



Vision and Mission

THE FAR NORTH

Te Taitokerau ki te Raki

FAR NORTH DISTRICT COUNCIL'S MISSION STATEMENT

Nga Mahi Whakahiahia o te Kauhihera

- To provide effective leadership and responsive, affordable services
Kia tika te mahi arahi i te Iwi; horo rawa te tuku, iti rawa te utu
- To value our diverse lifestyles and unique environment
Whakanuitia nga mea o te rangi, o te whenua, tae atu ki tena, ki tena o tatou
- To build trust within stronger and safer communities
Kia hanga ai te whakapono, te kaha me te rangimarie, i waenganui i nga Iwi
- To promote the economic, social, environmental and cultural advancement of the Far North
Ki te whakatairanga nga whanaketanga putea, te taiao, me te hapai o nga tikanga a-Iwi o te Nota



THE TREATY OF WAITANGI

Te Tiriti O Waitangi

Council recognises the obligations and responsibilities of the Crown under the Treaty of Waitangi and its responsibility to take into account the key principles of partnership, protection, and participation. These are captured in legislation, particularly through the requirements of the Resource Management Act 1991 and the Local Government Act 2002. But fulfilment of Treaty obligations means more than simple adherence to statutory requirements. Council and its staff should be seen to be reflecting the spirit of the Treaty as part of business as usual.

E whakamihī ana te kaunihera ki te tū o te karauna ki te Tiriti o Waitangi me ana kawenga me nga matapono i raro i te Tiriti e pa ana ki te Whakahoā, Whakangungu, me te whai wahitanga mo te Iwi. Kua oti te mau enei kaupapa i raro te ture o te RMA 1991 me te Ture a Rohe 2002. E rangi me whakaaronuitia e hara kei te piri anake ki nga hiahia o te ture ki a whakatutuki nga whakaheinga o te Tiriti. Te kaunihera me ona kaimahi me whaiwhakaaro ki te hononutanga o te Tiriti e pa ana ki a ratou mahi.

VISION

The top place where talent wants to live work and invest.

This is about:

- Attracting more skills, talent and investment to the district.
- Retaining the skilled people already here and maintaining economic prosperity.
- Being competitive with other districts.

VALUES

To drive work across the organisation on behalf of the community:

- Enabling
- Enthusiasm
- Innovation



Introduction

The purpose of the Annual Report is to look at Council's accomplishments in the financial year from 1 July 2013 to 30 June 2014. The Annual Report is the primary means of advising the Far North community of Council's financial and non financial performance during the 2013/14 financial year against the objectives set out in the second year of the Council's Long Term Plan 2012/22. The Annual Report also outlines challenges which the Far North community has faced.

Council has taken the decision to reduce its impact on the environment by not printing the full Annual Report document. Instead a compact disk (CD) version is available and the full printed Annual Report is available online at www.fndc.govt.nz Both are available by request.



ACTIVITY GROUPS AT A GLANCE

Council core services are categorised into activity groups. These groups and the primary services associated with each are as follows:

Roading and Footpaths

Road Network • Footpaths

Stormwater Drainage

Stormwater drainage

Water Supply

Water Supply

Sewerage Treatment

Sewerage treatment

Waste Management

Refuse and • Recycling

District Facilities

Cemeteries • Civic and Community Buildings • Motor Camps • Housing for the Eldery • Recreation • Town Maintenance, Public Toilets, Car Parks and Amenity Lighting • Customer Services • i-SITES • Libraries

Environmental Management

Animal Control • Environmental Health • Monitoring and Enforcement • Liquor Licensing Agency • Parking Enforcement • Environmental Policy • Resource Consent Management • Building Consent Management

Governance and Strategy

Governance • Strategic Planning • Economic Development • Māori Engagement

More details about these activity groups are on pages 101 - 220



Message from the Mayor

GREETINGS AND KIA ORA KOUTOU

The emphasis across the board this year has been on rebuilding the organisation to provide a solid base on which to properly plan for the future and to shift the focus away from impulse decision-making to a more structured approach. This has involved strengthening our management team and re-evaluating some of the ways we do business to provide greater opportunities for communities to have a meaningful input into the democratic process. It has also meant structural changes to ensure that service delivery is not only maintained but also improved.

In the process of evaluating the way forward, it quickly became apparent that there was a huge backlog of basic infrastructural requirements in the areas of roading, water and wastewater. To address the issues will involve a comprehensive review of the way ahead and, in the short-term, will seriously restrict our ability to satisfy community aspirations for less essential services and new capital projects. The intention is to address what could be perceived as an infrastructural crisis in the

course of the pending review of the Long Term Plan. In the meantime, we have been forced to rethink the way we will need to approach a number of major projects, including the provision of an improved water supply for Kaitaia and the expansion and upgrading of wastewater treatment and discharge facilities in the Bay of Islands. After the close-off date for this report, the backlog of infrastructural needs was further aggravated by adverse weather events which caused havoc with the roading network. We are currently in negotiation with both the New Zealand Transport Agency and private parties including the logging industry on how best to address the reinstatement of the network.

