members (including the Chair) and alternates who have current certification under the Making Good Decisions Training Assessment and Certification programme for RMA Decision Makers

OVERVIEW:

This committee assists Council in setting the broad direction of the city, discharging statutory functions and overseeing organisational performance. The committee is aligned with the Office of the Chief Executive and Strategy and Engagement Directorate.

Its areas of focus are:

- Long term/high-level strategic focus
- Long Term Plan/ Annual Plan oversight
- Treaty partnerships
- Economic development
- Financial and non-financial performance reporting
- Oversight of the Property Working Group
- Oversight and general co-ordination (including community engagement) of strategies and policies
- Bylaw development
- Oversight of Council Controlled Organisations/Statements of Expectation/Statements of Intent
- Strategic oversight of current community engagement

PURPOSE:

To assist the Council in setting the broad vision and direction of the city to promote the social, economic, environmental and cultural well-being of the city's communities in the present and for the future.

This involves determining specific outcomes that need to be met to deliver on the vision for the city, and overseeing the development of strategies, policies, bylaws and work programmes to achieve those

goals. This committee is also responsible for monitoring the overall financial management and performance of the Council Group.

DELEGATIONS FOR THE COMMITTEE'S AREAS OF FOCUS:

- All powers necessary to perform the committee's responsibilities including the activities outlined below.
- Develop required strategies and policies. **Recommend draft and final versions to Council** for adoption where they have a city-wide or strategic focus.
- Implement, monitor and review strategies and policies to ensure policies and strategies are consistent, effective and current.
- Identify the need for any new strategies and policies.
- Oversee the implementation of major projects provided for in the Long Term Plan or Annual Plan.
- Oversee budgetary decisions provided for in the Long Term Plan or Annual Plan.
- **Recommend to Council** the approval of any financial decisions required outside of the annual budgeting process.
- Advocate for strong relationships with Council's Mana Whenua partners as outlined in the Tāwai Here agreements ensuring the outcomes of the committee are in line with the aspirations of the partners.
- Advocate for the best interests of Māori communities in Lower Hutt having regard to the committee's goals.
- Ensure the committee is operating in a way that is consistent with various pieces of legislation that provide for Te Tiriti o Waitangi.
- Maintain an overview of work programmes carried out by Council's Office of the Chief Executive and Strategy and Engagement, Directorate.
- Oversee any consultation/engagement processes required on issues before the committee.
- Approve and forward submissions (other than those delegated to the District Plan Review Committee).
- Any other matters delegated to the committee by Council in accordance with approved policies and bylaws.
- The committee has the powers to perform the responsibilities of another committee where it is necessary to make a decision before the next meeting of that other committee. When exercised, the report/minutes of the meeting require a resolution noting that the committee has performed the responsibilities of another committee and the reason/s.
- If a policy or project relates primarily to the responsibilities of the Komiti Ratonga Rangatōpū me te Rautaki | Policy, Finance and Strategy Committee, but aspects require additional decisions by the Komiti Hapori Ahurea me ngā Rangapū | Communities, Culture and Partnerships Committee, Komiti Hanganga | Infrastructure and Regulatory Committee and/or Komiti Kaupapa Taiao | Climate Change and Sustainability Committee, then the Komiti Ratonga Rangatōpū me te Rautaki | Policy, Finance and Strategy Committee has the powers to make associated decisions on behalf of those other committees. For the avoidance of doubt, this means that matters do not need to be taken to more than one of those committees for decisions.

Bylaw Delegations:

- Develop and agree the Statement of Proposal for new or amended bylaws for consultation/engagement.
- **Recommend to Council** the approval of draft bylaws before consultation.
- The Chair of the Komiti Ratonga Rangatōpū me te Rautaki | Policy, Finance and Strategy Committee, in conjunction with the Chief Executive, is authorised to appoint a subcommittee of suitably qualified persons to conduct hearings on draft bylaws on behalf of the committee.
- **Recommend to Council** new or amended bylaws for adoption.

Financial, Project and Performance Reporting Delegations:

- **Recommend to Council** the budgetary parameters for the preparation of Council's Long Term Plans and Annual Plans.
- Monitor progress towards achievement of budgets and objectives for the Council Group as set out in the Long Term Plan and Annual Plans, including associated matters around the scope, funding, prioritising and timing of projects.
- Monitoring and oversight of significant city-wide or strategic projects including operational contracts, agreements, grants and funding, except where these are the responsibility of another standing committee.
- Monitor progress towards achievement of the Council's outcomes as set out in its overarching strategies for the city and their associated plans.
- Oversee the activities of the Property Working Group in its implementation of the Purchase and Sale of Property for Advancing Strategic Projects Policy.
- Oversee the acquisition and disposal of property in accordance with the Long Term Plan.
- Monitor the integrity of reported performance information at the completion of Council's Annual Report process.
- **Review and recommend to Council** the adoption of the Annual Report.
- **Recommend to Council** the approval of annual Statements of Intent and annual Statements of Expectation for Council Controlled Organisations and Council Controlled Trading Organisations and granting shareholder approval of major transactions.
- Monitor progress against the Council Controlled Organisations and Council Controlled Trading Organisations Statements of Intent and **make recommendations to Council** in the exercising of Council powers, as the shareholder, about Council Controlled Organisations/Council Controlled Trading Organisations under sections 65 to 72 of the Local Government Act.
- Oversee compliance with Council's Treasury Risk Management Policy.
- Consider and determine requests for rate remissions.
- Consider and determine requests for loan guarantees from qualifying community organisations where the applications are within the approved guidelines and policy limits.

HUTT CITY COUNCIL

KOMITI RATONGA RANGATŌPŪ ME TE RAUTAKI POLICY, FINANCE AND STRATEGY COMMITTEE

Meeting to be held in the Council Chambers,
2nd Floor, 30 Laings Road, Lower Hutt on
Tuesday 1 July 2025 commencing at 2:00 pm.

ORDER PAPER

PUBLIC BUSINESS

1. OPENING FORMALITIES - KARAKIA TIMATANGA

Whakataka te hau ki te uru
Whakataka te hau ki te
tonga
Kia mākinakina ki uta
Kia mātaratara ki tai
E hī ake ana te atakura
He tio, he huka, he hau hū
Tihei mauri ora.

*Cease the winds from the west
Cease the winds from the south
Let the breeze blow over the land
Let the breeze blow over the ocean
Let the red-tipped dawn come with a
sharpened air.
A touch of frost, a promise of a glorious
day.*

2. APOLOGIES

No apologies have been received.

3. PUBLIC COMMENT

Generally, up to 30 minutes is set aside for public comment (three minutes per speaker on items appearing on the agenda). Speakers may be asked questions on the matters they raise.

4. CONFLICT OF INTEREST DECLARATIONS

Members are reminded of the need to be vigilant to stand aside from decision making when a conflict arises between their role as a member and any private or other external interest they might have

5. RECOMMENDATIONS TO TE KAUNIHERA O TE AWA KAIRANGI COUNCIL - 31 July 2025

- a) Komiti Iti Whakawā | Hearings Subcommittee - 19 May 2025

Proposed change to dog control measures on pathways in Avalon Park

Report No. PFSC2025/3/53 by the Policy Advisor

Komiti Iti Whakawā Hearings Subcommittee Minutes 19 May 2025	11
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Recommended Item

4. Draft Dog Control Policy and Bylaw hearing of submissions	17
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b) Appearance Industries Bylaw Review Report No. PFSC2025/3/184 by the Policy Advisor	76
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c) Adoption of the final Events Strategy 2025-2034 Report No. PFSC2025/3/87 by the Events Lead	159
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CHAIR'S RECOMMENDATION:

"That the recommendations contained in the report be endorsed."

6. FEEDBACK FROM THE 2024 QUALITY OF LIFE SURVEY

Report No. PFSC2025/3/186 by the Principal Advisor Research and Evaluation	198
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CHAIR'S RECOMMENDATION:

"That the recommendations contained in the report be endorsed."

7. DRAFT ENGAGEMENT FRAMEWORK AND ACTION PLAN

Report No. PFSC2025/3/187 by the Engagement Lead	209
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CHAIR'S RECOMMENDATION:

"That the recommendations contained in the report be endorsed."

8. INFORMATION ITEM

Komiti Ratonga Rangatōpū me te Rautaki | Policy, Finance and Strategy Committee Forward Programme

Memorandum dated 3 June 2025 by the Democracy Advisor	229
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CHAIR'S RECOMMENDATION:

"That the recommendation contained in the memorandum be endorsed."

9. QUESTIONS

With reference to section 32 of Standing Orders, before putting a question, a member shall endeavour to obtain the information. Questions shall be concise and in writing and handed to the Chair prior to the commencement of the meeting.

10. CLOSING FORMALITIES - KARAKIA WHAKAMUTUNGA

Unuhia!	<i>Release us from the supreme</i>
Unuhia!	<i>sacredness of our tasks</i>
Unuhia i te uru-tapu-nui	<i>To be clear and free</i>
Kia wātea, kia māmā	<i>in heart, body and soul in our</i>
Te ngākau, te tinana, te	<i>continuing journey</i>
wairua i te ara takatū	<i>Oh Rongo, raise these words up</i>
Koia rā e Rongo	<i>high</i>
whakairihia ake ki runga	<i>so that we be cleansed and be</i>
Kia wātea, kia wātea!	<i>free,</i>
Ae rā, kua wātea!	<i>Yes indeed, we are free!</i>
Hau, pai mārire.	<i>Good and peaceful</i>

Vanessa Gilmour
DEMOCRACY ADVISOR



TO: Chair and Members
Policy, Finance and Strategy Committee

FROM: Sam White

DATE: 18 June 2025

SUBJECT: PROPOSED CHANGE TO DOG CONTROL MEASURES
ON PATHWAYS IN AVALON PARK

Purpose of Memorandum

1. The purpose of this memorandum is to provide the Committee with additional information regarding the proposed change to dog control measures on pathways in Avalon Park.
2. This memorandum should be read in conjunction with the agenda item on the draft Dog Control Policy and Bylaw.

Background

3. Between 26 March and 26 April 2025, Council undertook public consultation on the Statement of Proposal (SoP) that contained the proposed changes to the Dog Control Policy and Bylaw.
4. Included in the SoP was the proposed change to revoke on-lead dog access to pathways in Avalon Park and prohibit dogs from Avalon Park. Feedback received from the public during the consultation showed 17.4% of respondents were supportive and 82.6% were not supportive of the change.
5. During private deliberations on 19 May 2025, the Hearings Subcommittee sought further guidance from officers regarding the proposed change to Avalon Park to balance the interests of the community with safety concerns from officers.

Options

6. Table 1 presents a range of options for the Policy, Finance and Strategy Committee to evaluate when deliberating on the draft Dog Control Policy and Bylaw.

Table 1: Proposed options for dog access to Avalon Park

Options	Description	Impact
1. Status quo	Retain dog on-lead access to the pathway next to the skatepark	No additional cost. May lead to incidents between children and dogs in the future
2. New path	Establish a new paved pathway away from the skatepark that provides dog walkers access to the carpark.	Estimated cost between \$20,000-\$30,000. Better protects children. Could be built into future changes to Avalon Park.
3. No path but walk on grass	Encourage people to walk on the grass (refer to the pictured section in Attachment 1)	No additional cost. Deviates from the existing dog control measures in Avalon Park, which all focus on formed paths. This would require additional signage and could become confusing for the public.

Appendices

No.	Title	Page
1	Avalon Park Map	10

Author: Sam White
Policy Advisor

Reviewed By: Richard Hardie
Head of Strategy and Policy

Approved By: Jarred Griffiths
Director Strategy and Engagement



HUTT CITY COUNCIL**KOMITI ITI WHAKAWĀ | HEARINGS SUBCOMMITTEE**

Minutes of a Meeting held in the Council Chambers, 2nd Floor, 30 Laings Road,
Lower Hutt on

Monday 19 May 2025 commencing at 9:30 am

PRESENT: Cr A Mitchell (Chair) Cr K Brown
Cr T Stallinger

IN ATTENDANCE: D Pratt, Animal Services Manager
S White, Policy Advisor
M Dunn, Solicitor
K Stannard, Head of Democratic Services
J Young, Democracy Advisor

PUBLIC BUSINESS

The Chair explained the hearing process, clarifying that the subcommittee would not make any final decisions. Instead, they would provide a recommendation to the Policy, Finance, and Strategy Committee, as well as to the Council meeting, based on today's hearing.

1. OPENING FORMALITIES - KARAKIA TIMATANGA

Whakataka te hau ki te uru	Cease the winds from the west
Whakataka te hau ki te tonga	Cease the winds from the south
Kia mākinakina ki uta	Let the breeze blow over the land
Kia mātaratara ki tai	Let the breeze blow over the ocean
E hī ake ana te atakura	Let the red-tipped dawn come with a
He tio, he huka, he hau hū	sharpened air.
Tihei mauri ora	A touch of frost, a promise of a glorious
	day.

2. APOLOGIES

There were no apologies.

3. CONFLICT OF INTEREST DECLARATIONS

There were no conflicts of interest declarations.

4. DRAFT DOG CONTROL POLICY AND BYLAW HEARING OF SUBMISSIONS

Report No. HSC2025/2/134 by the Policy Advisor

The Policy Advisor elaborated on the report.

The Chair read out a statement from Kara Puketapu-Dentice, Chief Executive of Taranaki Whānui ki te Upoko o Te Ika, attached as page 8 to the minutes.

5. HEARING OF SUBMISSIONS

Jessica Walker (via audio-visual link) (on behalf of Arnja Dale) representing SPCA, presented the submission.

In response to questions from members, Jessica Walker noted that she was aware of programmes implemented by Auckland City and Rotorua Lake Councils, such as educational initiatives and desexing efforts for menacing dogs. However, she expressed uncertainty about whether these programmes had been in place long enough to evaluate their impacts. Additionally, she mentioned an increase in roaming dog issues, particularly in the Northland area and south of Auckland, indicating a growing concern around this matter.

Belinda Moss, Chair of the Eastbourne Community Board (ECB), presented the submission.

In response to a question from a member, Belinda Moss noted that dog walkers could sometimes pose challenges, especially when dogs were not on leashes or were on long leashes and not effectively controlled. She emphasised that this is an ongoing educational issue for all users of the area.

Marty de Boer presented the submission and shared a powerpoint presentation available [here](#).

Greg Moore was not present at the hearing.

Antonia Crawford presented the submission.

Jessie Wrigglesworth was not present at the hearing.

Shelley Dunford presented the submission and tabled a written statement attached as pages 9-10 to the minutes.

Lee Davidson presented the submission.

James Fraser presented the submission and shared a powerpoint presentation available [here](#).

Harry Singh, representing the New Zealand Transport Agency (NZTA) Waka Kotahi, presented the submission.

In response to questions from members, Harry Singh explained that consent for Te Ara

Tupua / Tupua Horo Nuku was obtained in 2020 during the pandemic, which limited public interaction. He emphasised that electronic feedback indicated the pathway should include controls for dogs. Due to Council's Dog Bylaw, NZTA Waka Kotahi could not enforce this condition in resource consents. He noted the pathway's unique marine ecology highlighted the need for controlled dog use. He also mentioned that no statistical study on retractable leads existed. He advised that the conclusions were based on judgement, and suggested adding a click setting for their use.

Caroline Gardiner was not present at the hearing.

Lyall Huizer presented the submission.

Parker Jones, representing MIRO, presented the submission and shared a powerpoint presentation available [here](#).

In response to questions from members, Parker Jones advised that dotterel nesting could not be relocated because the dotterels selected their own locations.

The hearing adjourned at 10.52am and resumed at 10.56am.

Caroline Bray, representing Wainuiomata AFC, presented the submission.

In response to questions from members, Caroline Bray advised that there were issues of dog droppings on Saturday and Sunday mornings before football games. She said that there were no marked pitches for the junior games. Additionally, she pointed out that cricket players did not utilise that section of the park during the training season. She expressed that she had no issues with allowing this area of the park to be used as a space for dog exercise during the summer months.

Catherine Petrey presented the submission and tabled a written statement attached as page 11 to the minutes.

In response to a question from a member, Catherine Petrey advised that priority should be given to dogs in areas where off-leash exercise was permitted.

Michael Gendall presented the submission.

Kevin Goldsbury, representing Ignite Sport, presented the submission.

In response to a question from a member, Kevin Goldsbury advised that if dogs were on a lead and well-controlled, there would be no issues with the area also being used as a dog exercise area.

Sally Bain presented the submission.

In response to a question from a member, Sally Bain recommended that dogs be prohibited from the entire beach at Seaview.

Gavin Forrest presented the submission.

In response to a question from a member, Gavin Forrest advised that it was the dog owner's responsibility to provide water for their dogs. However, the water and bathing

station were easily accessible.

Karen Naylor, presented the submission and shared a powerpoint presentation available [here](#).

In response to a question from a member, Karen Naylor advised that the incident involving her dog occurred in the Kelson dog exercise area.

Margaret Miller presented the submission.

In response to a question from a member, Margaret Miller suggested that a sign or board could indicate which paths were designated for dogs.

Sarah Wedde presented the submission.

In response to a member's question, Sarah Wedde stated that Dog Control officers must be more careful when identifying individuals who report roaming dogs, ensuring that they do not disclose the reporters' details.

Pauline Marshall presented the submission.

Lyle Earl presented the submission and tabled a map attached as page 12 to the minutes.

Erin Cassidy presented the submission.

Elizabeth Feary presented the submission.

Merran Bakker presented the submission and shared a powerpoint presentation available [here](#).

David Tripp, representing Hutt Cycle Network, presented the submission and shared a powerpoint presentation available [here](#).

In response to a question from a member, David Tripp expressed concerns that having 2,000 cyclists, along with walkers and dogs on the path, would be unsafe.

6. **RESOLVED:** (Cr Mitchell/Cr Stallinger) **Minute No. HSC 25201**

"That the Hearings Subcommittee:

- (1) *receives and notes the report;*
- (2) *notes on 25 March 2025, Council approved the Statement of Proposal for the Dog Control Policy and Dog Control Bylaw for formal consultation as attached as Appendix 1 to the report;*
- (3) *notes that 976 surveys and 20 email submissions were circulated to the members prior to the hearing;*
- (4) *receives and considers 976 survey submissions and 20 email submissions (at this [link](#)) received during the consultation period from 26 March to 2 April 2025;*

- (5) notes that the Subcommittee's recommendations on whether to adopt the final Dog Control Policy and final Dog Control Bylaw will be considered by the Policy, Finance and Strategy Committee on 1 July 2025 and by Council on 31 July 2025; and
- (6) notes that officers will incorporate the Subcommittee's changes into a revised final Dog Control Policy and final Dog Control Bylaw, including additional marked changes, for recommendation to the Policy, Finance and Strategy Committee."

7. CLOSING FORMALITIES - KARAKIA WHAKAMUTUNGA

Unuhia!	Release us from the supreme sacredness
Unuhia!	of our tasks
Unuhia i te uru-tapu-nui	To be clear and free
Kia wātea, kia māmā	in heart, body and soul in our
Te ngākau, te tinana,	continuing journey
te wairua i te ara takatū	Oh Rongo, raise these words up high so
Koia rā e Rongo	that we be cleansed and be free,
whakairihia ake ki runga	Yes indeed, we are free!
Kia wātea, kia wātea!	Good and peaceful
Ae rā, kua wātea!	
Hau, pai mārīre.	

The Subcommittee moved into private deliberations at 1.10pm.

RESOLVED: (Cr Mitchell/Cr Stallinger)

Minute No. HSC 25202

"That the Hearings Subcommittee:

- (1) receives the draft Dog Control Policy and Bylaw attached to Report No. HSC2025/2/134;
- (2) acknowledges and respects the wishes of the landowner, Mana Whenua, regarding the requirement for dogs to be on-leash at Te Puni, Mana Whenua, and asks a senior officer to discuss with the Chief Executive of Taranaki Whānui whether there is a possible compromise that would allow dogs off-leash to access the freshwater stream;
- (3) notes that the proposed change to the Bell Park dog exercise area (excluding sports surfaces) received strong support, with 78.7% of submitters in favour of the proposed change;
- (4) notes that the proposed change to the eastern section of Richard Prouse Park dog exercise area (outside the sports surfaces in the western section) received strong support, with 72.6% of submitters in support of the proposed change;
- (5) asks officers to confirm that the marked paths in Avalon Park are the most appropriate for dogs on-leash access;
- (6) agrees to the following changes to the draft policy and bylaw and asks that officers:
- (a) add wording under the dog exercise area in Petone, to read "...excluding Honiana Te Puni Reserve and the Tupua Horo Nuku shared path";

- (b) move the requirement for owners to carry waste bags from clause 6.2 of the policy to the overview section at clause 3;*
- (c) review the terminology for 'dog droppings' in both the policy and bylaw for consistency;*
- (d) review the wording for clause 8.5, specifically subclauses (d) and (e), as these do not exist;*
- (e) add wording to clause 9.1 indicating that fees are notified in Long Term and Annual Plans;*
- (f) revise clause 3.3 to discourage the use of chains;*
- (g) revise the wording in clause 8.3 to replace 'rog' with 'dog';*
- (h) revise the wording of the summertime restrictions to specify the dates, for example, from 1 December 1 to 31 March;*
- (7) asks officers to improve the signage at Eastbourne;*
- (8) asks officers to follow up on the potential desexing of multiple roaming dogs;*
- (9) asks officers to explore the possibility of the inclusion of a pathway to appeal menacing classification with eligibility based on demonstrated steps towards responsible dog ownership;*
- (10) asks officers to prioritise efforts to address the identified behaviour at the beach at the end of Seaview, recognising that this is primarily an enforcement issue. Since the beach at Seaview was not included in the formal consultation process, the Hearings Subcommittee cannot give weight to the submission. Officers should actively monitor the situation. If these efforts are unsuccessful, more significant measures may need to be considered in the future;*
- (11) asks officers to update the old signage and add new signs when additional budget becomes available; and*
- (12) delegates authority to the Hearings Subcommittee Chair and the Chief Executive to approve any minor changes or minor editorial amendments to the proposed Dog Control Policy and Bylaw, prior to being submitted for consideration to the Policy Finance and Strategy Committee and Council."*

RECOMMENDED: (Cr Mitchell/Cr Brown)

Minute No. HSC 25203

"That the Hearings Subcommittee recommends to the Policy, Finance and Strategy Committee that Council, in accordance with section 155 of the Local Government Act 2002:

- (1) agrees that the proposed Hutt City Council Dog Control Policy and Bylaw, attached as Appendix 1 to the minutes, including the marked-up version and additional mark-ups (highlighted in yellow) from the Hearings Subcommittee, is the most suitable approach to encourage responsible dog ownership and support the needs of dog owners and the general public. This approach supports the rights of people to move freely around within the city without encountering danger, distress, or nuisance from dogs;*
- (2) asks officers to create messaging and signage to support the implementation of the bylaw, emphasising key dog control provisions on shared paths and near marked sports fields;*
- (3) pursuant to sections 145 and 146 of the Local Government Act and section 10 of the Dog Control Act 1996, adopts the Hutt City Council's Council Dog Control Policy and Bylaw 2025, including the accepted edits, with effect from 31 July 2025;*
- (4) authorises officers to publicly notify the Hutt City Council Dog Control Policy and Bylaw 2025 and the date it has effect from; and*
- (5) notes that the Hutt City Council Dog Control Policy and Bylaw 2025 will need to be reviewed by December 2035."*

There being no further business, the Chair declared the hearing closed at 2.40pm.

Cr Mitchell
CHAIR

CONFIRMED as a true and correct record
Dated this 1st day of July 2025

Regarding the proposed changes to Honiana Te Puni Reserve

The position of Taranaki Whānui, the owners of the whenua.

We do not support the reserve being off-leash.

Dogs on leash is acceptable.

Significant portions of the foreshore and the area out at Hikoikoi is off leash.

There is ample space for dog off leash activities.

The reserve and its changing nature and activities are not consistent with the space being off leash.

In our view this does not negatively impact the amenity value for dog walkers and off leash activities - as I note above - there is plenty provision for dog leash activities within close proximity of the reserve.

Ngā mihi

Kara

CEO Taranaki Whānui

To whom it may concern,

Thank you for the opportunity to provide feedback on the proposed changes to the Dog Control Bylaw and Policy. I am writing to express particular concern about the proposed removal of the Honiana Te Puni Reserve area west of the parking lot and dog beach from the off-leash dog exercise network.

While I understand that the area is currently under development and not in active use, it has long been a popular and practical space for dog owners. Its appeal lies in the unique combination of open space and access to both seawater and fresh water at the mouth of the Korokoro Stream. For many local residents, including older adults and those without private transport, this area is a crucial, walkable location for exercising and socialising their dogs in a safe and healthy environment.

Key Points of Concern:

- **Loss of Strategic Off-Leash Space:**
The reserve's location adjacent to Petone Beach and the Korokoro Stream provides a rare blend of open space, swimmable fresh water, and a safe social environment for dogs. Removing this from the off-leash network eliminates one of the few high-quality, multi-use dog exercise areas in Lower Hutt- one that draws in dog owners from across the Wellington region.
- **Current and Future Suitability:**
Although the area is undergoing development, there is no indication that the future design would preclude continued off-leash use. A well-maintained, accessible green space could enhance the experience for dogs, their owners, and other members of the public looking to enjoy the space.
- **Public Health and Environmental Safety:**
Dog owners are mindful of avoiding areas where dogs may encounter toxic algae or poor water quality which is a seasonal risk along the Hutt River where the majority of off-leash areas are. Honiana Te Puni Reserve offers safer alternatives with reliable, clean access to both sea and stream water.
- **Equity for Dog Owners:**
Dog owners contribute to the community through registration fees and expect access to quality green spaces to enjoy their companions off-leash, not just marginal land or drainage corridors. Dogs are part of a family, not recreational gear like a bike or a boat. Their needs, and those of their owners, should be reflected in public space planning.
- **Mobility and Accessibility:**
Not all dog owners can or wish to drive to access a suitable off-leash area. This is especially true in summer, when many areas are limited due to safety issues like toxic algae, and when walking long distances on hot pavement is unsafe for dogs. Local, accessible, and comfortable spaces like this one are vital.

A Positive Opportunity

The post-Covid years have seen a growth in dog ownership, along with a renewed appreciation for the outdoors and community connection. There is a real opportunity here to enhance this well-loved area in a way that balances all users' needs without excluding responsible dog owners and their companions. Keeping Honiana Te Puni Reserve within the off-leash network would preserve a space that is already functioning well and holds strong community value.

Thank you for considering this feedback. I hope the final policy recognises the importance of this space and the positive role dogs and their owners play in our shared environment.

Kind regards,

Shelley Dunford
(on behalf of Pablo)

Presentation Dog Control policy changes

Presenter: Catherine Petrey, MNZM, B. Agr Sc (Qld), MS (UC (Davis.)

- Lower Hutt City resident for 43 years. Specifically chose to live in the Western Hills to be walking distance to the Hutt River dog walking areas. In those 43 years I have had ~~1~~ dog registered with the Council. Currently I have a 5 year old Aussie Terrier and a 2 year old Irish Setter.
- I am a Life Member, and current Committee member for the Avalon Dog Training Club,
 - I have instructed on unpaid basis for the club uninterrupted for 39 years- specialist in baby puppy and puppy training. I estimate I have assisted around ~~3~~ 2000 dog owners to develop canine good citizen skills
 - I have been President, Vice-President, Treasurer, Secretary, Show Secretary. I contributed to the development of Hutt's original dog control policy.

Yet the earlier survey and advice on the review was not sent to me or my husband. I would not have known about it if another club member had asked me to open the policy on my work computer. I had to phone the Council to be able to access it.

I wish to make three key points.

Firstly:

I strongly support the annual licensing of commercial dog walkers.

The fee should be set to cover actual costs of administration and not cross subsidised through the annual dog licensing fees.

There must be limits on the number of dogs a handler commercial or otherwise can walk in public areas irrespective of their being on or off lead at any one time. The maximum should be six.





Dog Control Policy

Business unit(s)	Strategy and Policy, Legal, Animal Services		
Date adopted	29/07/2025		
Date effective	31/07/2025		
Review period	Ten years, or earlier if required		
Owner	Head of Strategy and Policy		
Approved by	Council		
Implementation	Animal services		
Monitoring/Evaluation	Animal services, Strategy and Policy		
Version	Author(s)	Date	Description
V 2.0	Sam White, Miranda Dunn, Duncan Pratt	31/07/2025	Legislatively required review
V 1.0	Graham Sewell	15/12/2015	Legislatively required review



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1. Overview

1.1 Under the Dog Control Act 1996, ~~(the Act), Hutt City Council (Council)~~ is responsible for dog control within ~~Lower Hutt City~~.

Council has many powers under ~~that Act (for example the power to declare dogs to be dangerous or menacing dogs), the Act~~. The purpose of this policy is to let the ~~Lower Hutt City Community~~ community know how Council will ~~approach carrying~~ carry out its functions and powers under ~~that~~the Act.

1.2 ~~In Hutt City Council's Annual Plan 2014 – 2015 it is noted that dog control is necessary to achieving a clean, healthy, attractive and sustainable environment. Council has established resident satisfaction targets concerning dog control.~~

1.3 The aim of this policy is to ~~balance the needs of two general groups:~~

- ~~Those people who own a dog(s). In this regard Council aims to encourage responsible dog ownership and support the needs of dog owners, for example by establishing exercise areas for dogs; and~~
- ~~The general public. In this regard Council needs to support the right for people to move freely around the city without experiencing danger, distress or nuisance from dogs, for example by establishing areas within the city where dogs are prohibited or restricted.~~

~~Council has undertaken a review of the current Hutt City Dog Policy 2005 to ensure that its approach to dog control meets the needs of dogs and their owners balanced against the needs of the wider community. This has been done in accordance with the requirements of the Dog Control Act 1996.~~

DOG CONTROL ACT 1996

1.4 ~~The Dog Control~~ This Policy has been divided into three parts. Part one sets out how dog exercise and prohibition areas are established. Part two sets out dog

owner's responsibilities and part three deals with administration and enforcement.

2. Dog Control Act 1996

- 2.1 Section 10 of the Act-1996 requires each territorial authority to adopt a ~~Dog Control Policy~~dog control policy for its district. In accordance with section 10(3) of the Act; every policy adopted under section 10:
- a. shall specify the nature and application of any bylaws made or to be made under section 20 of the Act; and
 - b. shall identify any public places where dogs are to be prohibited either generally or at specified times, pursuant to a bylaw under section 20(1)(a) of the Act; and
 - c. shall identify any particular public places, and any other areas or parts of the district in which dogs (other than working dogs) in public places are to be required by a bylaw made under section 20(1)(b) of the Act to be controlled on a leash; and
 - a. shall identify those areas or parts of the district in respect of which no public places or areas are to be identified under sections 10(3)(b) and 10(3)(c) of the Act; and
 - b. shall identify any places within areas or parts of the district specified in section 10(3)(c)(ii) of the Act that are to be designated by a bylaw under section 20(1)(d) of the Act as dog exercise areas in which dogs may be exercised at large; and
 - c. must state whether dogs classified by the territorial authority as menacing dogs under section 33A or 33C of the Act are required to

- be neutered under section 33E(1)(b) of the Act and if so whether the requirement applies to all such dogs and if not, the matters taken into account by it in requiring any particular dog to be neutered; and
- d. must state whether dogs classified by any other territorial authority as menacing dogs under section 33A of 33C of the Act are required to be neutered under section 33EB(2) of the Act if the dog is registered with the territorial authority and if so, whether the requirement applies to all such dogs and if not the matters taken into account by it in requiring any particular dog to be neutered; and
- e. shall include such other details as the territorial authority thinks fit including, but not limited to:
- i. fees or proposed fees; and
 - ii. owner education programmes; and
 - iii. dog obedience courses; and
 - iv. the classification of owners; and
 - v. the disqualification of owners; and
 - vi. the issuing of infringement notices.

2.2 In accordance with section 10(4); when adopting a policy, a territorial authority must have regard to—

- a. the need to minimise danger, distress, and nuisance to the community generally; and
- b. the need to avoid the inherent danger in allowing dogs to have uncontrolled access to public places that are frequented by

children, whether or not the children are accompanied by adults;
and

- c. the importance of enabling, to the extent that is practicable, the public (including families) to use streets and public amenities without fear of attack or intimidation by dogs; ~~and~~
- ~~• the exercise and recreational needs of dogs and their owners;~~
 - ~~• in the policy, territorial authorities are required to:~~
 - ~~• specify the nature and application of any bylaws made or to be made to give effect to the Policy; and~~
 - ~~• identify any public places where dogs are to be prohibited under a bylaw; and~~
 - ~~• identify any particular public places, in which dogs (other than working dogs) are to be required by a bylaw to be controlled on a leash; and~~
 - ~~• identify those areas or parts of the district in respect of which dogs will not be prohibited or required to be controlled on a leash; and~~
 - ~~• identify any places that are to be designated by a bylaw as dog exercise areas; and~~
 - ~~• include such other details as the territorial authority thinks fit including, but not limited to:~~
 - ~~• fees or proposed fees; and~~
 - ~~• owner education programmes; and~~
 - ~~• dog obedience courses; and~~

- ~~• the classification of owners; and~~
- ~~• the disqualification of owners; and~~
- ~~• the issuing of infringement notices.~~

~~1.42.3~~ Every statement or publication of a policy adopted under ~~this section is required to~~ 10(5) of the Act shall identify any land within the district that is included in:

- a. a controlled dog area or open dog area under section 26ZS of the Conservation Act 1987; or
- b. a national park constituted under the National Parks Act 1980;
~~— and or~~
- c. Te Urewera, as defined in section 7 of the Te Urewera Act 2014; and
- d. may contain such other information and advice in relation to dogs as the territorial authority thinks fit.

~~1.52.4~~ The territorial authority must give effect to a policy adopted under ~~this section 10 of the Act~~ by making the necessary bylaws ~~and may under section 20 of the Act, which must come into force~~ not have in place ~~later than the adoption of the policy and by repealing, before the 60th day after the adoption of the policy,~~ any bylaws that are inconsistent with the policy.

~~This Policy has been divided into three sections. Part 1, Dog Control, sets out such matters as how dog exercise and prohibition areas are established. Part Two sets out Dog Owners Responsibilities and Part Three deals with Administration and Enforcement.~~

2.3. Dog Control

Overview

3.1 When a dog is on land or premises occupied by its owner, the owner must at all times ensure that either the dog is under the direct control of a person, or the dog is confined in such a manner that it cannot freely leave the land or premises.

3.2 Owners must ensure that meet the reasonable needs of dog owners and promote animal welfare, to clearly identify to the public where dogs may and may not be exercised, and to minimize danger, distress and nuisance to the community generally and to safeguard the welfare of children the Council will designate specified dog exercise areas and specified dog prohibition areas: are kept under control at all times. Dogs not under the control of their owners or a person in charge will be prohibited from all public places at all times. The

3.3 Dogs must be kept on a leash or lead when in any public area, unless it's a designated dog exercise area or specified prohibited public place. Removed reference to chain as per 6(f)

3.4 Owners or anyone responsible for a dog must carry a waste bag for picking up their dog's faeces. Any faeces must be committed against the bylaw if such people remove the droppings immediately- removed and appropriately disposed of. Moved here (3.4) from 6.2 for clarity as per 6(b)

3.4 Council will put signposts at public places where dogs are prohibited or permitted during specified times.

3.5 Council will designate specific dog exercise areas and dog prohibition areas in order to:

- a. meet the reasonable needs of dog owners
- b. promote animal welfare;

- c. protect wildlife;
- d. inform the public about areas where dogs may and may not be exercised;
- e. minimise danger, distress and nuisance to the community generally; and
- f. safeguard the welfare of children.

4. Dog Prohibition Areas

4.1 In order to minimise danger, distress and nuisance to the community generally and to safeguard the welfare of children and wildlife, areas within Lower Hutt City will be designated as dog prohibition areas. Dogs will not be permitted to enter or remain in these areas. This is the responsibility of the dog's owner.

4.2 Dog prohibition areas are set out in the Hutt City Council Dog Control Bylaw 20152025 (the Bylaw) and are:

- a. any premises used as a public library;
- b. any children's playground within the district;
- c. any swimming pool owned or controlled by Council;
- d. any land used as a kindergarten or playcentre;
- e. any marked sports surface;
- f. any unmarked sports surface when in use for sporting purposes;
- g. any area that forms part of a park or reserve where a special event that is organised and in respect of which Council has publicly notified the time, date and duration of the closure; and
- h. other area within a public place that is specified by ordinary Council resolution to be an area that dogs are prohibited to enter upon or remain in.

- 4.3 Dog Prohibition Areas are also set out at <https://www.huttcity.govt.nz/services/dogs> and will be clearly identified to the public.
- 4.4 Dog Prohibition Areas can also be established by ordinary Council resolution under the Bylaw. They are set out on the Council website at [huttcity.govt.nz](https://www.huttcity.govt.nz). Dog Prohibition areas will be clearly identified to the public. Areas where dogs are not permitted include playing fields and children's playgrounds within Council's parks and reserves.
- ~~1.2.3 Dog owners can have their dogs on any public places that are not specified prohibited public places or specified dog exercise areas, as long as the dogs are under proper control by being secured effectively by a leash, chain or lead.~~
- 4.5 ~~1.2.4~~ The matters that Council must have regard to under the Bylaw ~~in when~~ making a decision to establish or disestablish a Dog Prohibition Area are as follows:
- a. the need to minimise danger, distress, and nuisance to the community generally;
 - b. the need to avoid the inherent danger in allowing dogs to have uncontrolled access to public places that are frequented by children, whether or not the children are accompanied by adults;
 - c. the importance of enabling, to the extent that is practicable, the public (including families) to use streets and public amenities without fear of attack or intimidation by dogs;
 - d. the exercise and recreational needs of dogs and their owners;
 - e. impact on wildlife areas;

- f. whether it is necessary to consult with the public to gauge community views on a proposed dog exercise area; ~~and~~
- g. any other information considered by ~~the~~ Council to be relevant.

5. Dog Exercise Areas

~~5.1~~ To meet the ~~reasonable~~ needs of dog owners ~~and~~, promote animal welfare, and ~~also to clearly identify to the public~~ ~~indicate~~ where dogs ~~may and may not~~ ~~can~~ be exercised, the Council will designate ~~specified~~ ~~specific~~ dog exercise areas.

~~5.2~~ ~~5.2~~ Designated Dog Exercise Areas are ~~set out in the Bylaw and can~~ ~~also be~~ established by ordinary Council resolution under the ~~Hutt City Council Dog Control~~ ~~Bylaw 2015~~. They are set out on ~~Council's~~ ~~Council's~~ website at huttcity.govt.nz. It is important to have a number of exercise areas available within ~~Lower Hutt City~~ for dogs to be exercised. These are clearly signposted and include most Council parks and reserves, ~~and~~ the Hutt River banks and drainage reserves in Wainuiomata.

~~5.3~~ The matters that Council must have regard to ~~in~~ ~~when~~ making a decision to establish or disestablish a Dog Exercise Area are as follows:

- a. the need to minimise danger, distress, and nuisance to the community generally;
- b. the need to avoid the inherent danger in allowing dogs to have uncontrolled access to public places that are frequented by children, whether or not the children are accompanied by adults;
- c. the importance of enabling, to the extent that is practicable, the public (including families) to use streets and public amenities without fear of attack or intimidation by dogs;
- d. the exercise and recreational needs of dogs and their owners;

- e. impact on all wildlife ~~areas~~;
- f. whether it is necessary to consult with the public to gauge community views on a proposed dog exercise area; and
- g. any other information considered by ~~the~~ Council to be relevant.

3.6. Designation of Exercise and Prohibition Areas and Maps

6.1 Dog Exercise Areas and Dog Prohibition Areas will be clearly signposted.

6.2 Owners or anyone ~~in control of~~ responsible for a dog being exercised ~~within such~~ in a dog exercise area must carry ~~their dogs~~ a dog leash.
 Moved to section 3 for clarity as per 6(b)

6.3 Owners of dogs that enter or remain in a Dog Prohibition Area will be liable for prosecution for a breach of the Bylaw.

4.7. Department of Conservation Land

7.1 Under the Conservation Act 1987, the Minister of Conservation can, by notice in the Gazette, declare any part or parts of land managed and administered by the Minister or Department under specific Acts to be either a controlled dog area or an open dog area.

7.2 To identify such areas within the Lower Hutt district, please refer to the Department of Conservation website:
www.doc.govt.nz

5.8. Owner Responsibilities

Overview

8.1 Council recognises the importance of owner responsibility and education and wishes to have in place policies and measures that support responsible dog owner status and send clear signals as to the preferred way that owners should carry out their responsibilities as dog owners. The measures that Council will have in place to support and promote responsible dog owner behaviour are as follows:

- a. Pamphlets will be available and, when appropriate, distributed to dog owners explaining their obligations and rights, and the provisions of the Dog Control Bylaw;

~~Closer links and partnerships will be sought with dog training and obedience clubs to formally recognise their role in effective owner education and dog obedience;~~

- b. ~~In~~ order to support dog owners in fulfilling their responsibilities, the Council's Animal Control Officers will be available to give dog owners advice on all matters relating to the keeping and control of dogs;
- c. ~~A~~ fee rebate is available to dog owners who qualify as responsible dog owners under Council's criteria set out below; ~~and~~
- d. Council will actively enforce the ~~bylaws~~ Bylaw and the Dog Control Act.

Owner Obligations, Education and Dog Obedience

8.2 In addition to the requirements of any other Act or of any regulations or bylaws regulating the control, keeping, and treatment of dogs, the ~~Dog Control Act 1996~~ requires every owner of a dog:

- a. ~~Feto~~ ensure that the dog is registered in accordance with this Act, and that all relevant territorial authorities are promptly notified of any change of address or ownership of the dog;
- b. ~~Feto~~ ensure that the dog is kept under control at all times;
- c. to ensure that the dog receives proper care and attention and is supplied with proper and sufficient food, water and shelter;
- d. ~~Feto~~ ensure that the dog receives adequate exercise;
- e. ~~Feto~~ take all reasonable steps to ensure that the dog does not cause a nuisance to any other person, whether by persistent and loud barking or howling or by any other means;
- f. ~~Feto~~ take all reasonable steps to ensure that the dog does not injure, endanger, intimidate, or otherwise cause distress to any person;
- g. ~~Feto~~ take all reasonable steps to ensure that the dog does not injure, endanger, or cause distress to any stock, poultry, domestic animal, or protected wildlife;
- h. ~~Feto~~ take all reasonable steps to ensure that the dog does not damage or endanger any property belonging to any other person; and
- i. ~~Feto~~ comply with the requirements of the Act and of all regulations and bylaws made under the Act.

Responsible Dog Owner Status

8.3 Council will encourage responsible dog ownership by; formally recognising "Responsible Dog Owner" status, dog ownership education programmes and dog obedience courses. Responsible Dog Owner status will qualify owners for significantly lower registration fees under the Act.

