

*them involved in planning and direction setting. DOC should put energy into promoting use, then focus energy on those who use conservation lands for direction setting.*

There was a common view that it was better for DOC to target its consultation to key stakeholders and to ensure all these stakeholders have equal access to the process.

A number of interviewees reiterated the importance of the NPMP review process providing opportunities for DOC to work collaboratively with all stakeholders and to bring interest groups together. One stakeholder suggested that DOC have a list of groups to consult with to ensure everyone is aware of the process:

*We just happened to see the NPMP advertised, it was already locked in ... It would be good to have a template for every consultation—'here are the stakeholders and this is how we do it'—so we don't find out by accident there is a plan underway. A partnership process ... should have a list of people you will contact as part of the plan review.*

It was also considered important for DOC to realise that key stakeholders in an area will change and evolve over time and that it is always important to look for new and emerging groups. One DOC staff member, for example, told how there was less interest in a recent NPMP review process from tramping clubs, but that the Women's Institute and a four-wheel-drive group had got involved.

The role of Māori in DOC's planning processes was raised by a number of interviewees. They commented on the importance of section 4 of the Conservation Act being reflected in management planning, and the difference between stakeholder consultation and partnership. These interviewees held the view that Māori are not stakeholders but should be seen as partners in the planning process, including in decision-making. As partners, they are therefore less likely to make a formal written submission:

*As iwi we are not part of the public and we are not a stakeholder. We are a partner.*

*As iwi, we are involved right from the start, face-to-face meetings.*

*A natural tension there—how section 4 of the Conservation Act is reflected in management planning ... section 4 is the key, should be integrated throughout the plan.*

## 6. Applying the evaluation criteria to the survey and interview results

The objectives of this study were to look at the barriers and opportunities for effective public participation in the review of National Park management plans, and make recommendations to improve DOC's practice of involving the public in this statutory planning process. To enable effective participation, it was concluded that a review process needs to incorporate the suite of principles for public participation discussed in Section 2. In this section, the nine evaluation criteria developed in Section 2—representativeness, influence, purpose and decision-making, timeliness, early involvement, feedback, information, effective forums, and enabling process—are applied to the findings from the survey of submitters, interviews with key informants, and our understanding of the processes followed. Where appropriate, the discussion will compare these findings to those from previous studies.

### 6.1 REPRESENTATIVENESS

**Public participation must involve a broadly representative sample of the affected public. This means that all parties with an interest in the issues and outcomes of the process are involved throughout the process. A sound process ensures that the full spectrum of the public's opinions and values is exposed.**

James (1990) distinguished between two types of representation: **demographic representation** (which relates to the patterns of age, sex, ethnicity, etc., observed in the public at large and the extent to which these are reflected in the people involved in the consultation process) and **interest representation** (which relates to how adequately the various interests groups involved with a particular park and affected by any decisions are included in the consultation process).

In terms of demographic representation, this study found that survey respondents were predominantly European, older (with nearly two-thirds being aged 50 years and over), and male (about three-quarters). Women, younger people, and other ethnic groups were significantly under-represented. The survey found that, in relation to interest representation, outdoor recreation groups were the largest group type represented by both organisations and individuals (40%), with environmental and business interest representation being much smaller (about 12% and 16%, respectively).

Staff and stakeholders generally agreed that the consultation processes employed by DOC could best be described as stakeholder consultation, rather than general public consultation. Best practice information within DOC also seems to focus on stakeholder consultation. Stakeholder consultation was largely supported by the stakeholder interviewees who generally argued that consultation on NPMPs should be targeted at key stakeholders, not the 'general public', and that it would be difficult for the 'general public' to engage in the process. They argued that, as stakeholders, they were more likely to have the skills, expertise, and resources to

participate in the planning processes. It is important for DOC to recognise that stakeholders change over time—new ones emerge, old ones fade. Without some form of public input, new stakeholders are unlikely to be identified. In addition, there will be people who may never use a national park, but who value these areas for what they represent, and be interested in their management. As part of each review process, DOC will need to identify new and emerging groups.

It is notable that Māori interests seem under-represented at the formal submissions stage. This does not necessarily mean that there is no Māori involvement in DOC's statutory planning processes. In each of the review processes, DOC appeared to consult with Māori early on in the process and throughout the review. It may be that Māori are satisfied with the direct consultation occurring throughout the process, or it may be that the submission procedures discourage Māori (Heatley 2007). Based on comments by some of the interviewees, Māori consider their role in the process as partner, and not stakeholder or general public. This issue requires further investigation by DOC, as it may affect the way people perceive influences on DOC's statutory planning processes.

The findings from the study suggest that DOC's consultation processes are not demographically representative, and all interests are not sufficiently represented. They indicate that DOC needs to decide at what level it aims to have demographic representation, and it will need to focus on improving its interest representation. A narrow participant base may lead to inadvertent favouritism (James 1990), with those groups or stakeholders that are knowledgeable about political processes and decision-making, and organised and articulate, predictably having an advantage over others. Ensuring that there is broad representation will help to reduce the potential for unequal influence. As DOC begins an intensive period of CMS reviews, having adequate public and interest representation will become increasingly relevant, as the next generation of CMSs places particular emphasis on understanding the wide range of values that exist for conservation areas.

## 6.2 INFLUENCE

**Issues of concern to the public, and relevant to the decision at hand, must be taken into account in reaching a decision. Public input is used in the development and evaluation of options and public contribution has a genuine impact on the decision. It is important to ensure that stakeholder and public participation is, as much as possible, on an equal basis with that of administrative officials and technical experts (within legal constraints).**

When survey respondents and interviewees were asked about perceived bias in draft management plans, the survey results show a fairly even division of responses between those having a neutral view, those who stated that the plan was unbalanced, and those who believed the plan to be balanced. Without being conclusive, the findings suggest that there is at least some perception of bias in the process. Similarly, when asked to identify strengths and weaknesses of the process overall, similar proportions of respondents and interviewees thought the open and accessible process was a strength (12%), while political interference was seen as a weakness (9%). About one-tenth of respondents recommended that, as an improvement, the process should be more open with less political interference.

The written submission was by far the preferred way to participate, as participants recognised that written submissions were the formal statutory input into the process and therefore the main way to have influence. This perception is likely linked to what survey respondents and interviewees believed was insufficient demonstration by DOC that people's views obtained in the pre-drafting stages of the process were considered and (where relevant) reflected in the draft plan.

The findings from the survey and interviews suggest that whilst there was some sense of unequal participation and influence in the management planning processes, this seemed to be associated more with the lack of feedback (examined further below) provided, so that participants did not know whether or how their input had been applied. Lack of feedback may well breed 'conspiracy theories'.

Heatley (2007) questioned whether DOC should be in the business of conflict resolution as a result of public input into plan reviews. Conflict can be managed more effectively with appropriate planning for public participation and identifying appropriate values early in the review process (IAP2 2006). Resource management is inherently complex and there will always be conflicting interests. Early consultation should help identify the range of values early in the process. Unequal influence can be reduced by a process that is transparent, and in which each participant is clear about the objective of their input.

### 6.3 PURPOSE AND DECISION-MAKING

**The participation process must be driven by a shared purpose amongst the participants and with the nature and scope of the participation task clearly defined. This includes ensuring that the process is transparent so that the public can see what is going on and how decisions are being made. Procedural ground rules and roles of the participants should be clearly defined.**

There are three levels to which the concept of purpose applies in this study. The first of these is the purpose of having public involvement in DOC's management planning processes, as required statutorily. A second level of purpose relates to the function of a particular management plan, i.e. the purpose of a NPMP compared with that of a CMS or general policy. The third level of purpose refers to each time a review process is conducted: what are the decisions in this plan which require public input and how will the public contribution be considered?

The principal basis for public involvement in DOC's management planning is to meet the minimum statutory and policy requirements of the Conservation and National Parks Acts. There are, however, many reasons why DOC expects the public to be involved in the review of management plans, for example:

- DOC manages public conservation lands on behalf of the public
- It is important to get the best information from the community
- DOC needs to hear new ways of looking at an issue, by listening to community perspectives
- DOC wants to hear a wide range of perspectives
- DOC wants its plans to be accurate and relevant
- DOC wants to run an efficient process (DOC & NZCA 2006: 6).