The distractions associated with changes in direction, the rebuilding of a new strategic management team, the infrastructural challenges which have emerged, the uncertainties surrounding the Local Government Commission's review of the local government structure and the investigation initiated earlier this year by the Serious Fraud Office (SFO) have in combination forced the Council to adopt a very cautious approach before moving forward. The SFO inquiry is ongoing.



Some of the distractions have been reflected in a customer satisfaction survey carried out earlier this year. While there were positive improvements shown in a number of areas, the survey in particular noted high levels of dissatisfaction with the maintenance of the roading network. This is being addressed. This year, the survey specifically targeted aquatic facilities and the results reflected qualified demands from Kaitaia, Kaikohe and Kerikeri for major improvements to swimming pool complexes. This will be addressed in the review of the aquatic facilities policy currently underway. On a positive note, the ongoing dispute over the lease of the Hokianga i-SITE building to private enterprise has been resolved. The Council has asked Far North Holdings Ltd to build a replacement.

Essentially, the 2013/14 year has been one of consolidation and, in spite of the distractions, there has been good progress made towards regaining the confidence of the community and setting a platform for the future.

I would like to take this opportunity to thank councillors, community boards, management and staff for their commitment to making changes which will progress the district.

Nga mihi.

A handwritten signature in blue ink, appearing to be 'John Carter'.

Hon John Carter QSO
Far North Mayor



Message from the Acting Chief Executive

GREETINGS AND KIA ORA KOUTOU

This has been a year of dramatic change with a new Council and a new direction designed to address a number of historical issues and provide a new platform on which to improve service levels and communications with our residents and ratepayers. The goal has been to re-establish both internal and consumer confidence in the Council and its operations. This includes a strong emphasis on engagement and building relationships with Iwi and hapu.

There has been an almost total change in personnel at a strategic management level and significant changes across the board in the way we do business. The new focus seeks to provide a more targeted approach and further advances in terms of cost-effective service delivery. Business plans are being developed to refocus the organisation on strategic priorities. It is fair to say the Council had been operating with resources which were below optimum levels and it is still in something of a recovery mode. One of the challenges has been to attract the right people to the right positions to ensure that strategy work and service delivery is more efficient. Most of the strategic appointments have now been made and we can look forward to getting on with the job.

There are two major capital projects forecast in the Annual Plan were not progressed for various reasons. The Kaitaia water scheme is under review and we are waiting for a report which we will take back to the community. We have agreed to take a staged approach to the Kerikeri sewerage project. Later this year, we will apply for resource consents to upgrade the treatment plant. We will also propose in the Long Term (10-Year) Plan to follow this work with an extension of the reticulation network to complete the servicing of the central Kerikeri area. It is anticipated that further network extensions will follow in subsequent years as funding becomes available.

From an administrative perspective, the extremely complex issues which have been raised and the changes which have been made have at times made it difficult to accurately measure movements in performance levels. We have, to a degree, relied on customer satisfaction surveys to provide a general picture of the trends which are emerging. I am pleased to report these are showing encouraging signs. This year's Resident Opinion Survey has shown improvements in satisfaction in areas such as footpaths, coastal access, refuse transfer station services, water and wastewater services, parks, reserves



and libraries. However, there was a disturbing fall in satisfaction levels for the roading network and ongoing concerns with high maintenance areas such as public toilets, cemeteries and stormwater management. Only 42% of those surveyed were satisfied with roading service levels and that was well below target. Deficits in the roading network will be specifically addressed over the next 12 months. The survey showed that, in general, our communication performance levels are improving and there is an increasingly higher satisfaction level for the customer and call centre services which are currently provided. Three-quarters of the customers making contact were either satisfied or very satisfied with their outcomes. While this is good news, it was still below target and the Far North lags behind similar districts against which the survey was peer-reviewed.

Because capital expenditure was below budget while changes were made internally and policy directions reviewed, we have finished the financial year in a reasonably satisfactory position. Public debt is down from \$89.6 million to \$71.6 million. However, in the next year, we will have to address significant outstanding infrastructure demands, which will require substantial investment.

I would like to thank Mayor John Carter, councillors and community boards for their support and assistance. Also, special thanks to our dedicated and skilled staff.

Nga mihi.

A handwritten signature in cursive script that reads "Colin Dale".

Colin Dale C.N.Z.M., J.P.
Acting Chief Executive



Our District

The Far North is the most northerly district in New Zealand, sharing its southern boundaries with Kaipara and Whangarei districts.