Fixed typo as per 6(g)

~~8.4 To may only be made between 1 February and 30 May in each year.~~

~~In order to~~ obtain Responsible Dog Owner Status, in addition to the obligations imposed on every dog owner by the Act, owners are required by ~~Hutt City~~ Council to:

- ~~a. Make complete a questionnaire demonstrating their knowledge of the Act and the Bylaw;~~
- ~~b. make a written declaration that they will comply with the requirements for Responsible Dog Owner status and understand that any breaches of the Dog Control Act 2003 or City Bylaw the Bylaw will lead to the immediate cancellation of the Responsible Dog Owner status for a period of 2 years;~~
- ~~c. Register/register~~ their dog(s) by 31 July in any registration year;
- ~~d. Have ensure~~ their property ~~is~~ fully fenced or the dogs ~~are~~ penned or controlled ~~in such a way that to allow~~ safe access to the front door ~~is assured~~ for people lawfully ~~going~~ about their business ~~and that, while preventing~~ the ~~dog cannot escape dogs from the property; escaping;~~

~~Demonstrate that they have full control over~~

- ~~e. ensure~~ their dogs both on and off a leash and in other situations. ~~This can be proved by presentation of a certificate from an approved trainer that the dog and owner have passed a Grade 2 Dog Obedience Course or by a practicable demonstration to a Hutt City Animal Control Officer;~~

The dog(s) ~~are provided with~~ have a warm ~~and~~ dry, draft-free kennel, ~~given~~ proper exercise ~~and~~ sufficient food daily, and ~~have~~ access to ~~a~~ clean water ~~supply~~ at all times;

- f. ~~Clean~~ clean up after their dog if it defecates in any public place or property owned by any other person ~~and~~; changed wording for consistency as per 6(c)
- g. ensure ~~it~~ the dog is leashed in public places when not being exercised under control in a designated dog exercise area;
- h. ~~Notify~~ notify Council of any changes of address, transfer of ownership or death of their dogs; ~~and~~
- i. ~~Dogs need to have been~~ registered their dogs with ~~Hutt City~~ Council for a period of 12 months prior to ~~owners~~ applying for ~~responsible dog~~ Responsible Dog Owner status. Owners who currently have Responsible Dog Owner status and obtain an additional dog can apply as soon as that dog is registered.

8.5 An Animal Control Officer may complete an inspection to verify that (8.4 (d)) and (8.4 (e)) have been complied with. Added back nested lettering (a-i) for clarity

8.6 It is desirable but not mandatory for an owner ~~status~~ to provide a certificate from an approved trainer showing that the dog and owner have passed a Grade 2 Dog Obedience Course. The Animal Control Officer may require a demonstration that an owner has full control over their dogs both on and off leash and in other situations.

Licence for Three or More Dogs

8.7 To minimise ~~the potential nuisance and danger to the community caused by dogs, and to ensure that adequate provision is being made for the proper care and welfare of~~ dogs, under the Bylaw a licence ~~is~~ required ~~for owners/occupiers of premises~~ in the city ~~who wish to~~ keep three or more dogs aged three months or ~~more~~ older on their premises ~~at any one time, regardless of ownership status~~. This does not apply to rural working dogs.

Owners to Keep Dogs Under Effective Confinement and Control

8.8 To enable the public, to the extent that is practicable, to use streets and public amenities without fear of attack or intimidation by dogs and to minimise nuisance to the community generally caused by dogs, dog owners must prevent their dogs from wandering by keeping them under proper control or under effective confinement, especially at night. This includes, to the extent possible—:

- a. ~~Keeping~~keeping every bitch, while in season, confined or under control while being exercised;
- b. ~~Taking~~taking all practicable steps to stop their dog barking, howling or being aggressive; and
- c. ~~Cleaning~~cleaning up after their dog defecates in any public place, or on land or premises other than the owner's. Faeces must be disposed of in an ~~approved~~appropriate manner (i.e. in a bin-). **Changed wording as per 6 (c)**

Access to Front Door

8.9 Safe access to a dog owner's front door (or another safe access point) is to be provided at all times, to people lawfully going about their business. Where the gate is locked to prevent access, this requirement does not apply.

58.10 ~~2.6.2~~ The intention is to ensure that people entering a property are not attacked by aggressive or savage dogs. Owners must ensure that such dogs are penned, chained or contained ~~in the rear yard.~~

Disability Assist and Working Dogs

~~5.10~~8.11 The Act contains some specific exceptions for certain types of dogs. Section 75 of the ~~Dog Control Act 1996~~ provides an exclusion for a Disability Assist Dog accompanying or assisting a person with a disability, or any person engaged in training such a dog. These dogs may enter and remain:

- a. ~~in~~ any premises registered under regulations made pursuant to Section 120 of the Health Act 1956; or
- b. ~~in~~ any public place, subject to compliance with any reasonable condition imposed by the occupier or person having control of the premises or public place, as the case may be.

8.12 Under section 2 of ~~that~~the Act, Working Dogs are defined as:

- a. any Disability Assist Dog; or
- b. any dog:
 - i. kept by the Police or any constable, the New Zealand Customs Service, the Ministry of Agriculture and Forestry, the Ministry of Fisheries, or the Ministry of Defence, or any officer or employee of any such department of

- State solely or principally for the purposes of carrying out the functions, powers, and duties of the Police or the department of State or that constable, officer, or employee; ~~or~~
- ii. kept solely or principally for the purposes of herding or driving stock; ~~or~~
 - iii. kept by the Department of Conservation or any officer or employee of that department solely or principally for the purposes of carrying out the functions, duties, and powers of that department; ~~or~~
 - iv. kept solely or principally for the purposes of destroying pests or pest agents under any pest management plan under the [Biosecurity Act 1993](#); ~~or~~
 - v. kept by the Department of Corrections or any officer or employee of that department solely or principally for the purposes of carrying out the functions, duties, and powers of that department; ~~or~~
 - vi. kept by the Aviation Security Service under [section 72B\(2\)\(ca\)](#) of the Civil Aviation Act 1990, or any officer or employee of that service solely or principally for the purposes of carrying out the functions, duties, and powers of that service; ~~or~~
 - vii. certified for use by the Director of Civil Defence Emergency Management for the purposes of carrying out the functions, duties, and powers conferred by the [Civil Defence Emergency Management Act 2002](#); ~~or~~
 - viii. ~~Defence Emergency Management Act 2002~~; ~~or~~
 - ix. owned by a property guard as defined in [section 9](#) of the Private Security Personnel and Private Investigators Act 2010 or a property guard employee as defined in [section 17](#) of that Act, and kept solely or principally for the purpose of doing the things specified in [section 9\(1\)\(a\) to \(c\)](#) of that Act; or

- x. declared by resolution of the territorial authority to be a working dog for the purposes of the Act, or any dog of a class so declared by the authority, being a dog owned by any class of persons specified in the resolution and kept solely or principally for the purposes specified in the resolution.

8.13 ~~The owner of a dog or dogs wanting to register a Working Dog or Dogs shall make an online application to Council in the form set out at Schedule One and shall provide with their application any information Council requires.~~

9. Administration and

Enforcement

Registration Fees

9.1 Fees under the ~~Dog Control~~ Act are set by Council resolution and notified in the Long Term ~~Council Community~~ Plan, Annual Plan, and on the Council's website: huttcity.govt.nz. **Added wording as per 6(e)**

9.2 Council will fix reasonable dog registration fees to allow effective management and enforcement of the ~~Dog Control~~ Act ~~1996~~ and ~~Council bylaws~~ the Bylaw. All revenue received and retained under the Act will be used only for purposes authorised ~~by or~~ under the Act. The fee structure will recognise dog owners who are licensed as "responsible dog owners", or who have had their dogs neutered or ~~spayed~~ and microchipped.

9.3 Incentives will be available to encourage owners to register their dogs before July 31 each year.

Enforcement

9.4 The Act and Bylaw will generally be enforced by ~~Hutt City~~ Council Animal Control Officers. There are a range of possible enforcement tools including:

- a. ~~Seizure~~ seizure of dog;
- b. ~~Issue~~ issue of infringement notices and fines;
- c. ~~Prosecution~~ prosecution with fines of \$ being possible;
- d. ~~Declaring~~ declaring a dog menacing or dangerous; and
- e. ~~Prohibiting~~ prohibiting people from ~~owning~~ owning dogs.

9.5 ~~The~~ Council aims to enforce the ~~Dog Control Act 1996~~ and the ~~Dog Control~~ Bylaw in order to meet the objects of ~~that~~ the Act. ~~To that end,~~ the Council will undertake prosecutions for breaches of the ~~bylaw~~ Act and the Bylaw, and issue infringement notices for offences specified in the First Schedule to the Act. Recovery of unpaid infringement fees will be sought through the Summary Proceedings Act 1957, in the courts.

9.6 In addition to powers of prosecution and issuing infringement notices, ~~the~~ Council has a number of other powers under the Act which will also be carried out with the aim of safeguarding the public and minimising nuisance caused by dogs and ill-treatment of dogs.

9.7 To enable the public, to the extent that is practicable, to use streets and public amenities without fear of attack or intimidation by dogs, dogs found roaming in any public place or on another person's property, whether or not they are wearing collars or properly registered, will be impounded.

9.8 where ~~the~~ Council receives complaints, Animal Control Officers may take appropriate action including seizing a dog that is not being properly provided for.

Probationary Owners

9.9 Council notes that the Act establishes disincentives for owners who are issued with repeat infringement notices under the ~~Dog Control~~ Act. Such behaviour can affect that person's ability to register future dogs and so impact on their ability to lawfully own dogs in the future.

9.10 Section 21 of the ~~Dog Control Act 1996~~ provides for the classification of a dog owner as a probationary owner. This applies where that person has been convicted of any offence ~~against~~under the Act (except an infringement offence), or has committed three or more infringement offences within a continuous period of two years.

9.11 Under the Act, "Probationary Owner" status will last for 24 months. Probationary owners will not be allowed to register any dog unless they were the registered owner of the dog at the time of the offence.

9.12 Probationary owners will be required to pay a 50 percent surcharge over and above all dog control fees.

Disqualification of Owners

9.13 Dog owners will be disqualified from owning a dog under Section 25 of the ~~Dog Control Act 1996~~ if they are convicted of an offence (not being an infringement offence) against the Act while a probationary owner at the time of the offence. Disqualified owners will not be allowed to own a dog for up to five years after the offence.

Menacing Dogs – Requirement to be Neutered

9.14 ~~The Act 1996~~ provides that a territorial authority must classify as menacing any dog that the territorial authority has reasonable

grounds to believe belongs wholly or predominantly to one or more breeds or types listed in Schedule 4 of the Act.

9.15 ~~3.5.2~~ These breeds ~~and type~~ are currently Brazilian Fila, Dogo Argentino, Japanese Tosa, ~~Perro de Presa Canario~~ and ~~American~~ American Pit Bull Terrier. In addition, a territorial authority may classify a dog as menacing under the Act in relation to the dog's behaviour. An owner of a dog that is classified as menacing may object to this classification and has the right to be heard. The territorial authority may require that the owner of a menacing dog is required to produce evidence that the dog has been neutered or that it is not in a fit condition to be neutered by the specified date.

9.16 It is Council policy in all cases where dogs are classified as menacing because of their breed (~~i.e.~~ because they are one of the breeds of dogs specified in the 4th Schedule to the Act) or behaviour to require evidence that the dog has been neutered or is unfit to be neutered by the specified date.

Barking Dogs

9.17 Where a dog control officer has received a complaint and has reasonable grounds for believing that a nuisance is being created by the persistent ~~and/or~~ loud barking or howling of any dog, ~~the officer~~ may:

- a. enter the premises to inspect; ~~and~~
 - b. serve written notice requiring the nuisance to be reduced to a reasonable level;
- a. 9.18 In determining whether a nuisance is being created the officer will consider: ~~barking during unsociable hours;~~
- b. ~~persistent barking of a long duration;~~
 - c. ~~prolonged barking over a period of days; and~~
 - d. ~~other factors which the officer deems relevant.~~

~~9.19~~ Owners may appeal to the Council within ~~have~~ seven days ~~against these notices to comply with the notice or object to Council about the content of the notice.~~ Where a notice has been served and the dog causes a ~~further~~ nuisance by barking, the ~~dog control officer~~ Animal Control Officer may remove the dog from the premises.

~~DOGS ATTACKING PEOPLE OR ANIMALS~~

~~9.20~~ Aggressive behaviour is not limited to but may include:

- ~~a. Rushing at or startling another person or animal in a way that causes or is likely to cause them injury or endangerment;~~
- ~~b. Rushing at any vehicle in a way that is likely to cause an accident; or~~
- ~~c. Attacking any person or animal.~~

~~9.21~~ Where a dog control officer observes or believes a dog has ~~attacked a person or animal~~ acted aggressively, the officer may:

- ~~a. At~~ the time, seize the dog if it is at large; or
- ~~b. If~~ the dog continues to be a threat to the safety of people or animals, seize the dog.

~~3.7.2~~ The matter may also be taken to court, where the dog control officer might ~~ask that the dog be destroyed and that penalties be imposed.~~

~~9.22~~ If a dog is seized, then a criminal prosecution against the owner of the dog may be advanced.

Dangerous Dogs

~~9.23~~ Where a dog is declared a "dangerous dog" under the Act, the dog must be muzzled at all times while in a public place and neutered or spayed within one month of the classification. The dog must also be kept in a secure area within the property and the owner must pay a higher registration fee.

10. Implementation

- [This policy is given effect by Hutt City Council's Animal Services team:](#)
- [You can find more information on our website, here:](#)
<https://www.huttcity.govt.nz/services/dogs>.

11. Related Documents

- [Dog Control Act 1996:](#)
- [Hutt City Council's Dog Control Bylaw:](#)
- [Conservation Act 1987:](#)
- [National Parks Act 1980:](#)
- [Health Act 1956:](#)
- [Biosecurity Act 1993:](#)
- [Civil Aviation Act 1990:](#)
- [Civil Defence Emergency Management Act 2002:](#)

Schedule One

Working Dogs

Class	Evidence Required
<p>Working dogs as Stock dogs.</p> <p>Dogs that are kept principally for the purposes of herding or driving stock.</p>	<p>The following breeds are considered by Council to be used as stock dogs in the District:</p> <ul style="list-style-type: none"> • Any "Collie" breed • Huntaway • Heading • Australian Cattle Dog • Kelpie • Sheepdog (Maremma) <p>Any of the above crosses.</p>
<p>An Animal Control Officer will be notified of any registrations for other breeds. The Animal Control Officer may request a demonstration of the dog working, when it is of age.</p>	
<p>Working Dogs</p>	<p>Pest dog: Photo/copy/scan of the pest management plan under the Biosecurity Act 1993.</p> <p>Dogs owned by a licensed Property, Guard under section 9 or section 17 of the Private Security Personnel & Private Investigators Act 2010: Photo/copy/scan of property guard approval documentation</p> <p>Government dogs: Photo/copy/scan of documentation from one of the following Government agencies:</p> <ul style="list-style-type: none"> • Police • Customs Service • MPI (fisheries/forestry) • Ministry of Defence • Department of Conservation • Department of Corrections • Aviation Security Service • Civil Defence Emergency Management

Declaration of Working Dog

This form is to be completed to declare that your dog(s) is a/are full time working dog(s) kept solely or principally for the purpose of herding or driving stock, pest control under a Pest Management Plan under the Biosecurity Act 1993 or guarding property under section 9 or section 17 of the Private Security Personnel & Private Investigators Act 2010. If requested you must demonstrate the dog's ability to perform its specified function to council's satisfaction.

Registered Dog Owner Details:

Full Name:	
Date of Birth:	
Address where dog(s) are kept at:	
Mobile:	Business Phone:
Email:	
Company Registration Number:	

Dog Details:

Name	Breed	Primary Colour	Secondary Colour	Age:	Sex M/F

In accordance with section 40(1) of the Dog Control Act, I hereby declare that the dog(s) listed above is a/are full time working dog/s, as defined by section 2 of the Dog Control Act 1996 and is/are kept solely or principally for this purpose. I understand that if I knowingly provide any false or misleading statements in relation to this declaration that, on summary conviction, I am liable to a fine not exceeding \$3,000.

Signature:	Date: / /
------------	-----------



Dog Control Bylaw

Business unit(s)	Strategy & Policy, Legal, Animal Services		
Date adopted	29/07/2025		
Date effective	30/07/2025		
Review period	Ten years		
Owner	Head of Strategy & Policy		
Approved by	Full Council		
Implementation	Animal Services		
Monitoring/Evaluation	Animal Services, Strategy and Policy		
Version	Author(s)	Date	Description
V 1.3	Sam White, Miranda Dunn, Duncan Pratt	30/07/2025	Legislatively required review
V 1.2	Sam White, Bradley Cato	28/05/2024	Amendments to Eastern Bays prohibition areas
V 1.1	Graham Sewell	15/12/2015	Legislatively required review



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1. Interpretation

- 1.1 In this ~~Bylaw~~ bylaw, unless inconsistent with the context, or where otherwise expressly provided:
- **Commercial dog walker** means any individual or business that walks or trains dogs in public spaces in exchange for payment.
 - **Dog Exercise Area** means an area within a public place that is specified by ordinary Council resolution to be a dog exercise area where dogs may be exercised off the lead.
 - **Dog Park** means a Dog Exercise Area that is defined and fenced, used solely for the purpose of dog exercise and contains specific additional amenities.
 - **Dog Prohibition Area** has the meaning set out in clause , 9.1 and 9.2 of this ~~Bylaw~~ bylaw.
 - **Household Unit** means a building or group of buildings, or part of a building or group of buildings, used principally for residential purposes and occupied exclusively as the home or residence of one household.
 - **Land** means a separately owned or occupied portion of land.
 - **Reserve** means any open space, plantation, park, garden or ground set apart for public recreation or enjoyment which is under the management and control of ~~the~~ Council and includes all land administered by ~~the~~ Council under the Reserves Act 1977.- I
 - **Sports Surface** includes any Council land used for sporting activities, whether permanently or temporarily marked, including athletic fields, playing fields, playing courts and other constructions provided for sporting purposes.
- 1.2 The expressions "Dog Control Officer", "Dog Ranger", "Owner", "Public Place", "Working Dog", "~~Disability Assist Dog~~ Guide Dog" ~~Companion Dog~~ and "~~Hearing Ear Dog~~" have the same meaning as in section 2 of the Dog Control Act 1996.

2. Limitation on Number of Dogs Permitted on Land or Premises

- 2.1 ~~2.1~~ No person shall keep more than two dogs over the age of three months on any premises unless they have obtained a licence for additional dogs under clause 3.1. ~~No person may exercise (on-lead or off-lead) more than four dogs at any time in a public place without a Commercial Dog Walker's licence.~~
- 2.2 ~~Council will have discretion to waive licensing requirements and issue an exemption on a case-by-case basis. Any persons wishing to be considered for an exemption should contact Council's Animal Services team.~~

3. Licensing of Additional Dogs

- 3.1 The owner of a dog, or the owner or occupier of the land or premises, ~~desiring wanting~~ to obtain a licence for an additional dog or dogs shall make written application to ~~the~~ Council ~~for a licence~~ in the form set out in Schedule One ~~to of~~ this ~~part of the~~ bylaw and shall provide with their application any information ~~the~~ Council requires. ~~Council, when considering an application under clause 3.1, shall have regard to:~~
- ~~a. the adequacy of the premises for the keeping of the additional dog or dogs specified in the application;~~
 - ~~b. the likely effect that the keeping of the additional dog or dogs would have upon the surrounding neighbourhood;~~
 - ~~c. the likelihood of the dog or dogs becoming a nuisance; and~~
 - ~~d. any other relevant matter including the fact that the additional dog or dogs have previously been kept in another local authority area.~~
- 3.2 ~~Any Commercial Dog Walker shall make written application to Council for a licence in the form set out in Schedule Three of this bylaw and shall provide with their application any information Council requires.~~
- 3.3 Any licence issued under clause 3.1 ~~and 3.2~~ may be subject to any reasonable terms, conditions and restrictions consistent with this ~~part of the~~ bylaw ~~that the Council determines.~~ Every licence shall be ~~in~~

- ~~issued on the forms~~ set out in Schedules ~~Two and Three~~ ~~to of~~ this ~~part~~ ~~of the~~ bylaw and, subject to clause ~~446.1~~, shall remain in force from the date of issue until the 30th of June ~~in~~ the following year.
- 3.4 For every licence the ~~applicants~~ applicant(s) shall pay to ~~the~~ Council; ~~(before the issue of the licence,)~~ the fee, or a proportionate part of the fee in the case of a licence issued for a period of less than a year; ~~as the Council may by resolution determine.~~ The fee for the licence shall be payable in addition to the registration fees payable under the Dog Control Act 1996.

4. Revocation of Licence

- 4.1 Council may revoke a licence at any time while ~~that~~ licence is in force in accordance with clause 3 ~~of this part of the bylaw if:~~
- ~~a.~~ Council is satisfied that the keeping of the additional dog or dogs has caused or materially contributed to a nuisance or the likelihood of injury to health; or
 - ~~b.~~ Council is satisfied that the keeping of the additional dog or dogs has caused an unduly detrimental effect upon the surrounding neighbourhood; or
 - c. There has been a failure to comply with all or any of the terms, conditions and restrictions of the licence; ~~then the Council may revoke the licence.~~
- 4.2 Any exemptions issued under 2.3 are subject to revocation under 4.1.
- 4.3 Where an owner fails to obtain a license or exemption within seven days of being notified of the requirement to do so, the Dog Control Officer will by written notice require the owner/occupier to reduce the number of dogs on their premises to no more than two dogs within 14 days. Where the owner/occupier fails to comply with this notice, Council is permitted to seize and impound the number of dogs necessary to reduce the number of dogs on the premises to two.

5. Limitation on Numbers Not to Apply in Certain Areas

- 5.1 Nothing in clauses 2 ~~and 3~~ shall apply:
- a. to premises within any rural areas under an operative or proposed District Plan prepared by Council~~;~~
 - b. to premises lawfully used exclusively or principally as a veterinary clinic including an office used by a veterinary surgeon in the course of their business~~;~~ ~~and~~
 - c. to premises lawfully used exclusively or principally for carrying on the business of boarding, ~~walking or grooming~~ dogs.

6. General Controls in Public Places

- 6.1 Except as provided in clauses 7.1 and 9.1:
- a. no dog shall be permitted in a public place; and
 - b. no person being the owner of a dog shall take the dog into or permit the dog to enter or remain in a public place unless:
 - i. the dog is kept under continuous control by; an effectual leash held by a person and securely attached to a collar on the dog; or ~~being~~
 - ii. ~~the dog is~~ contained in a vehicle or cage.
- 6.2 If a dog defecates in a public place or on land or premises other than that occupied by the owner, the owner or other person having control of that dog shall immediately remove the faeces.

7. Dog Exercise Areas

- 7.1 Notwithstanding anything contained in clause ~~6 of this Bylaw~~9, a person may exercise ~~that a~~ dog off ~~the~~ lead in any designated Dog

Exercise Area (including a Dog Park) as outlined in Schedule Three
~~Three to this part of the bylaw.~~

- 7.2 The owner or person responsible for the dog shall ensure that the dog is kept under constant supervision and control while being exercised in a Dog Exercise Area.

8. Resolution to Specify Dog Exercise Areas

- 8.1 Council may, by resolution, specify Dog Exercise Areas where dogs may be exercised off lead.
- 8.2 The Council may amend or revoke a resolution made under clause 8.1 at any time.
- 8.3 Before making a resolution under clause ~~7A8.1~~ the Council must take into account:
- the need to minimise danger, distress and nuisance to the community generally;
 - the need to avoid the inherent danger in allowing dogs to have uncontrolled access to public places that are frequented by children, whether or not the children are accompanied by adults;
 - the importance of enabling, to the extent that is practicable, the public (including families) to use streets and public amenities without fear of attack or intimidation by dogs;
 - the exercise and recreational needs of dogs and their owners;
 - impact on wildlife areas;

- f. whether it is necessary to consult with the public to gauge community views on a proposed Dog Exercise Area; and
- g. any other information considered by Council to be relevant.

9. Prohibited Areas

9.1 No dog shall be permitted in a ~~dog prohibition area~~ Dog Prohibition Area, and no owner may cause or permit any dog that he or she owns to enter or remain in a ~~dog prohibition area~~ Dog Prohibition Area.

9.2 For the purposes of clause ~~8.1~~ 9.1, the following are ~~dog prohibition areas~~ Dog Prohibition Areas as outlined in Schedule ~~Three to this part of the bylaw~~ Three:

- a. any premises used as a public library;
- b. any children's playground within the district;
- c. any swimming pool owned or controlled by Council;
- d. any land used as a kindergarten or playcentre;
- e. any marked sports surface;
- f. any unmarked sports surface when in use for sporting purposes;
- g. any area that forms part of a park or reserve where a special event that is organised and in respect of which ~~the~~ Council has publicly notified the time, date and duration of the closure ~~;~~ and
- h. any other area within a public place that is specified by ordinary Council resolution to be an area that dogs are prohibited to enter upon or remain in.

10. Resolution to Specify Dog Prohibition Areas

- 10.1 Council may, by resolution, specify Dog Prohibition Areas where dogs are prohibited to enter upon or remain in.
- 10.2 A resolution made under clause ~~8A10.1~~ may specify that dogs are prohibited from the area either generally or only in relation to specified times and days or events.
- 10.3 ~~The~~Council may amend or revoke a resolution made under clause ~~8A10.1~~ at any time.
- 10.4 Before making a resolution under clause ~~8A10.1~~, ~~the~~Council must take into account:
- ~~The~~the need to minimise danger, distress and nuisance to the community generally-;
 - ~~The~~the need to avoid the inherent danger in allowing dogs to have uncontrolled access to public places that are frequented by children, whether or not the children are accompanied by adults-;
 - ~~The~~the importance of enabling, to the extent that is practicable, the public (including families) to use streets and public amenities without fear of attack or intimidation by dogs-;
 - ~~The~~the exercise and recreational needs of dogs and their owners-;
 - ~~Impact~~impact on wildlife areas-;
 - ~~Whether~~whether it is necessary to consult with the public to gauge community views on a proposed ~~dog prohibition area~~-Dog Prohibition Area; and
 - ~~Any~~any other information considered by ~~the~~Council to be relevant.

11. Exemption for Certain Working Dogs

- 11.1 Nothing in clauses ~~11.9~~ 9 of this Bylaw shall apply to ~~a working dog guide dog, a Disability Assist Dog hearing ear dog companion dog~~ or to a ~~working dog~~ Working Dog which is being used by the Police or a security guard in the course of their functions and duties.
- 11.2 Clause 6.1 shall not apply to the types of dogs referred to in ~~9.1 or 11.1~~ 9 or to a ~~working dog~~ Working Dog being lawfully used to move stock.

12. Owner Deemed to Have Permitted Dog to be in Public Place

- 12.1 The owner of a dog found in any place in breach of clauses 6.1 or 9.1 ~~and 9.2 of this Bylaw~~ shall, unless the contrary is proved, be deemed to have permitted the dog to enter or remain in that place.

~~CONFINEMENT OF DOGS AT NIGHT~~

- ~~11.1 The owner of any dog shall, during the night keep the dog:~~
- ~~a. tied up by a leash or chain which is securely attached to a collar on the dog; or~~
 - ~~b. confined in an enclosed yard so that the dog cannot escape; or~~
 - ~~c. confined in a kennel, shed or other building so that the dog cannot escape.~~

~~IMPOUNDING OF DOGS~~

- ~~12.1 Where a dog is found at large in breach of any provision of this Bylaw it may be impounded.~~

13. Standards for Keeping of Dogs

13.1 The occupier of any premises on which a dog is kept shall take all steps reasonably necessary to:

- a. ~~e~~ Ensure the dog receives proper care and attention and is supplied with proper and sufficient food, water and shelter; ~~and~~
- ~~b~~: ~~p~~ Prevent the keeping of the dog becoming a nuisance to any person or injuring, endangering or causing distress to any person.

14. Notice to Upgrade Standards

14.1 ~~If the~~ Council considers that clause 13 is breached, ~~the~~ Council may (but shall not be obliged to) serve a notice on the occupier to take action to ensure the conditions under which the dog is kept are improved so that clause 13.1 is not breached. The notice may specify all or any of the following actions to be taken ~~and~~ (except in the case of ongoing actions) ~~taken~~ within a reasonable time specified in the notice:

- a. reduce the number of dogs kept notwithstanding the existence of a licence under clause 3;
- b. construct, alter or reconstruct kennels or other places where dogs are kept;
- c. keep dogs confined or restrained in specified ways, specified areas and for specified times;
- d. clean kennels and other places where dogs are kept; and
- e. take any other action necessary to properly house any dogs or to reduce or eliminate the nuisance caused by the dogs.

14.2 Council shall only specify actions under clause 14.1 which are reasonable having regard to the inadequacy of housing, or the nature of

the nuisance. In specifying any action under clause 14.1 ~~the~~ Council shall have regard to:

- a. the need for adequate shelter and space;
- b. the need for a reasonably clean and healthy living area;
- c. the proximity of other dwellings;
- d. the separation of kennels or other places dogs are kept from boundaries;
- e. the use of materials which are easily cleaned in kennels and other places dogs are kept;
- f. the construction of the flooring or ground treatment of a kennel or other place where dogs are kept, such as whether it is graded and whether it is drained to a sewer drain; and
- g. the need for cleaning of kennels or other places where dogs are kept.

14.3 ~~The~~ Council may at any time cancel any notice given under clause 14.1 ~~by notice to the occupier~~ if it believes the notice has not been complied with and will not be complied with.

14.4 So long as a notice under this section has been issued and has not been cancelled in accordance with clause 14.3 ~~the~~ Council shall not prosecute the occupier for a breach of clause 14 before the date stated on the notice as the date by which the actions (except ongoing actions) are to be carried out.

Schedule One

APPLICATION FOR A LICENCE TO KEEP ADDITIONAL DOGS ON LAND OR PREMISES



HUTT CITY COUNCIL

Adobe Acrobat 11.11 is required to fill this form online
Download for free <http://get.adobe.com/reader/>

Name		Person ID
Address		
Work Phone	Home Phone	Mobile Phone
Email		

I hereby apply, pursuant to Clause 3 of the Hutt City Bylaw 2005 – Dog Control, for a licence in respect of the land or premises described below permitting an additional dog/s to be kept on the land or premises.

DETAILS OF ALL DOG/S TO BE KEPT ON THE PROPERTY

Address of premises on which it is intended to keep the additional dogs (if different from above)			
Dogs name	Dogs ID number	Current tag number	Owner (if different from above)
Owner signature	Date		

OFFICE USE ONLY		
Fee paid	Receipt no	RFS enquiry no
\$		

Animal Services | 21 Meachen Street, Seaview, Lower Hutt 5010 | animals@huttcity.govt.nz
Hutt City Council | 531 High Street, Private Bag 31912, Lower Hutt 5040 | 04 570 6666 | huttcity.govt.nz
RSA-FORM-114F HCC | DOG/14/185975 | December 2013

Schedule Two

LICENCE TO KEEP ADDITIONAL DOG OR DOGS ON LAND OR PREMISES



Licence number

Pursuant to Clause 3 of the Hutt City Bylaw 2005 – Hutt City Council hereby licences the land or premises, described below for the purpose of keeping the dog(s), described below on the land or premises subject to the provisions of Part 4 of the Bylaw and the conditions contained in this licence.

Name of applicant for licence		
Address of land or premises on which the additional dog or dogs are permitted to be kept		
Dog name	Dog ID	Owner (if different from above)
Conditions of Licence		

Any change to the listed address or any addition to the dogs listed will require a new application.
Any breach of Conditions of Licence will result in this Licence being cancelled.

Licence granted by	Date
Regional Manager Animal Services	

Animal Services | 21 Meachen Street, Seaview, Lower Hutt 5010 | animals@huttcity.govt.nz
Hutt City Council | 531 High Street, Private Bag 31912, Lower Hutt 5040 | 04 570 6666 | huttcity.govt.nz
RMA/10/016-115L-11000 | DOC/14/188978 | December 2019

Schedule Three



Commercial Dog Walking

Requirement	Evidence Required
<p>Training and Assessment</p> <p>You must demonstrate required knowledge and be assessed by an Animal Control Officer.</p>	<p>Be assessed by an Animal Control Officer. This will cover knowledge of</p> <ul style="list-style-type: none"> - Dog Control Act 1996 - Hutt City Council's Dog Control Bylaw - Hutt City Council's Dog Control Policy <p>An Animal Control Officer will require a demonstration of the dog handlers ability to control and handle multiple dogs</p>
<p>Insurance and Application</p> <p>Public Liability Insurance</p>	<p>You need to supply HuttCity Council with a public liability insurance certificate and submit a Commercial Dog Walkers licence application along with the required fee.</p>
<p>Legal Compliance</p>	<p>You must not have been convicted or received an infringement under the following in the past year.</p> <ul style="list-style-type: none"> • Dog Control Act 1996 • Animal Welfare Act 1999 • Hutt City Council Dog Control Bylaw 2015 <p>You must not have received a substantiated complaint in the past year or been classified as a Probationary or Disqualified dog owner at any time.</p>
<p>Licence Renewal:</p>	<p>You need to renew your licence annually with Hutt City Council</p>

Document Name / XX Month XXXX / Version XX

P1

Document Name / XX Month XXXX / Version XX

P.15

<p>Licence on request.</p>	<p>You are required to have your Commercial dogs walkers licence on your person and available on request by any Warranted Animal Control officer, when walking multiple dogs.</p>
-----------------------------------	---

Licensee Details:

Full Name:	
Date of Birth:	
Name of Business	
Business Mobile:	Business Phone:
Business Email:	
Company Registration Number:	

Schedule Four

Dog prohibition areas and dog exercise areas

Introduction

The following areas were adopted by Council at its meeting on ~~15 December 2015~~ [29 July 2025](#) as either Dog Prohibition Areas, or Dog Exercise Areas.

The file containing tables with descriptions relevant to each corresponding map that is indicative of the areas can be viewed [here](#).

1. Dog Prohibition Areas		
1.1	Eastbourne	
a.	The picnic and leisure areas of Point Howard where there are signs prohibiting dogs from 1 December to 31 March between 9.00am and 8.00pm. Changed wording to address 6(h)	46
b.	The picnic and leisure areas of Lowry Bay where there are signs prohibiting dogs from 1 December to 31 March between 9.00am and 8.00pm during Changed wording to address 6(h)	72
c.	The picnic and leisure areas of York Bay where there are signs prohibiting dogs from 1 December to 31 March between 9.00am and 8.00pm Changed wording to address 6(h)	73
d.	The picnic and leisure areas of Mahina Bay where there are signs prohibiting dogs from 1 December to 31 March between 9.00am and 8.00pm . Changed wording to address 6(h)	74
e.	The picnic and leisure areas of Sunshine Bay where there are signs prohibiting dogs from 1 December to 31 March. Between 9.00am and 8.00pm Changed wording to address 6(h)	75
f.	The picnic and leisure areas of Days Bay where there are signs prohibiting dogs from 1 December and 31 March	76

	between 9.00am and 8.00pm. Changed wording to address 6(h)	
g.	The picnic and leisure areas of Rona Bay where there are signs prohibiting dogs from 1 December and 31 March between 9.00am and 8.00pm. Changed wording to address 6(h)	77
h.	That piece of land vested in Council at Marine Drive, Days Bay, being Lots 5, 6 and 7 Deposited Plan 1694, and being all of the land contained in Certificate of Title 498/171 (Wellington Registry), more commonly known as the Days Bay Pumping Station Site and the Proposed Local Purpose Reserve (Wildlife Management).	45
i.		
j.		60
k.	Sorrento Bay – Dogs prohibited at all times from the areas where there are signs: the foreshore and beach area of Sorrento Bay; from the Southern end of the rocky outcrop and running to the Northern end of the oystercatcher managed works zone.	56
l.	Whiorau Reserve – Dogs prohibited at all times from the bird protection area as indicated by the signs.	57
m.	CL Bishop Park – Dogs prohibited at all times from the areas where there are signs: the foreshore and beach area of Rona Bay abutting Bishop Park bird protection area; and from the bird protection area.	58

n.	HW Shortt Recreation Ground – dogs to be prohibited at all times from the bird protection areas as indicated by the signs.	34
1.2	Petone	
a.	Petone Beach between Hikoikoi Reserve and the Petone Wharf from 1 December and 31 March between 9.00am and 8.00pm. Changed wording to address 6(h)	42
b.	Percy Scenic Reserve.	43
c.	Eastern section of McEwan Park	20A
d.	Memorial Park	10A
a.		
b.		
c.		
1.4	Epuni	
a.	Mitchell Park	52
1.5	Avalon	
a.	Avalon Park Three-quarters of Avalon Park from the tree line to the north of the children's bicycle track through to the Park's southern boundary be specified as a dog prohibition area. However, a dog on a leash is permitted to walk along the pathway as	53

	designated on Map 53 and coloured as a broken yellow line. Dogs are also permitted on leash at the northern end of the park as designated in Map 53.	
1.6	Stokes Valley	
a.	Speldhurt Park	1A
1.7	Belmont	
a.	Belmont Recreation Reserve Southern end.	6A
1.8	Seaview	
a.	The small, fenced section of Sunset Point where the bird protection area is located	

2. Dog Exercise Areas			
2.1	Stokes Valley	Entrances	Map
a.	Delaney Park (excluding sports surfaces)	George Street, Stokes Valley Road	1
b.	Kamahi Park (excluding sports surfaces)	Stokes Valley Road	2
2.2	Kelson		
a.	Kelson Reserve	Kelson Grove	7
2.3	Belmont		
a.	Belmont Recreation Reserve	Owen Street to the Northern end of the riverbank before	6

		the path narrows (opposite High Street at the Northern end of Taita Drive).	
b.	Redvers Drive Reserve	Redvers Drive	55
2.4	Naenae		
a.	Naenae Park (excluding sports surfaces)	Seddon Street Naenae Road Gibson Street Waddington Drive Rimu Street	8
b.	Waddington Canal	Balgownie Grove, Waddington Drive, Hill Grove, Judd Crescent, Seddon Street	63
2.5	Waiwhetu		
a.	Te Whiti Park (excluding sports surfaces)	Whites Line East, Riverside Drive	9
b.	Trafalgar Park (excluding sports surfaces)	Trafalgar Street, Brook Street	10
c.	Bell Park (excluding sports surfaces)	Bell Road, Douglas Street, Riverside Drive South	14
2.6	Petone		

a.	Portion of Te Mome Stream east side from Bracken Street along rear of Wilford School to Petone Central Croquet Club right of way.	Bracken Street, Petone Central Croquet Club right of way.	10B
b.	Sladden Park (excluding the children's playground and sports surfaces)	Bracken Street	11
c.	Ava Park	Wakefield Street	18
d.	Petone Recreation Ground (excluding children's playground and sports surfaces)	Buick Street	19
e.	North Park (excluding sports surfaces)	Roxburgh Street	21
f.	Frank Cameron Park	London Road	22
g.	Petone Beach Area (west of Petone Wharf) – excluding Honiana Te Puni Reserve and Te Ara Tupua (shared path), as indicated in the map. Additional wording to address 6(a)	The Esplanade, Honiana Te Puni Reserve carpark	17
h.	Petone Beach East	Marine Parade	20
2.7	Hutt Central		
a.	Hutt Recreation Ground (excluding sports surfaces)	Myrtle Street, Woburn Road, Bellevue Road	12

2.8	Moera		
a.	York Park	York Street, Elizabeth Street	13
2.9	Hutt Riverbanks		
a.	Eastern bank from Tirangi Road to Croft Grove, Moera.	Tirangi Road to Croft Grove, Moera	64
b.	Eastern bank from Ava Rail Bridge to Barber Grove, Moera	Ava Rail Bridge to Barber Grove, Moera	65
c.	Eastern bank from Ewen Bridge to Ava Rail Bridge	Ewen Bridge to Ava Rail Bridge	66
d.	Eastern bank from Melling Bridge to Ewen Bridge	Melling Bridge to Ewen Bridge	67
e.	Eastern bank from Kennedy Good Bridge to Melling Bridge	Kennedy Good Bridge to Melling Bridge	68
f.	Eastern bank from Stokes Valley to Kennedy Good Bridge	Stokes Valley to Kennedy Good Bridge	5
g.	Eastern bank from Reynold Bach Drive to Stokes Valley	Reynold Bach Drive to Stokes Valley	69
h.	Western bank from Manor Park Road to Benmore Crescent extension.	Benmore Crescent, Western Hutt Road, Manor Park Road.	40
i.	Western bank north of Owen St, Belmont.	Owen Street	70

j.	Western bank from Kennedy Good Bridge south to Melling Bridge	Kennedy Good Bridge, Melling Bridge	15
k.	Western bank from Melling Bridge to Ewen Bridge	Melling Bridge, Ewen Bridge	16
l.	Western bank from Ewen Bridge to Ava Park.	Ewen Bridge, Ava Park	71
2.10	Wainuiomata		
a.	Leonard Wood Park (excluding the children's playground)	Wood Street/Willow Grove/Parenga Street	23
b.	Wainuiomata River Bank	Main Road/Poole Crescent	24
c.	Hine Road Reserve	Hine Road	25
d.	Black Creek (West) Banks	Nelson Crescent, Moohan Street	26
e.	Pencarrow Hall Reserve	Tipperary Grove	27
f.	Drainage Reserve between Norfolk Street and Nelson Street.	Norfolk Street Nelson Street	28
g.	Drainage Reserve between Mohaka Street and Momona Street	Parkway Manutuke Street	29
h.	Karaka Park (excluding children's playground)	Karaka Street	30

i.	Drainage Reserve between Wainuiomata Road and Fraser Street	Fraser Street Wainuiomata Road	31
j.	Drainage Reserve between Parkway and Konini Street	Parking, Konini Street, Totara Street, Karamu Crescent	61
k.	Burden Avenue Riverbank Reserve	Faulke Avenue Main Road	32
l.	The Eastern section of Richard Prouse Park (when not in use for sporting purposes), and outside the sports surfaces in the Western section	Hine Road	33
m.	Wood Street Reserve	Wood Street	36
n.	Rotary Park	Main Road, Gibbs Crescent	37
o.	Les Dalton Dog Park	Waiu Street	62

3. Dog Exercise and Prohibition Areas			
3.1	Eastbourne		
a.	Days Bay The area in Days Bay on the beach north of the wharf is – i) A Dog Exercise Area between 8.00pm and 10.00am from 1 December to 31 March every year;	Beach area to the North of Days Bay Wharf	54

	<p>ii) A Dog Exercise Area at all times from 1 April to 30 November; and</p> <p>iii) A Dog Prohibition Area between 9.00am and 8.00pm from 1 December to 31 March every year.</p>		
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03 June 2025

Report no: PFSC2025/3/184

Appearance Industries Bylaw Review

Purpose of Report

1. The purpose of this report is for the Committee to receive the submissions on the Appearance Industries Bylaw review following the Special Consultative Procedure and make final decisions on the proposed amendments that are to be included in the final Bylaw.

Recommendations

That the Committee recommends that Council:

- (1) notes that on 25 March 2025 Council approved the Statement of Proposal for the Appearance Industries Bylaw Review for formal consultation as attached at Appendix 1 to the report;
- (2) receives and considers the four survey submissions and three emailed submissions received during the consultation period from 26 March to 26 April 2025;
- (3) considers and approves proposed changes for the final Appearance Industries Bylaw and Code of Practice in response to consultation; and
- (4) notes that if approved, the Appearance Industries Bylaw will be due to be reviewed again in 2035.

