



**HEALTHY
ENVIRONMENT
APPROACH (HEA)**



VENUE HIRE



CASE STUDY

Healthy Environment Approach

What is the HEA? Simply put...Improving People's Health

Principle 1

Water is the first choice



Promote access to free water i.e. facility fountains and taps

Provide easy access i.e. a jug of water

Principle 2

Good Food for all



Provide good food as a social connector

Promote access to food for vulnerable groups

Principle 3

Champion smokefree, alcohol and drugfree



Program messaging promotes smoke free, alcohol & drug free

Clear signage displayed

Principle 4

Encourage Movement



Promote activities

Plan opportunities where people can connect

Encourage the use of walking and cycling to event/program

COMMUNITY BENEFITS

Social Connectedness

Connection to self, place, whānau and community

Celebrating Diversity

People from different backgrounds feel welcome and safe

Cultural Identity

Respect and celebrate people from different cultures to ours

Not all Groups and Services deliver things like food, drink or movement.

If you aspire to shift attitudes to normalize a culture change towards improving people's health, CONSIDER APPLYING 1 OR MORE OF THE PRINCIPLES



SETTING THE SCENE



The partnership between TSI Healthy Families South Auckland (TSI/HFSA) and Auckland Council Community Places family is working towards setting a HEA standard that is consistently applied across practices and procedures in settings such as:

Venue Hire

Community-led Houses
Council-led Facilities and
Art Facilities

To improve how we enable health outcomes through Auckland Council resources.



Auckland Council **Venue Hire** team (previously part of Community Places family - restructure 'Digital and Customer Services' team).

Has been supporting a collaborative approach with HFSA to build their systems leadership to achieve better health outcomes for local community via systems thinking.

The Venue Hire team, incorporating HEA into their customer facing staff practice via Call Centre – 'Whare Ako' process.

Enabler: TSI Tikanga Framework

Tikanga principles guide our work to build the process around internal and external whānau/community, build skill and confidence, reinforce internal and external whānau/community as experts and ensure shared power.

PRINCIPLE	APPLICATION FOR WHĀNAU CENTRIC CO-DESIGN
Manaakitanga	Hosting whānau in a way that empowers them, and removes any barriers to participation. Whānau feel welcome.
Whanaungatanga	Establishing meaningful relationships in culturally appropriate ways. Engaging whānau in a way which builds trust.
Tino rangatiratanga	Whānau have the autonomy to decide how and when they will participate. Co-decide as well as co-design.
Mana	Whānau are the experts in their lives. Ensuring a balance of power.
Ako	Mutually reinforcing learning. Distributed power and control.