Having such a range of explicit and implicit drivers for involving the public can be difficult (Heatley 2007). The overarching driver should be how the statutory planning processes (and associated public consultation) contribute to improved plans and thereby better conservation outcomes.

A number of the interviewees questioned whether ‘management plan’ was the correct term for a NPMP and described it as more of a strategic document. There was also a common feeling that there were too many plans, with a lot of the detail in NPMPs repeated in CMSs and the general policies. The function of each plan or strategy under consultation needs to be made more explicit, and this is likely to become a bigger issue as DOC embarks on its next generation of CMS reviews. The Department of Conservation should ensure that each level of a planning document accurately reflects its purpose. Participants in the process expect to submit on meaningful information and, equally, the management planning process is the only statutory opportunity for the public to have input.

There was wide agreement that NPMPs need to be reviewed regularly to reflect changing values and demands and that the public needs to have an opportunity to contribute to this process. It is essential for DOC to establish clear parameters around the purpose for seeking public input—what is in and what is out of scope, and how the public’s input will be used in drafting the plan. The findings from the interviews particularly highlighted that there is variability in the ‘promise’ that is made to participants in the process and the role of public input in decision making; for example, some DOC staff and stakeholders argued that where agreement has been reached during a public consultation process, neither DOC nor the Conservation Board, or the NZCA, should be able to change the outcome. Unclear and/or unrealistic expectations of the role of public input into the planning processes are likely to lead to participants being less willing to contribute in the future and a sense of ‘being cheated’.

It is important that DOC staff clearly consider the purpose of the consultation prior to each NPMP consultation. The definition for consultation in the general policies (Section 1.1) and the promises described in the IAP2 Public Participation Spectrum (Section 2.3) provide useful guidance to help identify and explain the purpose of public input.

While not discussed in detail during the interviews, there appeared to be some issues around the clarity of the decision-making path, and how Conservation Boards and the NZCA are involved in the process. The way boards participated in the public consultation phase varied, and there appeared to be inconsistent understanding of the multiple statutory functions boards carry out in NPMP reviews (National Parks Act s46–47). Fact sheets to assist staff, boards, and the public in understanding the role of a Conservation Board in CMP, CMS, and NPMP reviews (DOC 2008) have recently been released by DOC. This information was not available during the NPMP reviews considered in this study. These fact sheets may go some way to achieving better clarity of DOC’s decision-making processes, and public consultation processes altogether.

## 6.4 TIMELINESS

**Realistic milestones and deadlines must be managed throughout the consultation process. It is also important to allow sufficient time for meaningful consultation with iwi.**

Both survey respondents and interviewees commented on the length of the review processes, with the length of time it takes for a plan to be finalised being seen as a significant weakness. This criticism is accentuated by people not receiving updates during the process, or feedback on how their submission was used. The slow process and lack of feedback is likely to result in people losing interest, and not bothering to participate in subsequent review processes. The public involvement component concludes for the majority of participants when their written submission has been put forward, or following the hearing for some. It may be difficult for participants to understand the lengthy time frames involved in these processes, particularly when they are not sent updates.

The concern about the length of review processes is confirmed by the timeline for the NPMP review processes assessed for this study, which highlight the lengthiness of the process, as shown in Table 13. The shortest NPMP took over 3 years to be approved, and two of the case-study plans are still awaiting completion. The periods between suggestions closing and the draft plan being notified, and the closing of the written submission to the plan being approved, are generally when the time delays occur.

Associated with the lengthiness of the review processes is the issue of relevancy. At the time of this study, four national park plans had been in place for more than 10 years. The Whanganui NPMP had been in place for 8 years. The Fiordland NPMP, approved in 2006, replaced a plan that had been in place for 16 years. These delays call into question the timeliness, effectiveness, and purpose of the whole process (Heatley 2007).

While still allowing sufficient time for people to be able to participate effectively, more effort needs to be made by DOC to ensure that the review processes do not drag on, as they sometimes take as much time as the life of the plan itself. It is essential that the time periods for national park plan reviews are reduced, and two areas where improvements can be made are in increasing resources in this work area and introducing legislative timeframes.

TABLE 13. TIMELINE OF FIVE NATIONAL PARK (NP) AND ONE FOREST PARK (FP) MANAGEMENT PLAN REVIEWS.

PLAN	NOTIFIED (1)— INTENTION TO REVIEW → SUGGESTIONS CLOSING	SUGGESTIONS CLOSING → NOTIFIED (2)— DRAFT PLAN	NOTIFIED (2)— DRAFT PALN → SUBMISSIONS CLOSE	SUBMISSIONS CLOSED → HEARINGS	HEARINGS → PLAN APPROVED	TOTAL PERIOD
Tongariro N.P.	2 months	9 months	2 months	2 months	41 months	4 years, 8 months
Whanganui N.P.	2 months	35 months	2 months	2 months	19 months+	> 5 years
Arthur's Pass N.P.	2 months	18 months	2 months	3 months	22 months	3 years, 11 months
Fiordland N.P.		42 months	3 months		52 months	8 years
Abel Tasman N.P.	1 month	9 months	4 months	3 months	28 months	3 years, 7 months
Kaimanawa F.P.			3 months	1 month	14 months	1 year, 6 months

The length of time it takes for an NPMP to be finalised was often attributed to a lack of planning resources within DOC and the low priority given to planning. The Department of Conservation will need to ensure that this work area gets a higher priority and the necessary resources.

The National Parks Act prescribes only one statutory timeframe for the review of an NPMP, which is a minimum period of 2 months for seeking written submissions. Improved resourcing in DOC should be complemented by amending the National Parks Act requirements for management plan reviews to include a prescriptive time period for these reviews. This could reflect the requirements for CMSs and CMPs in the Conservation Act, which prescribes a period of 8 months from the date of notifying a draft plan to its going to the Conservation Board (this includes a minimum of 40 working days for written submissions). The Conservation Board then has 6 months to consider the draft CMS before sending it to the NZCA. Any extension to these timeframes needs to be approved by the Minister of Conservation. Having a statutory timeframe should ensure that comprehensive and inclusive early consultation takes place, so that the timeframes can be met and not be hampered by unexpected or unforeseen issues raised by the public. However, any statutory timeframe should not be used as an excuse to avoid comprehensive consultation for fear that this takes too long.

## 6.5 EARLY INVOLVEMENT

**The public must be involved early and its involvement must be maintained throughout the planning process.**

Early, informal consultation with stakeholders was highly valued by those interviewed and surveyed, as it provided an opportunity for DOC and stakeholders to build relationships and address any potential issues and problems before the formal planning process began.

Survey results show that 48% of those surveyed provided feedback or suggestions to DOC at the initial (consultation) stage of the review, while about two-thirds received some form of initial information. Meetings were less used, with only 24% attending a public or interest group meeting at this stage, although these were generally considered to be helpful. There is potential for DOC to proactively engage with the public at this early stage of the process.

Early involvement should also assist with the issue of timeliness raised above. The better prepared and more proactive DOC is in seeking public input and understanding the range of values affected by the management plan, the less likely it is that there will be delays in the process caused by conflicts that could have been foreseen and avoided.

At the same time, DOC will need to demonstrate that it has considered public input at the pre-consultation stage. The public also needs to be reminded that, irrespective of whether it was involved in the early consultation phases, its members should still submit a written submission (including where they are in support of interventions).

## 6.6 FEEDBACK

### **The public participation process communicates to participants how their input affected the decision, and how the process is progressing.**

Concern about the lack of feedback came through strongly in both the survey and from the interviews. Feedback sought by respondents and interviewees included receiving regular feedback during the process, being notified about how the submissions were considered and how the final decisions were made. The concern about lack of feedback was exacerbated by the lengthiness of the review processes.

More than half (55%) of survey respondents said they had not received feedback on their submission. Of those who had received feedback, 40% considered it to be useful and, importantly, most of those who had not received written feedback on their submission (70%) said that they would have found it useful. There was a lot of variation in feedback between the plans—nearly all Arthur's Pass submitters (92%) reported having received feedback, this proportion was 68% for Fiordland, and 44% for Tongariro. Formal feedback had not been provided to Abel Tasman and Whanganui submitters at the time of our survey. The fairly low response for Tongariro may be due to difficulties of respondents recollecting whether they had received feedback, as the review process was completed some time ago.

