

Working with our local community



O Mahurangi – Penlink is now in the early works phase, where we are focused on timely communications to our neighbours living with and experiencing our activities.

We're also sharing regular and targeted updates in a range of ways with the wider community to build awareness of our progress. When main construction works start later this year, we'll work more directly with landowners in the immediate area to minimise any impacts and resolve any issues or concerns.

Neighbours will be able to connect with our team 'on the ground' to know what to expect and when. Potential impacts will continue being communicated in advance, and we'll be ready to answer any queries you may have.

We are committed to working with you to get the best outcome for the project, our neighbours and the local community, leaving a positive legacy for future generations.

As a member of the local community, you can expect to hear from us through:

- Catching up in person
- E-newsletters (you can sign up to get these by email)
- Local newspaper
- Text and phone, including an 0800 number
- Community group meetings
- Community information events
- Information campaigns



As a nearby landowner, you can expect to hear from us directly through:

- Face-to-face meetings — to talk with you about potential impacts to your property or neighbourhood
- Online meetings (if this is your preferred option)
- Text and phone, including an 0800 number
- Construction works notification letters or emails
- E-newsletters (you can sign up to get these by email)
- Traditional post/letters

Where to go for more information:

Visit our website to sign-up for our regular e-newsletter, find out more about the project, or view our monthly progress by checking out our photo gallery.

Visit www.nzta.govt.nz/penlink

Let us know what you think:

Please contact us if you have any questions or comments about the project or our engagement strategy:

Phone: **0800 7365 465**

Email: omahurangi@nzta.govt.nz

Website: www.nzta.govt.nz/penlink



Working with you

The O Mahurangi Alliance uses the framework and principles set out by the International Association of Public Participation (IAP2) and is committed to using best practice for all community engagement. The following engagement principles have been developed and apply to all our project communications:

- **Timely and responsive:** We will provide timely information and responses that are full, empathetic, helpful, frank and detailed. We will share what information we can as we have it.
- **Honest:** We will be upfront and transparent and provide as much information as possible. Our engagement will be transparent – clear in scope and purpose. We will be honest about what we can't share and what we don't know yet.
- **Empathetic:** We will understand and consider the impact that the project may have on communities and stakeholders it passes through. We will seek to understand views and concerns and enhance our reputation for listening – even when agreement cannot be reached. We will promote dialogue and open genuine discussion.
- **Authentic:** We will be genuine in our approach to communications and engagement. We will follow through and do what we say we are going to do.
- **Inclusive:** Our engagement will be accessible and balanced and will capture a full range of values and perspectives. We will undertake communication and engagement activities in a way that enables a broad range of people to participate in the process.

Our delivery approach is people-focused, recognising that the project can both impact and benefit a wide range of people who have a variety of needs, concerns and aspirations in relation to the project. We will identify and prioritise appropriate and meaningful opportunities for engagement and measure their effectiveness to ensure continuing improvement.



Engagement activities to date

The O Mahurangi Alliance is committed to proactively building awareness and promoting understanding of the O Mahurangi project, its design philosophy and its benefits, and to building and maintaining collaborative working relationships with Mana Whenua and stakeholders through the life-cycle of the project. We have consulted and engaged with a wide range of partners and stakeholders using various engagement tools and activities, such as:

Who did we engage with?

- Mana Whenua
- Local community
- Landowners/developers
- Auckland Council
- Auckland Transport
- Local businesses
- Bike Auckland
- Local Boards
- Service and utility providers (including Watercare and emergency services)
- Freight industry
- Forest and Bird
- Department of Conservation
- Heritage NZ
- Stillwater Community Board

How did we engage with them?

2020

- Dedicated phone number and email address
- Three site visits with iwi, Auckland Council and councillors
- First meeting with local environment group
- One dawn blessing for environmental monitoring
- First community workshop with the Stillwater community
- First community drop-in session
- Engagement with Local Boards begins
- First community event
- Media and e-newsletter updates

2021

- Six project briefings
- 13 meetings with local residents, stakeholders, developers and businesses
- One site visit for drone surveying
- One cultural induction
- Media and e-newsletter updates

2022

- Regular engagement begins with Mana Whenua partners
- Affected landowner meetings begin
- Local Board engagement continues
- The hurihia te whenua (sod turning) ceremony
- Four community drop-in sessions
- 50+ meetings with local residents, stakeholders, developers and environmental groups
- Door-knocking to project neighbours
- 3,337 submissions on the tolling proposal
- Engagement with Wēiti River users and Auckland Harbour Master
- Mana Whenua gifted the name O Mahurangi to the project
- Media and e-newsletter updates

2023 (in progress)

- Mobile information hub debut
- Local Board engagement continues
- One community drop-in session
- Two Stillwater Community Board meetings
- Ongoing landowner meetings
- One community event
- Three community group presentations
- One community group site visit
- One newspaper advertisement
- Media and e-newsletter updates

