

2 September 2025

[REDACTED]
[REDACTED]

Tēnā koe [REDACTED]

LOCAL GOVERNMENT OFFICIAL INFORMATION AND MEETINGS ACT 1987: REQUEST FOR INFORMATION

Thank you for your email requesting information under the Local Government Official Information and Meetings Act 1987 (LGOIMA). A decision has now been made on your request pursuant to section 13 of the LGOIMA, and to provide the information requested.

In your request, you asked for information about our online booking systems, specifically asking about why hall bookings can only be booked online. You also went on to ask if this results in interference with the democratic process.

A local authority's ability to perform its basic business comes from the [Local Government Act 2002](#), which gives it the power to enable democratic decision-making and promote the community's well-being by providing services and functions. Our decision to introduce systems like an online hall booking system, brings us into line with current technology and enables the Council to streamline its processes and better utilise its resources. This does not interfere with any democratic process.

Our online booking system has been available to the community since 1 November 2019. It was introduced to bring venue bookings into line with current technology and to enable the Council to streamline its processes and better utilise its resources. It has been particularly helpful for the community to be able to view venue availability. It is not compulsory to use and not the only way to book a hall. If you want to book a hall or ask questions you can:

- Phone 07 306 0500
- Email the Reserves and Bookings Administrator at venues@whakatane.govt.nz
- Or use this link [Halls hire](#)

As I mentioned to you in my email dated 25 August 2025, your request is an operational matter that staff can assist you with. The reason that you were unable to make your preferred booking is that there is an existing booking in that time slot. When I checked, the system was working. If you want to

look for another time, you could go online and try again. If you have further problems, please submit a Request For Service for this query by phone or email:

- By phoning 07 306 0500. This is the fastest way to get any high priority issue logged as it is a 24/7 phone line.
- By emailing info@whakatane.govt.nz

In your letter you also asked about be able to use your Whakatāne District Council account credit for hall hire fees. If you were to hire a hall, an invoice would be raised and would show on your account [REDACTED]. As you mentioned, you currently have a credit balance on your rates. You can email info@whakatane.govt.nz and the Customer Services team will then request the Rates team to transfer the amount to the account to offset the invoice. This is of course as long as you have a credit on your rates.

You also referred to other matters in your letter such as the historical significance of the War Memorial Hall, elder abuse, and employment mediation. This commentary does not fall within the scope of a request for official information under the LGOIMA.

If you are not satisfied with my response, you are entitled to request a review by the Ombudsman. Further information can be obtained from the following website www.ombudsman.parliament.nz.

Please note that this response may be published on our website. All personal information will be removed.

Nāku noa, nā



Steven Perdia
CHIEF EXECUTIVE