Background

Purpose

2. The Appearance Industries Bylaw (Bylaw) and its Code of Practice (Code) regulate the provision of beauty therapy, skin and body piercing, and tattooing services in Te Awa Kairangi ki Tai, Lower Hutt.
3. The Bylaw sets the rules for licensing and hygiene. The purpose is to safeguard public health by ensuring businesses comply with hygiene, sterilisation, and safety protocols to prevent the spread of infections and other health risks.
4. The Code is an attachment to the Bylaw, which provides guidance to businesses working in the Appearance Industries on compliance and safe procedures.

Current Status

5. Under Section 158 of the Local Government Act (the Act), a review is required within five years of adoption.
6. Because the Bylaw was enacted in October 2020, section 158 of the Act requires it to be reviewed, by October 2025.

Early Engagement

7. In January 2025, a targeted survey was sent to 67 registered businesses and relevant industry groups to seek initial views on whether the Bylaw and Code were working well, protecting public health and meeting industry needs. There was a 17.9% response rate with 12 respondents to the early engagement.
8. Feedback from early engagement highlighted specific areas for improvement, including clarity on hygiene protocols, training requirements, and industry oversight.
9. The feedback received during the early engagement and insight from our Environmental Health officers was used to inform the proposed changes to the Bylaw and Code.
10. The proposed changes were approved for public consultation via the Special Consultative Procedure by the Policy Finance and Strategy Committee on 11 March 2025 and by Council on 25 March 2025.

Discussion

11. The Statement of Proposal containing the consultation material and draft Bylaw and Code with proposed changes made as tracked changes is attached as Appendix 1 to the report.
12. Consultation ran from 26 March 2025 to 26 April 2025. During this consultation period four responses were received via the survey, three were received via email. Noting we are aware at least one of the email respondents also completed the survey.
13. The submissions received are attached as Appendix 2 to the report.
14. None of the submitters wished to speak to their submissions, therefore hearings were not needed for this Bylaw review.
15. The feedback received during consultation has been reviewed and analysed by Policy and Environmental Health (EH) officers. Following this, officers recommend that three further changes should be made to the proposed Bylaw and Code.
16. The three further proposed changes have been added as tracked changes and highlighted for clarity, to the Final Proposed Bylaw in Appendix 3 and Proposed Code in Appendix 4.
17. Table 1 below summarises the feedback received and officers' response, including whether a change to the proposal is recommended in response to the feedback and the rationale for that recommendation.

Table 1: Summary of feedback received and officers' response

Feedback Theme	Relevant Proposed change consulted on	Feedback summary	Officer Response	Change recommended Y/N
Qualification Terminology	Changed from <i>recognised</i> to <i>appropriate</i> qualification	Concern that <i>appropriate</i> is ambiguous and may allow underqualified operators. Suggest reverting to <i>recognised</i> .	Agree with the rationale of the submitter and recommend not making this proposed change and leaving the wording as <i>recognised</i>	Yes
Incident Reporting	Requirement to notify Council of incidents	Notification of complaints and injuries to industry body for systemic tracking.	No change recommended in response to this submission. Noting that this is viewed as beyond the intent of the Bylaw and ACC or Worksafe is a better source of information for records of serious incidents. Not aware of any other councils in the country who report to an industry body	No
Glass Bead Steriliser Use	No change; maintain current time and usage guidance	Submitter considers current minimum time (5 min) is inadequate and propose 60 min or disallow use.	Propose increasing time to minimum time from 5 minutes to 15 minutes, unless manufacturer's instructions require longer. Noting that in practice, EH officers have found they are left for a minimum of 30 min and often 60 min.	Yes

No exemptions	No proposed change recommended to the exemptions outlined in the Bylaw/Code	Feedback argues all invasive procedures should be regulated equally, no exemptions.	Support continued exemptions – Noting the procedures covered Bylaw are for appearance as opposed to medical/surgical Procedures which are not covered within the scope of the Bylaw	No
Compliance / licencing Concerns	No proposed changes that appear to relate to this concern	Considers current proposal doesn't go far enough to ensure industry compliance or encourage licensing.	Concerns noted. Noting the EH team follow up on complaints received of non-registered businesses and have successfully registered previously un-registered businesses.	No
Clarification regarding acupuncture exemption	No proposed changes relate to this concern	Feedback requests a change to the current wording of the exemption to acupuncturists to ensure they hold a current practicing certificate.	Agree with proposed change. The wording is more accurate in referencing the Chinese Medicine Council of New Zealand which is the correct authority for regulating this practice.	Yes

Options

18. Table 2 provides the options and analysis to support the Committees decision making.

Table 2: Options for decision making

Options:	Impact:
Option one- approve the initial proposal without recommended additional changes	May receive negative public response from those who feel their feedback was not considered Would meet statutory requirements.
Option two (recommended)- Approve the proposed changes to Council without amendment	Would meet statutory requirements without requiring further consultation.
Option three- approve proposed changes with minor amendment	Would meet statutory requirements without requiring further consultation
Option four- approve proposed changes with significant amendment	Significant changes may require further engagement to meet consultation requirements under the Act.

Next Steps

19. Following deliberation, this Committee will make its recommendation on the proposed changes to the Bylaw and Code to Council on 29 July 2025.
20. If approved, the Bylaw will need to be reviewed in ten years. As the Code is an attachment to the Bylaw it can be amended if needed without requiring a full bylaw review. Consequently, the Code is not legally required to be reviewed under a specific time frame.

Climate Change Impact and Considerations

21. The matters addressed in this report have been considered in accordance with the process set out in Council's Climate Change Considerations Guide.

Consultation

22. Formal public consultation was undertaken using the Special Consultative Procedure, in accordance with section 83 of the Act.
23. All businesses registered under this Bylaw as well as relevant industry groups were informed of the survey and encouraged to participate. Reminders were sent to this group before the consultation period closed.
24. To help inform the wider public, social media posts were made promoting the survey during the consultation period.
25. All submitters have had the opportunity to indicate whether they would like to speak to their submission at a hearing. No one wished to do so.

26. Following Council's decision on 31 July 2025, officers will contact all submitters, registered businesses and relevant organisations to inform them of the updated Bylaw and Code. This will include an opportunity for stakeholders to ask any questions they may have regarding compliance with the amendments.

Legal Considerations

27. The proposed changes to the Bylaw and Code meet the legislative requirements of the Act. Sections 82 and 83 of the Act include consultation requirements.

Financial Considerations

28. There are no budgetary implications associated with this decision.

Appendices

No.	Title	Page
1	Statement of Proposal	82
2	Submissions received during SCP 26 March-26 April 2025	90
3	Final Proposed Changes to Appearance Industries Bylaw	100
4	Final Proposed Changes to Code of Practice	115

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Head of Strategy and Policy

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Chief Legal Officer

Approved By: Jarred Griffiths
Director Strategy and Engagement



Statement of Proposal

Draft Appearance Industries Bylaw Review

Summary of Proposal

The Appearance Industries Bylaw 2020 and the Appearance Industries Bylaw 2020 Code of Practice regulate the provision of beauty therapy, skin and body piercing, and tattooing services in Te Awa Kairangi ki Tai, Lower Hutt.

The purpose is to safeguard public health by ensuring businesses comply with hygiene, sterilisation, and safety protocols to prevent the spread of infections and other health risks.

The Appearance Industries Bylaw 2020 sets rules for licensing and hygiene, ensuring safety, while the Code of Practice provides guidance on compliance and safe procedures.

The Bylaw has now been in place for five years and is due to be reviewed in accordance with Section 158 of the Local Government Act (2002). The goal of the review is to make sure the Bylaw and Code of Practice still work well, protect public health and meet industry needs.

Early engagement

In January 2025, initial feedback was sought from registered businesses and relevant industry groups to ensure the Bylaw and Code of Practice were effective in protecting public health and meeting industry needs.

The survey asked respondents what changes they would like to see made to the Bylaw and Code. the qualitative details in these responses were used to inform the proposed changes in this document.

There were 12 respondents to the early engagement. Of the respondents, 10 work in 'beauty enhancement', 4 'tattooing' and 3 in 'skin and body piercing'. As some businesses provide multiple services, respondents could select all that applied.

There was a mixture of levels of satisfaction with the Bylaw and Code, with most of the respondents neither satisfied nor dissatisfied with the bylaw and satisfied with the Code.

Comprehensive feedback was received from the NZ Board of Professional Skin Therapies (NZBPST). The role of NZBPST is to represent, support and advocate on behalf of skin therapists and other sectors of the beauty industry to safeguard the health and well-being of their clients, staff and public. Where possible, the recommendations from NZBPST have been incorporated into the proposed changes.

Consideration of traditional tā moko practices

Currently, traditional tā moko practices on Marae are exempt from the Bylaw and Code of Practice. Officers have engaged with iwi to understand tā moko practices and whether these should be included in the Bylaw and Code of Practice. Our conclusion is that Marae have appropriate tikanga and processes to manage tā moko work so there is no reason to change the exemption of tā moko from the Bylaw and Code of Practice at this time.

Proposed changes to the Bylaw and Code of Practice

Council has developed a consolidated list of proposed changes to the Bylaw and Code of Practice. These changes are tracked in the draft Bylaw and Code of Practice attached as Appendix A (the draft Bylaw) and Appendix B (the draft Code of Practice).

The proposed changes primarily focus on clarifying standards, improving hygiene and safety measures, and ensuring compliance with industry best practices.

The table below summarises the issues identified during early engagement, both externally and internally, and provides the proposed change to the Bylaw or Code.

Proposed changes to the Bylaw and Code of Practice

Issue Identified	Proposed Change	Relevant Code Section
Training & Qualifications	Changed "recognised qualification" to "appropriate qualification" to include overseas verification.	Minimum Standard 2

Incident Recording	Added requirement to notify the council of incidents by the next working day.	Minimum Standard 2
Recognition of NZBPST	Added NZ Board of Professional Skin Therapies (NZBPST) as an official industry oversight body.	Minimum Standard 2
Sterilisation Process	Updated to ensure instruments remain sterile during use.	Minimum Standard 3
Electrolysis Definition	Corrected spelling and, refined technical terminology and added recommended aftercare.	Minimum Standard 3
Autoclave Spore Testing	Required operators to provide proof of regular spore testing during inspections.	Minimum Standard 3
Hygiene Standards	Added floor cleaning protocols and a new rule restricting operator jewellery	Minimum Standard 4
Threading Hygiene	Prohibited holding thread in the mouth.	Minimum Standard 4A
Manicure & Pedicure Health	Added a clause requiring operators to stop treatment and refer to a medical practitioner if infection is identified.	Minimum Standard 4B
Electric Nail File Safety	Banned use of electric nail files on natural nails to prevent burns and trauma.	Minimum Standard 4B
Imported Machinery Safety	Required NZ/AU compliance before use of imported machinery.	Minimum Standard 5
Laser Equipment Calibration	Required regular recalibration of IPL/Laser equipment by a certified technician.	Minimum Standard 5
Licence Naming	Renamed 'Health Protection Licence' to 'Certificate of Registration'.	General References
Fee Structure	Removed fixed fees to allow annual updates without a formal bylaw review.	Section 9 (Bylaw)

The rationale for Council's decision about what proposed changes to come out of the early engagement has been made and what have not can be found here: https://hccpublicdocs.azurewebsites.net/api/download/83c4c58dfb9a4cb0a0d6a833cfa250f9/_policies/ce3facb624581cc249c3ab72379d15cfa180

The full version of the proposed changes to the Bylaw and Code, with the proposed changes marked in red, can be found here:

https://hccpublicdocs.azurewebsites.net/api/download/83c4c58dfb9a4cb0a0d6a833cfa250f9/_policies/d17dfa4d24595dd24c9696775b38338fe28a

Code of Practice:

https://hccpublicdocs.azurewebsites.net/api/download/83c4c58dfb9a4cb0a0d6a833cfa250f9/_policies/ce3facb624581cc249c3ab72379d15cfa180

How to have your say

We want your feedback on the proposed changes to the Appearance Industries Bylaw (Bylaw) and Code of Practice (Code). The submission period runs from **26 March- 26 April 2025**. If required, hearings will be held in June 2025.

You can provide feedback in multiple ways:

- Make an online submission at haveyoursay.huttcity.govt.nz [link];
- Email your submission to policy@huttcity.govt.nz with 'Appearance Industries' in the email subject line; and
- Drop off a submission at the front counter at our offices at 30 Laings Road.

Timeline for consultation

The consultation is open from 26 March – 26 April 2025

Public consultation	26 March - 26 April 2025
Hearings of submissions	June 2022 (if required)
Results of consultation and options presented to Policy and Finance Committee for approval	1 July 2025
Council adopts updated Bylaw and Code	27 July 2025

Privacy Statement

We require your name, contact details and the suburb you live in as part of your feedback. All feedback will be published on our website with your name. All other personal or commercially sensitive information (including your email address and suburb) will be removed. Publishing feedback in full supports a transparent process and will assist in the public hearing process. If you have specific reasons for not wanting your feedback publicly released, please contact policy@huttcity.govt.nz.

Public Hearings

The online survey also asks if you want to present directly to Councillors at a hearing. If you state that you do want to present to Councillors, you will be contacted by Council staff to arrange a time for you to speak.

Feedback will be considered by Council regardless of whether you wish to present your views at a hearing or not. Final decisions will be made in July 2025 and the reviewed Appearance Industries Bylaw and Code of Practice will be adopted in July 2025.

Storing personal information

Council stores information with reasonable safeguards against loss and disclosure. Reasonable safeguards include physical and technological protections. Personal information is accessible to staff who have a legitimate reason to access it. Council has a code of conduct where unauthorised disclosure of confidential information or records in accordance with the provisions of the Public Records Act, which includes the authorised destruction of records once they are no longer required to be kept for legislative compliance or business purposes.

Access to your information

The information you provide will be accessible only by Council staff and will not be shared with any third party outside of the Bang the Table survey platform. You have the right to ask for a copy of any personal information we hold about you, and to ask for it to be corrected if you think it is wrong. If you'd like to ask for a copy of your information, or to have it corrected, please contact us at policy@huttcity.govt.nz, or 04 570 6666, or 30 Laings Road, Lower Hutt 5010.

Statutory authority to undertake reviews

Relevant legislation

Relevant Act:	Section:	Description:
Local Government Act 2002	145	Councils may enact bylaws to prevent nuisance, protect public health and safety, and minimise offensive behaviour in public spaces.
	155	Council must decide if a bylaw is necessary. If so, it must ensure it is the best option and complies with the New Zealand Bill of Rights Act 1990.
	158	Council must review bylaws within 5 years of it being made.
	Part 8 subpart 2	LGA enforcement includes: <ul style="list-style-type: none"> • court injunctions (s.162), • property seizure and disposal of property (s.164, 165, 168) • entry powers (s.171, 172, 173), • and the ability to request personal information (s.178).
Health Act 1956	64	The Health Act allows local authorities to make bylaws to protect public health, prevent nuisances, and enforce sanitary measures for businesses.
	Parts 2 and 7.	Enforcement powers include: <ul style="list-style-type: none"> • court orders (s.33) • cost recovery to abate nuisance (s.34) • cleaning of premises (s.41) • powers of entry (s.128)

Council has made the following determinations previously in relation to the review of the Bylaw and Code

In 2020, Council identified the perceived problems with the Appearance Industry that warranted a bylaw as:

- the public health risk associated with appearance industry procedures that risk breaking or cutting the skin, such as pedicures, microblading, tattooing, and piercing.

- these treatments can expose clients to bacterial infections, blood-borne viruses (e.g., hepatitis B, C, HIV), and fungal infections.

As no national legislation regulates the appearance industries, local councils are responsible for setting and enforcing minimum hygiene and safety standards. While many operators follow best practices, others do not, and new businesses may unknowingly operate below the expected standards.

The most appropriate way of addressing the perceived problem

When creating the Bylaw in 2020, Council identified three options for addressing the perceived problem with the appearance industries:

- Non-regulatory: eg voluntary compliance and education;
- Other regulatory options: using existing regulatory powers when Council is notified of harm occurring; and
- Establish a bylaw.

After analysing all options, Council determined that a Bylaw was the most effective and appropriate solution for mitigating public health risks posed by the appearance Industries.

Recent inspection results provided in the table below show the number of hygiene and safety issues that had to be corrected before licenses were granted. This indicates that the problem persists and that the Bylaw and inspections remain essential in improving compliance and protecting public health.

issues identified during licencing inspections 2022-2024

Issue identified	2022	2023	2024
Cleaning and sanitising	16	20	17
Facilities/Structure	3	7	1
Equipment	12	19	5
Sanitary fixtures	0	4	1
Operator conduct etc	6	2	3
Consent	3	4	1
Qualifications/standards/policies	19	18	7
	59	74	35

Because evidence shows the risks posed by those working in the Appearance Industry remain and no national legislation has been implemented, Council considers retaining and updating the Bylaw and Code of Practice are still the most appropriate way to address the perceived problem.

New Zealand Bill of Rights Implications

Under section 155 of the Local Government Act 2002, Council must assess whether the reviewed Appearance Industries Bylaw has implications under the New Zealand Bill of Rights Act 1990 (NZBORA).

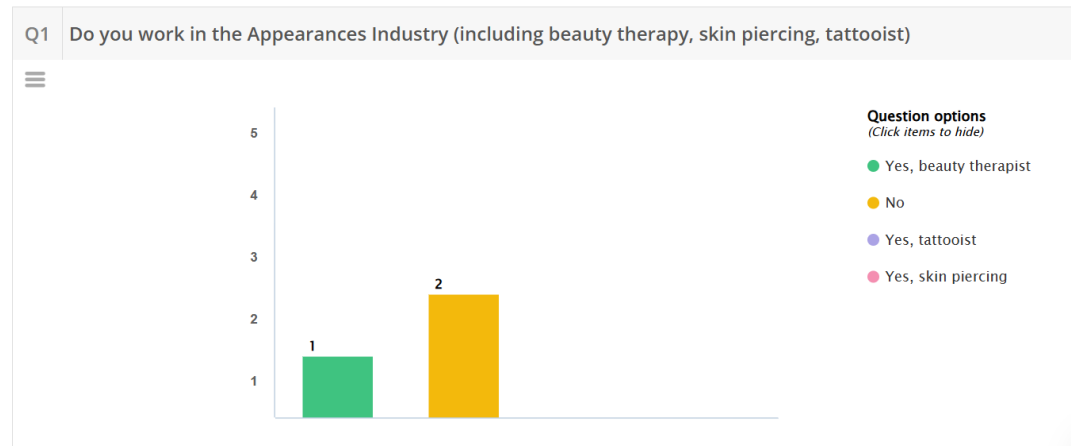
The only potential concern is a limitation on freedom of expression (section 14) As the Bylaw aims to protect public health by regulating service methods rather than restricting their use for expression, we consider this does not infringe on civil or political rights under NZBORA.

Appendix 1: Draft Appearance Industries Bylaw

Appendix 2: Draft Code of Practice

Survey responses:

Question 1:



Question two: Please share your feedback on our proposed changes to the Appearance Industries Bylaw and Code of Practice, you can also suggest new changes that we haven't proposed

Respondent one: "Agree with proposed changes."

Respondent two: "Appropriate qualification vs recognised qualification"

The proposed word change for qualifications is very ambiguous.

A recognised qualification signifies that the qualification is identified as representing a high standard of education and training. Whereas an appropriate qualification only means that the qualification is related to the treatment performed. It does not suggest that the qualification has produced a high calibre graduate. There are many so called trainers providing certification for courses that are substandard, and this change opens the door for poorly so-called qualified people to perform treatments badly but will still be eligible to treat under the wording of this bylaw."

Respondent three: "If anyone is having their skin altered by needles or other implements then all should be included in the Appearance Industries Bylaw - no exceptions. There should be a regulated standard of compliance for health and safety. This ensures that every person having their bodies altered in someway are covered by the same rules and regulations and no one is working outside this."

Question three:

Do you want to share your feedback directly to Council at a hearing? If so, please include your name, email, and contact number here:

Respondent four: "No."

Emailed submissions:

Julie Martin, Chair NZ Board of Professional Skin Therapies (two emailed submissions)

Email one:

“Kia ora Policy Team,

Many thanks for your positive reply to my recommendations in the review of your Appearance industry bylaw and code of practice.

1. Incident Reporting and Notification

While I’m pleased you are introducing a logbook, I am disappointed that we cannot receive notification of injuries and complaints. Our industry needs a central base to collect complaint data, so we can identify where risks are and try to rectify continual risk factors.

As complaints officer of thirty-seven years for our industry, I know that the true number of complaints aren’t collected, and no help is offered to resolve these issues. While I appreciated the privacy act, we offer a professional, ethical, and confidential service.

It is only through collaboration with authorities that we can combine our skills to remove these continual risks to the public. Through reviewing clinic procedures and protocols and ongoing industry development training we can eliminate these complaints and build a stronger industry infrastructure for all concerned

4. Glass Bead Steriliser Use

Further to your requirement for more information on bead sterilisers and an increased immersion time.

With any steriliser, the ability to lock in heat for the required time at the right temperature to destroy bacteria and spores is the aim.

Bead sterilisers with lids, the heat and temperature to maintain sterility drops once the lid is raised. The temperature drops further when cold instruments are added. It then takes time for the instruments to heat and the overall temperature to rise to the required kill level, which I believe takes longer than the immersion time recommended. Once the required temperature has risen to be effective, then the sterilising time should start. This will take longer the colder instruments are added and if the lid is left open for too long. This reheating process will take longer than 5-10 minutes.

Bead sterilisers without lids struggle to retain the required temperature once cold instruments are added and the steriliser has no way of retaining the heat to the recommended level as the heat evaporates out the top.

Instrument with grooves and/or ridges takes longer to become sterilised as heat needs to penetrate these grooves and if debris is present, will need longer for heat to penetrate and kill any pathogens or spores lodged in the debris.

I have provided an excerpt from CDC findings.

<https://www.cdc.gov/infection-control/hcp/disinfection-sterilization/other-sterilization-methods.html>

Glass Bead "Sterilizer"

Glass bead "sterilization" uses small glass beads (1.2-1.5 mm diameter) and high temperature (217°C -232°C) for brief exposure times (e.g., 45 seconds) to inactivate microorganisms. These devices have been used for several years in the dental profession 938-940. FDA believes there is a risk of infection with this device because of potential failure to sterilize dental instruments and their use should be discontinued until the device has received FDA clearance.

While bead sterilisers are a good option for clinics who can't afford or require an autoclave, maintaining the correct temperature and time required for bacteria and spores to be killed is the key. Without a thermostat gauge to identify the internal temperature of the steriliser, over timing is a preference to under timing.

Appropriate qualification vs recognised qualification

The proposed word change for qualifications is very ambiguous.

A recognised qualification signifies that the qualification is identified as representing a high standard of education and training. Whereas an appropriate qualification only means that the qualification is related to the treatment performed. It does not suggest that the qualification has produced a high calibre graduate. There are many so called trainers providing certification for courses that are substandard, and this change opens the door for poorly so-called qualified people to perform treatments badly but will still be eligible to treat under the wording of this bylaw.

This is my experience over the past forty-three years. I will leave the decision in your capable hands.

Regards,

Julie Martin

Chair NZBPST"

Email two:

"Good Morning Olivia,

Please find attached our information on bead sterilisation.

I have entered a comment on the survey form but couldn't attach this document.

Please submit this information and previous emails as the Board's feedback please.

At this stage I don't think I will be able to attend the public consultation meeting.

Once again thank you for your time.

Regards,

Julie Martin"



Prepared by Dr Pariya Tork:
Executive Committee Member of NZ Board of Professional Skin Therapies

Bead Sterilizer Reliability and Suggestions for the Best Use

Materials

- **Bead Composition:** Beads in sterilizers are typically made from stainless steel or ceramic.
 - **Stainless Steel:** Favoured for durability and corrosion resistance, essential for maintaining hygiene (Smith & Jones, 2022).
 - **Ceramic:** Provides consistent heat distribution, enhancing sterilization efficiency due to its heat retention properties (Doe, 2023).

Size

- **Impact of Size on Sterilization:**
 - **Smaller Beads:** Offer a larger surface area for better heat transfer but may require more frequent replacement (Doe, 2023).
 - **Larger Beads:** Have a longer lifespan but may transfer heat less efficiently, potentially causing uneven sterilization (Johnson et al., 2023).

Temperature Recommendations

1. **Optimal Temperature Range:**
 - Ideal operating temperature is **160°C to 180°C** (320°F to 356°F), effective for eliminating various pathogens (Johnson et al., 2023).
2. **Preheating:**
 - Preheat the sterilizer as per manufacturer instructions to ensure beads reach the necessary temperature for effective sterilization (Lee, 2022).

Duration of Sterilization

- **Recommended Duration:**
 - **Minimum Timeframe:** Tools should typically be sterilized for **10 to 15 minutes** to effectively eliminate a wide range of pathogens (Adams, 2023).

- **Variability Based on Tool Type:**
 - i. **Material Composition:**
 - **Stainless Steel Tools: 10 to 15 minutes;** high thermal conductivity allows quick temperature reach (Johnson & Lee, 2023).
 - **Plastic Tools: 15 to 20 minutes;** more sensitive to heat, requiring longer exposure to avoid melting (Johnson & Lee, 2023).
 - ii. **Size and Density:**
 - **Small Tools (e.g., tweezers): 10 minutes;** low mass heats quickly (Smith et al., 2022).
 - **Larger Tools (e.g., surgical RF tools): 20 to 30 minutes;** require longer to reach core temperature (Smith et al., 2022).
 - iii. **Type of Contamination:**
 - **Heavily Soiled Tools: 20 to 30 minutes;** longer exposure needed to ensure all contaminants are eliminated (Clark, 2023).
 - **Lightly Contaminated Tools: 10 to 15 minutes;** shorter time sufficient for fewer pathogens (Clark, 2023).

Scientific Basis for Duration

Effective sterilization relies on both temperature and time. The CDC emphasizes that high temperature combined with adequate duration is crucial for achieving microbial lethality (CDC, 2022). For bead sterilizers, maintaining the temperature range of **160°C to 180°C** for the specified duration is vital for eradicating microbial life (Johnson et al., 2023).

Best Practices for Duration Management

1. **Regular Calibration:** Ensure sterilizers operate within specified temperature ranges (White, 2022).
2. **Monitoring and Documentation:** Log sterilization cycles to enhance accountability (Green, 2023).
3. **Manufacturer Guidelines:** Refer to specific recommendations for different tools (Doe, 2023).
4. **Periodic Testing:** Conduct effectiveness testing using biological or chemical indicators (Lee, 2022).

Best Practices for Sterilization

- **Regular Maintenance:** Sterilising beads need to be washed periodically to remove debris, and lost beads need to be replaced to keep the sterilising chamber full.
- **Monitor Temperature:** Use an external thermometer to verify internal sterilizer temperature (White, 2022).

- **Documentation:** Maintain logs of sterilization cycles to ensure compliance with health standards (Green, 2023).

Conclusion

The reliability of bead sterilizers hinges on materials, bead size, and adherence to temperature and duration guidelines. However, without knowing if the device has reached and maintained the required temperature is the question. Also, the sterilising process time must start from when the device has reached the required temperature, not from when the implements have been inserted. Implementing best practices and monitoring sterilization processes ensures high hygiene and safety standards in skincare applications.

References

- Adams, R. (2023). Effective Sterilization Techniques in Skincare. *Journal of Dermatological Science*.
- CDC. (2022). Guidelines for Infection Control in Dental Health Care Settings. *Centres for Disease Control and Prevention*.
- Clark, T. (2023). Maintenance of Beauty Tools. *Beauty & Health Review*.
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NZ Board of Professional Skin Therapies

Chair: Julie Martin

E: admin@nzbpst.co.nz

M: 021 02294 638

W: www.nzbpst.org



Dan Hickson:

“Hi team

I disagree that the only valid points that protect business integrity, encourage bylaw licensing, and protect the health of the general public are denied.

This does not encourage professionals to abide by the bylaw, or to re-register for that matter.

As attached

Regards

Dan Hickson

Director

Imperial inc nz”

Notification Requirements		Standard 2 (6) - Incident Reporting	Incident Logbook, including accidents, injuries, and complaints. Must be available to the council for inspection and reported to NZBPST.		system and proposed notification process.
Training & Qualifications Unclear	Section 7A	Minimum Standard 2 (19)	Define recognized qualifications, add overseas qualification verification.	Yes	Change made from "recognised qualification" to "appropriate qualification."
Sterilisation Impracticality	Part 6A	Minimum Standard 3 (21)	Use manufacturer instructions instead of strict temp/time settings.	No	The code's details are considered more effective than manufacturer variations.
Additional Standards & Recognition of NZBPST	Section 6 - Additional Standards	Minimum Standard 2 – Additional Standards	Add NZBPST as an official industry organisation responsible for training, oversight, and complaints reporting.	Yes	Change made.
Autoclave Spore Testing	Section 6: Regulation of Certain Services for Health Protection	Part 3 - 3(21)(vi)	Spore testing results to be provided as part of inspection.	Yes	Regular spore testing must be undertaken at no less than six-month intervals and made available for inspection.
Frequency of Inspections	Section 7: C.(1)(e) the duration of a license	p.10	Inspections to be conducted every two years.	No	Council's view is annual inspections are necessary to manage health risks.
Mobile Services Operating in Uncontrolled Environment	Section 6: Regulation of Certain Services for Health Protection	Part 1	Mobile services should be ineligible unless in an inspected controlled environment (i.e., a vehicle).	No	Already covered in the bylaw. Services must occur in a controlled environment.
Home-Based Services Operating in Residentially Zoned Premises	Section 6 - Regulation of Certain Services for Health Protection	Minimum Standard 1A and 1B	Home-based studios should not be eligible for certification unless the private residence is (a) zoned dual use, (b) owned by the practitioner.	No	Eligibility is outside the scope of the health focus of the bylaw.
Misrepresentation of Jewellery Quality	-	Part 3A	Inspection of jewellery quality offered by piercing services to be part of inspection.	No	The code already specifies acceptable jewellery materials. Confirming quality is part of obtaining a license.
Unregistered Businesses Providing Services	Section 6B - Services Requiring a License	-	Proactive investigation of informal advertising for services (e.g., Online Lower Hutt community services page).	No	Outside the scope of the bylaw. Concerns noted for consideration in enforcement approach.
Enforcement & Penalties Ineffective	Section 8	Introduction	Clarify which legislation applies and increase fines where needed.	No	Already covered in the bylaw.
Licence Naming Confusion	Section 7C	General References	Rename 'Health Protection Licence' to 'Certificate of Registration'.	Yes	Change made.

Fee Structure Outdated	Section 9	-	Remove fixed fees and link to annual review process.	Yes	Keep fee structure but remove specific cases for easier updates.
Cost of Licence	Section 9: Fees Payable	-	Reduce inspection fee.	No	The fee is based on Council's hourly rate and will likely increase with CPI.

Kate Roberts, Chinese Medicine Council of New Zealand

"Good morning,

I am writing on behalf of Lindsey Pine, Registrar of the Chinese Medicine Council of New Zealand, to request an update to your licensing requirements under the Appearance Industries Bylaw 2013.

This is in light of Chinese Medicine, including acupuncture, being regulated since 2021 under the Health Practitioner Competence Assurance Act. The Chinese Medicine Council of New Zealand was established as a Responsible Authority (RA) under the Health Practitioners

Competence Assurance Act 2003 (HPCA Act) on the 1st of November 2021 to regulate Chinese medicine services in New Zealand.

The Council's role is to protect the health and safety of members of the public by providing for mechanisms to ensure that Chinese medicine practitioners are competent and fit to practise their profession. As a Responsible Authority under the HPCA Act, the Council is responsible for:

- *Protection of the public*
- *Registering practitioners*
- *Setting standards of competence and safety*
- *Setting Scopes of Practice*
- *Issuing Annual Practising Certificates*
- *Considering notifications (Disciplinary action)*

To practise Chinese Medicine, which includes acupuncture, lawfully in New Zealand, you must be registered with and hold a valid practising certificate issued by Chinese Medicine Council of NZ.

It is an offence under the Health Practitioners Competence Assurance Act 2003 (HPCA Act) to identify yourself as an Acupuncturist or Chinese Medicine practitioner in New Zealand if you are not registered with CMCNZ.

Currently on your webpage

Appearance

industries | Hutt City Council the link to the appearance industry bylaw includes the following information;

D. EXEMPTIONS

- (1) Clauses 6 and 7 do not apply to —
 - (a) any commercial service undertaken by health practitioners covered by the Health Practitioners Competence Assurance Act 2003 in the practice of their profession;
 - (b) acupuncture undertaken by members of the New Zealand Register of Acupuncturists or members of the New Zealand Acupuncture Standards Authority;
 - (c) commercial ear-piercing services undertaken in a pharmacy licenced by the Ministry of Health.

Suggested change:

For this information to be correct it would be necessary to remove (b) and leave (a) in place or update (b) to the following;

“Acupuncture undertaken by practitioners registered and holding a current annual practicing certificate with the Chinese Medicine Council of New Zealand.”

Please do not hesitate to contact me should you have any questions.

Me aku mihi maioha

Kate Roberts (she/her)

Professional Advisor

Chinese Medicine Council of New Zealand”

HUTT CITY COUNCIL APPEARANCE INDUSTRIES BYLAW

Bylaw made under section 145 of the Local Government Act 2002 and section 64 of the Health Act 1956.

Adopted: [31 July 2025](#) ~~[31 September 2020](#)~~

Effective: [31 July 2025](#)

DRAFT

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1. TITLE

This proposed bylaw is the Appearance Industries Bylaw 2020.

2. COMMENCEMENT

This bylaw will come into force on 1 October 2020. ~~Existing operators will have a 12 month transition period in which to meet the proposed standards.~~

3. APPLICATION

This bylaw applies to the Lower Hutt District.

4. PURPOSE

PRELIMINARY PROVISIONS

- (1) The purpose of this bylaw is to promote and protect public health by —
- (a) requiring certain services with the following health risks to comply with minimum standards, including —
 - (i) any commercial service that pierces the skin or tissue;
 - (ii) any commercial service that risks breaking the skin or tissue;
 - (iii) any commercial service that risks burning the skin or tissue;
 - (iv) any tattooing or traditional tools tattooing that has recognised cultural significance;
 - (b) requiring a licence for certain services, including —
 - (i) any commercial service that pierces the skin or tissue;
 - (ii) any commercial service that risks breaking the skin or tissue;
 - (iii) any commercial service that risks burning the skin or tissue; or
 - (iv) any tattooing or traditional tools tattooing that has recognised cultural significance.

5. INTERPRETATION

In this bylaw, unless the context otherwise requires, -

- (1) In this bylaw, unless the context otherwise requires —

Acupuncture means a practice involving the insertion of filiform (very narrow) needles through the skin and tissues for the intended purpose of alleviating ailments or injuries.

Autoclave means a device that sterilises instruments or materials with heat, high pressure and/or steam and is the only totally effective sterilisation method

Body Piercing means the piercing of the body for the purpose of inserting an adornment which upon healing can be safely removed without assistance

Commercial ear-piercing means a practice of piercing the ear for decorative purposes, inserting jewellery or implants to alter the appearance of the skin.

Commercial service means a service (whether from permanent premises, temporary premises or mobile premises) provided by one or more persons for another person for monetary payment or any other consideration.

Council means the governing body of the Hutt City Council, Upper Hutt City Council or any person delegated to act on its behalf.

Customer or client means a person on whom a service is being, or is to be, carried out.

Derma rolling / stamping means a practice of using micro needles to create tiny punctures in the skin intended to stimulate growth factors to enhance collagen production and better alignment of the collagen fibres.

Electrolysis means a practice involving the insertion of a sterilised needle into individual hair follicles to the root. An electric impulse is passed through the needle to the root area to aid in the removal of hair.

Exfoliation means a practice that intends to remove dead skin and can be performed using microdermabrasion, physical peels that have an abrasive action and chemical peels such as glycolic or enzyme.

Extractions means a practice for the removal of comedones (blackheads), pimples and ingrown hairs by manipulating the pores of the skin, either with fingertips or a tool, to remove sebum. Some extractions can involve penetration of the skin using sharp equipment such as a metal tool or lance.

Eyeball Tattooing means a practice of piercing any part of the eye (including but not limited to the sclera and surrounding tissues) and inserting pigments, dyes or any object.

Hair removal means the removal of hair by waxing (pulling the hair from the skin using soft wax, hot wax or glucose); threading (lifting the hair out from the follicle by entwined thread); or tweezing (grasping hairs and pulling them out of the skin, including epilation - a mechanical means of tweezing).

Health practitioner means a person who is, or is deemed to be, registered with a responsible authority under the Health Practitioners Competence Assurance

Act 2003 as a practitioner of a particular health profession with a relevant scope of practice.

Laser treatment means a practice involving the use of a laser device, which amplifies light and usually produces an extremely narrow beam of a single wavelength (one colour), intended to remove hair, skin photo-rejuvenation and other appearance enhancing procedures.

Licence means a licence, permit or approval to do something under this bylaw and includes all conditions to which the licence is subject.

Manager means

- (a) a person who has effective control over operators; or
- (b) if no person meets the description in (a), **manager** has the same meaning as **operator**.

Manicure means beautification or enhancement of the hands and fingernails, including shaping and polishing.

Mobile premises means any location other than a permanent premises where any service is undertaken on an ongoing and regular basis by any person.

Operator means a person who carries out a service.

Pedicure means beautification or enhancement of the feet and toenails by shaping and polishing toenails and exfoliation of skin or tissue from the feet.

Permanent premises means any land, dwelling, storehouse, warehouse, shop, cellar, yard, building, or part of the same, or enclosed space separately occupied where any service is undertaken on an on-going and regular basis by any person. All lands, buildings, and places adjoining each other and occupied together are deemed to be the same premises.

Pulsed light means a practice using a powerful flash of broad spectrum, noncoherent light intended to remove hair and/or for skin photo-rejuvenation, and may include but is not limited to Intense Pulsed Light and Variable Pulsed Light or other energy devices intended to be used for appearance enhancing procedures, may include but is not limited other modalities

Red vein treatment means a practice of piercing a vein with a needle along the length of a damaged capillary, causing little dams or blockages along the vessel.

Skin is included in the definition of **tissue** and means the outer surface covering the body and is made up of the outer epidermis, middle dermis and deep subcutaneous tissue.

Skin Photo-rejuvenation is a skin treatment that uses lasers, intense pulsed light, or photodynamic therapy to treat skin conditions and remove effects of photoaging such as wrinkles, spots, and textures.

Specified Skin Piercing Services means any skin piercing such as body piercing, tattooing, traditional tool tattooing, electrolysis, extractions, derma rolling/stamping, red vein treatment, and acupuncture.

Sterilised, in relation to an instrument or like article or container, means subjecting an instrument, article or container to a process, as a result of which all organisms and their spores present on the surfaces of the instrument, article or container are killed.

Tattooing means a practice of making indelible marks in human skin or tissue by inserting pigments or dyes into punctures made in the skin or tissues. Tattooing includes the process known as pigment implantation permanent makeup, microblading and micropigmentation.

Temporary premises means any location where any service is undertaken by any person on an irregular basis and the primary purpose of that location is not ordinarily the provision of that service.

Related information

Temporary premises include, for example, residential dwellings, apisā at a fale or maota, events or markets.

Tissue means a collection of similar cells that together carry out a specific function. It includes connective tissue, such as blood, bones and ligaments, muscular tissue, nervous tissue, membranes and skin.

Traditional tools tattooing means a practice of making indelible marks in the human skin or tissue by inserting pigments or dyes into punctures made in the skin or tissue using tools that are culturally traditional in structure and used in procedures such as tā moko, tatau, uhi or any other traditional tattooing practice that has recognised cultural significance.

UV Cabinet is a cabinet used to maintain the sterility of instruments processed by autoclaving or dry heat. It is NOT of itself a method of sterilizing.

- (2) Related information does not form part of this Bylaw and may be inserted, changed or removed without any formality.
- (3) The Interpretation Act 1999 applies to this bylaw.

6. REGULATION OF CERTAIN SERVICES FOR HEALTH PROTECTION

A. SERVICES ALLOWED SUBJECT TO MINIMUM STANDARDS

- (1) The operator of any of the following services must comply with relevant standards set by the council in a code of practice made under clause 10 —
 - (a) any commercial service that pierces the skin or tissue, including but not limited to tattooing, traditional tools tattooing, body piercing, acupuncture, electrolysis, extractions, red vein treatment, or derma rolling;

- (b) any commercial service that risks breaking the skin or tissue, including but not limited to hair removal, manicure, pedicure, or exfoliation;
- (c) any commercial service that risks burning the skin or tissue, including but not limited to pulsed light, or laser treatment;
- (d) any tattooing or traditional tools tattooing that has recognised cultural significance but not undertaken under the authority of a marae.

B. SERVICES REQUIRING A LICENCE

- (1) This clause applies to the following services -
 - (a) any commercial service that pierces or risks piercing the skin or tissue, including but not limited to, tattooing, traditional tools tattooing, body piercing, acupuncture, electrolysis, extractions, red vein treatment, or derma rolling;
 - (b) any commercial service that risks breaking the skin or tissue, including but not limited to, hair removal, manicure, pedicure, or exfoliation;
 - (c) any commercial service that risks burning the skin or tissue, including but not limited to, pulsed light, or laser treatment; or
 - (d) any tattooing or traditional tools tattooing that has recognised cultural significance and is not undertaken under the authority of a marae.
- (2) The manager of any service to which this clause applies must -
 - (a) obtain a licence from the council before commencing operation; and
 - (b) hold a valid and unexpired licence from the council at all times that the commercial service is offered;
 - (c) conspicuously display a copy of a valid licence at the principal entrance or reception of any permanent premises or mobile premises in full and unobscured view to the satisfaction of the council; and
 - (d) ensure operators carry a copy of a valid licence on their person at all times when providing a service at a temporary premises and show the licence to the customer prior to providing a service.

C. RESTRICTED SERVICES

- (1) Commercial services that pierce the eyeball (including eyeball tattooing) are prohibited unless undertaken by appropriately qualified health practitioners covered by the Health Practitioners Competence Assurance Act 2003 in the practice of their profession.

Related information

Ophthalmologists (eye specialists) are the only health practitioners that can currently carry out eyeball tattoo.

- (2) Commercial services requiring or using prescription medicine must be undertaken by appropriately qualified health practitioners covered by the Health Practitioners Competence Assurance Act 2003 in the practice of their profession such as a podiatrist
- (3) Due to the risks associated with dermal filler procedures. This procedure must be undertaken by appropriately qualified health practitioners covered by the Health Practitioners Competence Assurance Act 2003 in the practice of their profession.
- (4) Commercial services which use heel blades or razors to cut or shave thickened skin may only be undertaken by appropriately qualified health practitioners covered by the Health Practitioners Competence Assurance Act 2003 in the practice of their profession.

D. EXEMPTIONS

- (1) Clauses 6 and 7 do not apply to —
 - (a) any commercial service undertaken by health practitioners covered by the Health Practitioners Competence Assurance Act 2003 in the practice of their profession;
 - ~~(b) — acupuncture undertaken by members of the New Zealand Register of Acupuncturists or members of the New Zealand Acupuncture Standards Authority; practitioners registered and holding a current annual practicing certificate with the Chinese Medicine Council of New Zealand."~~
 - (c) commercial ear-piercing services undertaken in a pharmacy licenced by the Ministry of Health.
- (2) Ko ngā mahi tā moko a te kaitāmoko me whakamana e tētahi marae nō roto i te rohe o Te Kaunihera o Te Awa Kairangi e ai ki te tikanga Māori ka noho wātea i ngā here o tēnei ture ā-rohe. Heoi anō rā me whaiwhakaaro tonu pea te marae ki te itinga rawa o ngā paerewa takinga ā-mahi i raro i te whiti 10, me te whakawhāiti i te roanga o te wā e mau ai te whakamana.