Together, the 3 districts make up the Northern region. With 7,324 km², the Far North district is the largest of the 3 districts, contributing 54% of the land area and 37.5% of the region's population. This land area includes a significant amount of unrateable land belonging to Department of Conservation and Māori. The number of rateable properties is 35,615. The Far North District Council is the largest Territorial Authority in terms of land area in the North Island. The only 2 areas that are larger are both Unitary Authorities: Auckland and Gisborne.

The district has 2,347 km's of coastline which includes offshore islands and 9 major harbours. Most of the land is rural; resulting in 15 widely dispersed small urban settlements with populations of between 500 and

6,000 people. The 3 service towns of Kerikeri, Kaikohe and Kaitaia have the largest permanent populations. Home ownership in the Far North is higher than the average for New Zealand and rental costs are lower compared with the national average.

The district in 2013 had a 17,290 strong labour force with a varied skill base, in part mirroring the district's diverse heritage, culture and knowledge. This diversity gives the district's people the opportunity to make lifestyle choices. The district was serviced by 7,246 local businesses employing the 17,580 persons. The health and community sector employs the largest percentage of workers at 10.9%.

The 2013 census put the usual resident population of the Far North district at 55,731. In the 2013 census, 44.5% of the district's population indicated that they belonged to the New Zealand Māori ethnicity group.



This compares with a national average for Māori ethnicity of 14.9%. Between 2006 and 2013, the Far North's population has remained static; however, population growth is occurring in some areas to the East at the expense of others in the West. In addition, the Far North receives a large influx of visitors during the summer season with population conservatively estimated at around 110,000 at any one time. Drawn by the district's beautiful beaches and harbours, these visitors more than treble the population of some coastal settlements at peak times.

Couples with children make up 33% of all families in Far North District, while couples without children make up 44% of all families, and one parent families with children are the remaining 23%. In Far North District, 64.4 percent of households in occupied private dwellings owned the dwelling or held it in a family

trust. The average household size was 2.5 people, which is less than the national average of 2.7.

Major contributors to GDP in both 2012 and 2013 were the retail and wholesale trade, followed by agriculture (including forestry and horticulture). GDP for the year ending March 2014 was \$1,717 million.



Representation - Council

As at 30 June 2014



Hon John Carter QSO

Phone: 09 401 5210 Cell: 027 445 5754

Email: john.carter@fndc.govt.nz

Appointments:

Mayor

Chair - Audit, Finance & Risk Committee

LGNZ/ Rural and Provincial Sectors

LGNZ Zone 1 - National Council

NRC / Mayoral Forum

District Strategy & Growth Committee

Far North Holdings Limited – shareholders representative



Tania McInnes

Phone: 027 889 3543

Email: tania.mcinnes@fndc.govt.nz

Appointments:

Deputy Mayor

BOI - Whangaroa Councillor

Chair - District Strategy & Growth Committee

LGNZ/Rural and Provincial Sectors

LGNZ Zone 1

GMO Inter Council Working Party

NRC / Mayoral Forum



Sally Macauley

Phone: 021 244 3185

Email: sally.macauley@fndc.govt.nz

Appointments:

Kaikohe-Hokianga Councillor

Chair – Community Services & Development Committee

Economic Development Committee

District Strategy & Growth Committee

Sister Cities Representative

NZ Historic Places Trust / Society for the Preservation of the Kerikeri Stone Store Area

Kerikeri Civic Trust (The Centre)

Creative Communities Funding Assessment Committee

Disability Action Group



Willow-Jean Prime

Phone: 09 401 5200

Email: willow-jean.prime@fndc.govt.nz

Appointments:

BOI-Whangaroa Councillor

Audit, Finance & Risk Committee

Regulatory & Environment Committee

Sport Northland / Regional Physical Activity Strategy

and other sporting activities / Northland Sport and

Physical Activity

Kerikeri Civic Trust (The Centre)

Kerikeri Waipapa River Liaison Group

Waitangi River Liaison Committee



Ann Court

Phone: 027 295 5550

Email: ann.court@fndc.govt.nz

Appointments:

- BOI-Whangaroa Councillor*
- Infrastructure Committee
- Chair – Regulatory & Environment Committee
- District Strategy & Growth Committee
- Northland Road Safety Forum
- LGNZ Zone 1
- Northland Regional Transport Committee
- NRC Environmental Management Committee and Subcommittee (Regional Water and Soil Plan for Northland Working Group)
- Kerikeri Domain Trust
- National Marine Park for Northland working group



Di Maxwell

Phone: 027 497 3757

Email: di.maxwell@fndc.govt.nz

Appointments:

- BOI-Whangaroa Councillor*
- Audit, Finance & Risk Committee
- Chair - Economic Development Committee
- District Strategy & Growth Committee
- Northland Conservation Board / DOC liaison person
- NRC Environmental Management Committee and Subcommittee (Regional Water and Soil Plan for Northland Working Group)
- Kerikeri Waipapa River Liaison Group
- Waitangi River Liaison Committee
- Kaeo River Liaison Committee
- Northland Economic Action Group



