

**CHIEF OF STAFF
MONTHLY REPORT**

June 2026

Executive Summary

The Chief of Staff group (Chief Executive's Office) provides strategic and operational advice to the Chief Executive, leads culture and organisational development, delivers on the Mayors Taskforce for Jobs, supports employment-related decisions, provides direct support for Kahika and Kohepū and manages high-profile complex property projects across the organisation.

It comprises key functions including People & Capability, Organisational Development, Executive Projects, Mayo's Office and Facilities & Administration, each providing services ranging from recruitment and payroll to property project management and workplace environment support.

A quarterly report is provided to Te Miromiro on the group's activities and people information, the latest report is here - [Agenda of Te Miromiro Committee for Assurance, Risk and Finance Meeting - Tuesday, 12 May 2026](#). This activity briefing is attended to supplement rather than duplicate information included in that report.

Reporting Period: June 2026

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People & Capability

The People & Capability team provides practical, timely, and high-quality support across the full employee lifecycle, including recruitment, payroll, performance, induction, employment relations, and the delivery of the Mayors Taskforce for Jobs programme. This section summarises the month's priority People & Capability updates for elected members.

Staffing levels and vacancies

What has changed

Vacancies and staffing levels continue to be actively reviewed to ensure alignment with delivery priorities and Annual Plan commitments. We have developed, adopted and implemented a Vacancy and Recruitment Framework, which requires all vacancies to be assessed against organisational priorities, service delivery requirements, operational risk and budget considerations before recruitment activity is approved.

Why it matters

The Vacancy and Recruitment Framework ensures vacancies are not treated as automatic replacements, but as opportunities for People Leaders to critically assess service needs, workforce planning requirements, organisational priorities, and alternative ways of delivering outcomes. This promotes greater accountability for staffing decisions, supports the efficient use of resources, and helps ensure Council maintains the capability needed to deliver Annual Plan commitments while managing operational risk and affordability impacts for ratepayers.

Relevant metrics

Active vacancy recruitment during June 2026:

Position Description	Type	Business Unit
Senior Solicitor	Fixed Term	Legal Services
Civic Engagement & Education Coordinator	Fixed Term	Civic Engagement and Education
Rates & Water Billing Officer	Fixed Term	Rating Services
Animal Management Officer - South	Permanent	Animal Management - South
Support Officer	Fixed Term	Climate Action and Resilience
Casual - iSite (Paihia)	Casual	Visitor Information Services
Transportation Support Officer	Fixed Term	Transportation Support
People & Capability Advisor	Permanent	People and Capability
Legal Advisor	Fixed Term	Legal Services
ICT Support Specialist	Fixed Term	ICT Operations
Transition Manager	Fixed Term	Executive Projects
Manager - Libraries & Customer Service	Permanent	Libraries and Customer Service

Total position (FTE)

FTE measures *the total workload/positions*, not people, where 1.0 FTE represents the hours of one full-time employee (ie 40 hours per week); multiple part-time employees can collectively make up one FTE.

Total Pos FTE	Permanent	Fixed Term	Casual	Change from Previous Month
466.79	420.31	46.28	0.2	↑ 2

Headcount

Headcount is the total number of people employed, counted as individuals, regardless of whether they are permanent, fixed-term, part-time, or casual.

Total Headcount	Permanent	Fixed Term	Casual	Change from Previous Month
430	379	35	16	↑ 5

What happens next

Vacancies will be consolidated, with resulting changes reflected in the Annual Plan.

Being a fair and safe employer

Being a fair and safe employer requires Council to act lawfully, in good faith, and with respect, including applying fair and consistent processes and preventing bullying and harassment. It also requires providing a work environment that is healthy and safe so far as reasonably practicable, in line with obligations under the Health and Safety at Work Act 2015 and the Employment Relations Act 2000, alongside Council policies and employment agreements.

What has changed

People & Capability continued to provide business-as-usual support to People Leaders and employees, including workplace relations advice, proactive guidance, and management of employment matters as they arose. Collective bargaining activities and the end-of-year performance review process continued during the period, alongside ongoing review and maintenance of People & Capability policies. The period also marked the successful completion of the cadet programme, with all graduating cadets transitioning into ongoing employment with Far North District Council.

Due to privacy and legal considerations, further detail is not included in this report.

Why it matters

Council's approach as an employer directly impacts staff wellbeing, service continuity, and organisational reputation. Ongoing public commentary has heightened focus on staff wellbeing and employer obligations, increasing employment relations risk and reinforcing the need to maintain a safe, supportive, and compliant workplace.

Relevant metrics:

Workplace matters being actively managed by the People & Capability team (high level):

Cases Actively Managed in June	Cases ongoing from previous months
17	7

What happens next

Quarterly analysis of employment matters requiring People & Capability support will continue to identify emerging trends and proactively inform targeted interventions. These insights will be used to

assess effectiveness and refine our approach, with an ongoing focus on strengthening People Leader capability, early intervention, and timely resolution.

Mayor's Taskforce for Jobs

What has changed

MTFJ activities continued throughout the period, including engagement with MSD, employers and community partners, placement coordination, reporting, and pastoral support for rangatahi. This work has remained challenging in a competitive labour market, with a significant increase in experienced and work-ready job seekers competing for available opportunities. End-of-year contract and reporting activities were completed, with June representing the final month of MTFJ within the People & Capability portfolio before transitioning to the Mayor's Office from 1 July 2026.

Why it matters

The programme supports local employment outcomes, and timely official information responses help maintain trust and transparency and directly links to the Youth portfolio of Council.

Relevant metrics

Placement Made	Sustainable Outcome Achieved	Total Programme Sustainable Placements Required
8	13 (11 MSD, 2 NEET)	22 (note: 18 must be MSD main benefit clients. 4 are any others meeting the NEET requirements)

What happens next

Confirm updated Taskforce monthly progress and any contract delivery finalisations as we enter the last month of this year's contract. More detailed reporting is provided through Te Miromiro's Chief of Staff quarterly report.

Organisational Development

Organisational Development helps build a healthy workplace where people can do their best work. This includes strengthening leadership, supporting change programmes, improving how we work, and lifting culture and capability across Council.

Staff engagement survey - results and follow-up

What has changed

Engagement action planning continues within teams across the organisation. Activity supporting engagement and wellbeing insights during June: Samoa Language week, Matariki, psychological safety workshops.

Why it matters

Engagement is an early indicator of workforce health and retention risk, and helps Council understand whether leadership, workload, and support arrangements are enabling delivery. Identifying key themes and insights provides clarity of what is important to our staff and areas requiring focus, acknowledgement and improvement. Initiatives focused on culture, awareness and wellbeing increase engagement.

Relevant metrics

Team action plans created in June: 2

Total: 11

What happens next

Continue team check ins, create and drive engagement initiatives, provide training opportunities and report on metrics. Begin planning for September Engagement Survey.

Support for change - new tools and guidance

What has changed

Enterprise Change Roadmap project brief and initial data capture shared with Senior Leadership Team. Change Management resources incorporated into training sessions. Leader and team change sessions scheduling reviewed to ensure meaningful outcomes for participants and how to utilise resources effectively.

Why it matters

We need a consistent way to successfully manage large, strategic changes in the organisation and to build capability. An enterprise change roadmap is a high-level, time-based view of the organisation's major change initiatives and programmes. It shows what is changing, when it is expected to happen, who is accountable, and how initiatives interact. This is going to promote deliberate decisions about priorities, coordination, capacity and effect of overall change experience for staff.

Relevant metrics

The success of the Enterprise Change Roadmap project will be measured against whether the roadmap helps deliver improved management decision making. Effective change management will be measured in September engagement survey.

What happens next

Revise leading change and team change sessions scheduled over coming months and promote templates and resources. Continue Enterprise Change Roadmap development. Analysis of FY27 Q1 data that has been captured and prepare first dashboard.

Stronger people leadership*What has changed*

Leadership in Focus assessments by Tier 3 leaders and their respective SLT against the five leadership priorities: Strategic Thinking & Planning, Change Management & Leadership, Decision Making & Critical Thinking, Emotional Intelligence, Political & Business Acumen is ongoing. Psychological Safety session included in June Quarterly People Leaders workshop.

Why it matters

Strong people leadership supports culture, performance and retention, and helps resolve workplace issues early, reducing service disruption and employment-relations risk.

Relevant metrics

60 leaders took part in Psychological Safety development session. Requests received for team sessions as a result to be scheduled.

What happens next

Continue meetings with SLT and Tier 3 leaders to agree capability focus areas and provide individual plans. Leverage internal subject matter expertise to create capability growth sessions eg topics relating to Political & Business acumen.

Executive Projects

Executive Projects is a small specialist team that helps move complex, high priority work forward. This often involves coordinating across different parts of the organisation and making sure the right decisions and governance steps happen at the right time.

A lot of this work relates to land and property matters, and projects that need extra coordination to unblock progress. As projects move into delivery, the work is often handed over to other groups to complete.

The team helps senior leaders and elected members by improving the quality of advice, strengthening decision making, and keeping complex work moving.

Housing for the Elderly

What has changed

Following an elected member workshop with Far North District Council (FNDC) and Far North Holdings Limited (FNHL) on 20 May where governance consensus was for staff to further explore a hybrid approach, including elements of divestment (Option 4) with targeted engagement with community housing providers (Option 3), a decision report identifying a preferred option has been drafted by staff.

To support effective decision making and ensure all options have been thoroughly explored prior to a report to Te Koukou on next steps in the divestment pathway, The Urban Advisory (TUA) have been engaged to undertake a full detailed options analysis of existing option(s) and offer a feasible 'new' option. This is an eight-week process which is on track to complete in August; decision reports are anticipated to Te Koukou and Council in Q4.

Why it matters

Housing for the Elderly involves long-term decisions about service levels, asset condition and investment, operating model, and funding/affordability. This portfolio has been a longstanding item Council has wished to progress, is of high interest to the public, and specific locations have recently attracted renewed interest from community housing providers (CHPs) which the latest Council resolution does not allow provision to fully explore. Clear direction is needed to manage risk, ensure transparent decision-making, and provide certainty to tenants and the wider community about the future of this portfolio.

Relevant metrics

Preferred hybrid option researched and drafted by staff in early June.

Commencement of 8-week options analysis review by The Urban Advisory (TUA) in late June.

What happens next

TUA will complete their external analysis (anticipated in early August).

Staff will refine decision paper based on TUA analysis and present to Te Koukou and Council in Q4.

Clearer approach to land decisions*What has changed*

Operational policy to improve how we make land decisions (buying, keeping, or selling land) has been drafted and is undergoing detailed legal review prior to finalisation. Completion of the review is taking longer than initially anticipated due to competing priorities for teams providing input, with next steps being worked through as part of the wider policy finalisation process.

Why it matters

A consistent operational approach supports Council to make well-reasoned land decisions and improves transparency about how and why decisions are made, including clearly confirming where elected members are required to make decisions. It also ensures clear, robust internal process to ensure elected member land decisions can be well-implemented.

Relevant metrics

First policy draft completed and initial internal review completed by relevant teams. In-depth legal/compliance review of refined draft in progress.

What happens next

Complete in-depth legal/compliance review and obtain elected member endorsement of policy, commence process design once policy formally endorsed.

Key place and property projects - what you need to know*What has changed*

Work continues for a small number of complex projects that need careful planning and clear decision steps. Some property matters are commercially sensitive, so details are managed through the appropriate confidential channels.

Why it matters

These projects can affect long-term community outcomes, costs, and public confidence in decision-making.

Relevant metrics

Key upcoming elected member workshops/decisions in the next 4–8 weeks:

- Te Puāwaitanga: staff presented a decision paper on community engagement to both the Bay of Islands-Whangaroa Community Board's June meeting, and to Te Koukou Committee for Transport and Infrastructure. Having gained endorsement to proceed, this decision paper is on the agenda for Council's 22 July meeting.
- 'Old' Kaikohe Library building: A report is coming to Te Koukou on 19 August - for recommendation to Council in September - to confirm outcomes for the building. Based on community engagement in May and endorsement by Kaikohe-Hokianga Community Board (K-HCB) in June, the recommended option is for 1) Council retain ownership of building and 2) begin an Expressions of Interest (EOI) process on granting of a lease for a commercial market rate, with preference given to proposals that deliver community benefits. If the recommended option is approved the EOI criteria will be refined with input from the K-HCB, with the aim being to commence the EOI process before December. There are building works that need to happen before a lease can be signed that will be completed after the library services relocate. Staff will continue to engage with Ngāpuhi Iwi Social Services (NISS) and

other submitters as next decision steps are endorsed by relevant committees through to Council.

- New Kaikohe Library and Civic Hub: Executive Projects are providing project liaison support in the leadup to the official opening date of this site on 9 November, including coordinating moveout resourcing, supporting practical completion of the project, and asset handover.

What happens next

Bring formal paper to Council for decision to commence community engagement for Te Puāwaitanga in July.

Present the outcomes of 'old' Kaikohe Library engagement and seek governance endorsement of preferred next steps at August Te Koukou meeting.

Long Term Plan (LTP) programme management

What has changed

The LTP is being managed as a single, organisation-wide programme led by Executive Projects, coordinating strategy, services, infrastructure and finance; with work focused on sequencing major projects, zero-based budgeting, and decision-ready advice.

Why it matters

This whole-of-organisation approach ensures priorities, trade-offs and affordability are considered together in a constrained environment and strengthens operational leadership and governance oversight.

Relevant metrics

Key upcoming elected member workshops/decisions in the next 4-8 weeks:

23 June workshop held, covering draft community outcomes and strategic priorities, activity groups, user pays settings for council activities, direction setting on levels of service for various activities, and appetite for investigating asset divestment.

Upcoming 7 July workshop will commence initial review of the capital pipeline of all potential projects identified by staff. Subsequent workshops and activities will focus the pipeline into a draft capital works programme, with other key focus areas being Council's preferred financial approach prior to rates capping including a review of how we currently rate.

What happens next

Circulate monthly status reporting to ensure governance oversight of programme progress, deliver July- August workshop content and bring formal reports to elected members as required.

Ad Hoc Advice and Support

In addition to planned project work, Executive Projects provides ad hoc advice to the other staff across the groups.

This includes support on complex land questions, cross organisational reviews, and governance or process matters where additional coordination or assurance is required. This month that has included providing strategic advice on potential purchases to enable development of the Kerikeri ring road and

co-ordinating cross-cutting work between infrastructure and planning; supporting information requests to enable housing strategy work progression in other teams, providing strategic advice to the workplace accommodation working group's property queries, progressing potential (confidential) development opportunities, and providing input to ongoing implementation of development contributions.

Office of the Mayor

Office of the Mayor

June monthly operational update — Te Tari Kahika

The Office of the Mayor supports the Mayor and Deputy Mayor to lead well - across governance, representation, and decision-making.

We do this by bringing together good advice, clear briefings, and strong day-to-day support. Just as importantly, we help connect governance with operations, so decisions are well informed, communication is clear, and the organisation is working in a more joined-up way.

June showed the value of strong relationships, clear coordination, and shared support across the organisation. With leave in the Office, fast-moving reform work, and the Mayor away for part of the month, Te Tari Kahika worked closely with Communications, Strategic Reform, operational leads, and regional partners to keep work moving and support strong leadership. This included supporting the Deputy Mayor as Acting Mayor, helping bring community voice into local government reform, and strengthening regional relationships through work such as the Hyderabad delegation visit.

Day to day support

What has changed

In June, day-to-day support focused on keeping the Office steady and responsive while leave was covered and priorities shifted. This required closer collaboration across the organisation and clearer follow-through on key work.

This has included:

- Continued strengthening of inbox, correspondence, and administrative coordination systems. Email management remained positive, with timely follow-up and clearer prioritisation.
- A more intentional approach to forward planning across calendars, briefings, events, and key decision points
- A greater reliance on shared support across the organisation during June to cover leave in the Office, with particular appreciation for the practical support offered by the Communications team and the Strategic Reform team.
- This also included supporting the Deputy Mayor in her role as Acting Mayor while the Mayor was on leave, helping ensure internal and external workstreams continued with clear leadership and continuity.
- This helped keep governance, operations, communications, and reform activity better connected during a busy month.

Why it matters

These changes are helping to:

- Ensure the Mayor and Deputy Mayor remain well supported as priorities and availability shift
- Improve responsiveness and reduce the risk of missed, duplicated, or delayed follow-up
- Enable more effective forward planning, so leadership time is used strategically rather than reactively

This builds on May's work by moving from resilience under pressure toward more consistent and visible systems for managing work, time, and follow-through.

What happens next

- Continue strengthening inbox and correspondence management, including clearer prioritisation and tracking
- Further embed forward planning practices within calendar and briefing management
- Identify and address any remaining pressure points in administrative coordination

- Develop more intentional and effective systems for file sharing and team coordination activities

Briefings and communications support

What has changed

In June, communications advice was supported by the FNDC internal communications team, working alongside Te Tari Kahika. This was a strong example of practical collaboration across the organisation, and the Office is grateful for the support provided during a month of uncertainty and high reform demands.

This included:

- Continued support for media enquiries, statements, and key messaging across priority matters
- The development of “Straight Up Far North”, a joint initiative led by Te Tari Kahika and supported by FNDC Communications and Engagement team, intended to increase transparency and awareness between Council and communities.
- Media connection and relationship-led communications were intentionally kept more focused over June, allowing space and time for regional work, local government reform, and the pace of the Headstart process.

A key priority was holding a calm and steady leadership tone while managing media flow and being ready to respond to a significant increase in central government announcements and public attention.

Why it matters

This work supports the efficiency and effectiveness of the Office by ensuring leadership messaging is clear, timely, and aligned to the context of the issue.

It has helped to:

- Maintain continuity and confidence in the Mayor and Deputy Mayor’s public voice
- Reduce duplication or rework by aligning advice, messaging, and content earlier
- Support from the Communications team helped maintain continuity of leadership messaging while enabling the Office to prioritise reform, regional coordination, and internal shifts in ways of working.
- This also helped position communications as a leadership tool, not just a response function, especially as reform and central government activity began to increase.

Relevant metrics

Media enquiries: 22

Media releases and statements produced: 11

Social posts and content: 2

Briefing/key message packs produced: 2

What happens next

- Continue developing a more planned and consistent communications approach, with clear priorities around calm leadership, media flow, proactive storytelling, and reform-related messaging
- Support upcoming kaupapa and local government reform through clear, accessible content and aligned messaging across the Office, elected members, Council, and regional partners

Looking ahead, shift communications toward a stronger advocacy and leadership role, including being prepared for increased central government announcements, reform activity, and media attention.

This will include supporting greater transparency and public understanding of Council functions, decisions, and the reasons behind them, so communities can better see how decisions are made and how their voice is reflected.

Strategic advice, relationships and governance coordination

What has changed

In June, the Office shifted more strongly into delivery. The focus was on coordinating advice, relationships, and governance support in a way that created space for local government reform, regional leadership, and the Headstart process.

A significant focus continued to be on regionalisation and reform, including:

- Establishment of Northland Waters CCO
- Supporting the Headstart proposal development process and helping leadership respond to the pace of local government reform
- RMA reform and the establishment of the Northland Joint RMA Committee
- Regional advocacy channels including Northland Mayoral Forum and LGNZ Zone 1
- Relationship management and coordination, especially at a Regional level
- Strong connection with the Long Term Plan operational lead, helping support leadership and stewardship from the Mayor and Deputy Mayor.

This included supporting the Mayor and Deputy Mayor to remain informed and well positioned across reform-related activity, including:

- Aligning briefings, messaging, and engagement so there is a consistent leadership voice
- Supporting how community perspectives are reflected in reform discussions and positioning
- Close collaboration with the Strategic Reform team helped the Office stay aligned with fast-moving reform work. It also helped ensure the Mayor and Deputy Mayor had the space, advice, and context needed to lead well.

Another key example was the Office's role in supporting the development, delivery, and analysis of community voice on local government reform. This required the Office to work across the organisation and regionally, so leadership had clear information and could advocate strongly for the Far North.

The Office continued to support the Mayor and Deputy Mayor in their regional leadership roles, including work connected to the Northland Mayoral Forum and broader regional advocacy.

Relationship work continued across community, partner, and organisational settings. External relationship and media activity was more focused in June so the Office could make space for regional work, while continuing to move toward a more proactive approach to relationship management and community engagement.

A practical example was the joint coordination between Northland Inc and Te Tari Kahika to host an international delegation from Hyderabad. The visit explored possible working relationships between the two regions and showed the strength of the Office's relationship-led approach to building wider networks of collaboration.

A growing focus on proactive relationship planning, including better visibility of key relationships, clearer engagement priorities, and stronger connection between community voice and upcoming reform, regional, and Long Term Plan work.

Why it matters

This work is about making sure the Far North has a strong and credible voice, particularly as reform discussions continue to evolve at a regional and national level.

It also helps ensure that:

- The Mayor and Deputy Mayor are supported to provide clear and aligned leadership across reform
- Community perspectives are reflected in wider reform conversations

- Governance and operations are aligned around shared priorities and informed by robust analysis

This builds on May's work by moving from coordination into more active delivery, stronger alignment, and more intentional relationship management. It also reflects the deliberate shift in June to support regional and reform leadership well.

Relevant metrics

Strategic briefings, runsheets and issue notes: 18

Internal relationship development touchpoints: 35

External engagements supported: 10

What happens next

- Continue strengthening coordination of leadership support across Mayoral and Deputy Mayoral roles in reform activity
- Build on relationship work to support a more proactive approach to reform engagement, community connection, and partner relationships
- Support the development and integration of a regional workstream, including continued close connection with the Strategic Reform team and Long Term Plan operational lead
- Maintain alignment between governance priorities, reform activity, and organisational work programmes

Team culture and capability

What has changed

During June, the team continued to build a more connected, reflective, and resilient way of working across Te Tari Kahika and the wider organisation.

This included:

- Continuing shared practices that support connection, alignment, and wellbeing across the team
- Further strengthening internal communication and high-trust working relationships across administration, communications, strategic advice, reform, and coordination functions
- Improving consistency in the way work is planned, handed over, tracked, and followed through
- June reinforced the need for stronger collaboration across the organisation, with internal teams stepping in to support continuity, cover leave, and maintain momentum across priority work.

The culture of the Office remains collaborative and practical. The team continued to be available, willing to step in where needed, and focused on supporting clear, confident leadership across changing priorities.

Why it matters

These changes have:

- Supported continuity of service by strengthening team cohesion and shared responsibility
- Created a more connected and reflective team environment, improving collective focus and wellbeing
- Strengthened internal communication and trust, which underpins effective collaboration and delivery
- Reduced reliance on individuals by strengthening shared practices and cross-organisation support during leave and higher-pressure periods

- The support provided by Communications and Strategic Reform showed the value of trusted internal relationships and a shared commitment to keeping important work moving.

What happens next

- Continue embedding these practices as part of the team's operating rhythm
- Build on the foundations of trust and communication to support more integrated ways of working across the Office, Communications, Strategic Reform, and operational teams
- Support ongoing capability development aligned with emerging needs across governance, communications, and strategic engagement
- Maintain a collaborative and adaptive team culture that supports resilience and delivery

Highlights for the Office

- **More coordinated support for reform and regional priorities**

Advice, engagement, and analysis were better coordinated across local government reform, waters reform, the Headstart process, Long Term Plan work, and wider regional advocacy.

This included supporting community voice work on local government reform, so leadership had the insight needed to represent the Far North clearly and confidently.

- **Stronger collaboration across the organisation**

The Office worked closely with Communications, Strategic Reform, operational leads, and regional partners to maintain continuity, cover leave, and keep priority work moving.

Key examples included supporting the Deputy Mayor as Acting Mayor while the Mayor was on leave, and jointly coordinating the Hyderabad delegation with Northland Inc as part of a broader relationship-led approach.

- **More connected and supportive team environment**

We continued to embed practices that support trust, reflection, shared responsibility, and resilience within the Office.

June also showed a deliberate shift in pace and focus, creating space for regional work, local government reform, Headstart, proactive relationship planning, and Long Term Plan leadership support.

Looking ahead, communications will also play a stronger role in helping communities understand Council functions and decisions, supporting greater transparency, trust, and confidence in local leadership.

Strategic Reform Initiatives

Strategic Reform Initiatives leads Council's response to major legislative, governance and regional reform programmes. This includes Simplifying Local Government (Head Start), Resource Management Reform, and regional economic development initiatives. These programmes have significant implications for future service delivery, governance arrangements, planning functions, regional collaboration and economic outcomes across Te Tai Tokerau. During June, activity focused on developing evidence-based proposals, coordinating regional governance arrangements, supporting elected member decision-making, and preparing for key July and August decision points.

June Update: Simplifying Local Government Reform – Head Start

What has changed

June was focused on the development of Northland's Head Start pathway proposal and the supporting evidence base behind this proposal. The four Northland councils continued working collaboratively through the Elected Member Steering Group (EMSG), Chief Executives Forum and officer working groups to assess options for future local government arrangements. Work included developing comparative analysis of one and two unitary authority models, undertaking community and stakeholder engagement, engaging with iwi, hapū and Post-Settlement Governance Entities (PSGEs), and preparing material for regional decision-making in July.

A significant milestone during June was the completion of the regional community survey programme and the preparation of a consolidated Northland community feedback report. Survey results and engagement findings were analysed and incorporated into the evidence base required to support development of a Head Start Outline Proposal for Government consideration.

Targeted engagement was also undertaken with Māori organisations and representative bodies to ensure Treaty settlement arrangements, Māori representation and local voice considerations are appropriately reflected in future governance options that would be included in the Head Start Outline Proposal.

Why it matters

The Head Start pathway provides Northland with an opportunity to shape its own future local government arrangements ahead of the wider Government-directed reform programme scheduled to commence after 2028. Any proposal must demonstrate support for the new planning system, simplify local governance, improve efficiency and maintain local representation and community voice.

This work is strategically important because the outcome has the potential to fundamentally change governance arrangements, regional collaboration mechanisms, service delivery structures, and accountability arrangements across Northland. Community feedback, iwi engagement and robust options analysis are critical to ensuring elected members are able to make informed decisions during July and August.

Relevant metrics

- Four Northland councils participating in the Head Start process.
- Regional community surveys completed during June across participating councils.
- FNDC's initial survey received 551 responses.
- Multiple engagement activities completed with PSGEs, iwi, hapū and regional stakeholders.
- Key programme deliverables (options analysis and community feedback report) completed for EMSG consideration in early July.

What happens next

Regional survey findings and options analysis will be considered by the EMSG and participating councils during July. Staff will continue preparing the Outline Proposal, supporting elected member workshops and undertaking engagement activities. Subject to regional decisions, a Head Start Outline Proposal must be submitted to Government by 9 August 2026.

June Update: Resource Management Reform*What has changed*

Significant work continued during June to prepare Northland for implementation of the Government's new resource management system. Activity focused on establishing regional governance arrangements, preparing elected member briefings, developing regional work programmes and supporting the inaugural meeting of the Northland Resource Management Joint Committee held on 29 June.

The Joint Committee was established to provide governance oversight and strategic direction for reform implementation across the four Northland councils. Preparatory work during June included developing briefing material on the proposed Planning Act and Natural Environment Act, identifying implementation risks, and developing a regional work programme to support future Regional Spatial Planning requirements.

Staff also worked with planning, policy, consenting and compliance teams across the region to identify operational implications of the reforms and establish early planning for implementation workstreams. Attention was given to future governance arrangements, Māori participation requirements, regional spatial planning responsibilities and coordination across councils.

Why it matters

The proposed replacement of the Resource Management Act will fundamentally change how planning, growth management, environmental regulation and infrastructure planning are undertaken. Successful implementation will require significant coordination across councils, iwi, Government agencies and regional partners.

The reforms also intersect directly with local government reform, Northland Waters establishment and Long Term Plan development. Early governance and programme arrangements are intended to minimise implementation risks and support continuity during a period of significant structural change.

Relevant metrics

- Northland Resource Management Joint Committee established and first meeting held on 29 June 2026.
- Regional work programme established to support implementation readiness.
- Four councils participating in governance and programme development activities.
- Initial programme structure, governance arrangements and implementation timeline prepared.

What happens next

The Joint Committee will consider strategic planning approaches, Māori participation arrangements and development of the Process Agreement required under the proposed legislation. Staff will continue readiness planning, risk identification and regional programme development to support implementation of the proposed Planning Act and Natural Environment Act reforms, including preparation for Regional Spatial Planning requirements and future legislative changes.

June Update: Regional Economic Development

What has changed

Regional economic development activity during June focused on supporting the Joint Regional Economic Development Committee (JREDC), regional collaboration through Northland Forward Together (NFT), and ongoing shareholder and strategic discussions relating to the organisation formerly known as Northland Inc, which has recently rebranded as Northland NZ.

Staff participated in the Te Tai Tokerau Investment Forum and Network hosted by Northland NZ on 16 June. The forum brought together representatives from local government, central government agencies and regional partners to discuss investment opportunities, economic development priorities and collaboration opportunities across Te Tai Tokerau.

Work also included preparation of strategic advice relating to future economic development delivery models, consideration of alignment with Long Term Plan development, and discussions regarding the future role of regional and local economic development functions in the context of local government reform. Staff supported ongoing regional governance coordination and relationship management activities across councils and regional partners.

The Northland Forward Together framework continued to provide the platform for regional collaboration across the four councils, including strategic discussions on shared priorities, economic growth opportunities, and potential future shared service arrangements.

Why it matters

Economic development remains a key priority for the region's future prosperity and resilience. The transition from Northland Inc to Northland NZ provides an opportunity to reaffirm regional priorities and strengthen collaboration between councils, businesses, iwi and central government agencies.

Regional forums such as the Te Tai Tokerau Investment Forum help strengthen relationships between investment partners, improve coordination across agencies and provide opportunities to align regional economic development initiatives with broader strategic objectives.

Relevant metrics

- Participation in the Te Tai Tokerau Investment Forum and Network on 16 June 2026.
- Ongoing support provided to JREDC activities and regional economic development governance.
- Continued collaboration through Northland Forward Together and associated regional governance forums.
- Strategic review discussions undertaken regarding future economic development delivery options and alignment with Local Government Reform and Long Term Plan development.

What happens next

Staff will continue supporting JREDC and regional economic development initiatives while progressing advice on future delivery models, shareholder considerations and alignment with Long Term Plan priorities. Ongoing collaboration with Northland NZ and regional partners will focus on maintaining momentum on agreed regional economic development outcomes and strengthening regional investment partnerships.

June Update: Development Contributions Implementation*What has changed*

Implementation of Council's Utu Whakawhanake – Development Contributions Policy 2025 continued through June, with activity focused on organisational readiness ahead of the policy becoming operational from 1 July 2026. Work included finalising business processes, staff training, system configuration, operational procedures, communications, governance arrangements and assessment workflows. Regular implementation meetings were held throughout the month to monitor readiness and address operational issues.

A significant focus during June was establishing sustainable operational ownership and accountability for administering development contributions once the project transitioned into business-as-usual operations. Staff identified that while implementation activities were substantially complete, further work was required to strengthen long-term resourcing and operational arrangements. A business case for a dedicated Development Contributions Specialist role was progressed to support policy administration, assessment consistency and compliance obligations.

Training and awareness sessions were delivered to planning, building consents, infrastructure, finance and customer-facing staff. Operational processes were tested and refined ahead of go-live, including development contribution assessments, invoicing, reconsideration procedures and customer enquiry management.

Why it matters

Development contributions are an important growth funding mechanism that ensures a fair proportion of growth-related infrastructure costs are funded by development rather than existing ratepayers. Successful implementation requires robust operational processes, clear accountability, consistent policy interpretation and effective customer communication.

As a new operational function for Council, implementation also introduces new statutory, financial and reputational obligations. Ensuring systems, processes and resources are in place prior to commencement reduces the risk of inconsistent assessments, delays, compliance issues and customer dissatisfaction.

Relevant metrics

- Development Contributions Policy scheduled to become operational on 1 July 2026.
- Weekly implementation governance meetings continued throughout June.
- Training and awareness sessions completed with Planning, Building Consents, Infrastructure, Finance and customer-facing teams.
- Business case progressed for establishment of a dedicated Development Contributions Specialist function.

What happens next

The policy will become operational from 1 July 2026, supported by interim implementation arrangements and enhanced post-go-live support. Staff will continue refining operational processes, monitoring implementation risks, completing knowledge transfer activities and progressing establishment of a dedicated Development Contributions Specialist role. A formal transition from project implementation to business-as-usual operations is expected following a post-implementation review later in 2026.

**COMMUNITY &
ENGAGEMENT
MONTHLY
REPORT**

June 2026

Executive Summary

The Community and Engagement Group is made up of the Te Ahu Museum and Archives, Libraries, Customer Services, Visitor Information Services (isites), the Communications and Engagement Team, the Contact Centre and the RFS Project all of which provide a variety of services that benefit communities in the Far North District. These services are aligned with Council's vision of creating great places and supporting our people.

Reporting Period: July 2025 to June 2026.

This monthly report is presented in a 12-month rolling period to highlight trends, spikes, and troughs, with a focus on the closing period month's operational activity updates, key metrics being tracked, and data analysis.

Authors of the following detailed reports include: Ruben Garcia, Group Manager – Community & Engagement, Manager – Libraries and Customer Services, Manager – Te Ahu Museum and Archives, Manager – Visitor Information Services, Manager – Communications & Engagement, Manager - Contact Centre.

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Far North District Libraries

Manager – Libraries and Customer Services, reports:

The Far North District Council offers a network of six libraries located in Kaeo, Kaikohe, Kaitaia, Kawakawa, Kerikeri, and Paihia, and one mobile library. These libraries serve as essential social infrastructure, fulfilling the district's educational, literacy, leisure needs and enabling lifelong learning opportunities. By offering free and open access to knowledge and information services, these libraries are accessible to all residents. Additionally, they provide a diverse range of programmes suitable for individuals of all ages, ensuring an inclusive and enriching experience for the entire community.

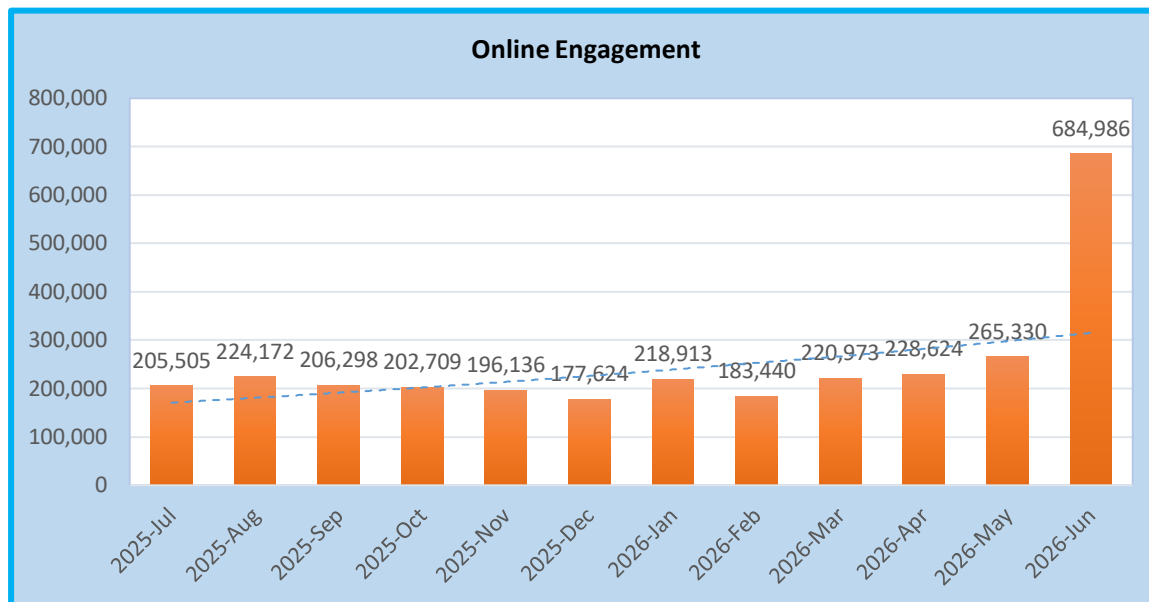
Operational Highlights for the June 2026 reporting period:

- Online engagement recorded 684,986 during June, a huge number and more than double the previous highest within this reporting period. This increase is mainly attributed to the Far north heritage page on Facebook which gained 458,750 reach/views/comments and shares. Sharing of new collection items and old photographs has been popular.
- The Kaikohe library project continues with the opening date set for 9 November. Library staff are hard at work behind the scenes getting ready to move into the beautiful new premises later in 2026. From working on purchasing of collections, selecting interior fitout items, planning makerspace technology purchasing and installation, creating rosters, confirming moveout plans, and facilitating the hundreds of other details required to ensure a smooth transition. The collaborative passion of this team continues to be a credit to the group and to council.
- The libraries across the district offered 264 programmes to our communities during June with 3173 attendees. Term time afterschool programmes continue to be well received as well as the addition of many social connection events run during the daytime such as Mahjong and scrabble and adult crafts.

The following pages includes key performance metrics we track to better understand our business activities. **All reporting metrics are reported in a 12-month rolling period** (hereafter referred to the 'reporting period') to help identify trends, dips, and spikes. Analysis of the illustrated data is provided for each month.

Online Engagement

Online engagement measures the digital use of online library services and includes all Facebook and email-newsletter engagement, and online site visits and downloads across the various services that make up the 'virtual library'. These include the online library catalogue, website and multiple e-services platforms across e-books, audio, magazine, newspapers, films, and several databases.



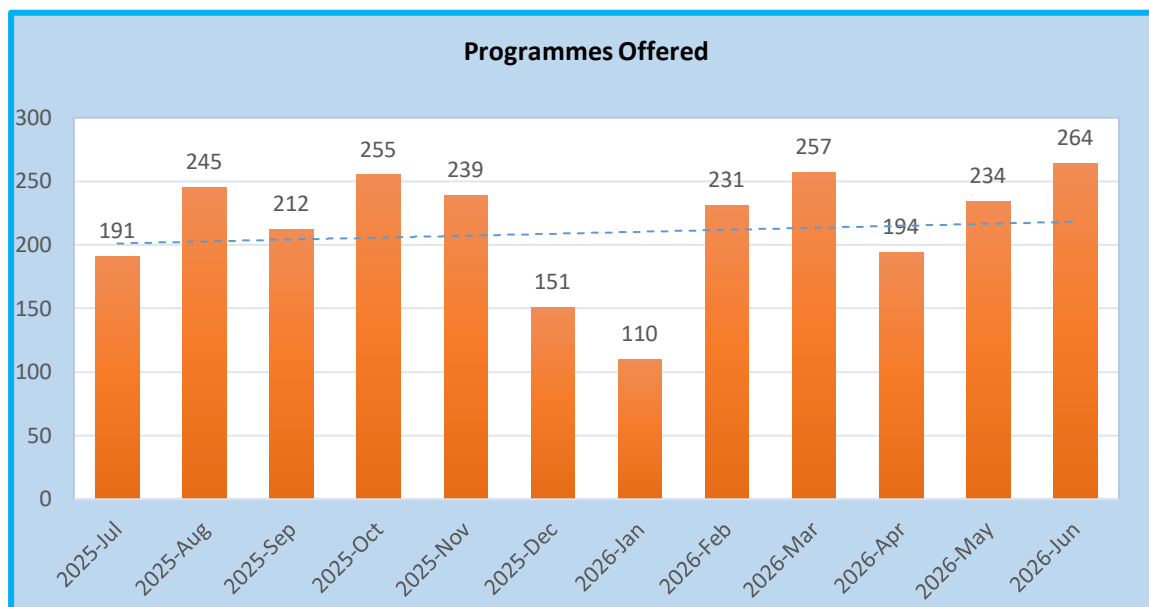
Far North District Libraries, Figure 1 – Online engagement includes visits, downloads, email newsletter and Facebook engagement (green).

Online Engagement Analysis

- Online engagement for June was 684,986, the highest result in the current reporting period by more than double. This increase is mainly attributed to the Far north heritage page on Facebook which gained 458,750 reach/views/comments and shares. Sharing of new collection items and old photographs has been popular.
- Wi-Fi use across our sites was 36,006 showing the need for access within our communities remains strong.
- The far north heritage Facebook page had 458,750 views and reach for June, more than doubling the previous highest engagement for this reporting period.
- A marketing push of e-services continues through our monthly library newsletter and Facebook pages.
- The collaboration with our Communications and Engagement team to create social media content to maintain interest in and awareness of e-library services continues.

Programmes Offered

Library programmes are free public events and activities, offered across a wide range of interest areas. The aim of library programming is to offer equitable access for communities to a wide variety of useful skills, ideas, and services that in turn support community well-beings. Libraries aim to offer as many programmes per month to communities as resourcing allows, this measure is important to track our output.