Related information

Clause (2) in English means tā moko (traditional Māori tattooing) undertaken by artists on a marae in Lower Hutt and in accordance with tikanga- Māori (traditional Māori customs) is exempt from compliance with this bylaw. Marae should consider the minimum standards in the code of practice made under clause 10 and a limit to the duration of the authorisation. Tā moko are a taonga (or cultural treasure) and are protected under the Treaty of Waitangi Principles.



7. CONTROLS AND LICENCES

A. HEALTH PROTECTION CODE OF PRACTICE

- (1) The council may make, amend or revoke a code of practice about any services in clause 6.
- (2) Every code of practice adopted under (1) may specify —
 - (a) minimum standards for the operation of those services, including (but not limited to):
 - (i) operator conduct, training and qualifications;
 - (ii) premises construction, facilities and maintenance;
 - (iii) equipment, supplies and products used;
 - (iv) cleaning, sterilisation and disposal of waste products;
 - (v) customer age restrictions, consent and after care advice;
 - (vi) record keeping; and
 - (b) recommended best practice for the operation of those services.

B. PROCEDURE FOR MAKING A CODE OF PRACTICE

- (1) Council may by resolution make, amend or revoke a code of practice made under this bylaw
- (2) The council must, before making, amending or revoking a code of practice in clause 10 —
 - (a) consult with —
 - (i) medical officers of health in the Hutt Valley region; and
 - (ii) any affected operators;
 - (b) be satisfied that —
 - (i) the standards are the minimum necessary to ensure that the purpose of the Bylaw will be met; and
 - (ii) the recommendations for best practice (if any) are appropriate.
 - (c) have regard to —
 - (i) the feasibility and practicality of effecting a transition from current practices to new practices and any adverse effects that may result from such a transition; and
 - (ii) any other matters considered relevant by the council.
- (3) A code of practice made, amended or revoked under subclause (1) must be publicly notified.

C. HEALTH PROTECTION LICENCES

- (1) The Council may make controls and set fees for the following matters with respect to any licence required by clause 7 —
 - (a) applying for a licence, including forms and information;
 - (b) assessing an application for a licence, including inspection;
 - (c) granting or declining an application for a licence;
 - (d) the conditions that may be imposed on a licence;
 - (e) the duration of the licence;
 - (f) objecting about a decision to decline a licence, including the objection period;
 - (g) objecting about a condition of a licence, including the objection period;
 - (h) conducting inspections to ensure that a licence and its conditions are complied with;
 - (i) reviewing a licence or its conditions;
 - (j) refunding or waiving fees;
 - (k) suspending or cancelling a licence; and

- (l) objecting about a decision to suspend or cancel a licence, including the objection period.
- (2) At the discretion of the council and having regard to any controls made under subclause (1), licences may be declined, or granted subject to any conditions.
- (3) If no controls are made about the duration of a licence under subclause (1)(e), a licence has a duration of 12 months from the date granted.

A licence is personal to the holder and is not transferable.

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8. CONTROLS AND LICENCES ENFORCEMENT POWERS, OFFENCES, PENALTIES

A. COMPLIANCE WITH THE BYLAW

- (1) The council may use its powers under the [Local Government Act 2002](#) and the [Health Act 1956](#) to enforce this bylaw.
- (2) Without limiting subclause (1), any person authorised by the council to undertake inspections under this Bylaw may take or remove a sample or thing for analysis, for the purpose of determining whether or not this Bylaw is being complied with.

Related information

Local Government Act 2002 enforcement powers include: court injunction ([section 162](#)), seizure and disposal of property (sections [164](#), [165](#), [168](#)), powers of entry (sections [171](#), [172](#), [173](#)), and power to request name and address ([section 178](#)) (as reprinted on 1 July 2018).

Health Act 1956 enforcement powers include: court orders ([section 33](#)), cost recovery for council to abate nuisance ([section 34](#)), requiring the cleaning of premises ([section 41](#)), powers of entry ([section 128](#)), and power to request name and address ([section 134](#)) (as reprinted on 2 March 2018).

B. BYLAW BREACHES

- (1) A person who fails to comply with this Bylaw commits a breach of this Bylaw and is liable to a penalty under the [Local Government Act 2002](#) or the [Health Act 1956](#).

C. RELATED INFORMATION

A person who is convicted of an offence against a bylaw can be:

- fined a maximum of \$20,000 under the Local Government Act 2002 (section 242(4), ~~as reprinted on 1 July 2018~~)
- fined a maximum of \$500 under the Health Act 1956 (section 66(1), ~~as reprinted on 2 March 2016~~)
- where the offence is continuing, fined a maximum of \$50 every day the offence continues under the Health Act 1956 (section 66(1), ~~as reprinted on 2 March 2016~~)

PART 2 FEES

9. FEES PAYABLE

There are three costs which can be charged under this bylaw

1. An annual registration fee ~~of \$245.00~~ (which includes up to ~~1.5~~ hour of inspection, administration and travel time) for an Appearance Industry application.
2. An annual registration fee ~~of \$330.00~~ (which includes up to ~~2~~ and a half hours of inspection, administration and travel time) for a combined Hairdresser/Appearance Industry application. An hourly fee for additional time
3. A fee of ~~\$170.00~~ per hour for additional time for registration/inspection and investigation ~~and investigation~~ of justified complaints under the Appearance Industries Bylaw.
4. The Council may, by resolution, prescribe or vary fees and charges in respect of any matter provided for in this bylaw.
- 4-5. Fees will be set in proportion to the costs to Council for each application. All fee amounts can be found at www.huttcity.govt.nz

RELEVANT LEGISLATION

Local Government Act 2002	Part 8 of the Local Government Act 2002 provides powers for local authorities for the making of bylaws. The Act contains general bylaw making provisions.	www.legislation.govt.nz
Health Act 1956	<p>Section 64 of the Health Act provides powers for local authorities for the making of bylaws for the following relevant matters:</p> <ul style="list-style-type: none"> a. Improving, promoting, or protecting public health, and preventing or abating nuisances b. Prescribing the sanitary precautions to be adopted in respect of any business or trade 	S64 applies



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Appearance Industries Bylaw 2020 Code of Practice

Appearance Industries Bylaw Code of Practice

Adopted: 29 September 2020

Effective: 1 October 2020

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 Appearance Industries Bylaw 2020 Code of Practice

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Introduction

This Code of Practice seeks to protect public health in regards to the operation of commercial services that pose an associated health risk to any persons using or accessing their services, products or business operation. The Code sets minimum standards of hygienic and safe practices with regard to the way premises are constructed, equipped and maintained, and in regard to the way operators conduct themselves when providing services. It includes recommendations for best practice to encourage standards of care in addition to minimum standards.

Services that involve piercing the skin carry public health risks to do with the transference of blood-borne diseases and viral, bacterial or fungal infections from breaking or abrading the protective epidermal layer. Other services may be unlikely to puncture the skin but involve contact with skin or bodily fluids and carry a public health risk of transferring bacterial and viral infections. Services that involve application of light to the body have the potential to burn the skin and carry a health risk of damage to DNA and longer term skin conditions, including skin cancer, as well as risks associated with abrading the protective epidermal layer. It is risks such as these which warrant council intervention to ensure such services are carried out in a hygienic and safe manner.

The minimum standards are made under the Appearance Industries Bylaw. Failure to meet a minimum standard is a breach of the Appearance Industries Bylaw or a [Health Protection Licence, Certificate of Registration and](#) is an offence under the Local Government Act 2002 and Health Act 1956. Penalties may include cancellation or suspension of a [Certificate of Registration Health Protection Licence](#) or a Court fine of up to \$20,000.

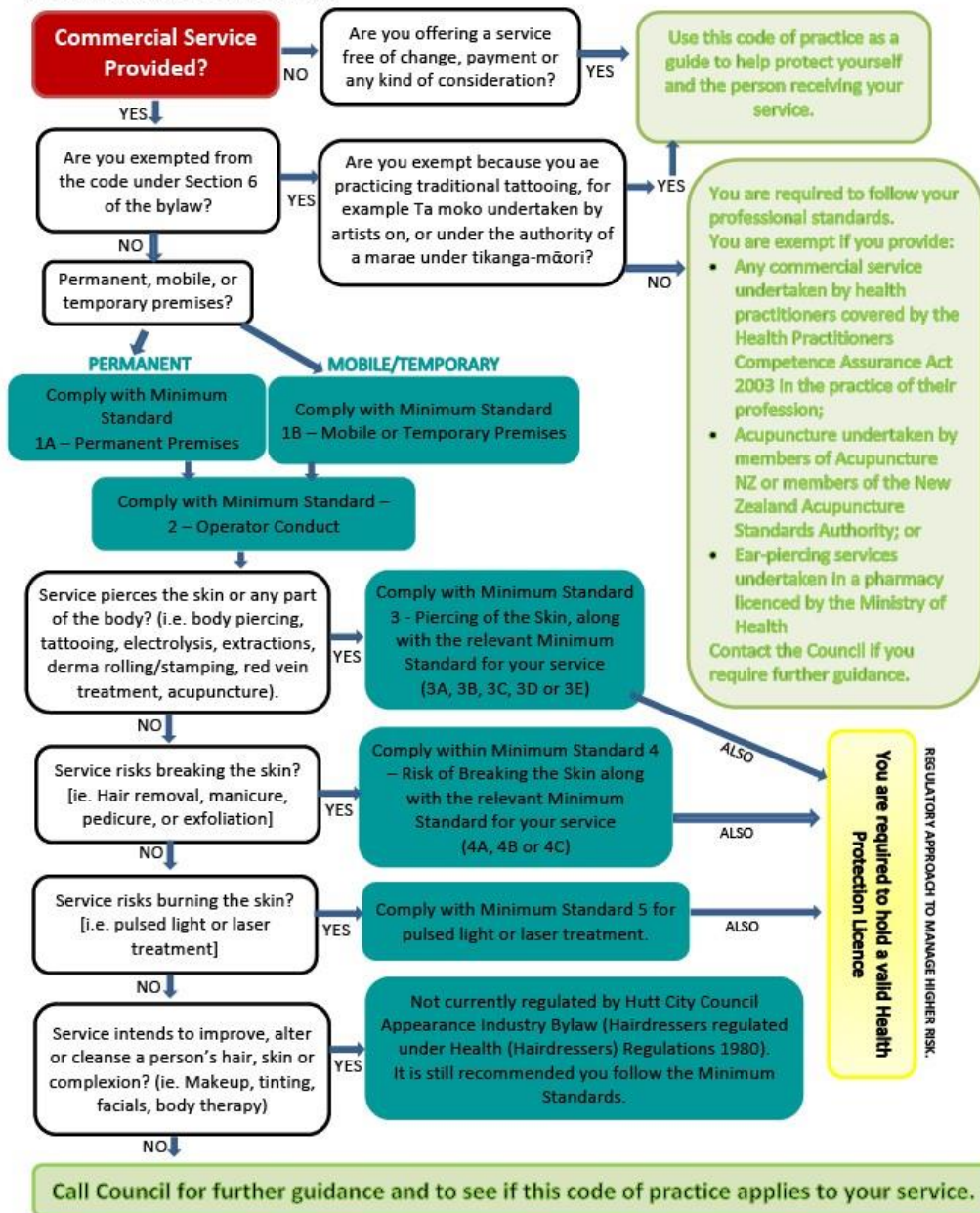
The recommendations for best practice in this code are included to encourage higher standards of hygienic and safe practices. Adoption of recommended best practice is voluntary.

This Code of Practice has been developed in accordance with the Local Government Act 2002.

Appearance Industries Bylaw 2020 Code of Practice

HOW TO USE THE CODE

Each section of this code is broken down by topic. An operator delivering a service will need to meet multiple minimum standards in order to be compliant with the code of practice, and the flow chart below provides some guidance as to which sections apply. This is a guide only and all operators should review the code in full to ensure all relevant minimum standards are met.



Interpretation

In this code of practice, unless the context otherwise requires,—

Acupuncture means a practice involving the insertion of filiform (very narrow) needles through the skin and tissues for the intended purpose of alleviating ailments or injuries.

Autoclave means a device that sterilises instruments or materials with heat, high pressure and/or steam and is the only totally effective sterilisation method

Body piercing means piercing of the skin for the purpose of inserting an adornment which upon healing can be safely removed without assistance.

Cleaning means the physical removal of dirt, blood and other such substances from surfaces by washing in detergent and warm water to reduce the number of micro-organisms.

Commercial service means a service (whether from permanent premises, temporary premises or mobile premises) provided by one or more persons for another person for monetary payment or any other consideration.

Communicable disease means any infectious disease, and any other disease declared by the Governor-General, by Order in Council, to be a communicable disease for the purposes of the Health Act 1956.

Council means the governing body of the Hutt City Council or any person delegated to act on its behalf.

Cupping means a form of traditional Chinese medicine that involves placing cups containing reduced air pressure (suction) on the skin, most commonly on the back, intended to release muscle tension through stimulated blood flow.

Customer or client means a person on whom a service is being, or is to be, carried out.

Disinfection means the killing of disease causing micro-organisms except bacterial spores.

Derma rolling / stamping means a practice of using micro needles to create tiny punctures in the skin intended to stimulate growth factors to enhance collagen production and better alignment of the collagen fibres.

Electrolysis means a practice involving the insertion of a sterilised needle into individual hair follicles to the root. An electric impulse is passed through the needle to the root area to aid in the removal of hair.

Exfoliation means a practice that intends to remove dead skin and can be performed using microdermabrasion, physical peels that have an abrasive action and chemical peels such as glycolic or enzyme.

Extractions means a practice for the removal of comedones (blackheads), pimples and ingrown hairs by manipulating the pores of the skin, either with fingertips or a tool, to remove sebum. Some extractions can involve penetration of the skin using sharp equipment such as a metal tool or lance.

Appearance Industries Bylaw 2020 Code of Practice

Eyeball tattooing means a practice of piercing part of the eye (including but not limited to the sclera and surrounding tissues) and inserting pigments, dyes or any object.

Hair removal means the removal of hair by waxing (pulling the hair from the skin using soft wax, hot wax or glucose); threading (lifting the hair out from the follicle by entwined thread); or tweezing (grasping hairs and pulling them out of the skin, including epilation a mechanical means of tweezing).

Health practitioner means a person who is, or is deemed to be, registered with a responsible authority under the Health Practitioners Competence Assurance Act 2003 as a practitioner of a particular health profession with a relevant scope of practice .

Instrument means any appliance, implement, needle or tool, of metal or non-metallic construction, which may come into contact with the skin or tissue on which the service is being carried out. It must also include any swab or dressing applied to the broken skin surface.

Laser treatment means a practice involving the use of a laser device, which amplifies light and usually produces an extremely narrow beam of a single wavelength (one colour), intended to remove hair, skin photo-rejuvenation and other appearance enhancing procedures.

Manicure means beautification or enhancement of the hands and fingernails, including shaping and polishing.

Massage means a practice of applying lotion, or soft wax, or stones, or pressure to another person's face or body.

Mobile premises means any location other than a permanent premises, where any service is undertaken on an ongoing and regular basis by any person.

Moxibustion means a traditional Chinese medicine technique that is used in conjunction with Acupuncture intended to facilitate healing and involves the heating of individual acupuncture points or regions of the body by burning the herb Artemisia close to or on the inserted needle.

Operator means a person who carries out a service.

Pedicure means beautification or enhancement of the feet and toenails by shaping and polishing toenails and exfoliation of skin or tissue from the feet.

Permanent premises means any land, dwelling, storehouse, warehouse, shop, cellar, yard, building, or part of the same, or enclosed space separately occupied. All lands, buildings, and places adjoining each other and occupied together are deemed to be the same premises.

Pulsed light means a practice using a powerful flash of broad spectrum, non coherent light intended to remove hair and/or for skin photo-rejuvenation, and may include but is not limited to Intense Pulsed Light and Variable Pulsed Light or other energy devices intended to be used for appearance enhancing procedures.

Red vein treatment by needle means a practice of piercing a vein with a needle along the length of a damaged capillary, causing little dams or blockages along the vessel.

Specified Skin Piercing Services means any skin piercing such as body piercing, tattooing, traditional tool tattooing, electrolysis, extractions, derma rolling/stamping, red vein treatment, and acupuncture.

Photo-rejuvenation is a skin treatment that uses lasers, intense pulsed light, or photodynamic therapy to treat skin conditions and remove effects of photo aging such as wrinkles, spots, and textures

Sterilise, in relation to an instrument or like article or container, means subjecting an instrument, article or container to a process, as a result of which all organisms and their spores present on the surfaces of the instrument, article or container are killed.

Autoclaves are considered by the Ministry of Health to be the 'gold standard in sterilization' as such they are recommended as best practice

Tattooing means a practice of making indelible marks in human skin or tissue by inserting pigments or dyes into punctures made in the skin or tissues. Tattooing includes the process known as pigment implantation and permanent makeup.

Temporary Premises means any premises used for a service or any area set up for not more than 5 days to undertake a service.

Traditional Tools Tattooing means a practice of making indelible marks in the human skin or tissue by inserting pigments or dyes into punctures made in the skin or tissue using tools that are culturally traditional in structure and used in procedures such as ta moko, Tatau, uhi or any other traditional tattooing practice that has recognised cultural significance.

UV Cabinet is a cabinet used to maintain the sterility of instruments processed by autoclaving or dry heat. It is NOT of itself a method of sterilizing.

 Appearance Industries Bylaw 2020 Code of Practice

Part 1 Premises

Introduction

How premises used for specified commercial services are constructed, equipped and maintained can reduce risks to public health.

Part 1A Permanent Premises

The minimum standards contained in this part of the code aim to ensure that permanent premises are kept in clean and hygienic conditions to reduce risk to public health.

Minimum Standard 1A: Permanent Premises

Compliance with bylaws and building legislation

1(1) The premises must be well constructed in accordance with the bylaws of the council and in accordance with any applicable provisions of the Building Act 2004, the Resource Management Act 1991, the New Zealand Building Code and Building Regulations; *Fit for purpose*

1(2) The premises must be constructed, designed and arranged so as to be fit and suitable for its intended purposes; *Repairs and cleanliness*

1(3) The premises and all fittings, fixtures and appliances in the premises must be maintained in a state of good repair and in a clean and tidy condition, and free from any accumulation of rubbish or other materials that may harbor vermin or insects or that may become offensive or a nuisance;

1(4) Any structural alterations, repairs, renovations, plumbing, or drainage work that may be undertaken or required must be carried out without unnecessary delay; *Walls, floors, ceilings, fixtures and fittings*

1(5) The walls, ceilings, fixtures and fittings in any area connected with the carrying out of any specified service must be capable of being easily cleaned, and must be maintained in good repair. If the walls are liable to be wetted or fouled, they must be constructed of impervious material; *Wet areas*

1(6) All floors, walls, ceilings and other surfaces in and around showers, pools, steam rooms, and other areas liable to get moist or wet, including any room containing a toilet, bidet or urinal must be smooth, impervious and capable of being easily cleaned and floors must be adequately graded and drained to the requirements of the New Zealand Building Code;

1(7) All floors and walls that become wet must be cleaned with a suitable disinfectant at least once in every 24 hours;

Water supply

1(8) All premises must be supplied with potable running water;

Ventilation

1(9) All parts of the premises must be adequately ventilated to the requirements of the New Zealand Building Code; *Lighting*

1(10)(a) lighting of not less than 300 lux shall be provided at all working surfaces adjacent to every place where customers are attended to and where instruments and tools are cleansed:

(b) in every part of the shop, the overall light intensity shall be not less than 100 lux at a point 800mm above the floor:

(c) all lighting shall be reasonably free from glare and distributed so as to avoid shadows

Toilet and wash-hand basin

1(11) Any toilet and wash-hand basin must be easily accessible, hygienic, clean and tidy, and equipped with a piped supply of hot and cold tempered running water, soap and adequate hand drying facilities must be provided near toilets, bidets or urinals to the requirements of clause G1 of the New Zealand Building Code;

1(12) All toilets and changing rooms must be regularly checked and cleaned throughout operating times;

Wash-hand basin

1(13) A wash-hand basin supplied with a constant supply of hot and cold water, or tempered running water at a temperature of not less than 43 degrees Celsius, soap, and single-use disposable paper towels or other approved hand-drying equipment must be provided in a readily accessible position where any operator carries out any specified service;

1(14) The place where the wash-hand basin is situated must be such that it cannot become directly contaminated by the splashing of contaminants from the use of any basin provided in accordance with Minimum Standards 1(15) or 1(16) below;

Cleaner's basin

1(15) A cleaner's basin equipped with a constant supply of hot and cold tempered running water must be provided on the premises for the sole purpose of being used in connection with cleaning of the floors, walls and similar fixed parts of the premises. The cleaner's basin must not be used except for such purpose; *Skin piercing equipment basin*

basin

1(16) All premises undertaking specified services that pierce the skin or other body parts must have suitable basins in addition to the basins in Minimum Standards 1(13) and 1(15) for the cleaning of skin piercing equipment;

1(17) The requirement for a cleaner's basin or skin piercing equipment basin as specified in Minimum Standards 1(15) and 1(16) may be waived if the council thinks it is unnecessary because of the nature of the service being carried out; *Sterilisation facilities*

1(18) All premises undertaking specified services that pierce the skin, or other body parts must provide a separate area or room for the purposes of cleaning and sterilising of equipment. This area must have good lighting, ventilation and be capable of being easily cleaned;

1(19) Ultrasonic cleaners must be kept separately to sterilisation facilities and have a designated contamination area;

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Mattresses, squabs and cushion covers

1(20) All mattresses, squabs and cushions used on any chair, bed, table or the like, used in conjunction with the carrying out of a specified service must be provided with permanent impervious covers that are easily cleaned; ***Staff facilities***

1(21) Members of the staff must be provided with a separate room or suitable facilities for the storage of clothing and personal effects.

Additional Standards

In addition to the minimum standards above, several other legislative acts, guidelines and codes of practice are also relevant:

- The Building Act 2004 stipulates how buildings are to be designed and constructed, to ensure that people who use buildings can do so safely and without endangering their health.
- The New Zealand Building Code (Schedule 1 of the Building Act 1992) sets out how a building and its components must perform. The Building Code addresses health issues such as external and internal moisture, hazardous agents on site, substances and processes, personal hygiene facilities, laundering facilities, ventilation, internal temperature, adequate lighting, provision of clean and hot water and adequate waste facilities.
- The Prevention of Legionellosis in New Zealand; Guidelines for the control of legionella bacteria (Ministry of Health 2011) further aims to ensure public health and safety by setting guidelines to reduce the potential of an outbreak of Legionnaires disease.

Part 1B Mobile or Temporary Premises

The minimum standards contained in this part of the code aim to ensure that mobile and temporary premises are set-up in clean and hygienic conditions to reduce risk to public health.

The separation of mobile and temporary premises from permanent premises recognises that it may not be possible to maintain the same standards as a permanent premises, and that the health risks may be greater due to a lack of control over the conditions.

Minimum Standard 1B: Mobile or Temporary Premises

Fit for purpose

1(22) The premises must be constructed, designed and arranged so as to be fit and suitable for its intended purposes; *Repairs and cleanliness*

1(23) The premises and all fittings, fixtures and appliances in the premises must be maintained in a state of good repair and in a clean and tidy condition, and free from any accumulation of rubbish or other materials that may harbor vermin or insects or that may become offensive or a nuisance; *Walls, floors, ceilings, fixtures and fittings*

1(24) The walls, ceilings, fixtures and fittings in any area connected with the carrying out of a specified service must be capable of being easily cleaned, and must be maintained in good repair. If the walls are liable to be wetted or fouled, they must be constructed of impervious material;

1(25) The floor of any area connected with the carrying out of a specified service that pierces the skin and risks breaking the skin must be surfaced with a smooth, durable material that is impervious to water and capable of being easily cleaned. The floor and the material with which the floor is surfaced must be maintained in good repair; *Ventilation*

1(26) All parts of the premises must be adequately ventilated;

Lighting

1(27) (a) lighting of not less than 300 lux shall be provided at all working surfaces adjacent to every place where customers are attended to and where instruments and tools are cleansed:

(b) in every part of the shop, the overall light intensity shall be not less than 100 lux at a point 800mm above the floor:

(c) all lighting shall be reasonably free from glare and distributed so as to avoid shadows

Mattresses, squabs and cushion covers

1(28) All mattresses, squabs and cushions used on any chair, bed, table or the like, used in conjunction with the carrying out of any specified service must be provided with permanent impervious covers that are easily cleaned;

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Storage of linen and other supplies

1(29) All operators must provide sufficient facilities to adequately store all clean and used equipment, linen and waste products safely in separate containers before and after use and while in transit; *Cleanliness*

1(30) All operators must establish and maintain a 'clean' work area at the site and protect all surfaces and equipment from contamination by dust, dirt, members of the public or other such contaminants at all times; *Hand-washing facilities*

1(31) All operators must have direct access to hand-washing facilities with hot and cold running water provided preferably through a single spout, soap and means to dry with a single service towel or other approved hand-drying equipment.

Only sterile or single-use disposable instruments to be used for piercing the skin

1(32) All operators must provide sufficient sterile equipment for all customers undergoing any specified service that pierces the skin;

1(33) If the mobile facility does not have sterilisation facilities then single-use disposable pre-sterilised equipment must be used.

Part 2

Operator Conduct

The minimum standards contained in this part of the code aim to ensure that operators who are undertaking specified commercial services conduct their operations in a safe and hygienic manner so as to reduce risks to public health.

Any procedure that invades someone's body in any way that is performed without permission may be regarded as assault. It is therefore important that a customer receiving such a procedure gives their consent. The essential elements of consent in health care are that it is voluntarily given by the customer, based on full provision of information on risks to the customer, and given by a customer who has the capacity to consent.

Minimum Standard 2: Operator Conduct

- 2(1) No operator may carry out any service on any person who they suspect is unable to give legal consent due to being mentally impaired or who they suspect is under the influence of alcohol, drugs or mind-altering substances except as prescribed for a medical condition; *Washing of hands*
- 2(2) All operators must at all times keep their clothing, hands, and fingernails clean and cover with an impermeable dressing any infected, damaged or inflamed skin;
- 2(3) All operators must thoroughly cleanse their hands by washing up to the wrist with soap or antibacterial cleansing agent, using an effective method to operate taps to maintain cleanliness; by brushing their hands and nails when necessary and drying them with a single service towel or other approved hand- drying equipment:
- (a) before and after commencing each specified service;
 - (b) immediately after using a toilet, using any handkerchief or nasal tissue, smoking or vaping; using electronic devices, checkout or computer.
- 2(4) All operators must wear clean well-fitting single-use disposable surgical gloves:
- (c) before preparing the area in which to undertake a specified service;
 - (d) before commencing a specified service on any customer; and
 - (e) after touching any object which has not been subject to a process of cleansing and sterilisation unless an effective sterile barrier is used;
 - (f) if the customer is bleeding;
 - (g) if the customer has open lesions or is known to have a contagious disease;
 - (h) if the operator has cuts or wounds on their hands or has a skin infection or lesion;
 - (i) if the operator is handling blood-soiled items, body fluids, excretions, and secretions, as well as surfaces, materials, and objects exposed to them;
 - (j) It is important that hand gloves are:
 - changed between attending customers;
 - never washed or re-used;
 - discarded and replaced with new gloves if there is evidence of tearing or deterioration; and
 - removed and disposed of before leaving a customer for any reason.

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Accidents and bleeding

2(5) All operators must have procedures for dealing with customers or staff where accidental exposure to another customer's blood or bodily fluids occurs. Procedures should also be in place to deal with incidents where prolonged or unexpected bleeding occurs. Such procedures must be kept on the premises in a form of a written policy and in view of the operator. All staff must be trained to comply with it;

2(6) All operators must record any incidents where exposure to another customer's blood or bodily fluids occurs, including the name and address of those exposed and the steps undertaken to respond to the incident. [Details of the incident \(excluding the client's personal information\) must be reported to Council by the next working day.](#) Records of such accidents involving exposure to another customer's blood or bodily fluids must be kept for a period of 2 years and made available to the council for inspection on request;

Use of linen and other supplies

2(7) Any towel, sheet, cloth, pillow, furniture covering, permanent cover of mattresses, squabs, cushions, foot spas and any other protective garments must be clean and tidy, and disinfected as frequently as is necessary, but as a minimum at least after every customer;

2(8) An operator must not use a towel, sheet, cloth, pillow or any other protective garment or cover, on, or immediately under or over, a customer unless:

- (a) it has not been previously used; or
- (b) where it has been previously used, it has been laundered to render it clean and hygienic since last having been used;

2(9) Soiled linen may be laundered in a washing machine with laundry detergent or by a regular commercial laundry service;

2(10) Creams and lotions must be dispensed from the container with a disposable or disinfected applicator;

2(11) Sprays must be dispensed from a purpose-specific pump where possible;

2(12) All chemicals must be clearly labelled for identification and bottles must never be reused other than with the original product;

Storage of linen and other supplies

2(13) Adequate and separate storage lockers or other facilities must be provided for the storage of clean and soiled laundry, cleaning equipment, and other chemicals, products or materials;

2(14) Clean linen, tissue or single-use disposable paper products must be stored in a clean, enclosed and dust proof storage area until needed for immediate use;

2(15) Any used towel, sheet, cloth or any other protective garment must be stored in a closed or covered container until laundered or disposed of;

2(16) All premises must have a separate location or cupboard for the safe storage of all chemicals held on the premises, away from service areas and items used when performing a specified service;

Sterile storage

2(17) Suitable separate dust proof storage spaces must be provided for the storage of sterile dressings, sterilised instruments, and all sterile articles, including jewellery, used in connection with a specified service that pierces the skin;

Disposal of contaminated material

2(18) Any sharps containers and bio hazard waste bins must comply with NZS4304:2002. Management of Healthcare Waste (or latest version) and operators must demonstrate that they have made appropriate arrangements to dispose of any sharps and bio hazard wastes.

Staff training

2(19) No person shall allow or carry out any prescribed process unless they hold a recognised qualification, where a recognised qualification is available for the process. A recognised qualification may include a nationally or internationally recognised training standard, NZQA unit standard, or industry training organisation standard. An exemption will be applied to any person under the direct supervision of someone who holds the said qualification -*Display of qualifications*

2(20) Recognised qualifications must be displayed in a prominent position so customers can read them, and must be in the name of the operator performing the procedure;

Additional recommended best practice

First Aid

- All operators should hold a current St John's or Red Cross First Aid workplace certificate or an approved equivalent.
- It is strongly recommended that ALL operators should undergo training which includes hygiene and infection control.

Additional Standards

In addition to the minimum standards above, several other legislative acts, guidelines and codes of practice are also relevant:

- The waste management requirements within this code of practice are based on the AS/NZS 4031: 1992 – "Australian and New Zealand standard for non- reusable containers for the collection of sharp items used in human and animal medical applications".
- The Health and Safety at Work Act 2015 aims to promote the prevention of harm to all people at work, and others in, or in the vicinity of, places of work. It applies to all New Zealand workplaces, and specifies the responsibilities of employers, the selfemployed, employees, principals and others who manage or control hazards. It requires the maintenance of safe working environments, and the implementation of sound practice.
- Employers and self-employed persons must notify WorkSafe as soon as possible of workplace accidents and occurrences of serious harm.

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Additionally WorkSafe NZ must be notified when a notable event occurs as the result of work. A notifiable event under the act is defined as when any of the following occurs as a result of work:

- a death
- a notifiable illness or injury. All injuries or illnesses that require (or would usually require) a person to be admitted to hospital for immediate treatment are notifiable. Serious burns, infections, scalping, lacerations and eye injuries are among the other notifiable incidents.
- a notifiable incident is an unplanned or uncontrolled incident in relation to a workplace that exposes the health and safety of workers or others to a serious risk arising from immediate or imminent exposure to a number of listed hazards (eg, spillage or leaking of a substance, electric shock, fire).
It is recommended that operators notify Worksafe with preventative notifications or complaints.

Part 3 Piercing of the Skin

Specified Skin Piercing Services means any skin piercing that is body piercing, tattooing, traditional tool tattooing, electrolysis, derma rolling, red vein treatment, acupuncture. Services that pierce the skin or other body parts may be considered high risk due to the significant hazards posed by contact with blood and body fluids, such as the risk of transmitting blood-borne viral diseases and the transference of communicable diseases including Hepatitis B, Hepatitis C and HIV.

The minimum standards contained in this part of the code aim to ensure that operators who are undertaking commercial services that deliberately pierce or break the skin conduct their operations in a safe and hygienic manner so as to reduce risks to public health.

Minimum Standards: Piercing of the Skin

All operators must comply with the following standards:

- *Minimum Standard 1A (Permanent Premises) or Minimum Standard 1B (Mobile or Temporary Premises)*
- *Minimum Standard 2 (Operator Conduct)*
- *Minimum Standard 3 (Piercing of the skin)*

Minimum Standard 3: Piercing of the Skin

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First aid

3(1) There must be at least one operator on the premises at all times who holds a current St John's or Red Cross First Aid Workplace Certificate or an approved equivalent; *Age restriction*

3(2) Operators must not carry out any specified skin piercing service on any person under the age of 16, (or 18 for tattooing – see 3(3)), without first getting the written consent of that person's parent or legal guardian;

3(3) Operators must not carry out tattooing on any person under the age of 18, without first getting the written consent of that person's parent or legal guardian; *Precautions, consent and aftercare*

3(4) Prior to the commencement of any specified service that pierces the skin, the operator must:

- (a) advise the customer who wishes to undergo such service of the risks associated with the service and the potential for infection to occur during and after the service; and
- (b) Inform the client that if they are in any doubt about any aspect of the procedure, they should first consult their medical practitioner.
- (c) give written advice appropriate to the procedure to be undertaken, concerning precautions and post service procedures that should be taken by the customer who wishes to undergo the service;
- (d) Inform the customer what they are entitled to in terms of further (paid or unpaid) treatments or referrals in the event that advised risks eventuate and contact details for who they contact should this occur.
- (e) inform the client that if they are experiencing any concerning complications from the procedure, they should consult their medical practitioner immediately

(f) advise that the provider is not legally authorised to prescribe prescription medicines and, if the client wishes to proceed only with a prescription medicine, they must seek a prescription from an authorised prescriber

3(5) Before commencing any specified service that pierces the skin, a customer must:

- (a) sign a consent form with medical history; and
- (b) be given the opportunity to inform the operator through a written and signed consent form prior to the commencement of any specified service, to establish if they know or suspects that they :
 - (i) are suffering from a communicable disease or skin disease;
 - (ii) have a history of haemophilia (bleeding) or are taking medications such as anticoagulants which thin the blood or interfere with blood clotting;
 - (iii) have a history of allergies or adverse reactions to pigments, dyes or other skin sensitivities; or
 - (iv) have a history of epilepsy or seizures, asthma, diabetes, heart conditions or have a pacemaker.

3(6) The operator may decline to carry out any specified service based on such information or agree to carry out the service subject to such conditions and safeguards as are considered appropriate in the circumstance; *Record keeping*

3(7) All operators must keep records of:

- (a) a customer consent form; (b) a record of service including:
 - (i) the date on which the specified skin piercing service was undertaken;
 - (ii) the type of the specified skin piercing service; and
 - (iii) the location on the body where the specified skin piercing service was undertaken;

3(8) Such records must be kept secure and confidential for a minimum of 2 years and made available to the council for inspection on request; *Hand washing and gloves*

3(9) All operators must thoroughly cleanse their hands by washing up to the wrist with soap or antibacterial cleansing agent, using an effective method to operate taps to maintain cleanliness; by brushing their hands and nails when necessary and drying them with a single service towel or other approved hand- drying equipment:

- (a) before and after commencing a specified service that involves piercing of the skin; and
- (b) before putting on and after removing clean well-fitting single-use disposable gloves when performing a specified service that involves piercing of the skin;

3(10) All operators must cover their hands with clean well-fitting single-use disposable surgical gloves:

- (a) before preparing the area in which to undertake a specified service;
- (b) before commencing a specified service on any customer; and
- (c) after touching any object which has not been subject to a process of cleansing and sterilisation unless an effective sterile barrier is used;

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Skin preparation

3(11) All operators must evaluate the skin site prior to each service and any skin condition that may lead to skin irritation must be discussed;

3(12) Prior to commencing any service that involves piercing of the skin, all operators must cleanse the customer's skin by swabbing with an antiseptic using a clean, single-use swab and maintain product-specific recommended contact time; *Only sterile or single-use disposable instruments to be used*

3(13) All instruments or like articles used for piercing the skin on any customer, must be:

- (a) sterile single-use disposable; or
- (b) cleaned and sterilised in accordance with the provisions of Minimum Standard 3(21) and kept in such a manner to maintain its sterility;

3(14) All devices used on any mucous membrane of any customer, such as a marker pen, must be single-use and disposable;

3(15) Any articles having a hollow lumen must be single-use and disposable;

3(16) An instrument or like article may be used for piercing the skin on any customer if the instrument or article has been taken, in the presence of the customer, from a package that has been sealed by the manufacturer, being a package:

- (a) in an unbroken and undamaged condition;
- (b) to which the manufacturer has affixed a label containing a statement to the effect that the contents of the package have been sterilised;
- (c) which has not been subjected to any contamination during storage;

During the skin piercing procedure

(e) . While in use, all instruments must only go from the therapist's hand to the client, and if still in use then either into a clean instrument contaminant container, in preparation for sterilising or disposed of. At no time should a used implement be placed on a clean surface, or outside the treatment area.

After piercing the skin

3(17) (a) All operators must ensure that, after the completion of piercing the skin: all single-use needles/razors are immediately disposed of into an impact resistant, non penetrable, sealable sharp container

or

- (b) any reusable instrument or like article used in that process is thoroughly cleansed, disinfected and sterilised in accordance with the provisions of Minimum Standard 3(21) and kept in such a manner to maintain its sterility before use on any other customer or the same customer at a later time;

All operators must demonstrate that they have made appropriate arrangement to dispose of sharp and bio hazard waste. *Cleaning and disinfecting*

3(18) All instruments that do not need to be sterile must be cleaned and then disinfected by a thermal or chemical disinfection procedure appropriate to the level of disinfection required and the item being disinfected maintaining the product specific recommended contact time, to the satisfaction of the council;

3(19) At the completion of any cleaning activity, all surfaces must be disinfected before beginning any pre-packaging or sterilisation activities; *Sterilisation*

3(20) All operators must display, adjacent to every place in the premises where cleaning and/or sterilising of instruments and like articles is undertaken, written instructions setting out in clear and legible format the processes to be followed to ensure compliance with sterilisation and/or ultrasonic cleaning;

- 3(21) All instruments used for piercing the skin must be sterilised after each use, by way of:
- (a) thoroughly cleansing by washing in warm water and detergent or within an ultrasonic cleaner and exposed to steam in accordance with the following requirements:
 - (i) exposure to steam must occur within a steriliser (autoclave) under the pressure indicated below:
 - 103 KPa (15psi) – For at least 15 minutes at not less than 121 degrees Celsius;
 - 138KPa (20psi) – For at least 10 minutes at not less than 126 degrees Celsius; or
 - 206KPa (30psi) – For at least 4 minutes at not less than 134 degrees Celsius;
 - (ii) every steriliser (autoclave) must be fitted with time, temperature and pressure gauges;
 - (iii) every time the steriliser (autoclave) is used, chemical indicator strips must be inserted to show that the temperatures as set out above have been attained during the autoclaving procedure. If the chemical indicator / integrator fails to meet the cycle parameters, all of the load contents must be reprocessed;
 - (iv) during each use the gauges must be monitored to ensure that the correct times, temperatures and pressures are reached;
 - (v) time, temperature and pressure readings must be recorded and noted after each usage;
 - (vi) regular spore testing must be undertaken, at no less than 6 monthly intervals, and the results recorded;
 - (b) thoroughly cleansed by washing in warm water and detergent and exposed to dry heat for at least 60 minutes at not less than 170 degrees Celsius; or
 - (c) thoroughly cleansed by washing in warm water and detergent and then totally immersed in a glass bead steriliser operating at 250 degrees Celsius for a minimum of 155 minutes unless manufactures instructions require longer; or
 - (d) thoroughly cleansed by a method appropriate to the nature of the article concerned and then submitted to a process of sterilisation approved by the council;
- 3(22) All instruments or like articles must be individually packaged and marked “sterile” or display an indicator tape (or similar indicator) indicating sterility, be intact and kept in such a manner to maintain sterility.
- 3(23) Where an instrument or like article used for projecting a needle into the skin of any person, would be rendered inoperable or be damaged if a hand piece attached to it were sterilised, the hand piece shall be deemed to be disinfected if it has been cleaned of all visible soiling then wiped with a clean paper towel saturated with:
- (a) a solution of industrial methylated spirit;
 - (b) ethyl alcohol or isopropyl alcohol (in each case containing not less than 70 per cent alcohol); or
 - (c) iracleen or other similar approved solutions.

Additional Standards

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In addition to the minimum standards above, several other legislative acts, guidelines and codes of practice are also relevant including

- The New Zealand Association of Registered Beauty Therapists promotes professional beauty care and best practice in the beauty therapy industry in New Zealand. Members of the association adhere to the “Code of Ethics for Members of the New Zealand Association of Registered Beauty Therapists Inc”, “Code of Practice for Beauty Therapy Clinics, Spas and Training Establishments”, and “Rules of the New Zealand Association of Registered Beauty Therapists Inc”.
- ~~The NZ Board of Professional Skin Therapies also promotes best practice and adheres to the “Code of Ethics”, “Code of Best Practice in Health and Hygiene”.~~
The NZ board of Professional Skin Therapies also provides the following standards for all sectors of the beauty/skin therapy industry. “Health, Hygiene and Safety for the NZ Aesthetics Industry”. “Code of Ethics and Professional Conduct for the NZ Aesthetics Industry”, “Complaints Process for Industry and the Public”
- The New Zealand Register of Acupuncturists (NZRA) promotes professionalism and best practice in Acupuncture and Chinese Medicine. Registered members adhere to the “New Zealand Register of Acupuncturists Code of Professional Ethics”, “New Zealand Register of Acupuncturists Clinical Guidelines” and “New Zealand Register of Acupuncturists Rules”.
- The waste management requirements within this code of practice are based on the AS/NZS 4031: 1992 – “Australian and New Zealand standard for non- reusable containers for the collection of sharp items used in human and animal medical applications”; and NZS 4304: 2002 – “New Zealand Standard for the management of healthcare waste”.
- The cleaning, disinfection and sterilising requirements within this code of practice are based on AS/NZS 4187: 2003 – “Australian and New Zealand standard for cleaning, disinfecting and sterilising reusable medical and surgical instruments and equipment, and maintenance of associated environments in health care facilities”.

