



**BULLER**  
DISTRICT COUNCIL  
Te Kaunihera O Kawatiri

# Connect

Keeping you up to date with news from your Buller District Council



**Jamie with Westland Mineral Sands managing director Ray Mudgway**  
Photo by Buller District Council

## Mayor's Message

Welcome to our March newsletter. As we witness the power of mother nature wreaking havoc across communities in the North Island our thoughts

are with those families who have lost loved ones and the countless others who now face the long journey of recovery.

Buller has been there and is well aware of the shock and devastation severe weather events can bring. Council has provided staff and resources to the relief effort.

As a community we simply have to give greater cognisance to the risks that are being exacerbated by climate change. Future regulatory settings must ensure our communities are building smarter and more sustainably.

Council continues to work with West Coast Regional Council and central government to support the comprehensive plan to reduce Westport flood risk over time. In the meantime, it is great to see the programme of work repairing essential infrastructure, damaged in the floods, gather momentum, including improvements to the stormwater system.

Major repairs to the wharf are due to start this year, whilst other projects such as repairing the rock wall on the Westport

tiphead are underway as well as shipping channel dredging. Council roading repairs are due to begin to improve the resilience of many severely impacted roads in Northern Buller. Council has a huge infrastructure delivery plan for 2023/24 after a long period of engineering and negotiation to gain the necessary funding.

We will continue work on our climate adaptation plan during 2023 with opportunities for community engagement. This may provoke challenging conversations as we discuss the realities of adapting to a changing climate.

Council continues our support for youth and employment in the district. Mayors Taskforce for Jobs is achieving some great outcomes. The Kawatiri Youth Voice Council has been busy building their profile with on-going work towards achieving their goal of a youth led "hub" in Westport. Westport based Maddox Manawatu is Buller's TUIA participant and will be mentored by me and receive support to attend national wananga.

**Mayor Jamie Cleine**

## Customer Satisfaction Survey 2023

Have you interacted with the Buller District Council in the last 12 months?

Tell us about your customer experience with the Buller District Council and help us improve our service. You can also be in to win one of four \$50 grocery vouchers (T&Cs apply).

The Customer Satisfaction Survey runs from 1 – 31 March 2023.

An interaction can be anything from making an enquiry with a service centre to taking a book out at the library. It could be making a payment, attending a movie or show, applying for a consent or paying your rates.

You can fill it out here in the Connect Newsletter, tear out the page and drop it in to a council facility.

The survey will only take a few minutes and it is your chance to make dealing with us better for you, your neighbour, friends, family and the community.



**Scan the QR code to complete the survey online.**



# Recycling and waste

Explore how Buller's recycling and waste system is working and what we do to improve our local waste and recycling management.

## Update



 **Illegal dumped rubbish on display**  
Photo by Buller District Council

## An ugly problem

**Our beautiful piece of paradise has an ugly problem that hides in ditches, at the end of gravel roads, piles up around public rubbish bins, and on our beaches – illegally dumped rubbish is trashing our district.**

To demonstrate the extent of the issue, 470 kg of illegally dumped rubbish collected by contractors at Shingle Beach and North Beach in Westport was displayed outside the Clocktower in January.

Illegal dumping has become a huge problem in Buller. From public litter bins being used to dispose of household waste, to large amounts of rubbish being dumped at the beach, in the bushes, tipped down cliffs, or along gravel roads.

The display aimed to outline the scale of the problem, create awareness and understanding of how much of an issue illegal dumping is. This was part of Council's summer illegal dumping campaign.

Whilst people may only dump one bag of rubbish somewhere, they are contributing to the larger issue by polluting the environment, ruining Buller's pristine landscape, and causing a cost to all ratepayers.

In the end the price to dispose illegally

dumped rubbish falls on Buller's rate payers. It costs \$1,053 NZD excl. GST to collect and dispose 470 kg of illegally dumped waste.

Key actions everyone can do to stop rubbish polluting our prestige environment are:

- Dispose of rubbish responsibly in a council rubbish bag, at the local transfer stations or landfills.
- Reduce your waste to decrease the volume of rubbish you generate.
- Recycle right so you do not need to dispose of recyclable materials as rubbish.
- If you see illegally dumped rubbish or somebody dumping illegally rubbish, contact Council.

Do your bit and help to stop illegal dumping.



**For more information go to [bullerdc.govt.nz/waste-and-recycling/illegal-dumping](https://bullerdc.govt.nz/waste-and-recycling/illegal-dumping)**

## What to do with old batteries, gas cylinders, flammable liquids, or ammunition?

Your black rubbish bag is not the place to dispose of any of these dangerous items.