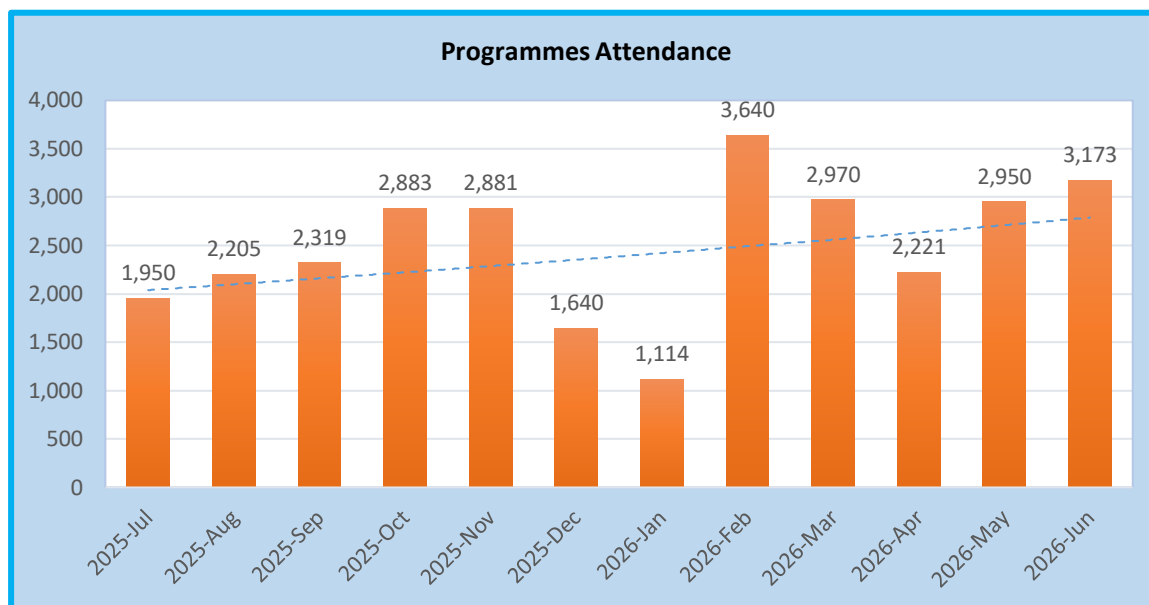
Far North District Libraries, Figure 2 - Includes all library programs offered, including outreach programs.

Programme Offered Analysis

- 264 programmes were offered across sites during June, a positive increase. During June the library team collaborated with Te Rarawa to deliver a digital workshop - Matihiko days held at Te Ahu which saw schools from across the Te Hiku ward engage with technology over two days.
- Offering a varied range of community needed programmes remains at the forefront of programme creation. Social activities such as crafting, board games and book clubs remain popular among adults and STEM, Crafternoons, Lego club and Minecraft continue to be well received across the district for children.

Programmes Attendance

Library programmes are free public events and activities, offered across a wide range of interest areas. The aim of library programming is to offer equitable access for communities to a wide variety of useful skills, ideas, and services that in turn support community well-beings. Programmes attendance measures the number of individuals attending libraries programming, which is useful to measure the impact of these services.



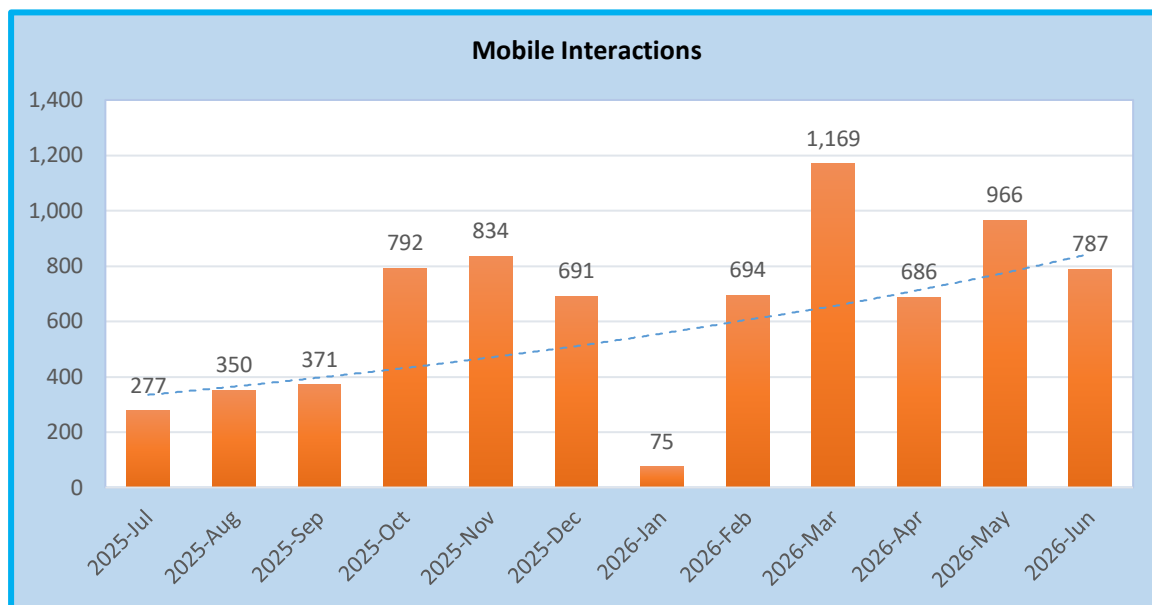
Far North District Libraries, Figure 3 - Includes all attendees to all library programs, including outreach programs.

Programmes Attendance Analysis

- Library programme attendees increased during June with 3173 attending library run programmes throughout the district. A pleasing indication of ongoing demand for programmes delivered by our library services and a testament to the ongoing commitment of the team to providing top quality events at minimal costs.

Mobile Interactions

Mobile library interactions measure the in-person use of the Mobile Library and includes all library stops in communities, all educational-centre visits, and total number of interactions with customers.



FNDC Libraries, Figure 4 - Includes community stops, school visits, and total number of interactions with customers.

Mobile Interactions Analysis

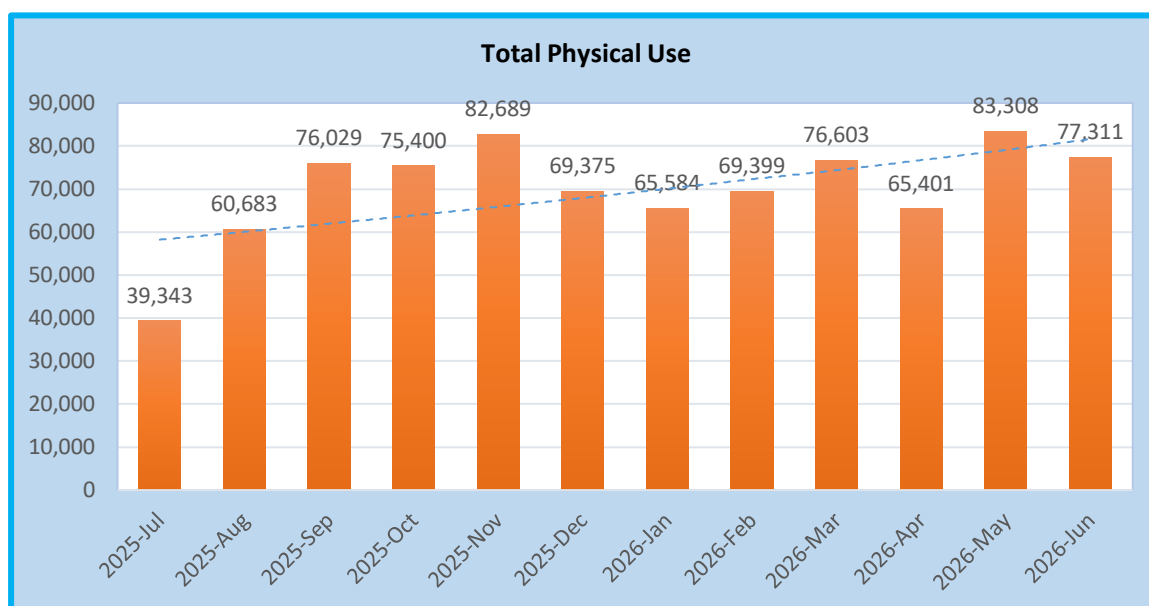
- Mobile outreach services continue to do very well with 787 interactions reported for June. This decrease on May's figures is due to less community library stops due to poor weather conditions over some days.
- The mobile library run operates a timetable of one week per ward catering to a combination of community stops, schools, Kura and ECE. The fourth week of the month being dedicated to visits across the district that do not fit into the regular scheduled ward week. Stops are advertised on Facebook, at local community meeting spaces, and communicated regularly to 'community champions' who help ensure awareness of visit frequencies.

Library stops:

- **Te Hiku:** Karikari, Te Kao, Pūkenui, Taupō Bay, Coopers Beach, Mangōnui.
- **Bay of Islands-Whangaroa:** Whangaroa, Tauranga Bay, Te Ngaere Bay, Mōtatau, Maromākū, Russell, Rangitāne, Ōkaihau.
- **Kaikohe-Hokianga:** Ōpononi, Broadwood, Rāwene, Horeke, Umawera, Waimamaku, Pawarenga, Kohukohu, Ōkaihau.
- School/ECE stops:
- **Te Hiku:** Oturu School, Broadwood Area School, Te Kura o te Kao, Doubtless Bay Kindergarten, Paparore School, Pukenui Kura, Karikari - Te Rito Te Puna Reo
- **Bay of Islands-Whangaroa:** Russell Playcentre, Maromaku Playcentre, Maromaku School, Motatau School, Bloomfield Special School, Okaihau College, Oakridge Villas, Te Waenganui, Tōtara North ECE, Radius Baycare - Haruru Falls - Retirement Village Visit.
- **Kaikohe-Hokianga:** Pawarenga Kura, Horeke Kura, Ngā Tamariki o te Taiao.

Total Physical Use

Total physical use measures the in-person use of library services and includes combined visits to all library sites, total number of Wi-Fi and public-internet logins.



Far North District Libraries, Figure 5 - Includes Wi-Fi logins, internet device-use, number of visitors.

Total Physical Use Analysis

- Total physical use figures remained strong this month with a figure of 77,311.
- Door counts figures were 39,184 across sites this strong figure can be attributed to term time programming and increased groups and activities within sites encouraging more of the community to access the services we offer.

Far North District Libraries Conclusion

Libraries consistently work hard to maintain full value to ratepayers, with performance metrics meeting or exceeding baseline targets where these have been set. Whenever temporary performance dips are noted, these are closely analysed and action taken to remediate.

June was another busy as usual month, with pleasing positive highlights with online engagement recording the highest figure within the reporting period. Work to ensure the smooth transition of library services for Kaikohe is underway and tracking well.

Customer Services – Service Centres

Manager – Libraries and Customer Services, reports:

Customer Services are one of the first point of contact for people in our district, providing delivery of information, progressing requests from the community, and helping customers to solve Council-related issues. They also respond to emails from customers (AskUs emails). The six Service Centres are located at Kaeo, Kaikohe, Kaitaia, Kawakawa, Kerikeri, and Rawene.

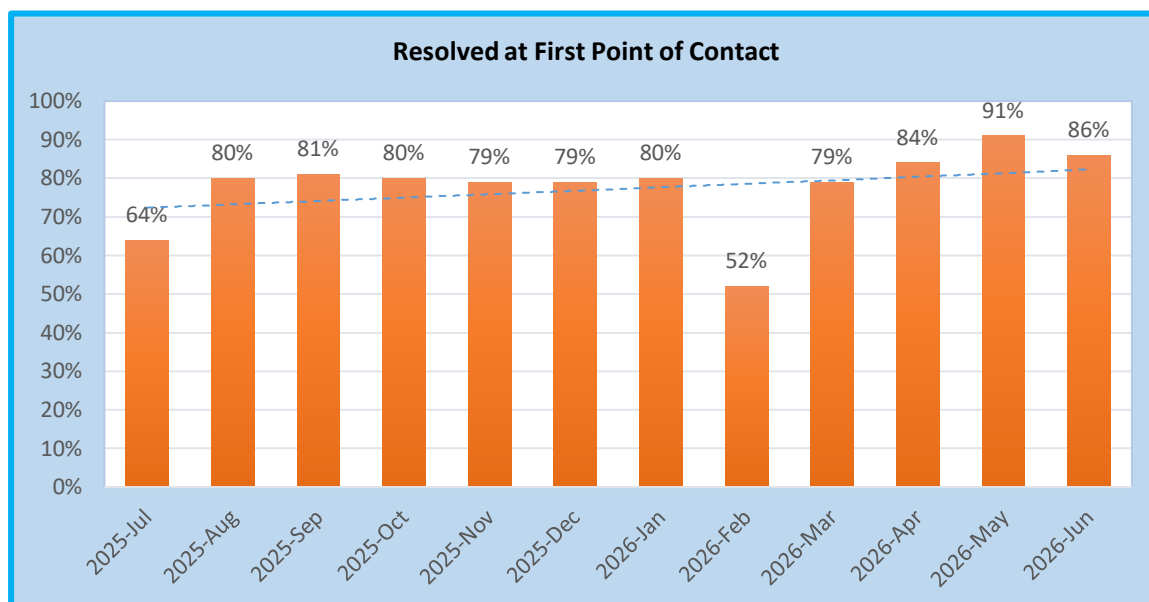
Operational Highlights for the June 2026 reporting period:

- During June the service centre team has continued training with library teams to ensure business continuity during busy times or staff leave. Learning basic library functions and teaching service centre functions to the library team is growing staff competency and confidence to better serve our customers.
- RFS closure rate was 83% this month, with the team raising 647 and closing 540 requests for service.
- Following on from the hybrid model that has been trialled during periods of low resourcing, AskUs email management is being migrated from Customer Services to the Contact Centre team to ensure 24/7 monitoring access to this critical service during weekends and holidays, with contact centre agents primarily monitoring this service and backup support provided by two of the customer services team. This means email handle time will be reported through the Contact Centre from July reporting as this change takes effect and is another great example of how the customer-facing teams work collaboratively to share the load.

The following pages includes key performance metrics we track to better understand our business activities. **All reporting metrics are reported in a 12-month rolling period** (hereafter referred to the 'reporting period') to help identify trends, dips, and spikes. Analysis of the illustrated data is provided for each month.

Percentage of Walk-Ins Resolved at First Point of Contact

Percentage of calls resolved at first point of contact has a target of 66% as an LTP success measure which Customer Services also aim to achieve. This measure is important to monitor because it demonstrates what percentage of customers have their queries resolved without referral to other teams.



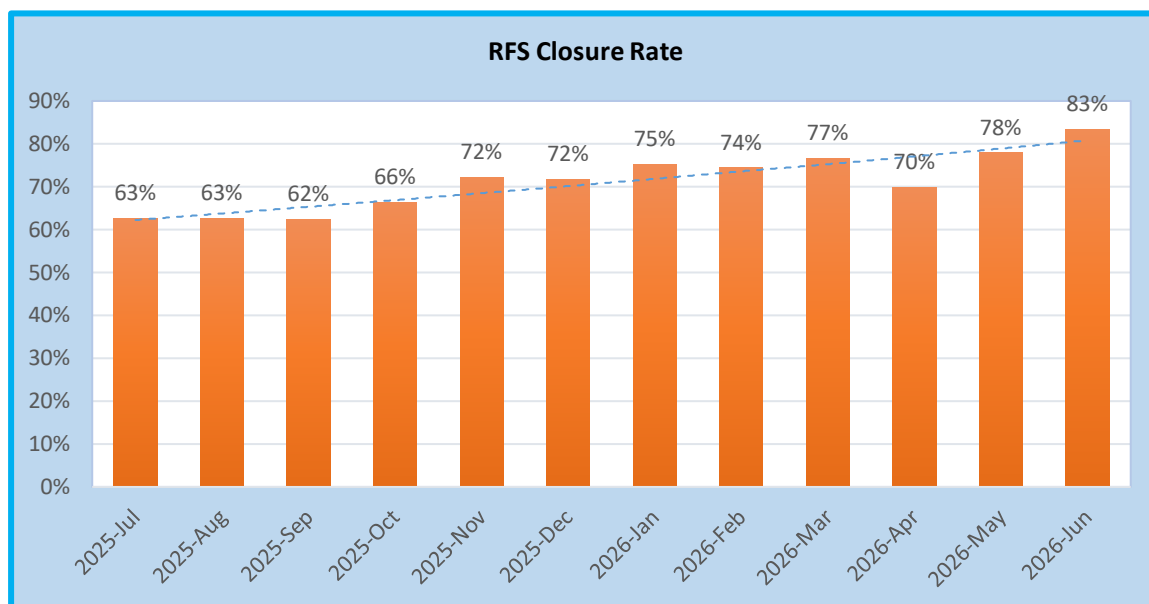
Customer Services, Figure 1 - Includes percentage of resolution achieved.

Resolved at First Point of Contact Analysis

- June saw 86% of walk-in queries being resolved at the first point of contact. This is an expected decrease on May which was one of the busy rates collection periods but still a pleasing percentage with financial year end bringing many rates rebate and dog registration queries. This represents a strong figure towards our 90% baseline.

Customer Services Requests for Service (RFS) Closure Rate

RFS closure rate measures the number of new RFS raised and total number of RFS closed by Customer Services to demonstrate the RFS closure rate percentage completed by this team per month.



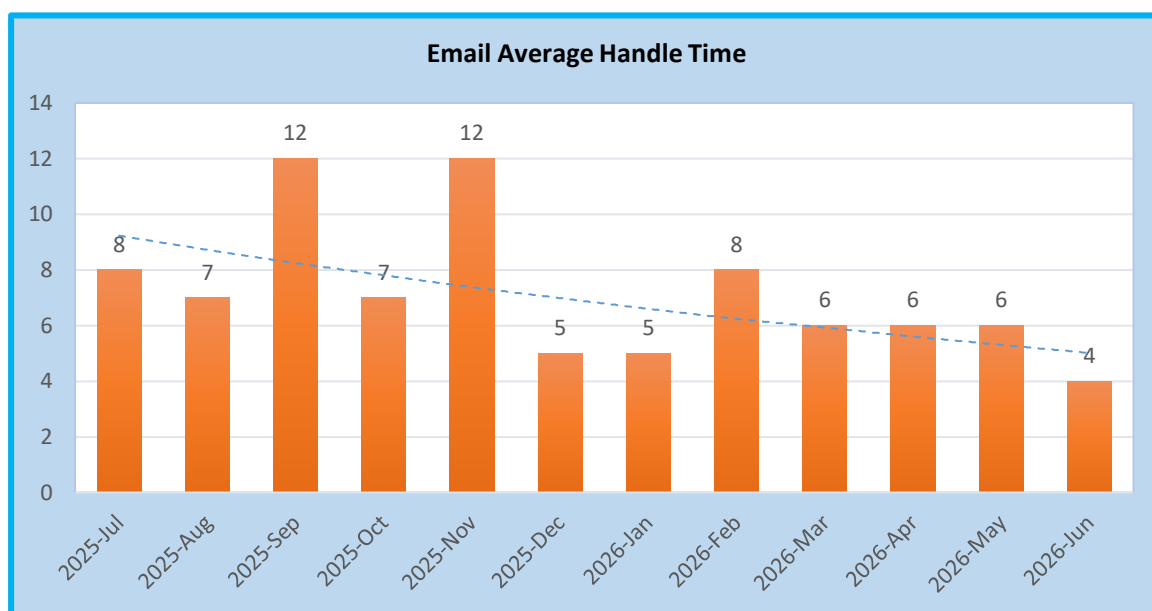
Customer Services, Figure 2 - Includes RFS closure rate percentage.

Customer Services Requests for Service (RFS) Closure Rate Analysis

- A baseline closure rate of 80% has been established for this metric. This accounts for certain RFS coding types that can only be closed by the relevant team for audit purposes, such as rating account change queries.
- Customer Services achieved 83% closure rate for June, raising 647 and closing 540 requests for service. This is another improvement on May's increase and a positive step, bringing performance above the 80% baseline target.

Email Average Handle Time

Email average handle time measures the average minutes taken to complete an email query, including any activity required to complete the email query.



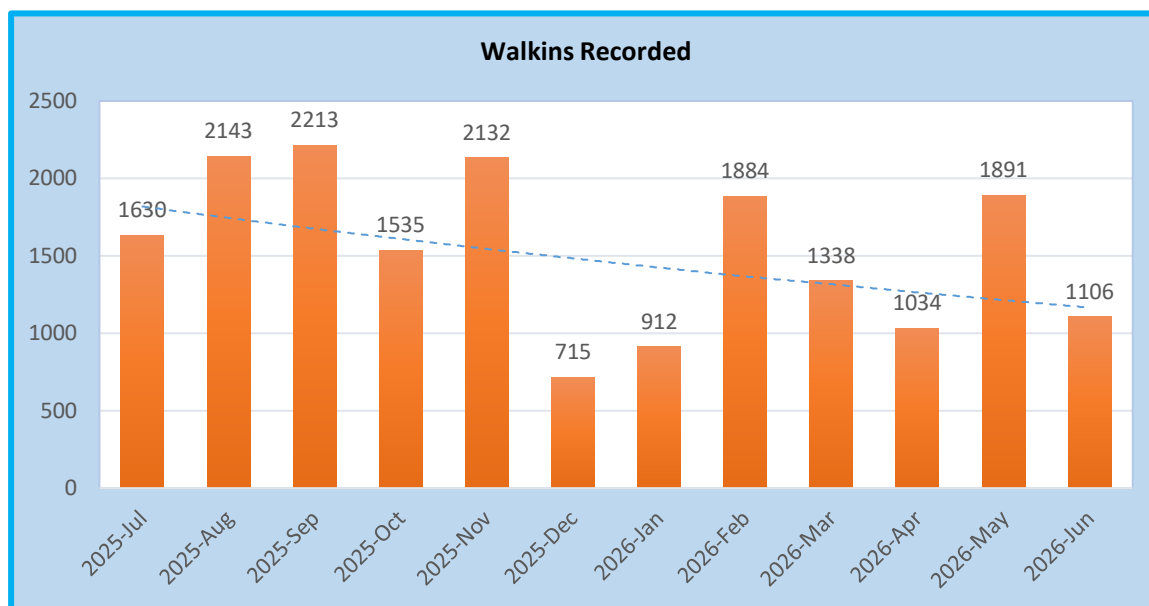
Customer Services, Figure 3 - Includes average handle time for emails.

Email Average Handle Time Analysis

- A baseline target of 8 minutes has now been set based on reporting period data. June saw the email handle time reduce to 4 minutes, a very pleasing time showing the system change with standardised templates proving more time efficient.
- Contact Centre will take over primary responsibility for monitoring this service, with Customer Services providing backup support staff during business hours to mitigate against any adverse performance on phones during peak demand periods. This statistic will therefore be reported on by Contact Centre from next month.

Walk-ins Recorded

Walk-ins recorded measure the number of recorded walk-in customer interactions across all Service Centres.



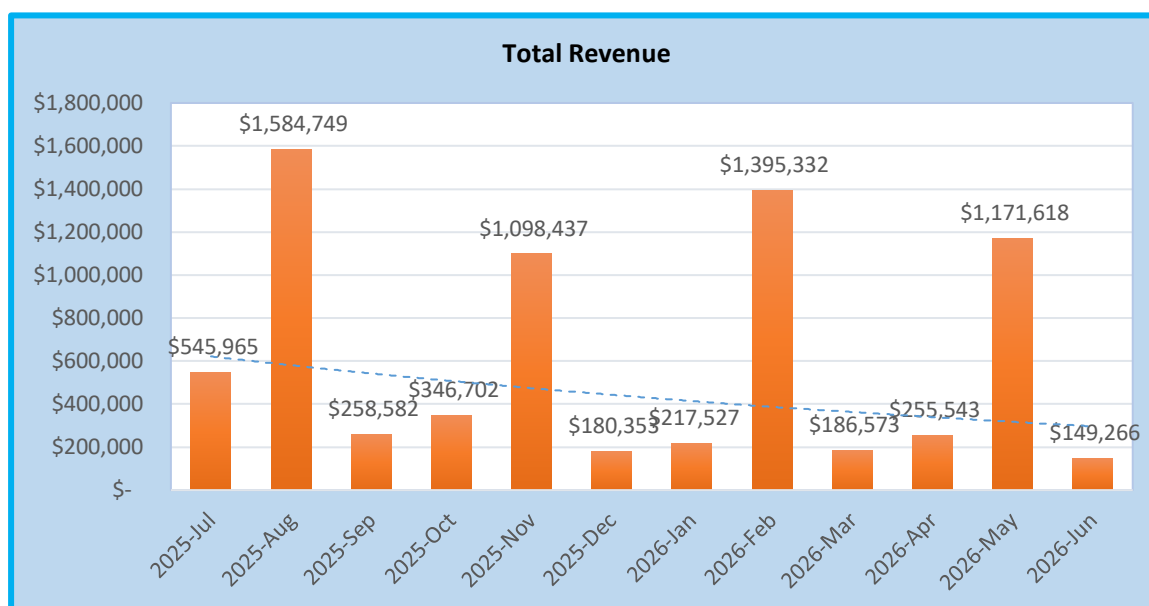
Customer Services, Figure 4 – Includes total number of recorded walk-ins.

Walk-Ins Recorded Analysis

- Walk-ins recorded for May were 1,106. This is an expected downward trend, with peak activity levels caused by rating instalment months.
- June being end of financial year, rates rebates for the 25/26 year cut off is 30 June, bringing in last minutes applications and queries.

Total Revenue

Total revenue measures the total revenue taken by site. This metric is important to monitor and understand revenue volumes by site.



Customer Services, Figure 5 - Includes total revenue for all site

Total Revenue Analysis

- Kerikeri, Kaitiāia and Kaikohe consistently gather the most revenue per site, generally in that descending order.
- Revenue generation increases are linked to quarterly rate instalment due dates, as seen in May, August, November, and February of this reporting period.

Customer Services Conclusion

Customer Services continue to perform effectively, making the most of resourcing to deliver a great customer experience.

The ongoing hard work behind the scenes to improve service performance is a credit to the team and it is pleasing to be able to report on the ongoing alignment with organisational goals of optimal service delivery and value for money.

Communications & Engagement

Manager – Communications & Engagement, reports:

The Communications & Engagement Team acts as liaison between the organisation (including elected members), the public, and media to promote on FNDC projects and activities. This team's operational function is to keep our communities informed and engaged via regular news stories published on FNDC web, social media sites and other outputs, while also working directly with communities delivering targeted engagement projects.

Operational Highlights for the **June 2026** reporting period:

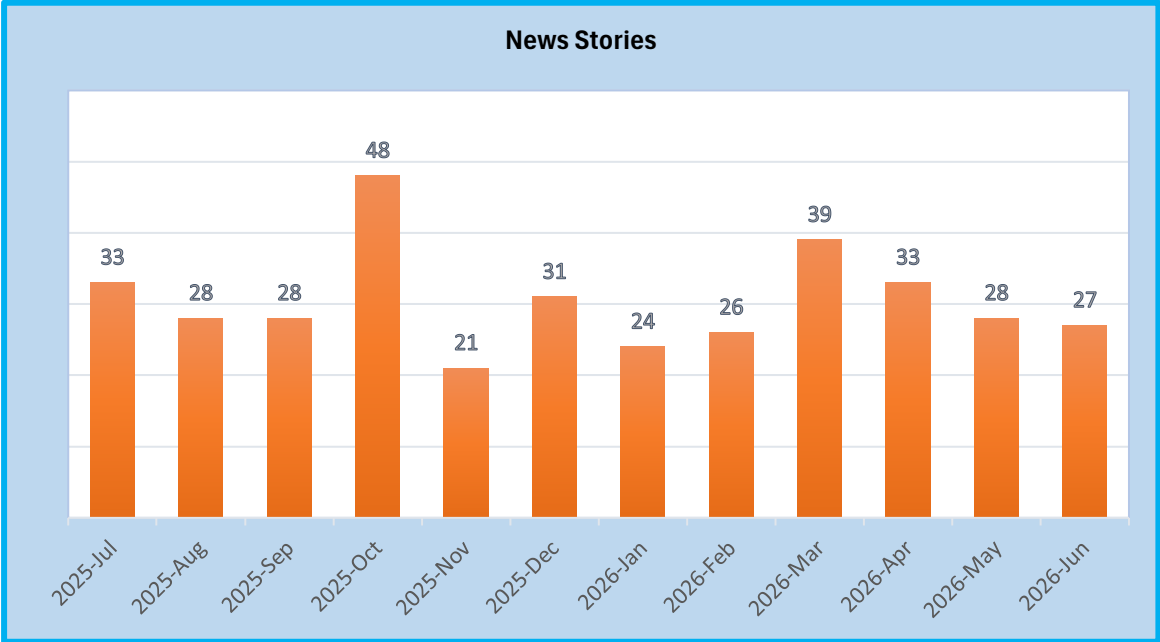
- The team is now producing post-meeting community board and committee update videos featuring the chairs and others. These have been well-received by the public, who have applauded improved communications and transparency, and have clocked up thousands of views for each video.
- Just some of the video outputs produced by the team's Multimedia Strategy & Communications Advisor included:
 - ✓ filming and editing two parts of an ongoing campaign called *Straight Up Far North*
 - ✓ produced a video montage of famous local attractions to display on our three isite visitor centre video monitors
 - ✓ produced three dog registration campaign videos that will run until August.
- During June, the Online Strategy & Communications Advisor:
 - ✓ Created a 'What's on' webpage that displays council events like those run by libraries, and community events supported directly by the council.
 - ✓ Revamped community board member profile pages to include individual pages and contact details.
 - ✓ Added a social media sharing function that allows visitors to the FNDC webpage to share to their networks on Facebook, X or via email. This makes it easy for our audience to spread council announcements, consultations and news stories.
- Once again in June, communicating the details of local government reforms required significant input from the team with two senior staff members involved on an almost daily basis during the later part of June. This work will be ongoing while FNDC leads the work regionally.
- Absences due to leave or illness again stretched the team's capacity. This was compounded by the departure of a senior communications advisor late in the month. The staff member is taking on a significant role within Northland NZ and we wish them well. The Manager - Communications & Engagement is working on options for a replacement.

Key Performance Metrics

The following pages include key performance metrics we track to better understand our business activities. **All reporting metrics are reported in a 12-month rolling period** (hereafter referred to the 'reporting period') to help identify trends, dips, and spikes. Analysis of the illustrated data is provided for each month.

News Stories Published

A core objective of the team is to keep the public regularly updated on council activities, projects and decisions via published news stories and media releases. The goal is to publish at least seven news stories each week (28 per month) on the FNDC website (fndc.govt.nz). These are republished to FNDC social media sites – Facebook and Instagram. Selected news stories are also republished in fortnightly newspapers and in newsletters included with quarterly ratepayer invoices.



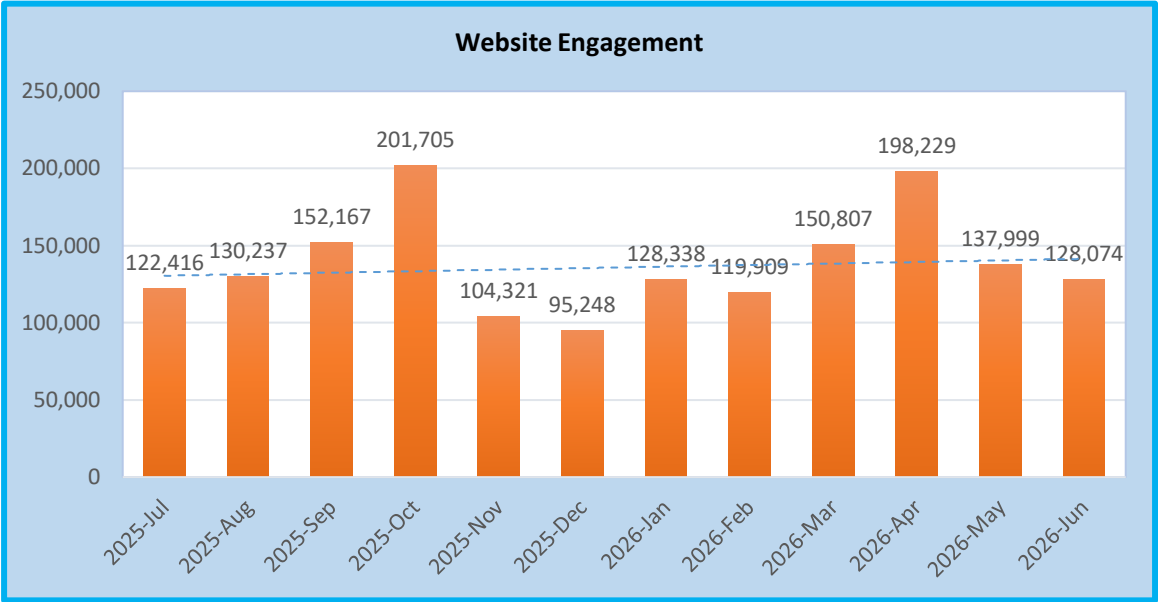
Communications & Engagement, Figure 1 – News stories are published on the FNDC website, social media channels, newspaper adverts and newsletters.

News stories published analysis

- Ongoing capacity issues due to absences and other demands has again seen the team fall short it's the monthly target of 30 stories and videos published in June.

Website Engagement

For most customers, the FNDC website is their first point of contact when seeking information from the council. Website engagement represents the total number of customer views across the entire FNDC website (fndc.govt.nz) but does not include ‘administrator’ views (the communications and engagement team) nor a small number of sub-domain pages.



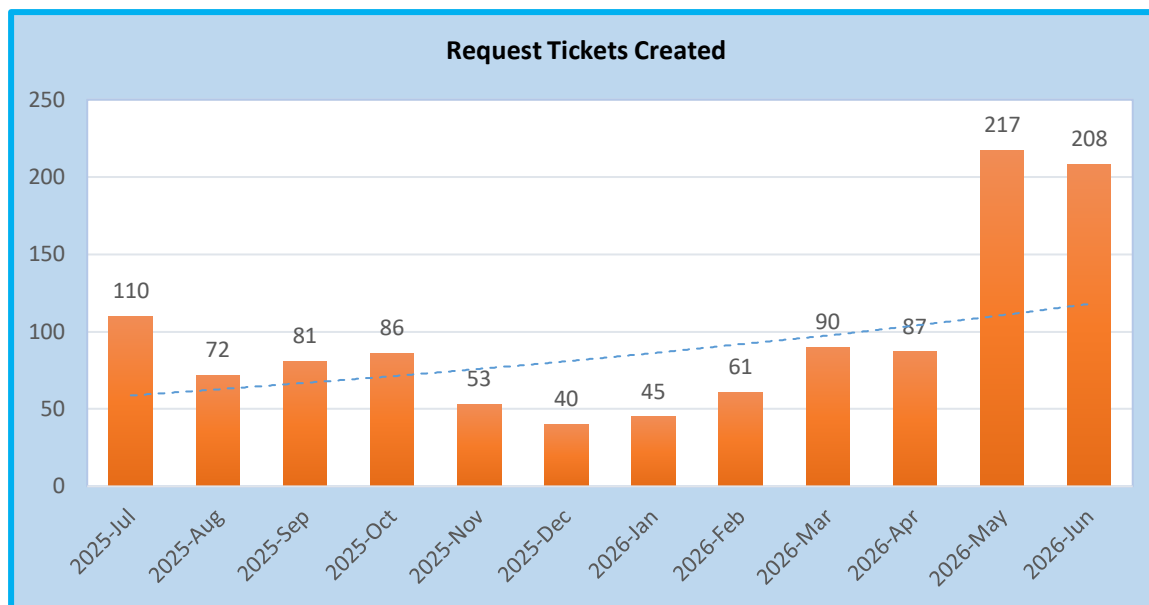
Communications & Engagement, Figure 2 – Website engagement measures total customer views across the FNDC website.

Website Engagement Analysis

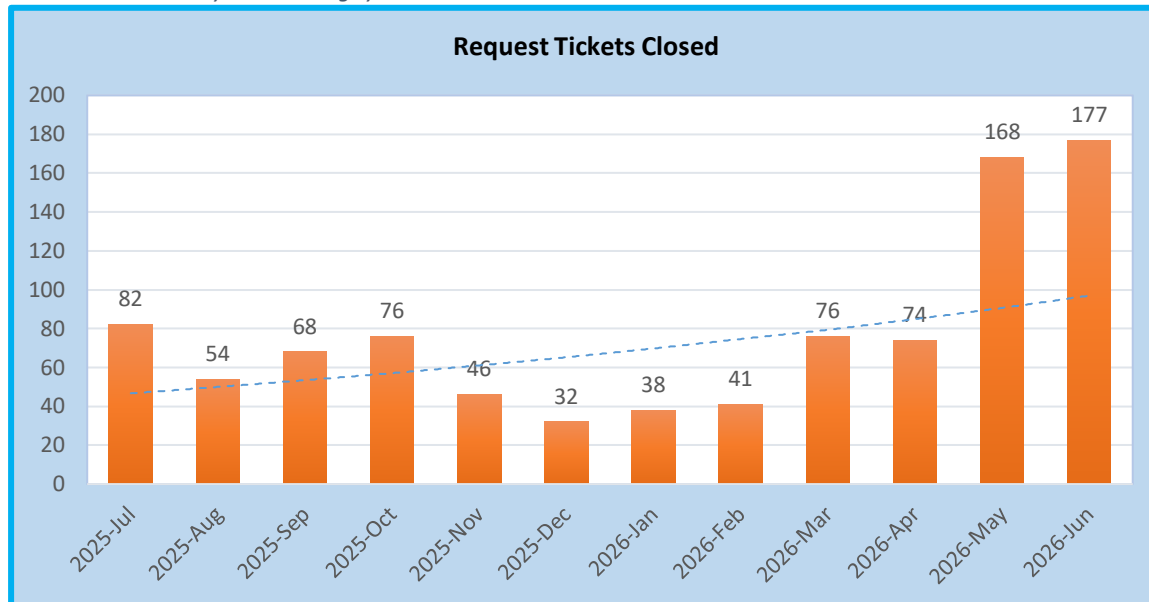
- Website Engagement during June fell to levels last seen in January. There were no significant current events to help drive website traffic during June. Slightly fewer stories and videos published in June may also have been a factor.

Request Tickets Created and Closed

In addition to servicing all forms of external communications, the Communications and Engagement Team provides a high level of service and support within FNDC to staff and departments of the council. Our Freshservice support ticketing system receives, allocates, and tracks progress on service requests that are allocated to and managed by each member of the team. Task categories range from website and intranet updates to graphic design and video production. There are currently 11 task categories, although this total can change as communication and engagement activities evolve.



Communications & Engagement, Figure 3 – Request Tickets Created each month for the Communications and Engagement Team and recorded by the ticketing system.



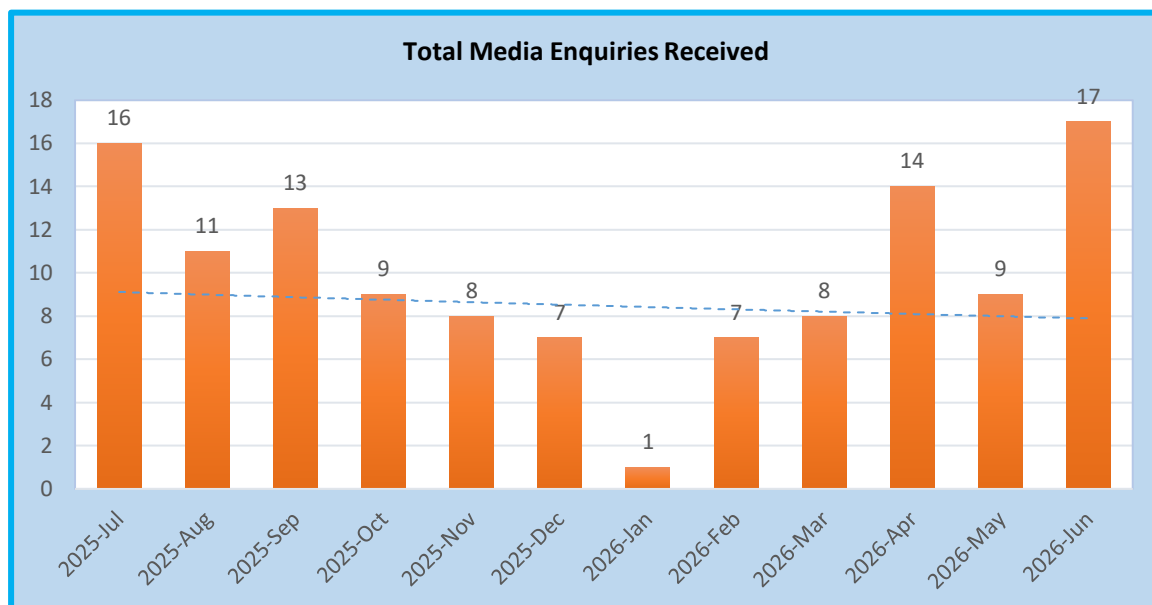
Communications & Engagement, Figure 4 – Request Tickets Closed each month for the Communications and Engagement Team recorded by the ticketing system.

Request Tickets Created and Closed Analysis

- A more accurate reflection of the levels of work undertaken by the team following a correction in the way tickets are recorded was repeated in June. June also saw more tickets closed than were opened. This was due to a drive to ensure that outstanding open tickets were completed and closed off.

Media Enquiries Received

Responding to media is just one task tracked by the team. This category is separated out for special mention due to the reputational risk that media enquiries pose to the organisation and the significant staff resource they often require to research, draft and sign off. We aim to respond to media enquiries within 24 hours.