Additional Recommended Best Practice

It is recommended that anyone seeking to undergo mesotherapy or similar processes where micro-injections of various substances are administered consult a registered health practitioner prior to commencing this treatment

Operators

- It is highly recommended that all operators undertaking tattooing or piercing should be immunised against Hepatitis B.
- It is highly recommended that all operators wear a protective garment or cover for every service of a suitable nature to prevent the operator’s clothing from becoming contaminated during any service that pierces the skin.
- It is highly recommended that eye protection / face shields should be worn when performing close-up procedures that may risk aerosols or ‘splatter’ of blood or body substances coming in contact with the operators face.

Accidents

- The Ministry of Health “Guidelines for the Safe Piercing of Skin” outlines procedures to deal with bleeding, sharps injuries and contact with blood or body fluids.

- Employers and self-employed operators need to notify WorkSafe as soon as possible of workplace accidents and occurrences of serious harm.

Cleaning

- The aim of cleaning is to remove microbial, organic and inorganic soil. Cleaning agents for manual cleaning should be biodegradable, non-corrosive, non-toxic, nonabrasive, low foaming, free rinsing and preferably liquid of mild alkali formulation. Alkaline detergents are much more effective at removing blood and fat than plain surfactant based detergents. Detergents should preferably be approved by Ministry of Primary Industries (MPI).
- Note that chlorine solutions may corrode metals. Glutaraldehyde and phenol are not recommended as disinfectants because of the health risks involved in their usage.
- Equipment should not be soaked in chemical disinfectants unless specified by the manufacturer's instructions. Chemical disinfectants can have limited contact times and may become ineffective if left for long periods. The more items immersed in the disinfectant the less effective it will be. Fresh disinfectant should be prepared each time items are to be disinfected. The disinfectant should be discarded after use.
- To reduce the risk of cross contamination, cleaning and decontamination activities should not take place simultaneously with packaging and/or sterilisation activities.
- Ultrasonic cleaners clean but do not disinfect instruments and equipment. An ultrasonic cleaner should be operated with the lid closed to prevent emission of aerosols and should be isolated from the work area to reduce exposure to high frequency noise. No part of the body should be submerged into the water tank during operation as this is thought to cause long-term arthritic conditions. Indicator tape or other such products that indicate when a product has been properly sterilised should be used to identify reusable equipment that has been sterilised, to prevent non sterile equipment being used by mistake. Please note, indicator tape may not be UV stable so equipment should be stored to protect from such exposure.

Sterilisation

- The times quoted above are holding times and do not include the time taken for the autoclave contents to reach the required temperature. Bench top steam sterilisers without a drying cycle are only appropriate for the sterilisation of unwrapped items. Steam sterilisers should comply with a recognised national or international standard.
- Autoclaves are considered by the Ministry of Health to be the 'gold standard in sterilization' as such they are recommended as best practice.

Part 3A Body Piercing

Body piercing is piercing of the skin for the purpose of inserting an adornment which upon healing can be safely removed without assistance

All commercial services that pierce the skin or other body parts are required to comply with the general standards for piercing the skin (Minimum Standard 3). The minimum standards contained in this part of the code are in addition to Part 3 and aim to ensure that operators who are undertaking body piercing conduct their operations in a safe and hygienic manner so as to reduce risks to public health.

Minimum Standards: Body Piercing

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All operators must comply with the following standards:

- Minimum Standard 1A (Permanent Premises) or Minimum Standard 1B (Mobile or Temporary Premises)
- Minimum Standard 2 (Operator Conduct)
- Minimum Standard 3 (Piercing the Skin)
- Minimum Standard 3A (Body Piercing)

Minimum Standard 3A: Body Piercing

Jewellery

- 3(24) No operator may use any instrument or like article, including any ear or body studs or rings, ear keepers or similar jewellery for or in connection with carrying out a service, unless immediately before the instrument or article is used or since the instrument or article was last used, the instrument or article has been cleaned and sterilised in accordance with the provisions of Minimum Standard 3(21) and kept in such a manner to maintain its sterility;
- 3(25) All body piercing jewellery for primary piercing must be made of high quality 14 carat or 18 carat yellow or white gold, surgical grade stainless steel (316L or LVM), titanium, niobium, platinum or inert plastics;
- 3(26) Jewellery that is damaged or scratched must not be used;
- 3(27) All operators must ensure that no jewellery thinner than 14 gauge is used below the neck.

Additional Standards

In addition to the minimum standards above, several other legislative acts, guidelines and codes of practice are also relevant:

- The Ministry of Health has published “Guidelines for the Safe Piercing of Skin” to help those in the skin piercing industry better understand how to protect themselves and their customers from the risk of infection. In addition, it aims to encourage operators to reduce harm from skin piercing and promote healthy skin piercing practices.

Additional Recommended Best Practice

‘Extreme body modification’ procedures, such as transdermal implants, are recommended to be undertaken only by a registered medical professional.

Part 3B Tattooing

Tattooing is a process by which indelible marks are made in human skin or tissue by inserting pigments or dyes into punctures. Tattooing also includes the process known as pigment implantation or permanent makeup including but not limited to micro-blading.

All commercial services that pierce the skin or other body parts are required to comply with the general standards for piercing the skin (Minimum Standard 3). The minimum standards contained in this part of the code are in addition to Part 3 and aim to ensure that operators who are undertaking tattooing conduct their operations in a safe and hygienic manner so as to reduce risks to public health.

Minimum Standards: Tattooing

All operators must comply with the following standards:

- *Minimum Standard 1A (Permanent Premises) or Minimum Standard 1B (Mobile or Temporary Premises)*
- *Minimum Standard 2 (Operator Conduct)*
- *Minimum Standard 3 (Piercing the Skin)*
- *Minimum Standard 3B (Tattooing)*

Minimum Standard 3B: Tattooing

Sterilisation

3(28) All instruments must be sterilised in accordance with Minimum Standard 3(21) above;

3(29) The sterilisation of equipment used in tattooing must include, but not be limited to, the sterilisation of needles, needle bars, tubes and tube tips. A new sterilised needle set must be used for each new customer;

3(30) Single-use disposable items must not be reused for any reason. Tattoo needles are not reusable under any circumstances. After use, all needles, razors and other sharps must be immediately disposed of in sharps containers; *Skin preparation*

3(31) The body area surrounding the skin to be tattooed must be draped with a single use disposable paper product or clean linen;

3(32) Ointments, lotions, lubricating gel and other products used to moisten the skin prior to the application of the stencil must be dispensed and applied to the area to be tattooed in a manner to prevent contamination of the bulk product; *Use of dyes, pigments and solutions*

3(33) All operators must, in carrying out tattooing on a customer:

- (a) use only dye, pigment or solution, that has been decanted into a clean sterilised container holding sufficient of the liquid for carrying out that tattoo on that customer only;
- (b) use only that decanted dye, pigment or solution whilst the tattoo is being carried out; and
- (c) use only pre-purchased ink specifically manufactured for tattooing purposes;

Disposal of used dyes, pigments and solutions

3(34) All operators must ensure that on completion of the tattoo any decanted dye, pigment or solution residue is disposed of, and the container is either sterilised or discarded by an approved bio-hazard waste collection service. Any dye, pigment or solution residue remaining on the completion of a tattoo must not be used in connection with the tattooing of any other customer;

No dye or pigment should be used that has passed its expiry date.

Disposal of other materials

3(35) Any mattress, squab, cushion, or linen supply that comes into contact with blood or body fluids and cannot be adequately cleaned or laundered, must be disposed of according to NZS 4304: 2002, Management of Healthcare Waste, (or latest version) and not reused.

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Additional Standards

In addition to the minimum standards above, several other legislative acts, guidelines and codes of practice are also relevant:

- The Ministry of Health has published “Guidelines for the Safe Piercing of Skin” to help those in the skin piercing industry (which includes tattooing) better understand how to protect themselves and their customers from the risk of infection. In addition, it aims to encourage operators to reduce harm from skin piercing and promote healthy skin piercing practices.
- The Environmental Protection Agency (EPA) developed a standard, the “Tattoo and Permanent Makeup Substances Group Standard”, to manage the chemical risks associated with tattoo and permanent makeup substances. The EPA has guidelines which include a list of substances that tattoo inks should not contain.

Additional Recommended Best Practice
Single-Use Disposable Barriers

- It is highly recommended to cover instruments such as tattoo machines and associated clip cords with an effective sterile barrier, such as a single-use disposable plastic bag that is discarded after each use. This cover provides an extra level of hygiene and acts as a barrier, limiting the amount of contaminants that may settle on the machine.

Use of dyes, pigments and solutions

- It is recommended that tattoo artists confirm with suppliers that any products purchased fit within the standard. Any inks that contain hazardous properties, and therefore not within the standard, are not approved under the “Tattoo and Permanent Makeup Group Substances Standard”.

Part 3C

Traditional Tools Tattooing

Traditional Tools Tattooing is the practice of making indelible marks in the human skin or tissue by inserting pigments or dyes into punctures made in the skin or tissue using tools that are culturally traditional in structure and used in procedures such as ta moko, Tatau, uhi or any other traditional tattooing practice that has recognised cultural significance.

New Zealand is home to a number of cultures where traditional skin piercing practices are common, particularly among Māori and Pacific peoples. The nature of cultural tattooing, typically occurring in places other than a professional studio, means that health risks may be greater for individuals if premises, equipment and tools are not cleaned and/or sterilised to New Zealand standards. Tools used for tattooing historically have been made from bone or tusk, and large areas of the body are traditionally tattooed in a relatively short period of time, as such, there are specific risks associated with this practice.

All commercial services that pierce the skin or other body parts are required to comply with the general standards for piercing the skin (Minimum Standard 3). The minimum standards contained in this part of the code are in addition to Part 3 and aim to ensure that operators who are undertaking traditional tools tattooing conduct their operations in a safe and hygienic manner so as to reduce risks to public health.

Minimum Standards: Traditional Tools Tattooing

All operators must comply with the following standards:

- *Minimum Standard 1A (Permanent Premises) or Minimum Standard 1B (Mobile or Temporary Premises)*
- *Minimum Standard 2 (Operator Conduct)*
- *Minimum Standard 3 (Piercing the Skin)*
- *Minimum Standard 3C (Traditional Tools Tattooing)*

Minimum Standard 3C: Traditional Tools Tattooing

Hand washing and gloves

3(36) All operators must thoroughly cleanse their hands by washing with soap or antibacterial cleansing agent and by brushing their hands and nails when necessary and then drying them with a single service towel or other approved hand-drying equipment:

- (a) before and after commencing a specified service that involves piercing of the skin; and
- (b) before putting on and after removing clean well-fitting single-use disposable gloves when performing a specified service that involves piercing the skin;

3(37) All operators must cover their hands with clean well-fitting single-use disposable surgical gloves:

- (a) before commencing a specified service on any customer; and
- (b) after touching any object which has not been subject to a process of cleansing and sterilisation unless an effective sterile barrier is used;

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Only sterile or single-use disposable instruments are to be used 3(38)

All operators must:

- (a) only work on one customer at a time; and
- (b) use clean, disinfected and sterilised, or single-use disposable tools;

Cleaning, disinfecting, and sterilising

3(39) Use-by dates on disinfectants must be observed. In some people, povidone-iodine may cause a skin reaction if left on the skin.

3(40) Where possible, traditional tools used for tattooing should be sterilised as in Part 3B. Where this is not possible, then the process outlined in minimum standard 3(21) should be performed.

3(41) Where an instrument or like article used in traditional tattooing would be rendered inoperable or be damaged by the above sterilization techniques the following method may be applied:

- (a) scrubbing tools underwater with a brush and cleaning agent; then
- (b) if possible, cleaning tools and scrubbing implements in an ultra-sonic cleaner in accordance with the manufacturer's instructions; then
- (c) soaking tools and scrubbing implements in *Perasafe* solution (or equivalent) mixed in accordance with the manufacturer's instructions, and soaked for at least 20 minutes; then
- (d) cleansing with clean water; then
- (e) allowing the tools to air dry for at least 45 minutes before reuse, but protecting them from contaminants; and
- (f) keeping tools in such a manner to maintain sterility.

Principles for healthy and hygienic tattooing

- Traditional tools tattooists should provide their customers with professionally experienced, safe and hygienic services, in clean premises. It is essential for traditional tools tattooists to be fully aware of the potential dangers of their procedures and understand the safety measures that need to be taken to make the likelihood of infection, or spread of pathogens, as small as possible.
- The following basic principles must be observed by traditional tools tattooists:
 - The premises must be kept clean and hygienic.
 - Any article used for piercing the skin must be sterile.
 - Any instrument that has pierced the skin or is contaminated with blood must be either disposed of immediately, as infectious or biological waste, or be cleaned and sterilised before being used on another customer.
 - Tattooists must keep themselves and their clothing clean; any cuts, abrasions or wounds they have should be covered and they must not smoke during the tattooing process.
 - Employers in the traditional tools tattooing industry should provide adequate training for staff in all areas of hygiene, infection control and first aid.
- All traditional tools tattooists should be aware of their Hepatitis B status and be vaccinated against Hepatitis B if susceptible.

- It is the traditional tools tattooist's responsibility to ensure that the whole service is provided to a sufficient standard of hygiene to ensure customer and operator safety.

- **Tattooist must provide customers with the information regarding potential infection risks associated with traditional tattoo.**

Additional Standards

In addition to the minimum standards below, several other legislative acts, guidelines and codes of practice are also relevant:

- The Ministry of Health provides “Guidelines for Cultural Tattooing”, primarily for Samoan Tattoo (Tatau), both in English and in Samoan. These guidelines address measures to improve the safety of customary tattooing and are of relevance to tattooists, public health units and Medical Officers of Health.
- The Environmental Protection Agency (EPA) recently developed a standard, the “Tattoo and Permanent Makeup Substances Group Standard”, to manage the chemical risks associated with tattoo and permanent makeup substances. The EPA has guidelines which include a list of substances that tattoo inks should not contain. Inks made from traditional materials should also not contain any of these substances.

Additional Recommended Best Practice

Cleaning, disinfecting and sterilizing

Disinfectants can be applied to the skin using a pump pack and wiping with a clean single-use disposable cloth. Alternatively, skin disinfectants may be decanted from their original container into a single-use disposable container. At the end of the tattooing procedure, any remaining fluid and single-use disposable cloths must be discarded into a hazardous and infectious waste container.

- *PeraSafe* or other similar product are developed to sterilise items made of plastic and rubber and other materials that cannot be cleaned in an autoclave (and are therefore the best option for sterilising the porous materials used in traditional tattooing tools, such as bone. It is important that the solution is mixed correctly. If not enough powder is used, it may not be totally effective, and if too much powder is used, the solution may damage the tools.
- Autoclaves are considered by the Ministry of Health to be the ‘gold standard in sterilization’ as such they are recommended as best practice.

Part 3D Acupuncture

Acupuncture is the practice involving the insertion of filiform (very narrow) needles through the skin and tissues for the intended purpose of alleviating ailments or injuries. Acupuncture may be considered to carry an associated risk of transferring blood-borne infections.

All commercial services that pierce the skin or other body parts are required to comply with the general standards for piercing the skin (Minimum Standard 3). The minimum standards contained in this part of the code are in addition to Part 3 and aim to ensure that operators

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who are undertaking acupuncture conduct their operations in a safe and hygienic manner so as to reduce risks to public health.

Minimum Standards: Acupuncture

All operators must comply with the following standards:

- *Minimum Standard 1A (Permanent Premises) or Minimum Standard 1B (Mobile or Temporary Premises)*
- *Minimum Standard 2 (Operator Conduct)*
- *Minimum Standard 3 (Piercing the Skin)*
- *Minimum Standard 3D (Acupuncture)*

Minimum Standard 3D: Acupuncture

Single-use disposable needles only to be used

- 3(42) All needles must be sterile and single-use disposable needles;
- 3(43) All needles must be removed from the packaging by the handle of the needle.

Additional Recommended Best Practice

Acupuncture

- It is also advisable that needles should be inserted swiftly using the correct needle technique. Needle points should not be re-palpated with bare fingers unless hands have been washed appropriately and alcohol gel has been used. Needles should not be entered into open wounds.

Moxibustion

- It is advisable for all operators to obtain written customer consent prior to moxibustion. Before commencing moxibustion directly on the skin, all operators should moisten the skin with a swab or cotton wool bud and clean water.
- A customer should never be left unattended at any stage during the procedure and care should be taken when performing moxibustion directly on the face or any sensitive area.
- Any premises providing moxibustion should have a window that can be opened, or an extraction fan or air conditioner available to clear any smoke.

Cupping

- It is advisable for the operator to obtain written customer consent prior to cupping and the operator should advise the customer of the possibility of bruising.
- The procedure of cupping should be explained to a customer before commencement and the operator should ask to be informed if the procedure becomes too uncomfortable for the customer.
- Care should be taken not to overheat the cups before placement on the body.
- All cups should be sterilised after use.

Part 3E
Electrolysis, Red Vein Treatment and
Derma Rolling/ Stamping

Electrolysis is a practice involving the insertion of a sterilised needle into individual hair follicles to the **bulbroot**. An electric impulse is passed through the needle to the **bulbroot** area to aid in the removal of hair. Derma rolling / stamping is a practice of using micro needles to create tiny punctures in the skin intended to stimulate growth factors to enhance collagen production and better alignment of the collagen fibres. Red vein treatment by needle is a procedure involving the injection or piercing of a vein intended to shrink red veins. The vein can be pierced with a needle along the length of the damaged capillary, causing little dams or blockages along the vessel.

All commercial services that pierce the skin or other body parts are required to comply with the general standards for piercing the skin (Minimum Standard 3). The minimum standards contained in this part of the code are in addition to Part 3 and aim to ensure that operators who are undertaking electrolysis, red vein treatment or derma rolling / stamping conduct their operations in a safe and hygienic manner so as to reduce risks to public health.

Minimum Standards: Electrolysis, Red Vein Treatment and Derma Rolling / Stamping

All operators must comply with the following standards:

- *Minimum Standard 1A (Permanent Premises) or Minimum Standard 1B (Mobile or Temporary Premises)*
- *Minimum Standard 2 (Operator Conduct)*
- *Minimum Standard 3 (Piercing the Skin)*
- *Minimum Standard 3E (Electrolysis, Red Vein Treatment and Derma Rolling / Stamping)*

Minimum Standard 3E: Electrolysis, Red Vein Treatment and Derma Rolling / Stamping

Sterile and single-use disposable instruments only to be used

3(44) All needles and blades, including clinical grade derma rollers above 0.5mm, must be sterile and single-use disposable;

Protective face / eyewear when undertaking derma rolling / stamping

3(45) All operators must wear protective eyewear and a mask when undertaking derma rolling / stamping;

Use of creams and lotions

3(46) All operators must ensure that creams and lotions are applied with single-use disposable applicators before and after derma rolling / stamping; *Maintenance and record keeping*

3(47) All operators must maintain and calibrate electrical equipment eg Lasers, IPL machines, as required by the manufacturer. Records must be kept for 2 years and made available to the council on request. *Medical consent required*

3(48) medical consent is required for the removal of hair from moles; and on any customer who uses a Cochlear implant, pacemaker, or who has a metal plate within the area of treatment.

Additional Recommended Best Practice

Electrolysis

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~~It is also advisable that~~ After receiving electrolysis clients should be advised of aftercare protocol such as:~~which may include after electrolysis;~~

- ~~the treated area should not be touched;~~
- ~~-a~~ After-care product should be applied for three to five days after the service to accelerate the healing of the underlying tissue;
- ~~a~~ A gentle cleansing of skin can take place that night;
- ~~-a~~ Avoid make up for 24 hours. No gritty cleansers/exfoliants for 7 days;
- ~~- no~~ NO sunbathing or exposing skin to excessive UV;
- ~~- no~~ No exercising at public gyms, swimming pools or gardening for 48 hours [high bacterial and fungal count];
- ~~- if~~ if skin remains pink after 24 hours, apply over the counter topical antiseptic cream. If condition continues contact your therapist.

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Derma rolling / stamping

- The New Zealand Association of Registered Beauty Therapists recommends that single-use disposable paper towels should be suitably placed to catch any drops of blood serum from derma rolling/ stamping.

Part 4

Risk of Breaking the Skin

Services that risk breaking the skin carry the risk of drawing blood and body fluids. These services may be considered to carry a moderate risk of transmitting blood-borne viral diseases and the risk of transferring fungal and bacterial infection. Such services include, but are not limited to, hair removal by waxing, threading and plucking, manicure and pedicure, and exfoliation.

The minimum standards contained in this part of the code aim to ensure that operators who are undertaking commercial services that risk breaking the skin conduct their operations in a safe and hygienic manner so as to reduce risks to public health.

Minimum Standards: Risk of Breaking the Skin

All operators must comply with the following standards:

- *Minimum Standard 1A (Permanent Premises) or Minimum Standard 1B (Mobile or Temporary Premises)*
- *Minimum Standard 2 (Operator Conduct)*
- *Minimum Standard 4 (Risk of Breaking the Skin)*

Minimum Standard 4: Risk of Breaking the Skin

Precautions and aftercare

4(1) Prior to the commencement of any specified service that risks breaking the skin, the operator must:

- (a) advise the customer who wishes to undergo such service of the risks associated with the service and the potential for infection to occur during and after the service; and
- (b) give advice appropriate to the procedure to be undertaken, concerning precautions and post service procedures that should be taken by the customer who wishes to undergo the service;

Floors

4(2) The floor of any area connected with the carrying out of a specified service that risks breaking the skin must be surfaced with a smooth, durable material that is impervious to water and capable of being easily cleaned. The floor and the material with which the floor is surfaced must be maintained in good repair;

[The floor must be cleaned and disinfected at least once every 24 hours](#)

[All floor cleaning equipment must be disinfected before use.](#)

Only sterile or single-use disposable or disinfected instruments are to be used

4(3) All instruments or like articles used on any customer for any specified service that risks breaking the skin must be:

- (a) single-use disposable and immediately disposed of after use; or
- (b) cleaned and sterilised in accordance with the provisions of Minimum Standard 3(21) and kept in such a manner to maintain its sterility; or
- (c) cleaned and then disinfected by a thermal or chemical disinfection procedure appropriate to the level of disinfection required and the item being disinfected maintaining the product-specific recommended contact time, to the satisfaction of the council.

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Additional Standards

In addition to the minimum standards above, several other legislative acts, guidelines and codes of practice are also relevant including

- The New Zealand Association of Registered Beauty Therapists promote professional beauty care and best practice in the beauty therapy industry in New Zealand. Members of the association adhere to the “Code of Ethics for Members of the New Zealand Association of Registered Beauty Therapists”, “Code of Practice for Beauty Therapy Clinics, Spas and Training Establishments” and “Rules of the New Zealand Association of Registered Beauty Therapists”.
- The NZ Board of Professional Skin Therapies also promotes best practice and adheres to the “Code of Ethics”, “Code of Best Practice in Health and Hygiene”.

Part 4A

Hair Removal by Waxing, Tweezing or Threading

Hair removal is the removal of hair by any means. This includes, but is not limited to, waxing (pulling the hair from the skin using soft wax, hot wax or glucose); threading (lifting the hair out from the follicle by entwined thread); or tweezing (grasping hairs and pulling them out of the skin, including epilation - a mechanical means of tweezing).

All commercial services that risk breaking the skin are required to comply with the general standards for risk of breaking the skin (Minimum Standard 4). The minimum standards contained in this part of the code aim to ensure that operators who are undertaking hair removal conduct their operations in a safe and hygienic manner so as to reduce risks to public health.

Minimum Standards: Hair Removal
<p><i>All operators must comply with the following standards:</i></p> <ul style="list-style-type: none">• <i>Minimum Standard 1A (Permanent Premises) or Minimum Standard 1B (Mobile or Temporary Premises)</i>• <i>Minimum Standard 2 (Operator Conduct)</i>• <i>Minimum Standard 4 (Risk of Breaking the Skin)</i>• <i>Minimum Standard 4A (Hair Removal)</i>
Minimum Standard 4A: Hair Removal

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Gloves

4(4) All operators must cover their hands with clean well-fitting single-use disposable surgical gloves:

- (a) before commencing hair removal on any customer; and
- (b) after touching any object which has not been subject to a process of cleansing and sterilisation unless an effective sterile barrier is used;

Skin preparation

4(5) The skin site must be evaluated prior to each service and any skin condition that may lead to skin irritation must be discussed;

4(6) Prior to commencing hair removal, all operators must cleanse the customer's skin by swabbing with an antiseptic using a clean, single-use swab and maintaining product-specific recommended contact time;

4(7) No person shall remove hairs from moles, birthmarks and other abnormalities without medical permission. *Use of wax*

4(8) All operators must ensure that wax is not applied to broken skin or over an area where blood has been drawn;

4(9) All operators must use either of the two following methods to prevent cross contamination between customers:

- (a) pre-dispense the required amount of wax for each customer into single-use disposable pots and discard any unused product; or
- (b) use single-use disposable wooden spatulas for wax application and not re-dip the spatula into the wax pot;

4(10) All operators must ensure wax that has been applied to a customer's body for hair removal is not re-used;

4(11) All operators must ensure pots of wax are kept covered between services;

Use of thread

4(12) New single-use cotton thread is to be used only

Additional Recommended Best Practice*Waxing*

Operators should ensure that their processes for waxing customers and management of equipment minimise the potential for cross contamination. The following is also advisable:

- Single-use disposable underwear should be offered to the customer for waxing involving the full leg, bikini and/or Brazilian waxing;
- Wax should be initially applied to the inside of the operator's wrist to test the temperature of the wax, then tested on the customer in the area to be treated;
- Hot wax should be applied with a spatula in thick strips and removed by hand. Warm wax should be applied with a spatula in a thin film and removed with a paper or muslin strip;
- A soothing product should be applied after the wax has been removed;
- Metal instruments should be initially cleaned using a wax solvent to remove all traces of wax before sterilisation.

Threading

- New single-use cotton thread should be twisted and rolled onto the surface of the skin to entwine the hair. When the hair is entangled with the thread it should be hoisted out of the follicle ~~pulled off~~ and the hair removed. At no time should the

single-use cotton thread be held in the mouth or between the teeth of the operator. The cotton thread is twisted and rolled onto the surface of the skin to entwine the hair. When the hair is entangled with the thread it should be hoisted out of the follicle and the hair removed.

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Part 4B

Manicure / Pedicure

Manicure and pedicure is the beautification or enhancement of the hands and fingernails, as well as feet and toenails, and involves the shaping and polishing of nails, nail extensions, gel polish, artificial acrylic nails, and exfoliation of skin or tissue from the feet.

All commercial services that risk breaking the skin are required to comply with the general standards for risk of breaking the skin (Minimum Standard 4). The minimum standards contained in this part of the code aim to ensure that operators who are undertaking manicure or pedicure conduct their operations in a safe and hygienic manner so as to reduce risks to public health.

Minimum Standards: Manicure / Pedicure

All operators must comply with the following standards:

- *Minimum Standard 1A (Permanent Premises) or Minimum Standard 1B (Mobile or Temporary Premises)*
- *Minimum Standard 2 (Operator Conduct)*
- *Minimum Standard 4 (Risk of Breaking the Skin)*
- *Minimum Standard 4B (Manicure / Pedicure)*

Minimum Standard 4B: Manicure / Pedicure

Ventilation

4(13) In addition to Minimum Standard 1(9), all operators must ensure there is adequate ventilation for the products used; *Broken skin not to be treated*

4(14) No operator may undertake a manicure or pedicure on any customer if there are any exposed cuts or abrasions on the customer's hands and feet;

4(15) No operator may expose any skin that is broken during a manicure or pedicure to any further service;

4(16) Operators must not use heel blades or razors to cut or shave thickened skin *Skin preparation*

4(17) All operators must evaluate the skin site prior to each service and any skin condition that may lead to skin irritation must be discussed, [and if the operator identifies any infection they should cease treatment immediately and refer the client to a medical practitioner;](#)

4(18) Prior to commencing a manicure or pedicure, all operators must cleanse the customer's skin by swabbing with an antiseptic using a clean, single-use swab and maintain product-specific recommended contact time;

Use of instruments

4(19) [Electric files must not be used on a client's natural nail.](#) All operators must be constantly aware of the heat created when using an electric nail file on a nail plate

4(20) All operators must ensure pedicure chair basins and associated fittings are disinfected in between customers;

4(21) All nail files should be single use or effectively cleaned

Use of supplies

4(22) All operators must ensure that chemicals and products are stored in containers with air tight lids and are not to be used beyond their expiry dates; *Disposal of waste*

4(23) All operators must ensure that waste with absorbed products, such as tissue and paper towels, is disposed of in a sealed container.

Additional Recommended Best Practice*First aid*

- All operators should hold a current St John's or Red Cross First Aid Workplace Certificate or an approved equivalent.

Ventilation

- It is advisable that a ventilation system is installed near worktables when performing gel polish, gel or acrylic nails, in addition to a ventilation system for the premises if applicable.
- Natural ventilation may be used with open doors and windows. If there is insufficient natural ventilation, artificial ventilation should be placed low down to be effective.

Operators

- All operators are advised to cover their hands with clean well-fitting single-use disposable surgical gloves:
 - a) before carrying out a pedicure on any customer and before carrying out a pedicure on any other customer; and
 - b) before touching any object including surfaces and instruments which may have become contaminated with blood or serum of any customer,

Appearance Industries Bylaw 2020 Code of Practice

- All operators should take all practicable steps to prevent cuts and abrasions from filing and buffing.
- All operators are advised to wear dust masks when using an electric nail file or hand file as the dust from filing should not be inhaled. However dust masks will not prevent against vapour inhalation.
- If recommended by the manufacturer, operators should apply an oil or solution to the artificial nail before filing, which will make the dust heavier, improving the atmosphere and aiding salon cleanliness.

Spa liners

- Single use disposable spa liners are recommended to be used in footspas and changed as often as necessary but as a minimum between each customer.

Part 4C Exfoliation

Exfoliation is a practice intended to remove dead skin and can be performed using microdermabrasion, dermabrasion, hydro-dermabrasion, derma-planing or physical peels that have an abrasive action or chemical peels such as glycolic or enzyme. Exfoliation procedures are generally safe because they usually involve the intact layer of the epidermis. However, there is a risk of breaking the skin and infection when exfoliation is performed using microdermabrasion.

Microdermabrasion is mechanical exfoliation that removes the uppermost layer of dead skin cells from the face, chest and hands and is associated with a risk of infection if equipment is not sterile or if the operator is not trained in the use of equipment.

All commercial services that risk breaking the skin are required to comply with the general standards for risk of breaking the skin (Minimum Standard 4). The minimum standards contained in this part of the code aim to ensure that operators who are undertaking exfoliation conduct their operations in a safe and hygienic manner so as to reduce risks to public health.

Minimum Standards: Exfoliation

All operators must comply with the following standards:

- *Minimum Standard 1A (Permanent Premises) or Minimum Standard 1B (Mobile or Temporary Premises)*
- *Minimum Standard 2 (Operator Conduct)*
- *Minimum Standard 4 (Risk of Breaking the Skin)*

Additional Recommended Best Practice

- All operators should use new single-use sponges where facial toweling is necessary for exfoliation if blood is drawn
- The New Zealand Association of Registered Beauty Therapists recommends that only safety certified microdermabrasion equipment should be used.
- All operators should hold a current St John's or Red Cross First Aid Workplace Certificate or an approved equivalent.

Part 5

Pulsed Light and Laser Treatment

Pulsed light is a practice using a powerful flash of broad spectrum, non coherent light intended to remove hair and/or for skin photo-rejuvenation, and may include, but is not limited to, Intense Pulsed Light (IPL) and Variable Pulsed Light (VPL). Laser treatment is a practice involving the use of a laser device, which amplifies light and usually produces an extremely narrow beam of a single wavelength (one colour), intended to remove hair, lighten skin, reduce cellulite and fat, skin photo-rejuvenation and other appearance enhancing practices.

Services involving the use of pulsed light and laser treatment have the potential to burn the skin and lead to longer term skin conditions. Pulsed light may be considered to carry a risk of delayed recognition of skin cancers and mis-diagnosing malignant skin lesions, including melanoma. Lasers capable of breaking the skin, such as those used for laser tattoo removal, carry the risk of drawing blood. The use of lasers capable of breaking the skin may be considered to carry a risk of transmitting blood-borne diseases.

The minimum standards contained in this part of the code aim to ensure that operators who are undertaking pulsed light and laser treatment conduct their operations in a safe and hygienic manner so as to reduce risks to public health.

Minimum Standards: Pulsed Light and Laser Treatment

All operators must comply with the following standards:

- *Minimum Standard 1A (Permanent Premises) or Minimum Standard 1B (Mobile or Temporary Premises)*
- *Minimum Standard 2 (Operator Conduct)*
- *Minimum Standard 5 (Pulsed Light and Laser Treatment)*

Minimum Standard 5: Pulsed Light and Laser Treatment

5(1) All operators of lasers that are designed to remove the skin or treat tissue must be a practitioner with a relevant scope of practice and must be trained in the safe use of lasers based on AS/NZS 4173: 2018: Safe Use of Lasers and Intense Light Sources in Health Care and any updates, additions, revisions or amendments to that standard;

Display of qualifications

5(2) Qualifications must be displayed in a prominent position so customers can read them, and must be in the name of the operator performing the procedure; *Precautions, consent and aftercare*

5(3) Prior to the commencement of any pulsed light or laser treatment, the operator must:

- (a) advise the customer who wishes to undergo such service of the risks associated with the service; and
- (b) give written advice appropriate to the procedure to be undertaken, concerning precautions and post service procedures that should be taken by the customer who wishes to undergo the service;
- (c) cover up any moles, raised lesions, or skin abnormalities (Hemangiomas, birthmarks, moles, skin tags etc.)

Appearance Industries Bylaw 2020 Code of Practice

- 5(4) Before commencing any pulsed light or laser treatment, a customer must sign a consent form including medical history and skin type;
- 5(5) Before commencing any pulsed light or laser treatment, all operators must identify if the customer is suitable for the service. Any customers with a family history of melanoma must be exempt from all pulsed light and laser treatment;
- 5(6) All operators must ensure that a patch test, or a trial exposure of a small area of representative skin and hair, is carried out to determine the parameters and to judge how the skin might react to full service. Test patch protocol should include which areas to test, the pulsed light or laser settings, how long to wait to judge skin response, and how to spot adverse reactions; *Record keeping*
- 5(7) All operators must keep records of:
- (a) a customer consent form with medical history and skin type;
 - (b) a record of service including:
 - (i) the date on which the pulsed light or laser treatment was undertaken;
 - (ii) the type of the service;
 - (iii) the location on the body where the pulsed light or laser was undertaken; and
 - (iv) equipment calibration and maintenance;
- 5(8) Such records must be kept secure and confidential for a minimum of 2 years and made available to the council for inspection on request; *Health practitioners to treat skin lesions / moles only*
- 5(9) Skin lesions and/ or moles on any customer may be managed and removed by a health practitioner only; *Medical consent required*
- 5(10) All operators must obtain written medical consent to undertake pulsed light or laser treatment on any customer for the removal of hair from moles; *Controlled area*
- 5(11) All operators must ensure there is a 'controlled area' for the pulsed light or laser equipment, which will have:
- (a) clear and detailed safety rules which describe how to use the area correctly, any hazards the operator or customer might be exposed to, who is authorised to use the equipment, and what to do in the event of an accident;
 - (b) no windows to prevent eye damage to any passerby;
 - (c) no reflective areas such as mirrors;
 - (d) clear signs or warning lights showing when it is safe to enter or when the laser/ intense pulsed light is on; and
 - (e) suitable door locks or keypads; *Protective eyewear*
- 5(12) All operators must ensure suitable protective disposable or disinfected eyewear is worn by the operator and client for all Laser treatment.

Use of pulsed light equipment

5(13) All operators must ensure the laser or pulsed light equipment has been serviced and calibrated in accordance with the manufacturer's instructions and evidence of this is available to council upon request.

[Must comply with AS/NZS 4173: 2004 or international equivalent and must be calibrated regularly](#)

Cleaning and disinfecting

5(14) All equipment that does not need to be sterile must be cleaned and then disinfected by a thermal or chemical disinfection procedure appropriate to the level of disinfection required and the item being disinfected maintaining the product-specific recommended contact time, to the satisfaction of the council.

Additional Standards

In addition to the minimum standards above, several other standards and guidelines may be relevant eg.

AS/ NZS 3130: 1995 "Australian and New Zealand Standard for approval and test specification – beauty therapy equipment" and any updates, additions, revisions or amendments to that standard;

AS/ NZS 3200.2.22: 1997 "Australian and New Zealand Standard for diagnostic and therapeutic laser equipment". and any updates, additions, revisions or amendments to that standard;

AS/ NZS 3760: 2010 "Australian and New Zealand Standard for in-service safety inspection and testing of electrical equipment". The New Zealand Association of Registered Beauty Therapists does not recommend the use of Pulsed Light equipment that has not been inspected and tested annually. and any updates, additions, revisions or amendments to that standard;

AS/ NZS 4173: 2004 "Guide to the safe use of lasers in health care". and any updates, additions, revisions or amendments to that standard; Electricity (Safety) Regulations,

Hairdressing and Beauty Industry Authority UK, "Safe Use of Lasers and Intense Pulsed Light Equipment 2003, and any updates, additions, revisions or amendments to that standard;

Additional Recommended Best Practice

Operators should:

- seek formal instruction in the recognition of skin cancers;
- understand the importance of not treating pigmented lesions about which they have concerns;
- advise customers with such lesions to seek the advice of a registered health practitioner.
- wear masks when operating energy-based devices to protect the operator from exposure to laser plume.
- hold a current St John's or Red Cross First Aid Workplace Certificate or an approved equivalent.

Appearance Industries Bylaw 2020 Code of Practice

All operators of pulsed light and laser equipment should possess a copy of the manufacturer's instructions for their particular machine and be able to follow the instructions specific to their machine. This may include various ways to prepare the skin before treatment, recognizing the desired end points, understanding what is normal and expected and what is unwanted or adverse; and how to provide necessary client post care instructions specific to the treatment.

Before and after images should be taken, and any files stored in accordance with privacy laws and with the clients permission.

All operators should be using some sort of skin cooling system to protect the skin from thermal damage and reduce client discomfort associated with pulsed light and laser treatments.

05 June 2025

Report no: PFSC2025/3/87

Adoption of the final Events Strategy 2025-2034

Purpose of Report

1. The purpose of this report is to provide the Policy, Finance and Strategy Committee with consultation feedback on the draft Events Strategy and to present the final Events Strategy 2025-2034 for the Committee's consideration before recommending its adoption to Council.

Recommendations

That the Committee recommends that Council:

- (1) receives and notes the report;
- (2) notes the feedback from public consultation, as outlined in Appendix 1 to the report;
- (3) adopts the Events Strategy 2025 – 2034 attached at Appendix 2 to the report;
- (4) notes the proposed key performance indicators for measuring and monitoring the success of implementing the strategy attached at Appendix 3 to the report; and
- (5) notes that officers will report back to the relevant Committee in 2026 on the progress in implementing the Events Strategy 2025 – 2034.

Background

2. On 29 May 2025 Council approved the draft Events Strategy 2025 – 2034 (the draft Strategy) for public consultation.
3. The draft Strategy sets a clear direction for how Council could support, facilitate, and enable events that promote the social, cultural and economic wellbeing of Te Awa Kairangi ki Tai Lower Hutt.

4. The draft Strategy was informed by an environmental scan, which analysed the events landscape, market trends, and the local context. It was also shaped by feedback from communities, businesses and event organisers received from early engagement in February 2025.

Discussion

Feedback on the draft Strategy was generally positive

5. Consultation on the draft strategy ran from 30 May to 13 June 2025.
6. The draft Strategy, supporting documents, and a feedback survey were accessible via Council's Have Your Say page. Paper copies of the survey were available at Council hubs and libraries. Participation was encouraged through direct contact and social media.
7. The website received 138 visits, with 20 surveys completed. In addition, a detailed response was received from the Hutt Valley Chamber of Commerce.
8. In summary, the feedback was largely supportive. Although three responses indicated that they were dissatisfied with Council's role in events (ie they wanted Council to take a more active role in leading events), other responses supported the proposal for Council to partner rather than deliver events.
9. Hutt Valley Chamber of Commerce provided a detailed response on behalf of the businesses they had engaged with regarding the draft Strategy. Key themes from those businesses included:
 - seeking a focus on a mix of events and activities that attract people from outside the region and keep them in the city (resulting in increased spending through accommodation etc);
 - having events that are unique to Lower Hutt and shaped by the community (suggesting a focus on two major events per year);
 - having a strong relationship between Council and local operators through early communication, strong marketing plans and a shared understanding of what success looks like;
 - building networks to connect promoters, businesses and the community;
 - supporting promoters to navigate the regulatory environment; and
 - a strong focus on economic impact.
10. A report of consultation feedback, including comments from the Hutt Valley Chamber of Commerce, is attached as Appendix 1.

Preparing the final Strategy

11. The final Events Strategy 2025-2034 is attached at Appendix 2. No amendments have been made to the draft Strategy in response to consultation feedback.

Implementing and Monitoring the Strategy

12. Following Committee feedback on 6 May 2025, officers have developed key performance indicators (KPIs) to assist in measuring and monitoring the success of implementing the strategy.

13. Four proposed KPIs with initial targets have been established to monitor the implementation of the strategy:
 - a. Number of events;
 - b. Percentage of events organised by community groups;
 - c. Percentage of free events; and
 - d. Event organiser satisfaction.
14. The proposed KPIs, along with details on data collection methods, reporting mechanisms, and associated targets are outlined in Appendix 3.
15. Officers will monitor the KPIs, which can be refined over time as our understanding of the events landscape matures and event organisers become more accustomed to our data collection processes.

Options

16. The Committee can either:
 - a. reject the Events Strategy 2025 – 2034 and asks officers to undertake further work; OR
 - b. request changes to the Events Strategy 2025 – 2034 before it is considered by Council on 31 July 2025; OR
 - c. recommend that the Events Strategy 2025 – 2034 be adopted by Council on 31 July 2025.
17. Officers recommend option c. that the Committee recommend to Council the adoption of the Events Strategy 2025 – 2034.

Next Steps

18. If the draft Strategy is adopted by Council, officers will publish it online in August 2025 and commence implementation.
19. Officers will report back to the relevant Committee in 2026 to provide an update on the implementation and success of the Strategy.

Climate Change Impact and Considerations

20. The matters addressed in this report have been considered in accordance with the process set out in Council’s Climate Change Considerations Guide.

Consultation

21. Consultation on the draft Strategy ran from 30 May to 13 June 2025. Consultation feedback was obtained via a short survey of five questions relating to:
 - a. Strategy vision
 - b. Strategy goals and outcomes
 - c. Council’s role in events
 - d. Strategy action plan
 - e. Overall direction

Legal Considerations

22. There are no legal considerations relating to these matters.

Financial Considerations

23. All costs associated with the development and early implementation of the strategy are being met within existing operational budgets.