Batteries and other dangerous goods in household rubbish can cause fires and damage equipment, infrastructure and harm people working around and with your rubbish.

So what to do with these items, if you can't put them in your rubbish bag?

- **Containers with flammable substances:** They need to be disposed of with an authorized company like Waste Management Ltd or Chemical Couriers. Get in touch with them.
- **Gas cylinders:** They are received at the Westport and Reefton Transfer Station for \$9.50 per cylinder.
- **Li-ion Ni-Cd, NiMh batteries:** They are received in through the Upcycle Programme at the Reefton, Westport, Karamea refuse and recycling stations, and Mitre 10.
- **Large car batteries:** They are received at Mitre 10, Richards Motors, and Sutherland Tyres.
- **Ammunitions:** Get in touch with the NZ Police or the NZ Defence Force for a safe disposal.

# Keep recycling right Buller

Council and Smart Environmental staff completed their last rounds in March checking people's recycling bins as part of council's effort over summer educating people how to recycle right.

The programme that has been running since December 2022 aimed to educate people in Buller how to recycle right to reduce recycling contamination.

After Council started the amount of contaminated recycling dropped by 13% compared with the previous month. At 19% contamination, this is the lowest level it has been since September 2021.

Staff has checked recycling bins in Westport, Carters Beach, Reefton and Waimangaroa. On average 29.9% of recycling in Buller ends up going to landfill instead of being recycling due to things like not being rinsed, bottles and jars with lids on, having food scraps stuck to it, or be mixed with items that cannot be recycled.



The programme involved recycling bins being checked and receiving a green, yellow, or red tag based on their compliance with the district's recycling guidelines.

The most common recycling errors are bottle lids being left on, and cardboard such as pizza boxes being mistaken for recycling. Cardboard that has contained food such as chips or pizza needs to go

into the rubbish.

In the long-term a low recycling contamination rate will benefit everyone since ratepayers' money pays to dispose of it as landfill. It is a collective effort, and you can do your part by recycling right.



**Check out [bullerdc.govt.nz/waste-and-recycling/](https://www.bullerdc.govt.nz/waste-and-recycling/) for what can and can't be recycled.**

## The Buller recycling and refuse system at a glance

The Buller district is divided into three zones. Each of these zones has specific refuse and recycling guidelines which you can find on Council's website.

Council provides recycling kerbside collection only in zone one.

You can find a link to our recycling calendar on our website to determine your collection day under [bullerdc.govt.nz/waste-and-recycling/collection-days/](https://www.bullerdc.govt.nz/waste-and-recycling/collection-days/).

If you live in zone one, place your wheelie bin and glass crate as close to the kerb as possible and clear of the footpath by 7:30am on your collection day.



Keep in mind that overfull glass crates are a safety hazard. You must ensure the glass is level with the top of the crate or it may not be picked up. Extra bottles can be taken to the transfer station for FREE.

Broken window glass can not go in the recycling bins or be disposed of at the transfer stations. Only glass bottles and jars are accepted as recycling once their lids are off. You need to dispose of broken window glass as refuse.

**Buller's recycling guide can be found on the Buller District Council website, as well as more information on recycling in the district.**



# Buller Recovery Roundup

Update

The Buller Flood Recovery Team is working with central government, local and national organisations to help you and our district to rebuild and recover after the 2021 and 2022 serious weather events.



 **Kawatiri dredge in Westport**  
Photo by Flood Recovery

## Essential infrastructure repair update

The following updates are on essential infrastructure repair projects covered by \$17.1 million in funding thanks to the National Emergency Management Agency.

### Shipping channel dredging

The Kawatiri Dredge started dredging the shipping channel on 18 January and finished this swing on 14 February. During that period, 29,350m<sup>3</sup> of gravel was removed.

The floods caused a build-up of debris and gravel/silt in the navigable part of the river and port. Approximately 240,000 m<sup>3</sup> of debris, gravel and silt needs to be removed to return the river to a state that it can be serviceable to the bulk carriers expected to be using the port in the future.

The dredge is working regularly in the river from its berth out to the dump site past the tipheads at the entrance to the river. The dredge is restricted in its ability to manoeuvre when dredging. Boaties are

asked to call on VHF radio channel 14 to seek permission and instruction for safe passing. All recreational and commercial boat users to keep well clear of the dredge to ensure that all river users are kept safe.