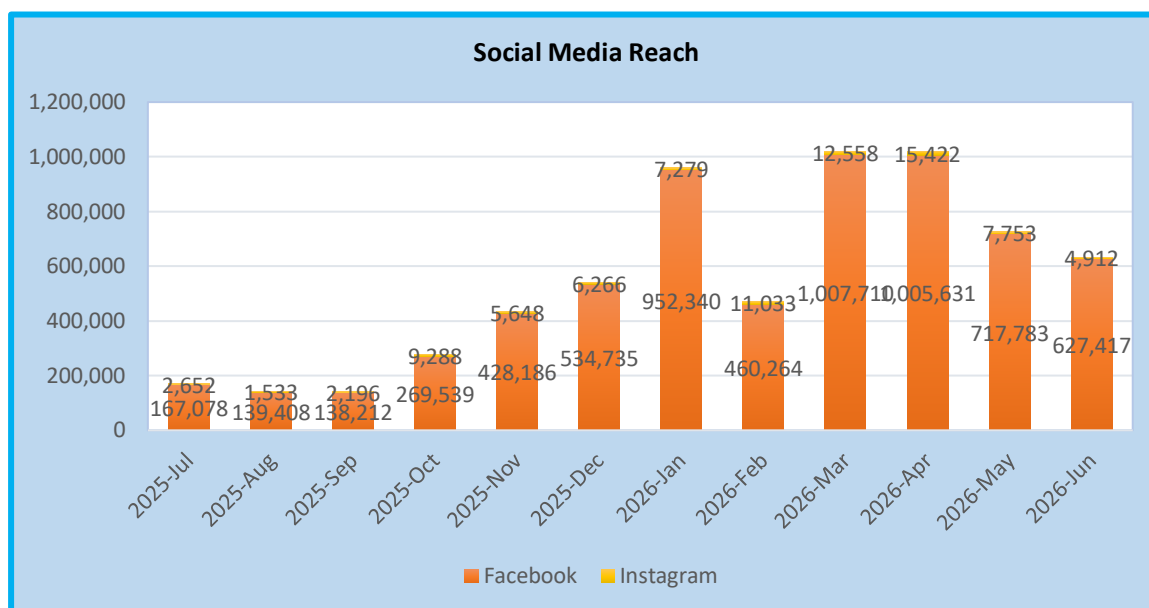
Communications & Engagement, Figure 5 – The team responds to all enquiries from print and broadcast media.

Media Enquiries Received Analysis

- Media request totals jumped during June. Enquiries were mostly focused on roading and infrastructure issues, although rate increases in the Annual Plan, the possible closure of the Juken wood mills in Kaitiāia and reaction to local government reform proposals also featured.

Social Media Reach

Social media is an increasingly important communication tool for the council. Social Media Reach counts reach from organic or paid distribution of content, including posts, stories and ads. This measures FNDC's two main social media platforms – Facebook and Instagram.



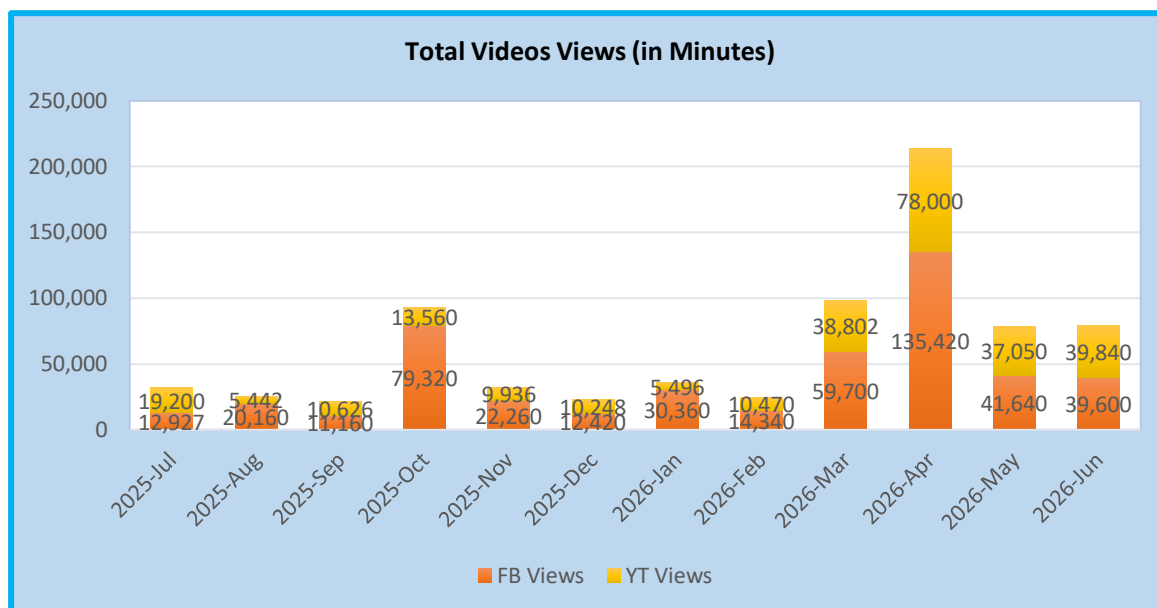
Communications & Engagement, Figure 6 – the council's primary social media platforms are currently Facebook and Instagram.

Social Media Reach Analysis

- A short announcement on the death of local musical identity Max Cochrane was widely shared and commented upon, and it very quickly recorded the greatest reach of any story on Facebook or Instagram during June. The post achieved this despite being published on the final day of the month. This demonstrates how well stories are received when they feature real people known to their communities.
- Other stories that achieve good cut through on social media are announcements about services. A story about an extended water outage overnight in Kaikohe achieved the second highest reach in June, followed by a story about and overnight closure of an arterial road near Kerikeri for bridge repairs.

Video Views in minutes

Video provides the team with an important communications tool to keep communities informed and that increases website views and social media reach. This measure covers total video minutes watched on the council's Facebook and YouTube channels.



Communications & Engagement, Figure 7 – videos are republished from the council's website to its Facebook (FB Views) and YouTube (YT Views) channels.

Video Views Analysis

- Total Video Views has remained stable from May to June. The most popular was a post-meeting video update by Te Hiku Community Board that included an announcement about the funding of medical equipment for Kaitiāia Hospital.
- The second most popular video was an update of an illegal rubbish dumping video first shown last year and featuring community board member Roddy Pihema. The updated version added new footage to help reiterate messages including that fines will be imposed on those dumping rubbish.

Communications & Engagement Conclusion

Apart from an uptick in media enquiries, key indicators for June remained relatively static. This can be partly explained by reduced team capacity seeing slightly fewer stories and videos published. There were also no major external drivers of engagement such as weather events.

Efforts to shift the team's focus towards producing more short-form videos, such as community board and committee meeting updates, are paying off. These videos are proving popular, evidenced by key indicators such as Social Media Reach and Total Video Views, and are also eliciting positive comments from our audience.

Far North District Contact Centre

Manager – Contact Centre, report:

The Contact Centre is the first point of contact for people in our district, providing delivery of information, progressing requests from the community, and helping customers to solve Council-related issues. The Contact Centre also manages online customer registrations.

Operational Highlights for the **June 2026** reporting period:

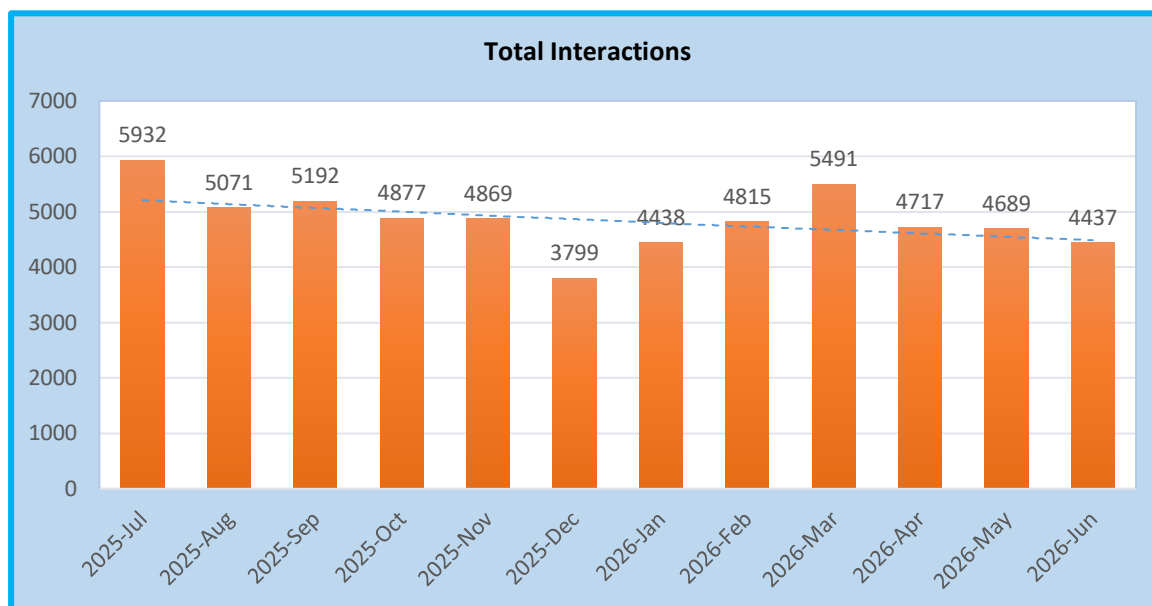
- The Contact Centre processes, and new phone updates activated have seen an improvement on the monthly statistics.
- The Contact Centre has remained busy due to the Centre changing to a 24-hour service, reinforcing the decision made to go for the 24-hour service.
- The continuing positive collaboration between the Contact Centre and the Customer Services teams to ensure that front line communications and front of house contact with our customers and rate payers is professional and timely adds value to our services.
- The report now shows the new measures that have been initiated to ensure that the Contact Centre is meeting and maintaining excellent customer services to the community.

Key Performance Metrics

The following pages includes key performance metrics we track to better understand our business activities. **All reporting metrics are reported in a 12-month rolling period** (hereafter referred to the 'reporting period') to help identify trends, dips, and spikes. Analysis of the illustrated data is provided for each month.

Total Interactions

Total interactions measure the total monthly activity of the Contact Centre and includes all calls taken.



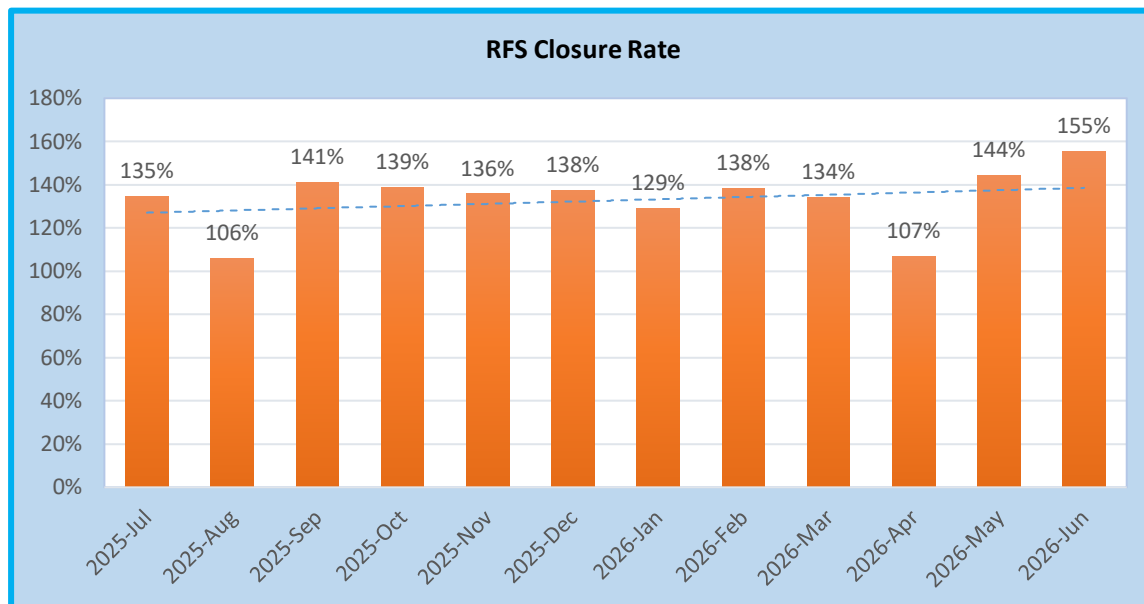
Contact Centre, Figure 1 – Includes totals for calls.

Total Interactions Analysis

- Total interactions fluctuated during July 2025 to June 2026. The fluctuations are reflective and associated with rate payers receiving the new rates invoice for the first, second, third and fourth quarters of the rates period and the rate rebate applications and when rebates would be applied to callers' rates accounts. This also reflects the increase call volume due to weather conditions being experienced.

Customer Services Requests for Service (RFS) Activity

RFS activity measures the number of new RFS raised and total number of RFS closed by the Contact Centre and total number of open Contact Centre RFS per month. This measure maintains an ongoing trend showing the Contact Centre is closing more RFS than they create, averaging between 20-40% more RFS' closed than created per month.



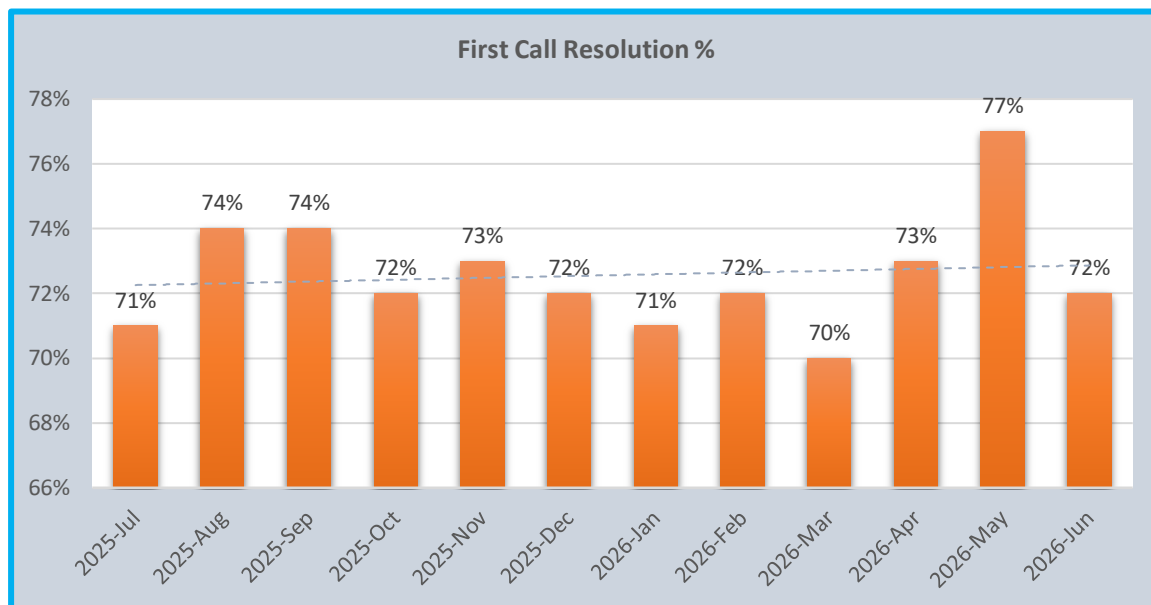
Contact Centre, Figure 2 – Includes RFS closed by Contact Centre

Total Customer Services RFS Activity Analysis

- During the month of June, the Contact Centre created 1228 RFS and closed 1909 which is a 155% closure rate.
- The Contact Centre is assisting in clearing the response received RFS which means we are closing more than we are creating.

Percentage of Calls Resolved at First Point of Contact

Percentage of calls resolved at first point of contact has a target of 66% as an LTP success measure. This measure is important to monitor because it demonstrates what percentage of customers have their call queries resolved without referral to other teams.



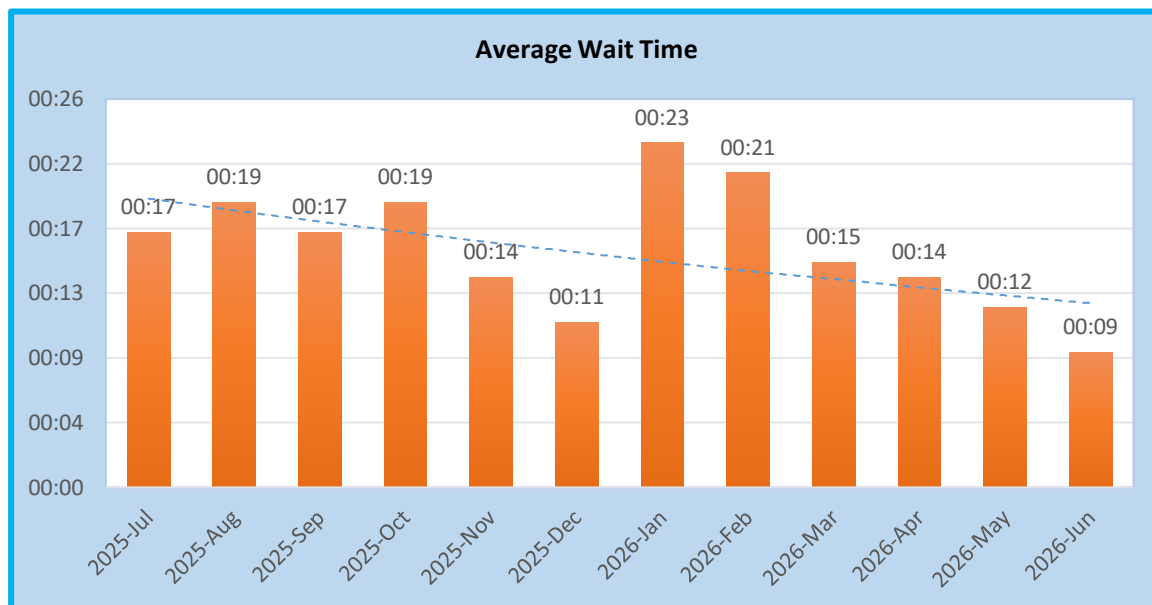
Contact Centre, Figure 3- Includes target of 66% (line) and percentage achieved.

Percentage of Calls Resolved at First Point of Contact Analysis

- 72% of calls were resolved at first point of contact during June. It is pleasing to see upskilling of staff having a positive impact. Any decline is being driven by more processes requiring specialist follow up as services move online: such as building, and some rating/payment functions.
- We also continue to upskill in common queries such as rating, roading, waters, and building to answer more queries at first point of contact by inviting these teams to meet with us to share their knowledge.

Average Wait Time

Average wait time refers to the time a customer waits to have their call answered from the phone queue and is measured in minutes and seconds. This metric is important to monitor because it demonstrates the average amount of time a customer is made to wait before their query is picked up by an operator.



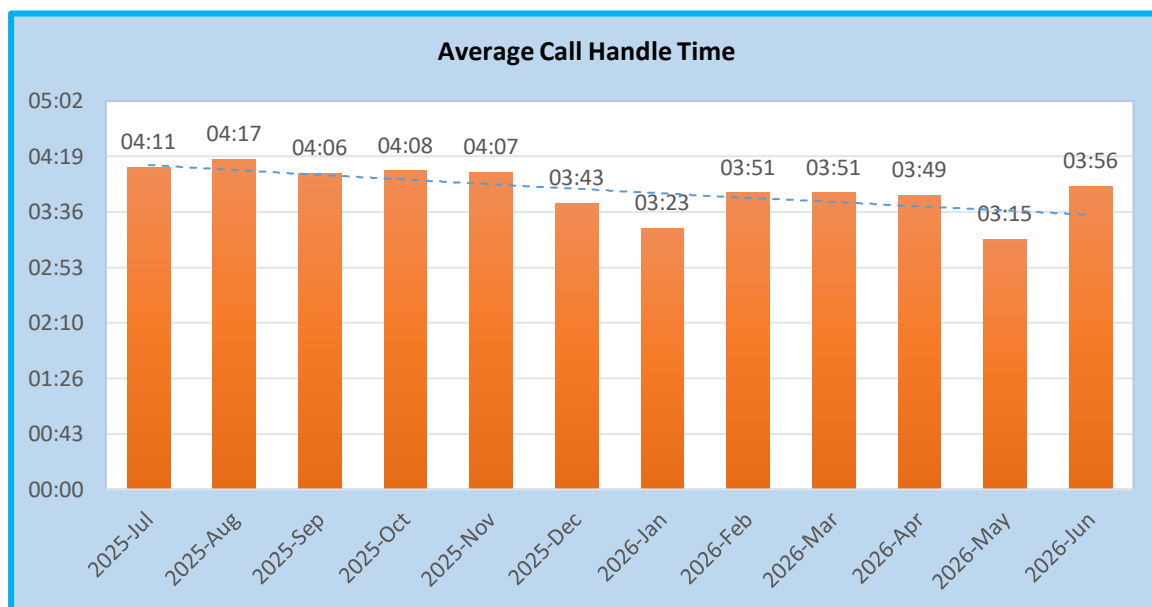
Contact Centre, Figure 4 - Includes average wait time for calls to be answered.

Average Wait Time Analysis

- This measure is an important metric for Contact Centre as this tracks how effectively the team are managing initial call handling.
- The average wait time in June was 09 seconds, which meets the KPI. This was a good outcome. The Contact Centre has been experiencing staff absences due to illness and has also been covering customer service frontline to assist in this area so this was a pleasing result.

Average Call Handling Time

Average call handle time refers to the time it takes to fully complete a customer query and is measured in minutes and seconds. This metric is important to monitor because it demonstrates the average amount of time a customer remains on the phone while their query is managed by an operator.



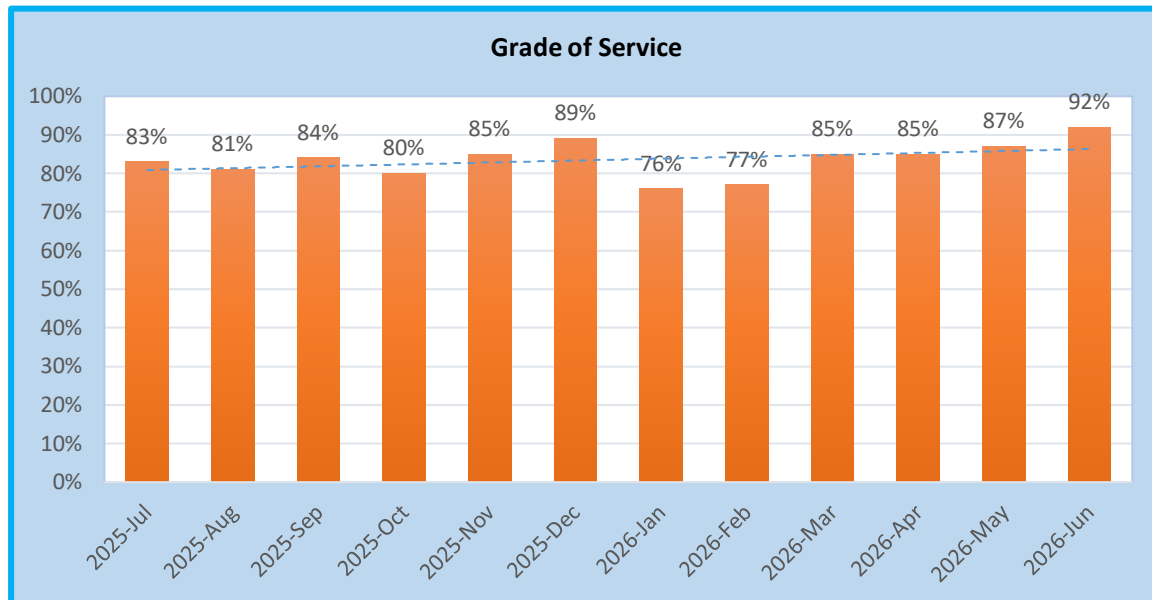
Contact Centre, Figure 5 - Includes average handling time of calls per month.

Average Call Handling Time Analysis

- This is a relatively new measure for Contact Centre that tracks how effectively the team are managing call flows.
- The average handle time in June was 3 minutes 56 seconds, which is under the KPI of 5 minutes.

Grade of Service

Grade of Service (GOS) refers to the industry standard of answering calls within 20 seconds of presentation into a queue. Grade of Service metrics measure the percentage of calls which meet this industry standard. This metric is important to monitor because achieving this measure is an industry gold-standard, and tracking GOS levels allows for better resource and workflow management.



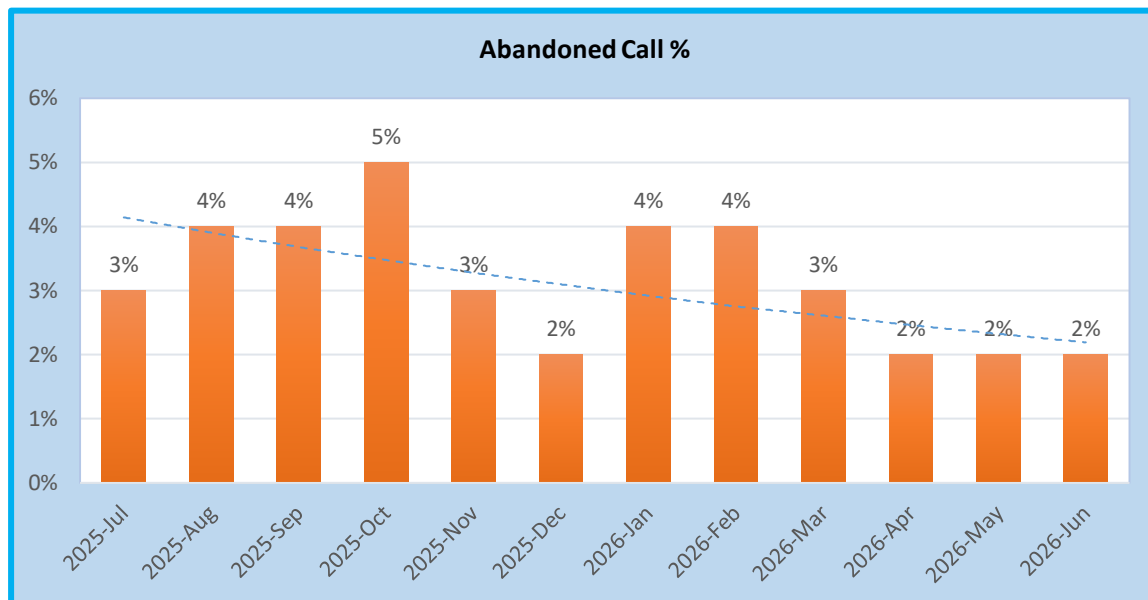
Contact Centre, Figure 6 – Includes % of calls that meet the Grade of Service level of being answered within 20 seconds.

Grade of Service Analysis

- This measure tracks how effectively the team are answering calls, which is a critical component of effective Contact Centre operations.
- The Grade of Service percentage in June was 92%. This is a well-deserved result due to call volume increase because of the weather conditions being experienced along with the staff absenteeism due to leave and illness and providing support by covering customer service frontline to assist the Customer Service team.

Percentage of Abandoned Calls

Percentage of calls abandoned has a target of 12% as an LTP success measure. Abandoned calls are those where customers have disconnected the call while waiting to speak with an operator. This metric is important to monitor because it demonstrates the percentage of attempted calls per month that are not taken.



Contact Centre, Figure 7- Includes target of 12% (line) and percentage achieved.

Percentage of Abandoned Calls Analysis

- Performance against this measure has been consistently below the LTP target throughout the current reporting period. However, it is pleasing to see lower percentages of abandoned calls being consistently maintained in the last 12 months.
- The abandoned rate for June was 2%. The team met the KPI for this month and performed well.

Contact Centre Conclusion

By making the Contact Centre a separate entity we have seen a remarkable improvement in the service we provide to the ratepayers. The success of the measures put in place to improve our services and enhance our customers experience has been maintained and monitored to ensure that this continues going forward. The Contact Centre endeavours to maintain the under KPI monthly statistics so we become competent and efficient in the service that we offer to our customers and to our ratepayers.

There is ongoing positive collaboration between the Contact Centre and Customer Services teams. This ongoing collaboration enhances and ensures that all interactions with customers and ratepayers, via the Contact Centre and front of house are handled in a professional and timely manner. Both teams work closely together to address any issues that arise and are resolved collectively and efficiently.

isite Visitor Information Centres

Manager – Visitor Information Services, reports:

The three isite Information Centres in the Far North District are located at Paihia (Bay of Islands), Ōpononi (Hokianga) and Kaitiāia (Far North). The centres are primarily the focal point/central hub for all visitors, including cruise ship passengers, wanting information and tickets/bookings for local attractions. Staff can also make bookings throughout New Zealand.

The isites also act as local Far North District Council (FNDC) service centres where residents and ratepayers can register their dog, pay their rates, and make general enquiries about council services.

The isite team are passionate about promoting the Far North and its many attractions and our products. They are well trained in sales and provide excellent customer service all round. This ensures that visitors see the best of the Bay and the district, stay longer, and spend their tourist dollars, thus supporting the economic prosperity of our communities.

Operational Highlights for the **June 2026** reporting period:

Seasonal Visitor Activity: The quieter winter season has resulted in lower visitor numbers across the region, with many tourism operators continuing reduced schedules or temporarily closing seasonal experiences. Despite this, isite centres continue to support domestic travellers and local communities through visitor information and council-related services.

End of Financial Year Activities: June saw increased administrative activity across all isite locations as teams completed end-of-financial-year tasks. This included retail and stationery stocktakes, closing purchase orders, and replenishing retail stock before year-end purchasing deadlines. These activities ensure centres are well prepared for the new financial year ahead.

Hokianga isite Refurbishment: In mid-June the Hokianga isite temporarily relocated approximately 250 metres to the nearby Manea Footprints of Kupe visitor attraction to enable the planned interior refurbishment of the isite. The temporary location will remain operational until mid-July, ensuring uninterrupted visitor information services while refurbishment works are completed.

Dog Registration Season: All isite centres have experienced increased customer activity following the release of the 2026/27 dog registration notices. Residents have been visiting centres to pay registration fees, collect updated dog tags, and make related enquiries, providing another valuable customer service touchpoint within the community.

Events & Visitor Activity: The Rumble in Russell rugby event, held on 27 June, attracted players, supporters, and influential visitors to the Bay of Islands for the weekend. The event provided an excellent opportunity to showcase Russell and the wider Bay of Islands region, generating positive exposure for local businesses and encouraging visitor spending during the quieter winter season.

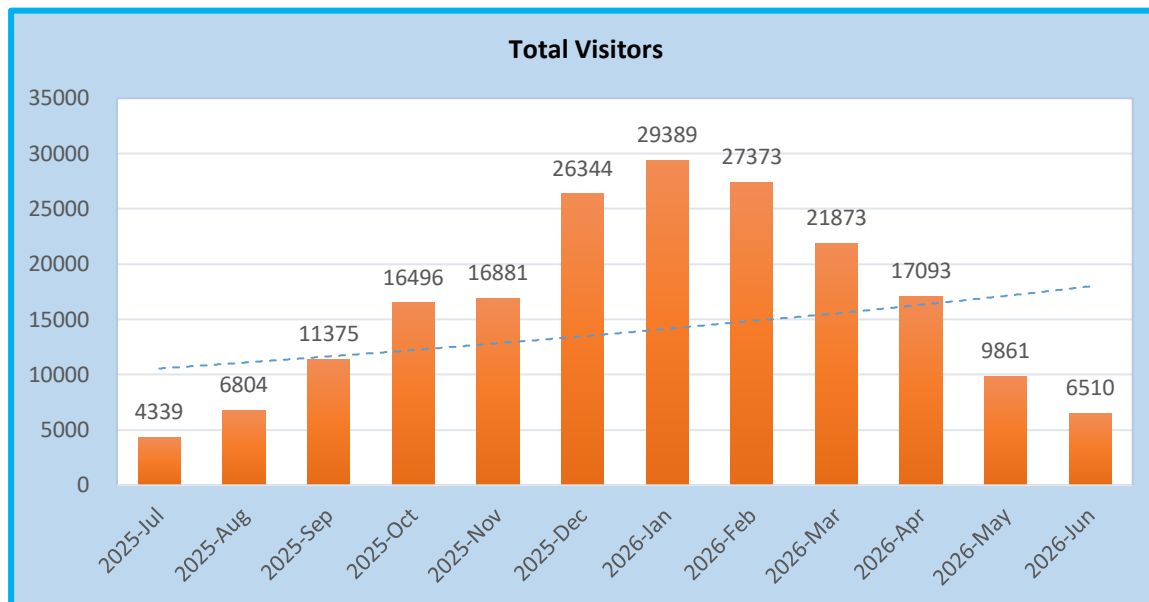
Staffing Updates: Staffing movements across the network continue to provide valuable development opportunities. Two Paihia isite staff members have taken up the opportunity to broaden their knowledge of council services and process by taking up and concluding a 6-week secondment as Executive Assistant to the GM; commenced a three-month secondment at Kawakawa Library in a Customer Services Multiskilled position. Also, a Visitor Information Consultation from the Hokianga isite will be providing operational cover to the Paihia isite while a staff member is on three months' leave.

Key Performance Metrics

The following pages includes key performance metrics we track to better understand our business activities. **All reporting metrics are reported in a 12-month rolling period** (hereafter referred to the 'reporting period') to help identify trends, dips, and spikes. Analysis of the illustrated data is provided for each month.

Total Visitor Numbers

This measure is a tally of the total foot traffic at our three isite centres in the district: Paihia (Bay of Islands), Ōpononi (Hokianga) and Kaitiāia (Far North). The increase in visitor numbers means more word-of-mouth promotion of the Far North as a tourist destination and visitors staying longer in the area allows more economic benefit across the district.



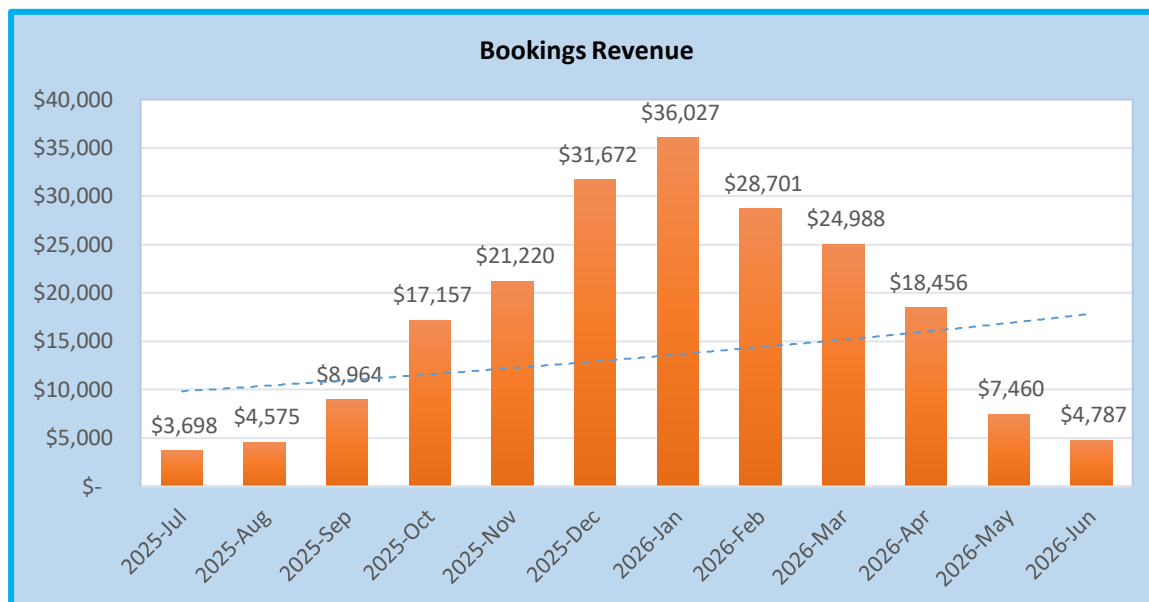
isite Visitor Information Centres, Figure 1 – Total Visitor Numbers for Paihia, Kaitiāia and Ōpononi isites.

Total Visitor Numbers Analysis

- June 2026 recorded 6,510 visitors, compared with 9,861 visitors in May 2026, representing a decrease of 34% month-on-month. January 2026 marks the strongest month with 29,389 visitors.
- The decrease in visitor numbers reflects the start of Northland's winter season, with fewer visitors overall and reduced tourism operator activity compared to the peak summer period.
- Paihia accounted for 65.9% of total visitor numbers, welcoming 4,287 visitors through the Paihia isite in June.
- As a centrally located and trusted visitor information hub, the Paihia isite continues to play a vital role in connecting visitors with local experiences, supporting regional dispersal, and enhancing the overall visitor experience across Northland.

Total Bookings Revenue

This measure totals the income generated from operator bookings at our three isite centres. Commission is taken on every booking made at the isites. The commission levels vary, with the majority being around 12.5% for operators, excluding Intercity, which is 10% throughout New Zealand. This revenue helps to offset the cost of providing isites in the three areas. This metric includes total revenue of bookings for activities, accommodation and transportation throughout New Zealand (Russell ferries, Intercity, Kiwi Rail, Interisland and Bluebridge ferries).



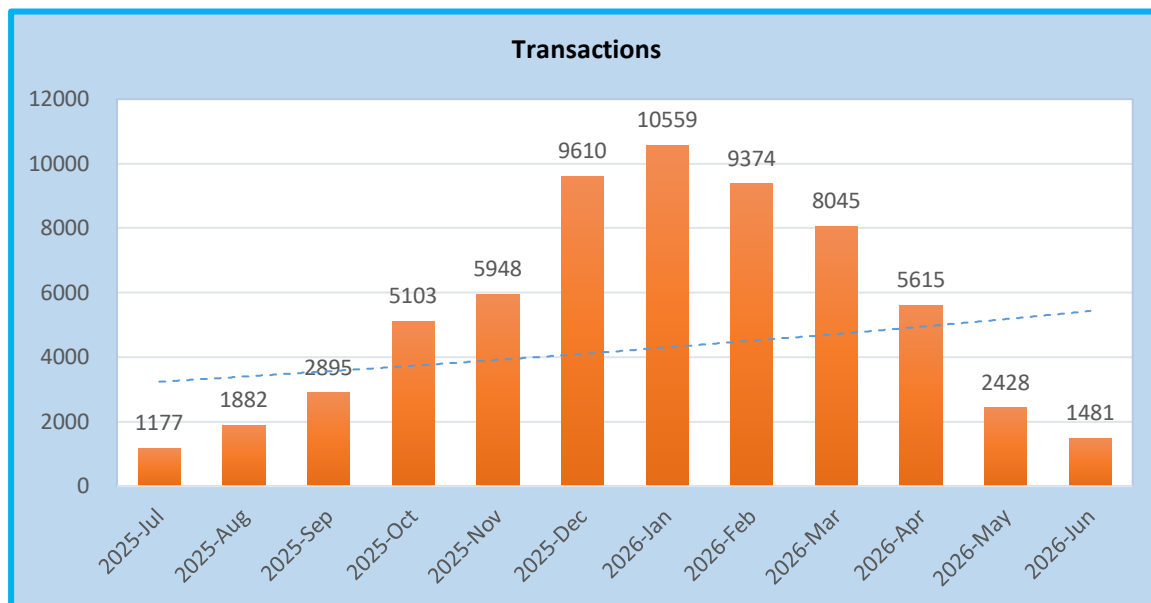
isite Visitor Information Centres, Figure 2 - Total Bookings Revenue in Dollars, includes all revenue generated from booking activities, accommodation and transport made by Paihia, Kaitāia and Ōpononi isite staff.

Total Bookings Revenue Analysis

- The combined revenue across all three isites for June 2026 reached \$4,787, reflecting a 35.9% decrease compared with May 2026 (\$7,460). This decrease reflects the onset of the low season, along with economic factors such as higher fuel prices impacting visitor spending and travel activity.
- Of the \$4,787 total, Paihia isite was the clear standout in booking revenue performance, contributing 92% (\$4,400).
- The most popular bookings in June were Bay Cruises, led by InterCity (\$503.52) Explore/Fullers Bay of Islands (\$431.68), Island Getaway Cruises (\$342.83), and most significantly Russell Ferry tickets (\$2,970.50).
- The most popular bookings at the Kaitāia isite were with InterCity, generating \$379.22 in booking revenue.
- January 2026 remains the strongest month for booking revenue within the 12-month reporting period, driven by peak season demand.

Total Booking Transactions

This measure includes total transaction numbers for booking activities, accommodation and transportation throughout New Zealand (e.g. Russell ferries, Intercity, Kiwi Rail, Interislander and Bluebridge ferries).