The issue of at which stage during the process DOC should provide feedback about how submissions were considered was raised in the interviews, particularly as there is no legislative guidance for this. Some of the interviewees asked for feedback prior to the hearing. The National Park Act (s47) does require that, when DOC sends the draft plan to the conservation board, it also includes a summary of submissions and how public contributions were considered. The practice of providing feedback appears to be quite variable. If a conservancy waits until a plan has been approved by the NZCA before providing feedback to submitters, this can be months, if not years, after the public contribution component of the process has been completed (see Table 12). For the Arthur's Pass management plan review, the conservancy sent feedback to submitters at the time the plan was submitted to the Conservation Board. This was commented on favourably by interviewees.

The lack of feedback was already identified as a concern in previous studies looking at DOC's consultation processes (James 1990; Airey 1996; DOC 1998). James' (1990) investigation of public participation in DOC's management planning in particular found that participants were dissatisfied with the lack of feedback after they had made submissions. James strongly argued that '**poor feedback, probably more than any other factor, influences submission-makers to judge their participation experience negatively**' (James 1990: 39) and recommended that adequate feedback should be provided to participants after submissions have been received.

The lack of feedback (and the lengthiness of the review processes) requires urgent attention by DOC. As there is plenty of best practice guidance available to staff (DOC & NZCA 2004a, b; IAP2 2006; OCVS 2008), it is not suggested that a legislative change is required at this stage. Feedback should be provided regularly (but within reason) throughout the process. Participants should be asked how and what kind of feedback they would like. Providing updates on progress on

DOC's website may be a useful tool, but this will need to be accompanied by direct contact with the participants in the process (by email or letter), as the survey findings show that participants respond well to direct contact. As there tends to be a considerable delay following the conclusion of public participation and the plan being approved, it would be useful to send submitters a summary of the key issues raised in the submissions, and how the draft plan was amended by DOC to reflect public submissions and opinion. As this information is provided when DOC presents the draft plan to the Conservation Board, this should not be a significant burden on DOC staff. It will be important for DOC to encourage consistency of approach by all conservancies. When a plan is approved, participants in the review process should be notified, as is already the case with CMS reviews. It is therefore recommended that the DOC amends its CMS Best Practice Manual (refer Section 2.1.2) to incorporate guidance for NPMP reviews, and that two stages of feedback to participants are included: a summary of the key issues raised and DOC's responses at the time the draft NPMP is sent to the conservation board, and a short note when the NPMP is approved.

## 6.7 INFORMATION

**Participants have the information they need to participate in a meaningful way. High-quality and understandable information is available.**

Information is provided by conservancies to the public at various stages of the planning process. This includes the minimum statutory requirement of a public notice in newspapers that DOC is intending to review a national park plan, and a second public notice stating that the draft plan is available for written submissions. Information provision at the pre-draft stage is variable; some conservancies make summary information available about the process and/or the key issues, while others prepare a discussion document. Conservancies then decide how many and what kind of public meetings to hold. This decision seems to relate generally to the quality of public relations and the level of resourcing in conservancies, and the types of issues involved (e.g. local, national).

Overall, those who currently participate in the NPMP process find the amount and type of information provided to be satisfactory. The majority of respondents and interviewees considered that the draft plan contained sufficient information to enable them to write a submission.

Many respondents became involved in the review process through membership of a group or club, after receiving a hard copy of a public notice directly from DOC, or after seeing a public notice in a newspaper or other publication (see Fig. 12). Only 5% saw a notice on the DOC website. In addition to the information provided, the majority of respondents used personal experience as a key source of information in the formal submission phase. There appear to be opportunities here for DOC to increase public involvement in the planning processes by building relationships with a wider range of clubs and organisations, and by increasing public involvement in conservation.

Interviewees in particular noted that it would be helpful to know how proposed changes differ from what is in the previous NPMP. Providing a summary of proposed changes provides DOC with an opportunity to highlight its achievements during the preceding 10 years, and to validate the course of action it is promoting in the new plan.

There are numerous resources available to DOC to assist with ‘fitting’ information to particular audiences; for example, the best practice material discussed in Section 2.1.2, DOC’s own expert staff, IAP2 resources (IAP2 2006), and government engagement guidance provided by the Office for the Community and Voluntary Sector (OCVS 2008). The way that DOC communicates with the public will increasingly depend on its understanding of its audience, especially if public representation is broadened. New approaches may be required. Improved communication will require effective communication planning, and communication styles appropriate to the various stages of the review process. For example, at an early stage of participation, the goal may be to provide the public with balanced and objective information to assist it in understanding an issue. At the end of a consultation process, people will need to be informed about how and why their input affected the end result, and what will happen now. It is important that the communication goal is clearly understood.

## 6.8 EFFECTIVE FORUMS

**To enable effective participation, a variety of techniques for giving and receiving information must be used, including face-to-face discussion between parties.**

The statutory planning process requires DOC to provide an opportunity for members of the public to provide written submissions and that, where possible, to also make hearings available. The ways to make public participation effective are generally prescribed through DOC’s best practice guidelines (DOC & NZCA 2004a, b). Meetings are organised at the pre-draft stage, and formal consultation once the draft is released. These vary from one-on-one meetings, to targeted stakeholder meetings, and public meetings targeted at the general public.

Both survey respondents and interviewees strongly supported submission-making as the primary method of participation in national park management planning and said that they had had adequate opportunity for involvement. However, both groups also favoured early consultation and meetings between DOC staff and members of the general public and interested groups. About one-fifth of survey respondents attended either a pre-draft meeting or a meeting on the draft itself, with the majority saying they found these meetings helpful. Barriers to attending included location, not knowing about the meeting, the time or date being unsuitable, or there not being a meeting available. Interviewees commented that ‘public’ meetings seemed to be about stakeholder consultation, rather than being true public forums. This is reflected in DOC’s best practice guidelines, which provide a list of participants that should be consulted as the norm; this does not include the general public (DOC & NZCA 2004a, b). Interviewees requested both targeted group workshops as well as meetings with a range of interests represented. There did not appear to be a strong demand for general public meetings; rather, interest-based group meetings would seem to be more useful. However, this view may reflect the point that those involved in the research were already partaking in the process, and that views of non-participants may be different.

Greater clarity about the purpose of hearings and what is expected of submitters is required. This study found that there is confusion about the purpose of hearings—whether they are only for submitters to read their submissions at, or whether they

are a forum for wider discussion. The approach to hearings does appear to vary across DOC, with some conservancies using them as an opportunity to further discuss particular issues, while other conservancies constrain contributions to participants presenting their written submission verbally.

If DOC is going to invest time and resources in meeting with the public, and to ensure that all participants can contribute effectively, it is important that the purpose of each meeting and forum is clear and that all attendees can participate equally and effectively. Interviewees made the point very strongly that for forums to be effective the right people must be involved, and they advocated a team approach. In addition to the planner (who generally runs the consultation process), DOC should ensure that other staff are also actively involved when undertaking public consultation. Staff with a range of skills, for example, experienced facilitators, community engagement staff, technical staff, and planning experts, should also be involved.

## 6.9 ENABLING PROCESS

**The process for public participation enables those people and groups potentially affected by or interested in a decision to be identified, and facilitates their involvement in the consultation process. It seeks input from participants in deciding how they participate (within the legislative boundaries). The process provides for equal and balanced opportunities for all parties to participate effectively. The participation process is conducted in an independent, unbiased way.**

The majority of survey respondents said that they had adequate opportunity for involvement, and there was strong support for more participation at the early consultation phase. People valued discussion with DOC and other interests together, as well as discussions directly with DOC. The majority of respondents considered that the draft plans contained sufficient information to enable them to make a submission. Overall, the process was seen to be open and accessible, with opportunities for public and/or consultation meetings.

There may be an issue with resource accessibility. Both survey and interview respondents commented on access to meetings and/or hearings being restricted because of unsuitable locations or times.