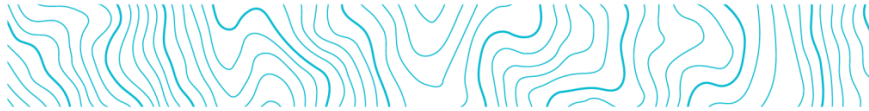
Appendices

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Author: Hayley Ellison
Events Lead

Reviewed By: Richard Hardie
Head of Strategy and Policy

Approved By: Jarred Griffiths
Director Strategy and Engagement



Events Strategy Response to public consultation

June 2025



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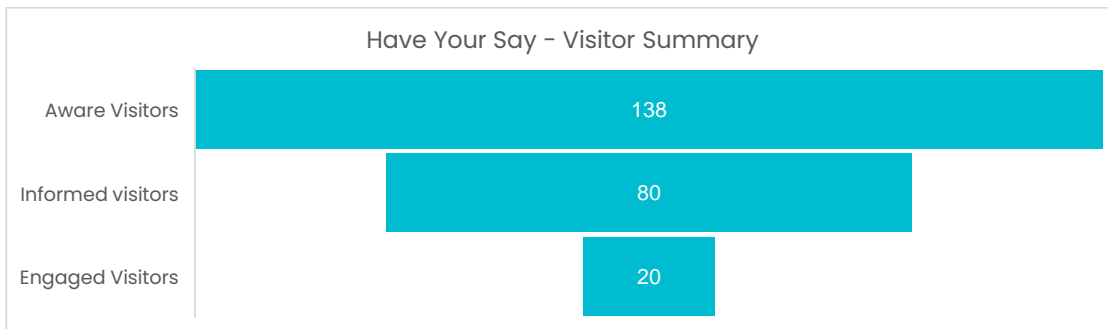
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1 Background

In February 2025 we undertook early engagement with communities, businesses, public sector partners and event promoters/organisers to obtain insights and feedback relevant to a new events strategy (the strategy). Together with information relating to the events landscape, market trends, and the local context, engagement feedback was instrumental to the preparation of the draft events strategy.

The draft strategy was approved by Council for public consultation in May 2025. The draft strategy, supporting documents, and a feedback survey were made available for consultation over a two-week period from 30 May to 13 June 2025. Feedback was sought via an online survey on Council’s Have Your Say page. Participation was encouraged through direct contact and social media.

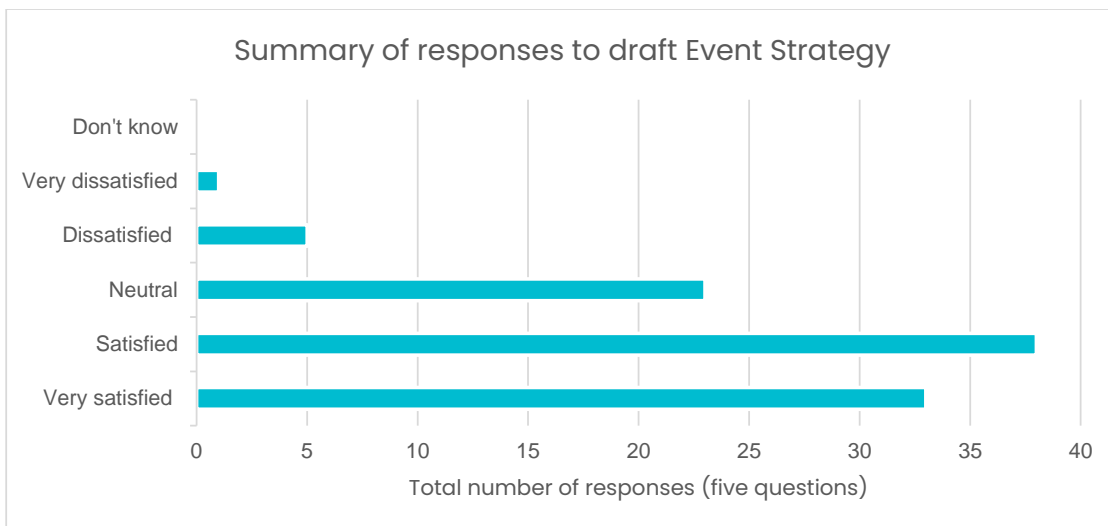
Data from Have Your Say provides a breakdown of response to the engagement with the consultation, including number of visits to the site (aware), number of participants who interacted with documents on the site (informed), and number of surveys completed (engaged):



This report provides details of the feedback received during the consultation period.

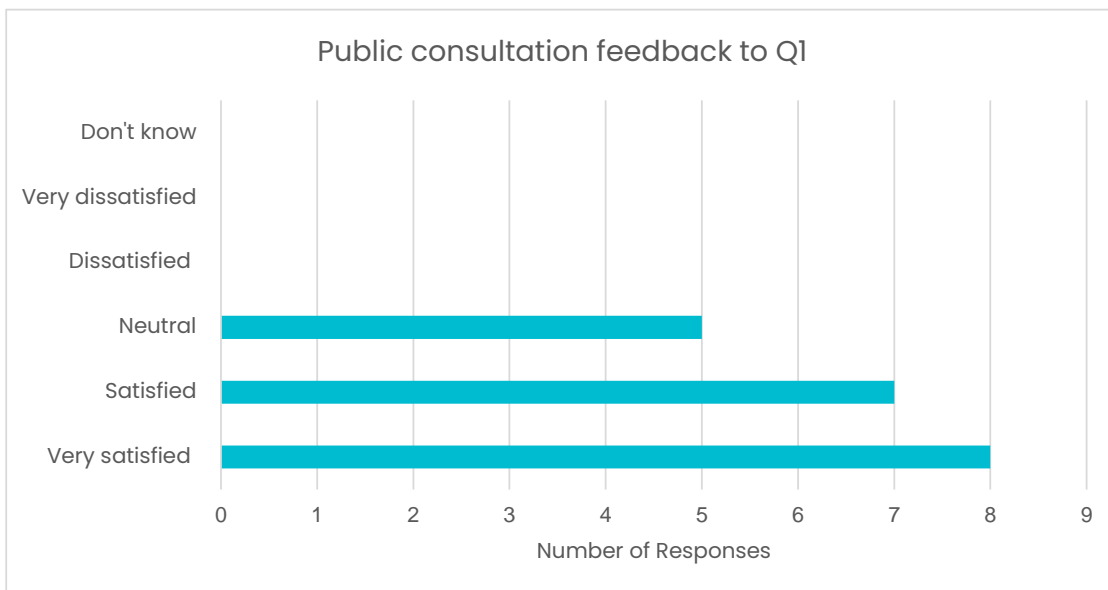
2 Feedback

Feedback was sought via an online survey. Paper copies of the survey were available at Council hubs and libraries. Of those who engaged, responses were predominantly positive. The survey feedback is summarised below illustrating that most responses are satisfied or very satisfied.

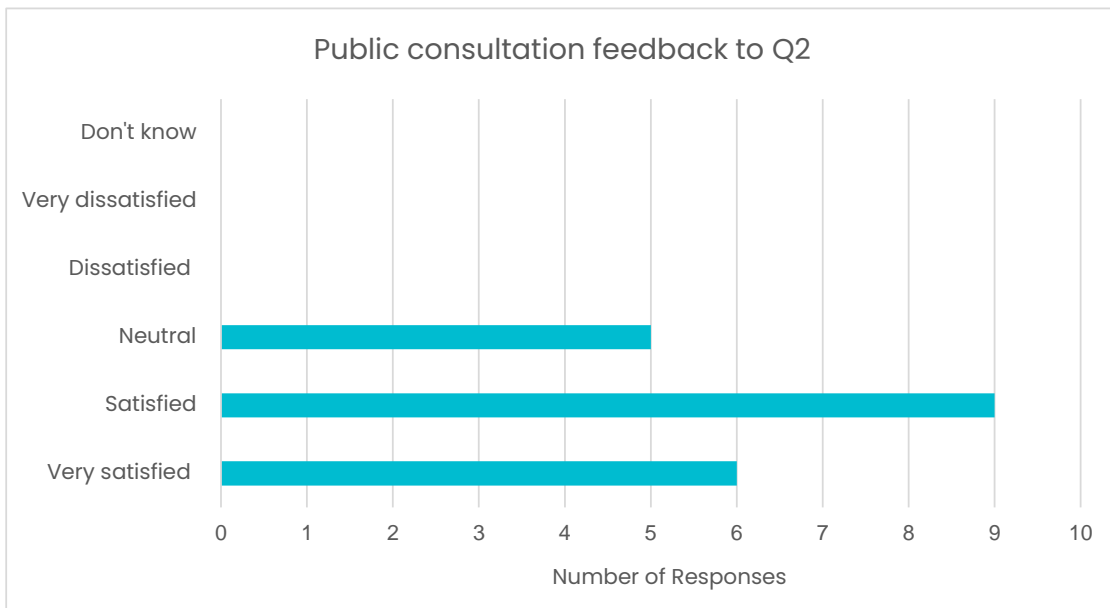


The overall survey results are illustrated below:

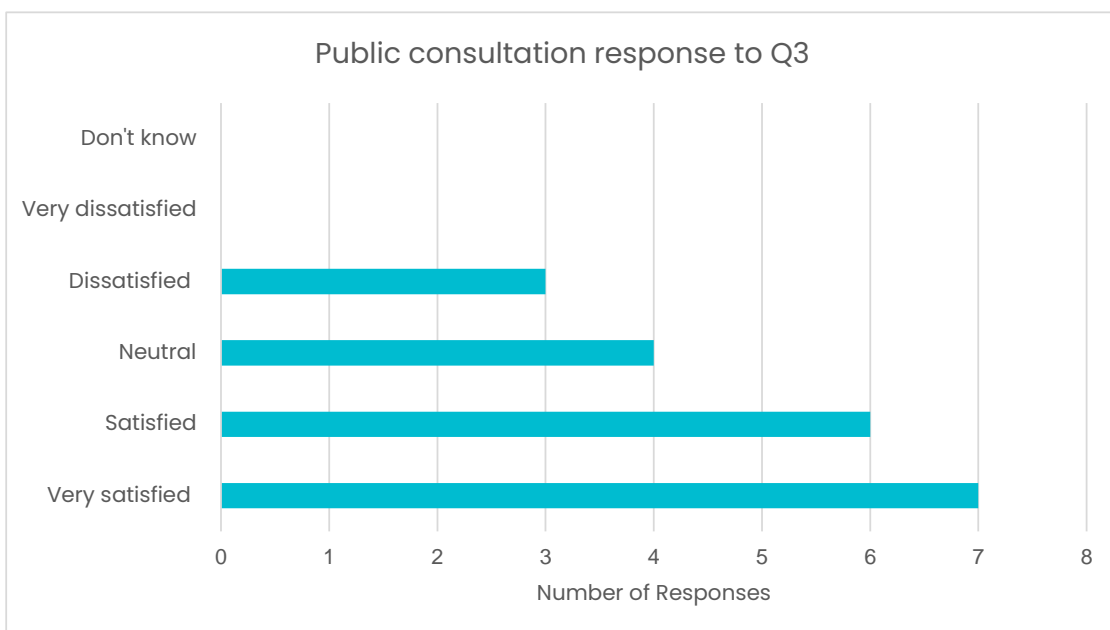
Q1: How satisfied are you that the draft strategy reflects your vision for events in Lower Hutt?



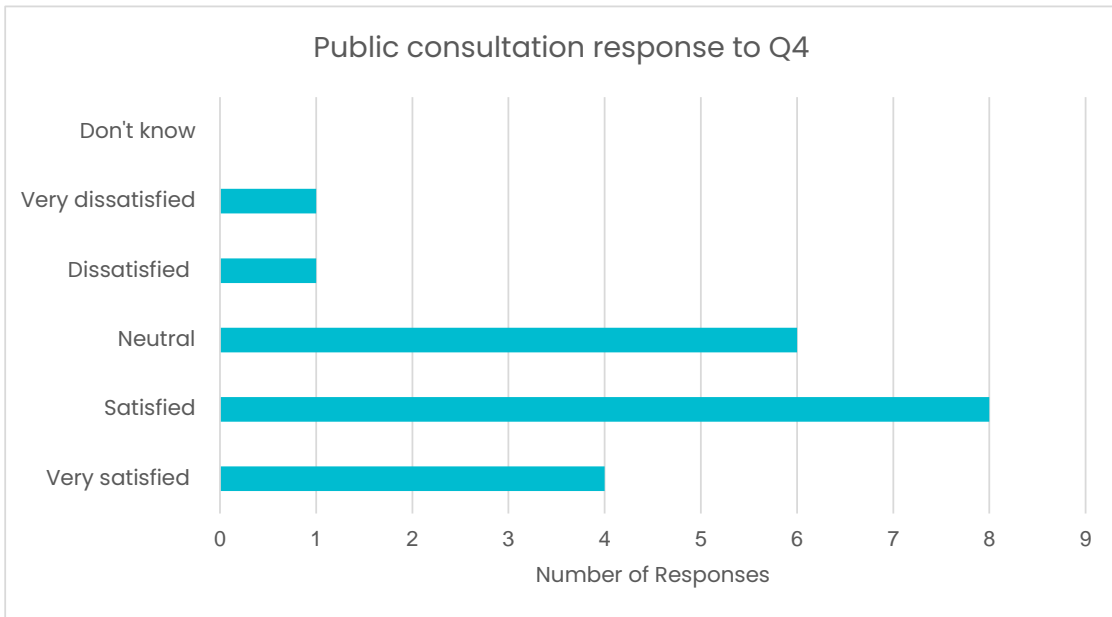
Q2: How satisfied are you that the draft strategy reflects desirable goals and outcomes for events in Lower Hutt?



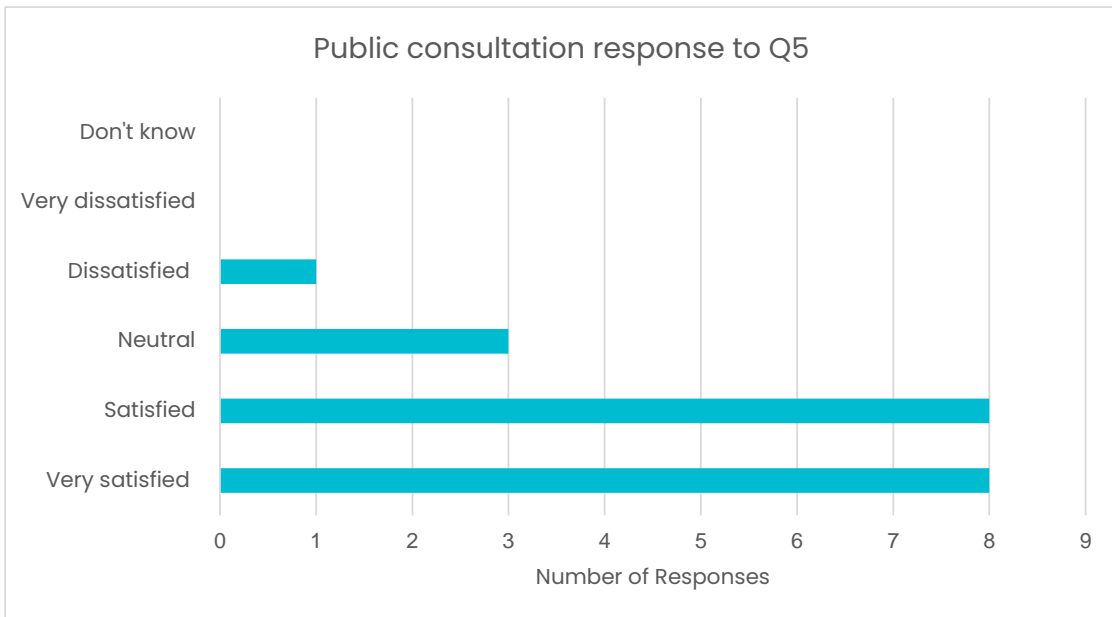
Q3: How satisfied are you with Council’s role as an enabler and supporter (rather than organiser) of events being hosted in Lower Hutt?



Q4: How satisfied are you that the proposed action plans will deliver the strategy outcomes once implemented?



Q5: Overall, how satisfied are you that the draft Events Strategy sets the right direction for the future of events in Lower Hutt?



Q6: Please provide any additional comments regarding the draft events strategy

In addition to the survey questions, consultation provided an opportunity for respondents to offer additional comments regarding the draft strategy. Ten participants provided additional feedback. The comments are summarised:

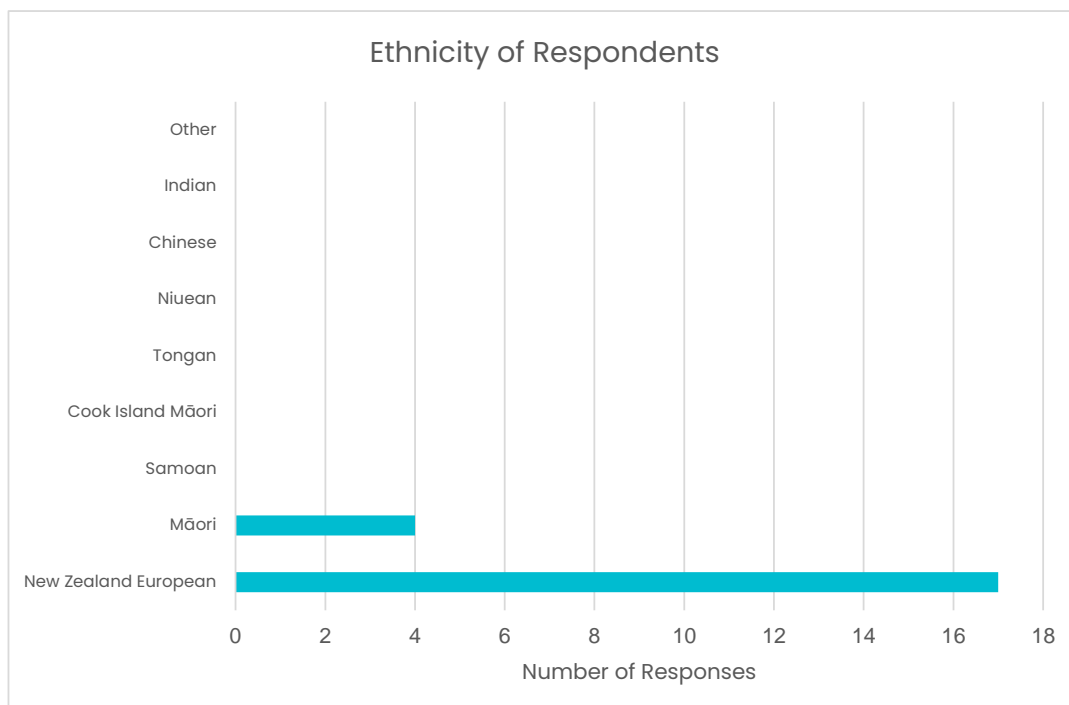
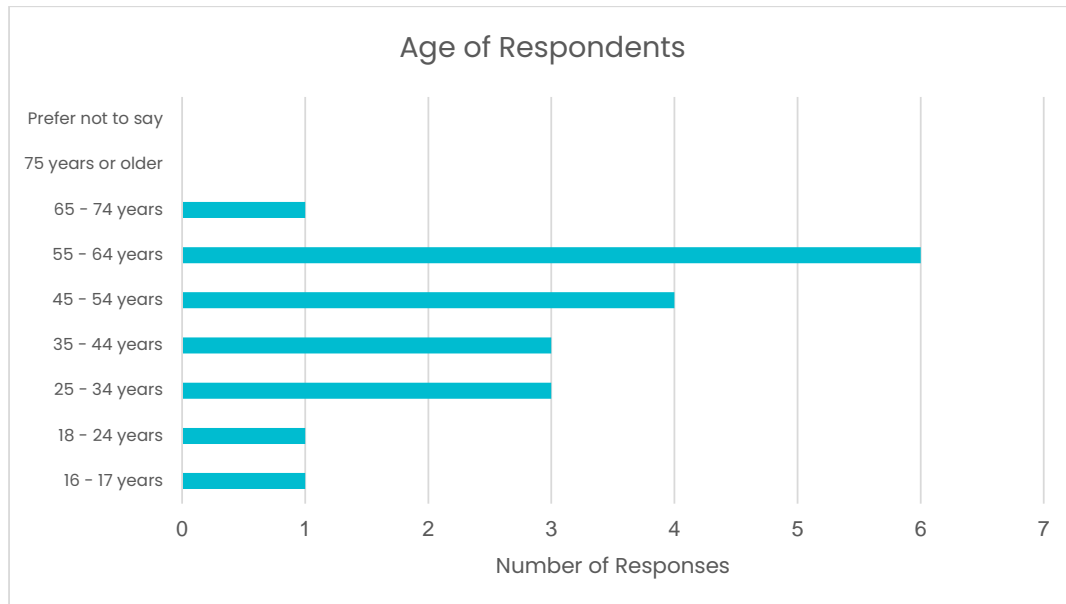
- Great utilisation of resources
- Strategy appears sound; proof will be in the delivery
- Strategy is broad and does not incorporate specific communities
- Council should host 3 or 4 key events every year, including all communities
- Make all events free and inclusive
- Promoters want to develop bigger events
- Would like to see former events – Christmas in the Park – hosted in Lower Hutt again
- Partnering rather than delivering is a great step
- Important for the events team to have the capacity to deliver the strategy
- Welcome more structure approach to the events strategy
- Feel that Council has heard and collected information that has provided a great strategy – now let's see how it is applied

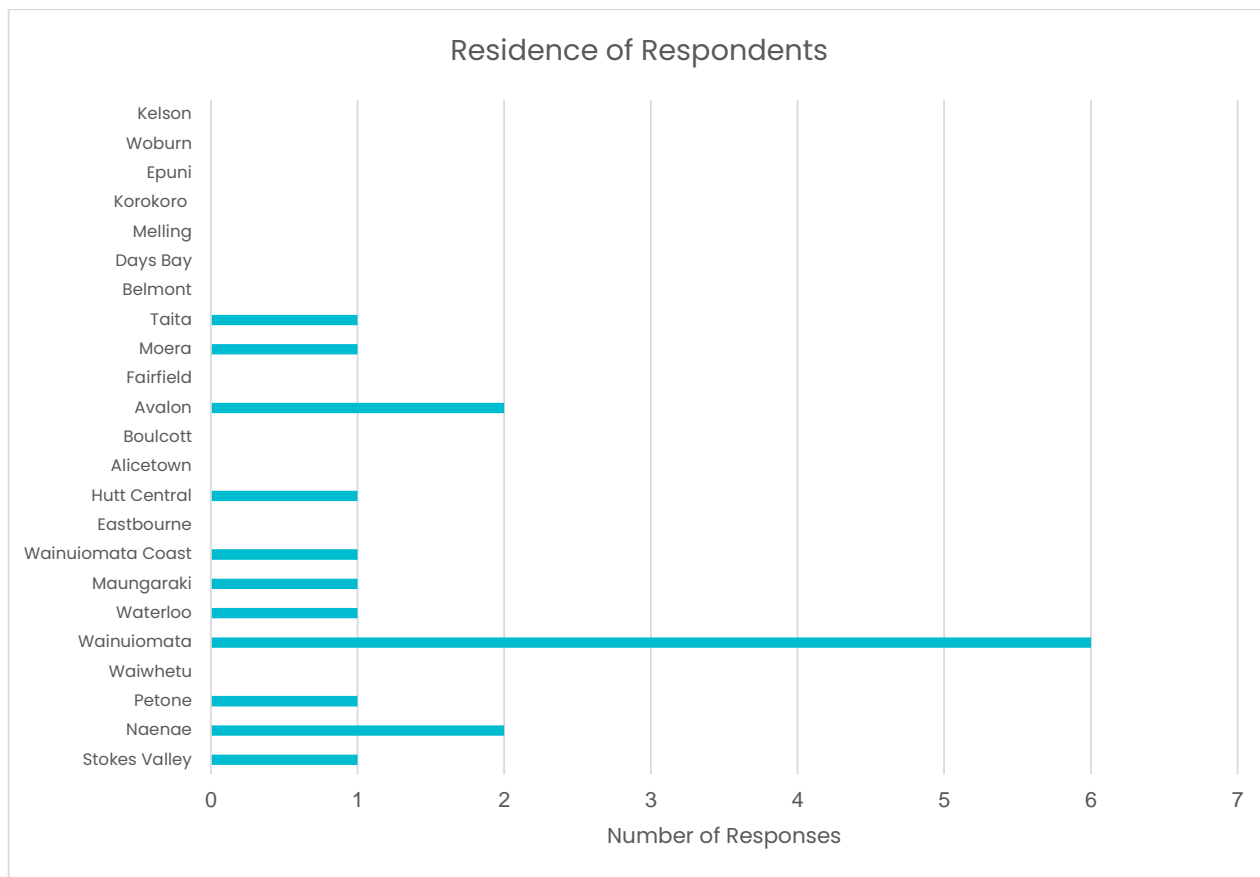
The Hutt Valley Chamber of Commerce provided a detailed response on behalf of businesses. The Chamber identified the following key points:

- Overall, businesses have welcomed the direction
- A focus should be made on a mix of events and activities that keep people in Hutt City translating into hotel bookings and increased spending
- A focus should be on building unique events that have character recognising that we will host different events to Wellington City – examples given included WOMAD in New Plymouth and Napier's Art Deco festival
- Suggestion that we focus on two major events per year – shaped by the community and aimed at attracting visitors from outside the region
- The relationship between Council and local operators is key – early communication, stronger marketing plans, and a shared understanding of what success looks
- Building networks to connect promoters, businesses and communities is important – suggest that a collaborative business and Council group be established
- The strategy identifies navigating the complexity of the regulatory environment as an issue – how this is dealt with is key
- The strategy identifies the importance of marketing support – this is key
- The business community encourage a stronger focus on economic impact

3 Who we heard from

The feedback survey included three optional questions regarding demographics. The survey results relating to who we heard from are illustrated below:





4 Next steps

Feedback from our public consultation was limited and generally supportive of the strategy. Hence, no amendments are proposed ahead of reporting the final strategy document to Council to July. Following approval, the events strategy will be published on Council's website and work on implementation will commence.



Events Strategy

2025-2034





Ngā hua o roto

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Nā Te Koromatua

From the Mayor

Takina te pō, takina te ao Mārama
Takina ngā wai tukukiri o Te Awa Kairangi
Tākaia ngā here, hei herenga tangata,
hei herenga kairangi
Tihei mauri ora.

Kei te Mana Whenua o te takiwa nei, e rere ana ngā maioha ki a koutou, mō koutou e kaha toutou nei i te ahi kia mura, kia whita, kia tae kōunga o te mana akiaki ki te nui e noho nei ki Te Awa Kairangi ki Tai.

As Mayor of Te Awa Kairangi ki Tai Lower Hutt, I'm pleased to introduce the Events Strategy 2025–2034.

This strategy sets a clear direction for how Hutt City Council will attract, support, and enable events that drive economic activity. We want to create opportunities for local businesses, boost visitor spending, and ensure events deliver measurable value.

We want event organisers, promoters, and partners to know that Lower Hutt is open for events. We're committed to working together to reduce barriers, streamline processes, and actively support the delivery and promotion of successful events.

Whether you're planning a large-scale festival or a niche gathering, our city is ready to host.

Through this strategy, we aim to create a thriving events calendar that draws people into the city, encourages them to stay longer, and spend locally. Events benefit the local economy including hospitality, retail, accommodation, and local services.

Thank you to the businesses, community representatives, and residents who helped shape this strategy. Your input ensures we are targeting real opportunities for growth.

Te Awa Kairangi ki Tai is a city ready to welcome, host, and grow with events. Let's get to work.

Ngā mihi nui,

Campbell Barry
Koromatua
Mayor

Kupu Whakataki

Introduction

Welcome to our events strategy.

Events play a big role in shaping the vibrancy and wellbeing of Te Awa Kairangi ki Tai Lower Hutt. They bring people together, celebrate who we are, and reflect the diversity and creativity of our community. From small neighbourhood gatherings to large city-wide festivals, events help create a sense of connection and pride.

They also bring wider benefits – supporting local businesses, attracting visitors, and boosting our city's profile.

To make sure we're making the most of these opportunities and continuing to support events that matter to our people, we're re-focusing our events strategy. Guided by the strategic direction of Council's Long-Term Plan – which outlines our core purpose, principles and priorities – this strategy will direct how we plan, support, and deliver events in the years ahead.

Our events strategy (the strategy) recognises the impact events can have on promoting social, cultural, and economic wellbeing. It identifies our key goals, desired outcomes, focus areas, and the action required to bring this strategy to life.

See our strategy at a glance on page 9 and read on to understand our focus areas and delivery plan.



Te Horopaki o te Rautaki Strategic Context

Events landscape

The events landscape has significantly changed over the last few years, shaped by the impacts of COVID-19, rising costs, and wider financial pressures, including the cost of living. In response, our events strategy is charting a new course to expand the city's festivals and events through partnerships to support and enable events rather than Council being the primary organiser.

We've analysed the current environment to understand how events can be successful. These insights, along with feedback from some of our key stakeholders, have helped shape our strategy.

Key insights

- Events support economic development and drive visitation
- Successful events are developed from within – involve local people, build on local creative, natural and community assets; have genuine connection to 'place'
- Strong community support and cultural alignment are critical to event success – focusing on local heritage, iwi partnerships, and co-design of initiatives adds authenticity and fosters pride
- A streamlined and well supported event approvals and facilitation process is essential to successful event planning and execution
- Marketing support is critical – effective digital marketing, influencer promotion, and cross-regional collaboration are needed to drive visitation
- Setting and forgetting is unsustainable – events require ongoing innovation and development to thrive
- 'Signature' or 'anchor' events help shape regional identity
- Year-round events programming reduces seasonality impacts
- Investment in venues, transport and accommodation is essential and requires solid partnerships



Market trends

To help us operate in the changing events landscape our strategic planning considered broader market trends, highlighting both opportunities and challenges shaping the events sector. These trends also reflect insights from the events landscape and our engagement.

Market Analysis – key trends

- Compliance and complexity – event organisers are struggling to navigate increasingly complex regulatory environments
- Inclusive events – ensuring events are inclusive – accommodating diverse audiences and enhancing accessibility is an increasing focus for event planners and an expectation of event consumers
- Changing artist preferences – live performance artists are prioritising limited run stadium tours over extended touring schedules
- Changing consumer preference – consumers are prioritising events that connect, transform and engage; smaller more intimate events, participation events, events that connect attendees with a 'community of interest'
- Sustainability – is increasingly a business priority and consumers are demanding that measures to eliminate waste, limit carbon emissions, amplify social, economic and environmental impacts are considered
- Cost pressures – inflation and cost of living pressures are increasing costs for event organisers and promoters and impacting consumer demand. Event organisers are looking to fewer, smaller and shorter events to maintain engagement while achieving acceptable returns. Consumers are making choices
- Data-driven decision-making – event organisers are increasingly leveraging data to assess attendee engagement and optimise event delivery
- Technology – Artificial Intelligence is emerging as a disrupter and enabler; revolutionising event planning and delivery, enabling delivery of personalised experiences, enhancing engagement, and supporting delivery of hybrid events



Local context

Our analysis of the events landscape and market view have been applied to the local context of Te Awa Kairangi ki Tai Lower Hutt. We looked at our strengths and weaknesses and identified a range opportunities and challenges that have helped shape our strategy.

Insights indicate that Te Awa Kairangi ki Tai Lower Hutt currently lacks a clear 'events brand' and that there are gaps and limitations in events infrastructure, including availability of accommodation. However, our city also has some great assets, and with the right guidance, we can use them to shape a strong, sustainable events brand that stands out in the region.

Lower Hutt events landscape

- A relaxed, accessible and welcoming atmosphere
- Diverse neighbourhoods and community groups from which to foster new cultural and community events that are authentic to Lower Hutt
- A motivated audience for youth-centred live performance, sporting and lifestyle events
- A wide range of high-quality outdoor venue spaces
- A range of established and emerging urban trails suitable for new participation events
- Easy transport links to Wellington City
- An attractive precinct for business events in the city centre
- A portfolio of established events, with potential for further growth and development

Translating insights into strategy

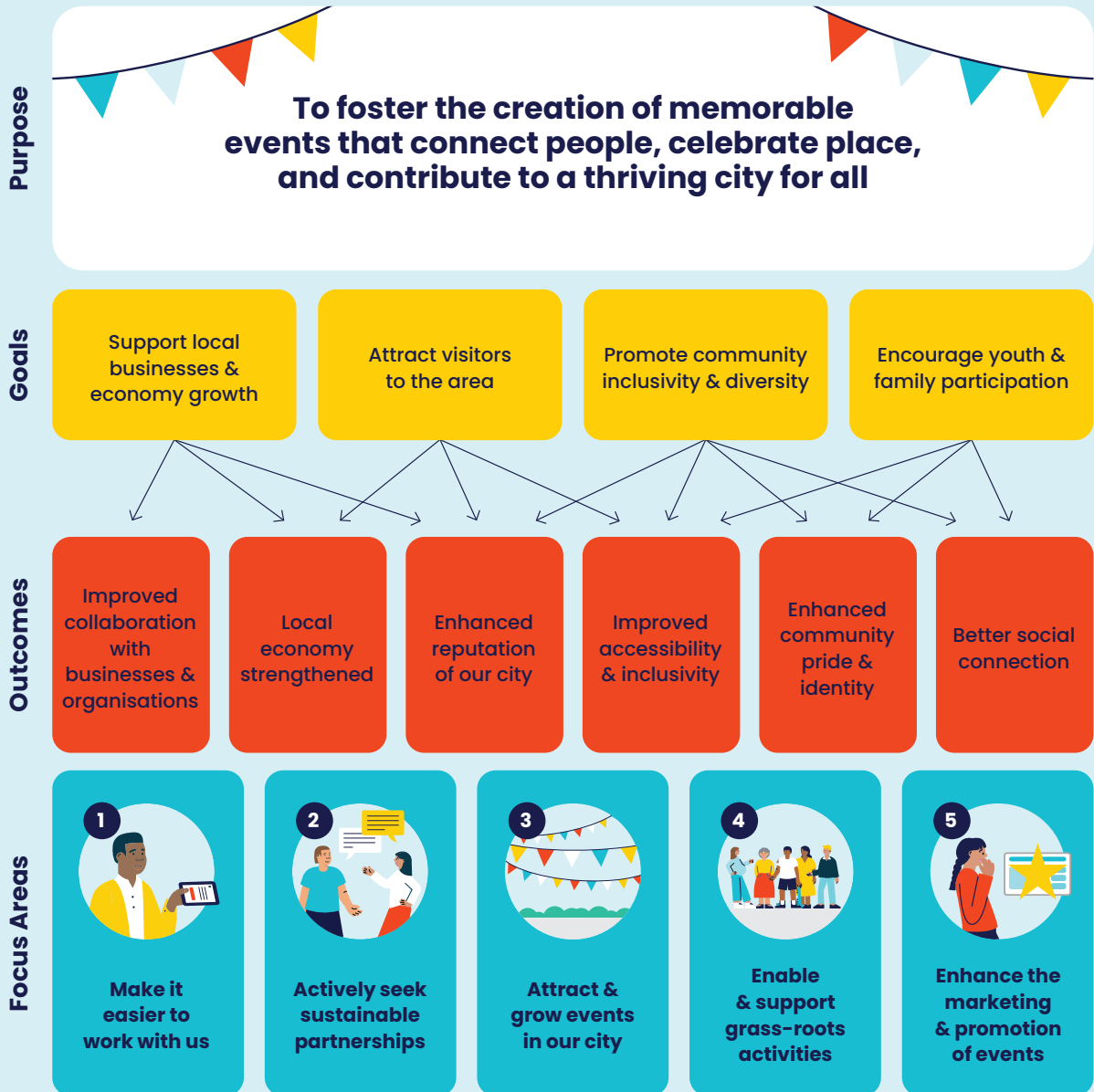
Our analysis has helped shape our strategy by providing critical insights into the current environment and identifying what supports delivery of successful events. This comprehensive analysis highlighted key market trends and local opportunities and challenges. By understanding these factors, we can set realistic and achievable goals that focus our energy and resources on actions that will deliver desired outcomes.

Our strategy responds to the current environment while proactively positioning us to support the delivery of successful, sustainable, and community-aligned events in the future.



Mahere Rautaki Strategic Framework

The strategic framework outlines our shared purpose, goals, outcomes, and focus areas that will guide our support and facilitation of events.

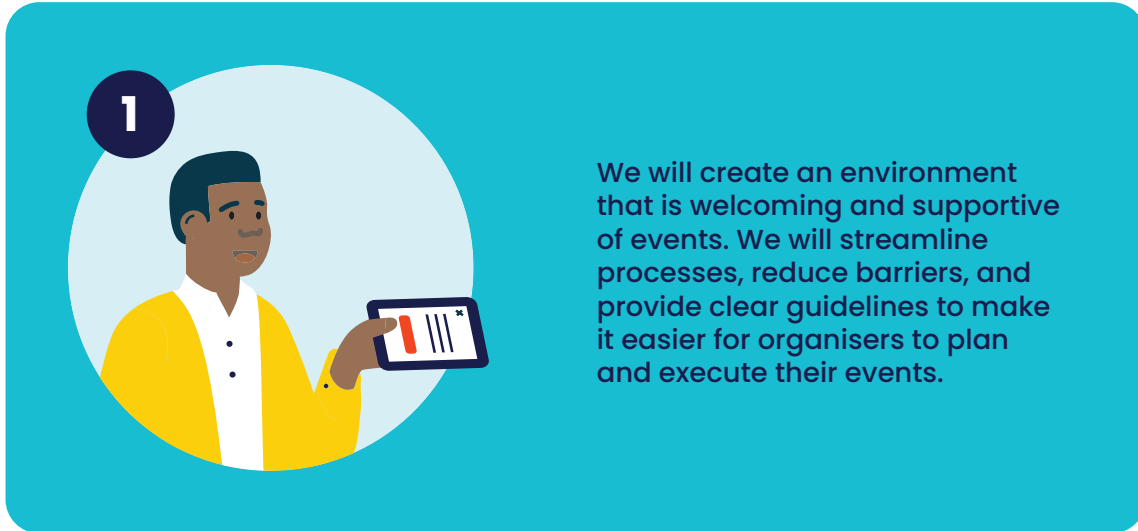


Our focus areas have been designed to deliver each of our goals and outcomes. The following sections explain each focus area, their rationale, what actions are recommended, and the expected benefits.

Aronga 1 Focus Area 1

Kia ngāwari te mahi tahi

Make it easier to work with us



What will this look like?

This Focus Area involves:

- ➔ Improving our communication and processes to provide clarity for access to funding
- ➔ Developing event guidance to support more streamlined processes for event organisers utilising Council venues
- ➔ Developing toolkits to support event planning and help to navigate red tape
- ➔ Facilitating One Council approach to make planning and executing events easier

How will the city benefit?

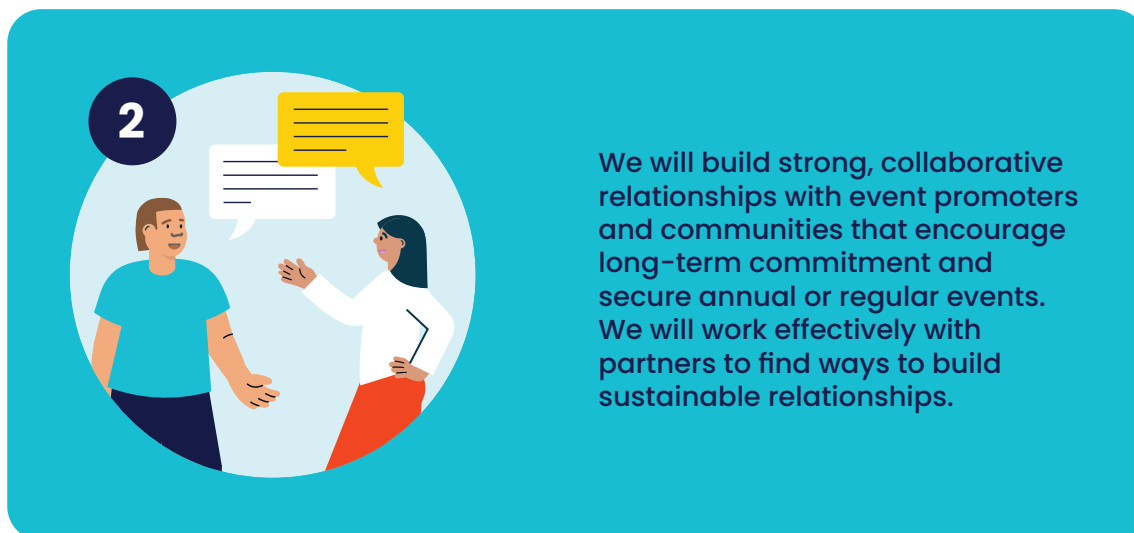
This Focus Area will achieve:

- ⊕ Increased event and economic activity because Lower Hutt is a more attractive place to host events
- ⊕ Greater variety of events hosted
- ⊕ Stronger community engagement
- ⊕ Organisers and attendees more likely to return leading to greater sustainability of events calendar
- ⊕ Improved accessibility and inclusivity for events
- ⊕ Improved reputation as a place to host events

Aronga 2 Focus Area 2

Te raranga i ngā hononga tau ukiuki

Actively seek sustainable partnerships



We will build strong, collaborative relationships with event promoters and communities that encourage long-term commitment and secure annual or regular events. We will work effectively with partners to find ways to build sustainable relationships.

What will this look like?

This Focus Area involves:

- ➔ Proactively socialising the events strategy
- ➔ Developing multi-year agreements with key partners to provide certainty for events support
- ➔ Review funding strategies and investigating options for accessing other sources of events funding
- ➔ Committing annual budgets to specific community events, including Matariki Puanga
- ➔ Building networks to help connect promoters, businesses, and our communities
- ➔ Utilising engagement insights to target attraction of popular events
- ➔ Working with partners to innovate and develop multi-year events

How will the city benefit?

This Focus Area will achieve:

- ⊕ Greater economic benefits for more businesses
- ⊕ Greater collaboration fosters a sense of belonging and pride
- ⊕ Encourage organisers to bring larger and more diverse events
- ⊕ Greater certainty of regular/annual events in the city
- ⊕ Stronger community engagement and better social connections
- ⊕ Improved reputation as a place to host events
- ⊕ More events that people want to attend
- ⊕ Regular events continue to thrive

Aronga 3 Focus Area 3

Te whakamana me te whakatipu i ngā takunetanga tūmatanui ki te tāone
 Attract and grow events in the city



We will attract and grow events that contribute to a liveable city, vibrant neighbourhoods, and are inclusive and accessible to all. We'll build on our strengths to develop a thriving calendar of events that attracts visitors and offers opportunities for residents and businesses.

What will this look like?

This Focus Area involves:

- ➔ Collaborating with partners to develop a thriving calendar of events
- ➔ Investigating expanding the use of SOLUS as the platform for an annual calendar
- ➔ Developing year-around programming of events
- ➔ Engaging with regional partners to participate in regional event planning
- ➔ Coordinating opportunities to leverage regional opportunities in Lower Hutt
- ➔ Utilising engagement insights to target attraction of popular events
- ➔ Supporting a One Council approach to promote activation of the city centre

How will the city benefit?

This Focus Area will achieve:

- ⊕ Enhanced reputation as a host city
- ⊕ Improved accessibility and inclusivity for visitors and residents
- ⊕ Opportunities for businesses to align activities with scheduled events
- ⊕ Opportunities to host events that complimentary regional activities
- ⊕ More coordinated approach to delivery of events and opportunities to target new events to fill gaps
- ⊕ More events that people want to attend
- ⊕ Greater vibrancy in our city and neighbourhoods
- ⊕ Greater pride in our identity

Aronga 4 Focus Area 4

Te whakamana me te tautoko i ngā kaupapa ka arahina e ngā hapori o Te Awa Kairangi
 Enable and support grass-roots activities



We will collaborate with communities to support their efforts in delivering inclusive, accessible and diverse events that showcase our identity. This is an opportunity to apply the initiatives of focus areas 1, 2, 3 and 5 specifically for community-led events, supporting our culture, identity, diversity and empowering all communities to thrive.