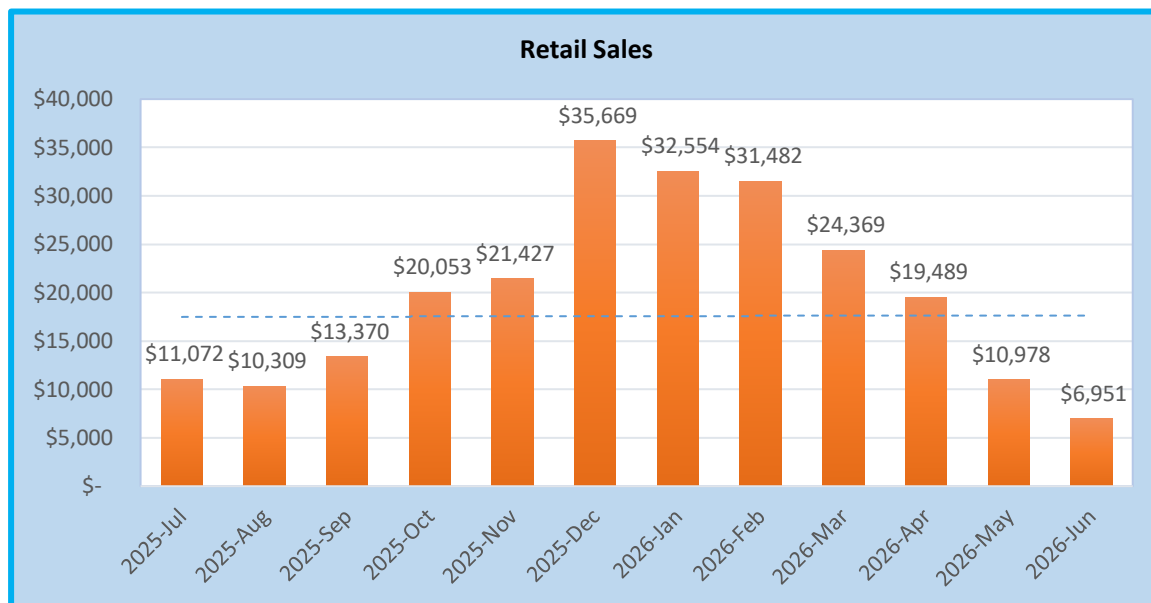
isite Visitor Information Centres, Figure 3 – Total Booking Transaction Numbers, includes all bookings for activities, accommodation, and transport across isites in Paihia, Kaitiāia and Ōpononi.

Total Booking Transactions Analysis

- Booking transactions across all three isites totalled 1,481 in June 2026, representing an 39% decrease compared with May 2026. This decline aligns with the corresponding dip in booking revenue and reflects the transition into the quiet winter season in the Far North region.
- The Paihia isite was once again the standout performer, contributing an impressive 94% of all booking transactions with 1,393 in total. Russell ferry tickets contributed 1,282 transactions towards the overall total.
- The three isites processed 109 transactions for InterCity bus services and a total of 29 transactions for Explore/Fullers Great Sights in June 2026, including popular experiences such as Cape Reinga tours, Hole in the Rock cruises, Otehei Bay ferries and Russell Mini Tours.

Total Retail Sales

Retail sales are an important part of revenue generation for isites as well as supporting community well-being through the promotion of local products. Cruise ship passengers demonstrate a keen interest in local products and souvenirs, something that local customers and other visitors also support.



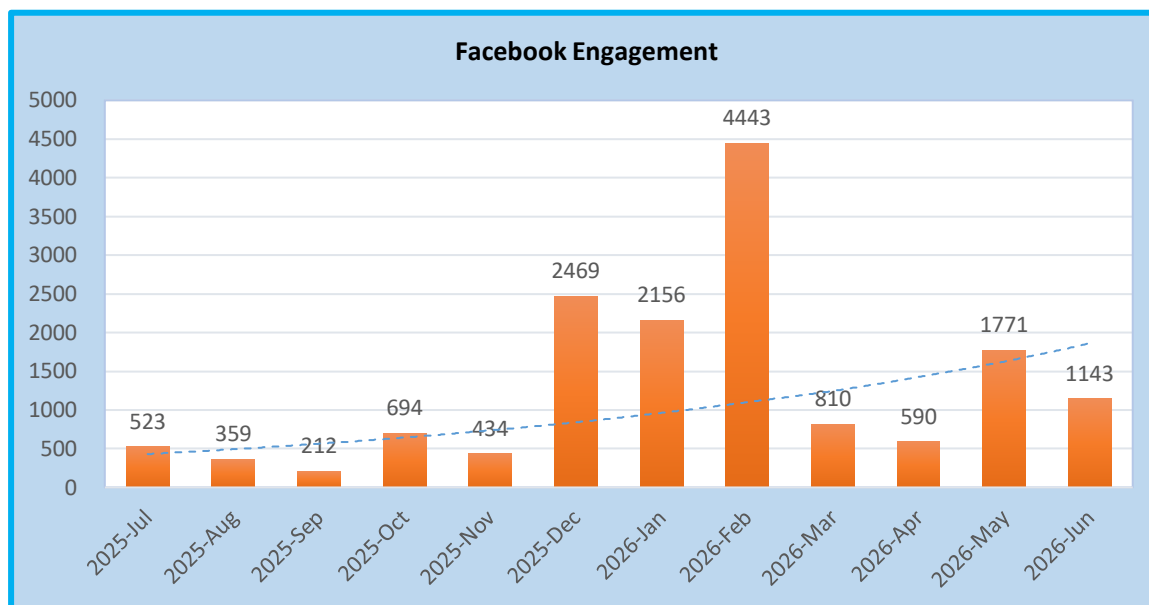
isite Visitor Information Centres, Figure 4 - Total Retail in Dollars, includes retail revenue generated by Paihia, Kaitāia and Ōpononi isites.

Retail Sales Analysis

- Total retail sales across all three isites reached \$6,951 in June 2026, representing a 36.7% decrease compared with May 2026. This decline reflects the seasonal slowdown, with reduced visitor numbers following the peak summer period and higher fuel prices impacting visitor spending.
- Kaitāia isite contributed 41.4% of total retail sales, equating to \$2,879. Top-performing suppliers included Halifax (\$715) with a range of popular souvenirs, Parrs Products (\$492) and Discoveries Wholesale (\$255) with pounamu and bone jewellery. This continues to demonstrate solid retail engagement in the Far North.
- Hokianga isite led retail performance slightly compared to Kaitāia, contributing to 42% (\$2,914) of total retail sales. High-performing lines for April included Pacific Collections (\$879) for apparel and accessories, Pro Kiwi (\$378) for souvenir items, and Southern Skies (\$340) for magnets and accessories.
- Paihia isite contributed with Southern Skies sales (postcards and magnets) (\$378) and Halifax jewellery (\$316).

Facebook Engagement

Facebook engagement - measured through people reach, likes and reactions and comments - reflects how actively the isites' online audience interacts with its content. Higher engagement levels suggest a greater visibility for the isites' posts, enhancing their impact on the platform. These metrics help gauge how well the isites' content resonates with its online community and offer insights into which types of posts or topics generate the most interest, guiding the creation of more compelling and relevant content.



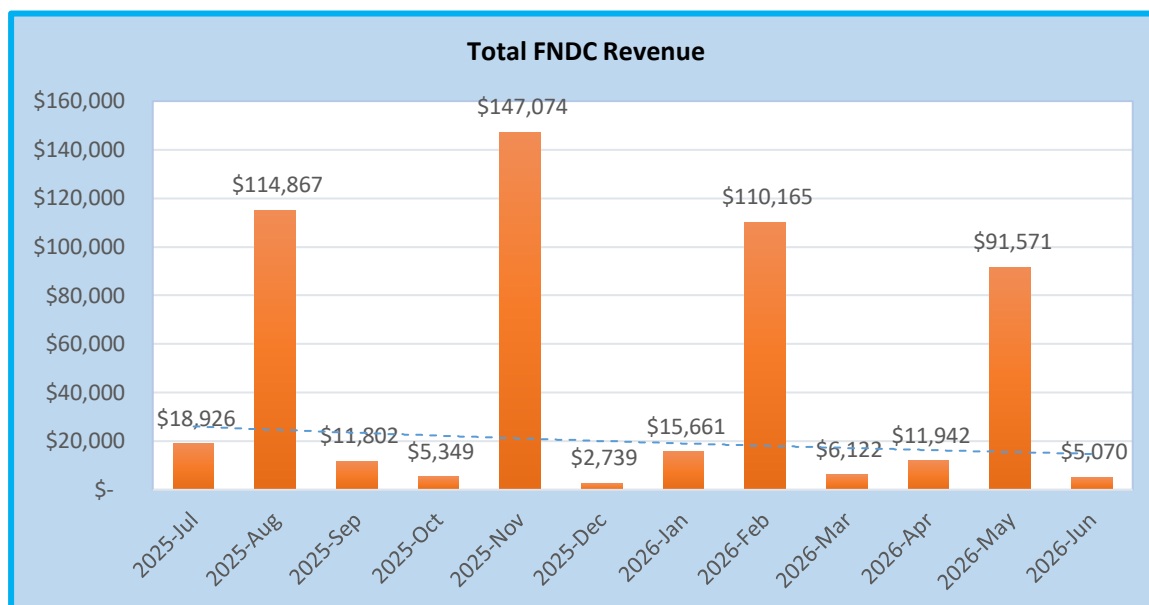
Isite Visitor Information Centres, Figure 5 – Total Facebook engagement statistics for Paihia, Kaitāia and Ōpononi isites.

Facebook Engagement Analysis

- Facebook is a valuable tool for monitoring engagement, contributing to increased visibility and connection with our communities.
- Facebook engagement metrics for all three isites measured 1,143 in June 2026 which includes reach, likes and comments.
- Paihia isite continued to lead Facebook activity, supported by regular and timely posts. The introduction of the weekly “Where in the Bay” feature, showcasing a photo of Bay of Islands scenery, has contributed positively to audience engagement by encouraging interaction and familiarity with local destinations.
- Hokianga isite’s post on their move to Manea has been engaged with 219 reactions.
- The Paihia isite Facebook page gained a further 5 followers during June, bringing the total audience to 332 followers. In the beginning of the year (1st January 26) Paihia isite Facebook page only had 283 followers. This continued growth indicates steady audience interest and engagement with page content.
- Our role as a neutral information source means we do not promote specific businesses, which limits how often we post promotional material. That said, we actively share content that supports community and regional events.

Total FNDC Revenue

This measure is the total income generated from payments made at the isites for FNDC services. This includes property and water rates as well as dog registrations, parking fines and other council business payments.



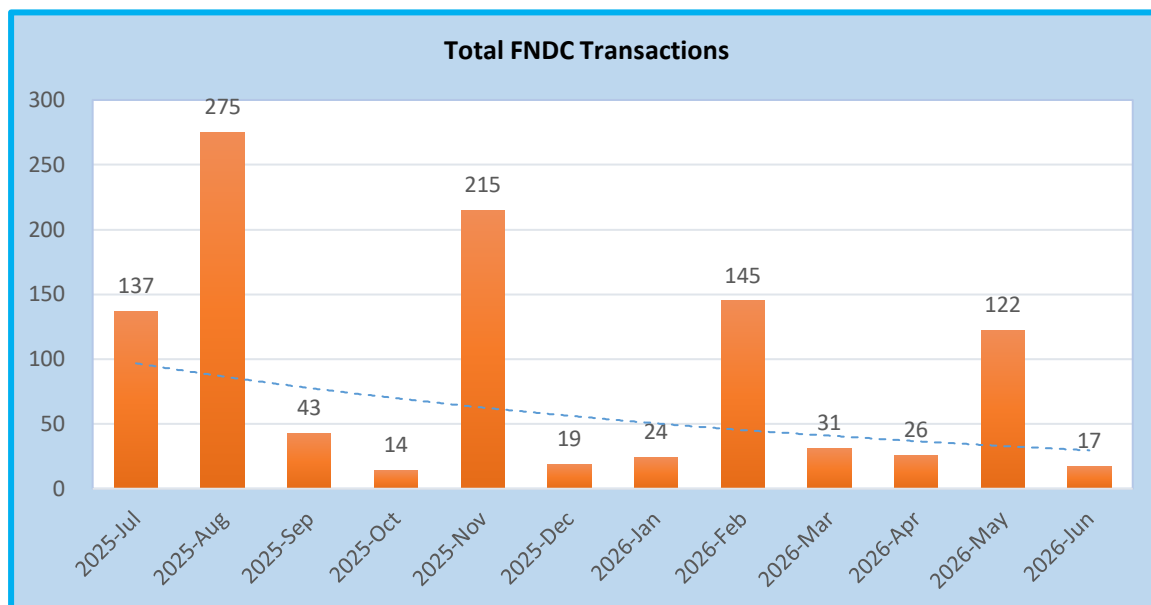
isite Visitor Information Centres, Figure 5 - Total FNDC Revenue in Dollars, includes payments for FNDC services at Paihia, Kaitāia and Ōpononi isites.

Total FNDC Revenue Analysis

- Total combined FNDC revenue across all three isites decreased by 94% in June 2026 compared to May 2026. The significant decrease reflects the absence of major FNDC revenue-generating activities, such as the rates payment deadline experienced in May. June's FNDC revenue primarily comprised dog registrations and liquor licence renewals.
- November 2025 remains the peak month for FNDC revenue. The deadline for rates payments fell on 20 November, with ratepayers visiting the isites to pay fees in November. Bay of Islands isite alone, generated \$86,501 in FNDC revenue and Kaitāia \$36,357 in November 2025.

Total FNDC Transactions

This category is about the total transaction numbers for payments for FNDC services including property and water rates as well as dog registrations, parking fines and other council business payments.



isite Visitor Information Centres, Figure 6 – Total FNDC Transaction Numbers, includes payments for FNDC services at Paihia, Kaitiāia and Ōpononi.

Total FNDC Transactions Analysis

- The combined total FNDC transactions for all three isites in June 2026 amounted to 17, reflecting a decrease of 86% when compared to the 122 FNDC transactions in May 2026.
- Isites act as service centres which allow ratepayers and operators to have a service centre in their town that can take payments without the need for them to drive to main centres. The isite team are well trained in receiving payments and being first contact with FNDC.

isite Visitor Information Centres Conclusion

The isite network across the district welcomed 6,510 visitors in June 2026, reflecting the quieter winter season for Northland. Visitor spending has dropped due to tourist off-season, the current economic situation, fuel prices and colder climate. Overall total retail sales totalled \$6,951. FNDC revenue activity decreased due to no rates payment deadlines in June. Despite the seasonal downturn in visitor numbers, the isites remained busy throughout June with end-of-year administrative tasks, preparations for end-of-financial-year processes and stocktake activities. The Hokianga isite also focused on preparations for its interior refurbishment, including the temporary relocation of services to ensure uninterrupted visitor service delivery.

Te Ahu Museum and Archives

Manager Te Ahu Museum and Archives, reports:

Te Ahu Museum and Archives (formerly known as the Far North Regional Museum) was established in Kaitia in 1969, with the treasured responsibility to collect, care for, and keep alive the precious histories and stories of the Far North region. Our unwavering commitment is to deliver captivating and informative experiences to our visitors, all while safeguarding and celebrating our distinctive cultural heritage.

Museums play a vital role in our communities, and we have witnessed a strong and enthusiastic response from people returning to museums after the challenges posed by the COVID-19 pandemic. As restrictions ease and people seek meaningful experiences, museums provide a space for connection, exploration, and reflection, reaffirming the enduring appeal and value of museums in people's lives¹.

Operational Highlights for the **June 2026** reporting period:

- **Matariki Matari'i Makali'i Makahiki:** During preparations for the rising of Matariki in Aotearoa, Te Ahu Museum Manager was invited into discussions exploring the potential for realigning the heritage and cultural links through Matariki rising in Te Hiku o te Ika, with the rising of the constellation in our whanaunga nations across the Pasifika/Oceania region. This work will support planning for a return of the Pasifika Community Festival in Kaitia this coming Summer.
- **Tau Atu E!** The Winter season collaboration with our resident fibre sculpture artist Bethany Matai Edmunds-Cook is continuing at Te Ahu Museum. We are proud to be supporting the Matariki Stitching C2ircle initiative that is a collective working on hand stitching each star in the constellation of Matariki in a contemporary art-work series designed by Bethany. Selected pieces from this series will be exhibited as part of Toi Ātea feature exhibition at Kaa Uri 7-12 July and the whole series will feature in an exhibition at a future date, likely during the Pasifika Festival at Te Ahu, Summer 2026/27.
- **Taiātea: Te Mana o Rangitāhua 15-17 June, Waitangi:** Te Ahu Museum Manager was invited to the fourth and final symposium in this 10-year multi-disciplinary research collaboration between Ngāti Kuri & Auckland Museum.
- **Pioneer House:** Te Ahu Museum's main offsite storage is part of an FNDC renewal project that has had significant delays in the past year, however with a volunteer supporting our small team started to clear the area around the waka in anticipation of a potential relocation to avoid any damage during the planned maintenance work.
- **Sunrise Archaeologists:** Te Ahu Museum invited this specialist archaeologist team who have worked extensively with waka across Polynesia for an initial consultation on the waka. Justin and Jennifer can provide identification services for wood and radiocarbon dating at their Mangonui in-house laboratory. We are waiting to confirm with our mātauranga Māori expert, to decide if we will look at a collaborative research project, inclusive of the historic record about this specific waka, Mātauranga Māori, Western Science and linking these fields to how our communities engage with waka in contemporary society.
- Visitor numbers for June Total: 1498

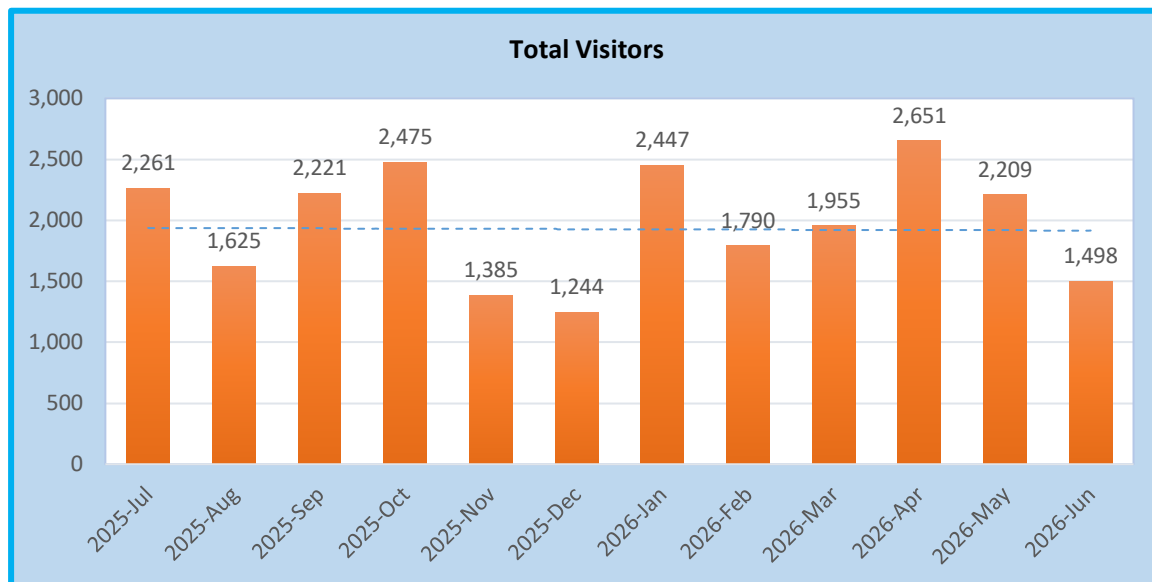
Key Performance Metrics

The following pages includes key performance metrics we track to better understand our business activities. **All reporting metrics are reported in a 12-month rolling period** (hereafter referred to the 'reporting period') to help identify trends, dips, and spikes. Analysis of the illustrated data is provided for each month.

¹ 2022, July. BERL *The Value of Museums and Galleries in Aotearoa. Museums Aotearoa.* [Source](#)

Total Visits

Museum physical visits are crucial as it reflects the museum's popularity and relevance in the community. This metric also highlights seasonal fluctuations in visitor numbers. For example, the museum sees increases from October to January due to national and international visitors arriving in Kaitaia; and from May to September, local schools plan their visits to the museum. Higher attendance is directly related to wider reach, greater impact, and increase in revenue.



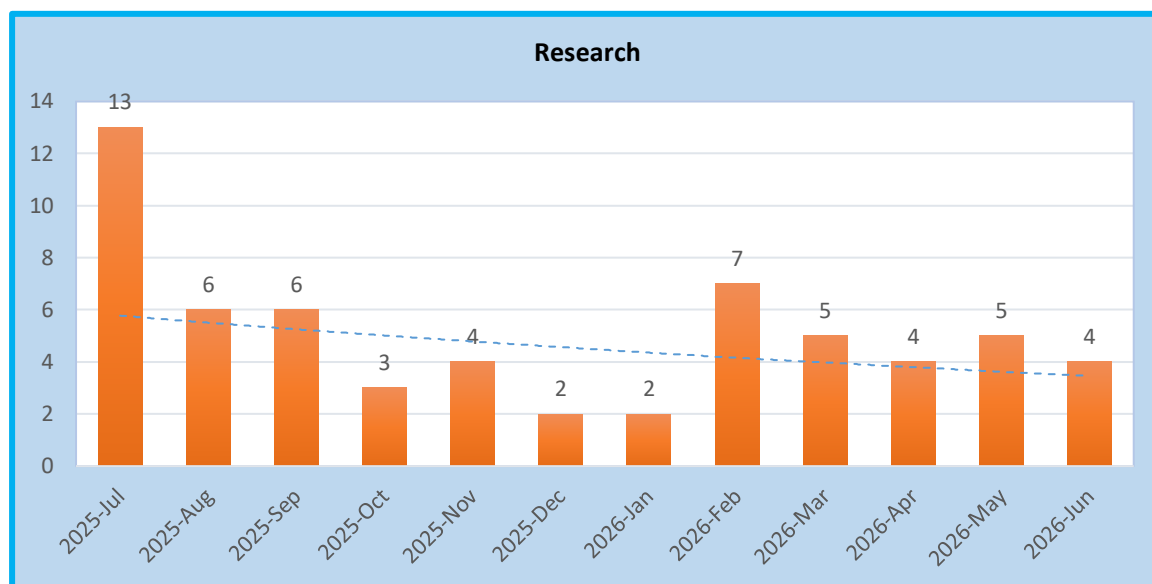
Te Ahu Museum and Archives, Figure 1 - Total visits July 2025 – June 2026.

Total Museum Visits Analysis

- We saw a decrease in visitors from May 2026 visitors to June 2026 as temperatures dropped in keeping with the low tourist season. We expect an increase with the school holidays at the start of next month.

Total Research Enquiries

Tracking research enquiries gauge the level of interest and engagement from researchers, scholars, and academics. Higher research enquiries indicate the museum's reputation as a reliable and valuable resource for historical or cultural information. Research enquiries can highlight emerging trends or topics of interest within the academic community, special interests' groups, and local community. Research enquiries have the potential to generate revenue for the museum, especially when museum staff are asked to provide research on behalf of the clients.



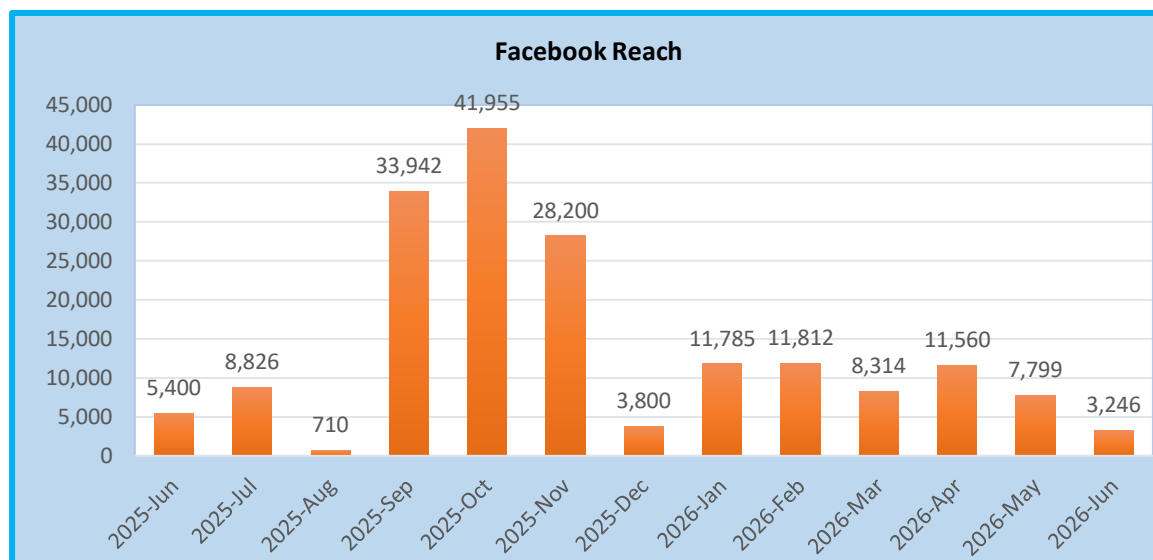
Te Ahu Museum and Archives, Figure 2 - Includes research enquiries via walk ins, phone, and email channels.

Total Research Enquiries Analysis

- We are continuing to manage research enquiries during the maintenance required in the Archive/Museum storage room and reconfiguration with online scheduling and ongoing support of our long-term volunteer Archivist.

Total Facebook Reach

Facebook engagement, such as likes, comments, and shares, indicate the level of interaction and interest from the museum's online audience. Higher engagement metrics suggest a broader reach and increased visibility of the museum's content, leading to a greater impact on the social media platform. Facebook engagements serve as a measure of how effectively the museum's content resonates with our online community. It provides insights into what type of posts or topics generate the most interest, facilitating the creation of more engaging and relevant content.



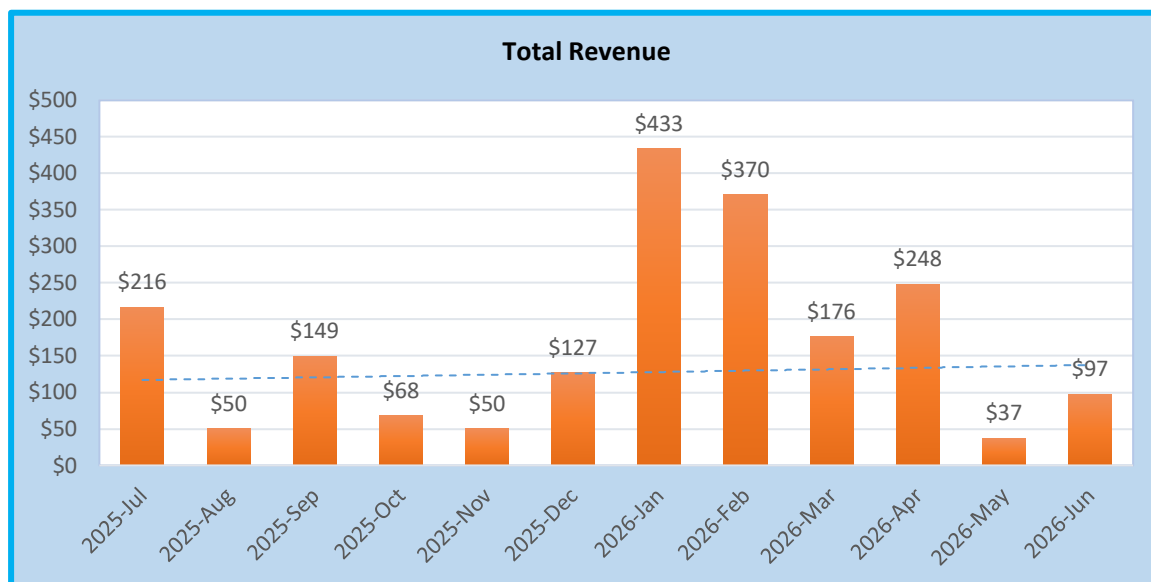
Te Ahu Museum and Archives, Figure 3 – Total Facebook engagement, including Reach and Engaged statistics.

Total Facebook Engagement Analysis

- Facebook reach for Te Ahu Museum in June decreased from May due to a focus on collection care and maintenance in the back end of the storage facilities. Some of the images captured of our team busy with this work may be used in before/after comparative posts once the work is completed.

Total Revenue Generated

Revenue is generated by a) Entry by donation, b) Research, c) Book Sales, and d) Philanthropic – grants and fundraising. All the revenue is administered by the Far North Museum Trust and is used for: power and phone at offsite Storage (Pioneer House), security and pest control at offsite storage, purchasing of conservation and exhibition supplies, external marketing, and booking traveling national exhibitions.



Executive Summary, Figure 4 – Includes revenue generated by entry donation, research fees or book sales.

Total Revenue Engagement Analysis

- Total revenue for May was \$97 from visitor donations.

Te Ahu Museum and Archives Conclusion

The museum team spent a good part of the month in maintenance work at the offsite storage and Archives room. We worked hard on extending the relationship with Ngāti Kuri, with the establishment of our first Winter season artist working in tune with the Maramataka and look forward to growing the international indigenous links through Matariki and Kuaka migratory bird networks and artists collectives.

Corporate Services

June 2026

Executive Summary

Corporate Services provides a wide range of support services that enable the Council to operate smoothly, efficiently, and in compliance with its obligations.

The group brings together finance, digital and information services, risk and assurance, legal services, project management, property information, and corporate support functions. Together, these teams play a critical role in strengthening operational efficiency, managing risk and compliance, and providing specialist advice and delivery capability across the organisation.

In addition, Corporate Services oversees transport services and supports a range of specialist functions, including Council-Controlled Organisations (CCOs) Far North Holdings Limited and Northland Waters, ensuring effective coordination, governance support, and operational oversight.

The group is guided by Te Pae o Uta principles, embedding cultural responsiveness, partnership, and continuous improvement into both day-to-day operations and long-term planning.

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Risk & Assurance

The Risk and Assurance team provides Council-wide oversight and support to ensure risks are identified, understood, and managed in a consistent and disciplined way, while giving assurance that key controls, policies, and processes are working as intended. It maintains the risk management framework, supports leaders and staff to embed risk-aware decision-making, and provides independent insight to senior leadership and governance committees to strengthen accountability, resilience, and confidence in Council's operations and strategic outcomes.

The Council's Risk Appetite was developed through a series of targeted workshops with the Strategic Leadership Team (SLT) and was formally adopted in late 2025. These workshops supported a shared understanding of Council's tolerance for risk and its application to strategic and operational decision-making. Following SLT adoption, the Risk Appetite has been progressively rolled out across the organisation and embedded into key frameworks, tools, and reporting processes to support consistent, risk-informed decisions at all levels.

As part of its governance and assurance responsibilities, Te Miromiro Committee for Assurance Risk and Finance has historically undertaken cyclical deep-dive reviews of Council's Top 20 Risks. This approach was established to ensure the Committee maintained oversight of Council's most significant risk exposures and received assurance over the effectiveness of associated controls and treatment plans.

The current cycle of deep-dive reviews is now complete and has provided an opportunity to reassess whether the existing Top 20 Risks approach remains the most effective mechanism for governance oversight.

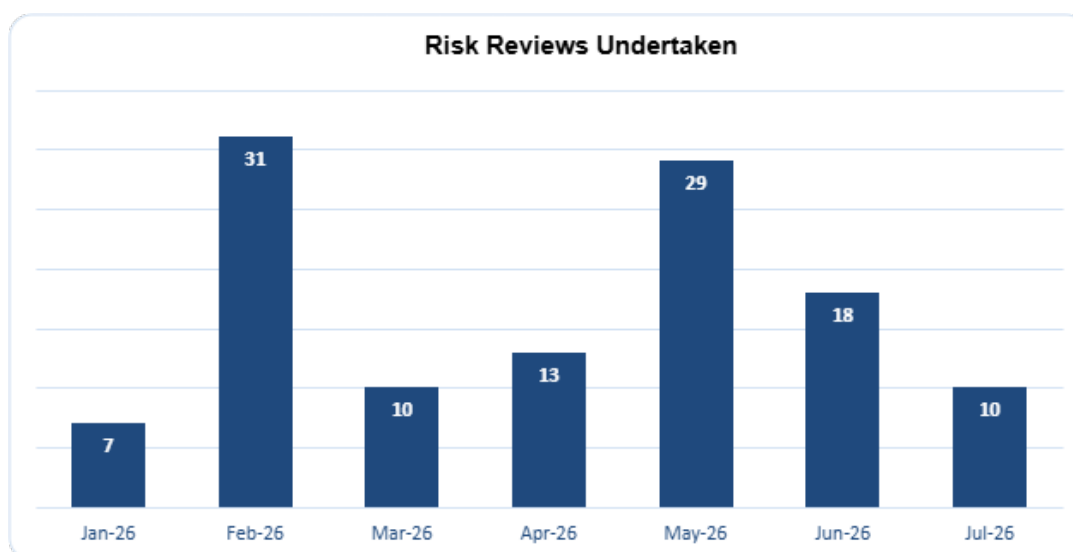
The review has identified that the majority of risks previously classified within the Top 20 Risks portfolio are either strategic risks, operational risks that support strategic risk themes, or risks that are already subject to separate governance reporting and assurance mechanisms. As a result, there is a proposed shift to transition into an all-Strategic Risk reporting.

Risk Reviews

Far North District Council currently manages **9 strategic risks and over 120 identified operational risks**. These risks are reviewed and managed on a rolling basis, with review frequency determined by the nature of the risk, its rating and status. Over the month of July (to present day), the number of risk reviews undertaken was 10.

Metric 1 - Number of Reviews Undertaken

This chart provides visibility into risk maintenance activity and demonstrates ongoing governance and review of operational and strategic risks within the organisation.



Analysis

From January to July 2026, a total of 118 risks were reviewed, averaging approximately 17 risk reviews per month.

Review activity varied across the period, with the highest volume occurring in February 2026, when 31 risks were reviewed, followed closely by May 2026 with 29 reviews. This indicates periods of concentrated review activity, likely aligned with reporting cycles, targeted risk register maintenance, or focused assurance activity.

The lower review volumes in January and July, with 7 and 10 reviews respectively, may reflect quieter operational periods, timing of review cycles, or prioritisation of higher-risk areas.

Overall, the figures demonstrate steady progress in maintaining active oversight of the operational risk register, with 60 risks reviewed in April to June compared with 48 risks reviewed in January to March, showing an increase in review activity during the second quarter.

Continuing this review cadence will support improved visibility of current risk status, control effectiveness, emerging risks, and treatment plan progress across the organisation.

Risk Legal Compliance

Council has scheduled a legal compliance survey using the ComplyWith platform for September/October 2026.

Building on this work, Council is progressing a work programme to bring the monitoring and assessment of legal compliance obligations in-house. This approach will assess potential cost savings, improve ownership and control of individual obligations, and enhance transparency through improved visibility of legal obligations via a staff-facing dashboard. This will support timely updates, clearer accountability, and improved responsiveness to changes in legislation.

Digital Information Services

Digital & Information Services (DIS) supports Council's day-to-day technology and leads ongoing improvement of systems, security, and online services. Work is prioritised and delivered through four continuous-improvement pillars: simplification, automation, optimisation, and modernisation, and is guided by Te Pae o Uta principles.

Current focus areas include:

- Reliable and secure operations – maintaining core systems, strengthening cyber security, and supporting staff and elected members.
- Improved digital services – simplifying and expanding online services, improving asset and data quality, and delivering priority projects in short delivery cycles.
- Innovation and Smart District – expanding public Wi-Fi (wireless internet), closed-circuit television (CCTV) and smart technologies, supporting digital inclusion, and exploring artificial intelligence (AI) and automation opportunities.
- Modern core systems – reviewing finance, human resources (HR) and regulatory systems to improve efficiency, automate processes, and plan future cloud-based solutions.

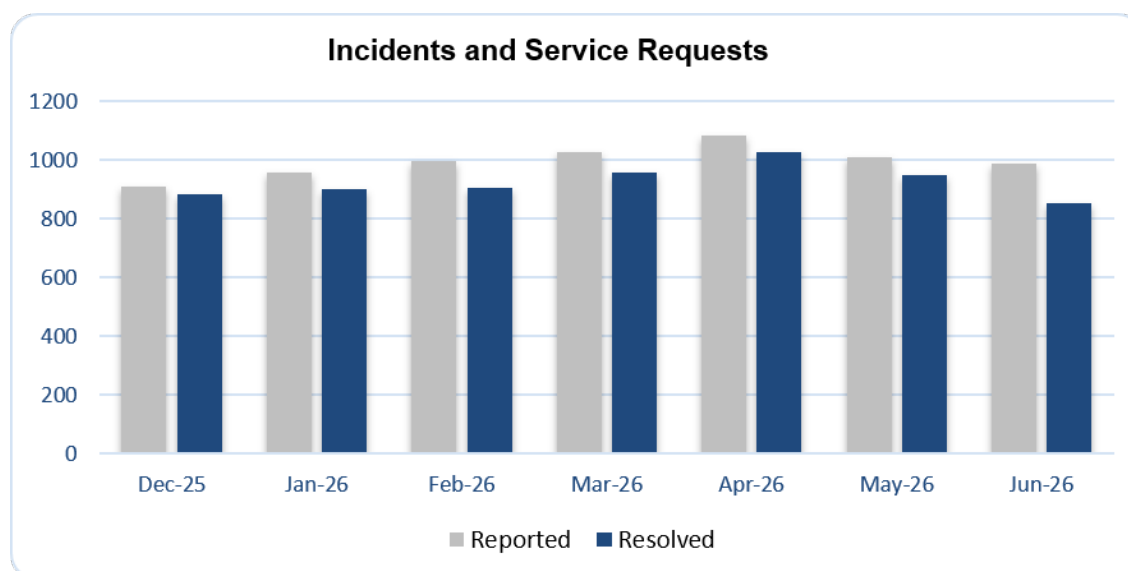
Forward priorities focus on improving resilience, reducing complexity and cost, modernising systems, and delivering practical digital improvements for staff, elected members and the community.

The key focus areas are: Simplification, Automation, Optimisation & Modernisation.

Information and Communications Technology (ICT) Operations

ICT Operations' main role is to ensure Council's technology environment runs reliably, securely, and in alignment with business goals, while supporting day-to-day operations, ensuring networks, systems, applications, and infrastructure operate as expected so Council staff can carry out their work without disruption.

- **Metric 1 - Service Desk**
- Service scope: Incident and service request handling within agreed service availability.



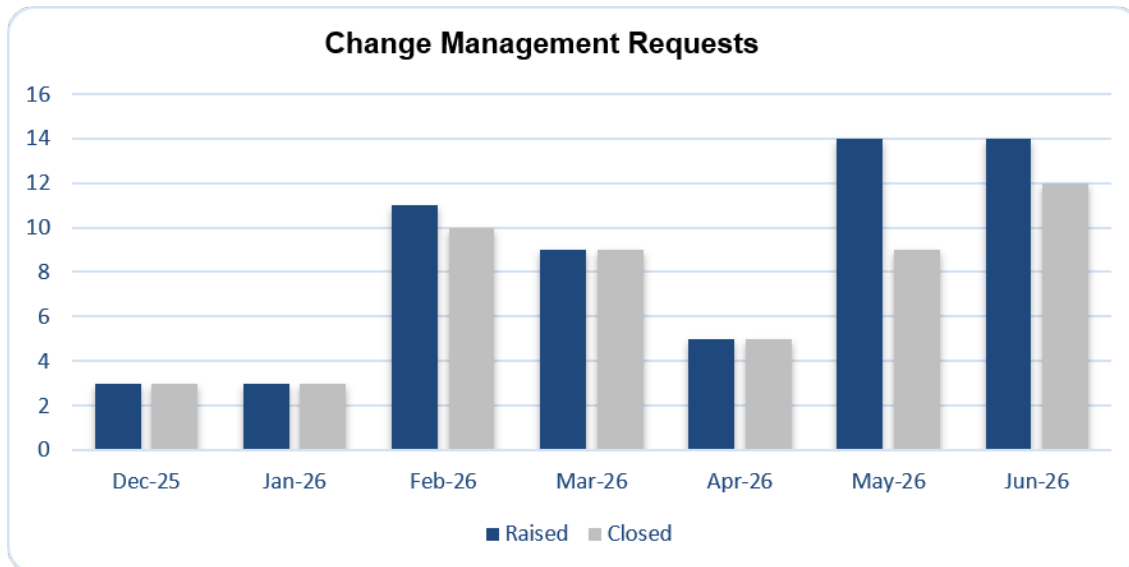
Analysis

- Over the past six months, 6,963 tickets (incidents and service requests) were received through FreshService portal (IT Service Management portal) plus other requests via the Helpdesk phone and Walk-ins.
- Resolved tickets closely tracked reported demand across all months, indicating consistent service performance.

- In each month, resolutions remained broadly aligned with incoming requests, demonstrating effective workload management.
- The small gap between reported and resolved tickets across the period indicates a stable backlog position, with no evidence of sustained backlog growth.

Metric 2 - Change Management

- Service scope: maintaining stability, security, and reliability of core ICT services, while enabling controlled improvements to Council systems.



Analysis:

- Over the past six months, 59 change requests were raised and processed, which include, but are not limited to:
- Software upgrades - Planned updates to systems and applications to maintain supportability, performance, and security.
- System and service improvements - Changes that enhance functionality, resilience, or efficiency of existing platforms and services.
- Security-related changes - Approved changes that address security requirements, risk mitigation, or compliance obligations.