While the process appears to be reasonably enabling for the cohort of people who currently participate, the findings of our study suggest that it may not be enabling for the wider population, and that there is room for improvement in this area. For example, at the beginning of a review process, DOC should seek input from stakeholders on how they wish to participate. This will also help to identify the types of resources, including information, that are required to allow participants to be involved effectively.

## 7. Conclusions and recommendations

This study looked at the processes for public involvement in DOC's national park management planning processes and their effectiveness. It needs to be remembered that public participation is not an end in itself but, rather, a means to an end. Its purpose should be to ensure that DOC, as the decision maker, is fully informed and that DOC's statutory planning processes lead to improved conservation outcomes, in the widest sense. Effective public participation provides a means for including the public's values into decisions that affect it, and enables meaningful input into the decision process.

### 7.1 FRAMEWORK FOR PUBLIC PARTICIPATION

This study developed from the definition for consultation in the general policies (Section 1.1). This definition clearly sets the parameters for the role of public input into DOC's statutory management plans. It requires DOC to actively seek advice, allowing sufficient information and time. This consultation involves ongoing dialogue; it is not a one-off occurrence. The purpose for public input is also clearly stated:

*... it does not necessarily mean acceptance of those views, but it enables informed decision-making by having regard to those views.*

To aid with the planning for, and carrying out, of an effective public process, the IAP2 participation spectrum was considered to be relevant to DOC's statutory management plan review process (Section 2.3.1). This spectrum provides a platform on which to consider the purpose for and type of public input sought. The different stages of the spectrum reflect different purposes for seeking public input, and the approaches used vary depending on the stage and purpose. The application of the IAP2 spectrum to DOC's work is further explored in the *Engagement Story Report* (DOC 2010).

The development and application of the nine evaluation criteria (which incorporated the general policies' definition of consultation) enabled a number of constraints and facilitators for effective public participation in DOC's statutory planning processes to be identified. Each of the evaluation criteria is critical in enabling or impeding effective public participation. These will be discussed below, followed by a set of recommendations.

### 7.2 CONSTRAINTS

Unfocused consultation can act as a barrier to effective public participation (Johnson 2001). Particular issues in this area include the scope of public input being undefined or too broad, participants being unclear about the process itself, and lack of agreement and understanding on the role and responsibilities of the participants. The Department of Conservation needs to be clear about the purpose for involving the public and the exact areas for which it is seeking public input. Greater investment needs to go into planning for public participation, involving staff with the appropriate skills, and committing appropriate resources.

While those who currently participate in DOC's statutory planning process appear to be largely satisfied with the process, this group is not sufficiently representative of the whole New Zealand population, or of all the interests involved in conservation management. Under-representation means that not all values are considered in DOC's decision-making, and a lack of meaningful input in the planning process from a variety of sectors of the general public may lead to barriers to successful conservation management. More needs to be done by DOC to understand its community (regional and national), and to seek involvement from interests beyond those it already knows and understands. Those people who currently engage with DOC are older—DOC needs to plan to involve younger generations.

The perception of unequal influence can also be considered a barrier to effective public participation (Johnson 2001). This presents itself as some stakeholders having or seeming to have more influence than others, DOC being perceived as paying 'lip service' to public interests, or the review process becoming about conflict management. There will be 'givens' in any review process; for example, some aspects of the planning process cannot be altered or issues have a legal basis. There should therefore be a common understanding about the purpose of involving the public and which decisions the public can affect. In addition, DOC needs to be seen to consider public input so that the draft and final plan are not seen as pre-determined. One way to address this concern would be for DOC to use an independent facilitator for public meetings, workshops, and hearings to impart greater independence as part of the consultation process, although this is not considered a necessary step here. What is important is for staff involved in these processes to act professionally and provide an assurance of independence. In addition, providing regular and earlier feedback, as discussed above, would certainly be one way of addressing or managing perceptions of unequal influence.

This study found that participants in the national park planning process valued having contact with DOC, but their access to meetings and the way that these were conducted were of concern to some. In particular, there was concern that meetings did not enable a real two-way discussion between the public and DOC. Participants favoured meetings where a meaningful discussion about an issue could take place with a frank exchange of views, including the opportunity to hear the views of others. When writing submissions, respondents tended to use personal experience and the content of the draft plan to inform their submission; information from public meetings was not used as much as it could be to inform written submissions. Information obtained from group and individual meetings with DOC was used more, but still less than the draft plan and personal knowledge. Lack of access to meetings and hearings was also stated as being a barrier; in particular, the location and timing of the meeting being unsuitable. Cost of attending (e.g. through loss of income, or the cost of travelling to the meeting) was also a barrier.

The length of time it takes to complete management plan reviews is a further and significant barrier to participation. The length of the review process was particularly commented by many participants who did not receive updates on the status of the review. As discussed in Section 6, one way to reduce the timeframes for an NPMP review is to amend the legislation so that each stage of the review process has a statutory timeframe; another is to ensure that this area of work is adequately resourced and afforded sufficient priority by DOC.

James (1990) singled out lack of feedback as a serious barrier to how the public viewed its participation in statutory planning review processes. The present study again identified lack of feedback as a significant barrier to public participation in NPMP reviews, and that the level of feedback submitters experienced was insufficient to keep people informed about progress during the process. In addition, submitters were unclear how submissions were considered by DOC in the final plan. However, where feedback was provided, this was valued and it is therefore considered to be an important facilitator to effective public involvement. The Department of Conservation will need to provide people participating in review processes with information about how individual submissions were considered, and what has been changed and/or accepted in the final plan.

### 7.3 FACILITATORS

In general, the practices presently employed appear to suit those people who currently get involved in DOC's NPMP reviews. The study participants strongly supported submission-making as the primary method of participation. They also supported the range of consultation methods used in the case-study reviews.

The study has found a significant link between how much personal experience and knowledge people have about places and how likely they are to get involved in statutory planning for these places. People value getting involved. A more engaged public in conservation should lead to more input into management planning, and the reverse may also apply.

The majority of participants considered that the draft plan contained sufficient information to allow them to make a submission. The information received generally helped them to understand both the review process and the issues covered.

The process was seen to be open and accessible, with opportunities for public and stakeholder meetings.

People value being contacted directly by DOC (as individuals or through interest groups). In seeking engagement from people in the statutory planning processes, DOC should actively facilitate involvement, particularly when reaching out to new people or groups. It should not rely on passive approaches such as posting on the Internet for initially notifying review processes (although the Internet could be a useful tool to keep people informed once the process is underway).

Participants particularly supported holding a meeting to discuss the content of a plan prior to it being drafted, as well as the meeting at which the draft plan is discussed.

Early consultation was favoured, as many participants thought this would help shape the plan.

Discussion between DOC and other interests was also favoured. Meetings were seen as being useful for hearing the views of both DOC and others.

## 7.4 RECOMMENDATIONS

A number of recommendations can be made to improve DOC's approach to seeking public input in its statutory reviews of NPMPs. These improvements largely relate to how the Department itself approaches the review processes and public engagement as part of those reviews. The recommendations that follow therefore specifically refer to planning for public input, which includes having the right people. They do not include recommendations about specific methods or techniques, as these will flow on from being clear about the purpose of public engagement and the 'publics' that will be engaged as part of the process. The first two recommendations reflect the main concerns expressed by those who currently engage in NPMP planning processes.