What will this look like?

This Focus Area involves:

- ➔ Working collaboratively with local people to build on local creative and community assets that strengthen connection to our place
- ➔ Identifying appropriate channels for communicating with diverse communities
- ➔ Facilitating mentorship for community organisations that want to grow their events
- ➔ Ensuring funding for community events are accessible to all
- ➔ Developing toolkits and guidance to support community event planning and help to navigate red tape
- ➔ Supporting events that celebrate our cultural diversity and showcase our identity
- ➔ Telling our stories

How will the city benefit?


This Focus Area will achieve:

- ⊕ Empowering communities to more easily organise events
- ⊕ Improved accessibility and inclusivity to events for communities
- ⊕ Enhanced sense of belonging and pride, better social connection and cohesion
- ⊕ Improved collaboration among different community groups, leading to stronger and more resilient communities
- ⊕ Greater opportunities to showcase local talent
- ⊕ Celebration of diversity of our communities
- ⊕ Building our events brand through showcasing things that make our place unique

Aronga 5 Focus Area 5

Te whakaniko i te whakatairanga o ngā takunetanga tūmatanui

Enhance the marketing and promotion of events



5

We will raise the profile of events to attract larger, more diverse audiences. We will develop a clear plan for marketing and promotion, and work with our partners to understand how Council can support the promotion of individual events.

What will this look like?

This Focus Area involves:

- ➔ Developing a marketing plan for major events in Lower Hutt
- ➔ Identifying how we can support local businesses to benefit from planned events
- ➔ Developing our website to support the marketing and promotion of events
- ➔ Collaborating with our communities to understand how best to communicate and support marketing of community-led events
- ➔ Create collateral that promotes Lower Hutt to event organisers and attendees
- ➔ Exploring best channels for communication of events

How will the city benefit?

This Focus Area will achieve:

- ⊕ Attract more visitors who will spend money in the local economy
- ⊕ Enhanced reputation as a host city
- ⊕ Improved accessibility and inclusivity for visitors and residents
- ⊕ Providing opportunities for businesses to benefit from planned events
- ⊕ Raised awareness of the diverse range of events that are promoted in the city and potential for greater social connection
- ⊕ Opportunities to attract sponsors and investor
- ⊕ More events that people want to attend

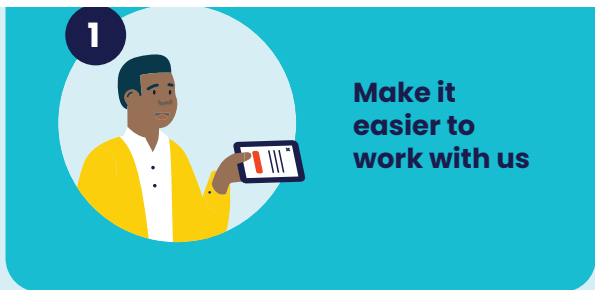
Mahere Mahi Action Plan

This section outlines how we will deliver our focus areas through actions. Some actions are funded through the events budget for FY 2025/26, while others will be prioritised in future financial years.

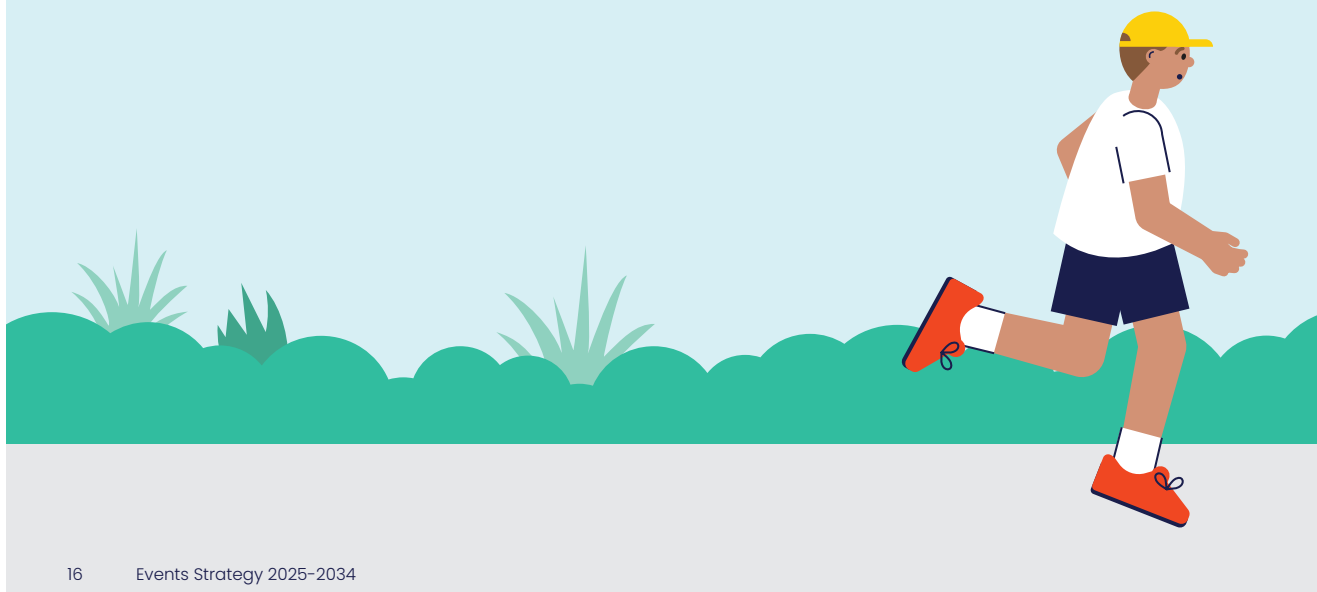
We recognise that not all the work can happen at once, so we'll be taking a staged approach over the next three years. Where actions are intended to be implemented in FY 2025/26 the plan indicates the quarter the work will take place. Beyond FY 2025/26, the plan will be reviewed and updated timescales confirmed.

Some actions are fully within our remit, while others require collaboration with different agencies and partners. This list is not exhaustive and does not include all actions to deliver the events strategy. It focuses on the most significant initiatives and will be reviewed and updated annually to ensure continued delivery of strategic outcomes.





Action	Timeframe	Delivered by
Develop Communication & Engagement Plans for all event fund budgets	FY25/26 Q1 & Q2	HCC Events & Corporate Communications Teams
Develop web page to support event funds	FY25/26 Q2	HCC Events & Customer Teams
Create event guides and prospectus for Council venues to support logistics of hosting events	FY25/26 Q3 & Q4	HCC Events, Parks & Reserves, Libraries & Hubs Teams
Develop toolkit to support events planning	FY25/26 Q2 & Q3	HCC Events with support from relevant HCC Teams
Coordinate Council and agency partners to support delivery of events, including providing key contacts and liaising with external agencies	Ongoing	HCC Events, Regulatory Services and external agencies such as Metlink





Action	Timeframe	Delivered by
Proactively socialise HCC events strategy to prospective and existing event promoters, funders, sponsors, service providers and community groups	FY25/26 Q1	HCC Events Team, Business & Economy Team and Connected Communities Team
Develop a major events framework to provide a clear framework for event prioritisation and investment, including criteria that prioritises focus areas	FY26/27	HCC Events Team
Identify opportunities for multi-year agreements with key partners to provide certainty for events support	FY25/26 Q3 & Q4	HCC Events Team
Implementation of Communications & Engagement Plans for community events	FY25/26	HCC Events Team and Corporate Communications Team
Work in partnership to identify collaborative funding opportunities where mutually beneficial outcomes can be achieved	FY26/27	HCC Events Team, WNZ, SportNZ, Nuka Ora
Work with Mana Whenua to identify and support opportunities to grow and develop events that reflect Māori culture including Te Rā o te Raukura and Matariki Puanga	FY25/26 Q1 & ongoing	HCC Events Team, Te Tira Māori & Te Ātiawa
Create opportunities for events promoters to support community-led event organisation through workshops	FY27/28	HCC Events Team, Connected Communities Team and key partners
Develop marketing and visitor attraction material to support event promoters operating in Lower Hutt	FY25/26 Q3 & Q4	HCC Events Team, Business & Economy Team and key partners



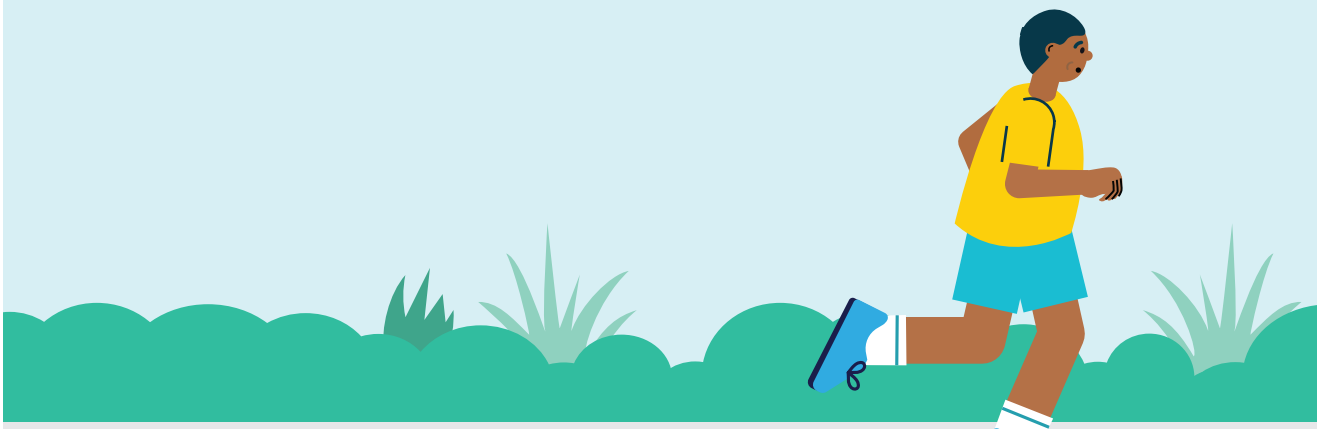


Action	Timeframe	Delivered by
Develop a plan for engaging with Wellington NZ and Council’s within Wellington region to participate in regional event planning	FY26/27	HCC Events Team and WNZ
Develop annual calendar of events to be published on Council’s web site. Investigate options for utilising HCC Event Management App (SOLUS)	Commence FY25/26 Q3 & Q4	HCC Events Team, Connected Communities Team and key partners
Utilising the calendar of events and our measures of success, identify gaps and target events that complement our calendar	FY26/27	HCC Events Team, Connected Communities Team and Business & Economy Team
Establish working group with HCC Business & Economy Team to support activation in the city centre	FY25/26 Q2 & ongoing	HCC Events Team and Business & Economy Team
Develop strategy to coordinate opportunities to leverage events hosting in Wellington	FY27/28	HCC Events Team and WNZ





Action	Timeframe	Delivered by
Identify appropriate channels for communication with communities of interest	FY25/26 Q2	HCC Events Team, Connected Communities Team and key partners
Develop toolkits and guidelines to support community events	FY25/26 Q2 & Q3	HCC Events Team and Connected Communities Team
Develop clear criteria and application processes for community event funding	FY25/26 Q1	HCC Events Team and Connected Communities Team
Create opportunities for events promoters to support community-led event organisation through workshops	FY26/27	HCC Events Team, Connected Communities Team and key partners
Establish working group with HCC Connected Communities Team to enable partnership approach to community-led events	FY25/26 Q3	HCC Events Team and Connected Communities Team
Tell our stories; work in partnership with HCC’s Connected Communities team and our communities of interest to help instil pride in the community and support for community-led events	FY26/27	HCC Events Team, Corporate Communications Team and Connected Communities Team





5
Enhance the marketing & promotion of events

Action	Timeframe	Delivered by
Develop a marketing plan for major events in Lower Hutt to promote events to Lower Hutt residents, including actions to benefit local businesses and an audience development plan to build connections with harder to reach communities	FY26/27	HCC Events Team and Corporate Communications Team
Develop the Council website to support the marketing and promotion of events in Lower Hutt	FY25/26 Q3	HCC Events Team and Customer Service Team
Develop a plan for investing in Flagtrax and an annual plan for the display of flags across the city	FY27/28	HCC Events Team and Corporate Communications Team
Attend trade events	FY26/27	Events Team
Implement social media campaigns in accordance with Communication & Engagement Plans	Ongoing	HCC Events Team and Corporate Communications Team
Investigate opportunities to utilise Hutt Valley NZ to promote events and related experiences to broaden the economic impact	FY25/26 Q2	HCC Events Team and Business & Economy Team



Te tātari i te kairangi o ngā mahi Measuring Success

We want the strategy to be successful, so we are establishing clear qualitative and quantitative metrics to evaluate the effectiveness and impact of our events. This will help us identify areas for improvement and ensure that our events consistently achieve positive outcomes for our communities.

Post-event reporting will be required for events that receive Council funding. We will collaborate with all event organisers to gather data from events hosted in our city, enabling us to assess their success effectively.

Measuring and evaluating the success of events will:

- Enable opportunities to strengthen the local economy through targeting events that deliver economic benefits
- Direct Council funding to events that improve the social and cultural wellbeing of our communities
- Assist us to allocate resources more efficiently and focus on the most impactful activities
- Enable us to adapt our strategy and be responsive to change

Additionally, enhanced baseline data, including an annual calendar detailing the number and types of events, will enable us to more effectively target new opportunities and report on improvements. This approach will enable us to continually improve and enhance the contribution of events to making Te Awa Kairangi ki Tai Lower Hutt a thriving community for all.

Tātari me te Arotake Monitoring and Review

Successful delivery of the outcomes in this strategy relies on regular evaluation, monitoring, and review of progress.

To ensure that the strategy remains 'fit for purpose' and responsive to change, a full review of the strategy will be undertaken every three years. Due to the close link between funding and delivery, the action plan will be reviewed and updated each year.

Āpitihanga 1

Appendix 1: Reference documents

[Mahere Tekau Tau Our 10 Year Plan 2024–2034 \(Long Term Plan\)](#)

[Rautaki Whakatipu Sustainable Growth Strategy 2025 – 2055](#)

[Te Herenga Kairangi the Interwoven Ambition to Thrive](#)

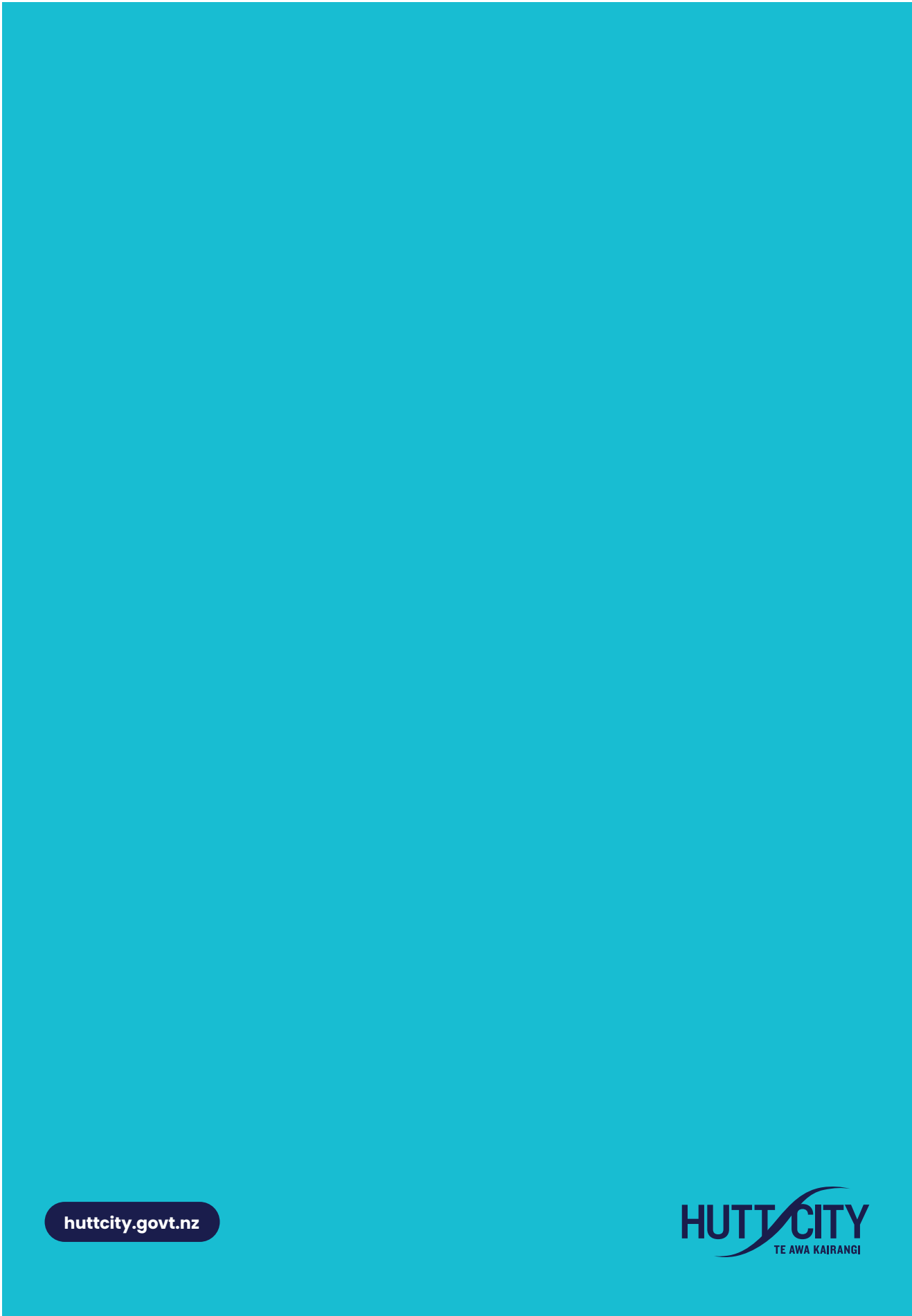
[Hutt Valley Tourism Action Plan, 2021 – 2024](#)

[Events Strategy Engagement Report, March 2025](#)

[Hutt City Council Events Strategy Environmental Scan, March 2025](#)
[Angus & Associates](#)







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Events KPIs

Events Strategy – KPIs – measuring and reporting

Focus Areas	Events Strategy KPIs	How will we collect the data?	How will we report the KPI?	Target
1, 2, 3, 4, 5	Number of events – measuring growth of events in the city	Data will be collected from our records of events supported by HCC programme funding	Extract numbers from programme funding data; add to reporting spreadsheet	50 events/annum Target based on number of Council supported events in FY24/25 (60)
4	Percentage of events organised by community groups – supporting grassroots	Data will be collected from our records of events supported by HCC funding programme	Community events are 3 of the 4 programme funds – use data in reporting spreadsheet to calculate	66% of events community organised
3	Percentage of events that are affordable (free)	Data will be extracted from post event reporting – ticket prices	Extract data from post event reporting	80% of community events are free – focus Council funding on free events for communities
1, 2	Event organiser satisfaction rating (NPS) – measure of event promoters satisfaction working with Council	Data will be extracted from survey data requested as part of post event reporting Event Organiser Satisfaction Survey	Extract NPS scores from survey data received monthly	Average NPS = 10 We have no baseline data. An average NPS for event organisers working with Councils is generally considered to be between 0 – 30. As we are currently developing our tools and systems to support event organisers our target is within the average range with room to improve as our new tools become available.

KPIs relate to events supported by Council.

06 June 2025

Report no: PFSC2025/3/186

Feedback from the 2024 Quality of Life Survey

Purpose of Report

1. To present the key findings from the 2024 Quality of Life Survey.

Recommendations

That the Committee:

- (1) notes the findings of the 2024 Quality of Life Survey, as outlined in the 8-city Topline Report, [Quality of Life Survey 2024](#); and
- (2) notes that the Quality of Life survey provides a helpful baseline for monitoring progress against Priority 2 of the Long-Term Plan Enabling a liveable city and vibrant neighbourhoods.

Background

2. The Quality of Life Survey (the Survey) is a collaborative research initiative undertaken by nine territorial authority areas (including eight city councils). The 2024 Topline report can be viewed here: [Quality of Life Survey 2024](#). Council has participated in the survey every two years since 2003. It was last completed in 2024.
3. The Survey collects resident feedback across a broad set of wellbeing and liveability indicators – including overall life satisfaction, housing, health, safety, access to services, social connection, trust in public institutions, and satisfaction with neighbourhoods and public spaces. It also allows for analysis by age, income, housing status, and location, helping Council understand how different groups experience life in the city.
4. 525 Lower Hutt residents participated in the Survey, conducted between April and August 2024. This dataset provides a reliable, citywide snapshot of quality of life across Te Awa Kairangi ki Tai Lower Hutt. The margin of error is $\pm 4.1\%$ with a 95% level of confidence.

5. Despite the modest sample size, the survey was designed to be demographically representative of Lower Hutt’s population, with quotas and weighting applied to ensure coverage across age, gender, ethnicity, and geographic area. This approach gives confidence that the results reliably reflect the views and experiences of the city’s diverse communities.
6. It should be noted that references to wards in the topline report are based on the existing ward structures, not the new ward boundaries that will be in place from October 2025.
7. Council’s Research & Evaluation team has now completed a detailed analysis of the 2024 survey data obtained from residents of Te Awa Kairangi ki Tai Lower Hutt.
8. The Survey results provide a helpful baseline for measuring progress against Priority 2 of the Long-Term Plan (LTP) 2024–2034 (Enabling a liveable city and vibrant neighbourhoods) at both citywide and ward levels.

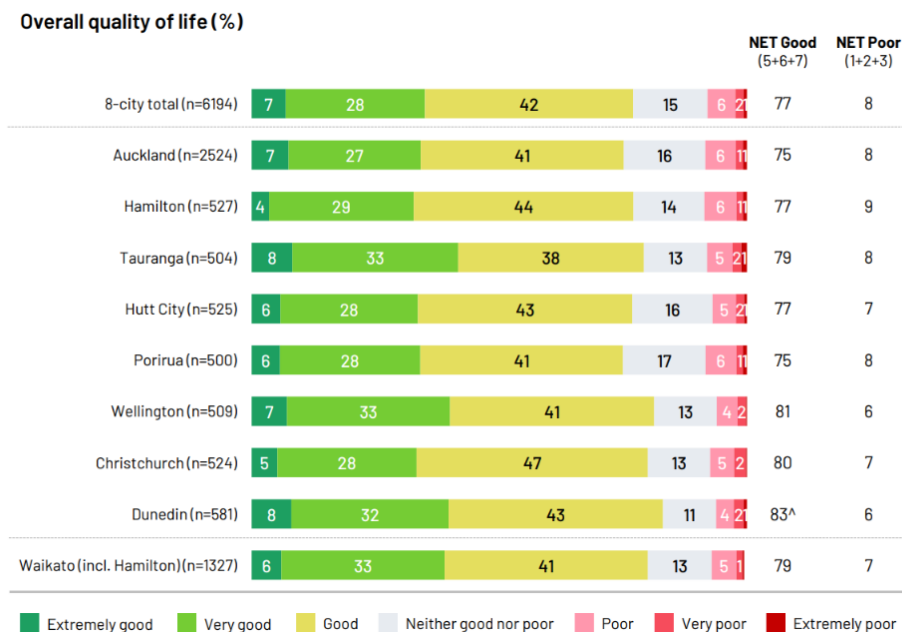
Discussion

9. The Survey has a broad range of quality of life indicators. A selection of key findings and trends is presented below. Broader and more comprehensive analyses have been undertaken by Research & Evaluation and are available upon request.

Resident quality of life in Te Awa Kairangi ki Tai Lower Hutt reflects the nationwide average, but represents a drop compared to past years

10. The Survey indicates that 77% of residents in Te Awa Kairangi ki Tai Lower Hutt rated their overall quality of life as “good”, “very good”, or “extremely good”. This is in line with the national urban average and provides a headline indication that most residents feel positively about life in the city. (see **Figure 1**).

Figure 1: Overall quality of life across all centres



11. However, this figure represents a significant drop from Lower Hutt's 2022 survey results, where 88% of surveyed residents responded positively on their quality of life. The 2024 result also represents a significant change from earlier versions of the survey (see **Table 1**).

Table 1 Quality of life in Lower Hutt over time (2016 - 2024)

Overall Quality of life in Lower Hutt over time (2016-2024)			
Year	Net Good	Neither	Net Poor
2024	77%	16%	7%
2022	88%	9%	3%
2020	89%	7%	3%
2018	89%	8%	3%
2016	82%	14%	4%

Citywide insights: a mixed picture of quality of life in Lower Hutt

12. The 2024 Quality of Life Survey offers a comprehensive view of how residents are experiencing life in Te Awa Kairangi ki Tai Lower Hutt. Overall:
- 74% of residents rated Lower Hutt as a good place to live;
 - 78% felt positive about their local neighbourhood;
 - 90% said that they felt safe in the city centre during the day; and
 - 64% said that public transport is easy to use and to get to.
13. These findings reflect well on Council's ongoing efforts to support a liveable and connected city and provide a helpful benchmark for tracking future progress under Priority 2 of the LTP.
14. The data also reveals several key issues impacting resident quality of life across the city. Financial strain, housing affordability, and access to health services emerged as common pressure points, and the survey shows that residents with lower incomes and renters are more likely to report lower satisfaction across multiple domains.
15. The following sections explore these themes in more depth – beginning with a closer look at the impact of reduced financial wellbeing, followed by analysis of how quality of life varies by income, housing status, and geographic location. Together, these insights highlight the opportunities and challenges Council faces in building a more liveable and vibrant city.

Reduced financial wellbeing is the main reason Lower Hutt residents give for a decline in their quality of life

16. Reduced financial wellbeing was the main reason given by Lower Hutt residents for a decline in their quality of life compared to 12-months prior to their participation in the survey.

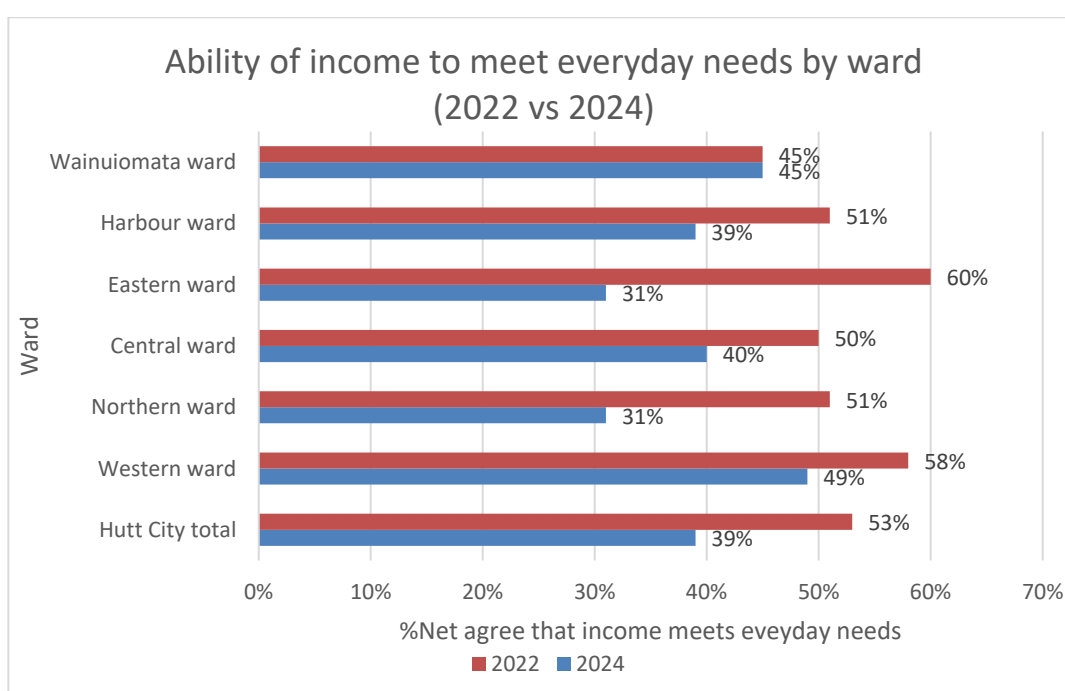
17. Reduced financial wellbeing was also a consistent theme for residents across all territorial authorities that participated in the Survey, which suggests that the cost of living has impacted resident quality of life across the country (see p.18 of the [Quality of Life Survey 2024](#)).
18. The impact of rising living costs in Te Awa Kairangi ki Tai Lower Hutt is evident in how residents responded to the question about whether their income meets their everyday needs. Compared with previous survey years, a growing proportion of Lower Hutt residents are experiencing financial strain, indicating that more households are finding it harder to make ends meet (see **Table 2**).

Table 2 Lower Hutt residents' ability to meet their everyday needs

Ability of income to meet everyday needs in Lower Hutt (2016 -2024)			
Year	Have Ability	Have Little Ability	Have No Ability
2024	39%	41%	17%
2022	53%	31%	12%
2020	55%	30%	11%
2018	52%	31%	14%
2016	44%	33%	17%

19. **Figure 2** explores this trend at a ward level and shows that residents report that the ability of their income to meet their everyday needs has dropped across the city between 2022 and 2024. It also shows that the largest declines are in the Northern and Eastern wards.

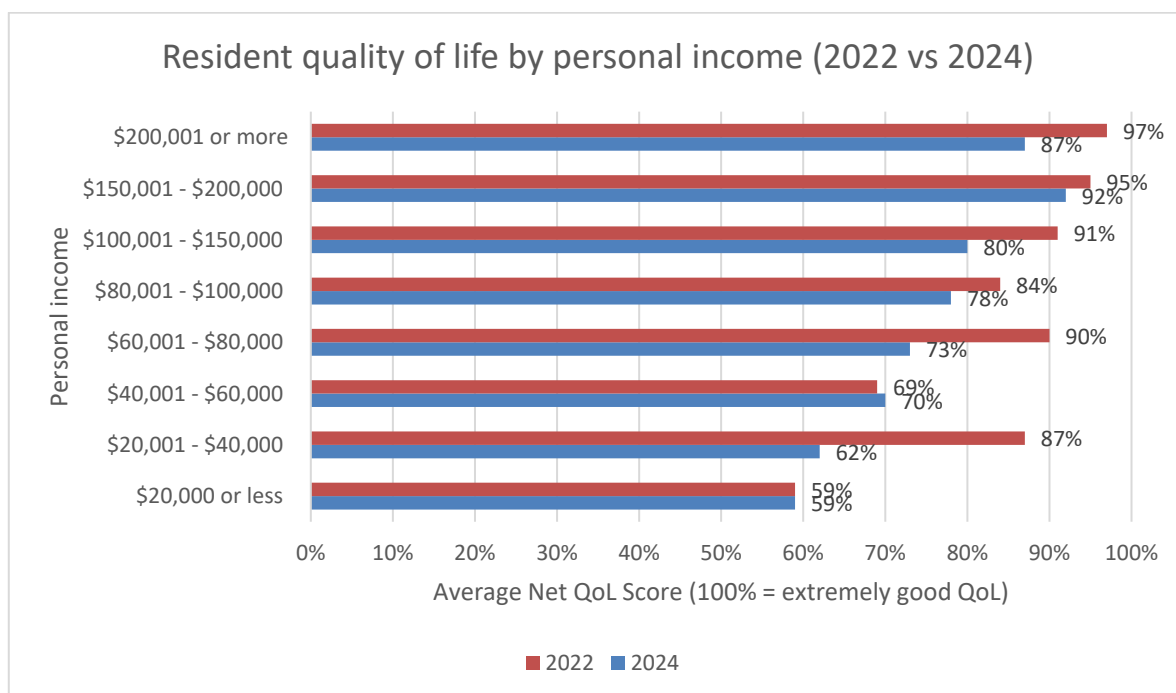
Figure 2 Ability of income to meet everyday needs by ward (2022 vs 2024)



Income is a predictor of quality of life in Lower Hutt City Council

20. **Figure 3** compares resident quality of life by personal income across the 2022 and 2024 Quality of Life Surveys, revealing a strong and persistent link between income and life satisfaction in Te Awa Kairangi ki Tai Lower Hutt. As income increases, so does the proportion of residents who report a good quality of life.

Figure 3 Quality of life by personal income - 2022 vs 2024

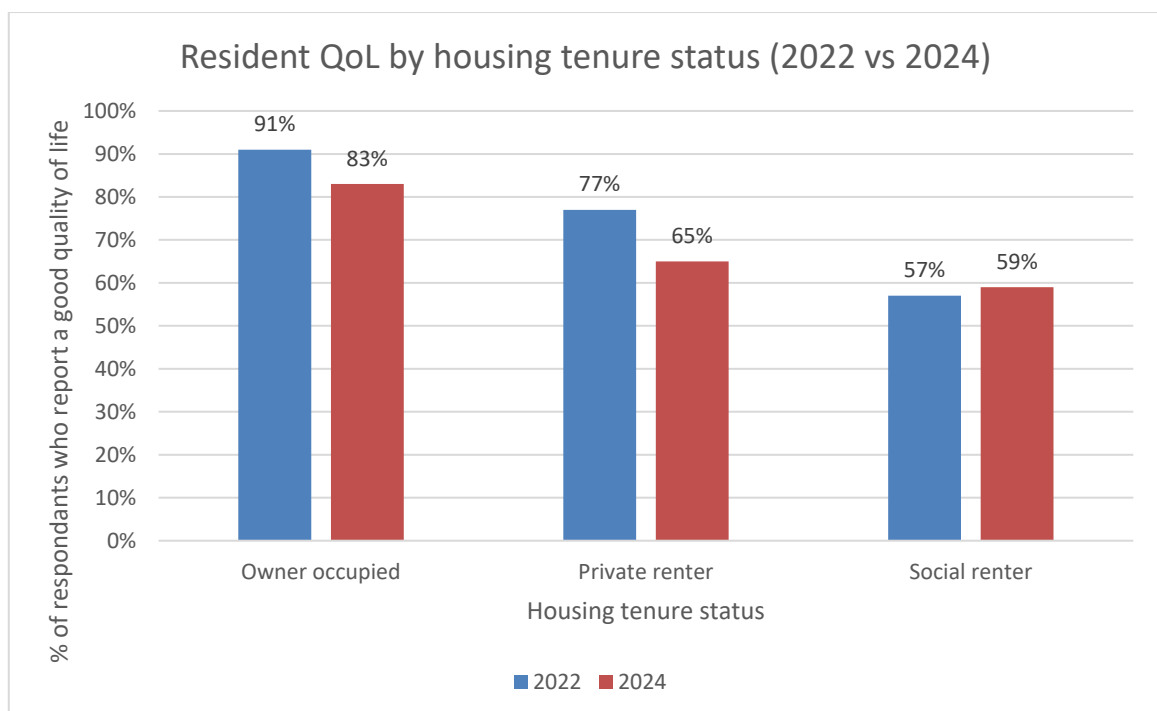


21. In both 2022 and 2024, residents earning \$200,001 or more reported the highest quality of life scores, while those earning \$20,000 or less reported the lowest. However, the 2024 data show a marked decline in quality of life for middle- and lower-income earners, with the most significant drop among residents earning between \$20,001 - \$40,000. These shifts highlight the increasing impact of financial pressure on resident quality of life and reinforce the vulnerability of lower-income households to cost-of-living challenges.
22. That residents earning \$20,000 or less did not report a notable decline in quality of life between 2022 and 2024 is an interesting finding. This stability may reflect the fact that many in this group were already experiencing high levels of financial stress in 2022, and their circumstances have remained constrained despite increases in the cost of living. In effect, their quality of life may have already been at a floor level, with limited capacity to deteriorate further.

Housing tenure status has an influence on quality of life

23. Survey data also shows that housing tenure status also has a bearing on resident quality of life in Lower Hutt.
24. **Figure 4** compares resident quality of life by housing tenure status across the 2022 and 2024 Quality of Life Surveys, revealing a general decline in life satisfaction over time. This decline is most pronounced among private renters, whose reported quality of life fell from 77% in 2022 to 65% in 2024 – a notable drop. Owner-occupiers also saw a decrease, from 91% to 83%. In contrast, social renters – residents living in public or community housing – consistently reported lower quality of life than other groups, but their results remained relatively stable (57% in 2022 and 59% in 2024).

Figure 4 Quality of Life by Housing Tenure Status 2022 vs 2024



25. One possible explanation for the stability in quality of life for social renters is that they are somewhat protected from rental market inflation, as their rents are typically income-related and less exposed to market-driven increases. In contrast, private renters (people who are more vulnerable to rising market rents) appear to have borne the brunt of cost-of-living pressures. These results underscore the importance of housing affordability and stability in shaping overall resident quality of life and highlight private renters in Lower Hutt as being especially vulnerable to housing cost inflation.

Resident trust in public institutions

26. The challenge for Council is that the Survey shows that trust in public institutions (a new survey question introduced in 2024) is also materially lower among residents in the Northern Ward than in other parts of the city, which may hinder engagement efforts.

27. **Table 3** presents a heatmap that highlights differences in institutional trust across Lower Hutt's wards, with darker green shades indicating higher levels of trust and red shades indicating lower levels of trust (on a scale, 0% represents zero trust and 100% represents complete trust).

Table 3 Trust in public institutions by ward

	Hutt City total	Western ward	Northern ward	Central ward	Eastern ward	Harbour ward	Wainuiomata ward
Police	73%	73%	68%	75%	75%	75%	71%
Public Education System	65%	69%	60%	66%	65%	69%	61%
Justice System	63%	65%	56%	63%	65%	67%	58%
Central Government	51%	53%	45%	51%	50%	54%	50%
Local Government	54%	55%	45%	56%	53%	59%	53%
Public Health System	62%	63%	52%	66%	64%	65%	61%
Scientists	70%	73%	64%	68%	70%	77%	65%

Key: Institutional Trust Levels		
Trust Level	Range	Interpretation
High Trust	70% and above	Strong public confidence
Moderate Trust	60%–69%	Mixed confidence, room for improvement
Low Trust	50%–59%	Weak trust, potential concern
Very Low Trust	Below 50%	Significant lack of trust

28. When viewing the heatmap, a clear pattern emerges: the Northern ward consistently reports the lowest trust in all public institutions, including both Local and Central Government. This suggests a broad-based scepticism or disconnect with major public institutions, including Council.

Case Study: Quality of life trends in the Northern Ward

29. As noted above, the Survey presents data at the local ward level. This enables trends and responses to be analysed in great detail which, in turn, provides evidence to guide future targeted interventions and place-based planning.
30. To demonstrate the level of insight that can be achieved, **Appendix 1** includes an analysis of quality of life trends in the Northern Ward.

Overall findings

31. The 2024 Quality of Life Survey provides a valuable, citywide snapshot of how residents are experiencing life in Te Awa Kairangi ki Tai Lower Hutt – and highlights both strengths and areas of challenge relevant to Priority 2 of the LTP.
32. While overall life satisfaction in Te Awa Kairangi ki Tai Lower Hutt remains comparable to national urban averages, Lower Hutt has seen a significant decline in resident quality of life since 2022, driven largely by worsening financial wellbeing. This is consistent with the experience of other councils.

33. A close analysis of the survey data reveals a clear and consistent finding: residents on lower incomes and those in the rental housing market consistently report lower quality of life across multiple domains. Financial and material hardship are strongly associated with poorer outcomes in housing affordability and suitability, access to healthcare, and trust in public institutions. The Survey shows that these challenges are most concentrated in the Northern Ward, where the effects of structural disadvantage appear to compound – reinforcing geographic as well as demographic inequities.
34. While overall quality of life dropped from 88% in 2022 to 77% in 2024, this downward trend is evident across most income brackets and housing tenure types. The most pronounced declines occurred among middle-income earners and private renters, suggesting that rising living costs and housing pressures have had a widespread impact beyond those who were already experiencing hardship. These shifts signal a growing vulnerability among groups who may have previously been more financially secure.
35. These findings reinforce the strategic intent of Priority 2 – to ensure that all residents, regardless of location or circumstance, can thrive in safe, well-connected, and liveable communities. The survey provides evidence to guide future targeted interventions and place-based planning to support Priority 2 of the LTP. It also underscores the need for robust, ongoing monitoring to track whether our strategies are closing the quality of life gap.

Options

36. There are no options to consider in this report.

Climate Change Impact and Considerations

37. The matters addressed in this report have been considered in accordance with the process set out in Council's Climate Change Considerations Guide.

Consultation

38. Not Applicable.

Legal Considerations

39. The Quality of Life survey is undertaken in accordance with the requirements of the Privacy Act 2020.

Financial Considerations

40. The Quality of Life survey is delivered through the baseline budget.

Appendices

No.	Title	Page
1	Appendix 1 - Quality of Life Case Study: Northern Ward	206

Author: Mike Nuth, Principal Advisor Research and Evaluation

Reviewed By: Richard Hardie, Head of Strategy and Policy

Approved By: Jarred Griffiths, Director Strategy and Engagement

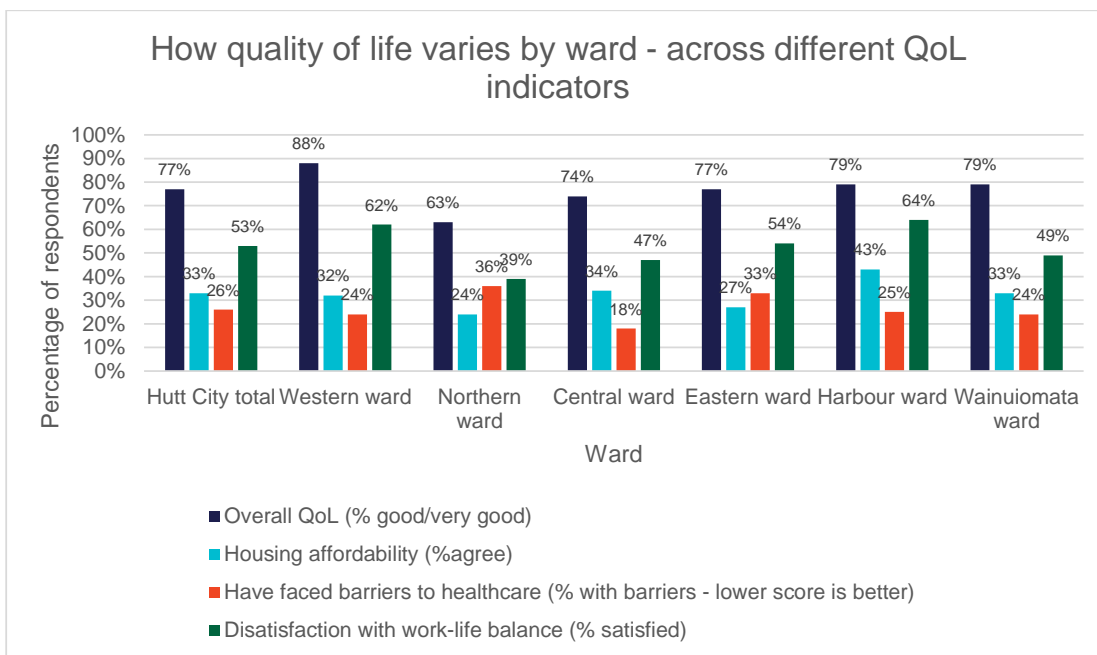
Appendix 2: Case study – Quality of life trends in the Northern Ward

1. While over three quarters of residents report a positive quality of life in Lower Hutt, a closer look at the data reveals that the Northern Ward (which is mostly comprised of the suburbs of Taita and Stokes Valley) stands out as a clear outlier, offering a case study of how, in one location, structural disadvantage can compound across multiple areas of life – from housing, health, work-life balance and institutional trust.