Digital Information Management

Digital Information Management oversees Council's digital information and records lifecycle, ensuring information is created, stored, accessed, retained, and disposed of appropriately.

Key functions include governance and advice on recordkeeping and privacy obligations; administration and continuous improvement of the electronic content management environment; staff support, guidance, and training; and delivery of information quality, clean-up, migration, and resilience initiatives (including archives and disaster preparedness).

Operational Highlights

Targeted clean-up of property-related digital records, improving the accuracy, consistency, and reliability of information held in approved systems.

This work focused on remediating legacy and duplicate records, improving structure and classification to support findability, and ensuring authoritative versions are captured and managed appropriately.

These improvements strengthen statutory compliance, reduce information risk, and support more efficient LIM, property file, and legal information workflows.

Key Metrics

The following pages include key performance metrics that help us better understand our business activities.

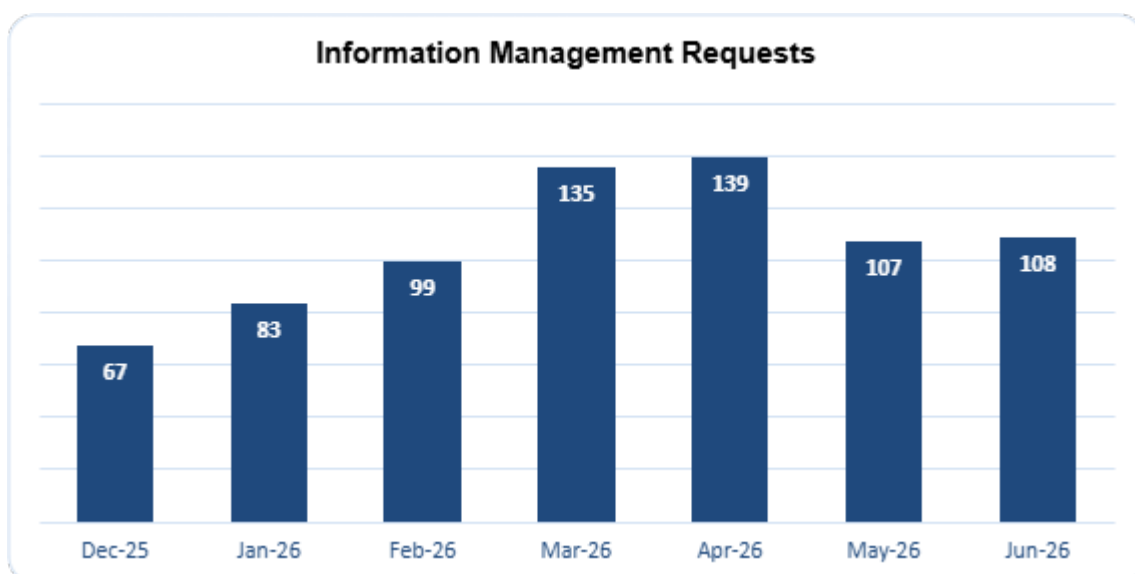
Key Metric 1 - FreshService Tickets

FreshService tickets measure the number and type of Information Management requests logged during the reporting period (for example, records and retention advice, access and permissions, file transfers, disposal actions, and information clean-up support).

This metric is reported to provide a consistent view of service demand and throughput, and to show whether the team is keeping pace with business needs.

It matters because timely Information Management support underpins recordkeeping and privacy compliance, enables staff productivity, and reduces information risk.

Over time, trends in ticket volumes and categories provide insight into recurring issues, demand drivers, and pressure points (such as onboarding/offboarding or project activity), and indicate where process improvements, training, or resourcing may be needed.



Analysis

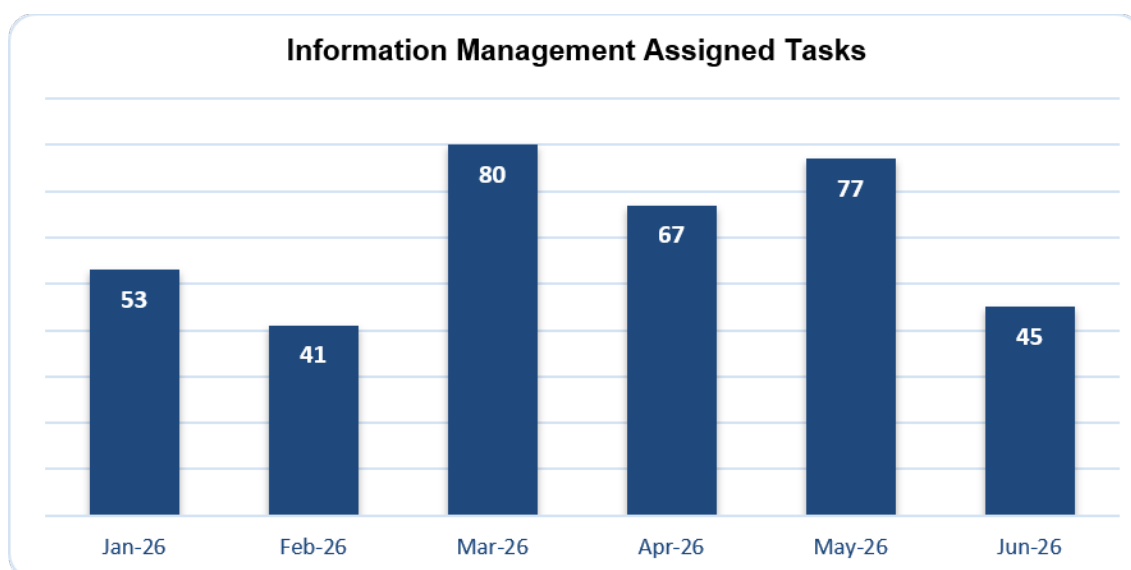
In June, Digital Information Management received 107 FreshService tickets, down from 139 in May, a reduction of 32 tickets. Although this represents a decrease following the May peak, June volumes remain above the lower levels seen earlier in the year, showing that demand for Information Management support remains steady.

Requests continue to relate to records advice, access and permissions, information clean-up, file transfers and Microsoft end-user support. Demand is being managed alongside existing workloads, with priority given to higher-risk, statutory, and time-sensitive work.

The trend highlights continued pressure on team capacity and the need to keep monitoring request types, demand drivers, and opportunities for process improvement, guidance, training, or automation.

Key Metric 2 - FreshService Tasks

FreshService assigned tasks track Information Management work allocated to the team, particularly onboarding/offboarding activities, contractor training and access set-up, and other scheduled Information Management tasks. This metric is reported to show workload and capacity beyond tickets, and it matters because delays can affect staff productivity and increase information and access risk. Trends in assigned versus completed tasks highlight peak periods, bottlenecks, and where process improvement, automation, or resourcing changes may be needed.



Analysis

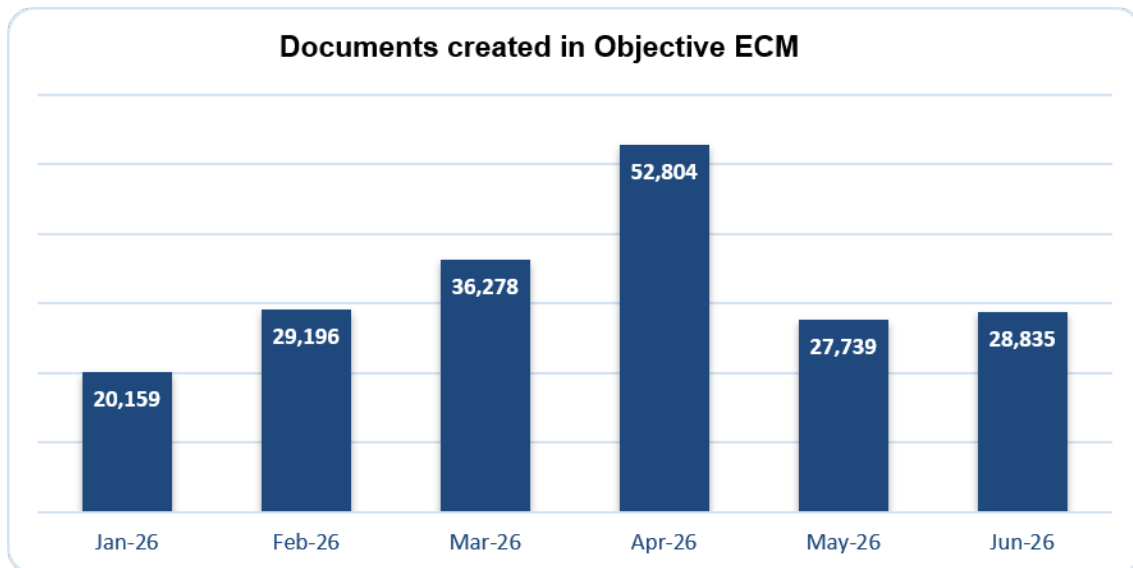
In June, Digital Information Management received 45 assigned tasks, down from 77 in May, a reduction of 32 tasks. This decrease follows a higher-volume month in May and brings task activity closer to the lower levels seen earlier in the year. Assigned tasks continue to be linked to onboarding/offboarding, contractor set-up, training, access requirements, and other scheduled Information Management activities.

While June provided some relief from recent peaks, ongoing monitoring remains important to ensure task volumes, team capacity, and priority work remain aligned, particularly where delays could affect staff productivity, access controls, or information management compliance.

Key Metric 3 - Objective Electronic Content Management (ECM)

Objective Electronic Content Management (ECM) tracks usage and activity within Council's ECM system (Objective), our primary recordkeeping platform for capturing and managing official records. This metric is reported to provide visibility of adoption and record capture in the approved system, and to confirm that key business information is being stored appropriately.

It matters because consistent use of Objective supports statutory recordkeeping and privacy obligations, improves findability and auditability, and reduces risk associated with information being held in unmanaged locations. Trends over time provide insight into user uptake, changes in record volumes and activity, areas requiring training or process improvement, and potential information governance and storage risks.



Analysis

In June, 28,835 documents were created in Objective ECM, up from 27,739 in May. Although well below the April peak of 52,804 documents, this increase indicates stable recordkeeping activity and continued use of Objective as Council's primary recordkeeping system.

Ongoing Digital Information Management efforts remain focused on improving information quality through remediation of misfiled documents, duplicate records, metadata enhancement, and legacy property record clean-up in collaboration with the Pathway team. Continued monitoring and user guidance will help ensure information remains accurate, accessible, and compliant with Council's recordkeeping requirements.

Data Analytics

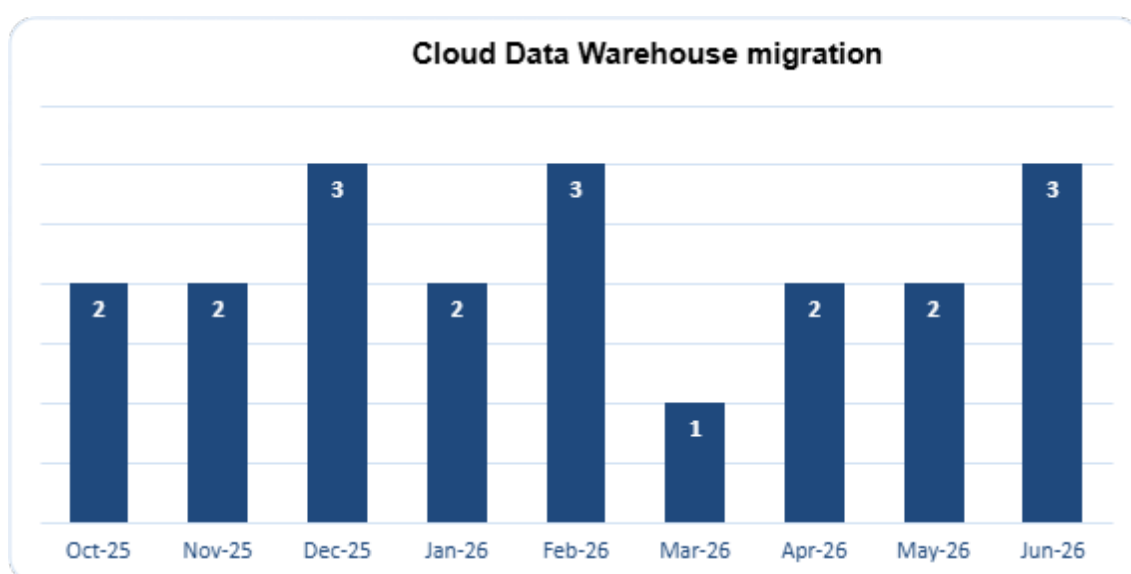
The Data Analytics team is responsible for turning the organisation's data into reliable, accessible, and actionable information. The team operates across three streams: Business Intelligence, Data Engineering, and Geographic Information Systems (GIS).

Operational highlights for the reporting period include:

- Cloud Data Warehouse migration
- Business Intelligence platform consolidation
- Asset Management System (AMS) Asset Class Data Cleaning

Key Metric 1 - Cloud Data Warehouse migration

The metric below shows the number of data sources onboarded. As we migrate more sources into the cloud data warehouse, we expand a curated data library that enables reliable reporting, deeper insights, and the ability to combine datasets for richer analysis.



Analysis

During the May to June 2026 reporting period, additional data sources were onboarded to the cloud data warehouse, expanding the curated data library available for reporting and analysis. This progress supports more consistent reporting and improves the ability to combine datasets for cross-domain insights. Month-to-month variation is expected and largely reflects source-system readiness, onboarding effort, and the timing of supporting integration work.

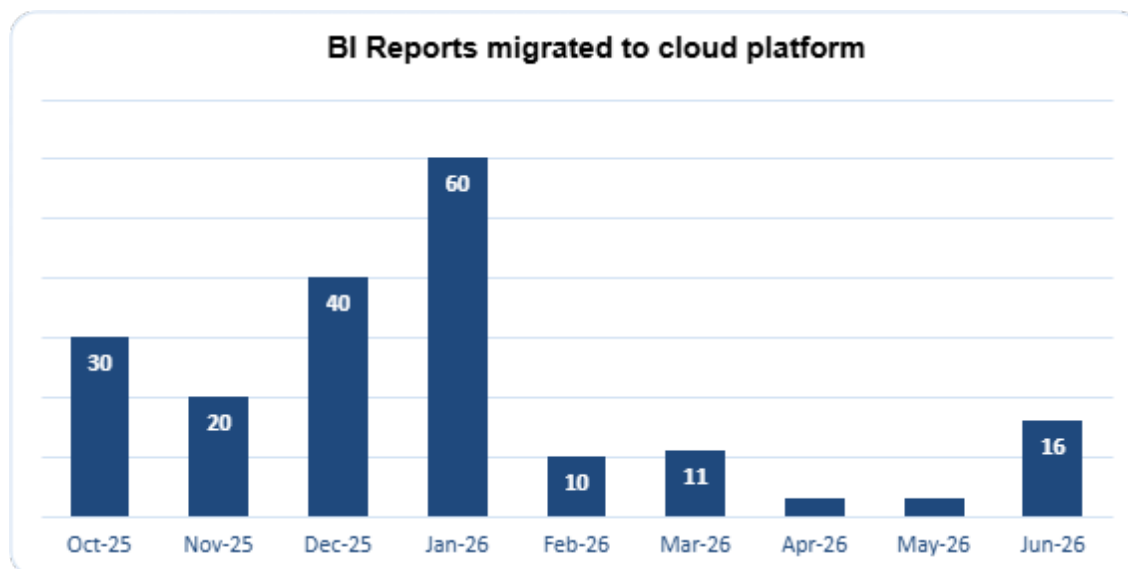
Next steps

- Prioritise and sequence the next set of data sources for onboarding.
- Work with source-system owners to confirm readiness, access, and dependencies.
- Progress integration and modelling work through the onboarding pipeline.
- Run data quality checks and address issues identified during onboarding.
- Monitor delivery through regular checkpoints to remove blockers and maintain throughput.

The overall trend reflects ongoing onboarding activity alongside upstream changes in source systems, which have introduced recurring schema and mapping issues and highlighted inconsistent business definitions across datasets. As more sources are integrated, dependency complexity has increased, and data quality issues such as completeness, validity, and key matching have required repeated remediation. The next-period focus is on strengthening upstream engagement, standardising integration patterns, and moving data quality controls earlier in the pipeline to reduce repeat defects.

Key Metric 2 - Business Intelligence platform consolidation

The metric below shows the number of reports migrated to our Power BI cloud environment. Consolidating onto a single Power BI cloud environment reduces duplicated reports and inconsistent results, strengthening confidence in the numbers. It also simplifies support and governance by standardising security, release management, and refresh processes in one place. Overall, it improves analyst productivity and shortens delivery time by enabling reuse of shared datasets, templates, and development patterns.

**Analysis**

The monthly results show continued progress migrating reports into the Power BI cloud environment. As more reports are moved, reliance on the legacy platform reduces and duplication between environments is progressively eliminated. Any month-to-month change is expected to reflect the timing and complexity of report releases and the availability of business owners for validation and sign-off.

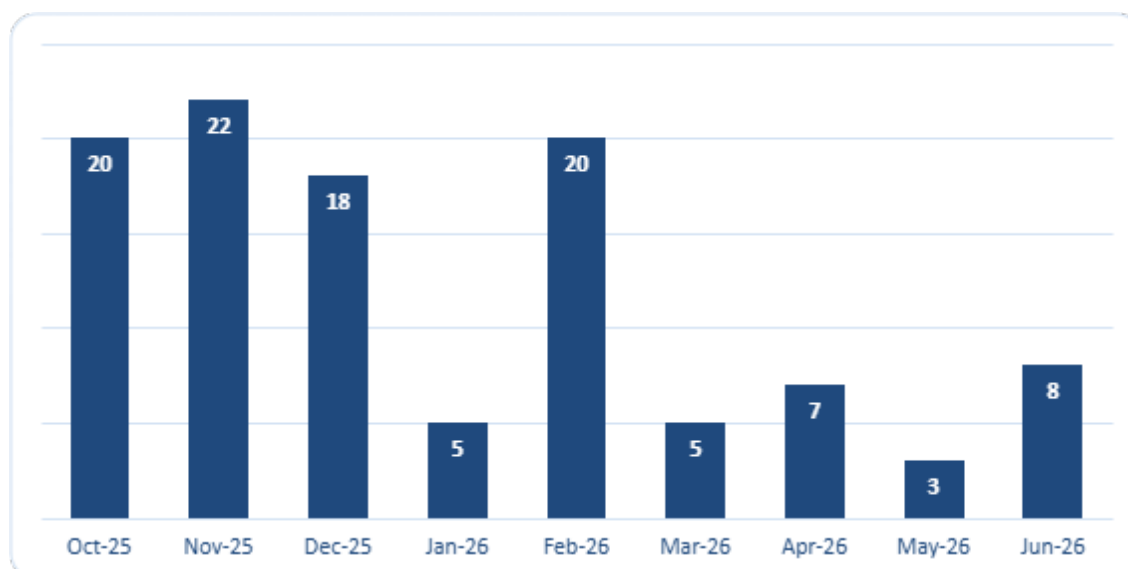
Next steps

- Prioritise the next set of reports for migration based on usage and business criticality.
- Agree cutover and validation timelines with report owners
- Rebuild and test reports against standardised datasets
- Retire legacy versions once signed off to reduce duplication and support overhead.

The observed trend is primarily driven by the planned migration schedule and the mix of report complexity as well as dependency items such as standardised datasets and access/security configuration. Corrective actions include tightening the migration pipeline (prioritising by usage and business criticality), standardising build patterns and testing, improving stakeholder validation cadence, and retiring legacy versions promptly after sign-off to prevent duplication and reduce support overhead.

Key Metric 3 - Asset Management System (AMS) Asset Class Data Cleaning

The metric below shows the count of asset classes cleaned during this period. This reflects the progress made improving asset data quality across District Facilities and Wastewater asset data.



Analysis

- The monthly results show steady progress in cleaning and standardising AMS asset class data across District Facilities, Wastewater, Irrigation, and Maritime Facilities. Month-to-month variation is expected and generally reflects the mix and complexity of the asset classes being addressed, the availability of source data, and the time required to validate updates with business owners. Overall, the trend indicates improving data quality, which supports more reliable asset reporting and stronger downstream analytics.

Next steps

- Prioritise the next asset classes for cleansing based on criticality and reporting impact.
- Apply standardised cleansing rules and reference mappings.
- Validate changes with subject matter experts (SMEs).
- Update master data standards and documentation to prevent rework.
- Monitor exceptions, including duplicates, invalid codes, and missing attributes, so recurring issues are identified and corrected early.

The trend is being driven primarily by the sequencing and complexity of asset classes, along with the time required for SME validation and for fixes to flow through upstream processes. Corrective actions include standardising asset class rules and reference mappings, strengthening exception reporting and monitoring, working closely with business owners to prevent issues from being reintroduced, and prioritising the highest-impact classes to improve reporting quality sooner.

Legal Services

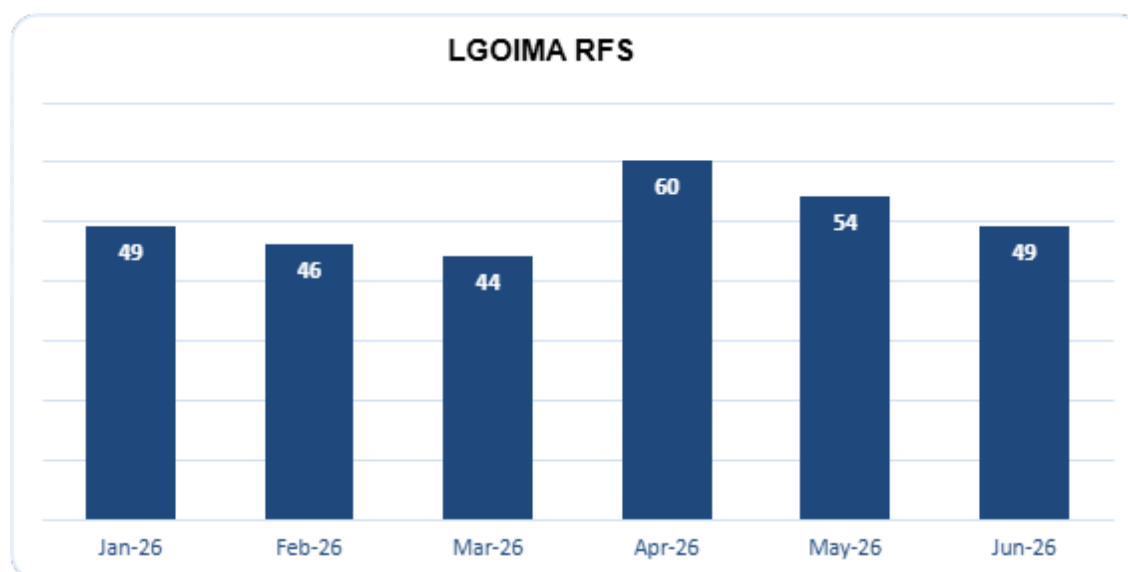
Legal Services has two divisions: Property Legalisation and Legal Advisory (which includes specialised management of LGOIMA requests, e-dealings, privacy complaints, and protected disclosure complaints).

Legal Services supports all departments and parts of the organisation. The department provides legal advice and guidance, document drafting and review, practical dispute resolution, and litigation support. It also assists with statutory reforms and regulatory functions. Legal services are provided in a timely and cost-effective way to enable sound decision-making and risk management, with solutions that are practical, legally robust, and minimise liability and risk to the organisation.

Three key performance metrics help us better understand Legal Services activities: LGOIMA RFSs, Property Legalisation matters, and e-dealings. All reporting metrics are presented over a six-month rolling period (hereafter referred to as the 'reporting period') to help identify trends, dips, and spikes. Analysis of the illustrated data is provided for each month.

Key Metric 1 - LGOIMA RFS

Legal Services receives and manages requests for service (RFSs) under the Local Government Official Information and Meetings Act 1987 (LGOIMA). LGOIMA allows anyone to request information held by Council, and Council must respond within 20 working days. Effective LGOIMA management is critical to fostering transparency, accountability, and public trust. It also enhances public participation in decision-making and promotes good local government. This metric provides an overview of the monthly volume of LGOIMA RFSs received by Council.



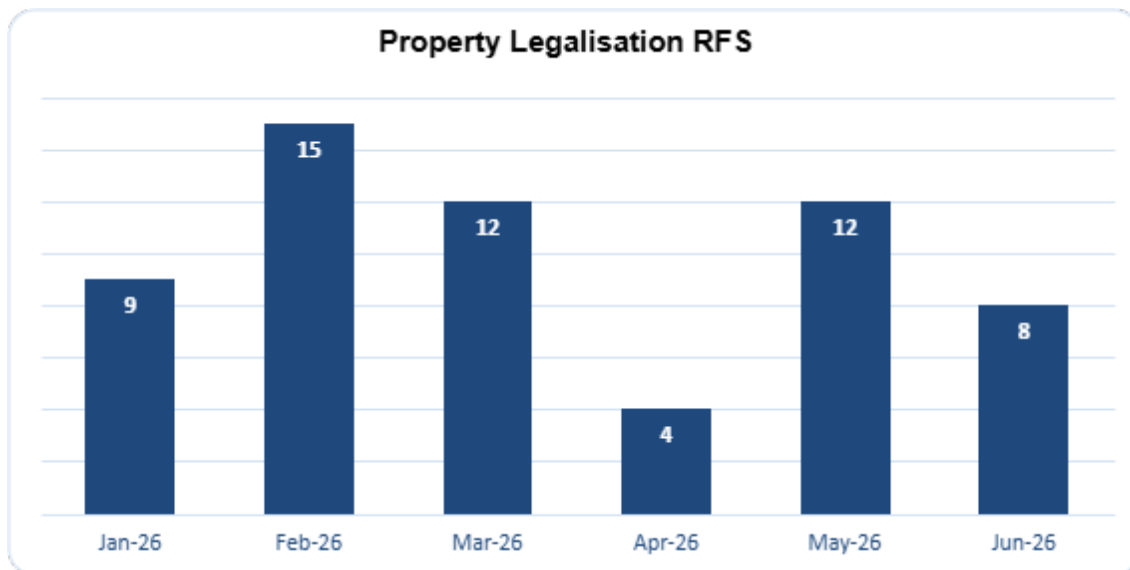
Analysis

- Legal Services received 49 LGOIMA requests in June, which is consistent with the six-month average of approximately 50 requests per month.
- Demand for LGOIMA services remains steady, with many requests requiring coordination across multiple teams to gather, review, and assess information.
- Legal Services continues to manage requests within statutory timeframes, including undertaking consultations and transfers where required.

Key Metric 2 – Property Legalisation RFS

Property Legalisation is a highly specialised technical area of Legal Services. The team receives and processes applications for Licences to Occupy (LTOs). It also receives requests for Land Information New Zealand (LINZ) and other technical property information from the Roding, Parks and Reserves, 3 Waters, District Facilities, Monitoring and Compliance, and Property Information departments. It deals with road legalisation matters under the Local Government Act 1974 and 2002 and the Public

Works Act 1981, Reserve Act 1977 matters, easement matters, as well as internal requests for property research and land status checks, including historical research and archive and record searches (for example, Māori Land Court and LINZ). This metric provides an overview of the monthly volume of Property Legalisation matters received by Legal Services.

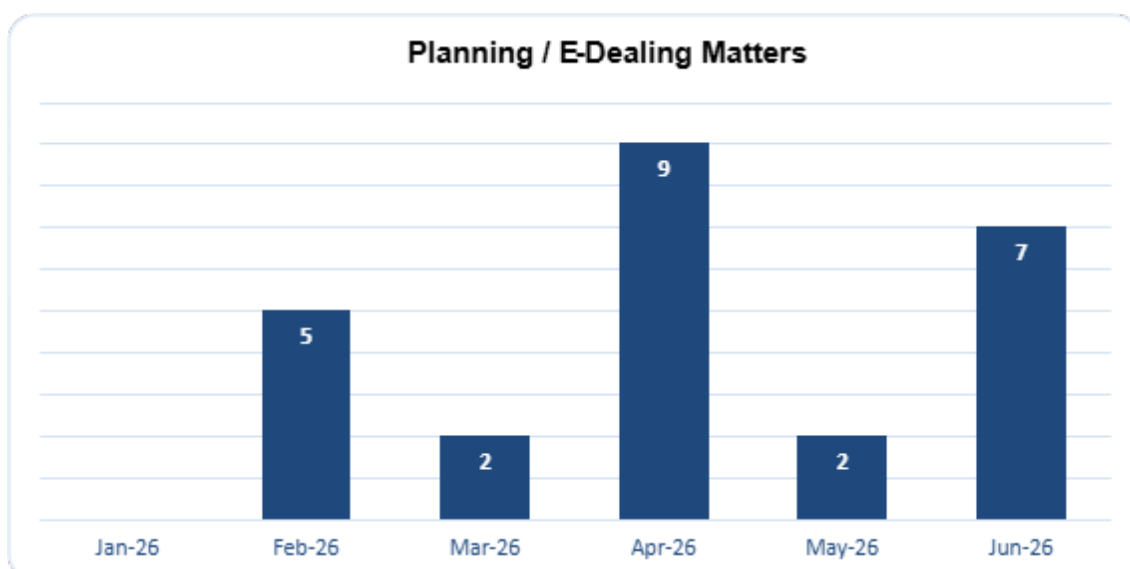


Analysis

- Legal Services received 8 Property Legalisation requests in June, which is slightly below the six-month average of approximately 10 requests per month.
- Property Legalisation matters continue to require legal review and advice across a range of property and regulatory issues, often involving coordination with multiple business units.
- Legal Services continues to provide timely support and guidance to ensure property-related legislative requirements are appropriately managed.

Key Metric 3 - Planning / e-dealing matters

Legal Services reviews, drafts, and approves legal documents (A&I forms, section 221 Resource Management Act (RMA) consent forms, easements, land covenants, etc.) in relation to resource consent decisions and/or LINZ transactions where Council's consent is required.



Analysis

- Legal Services received 7 Planning / E-Dealing matters in June, representing an increase from 2 matters received in May and remaining above the six-month average of approximately 4 matters per month.
- Matters concerning resource consent applications often require compliance with statutory timeframes. Legal Services aims to review legal documents and provide an opinion to the Resource Consents team within 3–5 working days to support workflow. For E-Dealing matters requiring execution by Council officers with delegated authority, Legal Services aims to complete the review, prepare the executive summary, and obtain signatures within 10 working days.
- Planning and E-Dealing matter volumes can vary considerably from month to month depending on operational, development, and market activity. Legal Services continues to provide timely legal advice and support to facilitate efficient processing of these matters.

Financial Services

Financial Services supports Council's financial governance, compliance, and operational delivery through accounting, rating, and transaction services. The team is responsible for financial reporting and audits, annual and long-term planning processes, rates setting and billing, revenue collection, debt management, and statutory reporting. Financial Services also maintains the integrity of Council's rating systems, supports General Rates processes, Māori Freehold Land processes and rating relief, improves customer payment options, and strengthens financial transparency and data quality.

Across all functions, the group works closely with auditors, senior managers, elected members, communities, and internal teams to ensure sound financial management and a positive customer experience.

Accounting Services

Key Metric 1 - Reporting Upgrades

Te Huia Reporting:

Reporting for capital reporting, & roading variance reporting commentary further refined.

Roading reporting introduced for tracking and reporting on Roothing revenue claims, operational expenditure, and capital expenditure.

Currently Roothing capital reporting is being overhauled.

Balance Sheet Reporting:

The balance sheet has been overhauled and mapping work is well advanced. Progress will be reported to the next Te Miromiro Committee for Assurance, Risk and Finance.

This will be a long-term priority for the organisation in understanding and reporting on asset costs and efficiency.

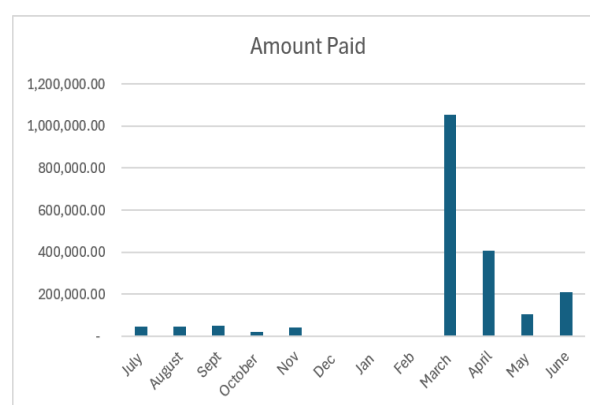
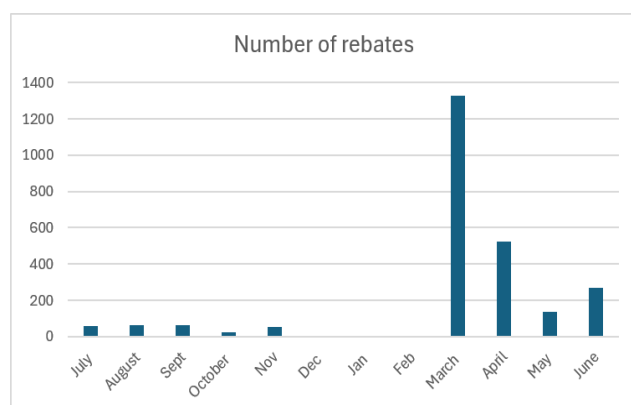
Rating Services

Key Metric 1 - Rates Rebates

- Total rebates YTD 2025/2026 YTD to end of June = 3,332 applications processed for total of \$1,826,783.24

Breakdown:

- Q1 & Q2, processed & paid 262 rebates worth \$198,908.68.
- March month of Q3, processed & paid 1,326 rebates worth \$1,052,629.03.
- April month of Q4, processed & paid 522 rebates worth \$409,590.44,
- May month of Q4, processed & paid 137 rebates worth \$106,003.34.
- June month of Q4 another 267 rebates processed worth \$211,149.47.



- Retirement village refunds have been paid directly to residents, with only a few awaiting bank verification.
- For rebates from 2025-26, the remaining applications are either awaiting information, declined, or awaiting DIA monthly payment.
- Collaboration with Customer Services to support the vetting of rebates applications has significantly improved processing efficiency. As a result, the Rates Team is processing applications more quickly, with the oldest outstanding application now less than two weeks old.

2026/2027 Rating year

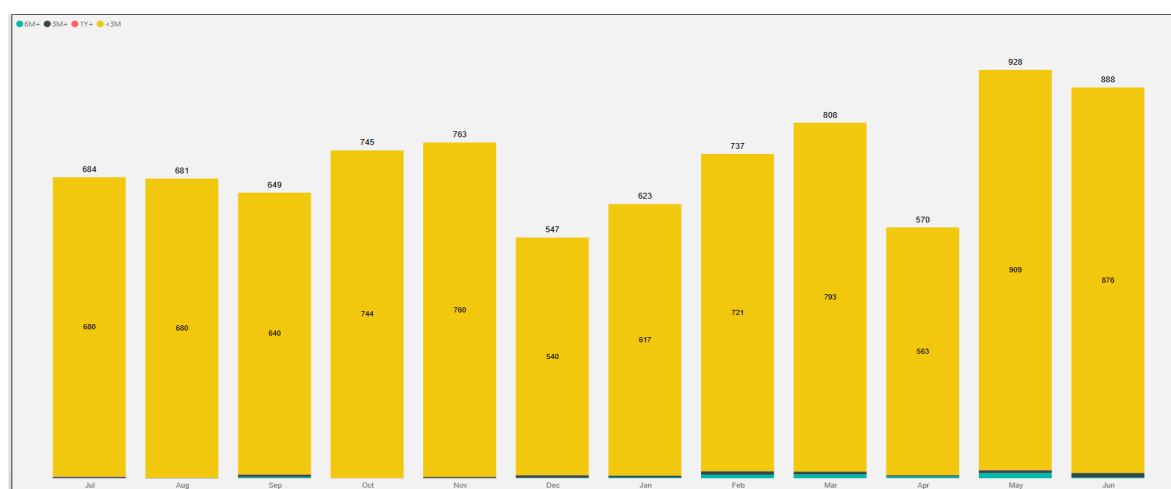
- Processing for the 2026/27 rating year is underway.
- 214 new rates rebates applications already received.
- Bulk rebate application forms and information packs to be distributed after being received late August 2026.

Key Metric 2 - Rates Instalments & Water Invoices – completed OTIF (on time, in full)

- Rates first instalment in July 2026.
 - Alongside regular monthly water billing
- End of year and new rates generation for 2026/2027 completed successfully taking 36 hours to complete.
- Significant increase in customer common use applications after self-audit process completed in June and July (Rates Team have put this in place).
- Increase in ratepayer direct debit amendments following the water Rates Easy Pay audit completed in July for the new rating year.
- 300+ new direct debits loaded by the Rates Team during the first week of July to ensure all the first instalment notices issued reflect these. This is a manual process with Pathway that took three staff to complete during this week.
- Excess water applications metric (water leaks) - reviewing and processing applications daily. Put in place a self-photo process improvement, saving on Ventia reads.
- All penalty remissions, refunds and transfer journals received in June were completed prior to end of the rating year.

Key Metric 3 - RFS

- 9,264 completed YTD.
- 478 RFS open as at end of July.
- Approximately 775 RFSs received per month on average.
- Rates Team staff training to improve work completion and service delivery.
- RFS triage & query fulfilment is a main area of AI focus for Financial Service Team.



Transaction Services**Key Metric 1 – Aging and collections percentages**

- Due to current reporting systems, the Transaction Services team manually calculates & reports all rates aging data out of the Pathway system to Te Miromiro.
- Geographic Information Systems (GIS) & Data Analytics team in Corporate Services at Council is currently engaged to create an aging report that coincides with normal commercial 30-day bucket aging reporting. This work is still underway.

Key Metric 2 – First mortgage demand notice issued

- First mortgage demand notices were issued for 570 properties across five major financial institutions, representing approximately \$1,798,594.68 in collections.

Key Metric 3 – Final mortgage demand notice issued

- Final demand notices were issued for 301 properties across all five major financial institutions, representing \$936,778.36 in collections.

Key Metric 4 – Legal action

- Three rating sale reports will now be submitted to Council for endorsement in the new rating year, following deferral from the May and June Council agendas.
- One rating sale report will be presented to the August Council meeting, with the two remaining reports scheduled for the September Council meeting.

Key Metric 5 – Transaction payables

- YTD end of June 2026, have paid \$234,319,393.93 to suppliers through the AP system, for a total of 7,045 transactions.

Key Metric 6 – Transaction receivables

- YTD end of June 2026, have collected & cash receipted, \$409,819,783.64, for a total of 490,182 transactions.
- Note, that collections cover multiple years of rating invoices and multiple aged brackets for debtors.

Property Information & Business Compliance

Property Information and Business Compliance provide core operational and governance functions that underpin Council's statutory responsibilities and organisational decision-making.

Together, the teams support the integrity of Council records, the delivery of statutory and customer-facing services, and consistent governance across property, project, procurement and contract management activities. Their work contributes to transparency, financial prudence and public confidence in Council processes.

Property Information

The Property Information team is responsible for maintaining the accuracy, integrity and availability of Council's property-related records and for delivering statutory and customer-facing property information services. The team plays a critical role in supporting property transactions, rating, valuation, land use planning, and public access to Council records.

Key functions include:

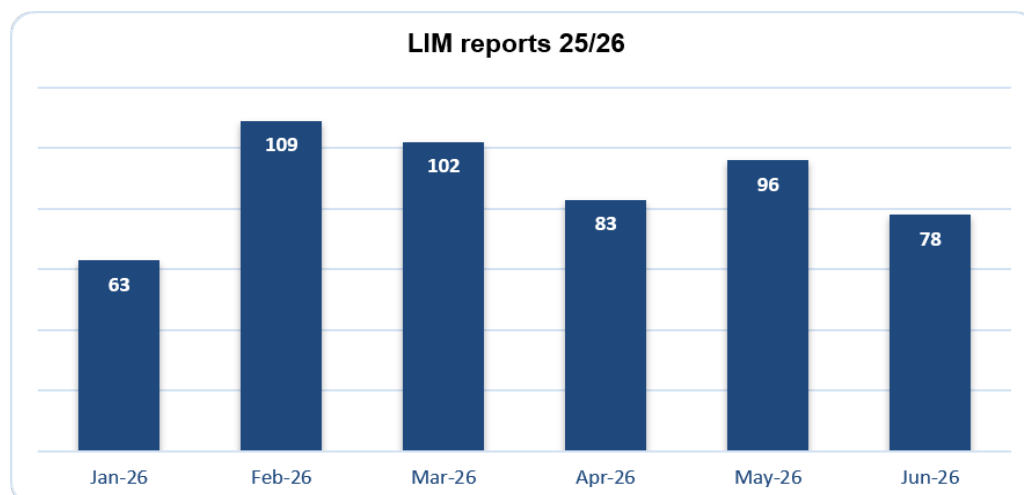
- Preparation and delivery of Land Information Memorandum (LIM) reports and property files in accordance with statutory and service timeframes.
- Maintenance and auditing of core property data, including titles, parcels, addresses, and the Name and Address Register, to support accurate rating and valuation.
- Processing of property ownership changes, including Notices of Sale, to ensure Council records remain current and reliable.
- Allocation and maintenance of rapid and urban numbering to support emergency services, service delivery, and community safety.
- Provision of property information and support to internal teams and external stakeholders to enable informed decision-making and regulatory compliance.