1. Timeliness of management plan reviews was raised as a serious concern by participants in this study. Timeliness refers to both the length of the review process, and the length of time a plan ends up staying current. These can only be improved by DOC committing to ensuring plan reviews are completed within a reasonable period of time. Legislation change to establish statutory timeframes for the NPMP review process may be required. Consistency with the timeframes outlined in the Conservation Act for CMS and CMP processes would be useful.
2. For any public consultation to be successful, DOC must provide feedback to participants. Feedback must be provided throughout the process, and include updates on progress with the process, acknowledging the receipt of written submissions (which generally already occurs), and details of how submissions were considered (this can be a general response sent to all submitters or a specific response to each individual submitter). It is therefore recommended that feedback is provided at the time the draft NPMP is presented to the Conservation Board, as DOC already has to prepare a summary for the Conservation Board's consideration.
3. It is critical that why and how public input is to be sought is planned for—so that people running the review are clear about the scope of the review, the review process, and which decisions are open to public input. The application of the IAP2 spectrum can be very helpful in this. A well-planned process will mean that public input is valued and meaningful and that DOC staff and the public have a shared understanding of the purpose for consultation and the function of the plan.
4. Conservancies need to be more informed on the demographic make-up of the people and communities with which they are engaging. Conservancy-specific population profiles are being developed, and DOC should use these to assist in understanding the communities with which it needs to engage. These demographic profiles are necessary for planners to ensure that they understand possible changes in their communities, and to enable appropriate stakeholder and public representation.
5. The NPMP review process has several statutory steps involving different decision makers. Their roles and responsibilities appear to be confusing to stakeholders, DOC staff, and conservation boards alike, and it is important to have these clearly articulated. DDOC must make it clear who the decision-maker is at each stage in the plan review process, and how decisions are made.

6. Effective public input requires sufficient staff and the right skills. An NPMP review should not depend on one staff member. A team approach is recommended, involving staff with varying skill-sets, and it is essential that at least some staff have public engagement skills.
7. To improve practice, it would be prudent to do a process and outcome evaluation at the completion of each NPMP review. A standard evaluation can be developed to reduce the burden on DOC staff and to enable comparisons to be made between the various review processes.
8. The techniques selected for seeking public input must reflect the purpose for which public input is being sought and be 'fit for purpose'. This may not necessarily require an increase in resourcing; rather, a shift from 'traditional' to new approaches.
9. Those people or groups in society who do not participate because of a lack of resources, knowledge, or political power may need to be assisted to participate (e.g. by provision of information on planning processes, technical advice etc.).
10. To assist DOC staff with applying consistent process to the review of NPMPs, it is recommended that DOC's internal guidance on CMS reviews be updated to also reflect NPMP review processes.

## 8. Acknowledgements

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- Other management planners and DOC staff
- DOC's National Office Publishing Team.

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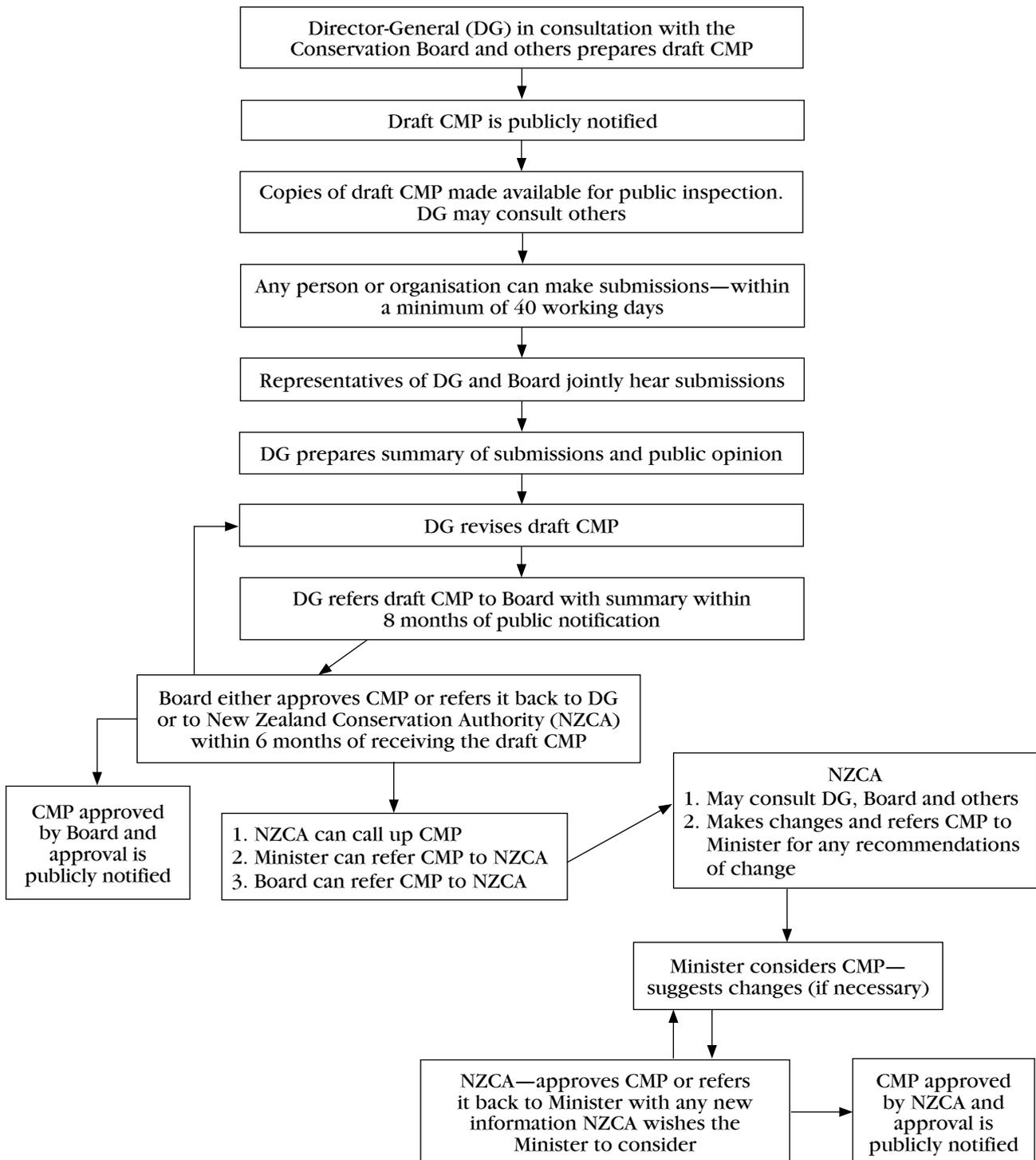
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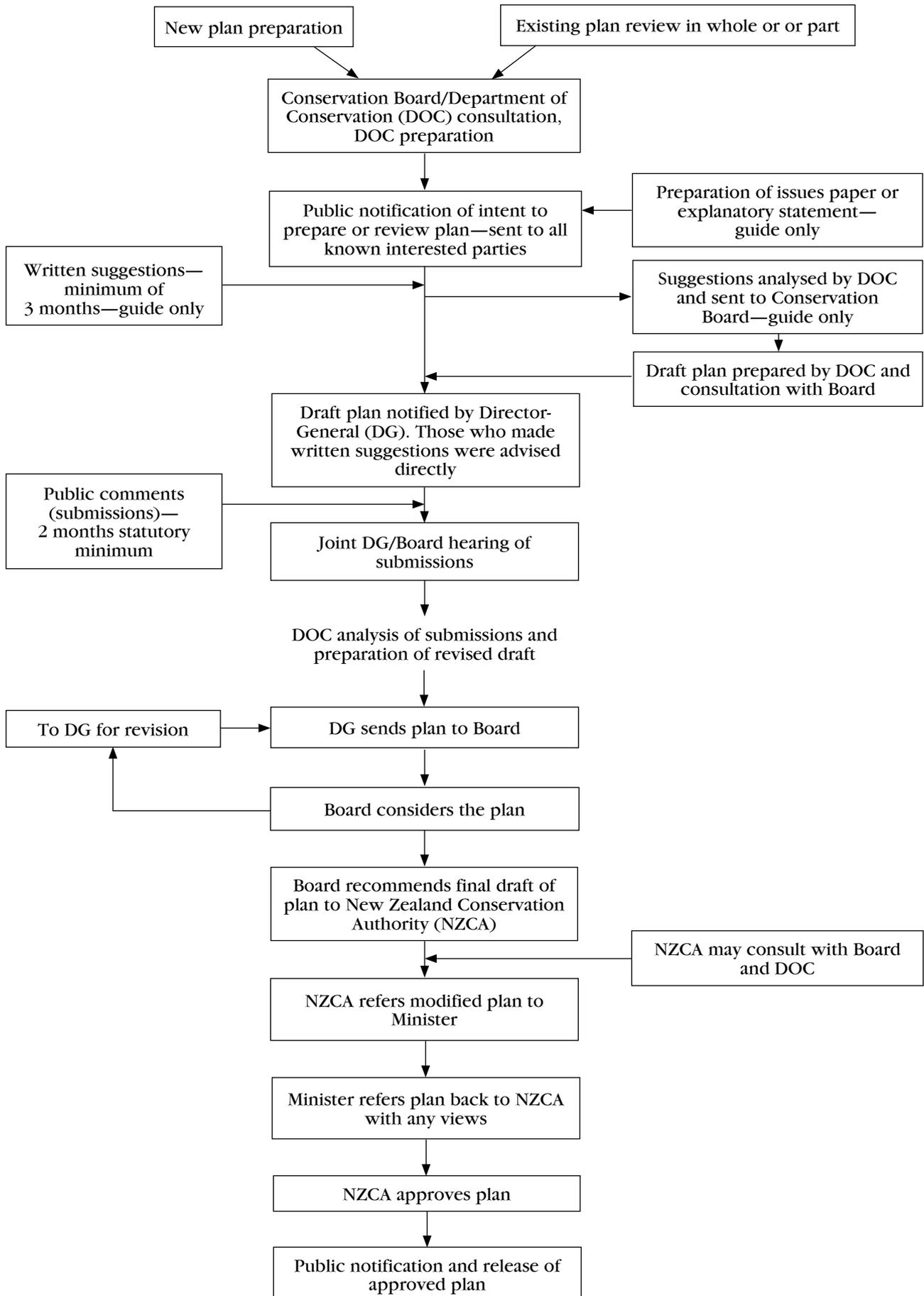
# Appendix 1

