



Record of
Council Workshop
Tuesday, 26 May 2026

Workshop record

Workshop held at the Tauranga City Council Chambers, L1, 90 Devonport Road, Tauranga on Tuesday, 26 May 2026 at 2pm.

Presenter:	Susan Davidson
Members:	Mayor Mahé Drysdale, Deputy Mayor Jen Scoular, Cr Hautapu Baker, Cr Glen Crowther, Cr Rick Curach, Cr Steve Morris, Cr Marten Rozeboom, Cr Kevin Schuler, Cr Rod Taylor
TCC Staff Attendees:	Christine Jones (General Manager: Strategy, Growth & Governance), Gareth Green (Head of Office - Manager of the Mayoral Office), Susan Davidson (Head of Communications & Engagement), Monique Etherington (Senior Advisor: Elected Members and Operations), Annabel Bayes (Strategic Advisor to the Mayor), Caroline Irvin (Governance Advisor).

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1.1 Future Voice Workshop - Reimagining how Council Communicates and Engages

Staff Susan Davidson, Head of Communications & Engagement

Topics covered:

- Defining what good communication & engagement looks like for us, and our communities
- Overarching priority – reform readiness
- Leading topics
- Trust and confidence
- Engagement, consult and engage directly with the community
- Understanding our media reach and reporter engagement
- Behind the numbers – our CRHUB portal job activity
- Summary

Actions Requested:

- Provide clearer reporting and evidence, including channel performance, media impact methodology, media release/enquiry volumes, and a clearer breakdown of communications workload.
- Develop operational improvements such as a prioritisation framework, stronger triaging of requests, and better alignment between job-tracking and planning tools.
- Clarify policy and engagement approaches, including expectations for media responses, more effective engagement with younger people, and clearer priority messaging about Council's role

and services.

- Undertake next steps from the workshop, including scheduling the next workshop and incorporating feedback from this session

The workshop closed at 3.01.