Property Information activity remains steady across the key service areas. LIM report volumes are broadly stable year-on-year, while property file requests have remained consistent and increased in June. Notices of Sale continue to track above the previous year, indicating ongoing activity in completed property ownership changes. Overall, the data suggests continued demand for statutory and customer-facing property information services, with some variation across the property transaction cycle.

Key Metric 1 - LIM

25/26 Average: 88.5 per month | 24/25 Average: 89.7 per month

Trend: Broadly stable year-on-year, with a slight decrease of around 1.3%.



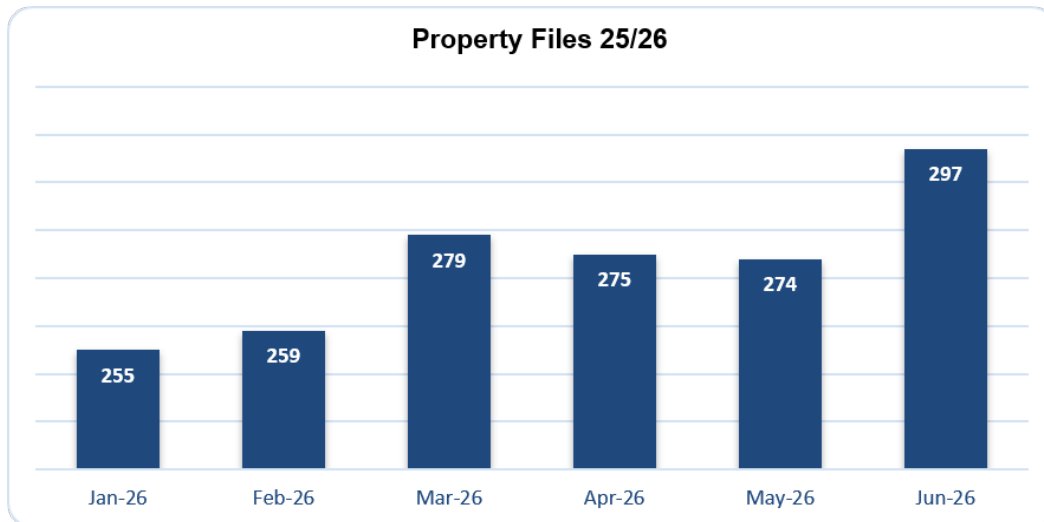
Analysis

LIM report volumes remain relatively stable when compared with the same period last year. June 2026 recorded 78 LIM requests, slightly below June 2025, which recorded 80. Across the six-month period, demand has been consistent, with a peak in February 2026 and a gradual easing through April to June. This suggests steady property transaction activity, with some softening toward the end of the reporting period.

Key Metric 2 - Property Files

25/26 Average: 273.2 per month | 24/25 Average: 270.5 per month

Trend: Broadly stable year-on-year, with a slight increase of around 1.0%.



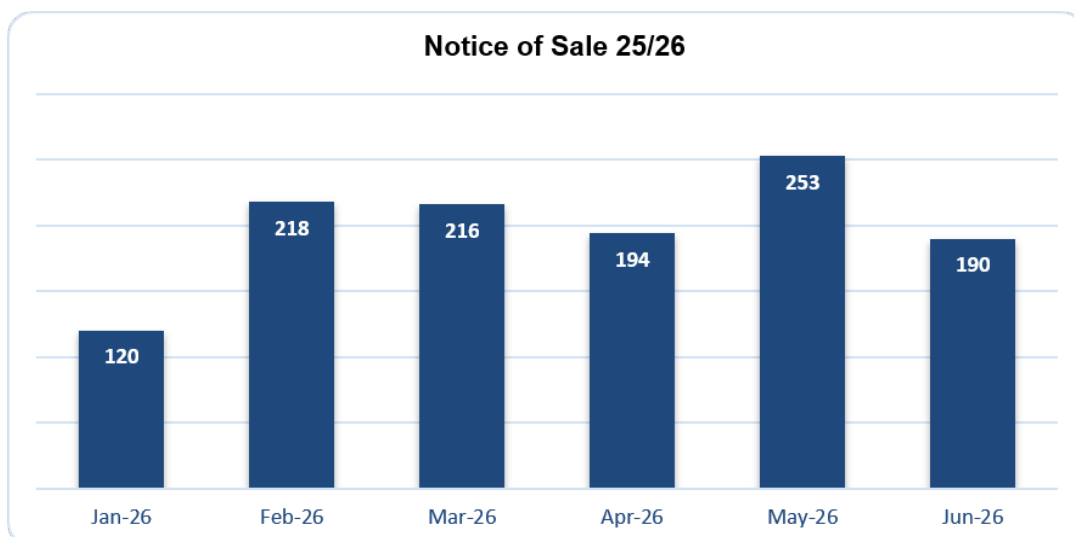
Analysis

Property file activity has remained steady across the reporting period and is broadly comparable with the same period last year. June 2026 recorded 297 property file requests, which is higher than June 2025 and the highest month in the current six-month period. This indicates continued demand for property information services and suggests that operational throughput remains consistent.

Key Metric 3 - Notice of Sale

25/26 Average: 198.5 per month | 24/25 Average: 163.0 per month

Trend: Increase of approximately 21.8% year-on-year.



Analysis

Notice of Sale activity remains higher than the same period last year. Across the current reporting period, volumes have been consistently above most of the previous year's comparable months, with the highest month recorded in May 2026. This indicates stronger completed property transfer activity and reinforces that, while LIM activity has softened slightly, completed ownership changes remain elevated.

Business Compliance

The Business Compliance team provides central governance, assurance and specialist support across Council's project, procurement and contract management activities. The team supports business units to deliver projects and procurements in line with Council policy, legislative requirements and delegated financial authority, while promoting consistency, transparency and value for money across the organisation.

Key functions include:

- Project governance and assurance, including support for project registration, oversight and alignment with Council's project management framework.
- Procurement planning, tendering and contract management technical support, ensuring compliance with policy and good practice.
- Facilitating tender evaluations and moderations, conflict of interest, supplier briefings / de-briefings, contract negotiations, guidance on most appropriate form of contract including terms and conditions.
- Maintenance of procurement, contract and project registers to support transparency, reporting and informed decision-making and relevant assurance activity.
- Provision of guidance, tools and capability support to business units to strengthen procurement and contract management practices, including sustainable and socially responsible procurement.

Operational Highlights:

- The PMO designed and presented a resource capacity planning tool to the Infrastructure Management Team and the Chief Digital Officer. The tool enables management to forecast resource requirements across project roles and experience levels over a three-year planning horizon. It includes both in-flight and carry-forward projects. The tool was recently presented to the regional Project Management Office (PMO) Hui in July and received strong interest from peer councils.
- The PMO supported Infrastructure Delivery and Engineering Managers on project scheduling, developing a checklist to help PMs ensure key aspects of project delivery are captured for assurance and reporting.
- Continued procurement and Tender Panel assurance activities, with the team providing regular support and facilitation for high-risk and high-value procurements and procurements requiring an exemption to standard process.
- The PMO met with counterparts from Whangārei District Council, Kaipara District Council and Northland Regional Council to exchange insights and experiences relating to project management practices and LTP development which provided a valuable opportunity to strengthen regional relationships and share knowledge.
- Development commenced on the financial integration between TechOne and the Project Portfolio Management system (PPM). This represents a significant milestone in improving visibility of project budget and financial performance information and will support more comprehensive project reporting and oversight.

Key Metric 1: Support Project Planning & Delivery

Pipeline Planning – 2027-37 LTP

Pipeline planning is now complete and has been handed over to the LTP Project Team for the next phase of development. Once the LTP is adopted, the PPM tool will be updated to reflect the adopted plan for project delivery across the 10-year delivery horizon.

The PMO continues to provide ongoing support to both new and existing staff across the organisation. This includes guidance on the use of project management systems, delivery of training, responding to user enquiries, and implementing system enhancements. Support is also provided across a range of project management disciplines, including risk management, programme management, scheduling, and reporting, helping to strengthen organisational capability and consistency of practice. Discussions at the Regional PMO Hui demonstrated that FNDC is well advanced in its use of project portfolio management tools and processes. This work was positively received by peer councils and generated strong interest in how we continue to develop the system to positively support project planning, prioritisation, and delivery.

Key Metric 2: Procurement

Over the last month, 9 Procurements were managed either via direct award, closed or open tender. 7 contracts were awarded to the value of \$939,760, of which \$401,787 (43%) were awarded to suppliers in the Far North and wider Northland district.

Key Metric 3: Contract Management – System Implementation

Implementation of the Vendor Panel Contract Management System has begun, moving to testing and validation phases. The team has collated current active contracts and details for a bulk upload into the new system by the Vendor.

Transportation Services

The Transportation Transition Programme has now moved from contract commencement into the stabilisation phase, with both the Professional Services and Road Maintenance and Renewals contracts operational. During July, focus has been on embedding the new operating model, strengthening service delivery processes, progressing capital works reviews, and preparing for the upcoming NZTA Technical Performance Audit.

Key achievements during the month include:

- Implementation of the revised Requests for Service (RFS) process, supported by staff training, process mapping and regular review sessions.
- Continued reduction of the RFS backlog through daily review sessions and weekly Area Engineer triage meetings. Of the original 810, 595 have now been reviewed (73%), expected to be cleared within the next month. A 30–40% reduction is expected once the new contract and improved self-service information for the community are in place.
- Further completion of site visits across all 2022 and 2023 weather event projects, with 2026 weather event site inspections also completed and work underway on revised funding submissions to NZTA.
- Ongoing review of capital works designs to ensure solutions are fit for purpose and represent appropriate value for money while meeting network requirements.
- Development of communications, reporting and engagement processes to support the new operating model and improve visibility of transport activities and performance.

**DELIVERY & OPERATIONS
MONTHLY REPORT**

JUNE 2026

Executive Summary

Delivery & Operations (D&O) is Council's principal operational arm, responsible for translating policy into safe, reliable and customer-focused services across the district. The Group brings together five complementary business units—Building Services, Compliance, Resource Consents, Property & Facilities, and Quality—each with a distinct legislative mandate yet closely inter-linked day-to-day.

Reporting Period: June 2026

This monthly report is presented in a Year on Year rolling update to reflect improvements, trends & economic indicators.

Authors of the following detailed reports include: Hilary Sumpter Group Manager – Delivery & Operations, Manager – Building Services, Manager – Compliance, Manager – Resource Consents, Manager – Property & Facilities, and Manager - Quality.

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Special Projects

Please note some of these projects overlap with People & Capability – Executive Projects

Kaitaia Airport Resilience Project

Ongoing works to meet the resilience project. Fencing continues. Lighting is further delayed due to international delivery pressures. The Terminal concept is being discussed by the hapu involved.

We have a new terminal to build, plus extend the carpark and conclude lighting and fuel installation.

The airport has traditionally had a manager's house for security and resilience which we need to replace as the previous house requires demolition. We are having to keep a very close eye on the budget & may have to revisit the planned house model to reduce it in size and cost.

An update to the partnership group will be provided at the monthly update in July.

Pou Herenga Tai Twin Coast Cycle Trail & Keteriki Trust

Meeting to be held on the 22nd of July with both Trusts to try & move forward together cooperatively.

Housing for the Elderly

We are sponsoring this Project with the Executive Projects Team.

Currently we have a number of empty units, due to a lack of budget for maintenance and the properties have moved beyond maintenance to a state of demolition/divestment. These will remain empty.

There is interest, particularly in Awanui of returning these 12 units to Iwi.

A workshop was held with Urban Planning on the future of the portfolio. A paper will come to te Koukou & Council in September

Divestment/Acquisitions Policy

We are sponsoring this Project with the Executive Projects team. The policy is currently under internal review. Staff will present to Council for policy endorsement in Q3.

Turner Centre

Management are working with our P&F & Infrastructure teams, which require some catch up work in the new financial year.

Redwood Trees Kerikeri

The second stand of trees on Wendywood Lane (beside New World) is set for removal in mid-August 2026.

Building Services

Building Services oversees the full lifecycle of building development in accordance with the Building Act 2004. The department is made up of the Building Consent Authority (BCA) and the Territorial Authority (TA) functions.

The Building Consent Authority (BCA) is responsible for ensuring that proposed building consent work meets the Building Code. The BCA function assesses and approves building consent applications, conducts onsite inspections, and issues Code Compliance Certificates and Compliance Schedules.

The Territorial Authority (TA) function is responsible for regulatory duties. The TA function issues Project Information Memoranda, Certificates of Acceptance, Certificates for Public Use, and Exemptions. The TA function investigates non-compliant building work and issues Notices to Fix and Dangerous Building Notices. The TA function enforces safety regulations for residential swimming pools. The TA function administers the Building Warrant of Fitness regime.

Operational Highlights

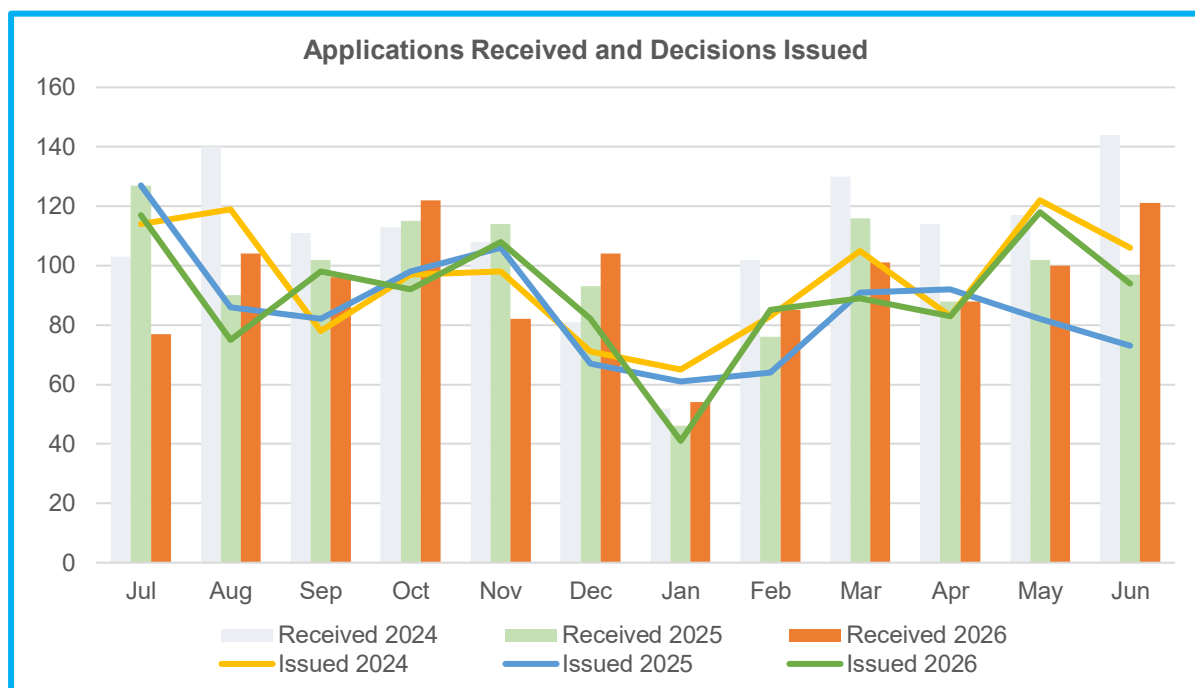
- Compliance with statutory timeframes and inspection availability remains high with 100% being achieved across the board for all types in June 2026. The BCA is exceeding the national averages for compliance with statutory timeframes and number of processing days.

Key Performance Metrics

The following pages includes key performance metrics we track to better understand our business activities. Analysis of the illustrated data is provided for each month. These key performance indicators demonstrates our public accountability, fosters confidence in the building industry, and supports our district's economic health by ensuring a reliable and timely pathway for construction. Reporting periods cover financial years from July – June, for example 2025 is referring to July 2024 – June 2025.

Building Consent Applications Received & Decisions Issued

The BCA actively monitors the volume of building consent applications received and decisions issued to forecast staffing workloads and ensure there is adequate resources to efficiently perform building control functions.

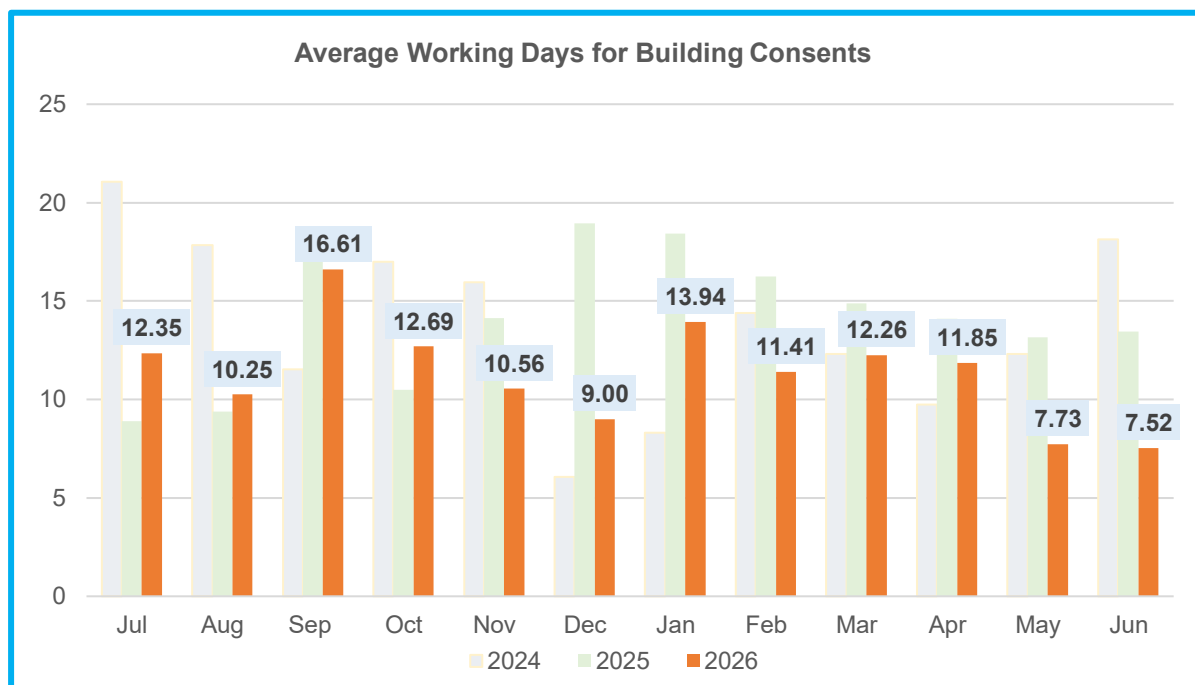


KPI Analysis: Building Consent Applications Received & Decisions Issued

In June 2026, the number of applications received was up on the previous month (up by 21 applications). The overall trend for applications received is similar between 2025 and 2026 with fluctuations throughout the year. The number of decisions issued in June 2026 was down on the previous month (by 24 decisions). The overall trend for decisions issued is similar between 2025 and 2026, slowing early in the year and increasing mid-year.

Statutory Compliance for Building Consents

The BCA is required to issue building consents within a statutory timeframe of 20 working days for most consents, or 10 working days for consents subject to a national multiple-use approval. Reporting on statutory compliance is a mandatory requirement under the Building Act 2004 and fundamental in our commitment to efficient consent processing.

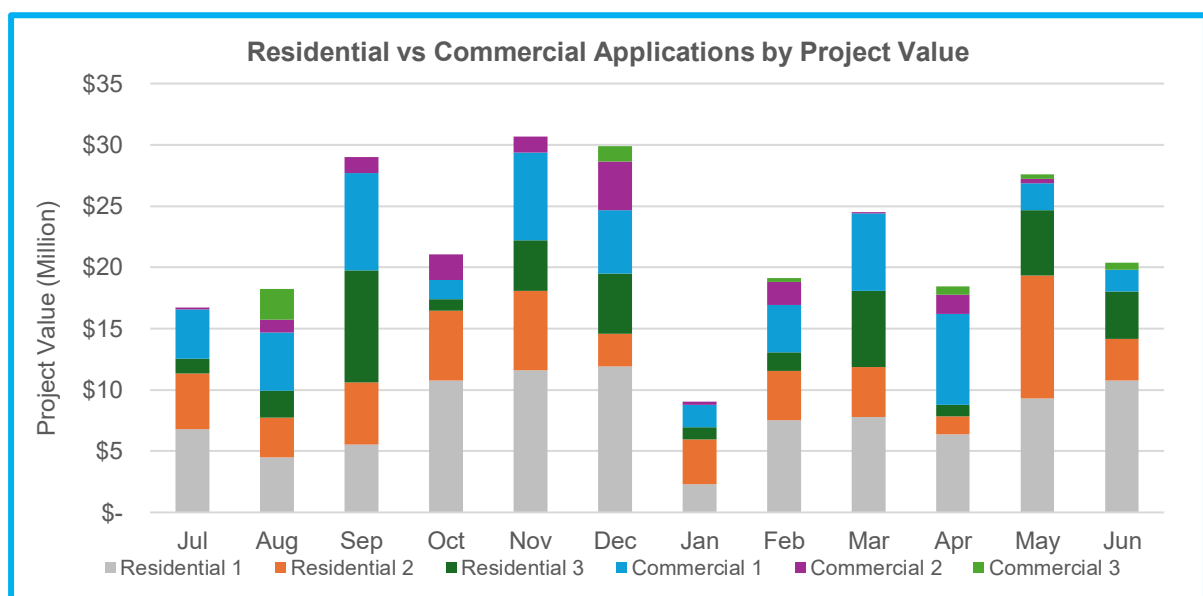
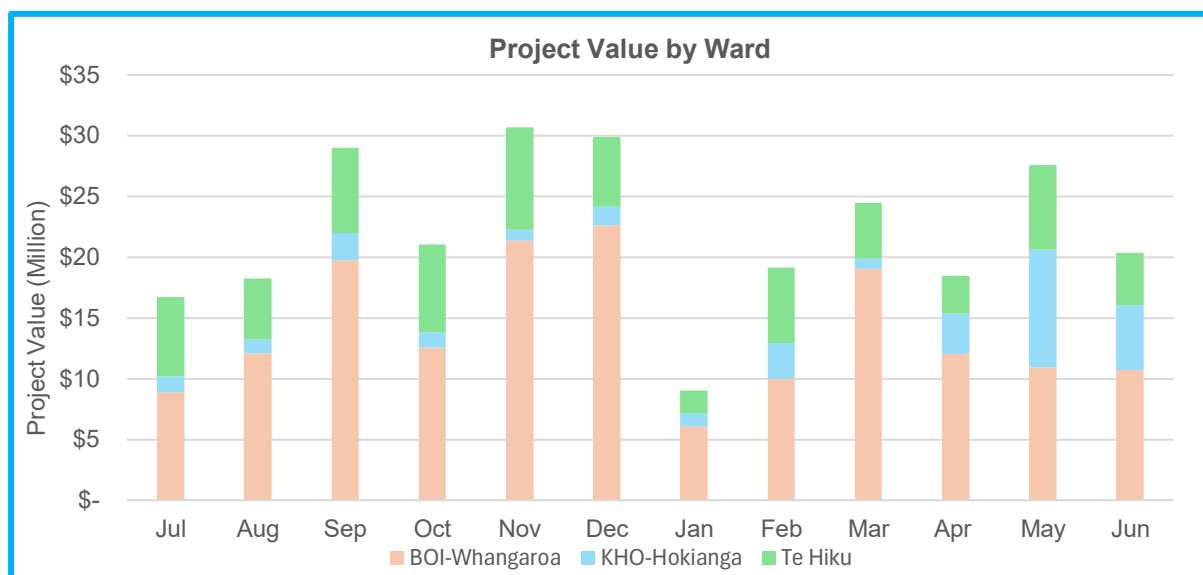


KPI Analysis: Statutory Compliance for Building Consents

In June 2026, the BCA achieved 100% compliance for processing building consents within statutory timeframes. Building consents for the month have been processed, on average, within 7.52 working days. The national average for processing consents in Q1 of 2026 was 94.5% within statutory timeframe, and processing time of 13.0 working days, so the BCA is exceeding national averages.

Building Consents Project Value

Tracking the aggregate project value of building consents provides a critical leading indicator of the Far North District's socio-economic health. While consent volumes primarily reflect the operational workload of the BCA, the financial value of these projects directly correlates with the district's broader economic trajectory. Sustained or rising consent values signal strong market confidence, ongoing capital investment, and a robust pipeline for local construction and trades employment.



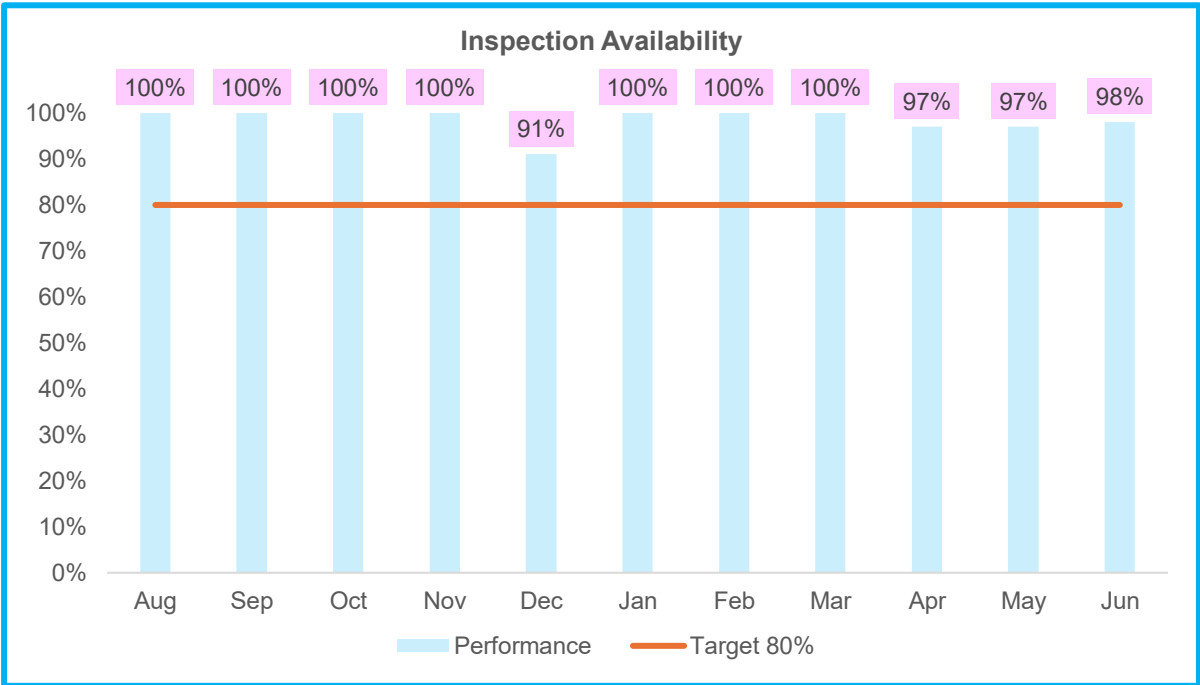
KPI Analysis: Building Consent Project Value

In June 2026, the majority of building projects were residential developments (89%), with a combined project value of \$18M. Residential 2 and Residential 3 type developments have equalised this month.

Most developments were located in the Bay of Islands – Whangaroa ward (54 projects); followed by the Kaikohe – Hokianga ward (32 projects); and Te Hiku (23 projects). The number of projects are similar to May 2026.

Statutory Compliance for Inspections

The BCA is required to ensure that a minimum of 80% of inspections are carried out within the period of 3 working days after the date for inspection requested by the owner or their agent. Reporting on statutory compliance is a mandatory requirement under the Building Act 2004 and fundamental in our commitment to efficient inspection services. This was introduced in August 2025.

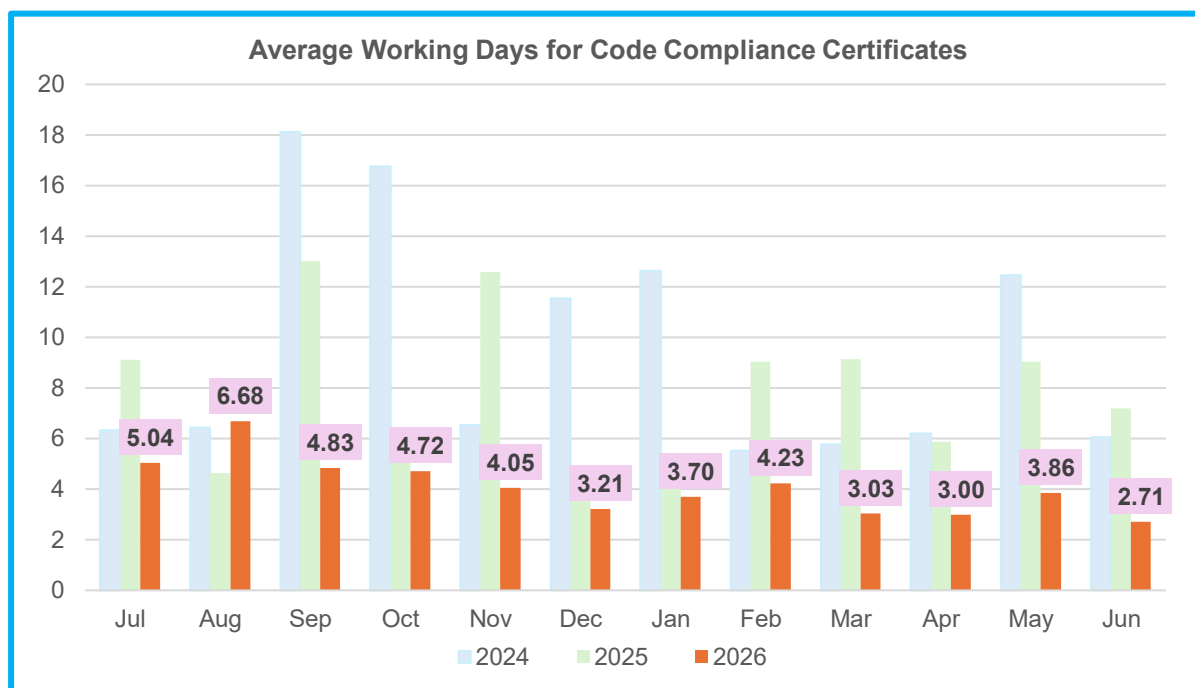


KPI Analysis: Statutory Compliance for Inspections

In June 2026, the BCA achieved 98% compliance for inspection availability, exceeding the national target of 80%. Correction to graph for December, April and May, which were previously reported as 100%.

Statutory Compliance for Code Compliance Certificates

The Building Consent Authority is required to issue Code Compliance Certificates within a statutory timeframe of 20 working days. Reporting on statutory compliance is a mandatory requirement under the Building Act 2004 and fundamental in our commitment to efficient certification.

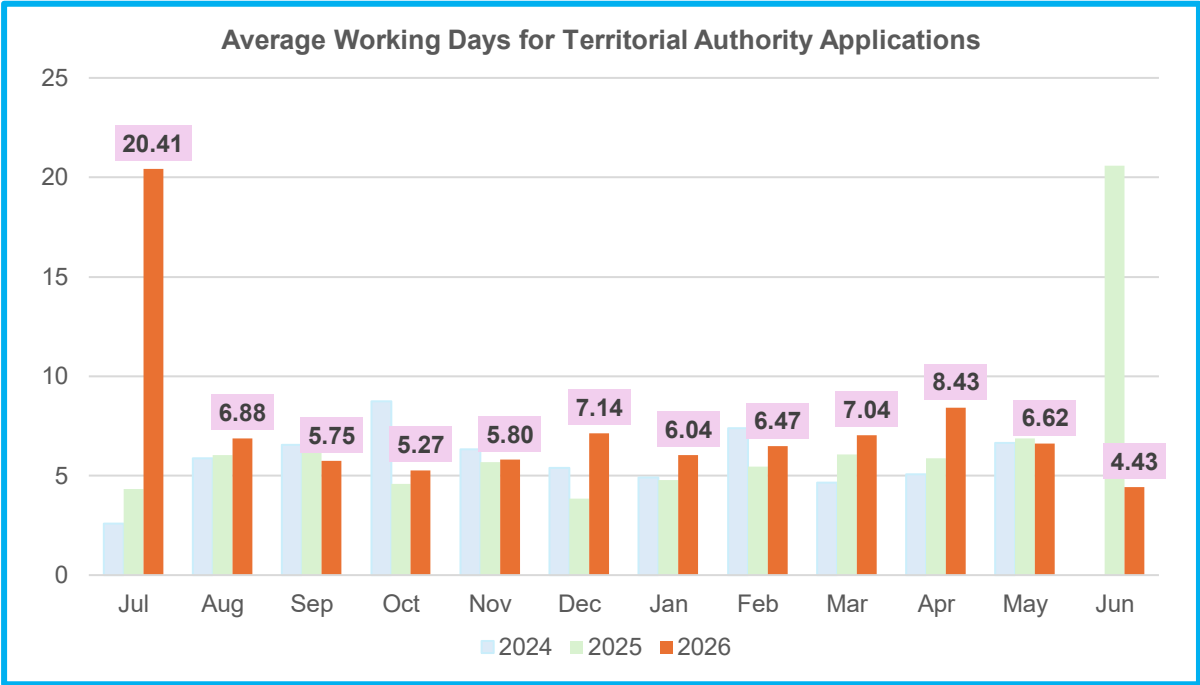


KPI Analysis: Statutory Compliance for Code Compliance Certificates

In June 2026, the BCA achieved 100% compliance for processing code compliance certificates (CCC's) within statutory timeframes. CCC's for the month have been processed, on average, within 2.71 working days. The national average for processing CCC's in Q1 of 2026 was 97.2% within statutory timeframe, and processing time of 4.0 working days, so the BCA is exceeding national averages. Compared to previous years, the BCA is significantly faster in issuing CCC's.

Statutory Compliance for Territorial Authority Applications

The Territorial Authority (TA) is required to issue various applications within a statutory timeframe of 20 working days. Reporting on statutory compliance is mandatory under the Building Act 2004 and fundamental in our commitment to efficient processing of applications. The applications include: Certificate of Acceptance, Certificate of public use, Change of use, and Exemptions.



KPI Analysis: Statutory Compliance for Territorial Authority Applications

All building compliance applications are being processed on time, issued on average within 4.43 working days. The TA is meeting the statutory timeframes of 20 working days.

Compliance

Compliance safeguards community wellbeing through three specialist teams. Animal Management promotes responsible dog ownership and responds to roaming-dog and safety incidents; Environmental Health delivers food-safety verifications and administers liquor-licensing to reduce alcohol-related harm; and Monitoring investigates breaches of bylaws, the District Plan, and parking regulations, encouraging voluntary compliance before taking enforcement action.

Operational Highlights/Exceptions for June 2026:

- Preparation for new dog registration year, including reminders to all known dog owners.
- Continued enforcement action against non-compliant dog owners.
- 8% Year to date (YTD) reduction in impounded dogs across the district, including -3.6% YTD reduction in euthanised dogs.
- 13.2% increase YTD in claimed dogs
- 13.5% YTD reduction in aggressive dogs in a public place across the district

Key Performance Metrics

The following pages includes key performance metrics we track to better understand our business activities. Reporting metrics are reported in variety of formats and where possible include YTD trends to showcase improvements compared to the same time in the previous financial year. Analysis of the illustrated data is provided for each month.

Animal Management Requests for Service

The Animal Management Department receives over 5000 Requests for Service (RFS) every year. About half of these are for administrative or other general “non-urgent” enquiries.

Key community safety issues relate to aggressive dogs, straying dogs and dog attacks.

Pro-Active patrolling in known problem areas is measure that the Animal Management team can take to improve visibility, engage with dog owners, identify roaming dogs quicker and where possible, return dogs to their owners and take enforcement action as necessary.

The increase in pro-active patrolling has had a positive impact on other Key RFS types as the table below shows.

RFS Types	2024/2025 as of 30 June 2025	2025/2026 as of 30 June 2026	Trend as of 30 June 2026
Straying dogs	622	600	-3.5%
Stray dogs pick up	465	326	-29.9%
Aggressive dogs in public place	208	191	-8.9%
Barking	377	293	-22.3%
Dog attack:			
Person	85	69	-18.8%
Dog	76	68	-10.5%
Cat	17	18	+5.9%
Stock	48	27	-43.8%
Poultry	26	30	+15.4%
Wildlife	4	2	-50.0%
Pro-active patrols	555	591	+6.5%
Dog welfare	80	54	-32.5%

RFS type Analysis:

- Key RFS types are noted above with significant downward trends. The trend % is comparing the total at the end of June 2026 with the total number as at the end of June 2025 to show the trend.
- In June 2026, a total of 408 requests for service were received by Animal Management (not including all administrative requests) including:
 - 53 pro-active patrols
 - 19 barking dogs
 - 47 straying in a public place
 - 22 stray pick ups
 - 18 aggressive dogs in a public place
 - 3 dog attacks on dog
 - 2 dog attacks on poultry
 - 4 dog attacks on people
 - 1 dog attack on cats
 - 3 dog attacks on stock

Impounded and released Dogs

Animal Management impounds dogs for a variety of reasons including, straying dogs, seized dogs, unwanted dogs by owners and dogs caught in traps. Where dog owners are identifiable, dogs are returned as quickly as possible. Dogs that are involved in dog attacks, are returned if safe to do so, usually with enforcement action and further obligations imposed on an owner (dog control notices and/or menacing class notices).

These notices ensure public safety is kept as a priority. Where dog owners are not identifiable, dogs are held for a minimum 7 days and then rehomed if safe to do so or euthanised.

Impounded and released dogs

	2024/2025 as of 30 June 2025	2025/2026 as of 30 June 2026	Trend as of 30 June 2026
Impounded	630	569	-9.7%
Released	633	579	-8.5%

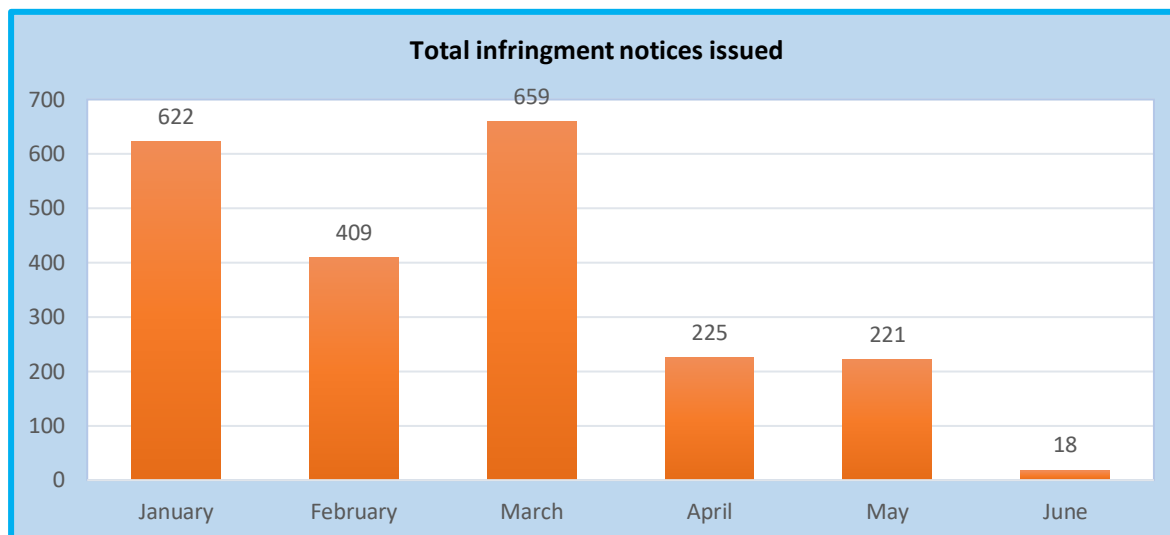
Impounded and Release Analysis

- Impound numbers remain steady each month with straying dogs still a problem for Animal Management. However, as the table shows, there has been a **9.7% decrease** in dogs being impounded compared to the same time in June 2025.
- Some dogs that are impounded in one month, are released in the next due to minimum 7 day holding period which can alter release numbers in a particular month.
- Animal Management has seen an increase in own dogs being handed in and dogs being seized. Dogs can be seized after an attack or for non-registration or non-compliance with other obligations.
- In June 2026, Animal Management impounded the following 48 dogs for:
 - 10 straying in a public place
 - 16 dogs handed to Animal Management after straying
 - 12 seizures
 - 7 handed in by their owner
 - 1 caught in a trap
- In June 2026, Animal Management released 52 dogs, some of these dogs were from previous months impounds and were released in June.
 - 39 were put down after not being claimed, surrendered by their owners, for welfare reasons or being unsafe to release to the community. A 5.08% YTD reduction in euthanasia compared to the same time in June 2025.
 - 10 were claimed by owners representing a 22.2% increase in dogs being claimed by their owners compared to 2025.