### Tiphead

More than 3,000 tonnes of rock was placed against the rock wall in the first few weeks of repair to the Eastern Tiphead. Work by Rosco Ltd got underway in mid January 2023, and is set to finish in March. The work will reinforce the Tiphead itself as well as the road on it. The Tiphead was breached



 **Rocks at eastern Tiphead**  
Photo by Flood Recovery

and overtopped in the floods, undermining the groyne by removing supporting rocks and base infill. Without this repair work, the road and Tiphead risk being compromised in another severe weather event.

### Betterment – Coates Street

Buller District Council is close to completing crucial investigation and design work ahead of construction of stormwater improvements for the Coates Street area in Westport. This work is a betterment project – one of those that have been identified as benefitting from betterment whilst carrying out the overall 3 Waters essential repair programme. The betterment improvement to the stormwater system is intended to minimise stormwater accumulating in the Coates Street area. Site investigations have taken place and a concept plan has been designed. Detailed design is underway ahead of the start of works.



You can find out more at [bullerrecovery.org.nz](http://bullerrecovery.org.nz).

## Farewell from social recovery

After 18 months of operation, and co-operation, the community and social side of Flood Recovery has come to an end.

With over 3,500 visitors to the Hub, 251 households using the Navigator Service, 7,500 Community Kitchen meals and dozens of community events, it has been a privilege to walk alongside our community as we recovered from the July 2021 flooding event, and the subsequent February 2022 floods.

While many homes are repaired or close to repair, emotional and social recovery from natural disasters can take time, and for some, the prolonged stress of

rebuilding, and recovery has taken its toll on their well-being and ability to cope.

Our existing community support systems and health sector are still there to support you, including the West Coast Primary Health Organisation and the new and free counselling service for people impacted by the July flood, operated by Homebuilders West Coast.

It's not easy recovering from natural disasters and adapting to climate change — our community knows that from personal experience. But if we support each other, reach out when we need help and adapt together, we can overcome these challenges and once again thrive.



For more information on support, you can visit [bullerrecovery.org.nz](http://bullerrecovery.org.nz) and Buller Flood Recovery fb page.



**BULLER RECOVERY**

Te Kahiu Whakaora Kino Taiao o Kawatiri

## The West Coast Primary Health Organisation

**What is the PHO? The West Coast Primary Health Organisation is a not-for-profit community trust that plans, co-ordinates, funds, and provides primary health care for West Coasters..**

Did you know that if you are a patient at Buller Health, Reefton Health or Coast Medical then you can ask for a referral to see a free counsellor?

The West Coast PHO offers a Brief Intervention Counselling service for youth aged 12+ and for adults. The service is free and confidential and can help people struggling with issues like mild to moderate depression and anxiety, coping with stress, dealing with change or life challenges, or who just want to increase their resilience or satisfaction with life.

The PHO has two experienced mental health clinicians based in Westport; Patricia and Gary who work out of the PHO office on Palmerston Street.

The easiest way for an adult to get an appointment is through your local GP.

Youth can self-refer to the programme by completing a self-referral form on our website [www.westcoastpho.org.nz](http://www.westcoastpho.org.nz)

The PHO offers several other services including Health Coaching and Health Navigation.



West Coast  
Te Tai o Poutini  
Primary Health Organisation

## Wharf repairs

The Buller District Council owns wharf assets over approximately 1.3km alongside the Buller River. Both the Kawatiri and ex-Holcim wharfs were badly damaged in 2021 and 2022 flooding events, causing visible subsidence and holes, along with underlying structural damage.

The overall repair strategy, design and approvals are scheduled to be complete in the first half of this year, with physical repair work forecast to commence in Autumn 2023, taking approximately a year to complete. Repairs will enable bulk shipping vessels and the Council's dredge to continue to use the port.

KiwiRail is removing its old sheds adjacent to the Kawatiri wharf as the buildings have been deemed unsafe. The work is expected to take about two months and will be completed by about mid to late April.

Up until late last year, the building was leased from KiwiRail by the Railway Preservation Society and the Buller Cricket Association. The Preservation Society has since found homes for most of its machinery and artefacts in other local locations. The structure was originally a storage facility for freight coming onto and leaving the rail network. The company removing the buildings will retrieve and recycle what they can.

The removal of the sheds will allow better access to the Kawatiri Wharf for essential repairs, including reinstating a badly damaged retaining wall below the wharf.



