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Wai Hononga Draft Significance and Engagement Policy Consultation

About this consultation

We're asking for your feedback on the **Draft Significance and Engagement Policy for Wai Hononga**.

Wai Hononga is the council-controlled organisation being established to provide drinking water and wastewater services for New Plymouth District from 1 July 2027. As required by the Local Government (Water Services) Act 2025, Wai Hononga has prepared its first Significance and Engagement Policy.

The **policy** explains **how Wai Hononga will make decisions on important issues and when it will engage with the community**. To learn more about Wai Hononga, visit www.waihononga.co.nz

Have your say

You can complete the consultation form online here:

<https://haveyoursay.npdc.govt.nz/wai-hononga-draft-significance-engagement-policy>

Submissions close on 30 September 2026.

Other ways to submit

You can also submit your feedback by:

- Scan your completed form and email to waihononga@npdc.govt.nz with the subject line **“Submission – Wai Hononga Draft Significance and Engagement Policy”**
- Dropping your completed form into the Civic Centre, Liardet Street, New Plymouth, OR
- Mail to: Wai Hononga Water Services Ltd,
C/-New Plymouth District Council,
84 Liardet Street, New Plymouth Central,
New Plymouth 4310

Submission Form

Your Details

01. First Name Required

02. Last Name Required

03. Email Required

04. Phone number

Please write in numbers

Your views

05. Do you support the proposed Significance and Engagement Policy?

Select one answer only
☐ Yes
☐ No
☐ Partially/Yes, with changes

06. Do you think the proposed Policy clearly explains how Wai Hononga will determine the significance of decisions and the level of community engagement required?

Select one answer only
☐ Yes
☐ No
☐ Unsure

07. Please tell us any changes or improvements you would like to see in the proposed Policy?

Comments:

08. Is there anything else you would like to tell us about the proposed Policy?

Comments:

Privacy Statement

All submissions (including your name, address and contact details) are provided to Wai Hononga officers and Board members for the purpose of analysing feedback. Your personal information will also be used for the administration of the engagement and decision-making process. Submissions (with individuals names only) will be available online. If requested, submitter details may be released under the Local Government Official Information and Meetings Act 1987. If there are good reasons why your details and/or submission should be kept confidential please contact us at: waihononga@npdc.govt.nz

Thank you for your submission. This is the end of the form.

Frequent Asked Questions

1. What is the Significance and Engagement Policy?

The Significance and Engagement Policy sets out how Wai Hononga determines the significance of its decisions and when and how it will engage with the community on those decisions.

2. Why does Wai Hononga need a Significance and Engagement Policy?

The Local Government (Water Services) Act 2025 requires all water organisations to have a Significance and Engagement Policy. The policy helps ensure Wai Hononga decisions are made in a transparent and consistent way and that the community has opportunities to provide input on matters that are important to them.

3. What is ‘significance’?

Significance refers to the degree of importance of a decision, proposal, issue, asset, activity, or service. Wai Hononga considers a range of factors when determining significance, including the extent of community interest, the impact on people, and any financial implications.

4. What is the difference between significance and engagement?

Significance is how Wai Hononga assesses the importance of a matter. Engagement is how Wai Hononga engages and communicates with, and seeks feedback from the community. The level of engagement is informed by the significance of the decision.

5. Does a significant decision always require formal consultation?

Not necessarily. Wai Hononga will consider legislative requirements, the significance of the matter, and the interests of those affected when deciding the most appropriate level of engagement.

6. What is the difference between consultation and engagement, aren't they the same thing?

There is a difference.

Community engagement is about building relationships and having ongoing conversations with people who are affected by, or interested in, an issue. It helps us understand community needs, concerns, and ideas over time.

Consultation is a specific activity that asks people for feedback on a proposal, plan, or decision. This usually happens at a particular point in a project and helps decision-makers understand community views before making a final decision.

7. How does Wai Hononga decide how much engagement is needed?

Wai Hononga considers factors such as the potential impact of a decision, who may be affected, the level of public interest, and any legal requirements. The policy provides guidance on matching the level of engagement to the significance of the matter.

8. How will the policy affect me?

The policy ensures the community have appropriate opportunities to be informed about and provide input into Wai Hononga decisions.

9. How can I have my say on the draft policy?

You can provide feedback through the consultation process by completing the online submission form, attending one of the community drop in sessions, emailing Wai Hononga (waihononga@npdc.govt.nz), or making a written submission before the closing date.

10. When are the community drop in sessions?

- Wednesday 16 September 5.30 pm – 6.30 pm
Council building, 84 Liardet St, New Plymouth – Plymouth Room
- Wednesday 22 September 10.30 am – 11.30 am
Waitara Library, 15a Queen Street, Waitara – Board Room

11. What happens after consultation closes?

Wai Hononga will consider all feedback received before finalising a draft for adoption.