

Customer Services Forum North, Whangārei and Ruakaka

If you need to discuss anything that you feel Council can help with, please visit our friendly customer relations staff, or call our contact centre number. We are the first point of contact for the Council and can get you information or in touch with the staff member you need.

Parking and mobility

- 70+ parking fee exemption
- Mobility Parking permits
- Working Parking permits



For application forms and further information either visit Customer Services, or visit our website www.wdc.govt.nz

www.wdc.govt.nz

Council's website contains a feature called BrowseAloud. This is a free programme that 'speaks' web pages or translates into multiple languages for people with dyslexia, low-literacy, English as a second language, and those with mild visual impairments.



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A GUIDE TO Council's accessible facilities and services



Advisory groups



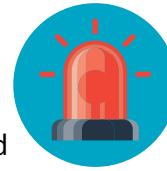
Whangarei District Council has three Advisory Groups that meet monthly:

- Disability Advisory Group (DAG)
- Positive Ageing Advisory Group (PAAG)
- Youth Advisory Group (YAG)

The purpose of these groups is to provide Council with advice about policies, plans and projects from the perspectives of the community sectors they represent.

Accessibility for everyone is a key priority for both the Disability and Positive Ageing Advisory Groups. Inclusion for all young people is one of the key focuses for the Youth Advisory Group.

City Safe



City Safe is a collaborative project between Council, the New Zealand Police, Northland Regional Council and the Whangārei Chamber of Commerce aimed at ensuring a safer city.

The 0800 258 258 City Safe toll free number enables people to report safety problems such as graffiti, broken or damaged streetlights, damaged footpaths and tripping hazards, bikes in the mall, skateboarders in the CBD or other bylaw prohibited areas, or people behaving in an unsafe way.

City Safe Community Officers patrol the CBD 7 days a week and along with CCTV cameras are the eyes and ears for public safety.

Library services



- Large Print
- eBooks, eMagazines and eAudiobooks online
- Half price rentals on Tuesdays for the over 65s
- Hobby groups: Library Craft Group, Creative Colouring-In for Grown-Ups, Flash Fiction and Poetry Clubs, Scrabble 500 Club
- Family history research
- Book a Librarian for personalised help with using library online services
- Book Out home delivery service

Things to see and do

The Town Basin and Hatea Loop Huarahi o te Whai

The Town Basin is an international yacht marina with cafes and restaurants, parks and playgrounds, shopping, art and museums. The Hatea Loop is a 4.2km accessible, waterside walkway. A mobility scooter and two wheelchairs are available by request at Te Manawa The Hub Information Centre.

Botanica Whangārei

Botanica has the largest collections of native ferns found in New Zealand. Also enjoy subtropical plants, cacti and succulents.

Otuihau – Whangārei Falls

Located within a lovely park reserve, enjoy this ‘picture-perfect’ waterfall from accessible viewing platforms.

Claphams National Clock Museum

This is one of the largest and historically significant collection of clocks in the Southern Hemisphere. Guided tours are available and recommended.

Whangārei Art Museum – Te Manawa Toi

This museum is the permanent home for the city art collection, that embraces heritage and contemporary art.



Otuihau – Whangārei Falls



The Town Basin