## PROCESS FLOWCHARTS FOR THE PREPARATION AND REVIEW OF CONSERVATION MANAGEMENT PLANS (CMPs) AND NATIONAL PARK MANAGEMENT PLANS (NPMPs)

### CMP process flowchart



### NPMP process flowchart



# Appendix 2

## PUBLIC PARTICIPATION PROCESS FOLLOWED IN EACH OF THE NATIONAL PARK MANAGEMENT PLAN (NPMP) CASE-STUDY REVIEWS

NATIONAL PARKS ACT PROCESS	PLAN				
	TONGARIRO NPMP	WHANGANUI NPMP	ABEL TASMAN NPMP	ARTHUR'S PASS NPMP	FIORDLAND NPMP
Public notice of intention to review (section 47(1).)	Intention to review management plan publicly notified on 22 February 2002. Written suggestions for the review invited by 19 April 2002. Plan sent to 290 organisations and individuals. Six public meetings held, as well as meetings with key stakeholders. 23 submissions received.	Intention to review notified in June 2003. Written suggestions invited by end of August 2003. About 1000 information pamphlets circulated outlining purpose of management plan, review process, and number of key issues. 63 suggestions received.	Intention to review notified on 19 March 2005. Information sheet sent to key stakeholders. Written suggestions invited by 18 April 2005. 22 suggestions received.	Intention to review publicly notified in September 2004. Written suggestions invited by 15 November 2004. Posted on DOC website. Wall display and brief presentation during 75th park anniversary. Contacted 320 interested parties directly. 29 comments received.	Intention to review was notified in June 1999. 248 submissions received.
Preparation of draft plan, public notice of draft plan, call of written submissions (section 47(2)).	Draft plan prepared from May 2002 to January 2003. Further consultation with interested parties carried out over this period, including with many who submitted in previous stage (section 47(1)). Draft plan publicly notified in January 2003 and submissions invited by 21 March 2003. Draft plan sent to 170 individuals and organisations. Numerous meetings and hui, including public meetings, held.	Further informal consultation carried out from 2003 to 2006. Draft management plan notified in July 2006. Submissions closed at the end of September 2006. Copies of draft plan were sent to about 150 individuals and organisations. Information pamphlet sent to about 600 individuals and organisations. All information about plan on Internet.	Consulted with key stakeholders: <ul style="list-style-type: none"> <li>• Iwi</li> <li>• Concessionaires</li> <li>• Tourism industry and agencies</li> <li>• Mountain bike interest groups</li> <li>• Abel Tasman Advisory Forum</li> <li>• Local landowners</li> <li>• Conservation Board</li> </ul> Draft plan notified on 28 January 2006. Fact sheet prepared. Copy of plan sent to above stakeholders. Public meetings and meetings with stakeholders held. Submission period closed 5 May 2006.	Draft plan prepared in consultation with Ngāi Tahu (1 hui and informal contact). Plan review progress reports sent to interested parties in July 2005. Draft plan publicly notified in May 2006. 320 interested parties were contacted and provided with submission forms. Public meetings were held from May to June 2006, along with meetings with four potential submitters. Submissions closed 31 July 2006.	A separate working party was created for Milford and produced a series of recommendations. Draft management plan was prepared in consultation with Ngāi Tahu, and publicly notified in November 2002. Hundreds of interested parties were informed. Public meetings and workshops with key stakeholders were held before submissions closed. Submissions closed on 28 February 2003.
Hearing (Section 47(3)).	84 written submissions were received. Each submitter was sent an acknowledgement of their submission. A hearing committee of 3 Conservation Board and 3 DOC staff heard 32 submitters in May 2003.	74 submissions were received. All were sent an acknowledgement letter. Hearings were held in November 2002 for 22 submitters.	277 submissions were received, and 58 submitters were heard during August 2006.	67 written submissions were received. Each submitter was sent an acknowledgement. Hearings were held for 25 submitters in October 2006.	2107 written submissions were received. All submitters were sent an acknowledgement letter and a series of letters about hearings, and update letters. Prior to hearings, each submitter was sent a draft response to their submission and

*Continued on next page*

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NATIONAL PARKS ACT PROCESS	PLAN				
	TONGARIRO NPMP	WHANGANUI NPMP	ABEL TASMAN NPMP	ARTHUR'S PASS NPMP	FIORDLAND NPMP
					revised text. 29 days of hearings were held, and 700 submitters heard. Separate workshops were held for issues on Doubtful Sound and and aircraft matters.
DOC considers submissions and comments, amends plan, forwards plan to Conservation Board (section 47(4)).	Submissions were analysed. DOC's response to each issue was discussed with the Conservation Board in June 2003. Plan was redrafted and presented, along with submissions analysis, to Board in October 2003.	Currently awaiting iwi feedback prior to submitting revised plan to Conservation Board.	Internal DOC meetings and meetings with Board sub-committee were held to discuss submissions and amendments. Draft plan was amended and sent to Board on 28 June 2007.	Submissions analysis was prepared, including DOC's response on each point. Plan was amended and then presented, along with submissions analysis, to the Conservation Board in December 2006. The submission analysis and DOC's responses were sent to each submitter.	Submissions analysis was prepared. Listed by submitter, it is 3549 pages long. DOC's response to each submitter was also provided. This version was also provided on the DOC website.
Conservation Board considers plan (Section 47(5)).	Conservation Board considered the draft plan over a 2-year period. DOC carried out a second legal review of the plan which resulted in changes.		Conservation Board considered the plan. The Board presented the draft plan to tangata whenua on 23 August 2007.	Conservation Board considered the plan from December 2006 to April 2007.	Plan considered over 6 meetings of the Conservation Board, which approved it in June 2006, subject to some minor text changes.
Conservation Board sends the plan to the NZCA, along with a summary of comments received, a statement of the extent to which these are accepted, and points on which DOC and the Board could not agree (section 47(6)).	Conservation Board sent the plan to the NZCA for approval in October 2005. This included submissions analysis, DOC's responses, and a schedule of changes made since the draft plan was presented to the Board in October 2003.		The Conservation Board sent the plan to the NZCA in October 2007.	The Conservation Board sent the revised plan to the NZCA in April 2007.	The Conservation Board recommended the plan to the NZCA on 26 July 2006 <sup>1</sup> .
Approval of management plan (section 48).	The plan was approved by the NZCA in October 2006. The approved plan was made available on the DOC website.			The plan was approved by the NZCA in December 2007. Submitters were sent a letter in January 2007 advising that the plan had been approved. Copies were sent to key stakeholders. The approved plan was made available on the DOC website.	Following comment by the Minister of Conservation and Ngāi Tahu (as appropriate), the plan was approved by NZCA on 21 June 2007. Submitters were sent letters informing them of approved plan. The approved plan was made available on the DOC website.