KiwiRail sheds  
Photo by Flood Recovery

# Around the Buller District

Local news

There is a lot happening in our district. Find out how Council supports the amazing initiatives, people, projects and organisations in Buller and how you can work with us shaping our district.

## New library website goes live

Buller District Council's new Library website went live in March, giving the Buller District Libraries a long-needed own online presence.

The new library website will be an one-stop-shop for Westport and Reefton library users, who can now find all library information, events, updates, and important links from one dedicated website.

The new website incorporates the information that was previously hosted on the Kotui catalogue website and council's website.

Council's communications team and IT staff have created the new library website in partnership with a software development company over the last three months.

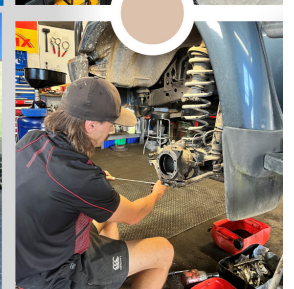
The new website integrates the library logo, has a modern look and feel, and focuses on the end user and their needs. The result is a beautiful contemporary look, easy to locate information, online forms, a search option that allows users to search the website or the libraries book collection, and features upcoming library events.

The new website is hosted on the same system as the council's website and was designed to comply with high security and accessibility standards.

The new library website serves library users as an online portal to Buller District's libraries and provides a better service to the community.



The new library website can be found at [bullerlibraries.nz](http://bullerlibraries.nz)



## MTFJ helping Buller's youth

**Mayors Taskforce for Jobs (MTFJ) is supporting young people in Buller grabbing the opportunity to get into work or training.**

This year, Ruby Erikson joined the team as the pastoral care support person, who connects and helps young job seekers with their journey.

MTFJ coordinator Julie Moore and Ruby visited Karamea and Reefton and made some good connections with workplaces in these areas. Reefton has many job opportunities in different industries.

The team visited the Westlands Inspire to Aspire careers and youth event in February, which was a hive of activity.

Ruby and Julie met with the MTFJ Programme Manager - Emma Anderson, MTFJ Programme Coordinator - Rinette Kradenburg and Nicola Anderson - manager for corporate and industry partnerships. It was great to have them on the coast and get a better understanding of the local area.

The team set up an information stand at

the Inzone Careers Coach roadshow in Reefton. People of all different ages came along to check out the careers coach and the team got to talk and connect with people in the area.

The first cohort of YEP (youth employability programme) should be starting in the next few weeks. This course provides youth with training and skills to become employable.

**“It's great to be able to support local businesses and young people into work.” says Julie Moore.**

A driving simulator has been purchased and will arrive in March, which is very exciting. This transportable simulator was partially funded by MTFJ and can be transported to all corners of the district like Reefton and Karamea.

# Customer Satisfaction Survey

Your  
opinion  
matters

Q1. In the last 12 months, which, if any, of the following have you done with Buller District Council? (Please select all that apply)

- Made a payment, an enquiry or sought information.
- Applied for a consent or licence (e.g. building consent, resource consent, alcohol licence etc).
- Made a complaint about a compliance matter (e.g. unreasonable noise, unconsented activities etc).
- Reported an issue or made a complaint about a service provided by Council.
- Attended a movie, show or event.
- Used a library service or attended a library event.
- Other (please specify)

Q2. Please rate the customer service you received?

Poor Excellent  
0 1 2 3 4 5 6 7 8 9 10

Q3. Based on your experiences of customer service from Council, what would you say Council does well?

Q4. What could Council do to improve customer service?

Q5. Did you feel that your matter was dealt with in an acceptable timeframe?

- Yes  No It's still going on  NA

Q6. Do you have any other comments/feedback/suggestions on Council's customer service ?

Q7. Have you visited Council's upgraded website.

- Yes  No

Q8. If yes, what purpose did you use it for?

Q9. Did you find it easy to navigate?

- Yes  No

Q10. Council publishes a 'Connect' newsletter four times per year. Have you received this regularly and do you read it?

- Yes, I receive and read it  
 Yes, I receive it but don't read it  
 No, I don't receive it

Q11. How satisfied are you with the level of information you receive from Council?

Very dissatisfied Very satisfied  
0 1 2 3 4 5 6 7 8 9 10

Q12. Do you think Council engages with you on important issues?

Very poorly Very well  
0 1 2 3 4 5 6 7 8 9 10

Q13. Do you have any other comments/feedback suggestions on the level of information and consultation Council provides?

Q14. What is the best way for Council to communicate with you?

