

CONSERVATION WITH COMMUNITIES STRATEGIC ACTION PLAN

1. HOW WE WORK

THEME	Goals	We will know we are achieving our goals when...
1.1 Building DOC Capability Build our capability to work effectively with communities.	1.1.1 Workplace Culture Staff value, respect and support the contributions communities and associates make and can make to conservation.	All staff recognise that the task of conservation is one which we share with communities, and one that needs the support of communities if we are to achieve our conservation goals. Both the benefits and costs of working with communities are recognised and accepted. Staff can identify how their work contributes to this. General Managers, Conservators and Area Managers lead this cultural shift.
	1.1.2 Working Style Staff work proactively with communities to identify ways they can increase their contributions to conservation. Staff are able to communicate departmental priorities, what we can and cannot do. The department acknowledges and celebrates community efforts.	Staff: <ul style="list-style-type: none"> • Are confident about working with groups representing differing views and ideas. • Meet with communities face-to-face and on their ground. • Consult early and with an open mind, listen and are responsive to communities. • Work honestly, openly and creatively with communities to find solutions to issues and to recognise common ground. • Implement the Consultation Guidelines. • Have a risk aware rather than risk averse approach to working with communities. General Managers, Conservators, Area Managers, project managers, Kaupapa Atawhai Managers, community relations, policy staff have particular responsibilities here. Project Managers and other relevant staff: <ul style="list-style-type: none"> • Actively identify and budget for opportunities to involve communities in projects during business planning. • Allow for some flexibility in business planning to be able to respond to opportunities that arise with communities. Staff are at all times professional, helpful and prompt when interacting with the public.
	1.1.3 Staff Skills Staff have the skills to understand, inform, educate and work with our communities, and know when and how to engage with them.	Managers appoint candidates with communication/community interaction skills as well as technical skills when recruiting new staff. Relevant in-house training programmes include material to support this outcome. Staff are actively encouraged to learn from each other through workshops and mentoring. Staff use plain English, avoiding acronyms or in-house jargon.
	1.1.4 Integrating Work Staff understand that working for DOC means working with communities to achieve conservation.	Community relations work is integrated into all work plans. During business planning, project managers look for and budget for opportunities to involve communities at appropriate stages of projects. In describing outcomes at places, staff are clear about the outcomes they are trying to achieve in terms of natural/historic heritage and/or recreation and community outcomes. Staff are willing and able to work with communities. All area and conservancy offices have specialist community relations staff available to provide advice. Staff recognise that working with communities is part of everyone's job, and staff wearing uniforms are the face of DOC so have particular responsibilities.
1.2 Understanding Communities Understanding communities and their interests in conservation so we can work effectively with them.	Staff recognise and understand the cultural, social and political context of conservation.	Staff have better understanding of the nature of the communities with whom they need to interact. Conservators, Area Managers, Kaupapa Atawhai Managers, Community Relations Managers, scientists and other relevant staff have particular responsibilities here. The key communities in each area are identified. Through interaction with those communities, their interests, knowledge and priorities are acknowledged and respected.
1.3 Relationships Building relationships to enable us to share conservation work and develop conservation commitment.	Staff build and maintain appropriate and effective relationships with people and organisations who can make a difference to conservation.	All staff recognise the importance to their work of relationships with communities. Time is allocated to all staff (not just Community Relations staff) for the development and maintenance of relationships with relevant communities of interest. Relationship building and maintenance processes are developed.

2 WHAT WE DO

THEME	Goals	We will know we are achieving our goals when...
2.1 Sharing Conservation Work Encourage and support communities and individuals to contribute to conservation, and build their capability to do so.	2.1.1 Partnerships Develop and maintain appropriate and effective partnerships with tangata whenua and communities to enhance conservation outcomes.	Conservators, Area Managers, Community Relations Managers, Kaupapa Atawhai Managers and project managers look for opportunities to respond to or initiate the development of partnerships where appropriate. Time is allocated for maintaining these partnerships. Staff are clear about what we can do, and what we cannot do, and are able to explain priorities.
	2.1.2 Opportunities for Participation Provide, and help others provide, a range of opportunities to be involved in conservation work and to contribute to decision-making. Support other organisations where their work contributes to shared conservation outcomes.	Each area office provides opportunities for and welcomes people who volunteer their time and skills to support conservation and recreation projects. Staff are familiar with the Consultation Policy Guidelines and encourage contributions to the development of strategies, plans and policies and to relevant decision-making processes. Staff value communities' knowledge and information.
	2.1.3 Community Skills Support communities to develop the skills and capability they need to do conservation work, either through their own conservation initiatives or through helping us do our conservation work. Focus on communities that we have partnerships with and communities that contribute to shared conservation outcomes.	Area Managers and relevant staff are able to assess and prioritise what is required to engage with and nurture communities to enable them to work more effectively or independently. Relevant information is easily accessible by communities. Communities are able to achieve conservation outcomes independently.
2.2 Developing Conservation Commitment Be a conservation leader, helping to increase awareness of and commitment to conservation amongst New Zealanders.	2.2.1 Awareness Raise New Zealanders' awareness of conservation issues and management to help create increased understanding of and commitment to conservation. Target specific audiences through tailored awareness programmes.	National awareness strategic themes are prioritised and coordinated. Staff bring creative and imaginative approaches to general awareness activities, such as the annual events programme, interpretation, and publications. Staff are able to better identify, understand and reach target audiences, including new audiences.
	2.2.2 Education Provide education directions and resources to help create increased support for our management of conservation issues and places. Focus on education providers, such as teacher trainers, groups of teachers, curriculum developers and neighbouring schools.	Relevant staff work with education providers to create resources that support priority conservation themes and places. Schools that neighbour conservation areas are supported to achieve specific conservation outcomes.