The Northern Ward consistently report lower outcomes across all four quality of life indicators

2. **Figure 1** shows how four key quality of life indicators differ across the six wards of Lower Hutt. It compares residents' experiences of overall quality of life, housing affordability, barriers to healthcare, and work-life balance.

Figure 1 Example of the variation in quality of life across Lower Hutt's wards



3. **Figure 1** shows that residents in the Northern Ward consistently report lower outcomes across all four quality of life indicators: only 63% rate their quality of life as good or very good – well below the citywide figure of 77%. They also report the lowest housing affordability (24% believe that their housing costs

are affordable), the highest rate of barriers to healthcare (36% said that they experience barriers), and the lowest satisfaction with work–life balance (39%).

- These results are not simply geographic, but demographic: the Northern ward includes higher concentrations of residents on low incomes, in public housing, and with lived experience of marginalisation (e.g. disability). These structural disadvantages appear to reinforce one another, creating persistent gaps in quality of life for Northern ward residents.

Northern ward residents report the lowest confidence in Council decision making and the lowest belief in public influence on Council decision making

- In parallel to survey results showing low institutional trust, residents in the Northern Ward report the lowest confidence in Council’s decision-making (**Figure 2**) and the lowest belief that the public have influence on Council decision-making (**Figure 3**). This indicates a general cynicism about Council, which may challenge Council efforts to raise resident quality of life in this area.

Figure 2 Resident confidence in Council decisions - by ward

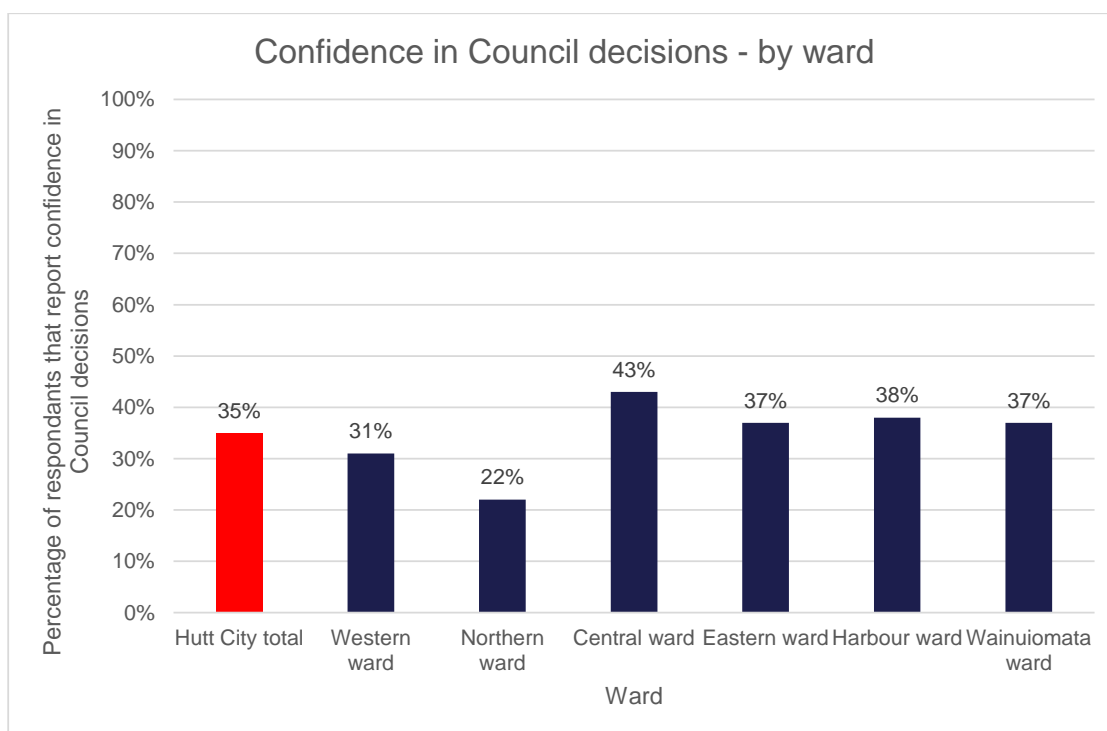
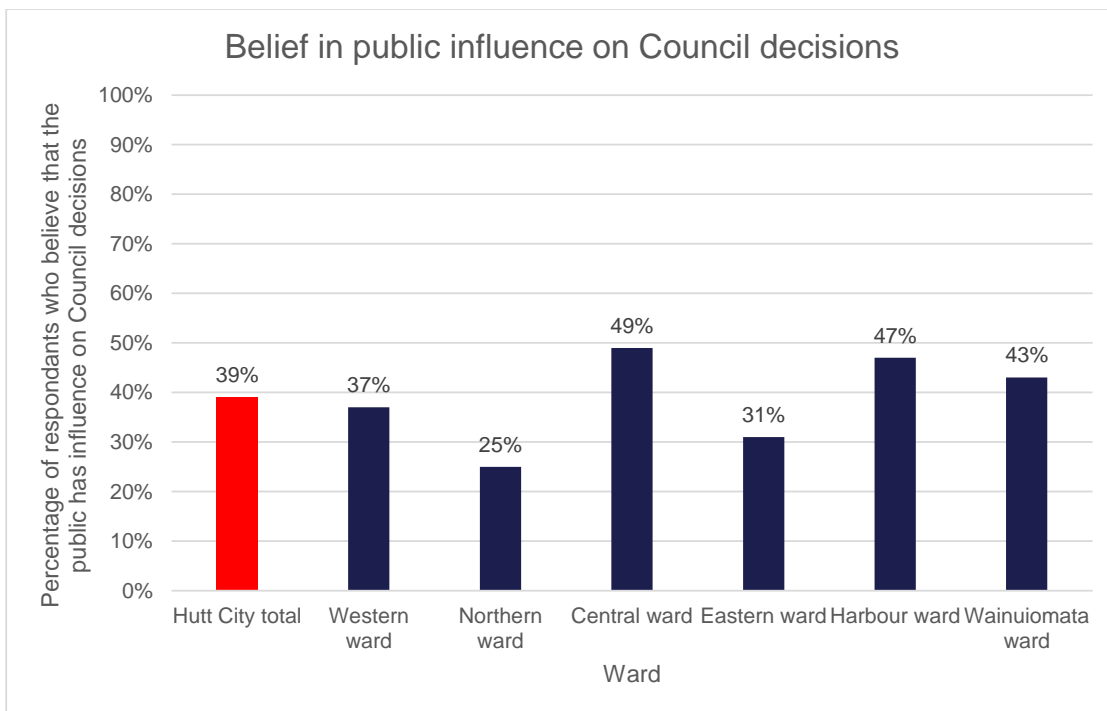


Figure 3 Belief in public influence on Council decisions



Conclusion:

- 6. The survey findings enable Council to build a comprehensive picture of overall life satisfaction, housing, health, safety, access to services, social connection, trust in public institutions, and satisfaction with neighbourhoods and public spaces at the local ward level. This, in turn, provides evidence to guide future targeted interventions and place-based planning.

10 June 2025**Report no: PFSC2025/3/187**

Draft Engagement Framework and Action Plan

Purpose of Report

1. To provide an update on further progress on the engagement uplift work.
2. To share the draft Engagement Framework and Action Plan ahead of public engagement.

Recommendations

That the Committee:

- (1) receives and notes the report and further progress made on the engagement uplift work since our last update in May 2025;
- (2) notes the importance of this work in building trust and achieving effective engagement, increased representation, and civic participation;
- (3) notes that the draft Engagement Framework and Action Plan are underpinned by the Engagement Principles approved by Council on 6 May 2025 and Te Ao Māori;
- (4) notes feedback received from the community, Elected Members and officers has been reflected in the draft Engagement Framework and Action Plan;
- (5) notes that the draft Engagement Framework and Action Plan attached as Appendix 1 to the report will go out for public engagement from 7 July to 3 August 2025; and
- (6) notes that officers will report back to the Committee with a summary of feedback and a proposed final document in September 2025 to be adopted by the newly elected Council following the local government election.

Background

3. This programme of work responds to Elected Members' request to enhance engagement across the city.
4. Following the Committees approval of the Engagement Principles on 6 May 2025, officers have worked to draft the Engagement Framework and Action Plan (the Framework).

5. The Framework is underpinned by the approved Engagement Principles, Te Ao Māori, engagement best practice and research and insights.
6. The Framework responds to feedback from community, Elected Members and officers that more accessible methods, transparency, consistent processes, tools, resources and capability is needed to support better engagement practice.

Discussion

7. The Framework is a strategic tool for both officers and Elected Members, and a public commitment to inclusive engagement across Lower Hutt.
8. The Framework is built around three connected elements, together they ensure Council's engagement approach is not only values-led but also supported by practical systems and clear implementation pathways.
 - a) Engagement Principles - what Council's commitments to community are;
 - b) Practices - how Council embed those principles into how we work; and
 - c) Focus Areas - where Council prioritise organisational change.
9. The draft framework, attached as Appendix 1 covers:
 - a) The purpose of the framework and why engagement matters;
 - b) Council's community commitments (Engagement Principles);
 - c) Council's engagement approach, best practice methods and how we apply them; and
 - d) Roles and responsibilities - this supports a shared understanding of expectations and ensures that collaboration is embedded at all levels of decision-making.
10. The summary Action Plan (Appendix 1, pages 14 and 15) includes six key priority areas to strengthen engagement practice across Council and support consistent implementation of the Framework:
 - a) Strategic Planning and Governance;
 - b) Mana Whenua Partnership;
 - c) Inclusive and Accessible Participation;
 - d) Relationships and Community Outreach;
 - e) Engagement Tools, Resources and Capability; and
 - f) Quality, Standards and Internal Culture.

11. The framework is grounded in our Significance & Engagement Policy, the IAP2 Spectrum of Public Participation and is operationalised through a 9-step engagement cycle. These tools guide the design and delivery of engagement activities across the organisation, ensuring consistency, clarity, and responsiveness in our practice.
12. The framework aligns with Long Term Plan priorities to enhance community engagement and trust in Council decision-making and supports Annual Plan goals to improve service delivery transparency and responsiveness.
13. This structure ensures a comprehensive, inclusive, and culturally responsive Framework, aligning with both local and international best practices.
14. The framework has been developed with advice from Te Tira Māori and Council's internal steering group. It reflects feedback from community, Elected Members, Mana Whenua, Council's Community Reference Group, Community Boards, Residents associations and officers.
15. Two internal workshops have been run with representatives from across Council, to understand barriers both community and Council face to engaging effectively and applying Bloomberg innovation methodology to inform creative solutions to these barriers, directly informing our action plan.
16. Officers have engaged Council's Community Reference Group at every stage of this work, recent feedback validates that we've included the right approach and actions within the framework to respond to community needs.
17. Best practice guidance and approaches from both IAP2 and Harvard Bloomberg innovation methodology is embedded directly in our framework, demonstrating our commitment to best practice, deeper community involvement and innovative, collaborative problem solving.

Next steps

18. A robust monitoring and evaluation framework is also in development, supported by a Harvard University student that Council is hosting through until August 2025. This will help ensure Council's engagement practice remains accountable, transparent and continuously improving. This will be integrated into the final Engagement Framework.
19. Public consultation will open on the draft Engagement Framework and Action Plan between 7 July and 3 August, through a variety of engagement methods and with a focus on hearing from communities of interest/underrepresented communities.
20. Small changes may be made to the document prior to consultation, such as refining language for clarity and updating the context page with more detailed statistics (if available before consultation).
21. Officers will report back to the Committee with a summary of feedback and a proposed final document in September 2025 for endorsement by the incoming Council in December 2025. Officers anticipate making further changes and enhancements in response to public feedback.

Options

22. There are no options, as this matter is for noting only and does not require any decision-making by the Committee.

Climate Change Impact and Considerations

23. The matters addressed in this report have been considered in accordance with the process set out in Council's Climate Change Considerations Guide.
24. Having an Engagement Framework and effective, consistent engagement processes that enable participation will empower a more collaborative approach to working with the community to achieve our climate pathway and climate related objectives in our Annual and Long-Term Plans.

Consultation

25. This work is subject to a range of consultations mentioned above.
26. Officers continue to work closely with the Go-Digital Team while they explore potential use of Customer Relationship Manager (CRM) for stakeholder data.

Legal Considerations

27. The development of the Framework will better enable us to meet our obligations under sections 76–83 and 76AA of the Local Government Act 2002, including requirements for informed decision-making and meaningful community engagement.
28. It also responds to Council's obligations under Te Tiriti o Waitangi. It aligns with the requirements of the Resource Management Act 1991 and the Privacy Act 2020 in terms of engagement, data handling, and working in partnership with Mana Whenua.

Financial Considerations

29. Initial work eg engagement and workshop costs are being funded within current budgets. There is no risk to the programme of work at this stage.

Appendices

No.	Title	Page
1	DRAFT - Te Whiringa - Our Engagement Framework	213

Author: Rochelle Carrig
Engagement Lead

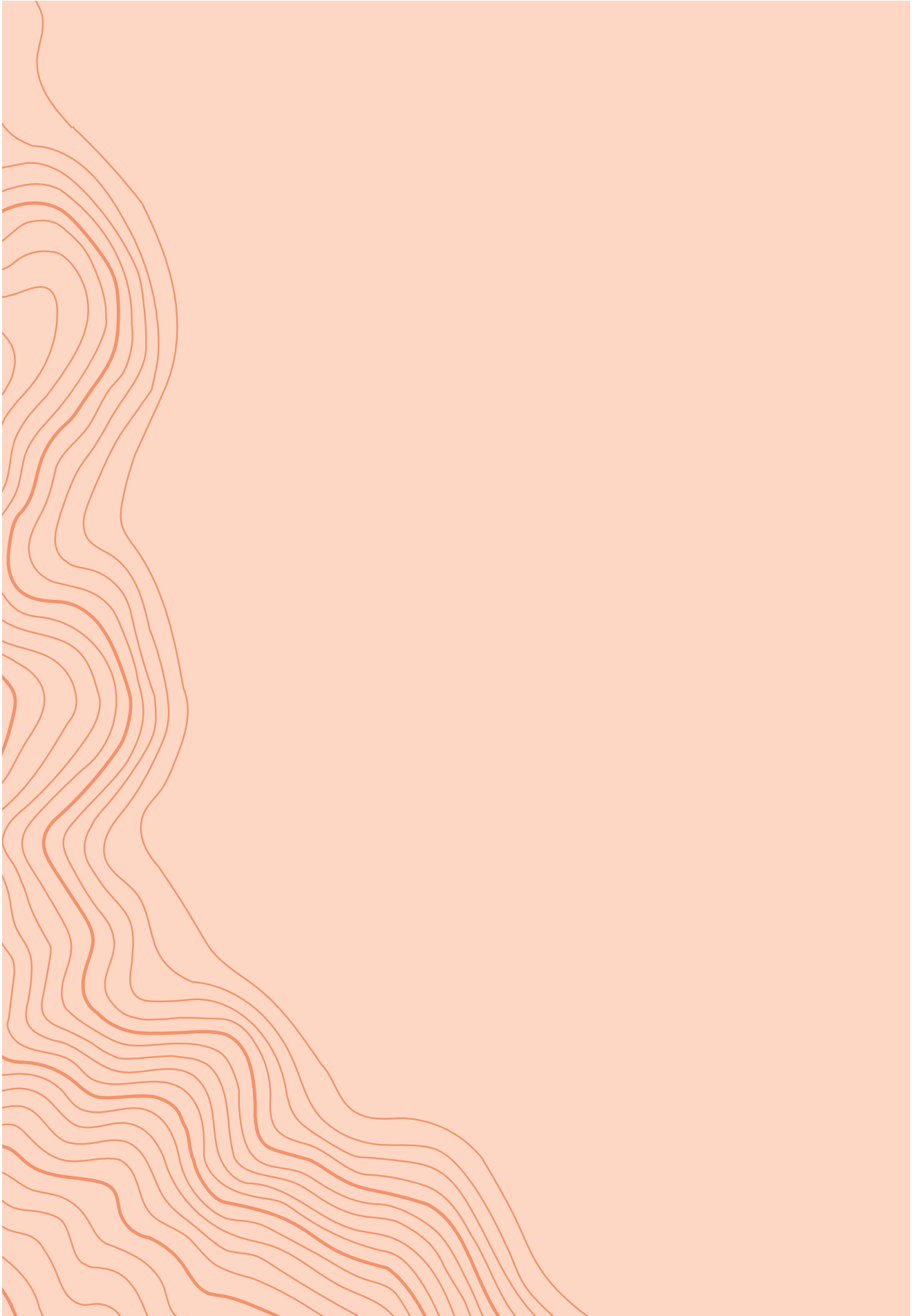
Approved By: Jarred Griffiths
Director Strategy and Engagement



Te Whiringa

Our Engagement Framework





Ngā Hua o Roto

Contents

This framework is structured to guide our approach, ensuring engagement is meaningful, consistent, and impactful.

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Horopaki

The context

Te Whiringa, Hutt City Council Engagement Framework, is essential to addressing declining trust and calls for better community involvement. Many residents feel disconnected from decision-making, with varying levels of distrust across wards and demographics.

Feedback highlights a strong desire for more accessible, transparent, and meaningful engagement – where people see their input reflected in outcomes, are informed early, and can participate in ways that suit their needs. The framework responds to this by aiming to build trust through more inclusive, responsive, and visible Council-community relationships.

Trust in local government is low across the country. Across 8 cities surveyed in 2024, only 28% of people rated local government positively for trust, with 45% indicating some level of distrust¹.

Hutt City Council is trusted by their communities a bit more compared to other city councils, but overall, more people don't trust it than do (32% trust vs 40% don't trust). While trust in our city may be higher than in others, there is still plenty room for improvement¹.

This trust varies widely between locations and demographics in our city. The Northern Ward (Taita and Stokes Valley) reported 59% distrust, while the Harbour Ward (Eastern Bays, Petone, Korokoro) reported only 28% distrust¹. Māori and Pacific respondents also showed higher distrust (50% and 45%), as did those aged 25-34 (54%)¹.

54%¹ of residents feel they have little or no influence on Council's decisions. When asked whether they were confident that Council takes community feedback into account when making decisions 32% agreed versus 44% disagreed².

Satisfaction with Council's Communications and Engagement²

Follow up feedback after you interact with Council



The ease with which you can have your say on Council activities and proposals



The accessibility of information from or about the Council



The information that Council provides about its activities and projects



- Total dissatisfied
- Neither dissatisfied or satisfied
- Total satisfied



1. Source: Ipsos Quality of Life Survey 2024
 2. Source: Hutt City Council Resident's Satisfaction Survey 2024

Ngā kōrero kua rāngona e mātou

What we've heard

We've heard from our community how they'd like to see our engagement improve. Here are some of those insights:

People want to be engaged with in their own spaces, with Council coming to them. Places like libraries, parks, markets, schools, places of worship and events.

"All residents should have equal ability to engage and be considered regardless of where they come from."

- Tirohanga Resident



People want to be able to see the response to their feedback, and the impact that it has on Council decision-making. Engagement shouldn't feel like a tick-box exercise where nothing changes.

"...You need honest listening and an ability to understand the lived perspectives of other, sometimes less fortunate people."

- Stokes Valley Resident

People want to be informed of what Council is engaging on well in advance, so that they can decide how much they want to be involved.

"There is a very low level of trust with HCC among people I know. You need to do much better..."

- Wainuiomata Resident



People want to see more kinds of engagement. Online surveys are fine, but there also needs to be in-person discussions, workshops, community forums etc. These need to be at times that most people can make, like evenings and weekends.

"Make sure there are diverse ways to send or gather feedback. Face to face, meetings, email, paper responses. Not everyone can afford a computer..."

- Waterloo Resident

People are worried that some groups are heard from or listened to more than others. They want more transparency around how Council weighs up the feedback it receives and ensures fairness.

"We need to work together to make the best decisions so people can feel positive about changes in their communities"

- Naenae Resident




The quotes throughout this document have been shared by residents through different Council engagement activities.

Ngā Hapori o Te Awa Kairangi ki Tai

The communities we serve


Population:
Census 2023



107,562
residents

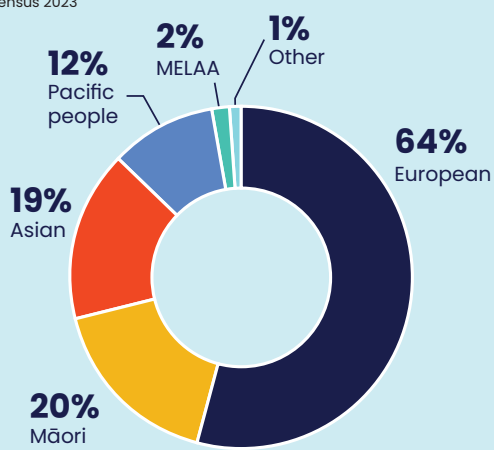
42,504
dwellings

Projected population:
Sense Partners 2023



125,000 – 150,000
projected population by 2054

Ethnicity:
Census 2023




Ethnicity	Percentage
European	64%
Māori	20%
Asian	19%
Pacific people	12%
MELAA	2%
Other	1%

Population by age:
Census 2023

↑ ↓ Increase/decrease compared to 2013


Age Group	Population	Trend
0-9	13,419	Decrease
10-19	13,557	Increase
20-29	13,512	Increase
30-39	17,403	Increase
40-49	14,355	Decrease
50-59	13,305	Increase
60-69	11,208	Increase
70+	10,800	Increase

Languages we use:
Census 2023




Language	Percentage
English	95%
Other	18%
Northern Chinese (incl Mandarin)	2%
Hindi	2%
None (too young to talk)	2%
Te Reo Māori	4%
Samoan	4%

Birthplace:



72.3%
born in NZ
Census 2023

27.7%
born overseas
Census 2023



He Whakatakinga

Introduction and purpose

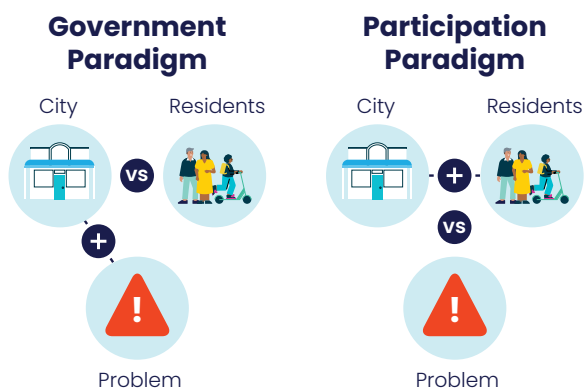
Hutt City Council’s vision is a connected, resilient and inclusive city where everyone thrives.

We’ve heard that people want more meaningful involvement and better experiences with Council. Feedback shows a clear opportunity to do things differently, build trust, and support stronger participation.

We acknowledge engagement hasn’t always met expectations. This Framework sets a new direction. It supports inclusive, transparent, collaborative engagement and gives us structure to lift performance and ensure every voice helps shape our city’s future. It’s grounded in best practice, including IAP2 and public innovation from Harvard Bloomberg, and shaped by what we’ve heard from the community. It’s underpinned by our Engagement Principles and Te Ao Māori.

We’re building on strong foundations to work more closely with our community. We recognise not all voices start from the same place. This Framework helps by prioritising inclusion and influence for underrepresented communities. This shift is about partnership – combining community and Council insight to tackle shared challenges.

The diagram below illustrates a shift: from a traditional model where Council and community sit apart, to one where we work together to solve problems.



Te Whiringa - Our Engagement Framework

Te Whiringa speaks to the act of weaving – the deliberate twisting and plaiting of individual strands into a unified whole. In Te Ao Māori, this process is not just physical, but deeply symbolic. It is through whiri that strength is created, relationships are honoured, and kaupapa are bound together. This name reflects our engagement framework: a living braid of voices, values, responsibilities, and relationships. Each thread – whether community, Mana Whenua, or Council – contributes to the integrity and resilience of the whole.

Te Kaunihera o Te Awa Kairangi Hutt City Council respects and upholds its commitments as a Tiriti partner by honouring the status and authority of Mana Whenua and tangata whenua. The Local Government Act 2002 mandates Council to enhance outcomes for hapori Māori and our dedication extends beyond these statutory obligations. We recognise Mana Whenua and hapori Māori as our partners – they are kaitiaki, knowledge holders and leaders whose intergenerational expertise shapes the historical, cultural, natural, physical, economic, and social identity of Te Awa Kairangi ki Tai Lower Hutt.

Our Tākai Here (Memoranda of Partnerships), Te Herenga Kairangi (Māori Strategy), and this document provides a foundational understanding of our Tiriti-based relationships to guide the future of our community – through strengthened governance, shared decision-making processes, and an investment in Council’s capability to partner authentically. These reflect our enduring commitment to collaborate between Māori and Council, and effectively outlines our ambitions to improve the way we engage with our community.

Strategic Alignment

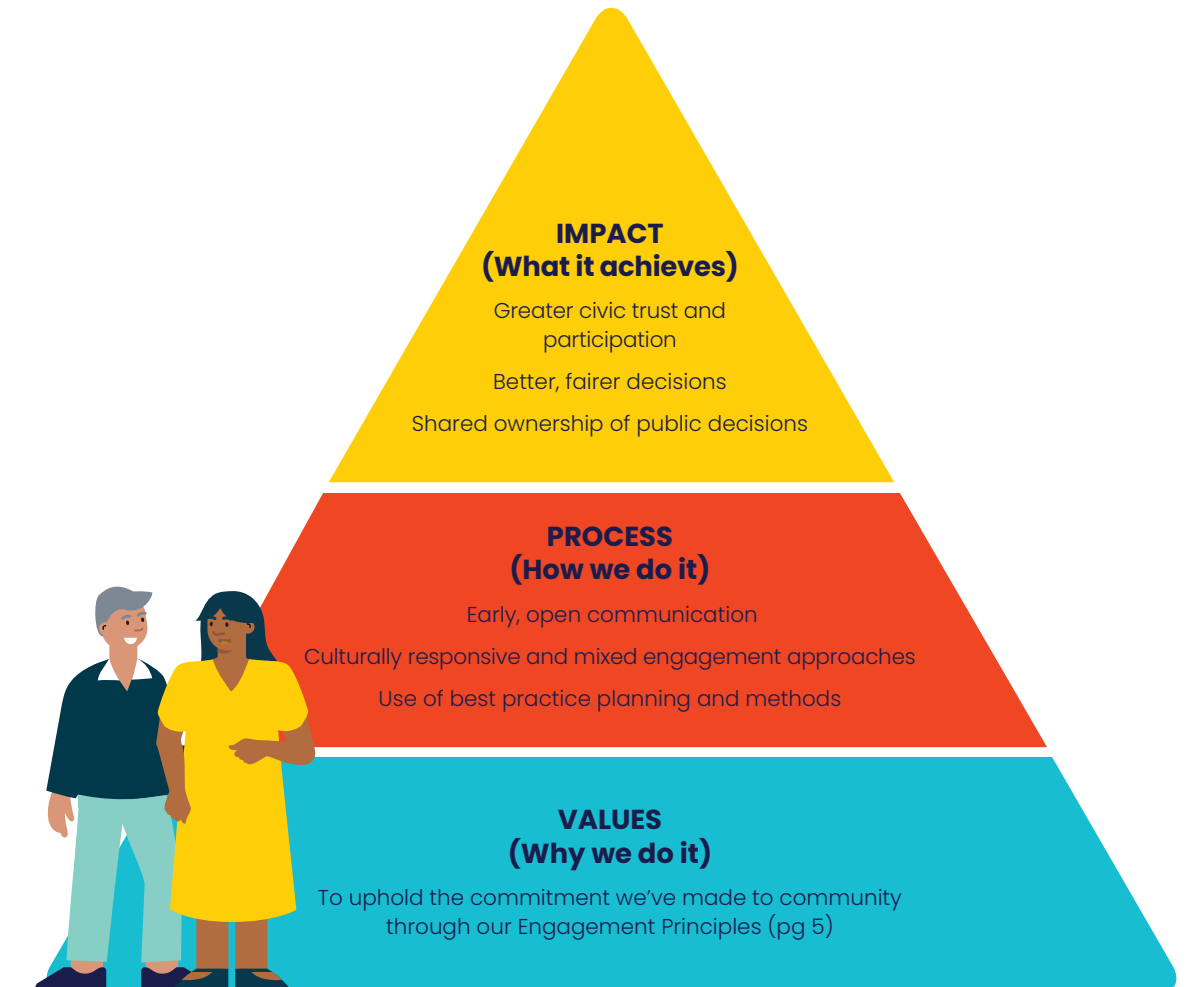
Our framework aligns to all of Council activity, key strategic plans and policies, and supports us in meeting our legal obligations, specifically under the Local Government Act 2002.

References:

1. International Association for Public Participation www.iap2.org – IAP2’s Core Values, Code of Ethics, and Quality Assurance Standard.
2. Bloomberg Harvard’s Path to Public Innovation

Te Hiranga o Te Whiringa

Why engagement matters



Engagement is more than consultation; it's about listening, learning, and working together. When done well, it builds trust, improves decisions, and creates a stronger, more connected city – where every voice helps shape the future.

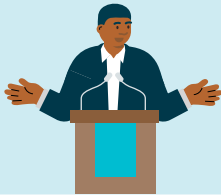
Like every strong structure, the top (Impact) relies on a solid foundation (Values) and effective processes (Process). Without our values driving us and robust engagement processes in place, we cannot deliver what we aspire to (Impact). This pyramid makes clear that what we achieve depends entirely on why and how we do it.

The Framework rests on three core elements to ensure our approach is consistent, credible and community-led:

- ➔ **Engagement Principles** (pg6):
What our commitments to communities are
- ➔ **Practices for meaningful engagement** (pg8):
How we embed those principles every day
- ➔ **Action Plan focus areas** (pg12):
Where we prioritise change and invest in engagement quality

Ngā Mātāpono o Te Whiringa Engagement Principles

We will...



Engage when it counts, in ways that work for you

We'll share clear, early updates about the council work you can help shape and offer a range of ways to have your say – so you can decide what matters and how you'd like to take part.



Be inclusive and accessible

We want to hear from everyone in Lower Hutt, especially people who haven't been heard before or have struggled with council processes. We'll listen at times and places that work for you.



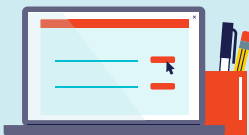
Be responsible partners under Te Tiriti

We recognise the unique role that Mana Whenua play and are committed to engaging with Mana Whenua and hapori Māori in good faith, upholding tikanga and our commitment to Te Tiriti.



Engage genuinely with clear intentions

We'll be clear about why we're asking for your input and what influence you have in each decision. We'll listen, make room for new ideas, and be upfront when we need to change direction and why.



Be clear about the impact of your feedback

We'll share what we heard and how it shaped our decisions – focusing on key themes and insights. When feedback isn't used, we'll explain why.

Shaped by community input and endorsed by Mana Whenua, these principles reflect what our community value in engagement. These principles guide how we work – and are the foundation for our organisation-wide approach to engagement.

Te kawe i Te Whiringa

Our engagement approach

Our practices for meaningful engagement

Our engagement practices describe how we will transform the way Council engage. They put our Engagement Principles into action, and guide the priorities in our Action Plan. Together, they support a shift toward more inclusive, transparent and trusted relationships between Council and our community.

While individual practices may reflect some principles and action plan focus areas more strongly, together they support all aspects and are guided by our shared commitment to meaningful, inclusive, and transparent engagement.

Practice	What this means
Grow capability across Council	Build the mindsets, skills, and support to embed consistent, best practice engagement.
Embed community insight in all we do	Use lived experience, feedback, and data to shape engagement and inform decisions.
Expand and adapt our toolkit	Provide a wider range of inclusive, accessible, and culturally responsive engagement methods.
Plan well, adapt often, close the loop	Engage early with clear purpose, use what we learn to improve each step, and always show how feedback shapes decisions.
Rebuilding and earning trust	Go beyond individual relationships to build trust. Show up consistently, listen, follow through, and create spaces where people feel seen, safe, and valued.
Measure what matters and continuously evolve	Track what's working, share results, and use feedback to continuously evolve how we engage.

Te Whakamahinga

How we apply this

IAP2 Spectrum of Public Participation

The IAP2 Spectrum helps determine how much influence the community has in each engagement – from informing to empowering. Influence doesn't always mean decision-making, but the spectrum helps match the right level of engagement to the issue's purpose, impact, and who's affected.

Council uses this alongside our Significance and Engagement Policy to decide when, how, and how much to engage. It supports our principles and is built into our 9-step cycle, helping us plan well and set clear expectations.

Increasing impact on the decision					
	Inform	Consult	Involve	Collaborate	Empower
Public participation goal	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision making in the hands of the public.
Promise to the public	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.

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Our approach to engagement

Good engagement doesn't just happen, it requires thoughtful planning and a consistent approach. We are implementing a structured, stepped process that all teams will follow to ensure engagement is inclusive, purposeful, and impactful.

This process is grounded in best practice and integrates all aspects of this Framework, from our principles and engagement practices to the use of the IAP2 Spectrum and our Significance and Engagement Policy.

It helps us plan early, tailor our approach to the community and kaupapa, adapt based on what we learn, and close the loop by showing how feedback has influenced decisions.

By embedding this consistent way of working, we can improve transparency, build trust, and support better outcomes across all engagement activity.

Ngā tūranga me ōna haepapa

Roles and responsibilities

While Council leads engagement processes, there is a role for everyone in effective engagement between Community and Council, and increased civic participation.

Roles	Responsibilities
Mayor and Elected Members	Leads by example, connects Council and community, encourages participation, and ensures community views are considered in key decisions.
CEO and Corporate Leadership Team	Lead a culture of best-practice engagement by ensuring structures are in place to support effective, inclusive participation and feedback use..
Council Staff	Designs and delivers fit-for-purpose, inclusive, and transparent engagement. This includes sharing clear information, enabling participation, collecting and sharing insights, and helping ensure engagement is measured, reported on, and continuously improved.
Mana Whenua	Te Tiriti partners in design and decision-making; guide engagement in accordance with tikanga and aligned with kaupapa Māori.
Advisory Groups	Provide advice based on lived experience or expertise, encourage participation, and help shape engagement approaches (within agreed operating requirements).
Stakeholders (e.g. NGO's, Greater Wellington, advocacy groups, business, delivery partners etc.)	Collaborate on issues of shared interest, contribute insights, encourage participation, and help inform solutions.
Community Members	Participate in decisions that affect them by focusing on the decisions to be made or questions being asked, share their perspectives, recognise Council need to consider the needs of the whole community, and hold Council accountable.

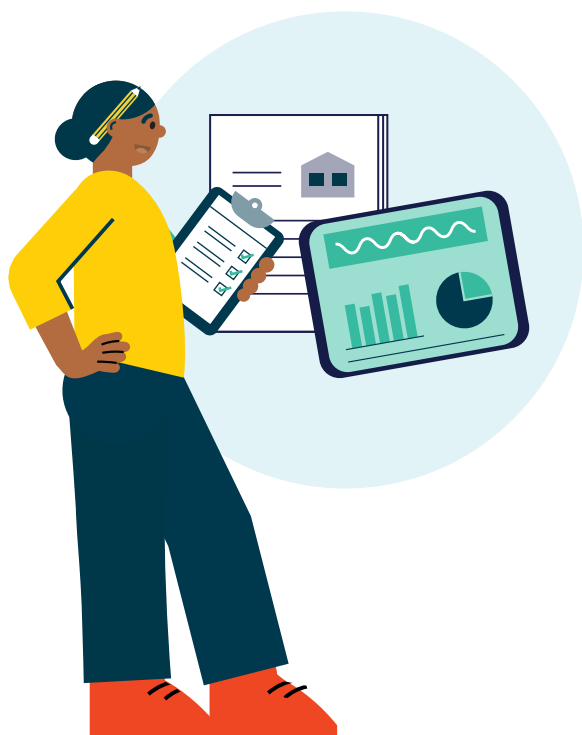
Te tātari me te pūrongo

Monitoring and reporting

Holding statement:

As part of our broader engagement framework, we are committed to developing a robust and inclusive approach to measuring and reporting on our progress. This work is currently underway and will be informed by the efforts of a dedicated Harvard Bloomberg Fellow. The fellow's work will result in a baseline report summarising current trust and engagement levels across all demographics, proposed target outcomes to guide future engagement efforts, and an evaluation framework identifying key indicators to track our progress.

This measurement and reporting component will be developed as a standalone document and integrated into the overall engagement framework once completed. It will ensure we remain accountable, responsive, and transparent in how we foster civic participation and build trust with the community. We look forward to sharing these findings and incorporating them into our final framework in due course.



Mahere mahi

Action plan

The Engagement Framework sets the strategic direction for community engagement, while the Action Plan outlines the practical steps to achieve these goals. Together, they ensure our engagement practices are consistent, effective, and aligned across the organisation.

We've developed an action plan to lift the quality and consistency of engagement. It's built around 6 key focus areas, each with clear actions to strengthen how we work with community.

Here's what the Action Plan focuses on:

1. Strategic planning & Governance

- Improving how we plan across Council to engage earlier and avoid engagement fatigue.
- Sharing information early and embedding pre-engagement for all projects.
- Consistently applying our 9-step engagement cycle to all projects.
- Developing clear guidance around how and when to include Elected Member in projects.
- Trialing participatory processes e.g. Citizens Panels, and/or innovative solutions aligned to Bloomberg Harvard's Pathway to Innovation Framework.
- Trial participatory budgeting where community choose how funds are spent.

2. Mana Whenua Partnership

- Supporting shared spaces for engagement, including marae-based engagement hubs and kaupapa Māori initiatives.
- Embedding tikanga and kaupapa Māori as essential principles across engagement approaches, guided by our Mana Whenua partners.
- Maintaining and integrating a calendar of significant Māori events and engagement opportunities to support planning across Council.
- Providing Mana Whenua partners with feedback and insights from consultation where appropriate.

3. Inclusive & Accessible Participation

- Making engagement easier to find, understand and access.
- Offering engagement in multiple formats.
- Trialing new and consistent ways of communicating to both educate and share updates.
- Implementing a platform where community can easily share ideas, vote and track how input informs decisions.
- Involving community in designing projects and solutions.
- Supporting community/youth-led and civic education initiatives.
- Continuing to engage on required topics, while seeking to understand what else community want to have a say on.



4. Relationships & Community Outreach

- Targeted outreach to build trust and enduring relationships with communities (especially underrepresented).
- Ad-hoc drop-in sessions for community with no agenda but to be there for the community to talk to us.
- Identifying and better understanding the different communities and their needs.
- Partnering with community representatives.

5. Engagement Tools, Resources & Capability

- Developing an internal engagement toolkit – supporting staff with practical tools and templates.
- Consistently applying best practice around cultural, accessibility and privacy needs.
- Implementing guides to understand different engagement methods, how and when to use them effectively.
- Offering onboarding and ongoing engagement training at all levels.
- Providing cultural competency and Treaty training.
- Clarifying roles and responsibilities across teams.

6. Quality, Standards & Internal Culture

- Setting and applying minimum standards for all engagements.
- Consistently applying our Significance and Engagement Policy and IAP2 Spectrum to choose the right approach.
- Implementing success metrics, and a monitoring and reporting framework to continuously assess performance and look for opportunities to improve.
- Using existing data and building better engagement records to make future engagement smarter and more targeted.
- Clearly showing how community input influences decisions – every time.
- Using shared planning tools and engagement calendars.
- Hosting lunch time sessions, webinars, and internal storytelling.
- Building a culture where engagement is seen as everyone's job.

Please note, this summary highlights the focus areas and high-level actions we'll take. Some actions will be implemented in the short term, while others will take longer to achieve. A full detailed action plan has been developed for internal operational purposes that will guide our work to deliver on these priorities.

References: 1. International Association for Public Participation www.iap2.org – IAP2's Core Values, Code of Ethics, and Quality Assurance Standard.
2. Bloomberg Harvard's Path to Public Innovation



TO: Chair and Members
Policy, Finance and Strategy Committee



FROM: Vanessa Gilmour, Democracy Advisor

DATE: 03 June 2025

SUBJECT: KOMITI RATONGA RANGATŌPŪ ME TE RAUTAKI
POLICY, FINANCE AND STRATEGY COMMITTEE
FORWARD PROGRAMME

Purpose of Memorandum

1. The memorandum aims to provide the Committee with a draft forward programme of work planned for the Committee for 2025.

Recommendation

That the Committee receives and notes the draft forward programme for 2025 attached as Appendix 1 to the memorandum.

Background

2. The Committee assists Council in setting the broad vision and direction of the city to promote the social, economic, environmental, and cultural well-being of the city's communities in the present and for the future.
3. This involves determining specific outcomes that need to be met to deliver on the vision for the city, and overseeing the development of strategies, policies, bylaws, and work programmes to achieve those goals. This committee is also responsible for monitoring the overall financial management and performance of the Council Group.
4. The forward programme for 2025 provides a planning tool for both members and officers to coordinate programmes of work for the year. The programme is attached as Appendix 1 to the memorandum.

Executive Summary

5. The forward programme is a working document and is subject to change.

Appendices

No.	Title	Page
1	Appendix 1 - Policy, Finance and Strategy work programme 2025	230

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Reviewed By: Kate Glanville, Senior Democracy Advisor

Approved By: Kathryn Stannard, Head of Democratic Services

Komiti Ratonga Rangatōpū me te Rautaki Policy Finance and Strategy Committee – 2025 Forward Programme				
Description	Business Unit	Cycle 4 9 Sep	Additional PFSC 7 Oct	Pending
Work Programme	Democratic Services	✓	✓	
SML Annual Report (year end June 2025)	Finance		✓	
Tō Tātou Tāone 2055 – Our City 2055	Strategy & Policy	✓		
Residents' Satisfaction Survey 2025	Strategy & Policy	✓		
2025-2026 Quarterly Reporting	Enterprise Portfolio Management Office	✓		
2025 Standard and Poor's Credit Rating	Finance	✓		
Draft Engagement Framework and Action Plan consultation feedback	Engagement	✓		
UPL Annual Report (year end June 2025)	Finance		✓	
NZLGFA Annual Report	Finance		✓	
Hutt City Group Annual Report	Finance/Strategy & Policy		✓	
Hutt Valley Chamber of Commerce 12 Month Report	Business & Economy	✓		

Seaview Business Association 12 Month Report	Business & Economy		✓	
Jackson Street Programme 12 Month Report	Business & Economy	✓		
Love Wainuiomata 12 Month Report	Business & Economy	✓		
Wellington Water Limited Annual Report	Environment & Sustainability		✓	
Hutt Valley Chamber of Commerce half year report	Business & Economy			✓
Emergency Management Strategy	Strategy & Policy			✓
Heritage Policy Options	Strategy & Policy			✓
UPL Letter of Expectation	Finance			✓