- Email  Facebook  In person  Telephone  
 Website  Letter/Regular Post  Other (Please specify)

Q15. Which area of Buller do you live in?

- Inangahua Ward  Seddon Ward  
 Westport Ward  I dont live in Buller

Q16. Which of the following ethnic groups do you identify with?

- NZ European / Pakeha  NZ Māori Pacific Islander  
 Chinese  Other European  
 Indian  African  
 Other (Please specify)

Q17. Which of the following age groups do you belong to ?

- 15-  16 to 25  26 to 35  
 36 to 45  46 to 65  65+



If you wish to enter the draw for the prizes and/or sign up to receive our Connect Newsletter via email, please provide your name and email address below. Please note that your personal details will not be used to identify your responses and will not be used for any purposes other than to contact the winners of the prize draw/send you Connect.

Name:

Email address:

# Community and Council notices

## Water notices

### Water supplies

Council would like to remind consumers to flush their taps with a mugful of water in the morning prior to use. This applies to all supplies including rainwater. Visit Council's website 'water - plumbosolvency' for details.

There are different levels of water treatment in Buller. The Cape Foulwind water supply (Wilson's Lead Road and Bulls Rd) is a stock supply not intended for human use. A permanent boil water notice applies for Little Wanganui Subdivision, Mokihinui, Ngakawau/Hector, South Granity and Waimangaroa. Reefton is on a permanent precautionary boil water notice. For more information contact Council or your local water supplier for Ngakawau/Hector and south Granity.



**You can sign up to Council's email list and receive key information about your local water supply under [bullerdc.govt.nz/do-it-online/water-supply-update-sign-up/](https://bullerdc.govt.nz/do-it-online/water-supply-update-sign-up/)**

### Wastewater

Council operates sewerage treatment in Little Wanganui, Reefton and Westport.

Please don't flush any wipes, including those labelled as flushable or paper towels into the toilet.

People who have a connection to the Orowaiti sewerage scheme are reminded that they should no longer be using septic tanks and should be connected to the reticulation.



**For more details contact Council or visit [bullerdc.govt.nz/infrastructure/wastewater](https://bullerdc.govt.nz/infrastructure/wastewater)**

### Stormwater

Please consider stormwater and wastewater separation. Storm water that enters the sewer must be treated as sewerage. This can cause sewer capacity problems during prolonged and heavy rain.

The majority of the stormwater is discharged untreated into the district's rivers. Please consider this when discharging fluids into the stormwater system. If you wouldn't want to swim in it, it shouldn't be going into the stormwater and needs to be disposed off as wastewater.



**For more details contact Council or visit [bullerdc.govt.nz/infrastructure/stormwater](https://bullerdc.govt.nz/infrastructure/stormwater)**

## Meetings

March to July 2023

All meetings will be livestreamed to Council's Youtube channel Buller District Council. The 2023 meeting calendar can be found at [bullerdc.govt.nz/your-council/meetings/](https://bullerdc.govt.nz/your-council/meetings/).

### Ordinary Council Meeting

- 29 March, 3:30pm
- 26 April, 3:30pm
- 31 May, 3:30pm
- 28 June, 3:30pm
- 26 July, 3:30pm

### Community, Environment and Services Committee

- 15 March, 3:30pm
- 17 May, 3:30pm
- 12 July, 3:30pm

### Inangahua Community Board

- 4 April, 5pm
- 6 June, 5pm

### Risk and Audit Committee

- 22 March, 3:30pm
- 19 April, 3:30pm
- 24 May, 3:30pm
- 21 June, 3:30pm
- 19 July, 3:30pm

### Regulatory and Hearings Committee

- 15 March, 5pm

If you would like to join the meeting, have any questions regarding these meetings, or would like to address Council during the public forum part of the meeting please contact:

#### Governance Assistant

**Email** [governance.assistant@bdc.govt.nz](mailto:governance.assistant@bdc.govt.nz) or  
**Phone** 0800 807 239

#### Westport office

6-8 Brougham Street, PO Box 21,  
Westport 7866, New Zealand

**Freephone** 0800 807 239  
**Phone** 03 788 9111

#### Reefton Visitor and Service Centre

67-69 Broadway, PO Box 75,  
Reefton 7851, New Zealand

**Phone** 03 732 8821  
**Phone** 03 732 8391

24 hr Noise and Animal Control Services  
**Phone** 03 788 9115

After hours Operations emergencies  
**Phone** 03 788 9119 Westport,  
or 03 732 8821 Reefton



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