John Vujcich

Phone: 021 983 720

Email: john.vujcich@fndc.govt.nz

Appointments:

- Kaikohe-Hokianga Councillor*
- Audit, Finance & Risk Committee
- Chair - Infrastructure Committee
- Economic Development Committee
- Regulatory & Environment Committee
- District Strategy & Growth Committee
- Northland Civil Defence Emergency Management Group
- Northland Road Safety Forum
- Northland Regional Transport Committee
- Northland Economic Action Group



David Collard

Phone: 0272 442 423

Email: david.collard@fndc.govt.nz

Appointments:

- Te Hiku Councillor*
- Infrastructure Committee
- Economic Development Committee
- Regulatory & Environment Committee
- Te Ahu Trust
- Creative Communities Funding Assessment Committee
- Awanui River Liaison Committee
- Doubtless Bay Harbour Catchment Group



Colin (Toss) Kitchen

Phone: 0274 762 079

Email: colin.kitchen@fndc.govt.nz

Appointments:

Te Hiku Councillor

- Audit, Finance & Risk Committee
- Community Services & Development Committee
- Northland Civil Defence Emergency Management Group
- Northland Conservation Board / DOC Liaison Person
- National Marine Park for Northland Working Group
- Kaeo River Liaison Committee
- Disability Action Group



Mate Radich

Phone: 09 406 7015

Email: mate.radich@fndc.govt.nz

Appointments:

Te Hiku Councillor

- Infrastructure Committee
- Community Services & Development Committee
- Sport Northland/Regional Physical Activity Strategy and other sporting activities/Northland Sport and Physical Activity
- Awanui River Liaison Committee
- Doubtless Bay harbour Catchment Group

Representation - Community Boards

As at 30 June 2014



Lawrie Atkinson

Phone: 021 029 29 335

Email: lawrielyn@callsouth.net.nz

Appointments:

Chair - Te Hiku Community Board

District Strategy & Growth Committee

Community Services & Development Committee



David Senior

Phone: 09 408 4135

Email: davidogman@gmail.com

Appointments:

Deputy Chair - Te Hiku Community Board



Mike Ward

Phone: 09 406 1242

Email: mdward@gmail.com

Appointments:

Te Hiku Community Board Member



Ivan Alvrez

Phone: 021 101 2160

Email: ivanalvrez@gmail.com

Appointments:

Te Hiku Community Board Member



Adele Gardner

Phone: 021 187 9985

Email: gardnerja@xtra.co.nz

Appointments:

Te Hiku Community Board Member



John Schollum

Phone: 021 1133 073

Email: octopus@maxnet.co.nz

Appointments:

Chair - Kaikohe-Hokianga Community Board

District Strategy & Growth Committee

Community Services & Development Committee



Pauline Evans

Phone: 09 405 5855

Email: pauline@treehouse.co.nz

Appointments:

Deputy Chair - Kaikohe - Hokianga Community Board



Kelly van Gaalen

Phone: 022 350 8960

Email: kellyandjasper@clear.net.nz

Appointments:

Kaikohe - Hokianga Community Board Member



Win Stephens

Phone: 0274 984 830

Email: winstephens@gmail.com

Appointments:

Kaikohe-Hokianga Community Board Member



Garry Clarke

Phone: 09 405 7688

Email: clarkegroup@ihug.co.nz

Appointments:

Kaikohe-Hokianga Community Board Member



Louis Toorenburg

Phone: 09 405 4581

Email: amazelou@igrin.co.nz

Appointments:

Kaikohe-Hokianga Community Board Member



Terry Greening

Phone: 021 179 8020

Email: terry.lizg@kinect.co.nz

Appointments:

*Chair - BOI-Whangaroa Community Board
District Strategy & Growth Committee
Community Services & Development Committee*



Belinda Ward

Phone: 09 402 8534

Email: belinda.ward@xtra.co.nz

Appointments:

Deputy Chair - BOI-Whangaroa Community Board



Margaret Wikaire

Phone: 09 404 0888

Email: margaretw@windowslive.com

Appointments:

BOI-Whangaroa Community Board Member



Florence Annison

Phone: 09 407 6555

Email: calamity.jane@xtra.co.nz

Appointments:

BOI-Whangaroa Community Board Member



Martin Robinson

Phone: 022 136 9619

Email: organics@value.net.nz

Appointments:

BOI-Whangaroa Community Board Member



Doug Turner

Phone: 0273 440 411

Email: jstrauss@xtra.co.nz

Appointments:

BOI-Whangaroa Community Board Member



Bruce Mills

Phone: 09 405 0209

Email: bruce-mills@hotmail.co.nz

Appointments:

BOI-Whangaroa Community Board Member