<sup>1</sup> This included a briefing highlighting aspects not able to be decided at a local level (i.e. customary uses—the briefing resulted in changes to General Policy for National Parks and Conservation General Policy).

# Appendix 3

## COVERING LETTER AND QUESTIONNAIRE

Date

Questionnaire No: DC0982

Name

Address 1

Address 2



### SURVEY OF PUBLIC PARTICIPATION IN DEPARTMENT OF CONSERVATION MANAGEMENT PLAN REVIEWS

**Your opinion is important!**

Dear Name

**Your opinion is important to DOC**

The Department of Conservation is undertaking an evaluation that will help improve the way that they involve the public in their statutory planning processes. As part of this, they have asked us to get feedback from a cross-section of people and organisations that have made a submission on the recent review of the Whanganui National Park management plan. This is your opportunity to share your experiences with the Department and tell them how you think public involvement in the review process could be improved or changed; or inform the Department about what works well.

The attached survey asks about your involvement in the public consultation, submissions and hearings processes relating to the Whanganui National Park management plan review. The survey is also being sent to people that made submissions on other recent management plan reviews. While many of the processes for public participation in each stage of a management plan review are the result of statutory requirements, there is some variation in how these processes are implemented. In addition, many of the reviews use additional methods for public involvement, such as holding informal public and interest group meetings at various stages in the review. This survey asks about processes that are common across a number of management plan reviews but, because of this variation, there may be some questions that are not relevant to the review process that you were involved in.

We are aware that some of the management plan reviews are not yet complete and you may not, therefore, have received feedback on your submission from the Department. Nevertheless, we would be grateful if you could answer all relevant questions based on your experiences of the process *to date*.

If you prepared a submission on the Whanganui National Park management plan as a representative or member of an organisation, please answer the questions based on the organisation's views as well as you can, and feel free to include the opinions of others in the organisation.

Research New Zealand works in accordance with the Code of Practice of the Market Research Society of New Zealand (MRSNZ) and the Privacy Act 1993. Your identity and your answers to the survey questions will be kept strictly confidential, and survey findings will only be presented in grouped form. Participation in the survey is purely voluntary, however your involvement would be greatly appreciated.

To complete the survey online, please go to <https://surveys.researchnz.com/PN3636/> and enter your unique user name and password as below:

**Username:**

**Password:**

Alternatively, you can complete the survey attached and return in the freepost envelope provided.

If you have any questions, please call Liam Hickey at Research New Zealand on 0800 500 168 (email [liam.hickey@researchnz.com](mailto:liam.hickey@researchnz.com) and Wellington residents can call 4626441). Alternatively, the project manager at the Department of Conservation is Ned Hardie-Boys (email [nhardie-boys@doc.govt.nz](mailto:nhardie-boys@doc.govt.nz) or call 04 471 3205).

Thank you very much for your help.

Yours sincerely,



Liam Hickey  
Researcher

RNZ Ref: DC0982

## This Survey

The survey is structured in six parts:

- Section One asks some general questions about your involvement in the management plan review process
- Section Two focuses on involvement in the early consultative stages of the process, **prior to the release of a draft management plan**
- Section Three asks about your experiences in responding to an actual draft management plan during the formal submissions period, **through written submission, attending a hearing or other ways**
- Section Four asks about your experiences **following the submission period**
- Section five asks three questions about your views on the overall process
- Section six asks some questions about you

The questions relate to the review of the **Whanganui National Park** management plan carried out recently. Please do not refer to any other management plan.

**Questionnaire No:**

<b>SECTION ONE: ABOUT YOUR INVOLVEMENT</b>
--

- 1 How did you find out that the Department of Conservation (DOC) was going to review the Whanganui National Park management plan?**

		<b>Please tick all boxes that apply.</b>
a.	Saw a public notice in the newspaper.....	<input type="checkbox"/> 1
b.	Read an article/story in the newspaper.....	<input type="checkbox"/> 2
c.	Heard a public notice or a media statement on the radio.....	<input type="checkbox"/> 3
d.	Received a letter or a copy of the public notice direct from DOC.....	<input type="checkbox"/> 4
e.	Saw a notice on the DOC website.....	<input type="checkbox"/> 5
f.	Saw a notice in a DOC office or visitor centre.....	<input type="checkbox"/> 6
g.	Through direct contact with DOC staff.....	<input type="checkbox"/> 7
h.	Through involvement in a group or club.....	<input type="checkbox"/> 8
i.	Through family, friends or neighbours.....	<input type="checkbox"/> 9
j.	Other (please specify) _____ _____	<input type="checkbox"/> 10

- 2 Why did you feel it was important to get involved in the review of the Whanganui National Park management plan?**

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**3 Please indicate the way(s) you were involved in the Whanganui National Park management plan review process.**

		<b>Please tick all boxes that apply.</b>
a.	I made written suggestions on what should be included in the draft plan or written comments in response to a discussion paper .....	<input type="checkbox"/> <sub>1</sub>
b.	I was approached for advice or views on specific issues .....	<input type="checkbox"/> <sub>2</sub>
c.	I attended a public meeting or an interest group meeting to discuss suggestions on what should be included in the draft plan or in response to a discussion paper .....	<input type="checkbox"/> <sub>3</sub>
d.	I attended a public meeting or an interest group meeting to discuss proposals contained in the actual draft management plan .....	<input type="checkbox"/> <sub>4</sub>
e.	I prepared a written submission on the draft management plan .....	<input type="checkbox"/> <sub>5</sub>
f.	I was contacted to clarify some aspects of my submission .....	<input type="checkbox"/> <sub>6</sub>
g.	I attended a formal hearing to present an oral submission on the draft management plan.....	<input type="checkbox"/> <sub>7</sub>
h.	Other (please specify): _____ _____	<input type="checkbox"/> <sub>8</sub>

**4 Did you want the opportunity to be involved or contribute to the review process in any other way? If so, what was this?**

		<b>Please tick all boxes that apply.</b>
a.	I would have liked to make written suggestions on what should be included in the draft plan or to have made comments in response to a discussion paper	<input type="checkbox"/> <sub>1</sub>
b.	I would have liked to attend a public meeting or an interest group meeting to discuss suggestions on what should be included in the draft plan or in response to a discussion paper .....	<input type="checkbox"/> <sub>2</sub>
c.	I would have liked to attend a public meeting or an interest group meeting to discuss proposals contained in the actual draft management plan.....	<input type="checkbox"/> <sub>3</sub>
d.	I would have liked to attend a formal hearing to present an oral submission on the draft management plan.....	<input type="checkbox"/> <sub>4</sub>
e.	Other (please specify): _____ _____	<input type="checkbox"/> <sub>5</sub>

**SECTION TWO: YOUR PARTICIPATION IN THE INITIAL STAGES**

**5 Did you receive an initial discussion document or information outlining the key issues for the draft management plan?**

Yes.....  **1 (Go to Question 6)**  
 No .....  **2 (Go to Question 8)**

**6 What information did you receive?**

		<b>Please tick all boxes that apply.</b>
a.	A discussion document.....	<input type="checkbox"/> <b>1</b>
b.	A letter, pamphlet or an information pack outlining the review process.....	<input type="checkbox"/> <b>2</b>
c.	A letter, pamphlet or an information pack outlining key management planning issues covered in the review.....	<input type="checkbox"/> <b>3</b>
d.	A copy of the existing approved management plan for the area .....	<input type="checkbox"/> <b>4</b>
e.	A copy of particular sections of the new plan as it was being drafted .....	<input type="checkbox"/> <b>5</b>
f.	Other (please specify): _____	<input type="checkbox"/> <b>6</b>

**7a How helpful was this initial information in helping you to understand the review in each of the following areas:**

**The review process**

<b>Please tick one box.</b>					
<input type="checkbox"/> <b>1</b>	<input type="checkbox"/> <b>2</b>	<input type="checkbox"/> <b>3</b>	<input type="checkbox"/> <b>4</b>	<input type="checkbox"/> <b>5</b>	<input type="checkbox"/> <b>6</b>
Not very helpful		Somewhat helpful		Very helpful	Don't Know/Cant remember

**7b The issues to be covered in the review (or the content of the review):**

<b>Please tick one box.</b>					
<input type="checkbox"/> <b>1</b>	<input type="checkbox"/> <b>2</b>	<input type="checkbox"/> <b>3</b>	<input type="checkbox"/> <b>4</b>	<input type="checkbox"/> <b>5</b>	<input type="checkbox"/> <b>6</b>
Not very helpful		Somewhat helpful		Very helpful	Don't Know/Cant remember

**Please explain your response:**

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8 Did you provide any written or oral feedback or suggestions to DOC in this initial stage of the review?