Animal Management Enforcement Action

Animal Management is responsible for ensuring compliance with dog owner obligations under the Dog Control Act 1996 and FNDC Bylaws and Policies. Where voluntary compliance is not achievable, Animal Management will consider enforcement action against non-compliant dog owners. This may include infringement notices, prosecution, menacing or dangerous classifications for dogs and probationary or disqualification status for owners.

Animal Management puts community safety at the heart of all enforcement action decisions.



Infringements issued by Animal Management.

Infringement and Enforcement Analysis

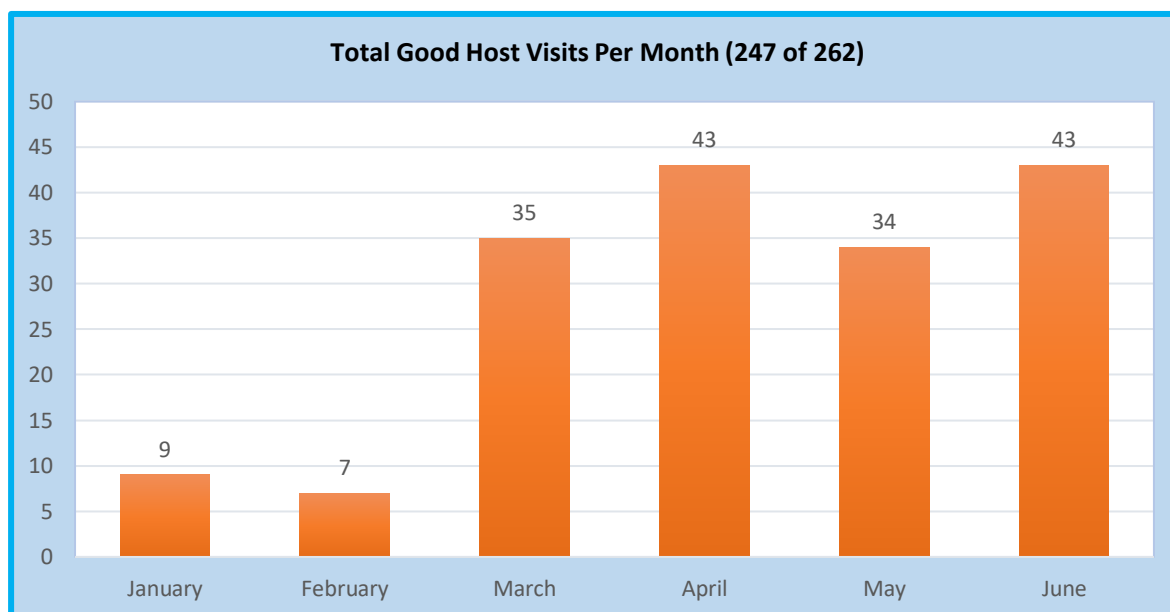
- Animal Management has put an increased emphasis on enforcement against non-compliant and irresponsible dog owners.
- In June 2026, 18 infringements were issued against dog owners by Animal Management. These included:
 - 3 x non-registrations
 - 10 x failure to keep dog under control
 - 4 x failure to comply with bylaw provisions
 - 1 x failure to comply with a classification
- The increase in infringements for non-registration has had a direct impact on the increase in registration numbers through February, March, April and May 2026.
- Owners who receive 3 or more infringements within a 24-month period may be classed as probationary or disqualified under the Act. No new owners were classified during June 2026.
- Where dogs are of a certain breed or commit certain acts, they may be classed as menacing or dangerous dogs, which imposes further preventative safety measures on the dog owner for their dog. In June 2026, Animal Management classified the following:
 - 4 x menacing classifications
 - 0 x dangerous classifications
- 13 dog attacks were reported during June 2026. Where an offending dog was able to be identified, no attacks were referred for Prosecution action with the remaining receiving alternative enforcement action, such as infringements, Dog Control Notices and menacing classifications.

Liquor Licences and Good Host Visits

The Environment Health team are responsible for processing Alcohol Licences for Premises and Managers. A strict consultation process is adhered to where various agencies (FNDC, Health, Police and FENZ) comment on alcohol applications.

The District Licensing Committee (DLC) then approves licences with certain conditions. Two Specialised Environmental Technical Officers (ETO) conduct routine Good Host Visits (GHV) on these premises to ensure compliance with conditions.

FNDC has approximately 259 licensed premises operating within its catchment area.



Good Host Visits completed.

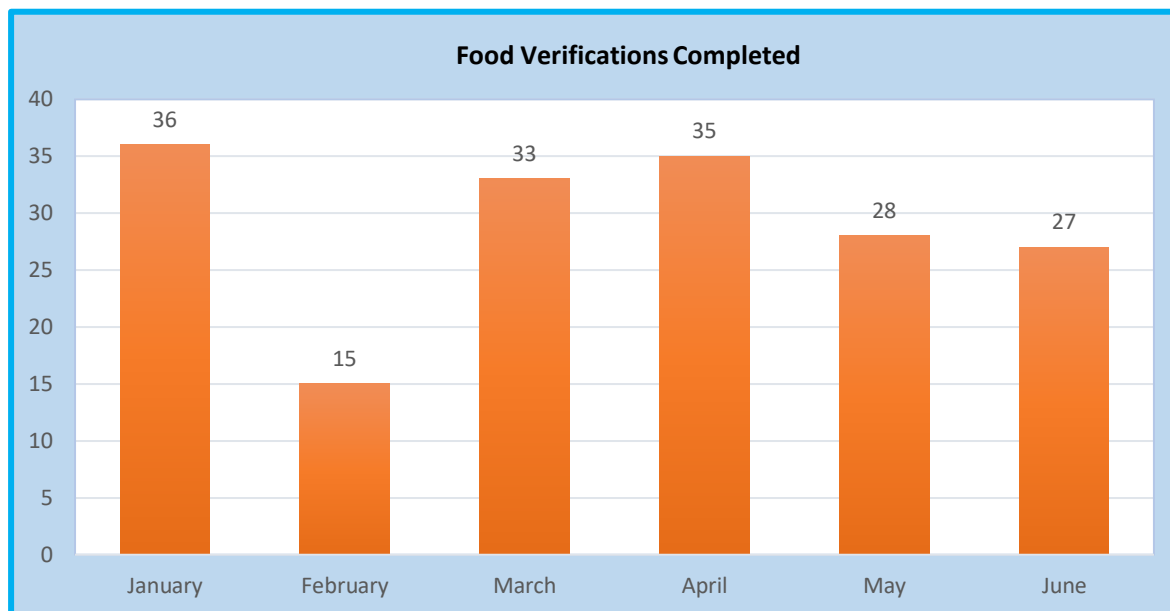
Good Host Visit Analysis

- The total number of premises can fluctuate depending on how many new licences are obtained in any month and how many licences are relinquished. There is no specific target per month to reach, however the ETO officer aims to have all premises visited every financial year.
- Throughout the year, the ETO team conduct accord sessions with various licence holders to assist in regulatory understanding to reduce instances of non-compliance.
- The ETO is also seeing an increase in objections to licences by community groups putting strain on resources and an increase in DLC hearings.
- In 2026 thus far, 21 DLC hearings have been requested.

Food Premises and Verifications

Food premises in the FNDC catchment area require a Food Control Plan (FCP) or a National Programme (NP). Food premises are verified by three FNDC Environmental Health Officers (EHO) to ensure a safe food environment for customers.

FNDC has approximately 540 premises that require verification. The verification frequency depends on the type of programme (FCP or NP) and the satisfactory outcome of each verification.



Food premises verified each month

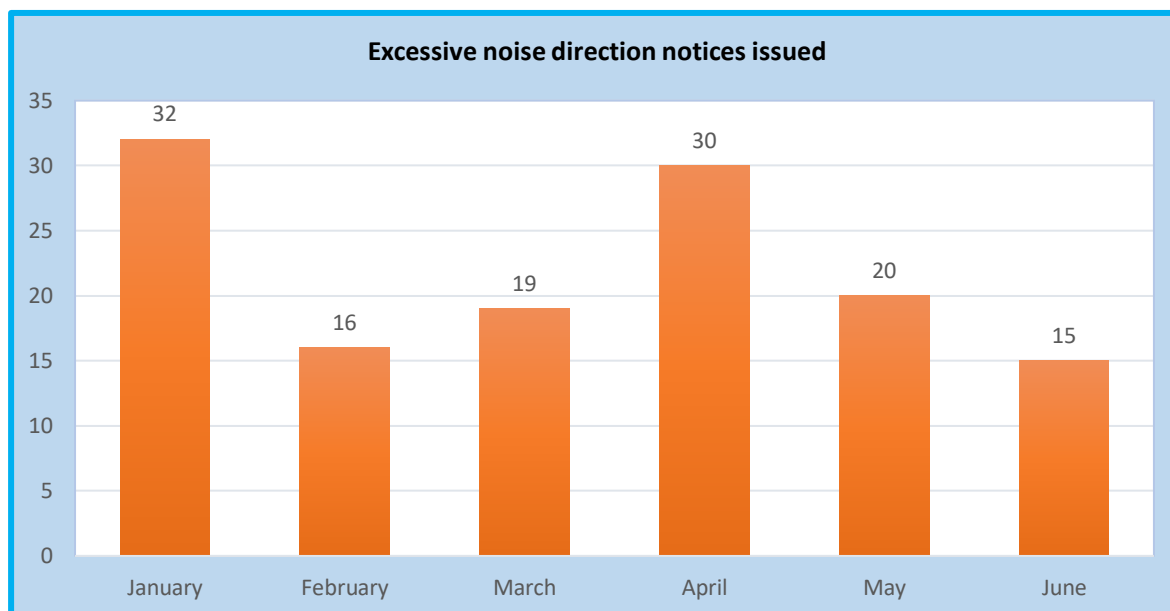
Food Verification Analysis

- There were 28 verifications scheduled for June 2026.
- 27 verifications were completed this month with 1 operator cancellation.
- There is no set target per month for the verifiers to achieve, and usually when a verification doesn't happen it is because an operator is not ready to complete. These will be rescheduled into another month.
- The EHO team are on target to verify all their premises within the timeframe required for verification.

Noise Control

First Security are responsible for providing Noise Control services on behalf of FNDC. Customers can call through the call centre to lodge a noise complaint, 24/7. An officer is dispatched and will assess noise levels before acting. This will generally be in the form of a verbal instruction to cease noise, no further action or an excessive noise direction. In 2025, changes to the Resource Management Act increase the duration that Excessive Noise Directions were in force.

Noise control has response times managed through the Long-Term Plan and can vary depending on location and staffing availability to First Security.



Excessive noise directions issued by month.

Noise Control Analysis

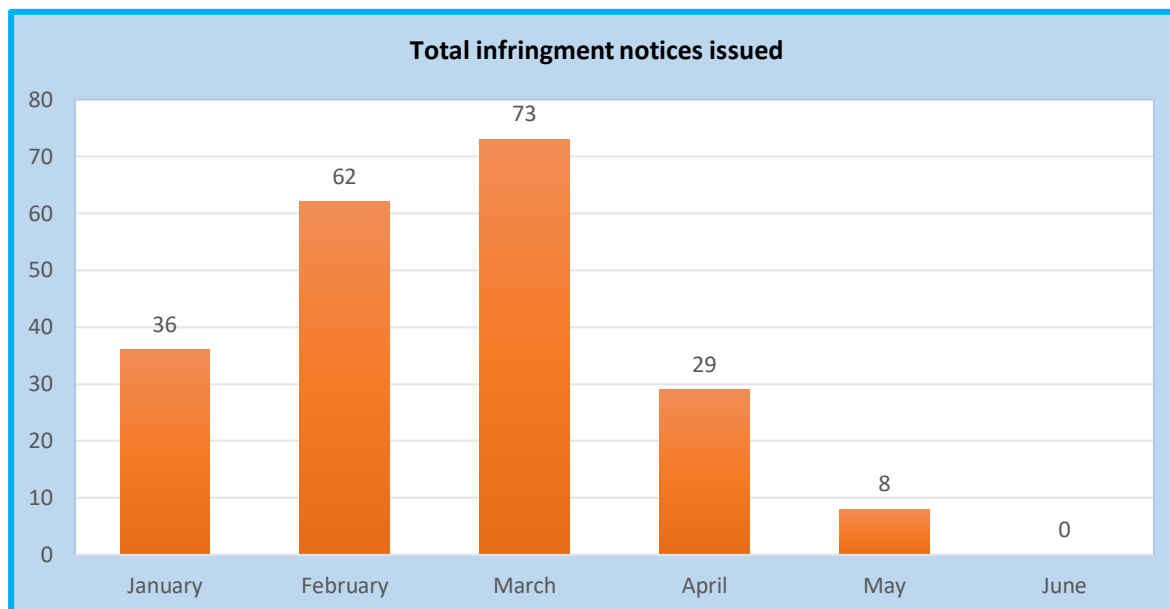
- Failure to comply with an excessive noise direction can result in a seizure of the equipment making the noise. No seizures were performed during May.
- There is often an influx of complaints over the summer months as social events continue later into the evening.
- In June there were a further 62 events where no action was taken, showing that in general, voluntary compliance was achieved to reduce excessive noise.

Parking Enforcement

FNDC has one parking warden who is responsible for the district. Most areas in the district that are patrolled by the parking officer are time-limited spaces that require monitoring and enforcement to allow opportunity for new visitors to the areas to park safely.

The parking officer splits his time evenly and randomly across the district and takes a pragmatic and fair approach to violations.

Where there is obvious and continued non-compliance, infringements may be issued.



Infringements issued by Parking Warden.

Infringement and Enforcement Analysis

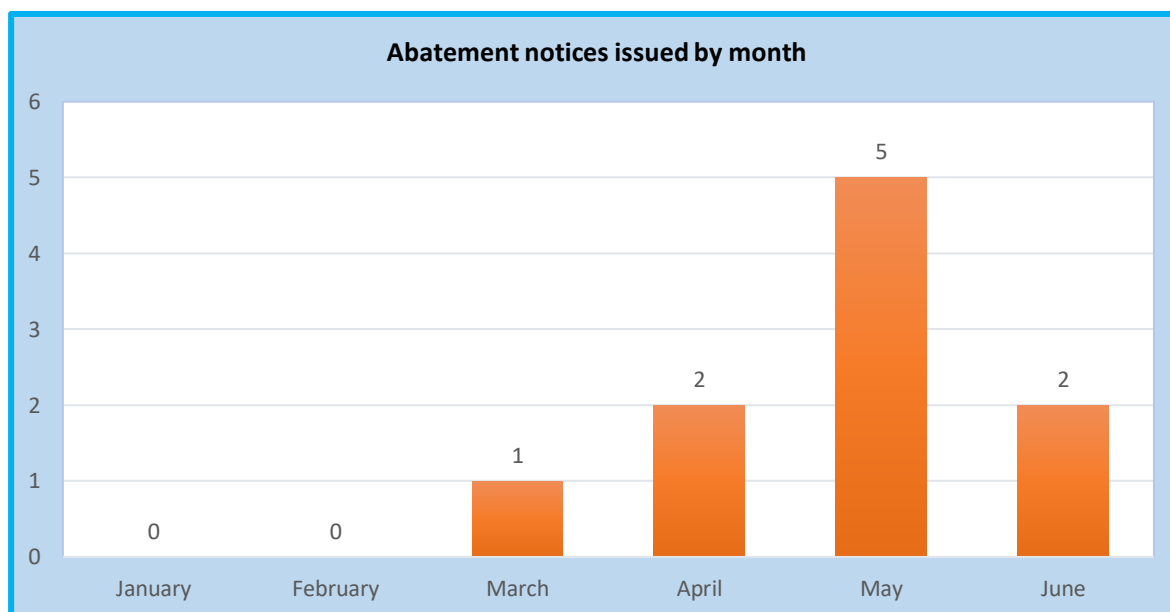
- Consistent numbers of infringements are issued across each month with fluctuations usually dependant on volume of road users.
- The parking warden often engages the community with identified breaches to seek explanation before considering issuing infringements.
- In June 2026, 0 infringements were issued due to continued staff illness.

Bylaw and District Plan compliance

The compliance and monitoring team are responsible for investigating and remedying breaches of the Resource Management Act, District Plan and Council Bylaws.

The team takes the VADE model approach and will seek voluntary compliance before enforcement action is taken. Enforcement action usually results in abatement notices, and with continued non-compliance, environmental infringements or prosecution.

Changes to the Resource Management Act in 2025 increased the infringement penalties for non-compliance with abatement notices.



Abatement notices issued.

Compliance and Abatement Notice Analysis

- The Compliance and Monitoring team receive approximately 1000 requests for service every year with between 5-10 of these becoming formal investigations each month. In June 2026, 131 requests for service were received across the Monitoring team.
- Over the period above, voluntary compliance was reached on most occasions with 2 abatement notices being required for 5 formal investigations during June 2026.

Property & Facilities

Property & Facilities manages the assets and public places that underpin liveability—from cemeteries and pensioner housing to parks, playgrounds, public toilets, town-centre streetscapes and leased community buildings. Its Property Management and Technical Operations teams focus on proactive maintenance, asset renewals and customer service so that residents and visitors have safe, inviting spaces to live, work and play.

Operational Highlights for June:

- We have seen great outcomes with engagement from elected members assisting Property and Facilities with encroachments and tenancy challenges.
- New Team Leader Technical Operations is settling into his role and complimenting the change in delivery and further improving internal relationships.

Challenges for June:

- Filling the team has taken longer than anticipated, although we have had great applicants internally and externally. We are hoping to have filled the remaining roles for the Dayworks/Handyperson and Senior Facilities Technical Officer in July.

Contracts:

Hapori Swimming Pools Contract

We have nothing to report for this contract for the Winter months.

OCS Cleaning

Services continue as normal and we are continuing to monitor cleaning standards, with staff investigating different ways to scope the levels of services provided across the district, and further information will be provided in the following months.

Northland CCTV

Nothing to report, services continue as normal.

Citycare

Citycare and Council continue to meet regularly regarding the joint GIS asset data capture project. This has included District Facilities, Digital Information Management and GIS specialists from Citycare to progress this project. This project needs to be completed before undertaking the variations of the current contract.

The annual softfall project across the district in all playgrounds has been completed. For small local playgrounds this could be completed without having to close off playgrounds, but for larger, destination playgrounds this did mean having to shut down playgrounds due to health and safety.

Citycare and Council continue to report/monitor damages to assets/facilities. An example of this is the Marino Court toilets which had been closed for several months due to extensive vandalism, works completed to have them re-instated and re-opened, and then reported damage the following week. Citycare has had these fixed, only for damage several times since reopening.

For the month of July, the focus will be on setting the upcoming years KPIs and planning out the upcoming planting programme.

Property Management

Property Management has continued to make steady progress throughout June. Training for the new Property and Contracts Officer has commenced and is already improving team processes and efficiencies. While there are still several reports to be prepared for Council and Community Boards, these are being progressively worked through.

Significant progress has also been made with Request for Service response times, with continued improvements across the team. Capacity constraints remain; however, workloads continue to be effectively managed while maintaining service delivery. Further improvements are anticipated over the coming months as the team settles into its new structure.

Key property projects and lease matters are progressing:

- **11 Matthews Avenue, Kaitia** – Renewed interest has been received from Northland Basketball, who are awaiting the outcome of funding applications before making a formal offer. We may also receive a revised proposal from ANT Trust regarding the retention of the building. A report will also be presented to supporting the demolition of the building.
- **78 Parnell Road, Rawene (former NorthTec campus)** – A report outlining lease recommendations was presented to the Kaikohe–Hokianga Community Board. Deputations were heard from Te Puna o Kūpenuku and current tenants. The Board resolved to recommend that Council not renew the lease. This recommendation will now be considered by Council in August. In the interim, Property Management will continue working with Te Puna o Kūpenuku to ensure they meet their maintenance and compliance obligations under the lease while also supporting tenants and providing certainty during the transition.
- **7 Augusta Place, Kerikeri** – Acquisition of the property as part of the Ring Road project is progressing and is being led by Trish. We've been attending workshops with planners and elected members, which have provided further direction on the preferred route and additional properties that may need to be acquired.
- **36 Recreation Road, Kaikohe** – Discussions with the Kaikohe and Districts Sportsville Incorporated Board continue regarding the proposed lease and Reserve Management Plan. A further meeting is scheduled next week, with the aim of reaching agreement.

Across the district, work on expired and expiring community leases continues, including engagement with Te Kōhanga Reo National Trust, Northland Kindergarten Association, and the Scouts in Paihia. Reports are being prepared for the relevant Community Boards. Negotiations relating to 25 Homestead Road, Kerikeri, and 8 York Street, Russell are also ongoing.

The Housing for the Elderly portfolio remains a key priority, and the remaining tenant in the affected Awanui unit has now visited the available unit in Ahipara and is considering his options. Roof replacement works have commenced on the Ahipara units, while refurbishment of two units in Kohukohu has now been completed.

Council's short-term accommodation units at Butler Road continue to perform well, maintaining strong occupancy levels and financial returns.

Property Management also continues to support a range of community facilities and strategic partnerships:

- Engagement with the Waitangi Trust regarding the Bledisloe Domain lease remains ongoing. A meeting involving the Mayor, Chief Executive, Ivan, and key stakeholders was held in late June. Discussions included the market valuation, condition of the Paihia Football Club clubhouse, and a broader long-term vision for the reserve.
- At the Turner Centre, the financial year has concluded successfully. All scheduled maintenance was completed within budget, and monthly operational meetings continue.
- Expressions of Interest for the Kaikohe Library and Civic Hub café have now closed, with a preferred applicant selected. Property Management has met with the successful applicant to begin preparing the commercial lease, which is expected to commence in November. A walkthrough of the new library is scheduled for next week, with a report to follow.

The Community Halls Policy and Strategy review remains underway, with input from both the Property Management and Technical Operations teams. Gaps identified through annual reporting to Community Boards are being addressed through improved engagement with Hall Committees and

Community Boards. The Property and Facilities Manager has also requested additional information to support the formalisation of hall leases where appropriate.

Building compliance continues to be a key focus area, including the management of Building Warrants of Fitness and Notices to Fix. While some compliance matters remain outstanding, steady progress is being made in collaboration with Technical Operations.

Memorial Hall bookings remain strong across the district, and the installation of heat pumps is expected to further enhance the user experience and improve the usability of these community facilities.

Waste Management and Minimisation

Northland Waste – Solid Waste Services Contract:

June 2026 was a relatively quiet winter month for our waste and minimisation services, allowing Northland Waste to focus on site maintenance, repairs, and safety improvements across transfer stations. Key improvements included a new office annex and water tank at Houhora, a new container at Awanui, and security and repair upgrades at Whatuwhiwhi.

Hazardous waste was removed from storage bunkers in Kaitaia and Kerikeri, and several community events were supported through waste and recycling services. Diversion from landfill reached 43.4% in the Northern contract area and 52.6% in the Southern area, with six-month rolling averages of 49.9% and 50.8% respectively.

Health and safety remained a focus, with a small number of incidents reported, including one lost-time injury in the north, while ongoing maintenance, illegal dumping management, and recycling recovery activities continued across all sites

Northern sites:

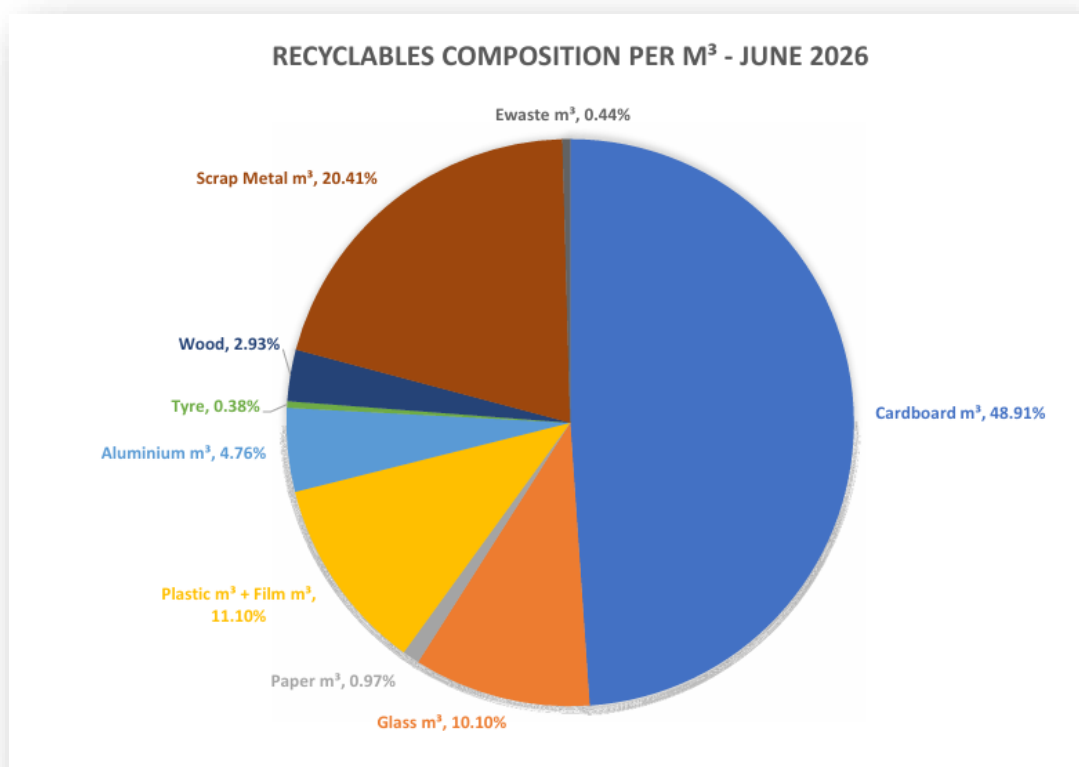


Figure 1 – Composition of Recyclables per Cubic Metre for June 2026 for Northern Sites

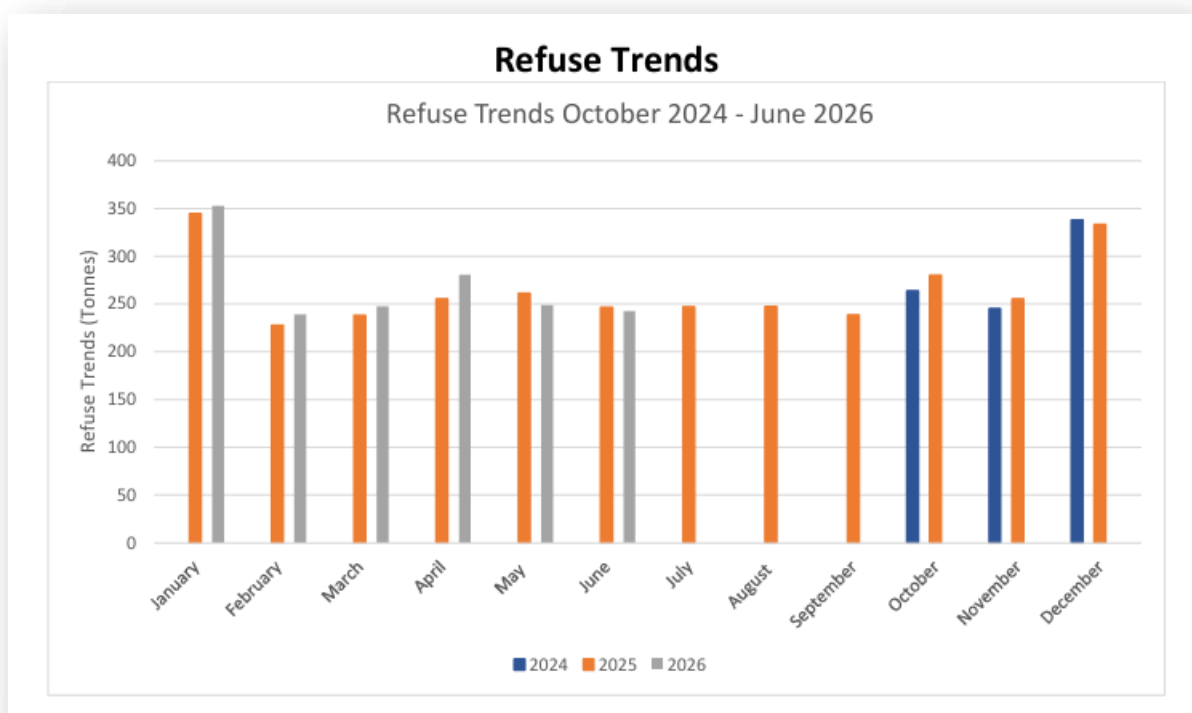


Figure 2 – Refuse Trends (in tonnes) from October 2024 to June 2026 for Northern Sites

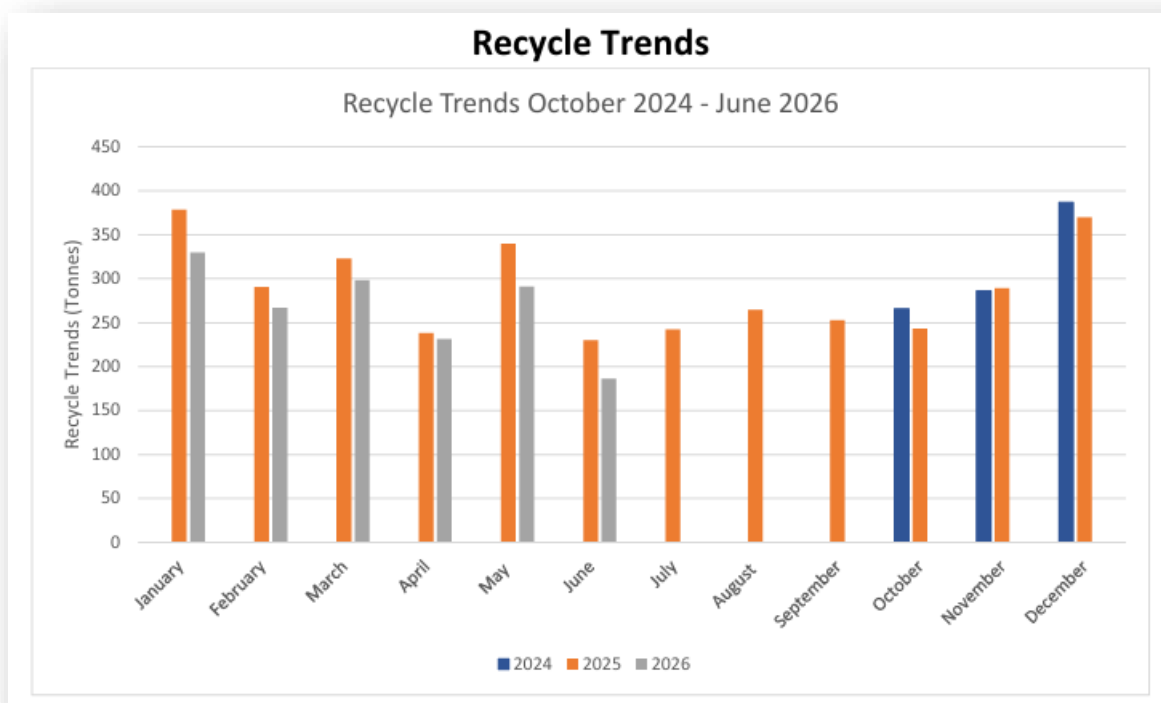


Figure 3 – Recycling Trends (in tonnes) from October 2024 to June 2026 for Northern Sites

Southern sites:

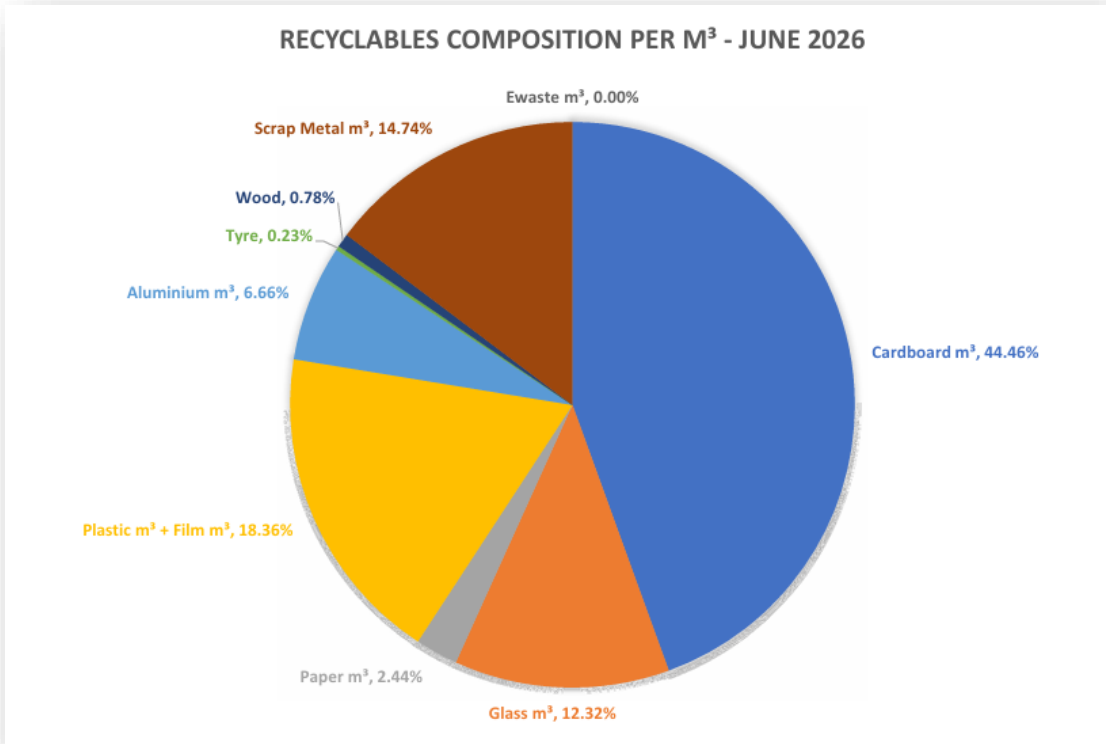


Figure 4 – Composition of Recyclables per Cubic Metre for June 2026 for Southern Sites

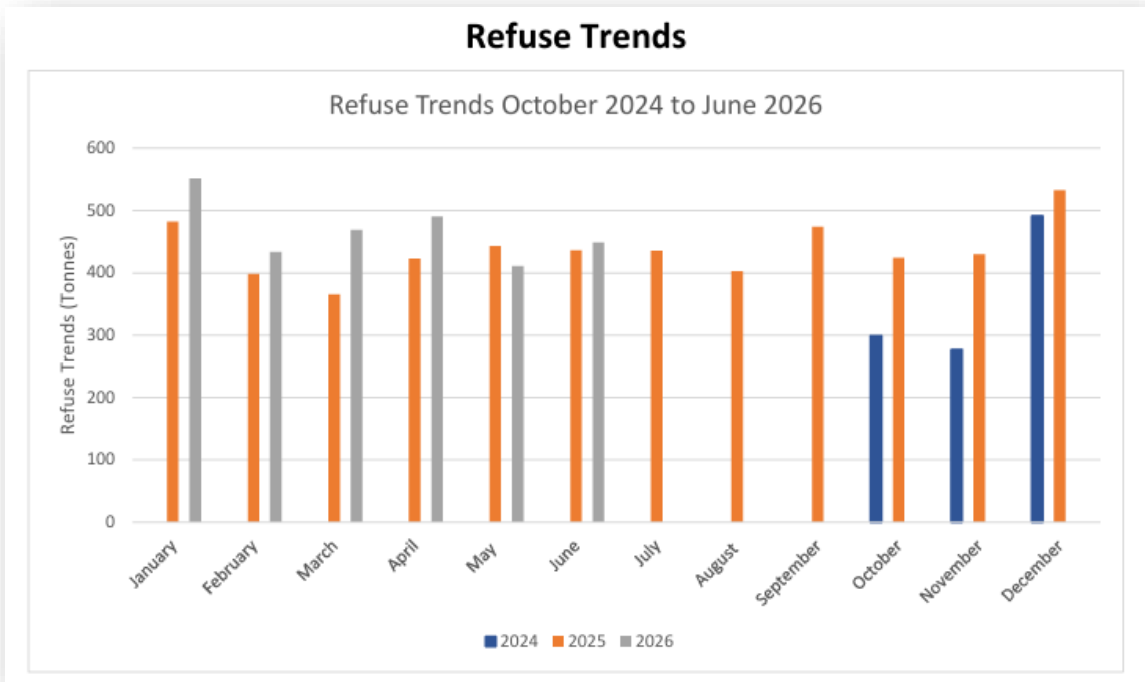


Figure 5 – Refuse Trends (in tonnes) from October 2024 to June 2026 for Southern Sites

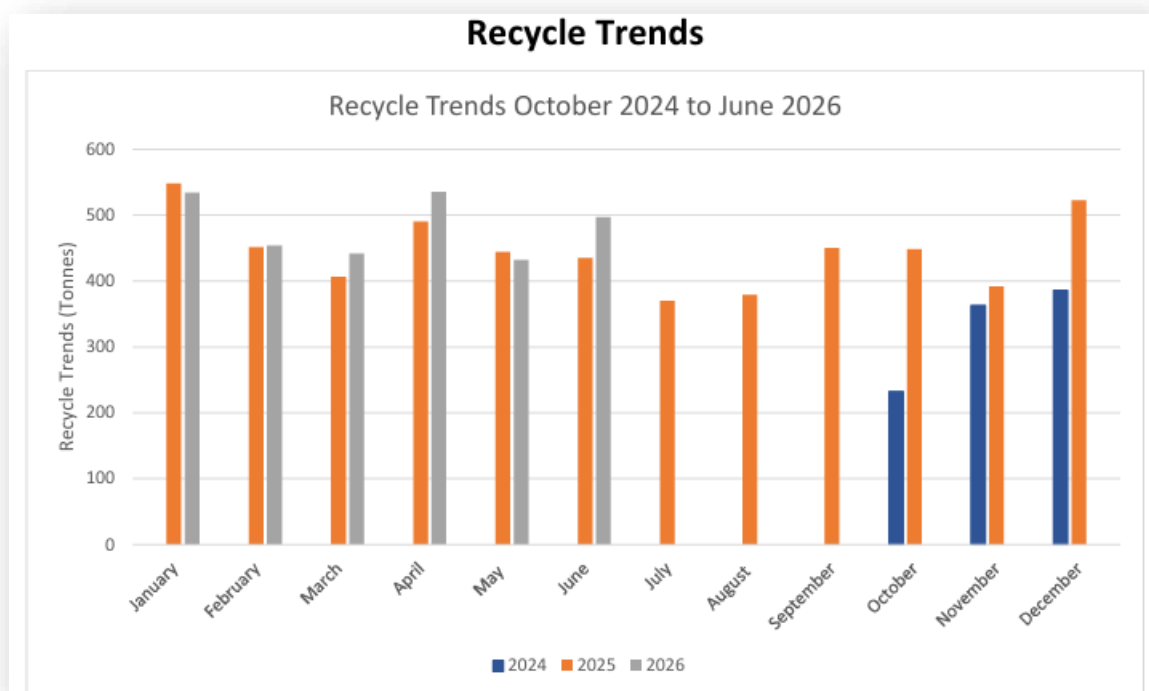


Figure 6– Recycling Trends (in tonnes) from October 2024 to June 2026 for Southern Sites

Northland Waste Limited (NWL) KPI Stats:

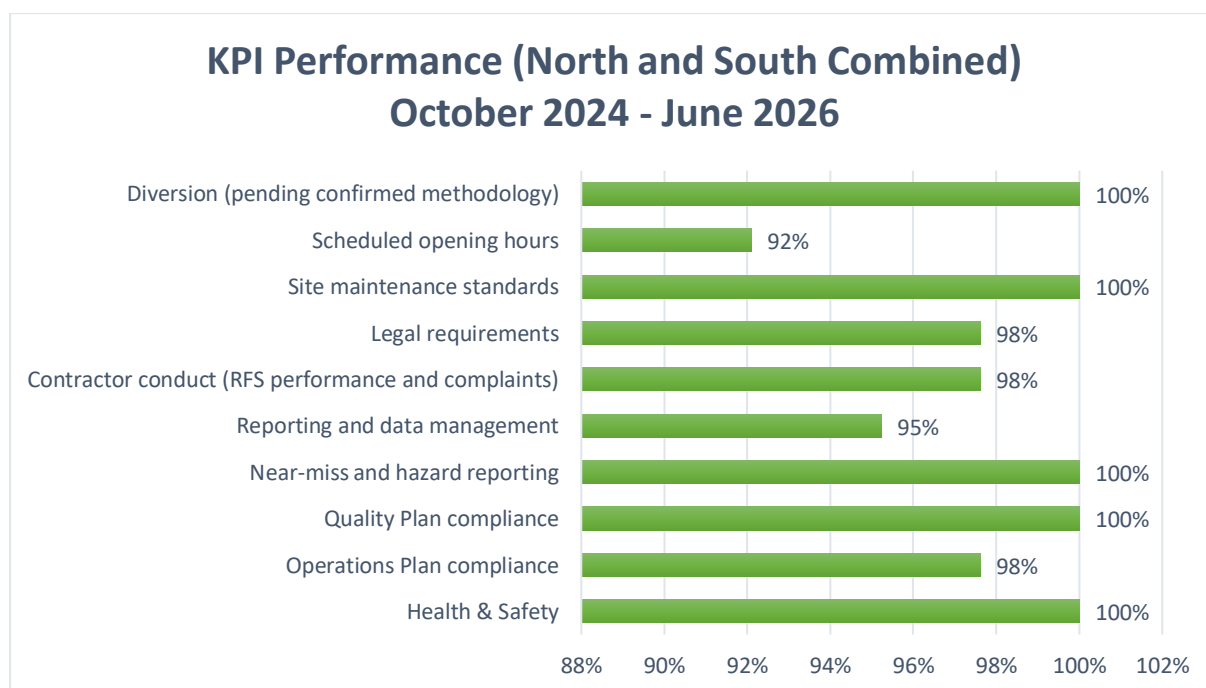


Figure 7– Northland Waste Key Performance Indicators October 2024 to June 2026

Waste Management and Minimisation Plan (WMMP) 2025-2031:*Ongoing key actions (out of 39 actions):*

WMMP Action A.4: Delivering a feasibility study to assess whether a kerbside recycling service funded through targeted rates would be suitable for the Far North.