Enabler: Collective Impact Strategy

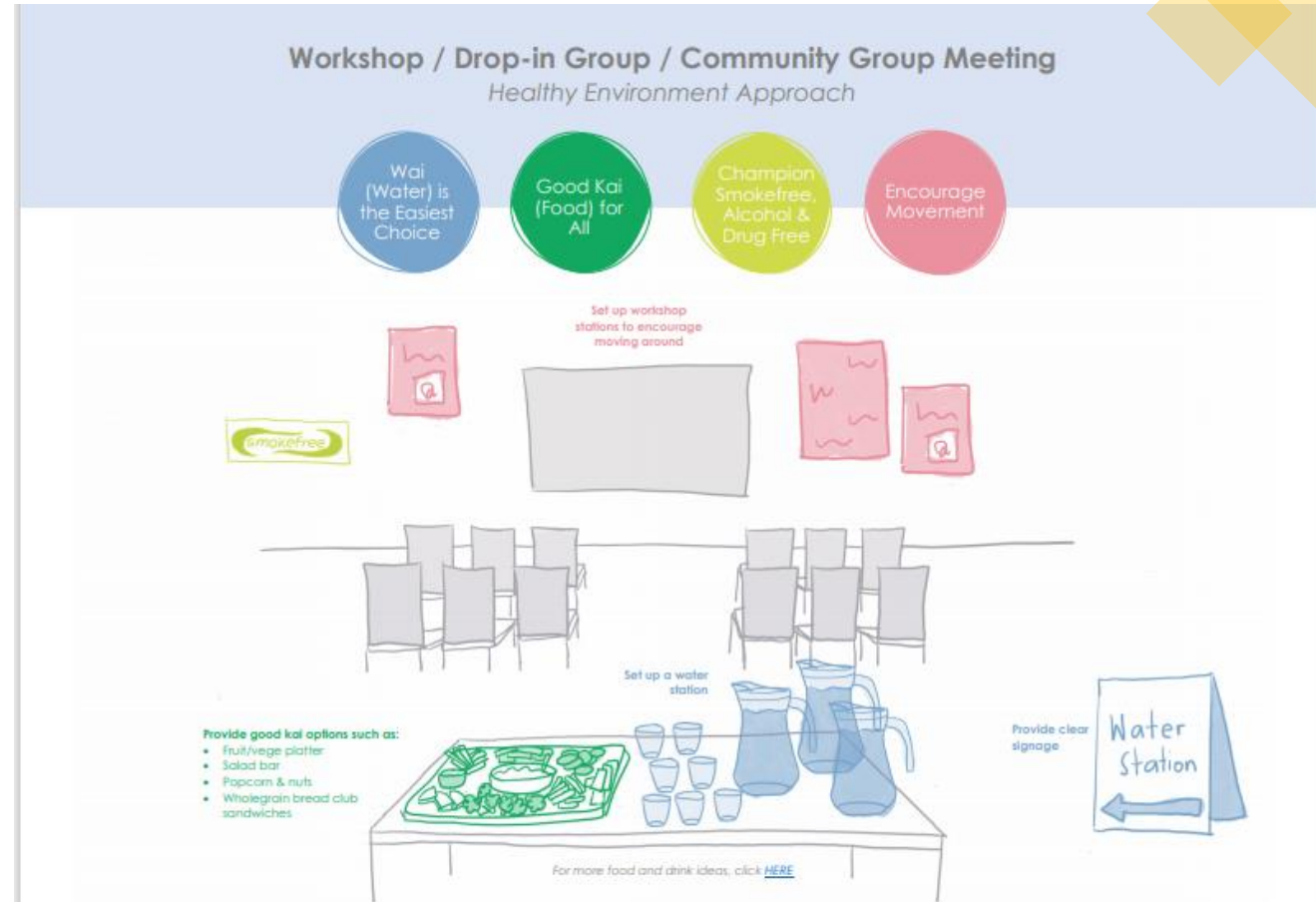
- **Tino rangatiratanga:** Co-design workshops to explore, imagine and test new ideas with the people closest to the issue – Community Places family & Lease's
- **Mana and Ako:** The co-design approach assisted staff to determine scope regarding healthy environments.
- **Manaakitanga and Whanaungatanga:** Helped create clarity from complexity, presented ideas and identified opportunities for collaboration.

Challenge:

1. *Delay's due to Community Places restructure and COVID responses*
2. *Understanding venue hire obligations i.e., AC Alcohol and Smokefree Policies*
3. *Understanding Venue Hire processes to identify best fit (online application process, T&C's, online platforms, customer facing staff)*

Solution:

- 1.1 *Maintained HEA momentum via Community-led Places mahi*
- 2.1 *Building trust with staff by understanding venue hire processes and systems i.e., testing Venue Hire online booking system*
- 3.1 *Developing fit for purpose resources to test*
- 3.2 *Adapting to venue hire needs – pivot from transactional approach i.e., application process/T&Cs to a relational approach i.e., customer facing staff*



Observation

- HFSA are often the first introduction to systems thinking for our council colleagues
- Acknowledge perceived risks + workload (current state) to nurture the relationship, adapt thinking/language to support collaborative partnership (ideal state)
- Different perspectives, deepen understanding of complexity
- Seek systems levers for systems change opportunities
- Help others self-discover as part of the conversation
- Framing offer to an attractor/value to partner - appropriate support and resource for staff
- Clear examples/insight that demonstrate change
- Framing to support senior staff to present to SLT's i.e., staff seeking permission
- Six conditions of systems change as a lens
- Theory of Change as part of reflection practice



Demonstrate Change – Insight(s)

Testing ideas with the people closest to the issue to shift attitudes to start normalizing a culture change that considers and creates a minimum expectation regarding HEA. Utilizing HEA resources to better understand how to introduce HEA to venue hirers and support their application of HEA.

“The HEA visuals are a great tool for venue hirer”.
Senior Advisor

“The links providing the 'how to' really well received by staff as it would be easy for them to talk through with a venue hirer”.
Team Leader Venue Hire Coordinators

“Application process is already overloaded for venue hirer and would easily be missed”.
Senior Advisor

“Digital platform more of a transactional approach where as customer facing staff provide more of the relational approach”.
*Digital & Customer Services
Digital Content Advisor*

“Remove standing tables from the visuals - applicants might expect these things to be available for all the venues, which they're not”.
Venue Hire Call Centre staff

“Keep - meet with event MC info, remove the rest, the SF + alcohol policy covers all the requirements via online application + T&C's”.
Venue Hire Call Centre staff

Learning



Testing the 'online' booking process

A mandatory security charge of \$90.00 will be added to your booking

Static security is mandatory for all functions where there will be alcohol. The static guard will attend the last 2.5 hours of the booking (or full duration of booking if the booking is less than 3 hours). The purpose of the static guard is for the security of the facility, not the attendees.