Yes.....  1 (Go to Question 9)

No .....  2 (Go to Question 10)

9 What sources of information did you use in putting together your feedback?

		Please tick all boxes that apply.
a.	Discussion paper .....	<input type="checkbox"/> 1
b.	Newspaper.....	<input type="checkbox"/> 2
c.	Radio .....	<input type="checkbox"/> 3
d.	Television.....	<input type="checkbox"/> 4
e.	Internet.....	<input type="checkbox"/> 5
f.	Group meeting with DOC staff .....	<input type="checkbox"/> 6
g.	Group meeting without DOC staff .....	<input type="checkbox"/> 7
h.	Public meeting with DOC staff .....	<input type="checkbox"/> 8
i.	Individual meeting or contact with DOC staff .....	<input type="checkbox"/> 9
j.	Personal experience / knowledge of the area .....	<input type="checkbox"/> 10
k.	Other (please specify): _____	<input type="checkbox"/> 11
	_____	

10 Did you attend any public or interest group meetings during this initial stage of the review?

Yes.....  1 (Go to Question 10a)

No .....  2 (Go to Question 10b)

10a If yes, how helpful did you find the meetings to understand the issues covered in the review?

Please tick one box.					
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Not very helpful		Somewhat helpful		Very helpful	Don't Know/Cant remember

10b If no, why did you not attend?

		Please tick all boxes that apply.
a.	Meeting not available .....	<input type="checkbox"/> 1
b.	Wasn't that interested .....	<input type="checkbox"/> 2
c.	Time/date prevented me .....	<input type="checkbox"/> 3
d.	Location prevented me .....	<input type="checkbox"/> 4
e.	Didn't think it would be helpful .....	<input type="checkbox"/> 5
f.	Didn't know about any meetings .....	<input type="checkbox"/> 6
g.	Other (please specify): _____	<input type="checkbox"/> 7
	_____	

11 What, if anything, might be improved about any information that you received, and the meetings or any other opportunities to provide suggestions and feedback in this initial stage of the management plan review?

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**SECTION THREE: YOUR SUBMISSION(S) ON THE DRAFT MANAGEMENT PLAN**

12 Did you attend any public or interest group meetings with DOC after the draft management plan had been publicly released?

Yes..... <sub>1</sub> (Go to Question 12a)  
 No..... <sub>2</sub> (Go to Question 12b)

12a If yes, how helpful did you find the meetings to understand the issues covered in the draft management plan?

Please tick <u>one</u> box.					
<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Not very helpful		Somewhat helpful		Very helpful	Don't Know/Cant remember

If you have any additional comments about the meetings, please write them here:

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12b If no, why did you not attend?

		Please tick all boxes that apply.
a.	Meeting not available .....	<input type="checkbox"/> <sub>1</sub>
b.	Wasn't that interested .....	<input type="checkbox"/> <sub>2</sub>
c.	Time/date prevented me .....	<input type="checkbox"/> <sub>3</sub>
d.	Location prevented me .....	<input type="checkbox"/> <sub>4</sub>
e.	Felt that the draft plan covered all issues well and it was not necessary to attend .....	<input type="checkbox"/> <sub>5</sub>
f.	Didn't think it would be helpful .....	<input type="checkbox"/> <sub>6</sub>
g.	Didn't know about any meetings .....	<input type="checkbox"/> <sub>7</sub>
h.	Other (please specify): _____ _____	<input type="checkbox"/> <sub>8</sub>

**13 What sources of information did you use in putting together your written submission on the draft management plan?**

		Please tick all boxes that apply.
a.	Existing approved management plan .....	<input type="checkbox"/> 1
b.	The draft management plan .....	<input type="checkbox"/> 2
c.	Newspaper .....	<input type="checkbox"/> 3
d.	Radio .....	<input type="checkbox"/> 4
e.	Television .....	<input type="checkbox"/> 5
f.	Internet .....	<input type="checkbox"/> 6
g.	Group meeting with DOC staff .....	<input type="checkbox"/> 7
h.	Group meeting without DOC staff .....	<input type="checkbox"/> 8
i.	Public meeting with DOC staff .....	<input type="checkbox"/> 9
j.	Individual meeting or contact with DOC staff .....	<input type="checkbox"/> 10
k.	Personal experience / knowledge of the area .....	<input type="checkbox"/> 11
l.	Other (please specify): _____	<input type="checkbox"/> 12
	_____	

**14 Do you think that the draft management plan alone provided enough information for you to make your submission?**

- Yes .....  1 (Go to Question 15)
- No .....  2 (Go to Question 14a)
- Don't know .....  3 (Go to Question 14a)

**14a If no or don't know, please describe what other information you would have liked:**

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**15 Please rate the information that was provided in the draft management plan for the following:**

**Coverage of the key issues**

Please tick one box.					
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Inadequate /neglected key issues		Neutral		Adequate/ covered key issues	Don't Know/Cant remember

**Easy to Understand**

Please tick one box.					
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Very difficult to understand		Neutral		Very easy to understand	Don't Know/Cant remember

**Balance of perspectives**

Please tick <u>one</u> box.				
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Unbalanced /biased		Neutral		Balanced/ unbiased

<input type="checkbox"/> 6
Don't Know/Cant remember

**16 Was making a written submission the preferred way for you to participate in the Whanganui National Park management plan review, compared to some other way?**

- Yes .....  1  
 No .....  2

**Please explain why, or why not:**

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**17 What, if anything, might have improved your participation in the process of providing a written submission?**

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**18 Did you attend a hearing to speak in support of your written submission on the Whanganui National Park draft management plan?**

- Yes .....  1 (Go to Question 20)  
 No .....  2 (Go to Question 19)  
 Someone else spoke in support of my/our submission .....  3 (Go to Question 21)

**19 If you did not ask to be heard, what were your reasons?**

		<b>Please tick all boxes that apply.</b>
a.	I had work obligations .....	<input type="checkbox"/> 1
b.	The date/time of day prevented me .....	<input type="checkbox"/> 2
c.	The location was not accessible .....	<input type="checkbox"/> 3
d.	I felt the written submission was enough .....	<input type="checkbox"/> 4
e.	My submission was in support of the draft management plan and I did not feel it was necessary to speak to this .....	<input type="checkbox"/> 5
f.	My interests were being represented by someone else .....	<input type="checkbox"/> 6
g.	I don't like hearings .....	<input type="checkbox"/> 7
h.	Other (please specify): _____	<input type="checkbox"/> 8

Go to Question 21

20 Please rate how difficult you found speaking in support of your submission at the hearing:

Please tick one box.				
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Found it very difficult		Neutral		Found it very easy

<input type="checkbox"/> 6
Don't Know/Cant remember

21 Please indicate below any improvements you think would have helped you or others to participate in the formal hearing process:

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SECTION FOUR: FOLLOW-UP TO THE SUBMISSIONS PROCESS

**We understand that not all of the management plan review processes included in this survey have reached a stage of providing feedback to submitters, and in the case of at least two reviews – Whanganui National Park and Kaimanawa Forest Park – this feedback is imminent. Nevertheless, we would still like everyone to complete all**

22 Have you received any written feedback about your submission on the Whanganui National Park management plan review?

Yes.....  1 (Go to Question 22a)

No .....  2 (Go to Question 22b)

22a How useful was this feedback

Please tick one box.				
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Not very useful		Neutral		Very useful

<input type="checkbox"/> 6
Don't Know/Cant remember

If you have any additional comments about the feedback, please write them here:

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