A mandatory special function service charge of \$110.00 will be added to your booking

A special function service charge is mandatory for all functions where alcohol and/or food will be served. The special function service includes:

- *An introduction to the venue before your event*
- *Emergency support for the duration of your booking*
- *Tips on how to be a responsible host*
- *A clean at the end of your booking which includes, to vacuum, a hot mop, clean and wipe down of surfaces including the bathrooms and kitchen.*

Hirer must comply with the below host responsibilities:

- The main user on the booking is nominated to manage the conduct of the consumption of alcohol.**
- The hirer shall have available for consumption on the premises, at all times when alcohol is being consumed, a reasonable range of non-alcoholic refreshments and low alcoholic beverages and food appropriate to the occasion.**
- Information regarding alternative forms of transport must be available for attendees**
- Drinking water is to be freely available.**

- Majority of customer online/over the phone bookings are for big events i.e., weddings/21st
- Hirers made aware of wai, kai, alcohol/smoke free principles via AC Alcohol policy and Smoke free policy requirements

Learning



Digital & Customer Services

- Current policy on the website is “single purpose pages” i.e., one topic per page
- Purpose of the page is to advise customers what fees and licences they need to know about when providing food and alcohol at a venue
- Think about when we use PDFs, content contained isn't accessible to customers with disabilities, particularly those using assisted technology
- Online platforms should publish text on pages rather than using PDFs
- PDFs have to be created by council and branded, otherwise are not suitable to go on website

T & Cs

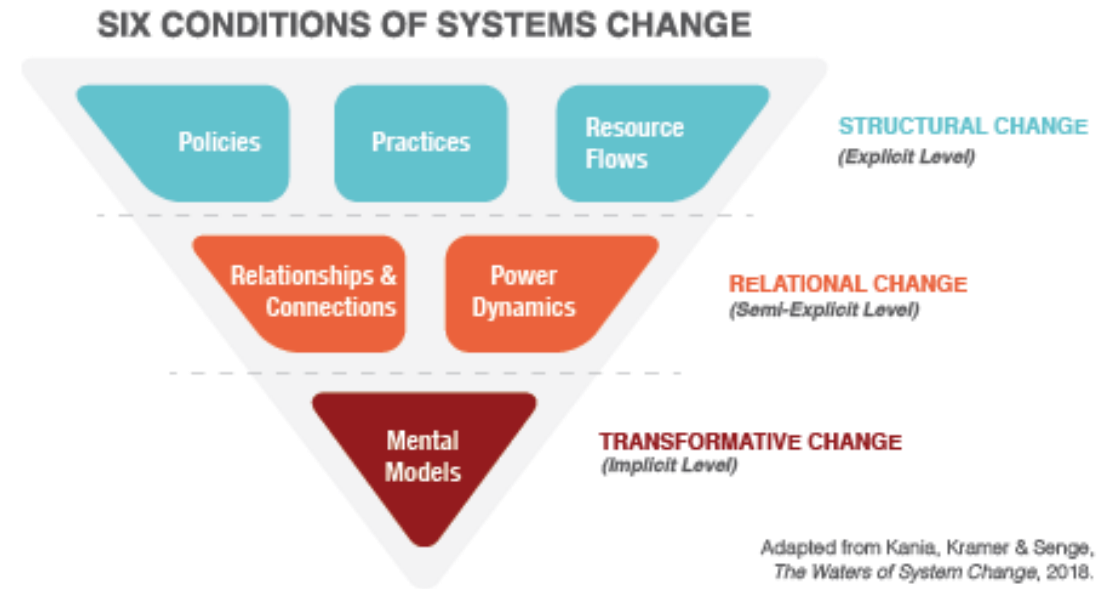
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Enabler:

Six Conditions of Systems Change

- Apply systems thinking to shift mental models working across Community Places systems
- Leveraging relationships and connections - Venue Hire Senior Advisor, Manager Venues for Hire, Team Leader Venue Hire Coordinators, Digital and Customer Services, Digital Content Advisor and Digital Editor
- Shifting power dynamics supporting HFSA to pivot from adopting HEA into online systems to customer facing staff practice to ensure a relational approach
- Embedding HEA into customer facing staff (over the phone) practice via Venue Hire internal 'Whare Ako' process and practice – leveraging of existing processes, not requiring resource flow
- By embedding HEA into 'Whare Ako' process, HFSA have been able to *scale* HEA across the 150 spaces managed by AC venue hire team





Healthy Environment Approach Case Study

Venue Hire

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