- FNDC has applied to the Ministry for the Environment for funding to investigate the feasibility of introducing a rates-funded kerbside recycling service across the Far North District. While funding approval is yet to be confirmed, it is anticipated that the Ministry could contribute up to 75% of the project costs.
- Morrison Low Advisory has been engaged to undertake the feasibility study. As part of this work, Sunshine Yates Consulting completed a kerbside rubbish audit between 27 and 29 May 2026. The findings from the audit will provide key data to inform the feasibility assessment and help evaluate the potential benefits, costs, and operational requirements of a district-wide kerbside recycling service.
- The final feasibility study is expected to be completed by the end of September 2026. This timeframe will allow sufficient opportunity to report the findings to Council and, if the study demonstrates that a kerbside recycling service is a viable and beneficial option for the Far North, ensure it can be considered as part of the Long-Term Plan consultation process.

WMMP Action B.6: Continuing to deliver waste minimisation education through the CBEC contract.

- Ongoing

WMMP Action B.10: Investigating ways to deter and reduce illegal dumping by improving data collection, understanding the scale of the issue, investigating the installation of surveillance, and working with the compliance team to issue infringements.

- Ongoing

WMMP Action B.11: Ongoing support for community clean-up events by covering disposal costs.

- Ongoing

WMMP Action C.1: Establishment of a regional solid waste group involving FNDC, Whangārei District Council, Kaipara District Council, and NRC.

- Ongoing

Illegal Dumping:

Surveillance Cameras: Three additional mobile cameras were deployed 29 & 30 June at the following locations:

- Herekino Transfer Station
- Backriver Road – approved collection point
- Otangaroa Road – approved collection point

These locations were selected using data-driven analysis to support the strategic placement of the cameras and maximise their effectiveness.

We are also working closely with the Monitoring and Compliance Team to ensure robust processes are in place, enabling us to learn from the camera programme and take appropriate enforcement action where evidence from the footage supports infringement.

Removal of Approved Collection Points (Phase 2):

Northland Waste have identified Kaingaroa, specifically Arawhata Road, as an area of focus as the next phase of the project as well as Parapara Road. The closure of collection points will continue to be assessed on a case-by-case basis, as many sites service multiple roads and have large catchment areas.

Herekino Refuse Transfer Station (RTS) Project:

Community engagement was held on 23 June 2026, and we are pleased to report that residents were highly supportive of the proposed approach and enthusiastic about the positive improvements that can be achieved through this project. It was also encouraging to receive strong support from Community Board Members, who confirmed the Board's backing of the beautification initiative and its desire to see the project continue to progress.

- Building on this positive feedback, we are planning several site improvements aimed at reducing illegal dumping, enhancing security, and improving the overall appearance of the facility. These include:
- Relocating the entrance gate closer to the road to minimise opportunities for illegal dumping.
- Installing a new paling fence around the site.
- Working with Herekino School to create community murals on the fence, helping to improve the site's appearance and foster local ownership of the space. (Trevor has also expressed interest in contributing his artistic talents!)
- Installing surveillance cameras and upgrading site lighting to improve security and deter illegal activity.
- Installing a dedicated Herekino RTS sign to improve site visibility and identification.

These improvements will help create a safer, more welcoming, and better-presented facility for both residents and visitors.



Figure 8 - Camera at Herekino Transfer Station

Community Clean-Up Support

FNDC has launched a new [Volunteer Clean Up Support Application](#) to make it easier for community groups to access support for local clean-up activities. Through this online form, volunteers can request assistance with waste disposal, and advice to help deliver successful clean-up events.

The form was also developed to formalise the process and better track community-led clean-ups, ensuring requests are managed consistently.

Transfer Station Fees & Charges

Council approved the new Transfer Station Fees and Charges on 25 June 2026. The revised fee structure includes an increase in charges at FNDC transfer stations and is scheduled to come into effect on 1 August 2026. Delaying implementation until August will allow sufficient time for customer communications, site preparations, and public awareness activities (including an educational video). This includes designing, printing, and installing updated signage across the transfer station network, as well as promoting the changes to residents through Council communication channels.

Russell Closed Landfill

Vegetation clearance works have commenced at the Russell Closed Landfill. The removal of overgrown vegetation has significantly improved site visibility, making it easier to identify and assess the areas contributing to the leachate issues currently being experienced. This work will help inform the investigation and development of appropriate mitigation measures.



Figure 9 - Looking from the upper section of the landfill towards the Wastewater Treatment Plant (WWTP).



Figure 10 - View from the mid-point of the landfill facing the upper portion of the landfill cell.

The landfill cap investigations are progressing as planned, with the first draft report expected by 1 August 2026. The findings will then be reported to Council for consideration.



Figure 11 - Russell Closed Landfill: Locations of the investigation plots used to assess the condition and performance of the landfill cap.

Pou Herenga Tai – Twin Coast Cycle Trail

While routine operations remain stable and stakeholder engagement has been particularly strong during June, ongoing vandalism at Toia Road and Kawakawa represents the most immediate operational risk requiring attention. The Trust also seeks continued FNDC support to progress accessibility improvements, network connectivity initiatives, and consideration of the emerging Te Hiku Trail opportunity.

Trail Operations & Safety

Focus remains on managing safety risks including road crossings, uncontrolled dogs, and navigation challenges due to signage gaps.

Vandalism at Toia Road

- Repeat theft and vandalism incidents continue at the Toia Road access point. Support is required for the installation of a forestry-grade security gate and consider additional asset protection measures to reduce asset loss and maintenance expenditure.

Kawakawa Trail Asset Damage

- A wooden gate has been destroyed and damage sustained to bridge infrastructure and squeeze barriers in Kawakawa near the bowling club. Inspection and repair works will be prioritised to assess vandal-resistant replacement infrastructure.

Signage and Accessibility Improvements

- Signage gaps and accessibility barriers continue to impact visitor experience. We will progress the planned signage upgrades and accessibility improvements to reduce visitor dissatisfaction and accessibility challenges.

Te Hiku Trail Proposal

- Route plans have been provided for the proposed Te Hiku Trail. Further actions will be the discussion of governance, expectations and support requirements, and the potential for regional trail connectivity and economic benefits.

Maintenance & Infrastructure

Work continues addressing signage, barriers, surface condition, and network connectivity issues identified in May.

Usage & Performance

We continue to receive strong satisfaction and positive feedback from our trail users survey, as well as the trail delivering strong regional visitor spend and multi-day stays contributing positively to the district's economy.

Requests for Service (RFS's)

We received 381 requests in June, with non-urgent parks and reserves our most received request type again last month. We are slightly up on request numbers compared to June last year, when we received 345 requests.

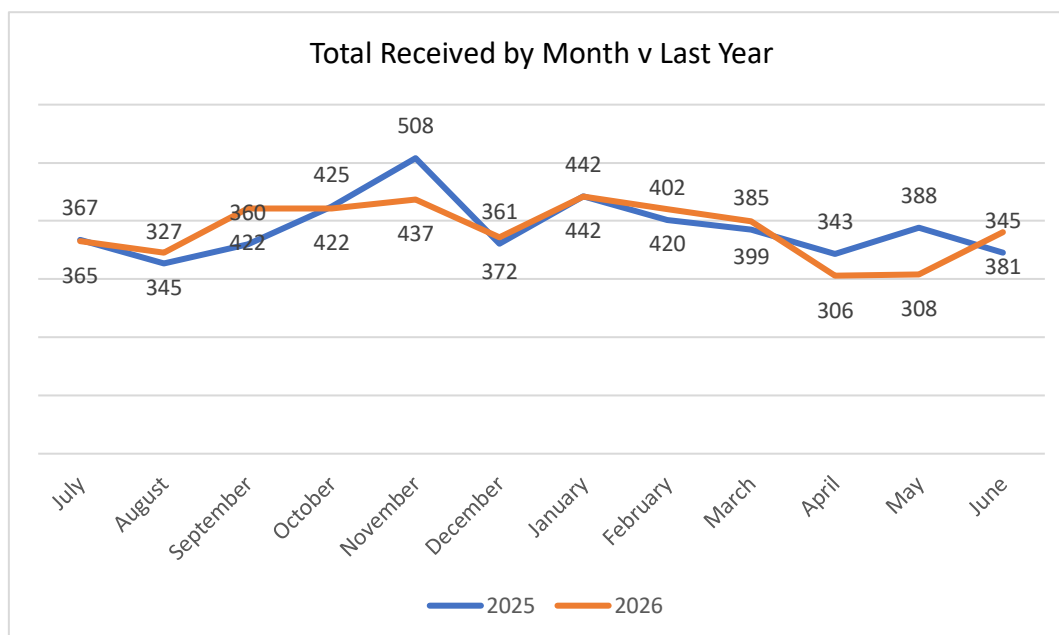


Figure 12 – Total RFS Received by Month. 2025 v 2026

Our percentage of RFS's completed on time continues to trend upwards, with 92.9% completed on time for June 2026. This is further supported by a significant reduction in our average days to complete an RFS/handling time of requests, with a drop from 44.29 days in June 2025, to 6.51 days in June 2026 (seen in Figure 15).

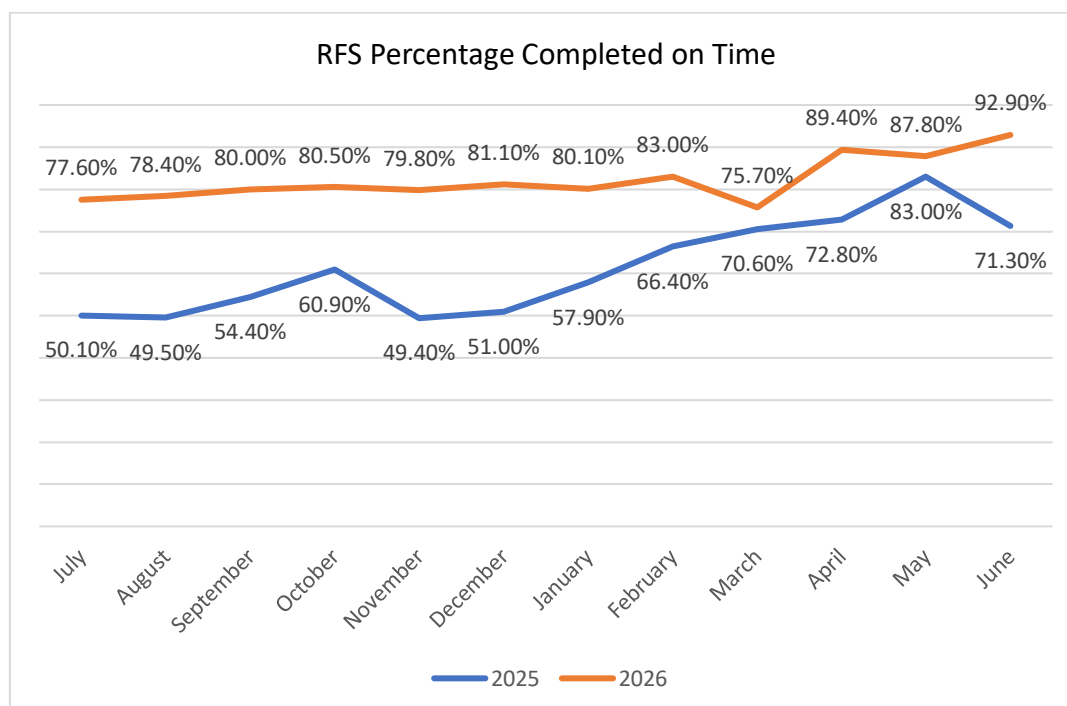


Figure 13 –RFS Completed on Time by Month, 2025 vs 2026

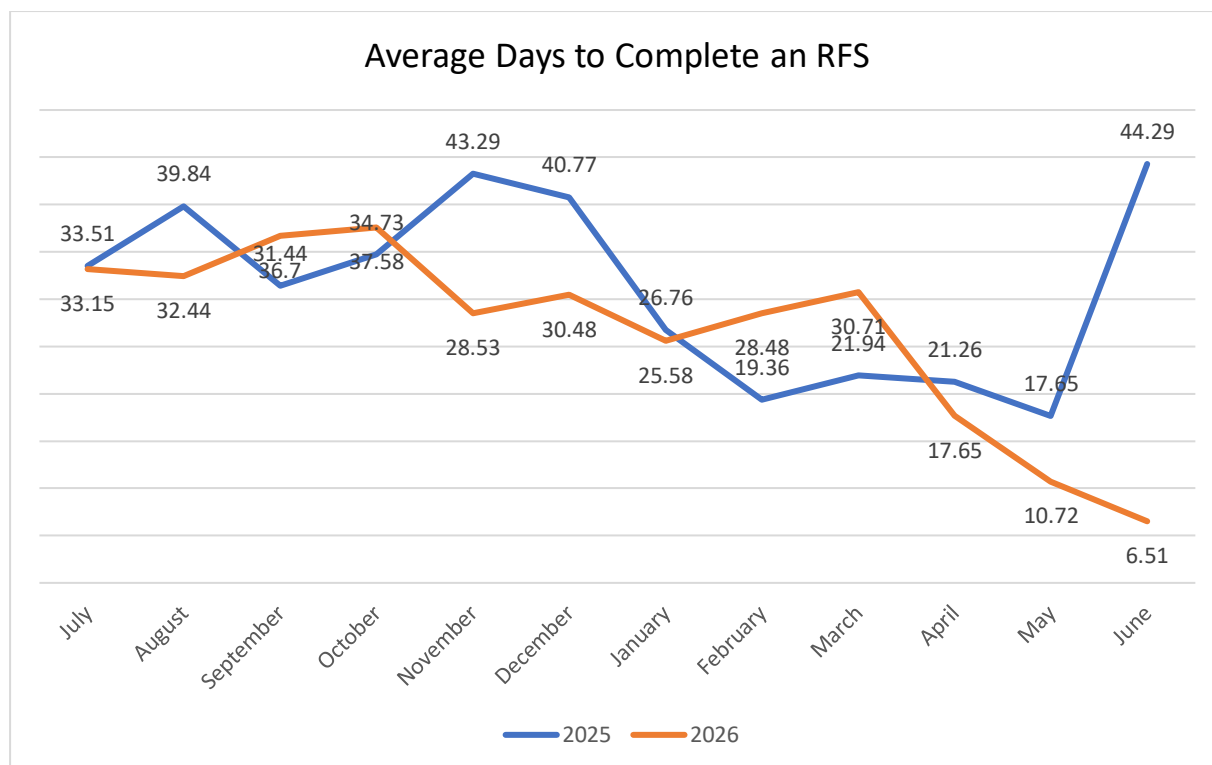


Figure 14 – Average handling time of RFS's (in days) by month, 2026 vs 2025

Summary

Overall, the teams have been busy working on improving RFS closeouts and several historical challenges in Property and Facilities. We have had some hard conversations with contractors and the Property and Facilities team to improve delivery which we are starting to see the improvements needed.

Resource Consents

Resource Consents carries Council's statutory duties under the Resource Management Act 1991 and Local Government Act 2002. Two planning teams, an engineering team and an RMA-support hub now process almost all consent applications internally, engaging external specialists only for conflicts or complex peer reviews. This model enables faster decision-making and stronger local oversight of the full range of consent and approval services delivered by the team, including resource consents, rights of way, earthwork permits, vehicle crossing approvals, and section 223 and 224 certificates under the Resource Management Act.

KPI and Operational Highlights: July 2025 to June 2026

Sustained Statutory Compliance: The department achieved 100% statutory compliance in June 2026, maintaining an overall 99% compliance rate for the 2025/26 financial year — a significant improvement on the previous financial year rate of 90% and well above the statutory requirement.

Improved Processing Efficiency: The average number of working days to decision has shown a consistent downward trend across the reporting period, with processing times from January 2026 onwards demonstrating measurable improvements in efficiency. Where processing times exceed 20 working days this reflects the appropriate use of section 37 time extensions for complex applications, not processing delays.

Strong District Development Activity: A total of 404 new lots have been created in the 2025- 2026 financial year. Development activity is concentrated in the Bay of Islands-Whangaroa Ward, reflecting continued growth pressure along the eastern coastal corridor.

Cost Transparency for Applicants: The department has introduced detailed fee reporting by consent type, enabling greater transparency for applicants and the development industry. Median processing fees range from \$1,122 for simple deemed permitted activities through to \$10,314 for complex commercial consents, reflecting the true cost of processing relative to application complexity.

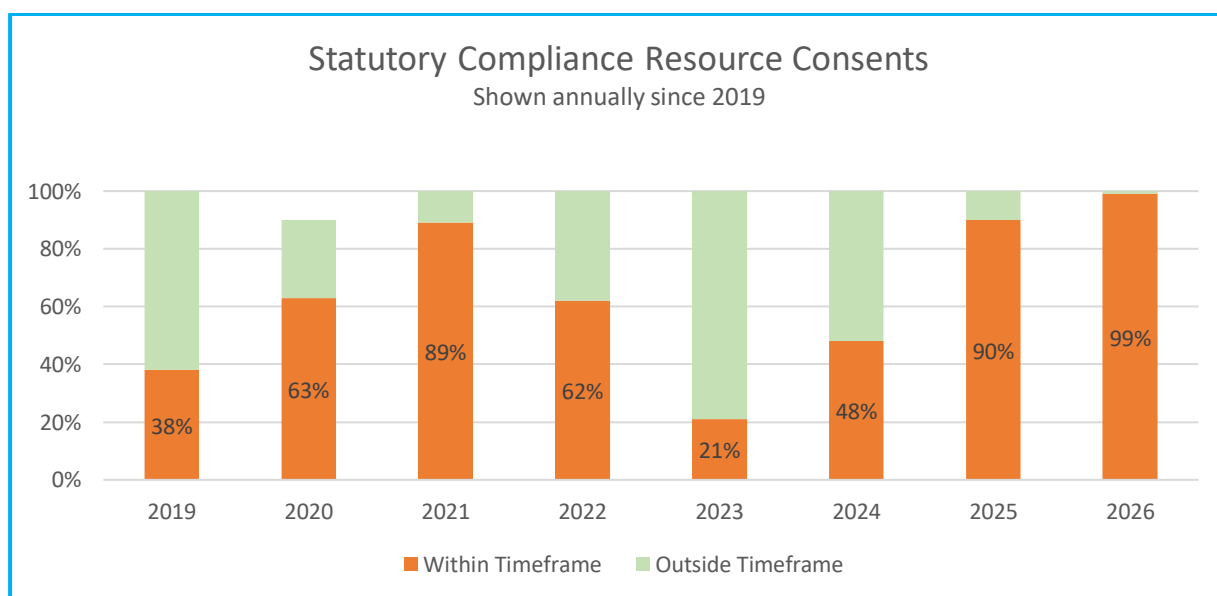
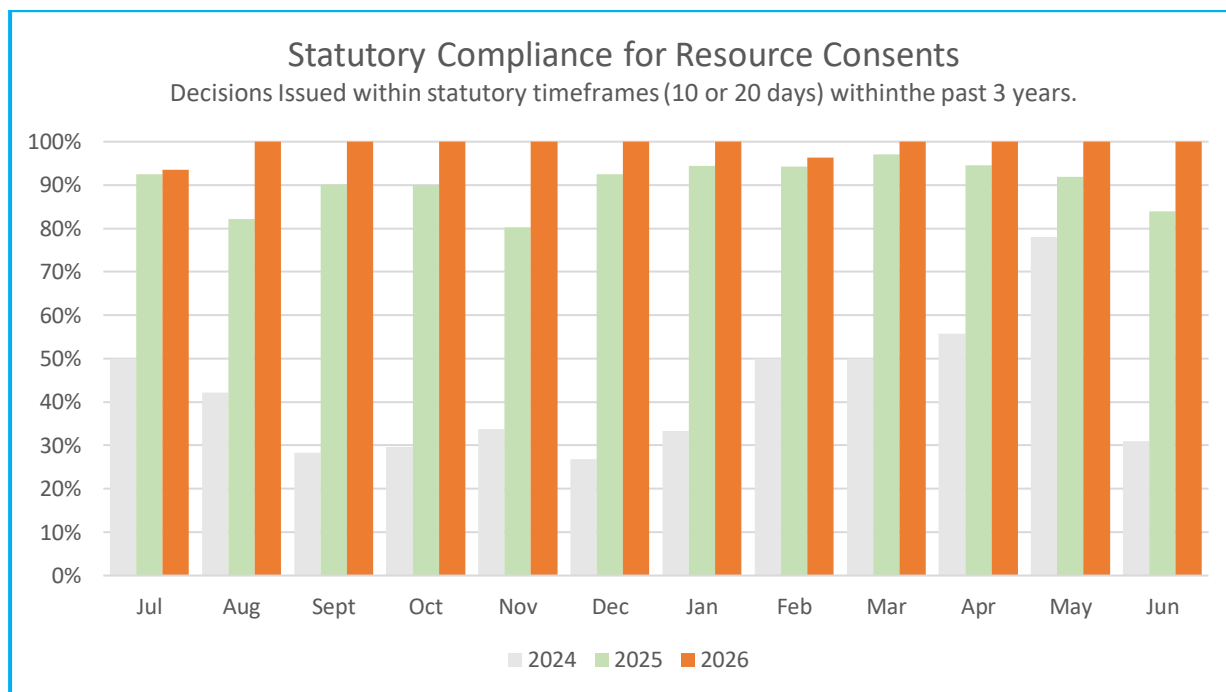
Key Performance Metrics and Development Industry Insights

The following pages includes key performance metrics and insights that we track to better understand our business activities. All reporting metrics are reported are either in 12-month fiscal year to date or 12 months on a rolling basis (hereafter referred to the 'reporting period') to help identify trends, dips, and spikes. Analysis of the illustrated data is provided for each month. These key performance indicators demonstrates our public accountability, fosters confidence in the development industry, and supports our district's economic health by ensuring a reliable and timely pathway for development.

Systematic collection and reporting of this information allow the Council to identify operational strengths, address recurring challenges, and respond to shifts in demand or external conditions. In turn, this underpins evidence-based resourcing, service planning, and policy decisions, reinforcing public trust in the efficiency, fairness, and integrity of the consent process.

Statutory Compliance for Resource Consents

Resource Consents are required to be issued within a statutory timeframe of 20 working days for most consents, or 10 working days for minor single breach consents. Reporting on statutory compliance is a mandatory requirement under the Resource Management Act 1999 and fundamental to our commitment to efficient processing



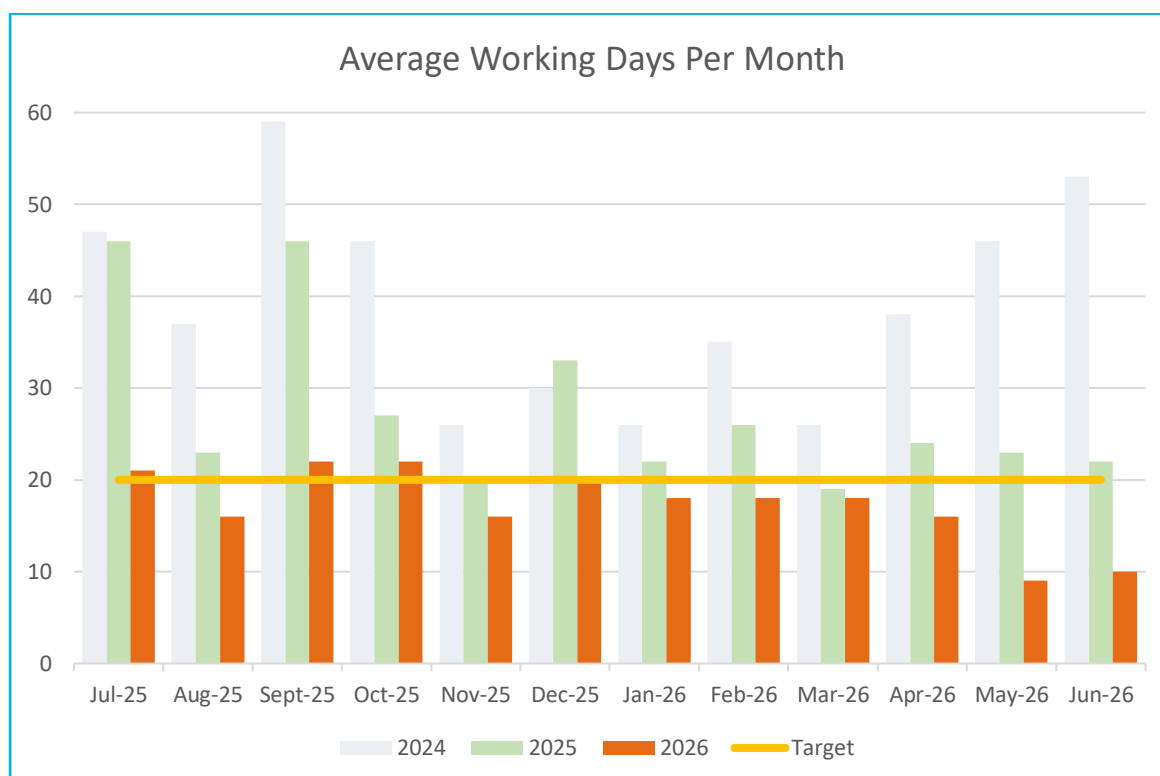
KPI Analysis: Statutory Compliance for Resource Consents (July 2025 – June 2026)

In June 2026, the Resource Consents team achieved 100% compliance for consents within statutory timeframes. Resource consents for the month have been processed, on average, within 16 working days.

RMA Applications Granted - Average Working Days

The statutory default timeframe for processing a resource consent is 20 working days. However, many applications are more complex than a standard straightforward consent, and section 37 of the RMA allows councils to extend processing timeframes where this is justified — for example, where specialist input is needed, where further information has been requested from the applicant, or where the application raises significant planning issues. Extensions agreed under section 37 are still fully compliant with the RMA; they reflect appropriate and considered processing, not delay.

Because the application mix in any given month will include both straightforward and complex consents, the average processing time will often sit above 20 working days. This is expected and does not indicate a performance problem. Tracking this figure over time helps the department identify trends, manage workload, and demonstrate that processing times reflect the nature of the applications being handled.



RMA Applications Granted - Average Working Days Analysis

The average working days to decision has shown a gradual downward trend over the reporting period, reflecting incremental improvements in processing efficiency and the progressive resolution of more complex legacy applications."

Instances where the average exceeds 20 working days reflect the appropriate use of section 37-time extensions for more complex applications, rather than delays in processing.

The reduction in working days from January onwards indicates improved processing efficiency and reflects the ongoing benefits of resolving legacy applications and refining internal processes.

Average Cost to Applicant for Resource Consent Applications

The table below provides a breakdown of resource consent processing fees by consent type for the financial year (July 2025 to June 2026). Land Use Consents represent the largest volume of work with 220 applications processed, at a median fee of \$5,345, while Subdivisions accounted for 151 applications at a median of \$6,947.

Commercial and complex consents, although lower in volume at 66 applications, carry significantly higher processing costs with a median fee of \$10,314, reflecting the complexity and time required to assess these applications.

Simpler consent types such as Deemed Permitted Activities and Permitted Boundary Activities processed at considerably lower cost, with median fees of \$1,122 and \$1,256 respectively. It should be noted that median fees are used throughout this analysis rather than averages, as a small number of high-value complex consents would otherwise skew the figures and give a misleading picture of typical processing costs. Variations, which relate to changes to existing consents, had a median fee of \$2,933 across 53 applications.

Fee Summary by Consent Type

Consent Type	Count	Avg Fee	Median Fee	Max Fee
Commercial/Complex	66	\$11,005	\$10,314	\$50,601
Subdivision	151	\$7,322	\$6,947	\$25,675
Controlled Land Division	6	\$5,945	\$6,012	\$8,897
Land Use Consent	220	\$5,687	\$5,345	\$17,447
Discharge Consent	2	\$3,353	\$3,353	\$3,873
Variation	53	\$3,248	\$2,933	\$8,734
National Env Standard	5	\$2,930	\$2,348	\$4,654
Change/Cancel Condition	11	\$2,143	\$1,437	\$3,811
Certificate of Compliance	7	\$1,505	\$1,339	\$2,795
Permitted Boundary Activity	20	\$1,437	\$1,256	\$3,548
Deemed Permitted Activity	23	\$1,403	\$1,122	\$5,239
Outline Plan/Other	10	\$1,389	\$1,174	\$2,574

RMA Consent Volumes around the Whenua Analysis

Development activity across the three wards of the Far North District for the period July 2025 to June 2026 continued to be concentrated on the east coast/Bay of Islands.

Bay of Islands–Whangaroa Ward - 320 consents over the twelve-month period.

Te Hiku - 143 consents.

Kaikohe-Hokianga - 109 consents.

While consent volumes remained relatively consistent throughout the year, June 2026 saw a significant increase across all three wards, with a total of 75 consents issued, compared with 63 in May.

Bay of Islands–Whangaroa recorded its highest monthly total of 47 consents, while Te Hiku issued 22 consents.

This increase aligns with the introduction of the Operative District Plan and Development Contribution changes from 30 June and 1 July 2026, with a concerted effort by applicants and Council staff to have applications assessed, decisions issued, and consents finalised before the new requirements came into effect.

Overall, the data continues to reflect stronger development activity in the eastern coastal areas of the district, while Te Hiku also demonstrated sustained growth during the latter part of the reporting period.

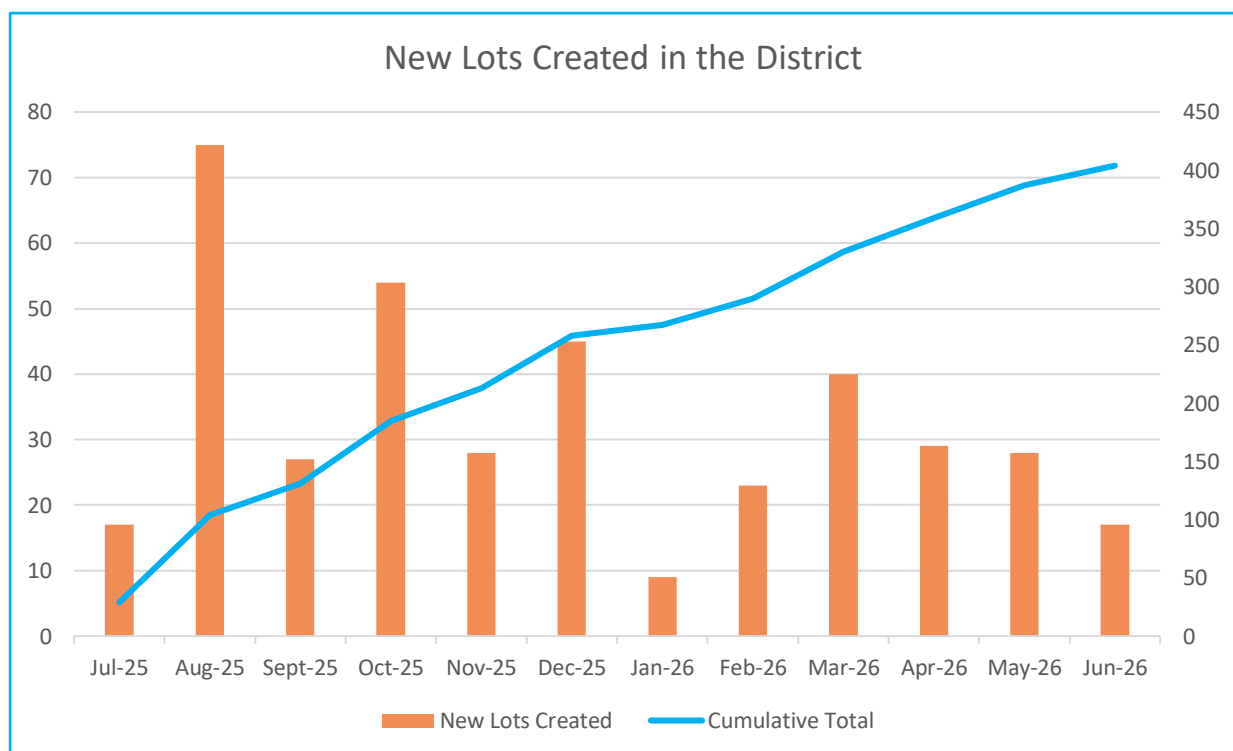


It is important to note that these figures capture resource consent applications only and do not represent the full picture of development activity processed by the team. Certificates under sections 223 and 224 of the RMA, rights of way approvals, earthwork permits, vehicle crossing approvals and other Local Government Act applications are not included in this data. The true volume of development-related work across all three wards is therefore considerably higher than these figures suggest, with the Bay of Islands-Whangaroa Ward likely to remain the dominant area of activity when all approval types are considered.

Residential & Rural Development Activity — New Lots Created

The chart below illustrates the number of new lots created in the district under section 224 of the Resource Management Act for the FY2026 financial year (July 2025 to June 2026). A total of 404 new lots were created over the year, reflecting strong and sustained development activity across the district. Monthly volumes varied throughout the year, with a peak of 75 lots in August 2025 and a seasonal low of 9 lots in January 2026, consistent with typical summer holiday slowdown. The cumulative trend line demonstrates steady growth in new lot creation throughout the year, with a notable increase in activity in June 2026 as applicants and Council staff worked to finalise applications ahead of Operative District Plan and Development Contribution changes taking effect. This data is indicative of ongoing residential and rural subdivision activity and provides elected members with a picture of development demand within the district.

Each new lot created represents a new rateable property. The subdivision activity recorded this year will generate significant ongoing rates revenue for Council in future years. The sustained level of subdivision activity throughout FY2026 reflects healthy development demand in the Far North.



Quality

The Quality function supports regulatory functions within the Delivery and Operations group by ensuring the Building Consent Authority (BCA) maintains its accreditation status and the Food Verification Agency (FVA) maintains its recognition status.

The BCA and FVA are required to maintain a Quality Assurance/Management System, to ensure the BCA and FVA comply with regulatory requirements. The Quality Manager undertakes regular internal audits to ascertain whether the BCA and FVA have policies and procedures to meet regulatory requirements, that these are appropriate to satisfy those requirements, and that the policies and procedures are consistently and effectively implemented.

The BCA is subject to accreditation under the Building (Accreditation of Building Consent Authorities) Regulations 2006.

The FVA is subject to recognition under the Food Regulations 2015.

Operational Highlights

- All internal audits for the Building Consent Authority conducted for the month as scheduled
- All internal audits for the Food Verification Agency conducted for the month as scheduled

Building Consent Authority

External audit for the Building Consent Authority

The internal audit programme is on track for the BCA in preparation for the upcoming external audit. The next external audit will be in October 2026.

Internal audits scheduled for the Building Consent Authority

In accordance with Regulation 17(2)(h), the BCA is required to have an internal audit regime to assess the BCA's compliance with the regulatory requirements for accreditation. The BCA maintains an audit schedule to ensure each regulatory requirement is audited. There are 38 audits to be conducted annually.

All internal audits due for the month of June 2026 were conducted as scheduled:

- **Regulation 6 – Decisions under policies, procedures and systems:** The BCA is meeting its obligations in terms of Regulation 6. The BCA has policies, procedures, and a system available to adequately satisfy the requirements of this regulation and these are, for the most part, completely and effectively implemented. 1 RECOMMENDATION was identified during this audit. The finding relates to: *Procurement Plan for contractors should be saved in the BCA area in Objective*. This finding does not detract from the BCA's performance under this regulation and the overall outcome of this audit.
- **Regulation 12 – Choosing contractors:** The BCA is meeting its obligations in terms of Regulation 12. The BCA has policies, procedures, and a system available to adequately satisfy the requirements of this regulation, and these are completely and effectively implemented. No adverse findings were identified during this audit.
- **Regulation 7A – Inspection Requirements:** The BCA is meeting its obligations in terms of Regulation 7A. The BCA has policies, procedures, and a system available to adequately satisfy the requirements of this regulation and these are, for the most part, completely and effectively implemented. 2 RECOMMENDATIONS were identified during this audit. These findings relate to: (1) *True date had not been recorded, in the 'Date Booking Received', on some occasions.* (2) *A statement should be added to the website about the BCA's 80% performance target.* These findings do not detract from the BCA's performance under this regulation and the overall outcome of this audit.
- **Regulation 17(2)(h) – Annual audits:** The BCA is meeting its obligations in terms of Regulation 17(2)(h). The BCA has policies, procedures, and a system available to adequately satisfy the requirements of this regulation and these are, for the most part, completely and effectively

implemented. 2 RECOMMENDATIONS were identified during this audit. These findings relate to: (1) *Minor edits to the Quality Manual.* (2) *Minor edits to template audit form.* These findings do not detract from the BCA's performance under this regulation and the overall outcome of this audit.

External audit for the Food Verification Agency

The internal audit programme is on track for the FVA. The next external audit will be in June 2027.

Internal audits scheduled for the Food Verification Agency

In accordance with Regulation 110(2)(l), the FVA is required to have an internal audit regime to assess the FVA's compliance with the regulatory requirements for recognition. The FVA maintains an audit schedule to ensure each regulatory requirement is audited. There are 17 audits to be conducted annually.

All internal audits due for the month of June 2026 were conducted as scheduled.

- **Regulation 110(2)(d) - Staffing:** The FVA is meeting its obligations in terms of 110(2)(d). The FVA has policies, procedures, and a system available to adequately satisfy the requirements of this regulation and these are, for the most part, completely and effectively implemented. 1 RECOMMENDATION was identified during this audit. This finding relates to: *The FVA does not have a Food Safety Officer appointment or warrant card for two verifiers.* This finding does not detract from the FVA's performance under this regulation and the overall outcome of this audit.

INFRASTRUCTURE GROUP MONTHLY REPORT

JUNE 2026

Executive Summary

The Infrastructure Group has responsibility for the planning, design, construction, consenting, delivery and compliance of Council's water, wastewater, stormwater (including land drainage), and community facilities assets. While the primary focus of the Group is the daily ongoing delivery of quality, compliant essential community services, the Group is also responsible for the strategic planning required to support the development of Council's capital works programme.

The Group achieves the planning and delivery of infrastructure services through a multi-disciplinary structure consisting of Asset Management, Engineering, Capital Delivery, Water Services, Consenting, Compliance, and Administration.

Many LTP capital projects and programmes are being progressed through concept and feasibility stages to confirm design scopes. Recent recruitment success is strengthening capacity, which is allowing the team to address the backlog and now accelerate progress across the capital programme. Targeted external support continues to be used to maintain momentum.

This monthly report presents an operational activity update, key metrics and data analysis.

Authors of the following detailed reports include: Tanya Proctor, Head of Infrastructure, Manager – Waters, Manager – Infrastructure Engineering, Manager – Infrastructure Delivery, Manager – Infrastructure Services.

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Infrastructure Delivery	
Infrastructure Services	20

Waters

June 2026 was a more challenging operational month than May. Planned preventative maintenance completion reduced to 71%, primarily because wet ground conditions affected ground maintenance and electrical resource constraints affected completion. The month also saw increased wastewater overflow activity, significant urgent water breaks, and ongoing reliability issues associated with ageing AC pipework and limited network redundancy in rural and remote schemes.

Operational Highlights for June 2026 reporting period:

Operations and Maintenance Requests for Service (RFS)

In June 2026, Operations and Maintenance Requests for Service (RFS) totalled (402), an increase from (331) in May 2026. 74% of RFS were received within the Southern area, 26% for the Northern area. Water-related RFS were most frequent in Kaikohe, Kerikeri, and Kawakawa. Wastewater RFS were primarily reported in Kaitaia, Awanui, and Kaikohe, while stormwater RFS were mainly in Kaitaia and Paihia.

New Connections

Service connection applications (47) increased significantly in June 2026 compared with May 2026 (19) and the same period in June 2025 (20). The increase reflects continued development activity across the district, with Kerikeri accounting for 58% of all applications received, followed by Kaikohe (19%) and the East Coast (13%).

Three subdivision developments were lodged during the reporting period, including Carey Road - Kaikohe (4 lots), Puckey Avenue - Kaitaia (10 units) and Kerikeri Road - Kerikeri (6 lots).

Water connections accounted for 40% of applications, followed by wastewater (36%) and stormwater (24). The distribution of applications remained relatively balanced across the three waters services.

Kāeo Water Supply

Water Services continues to operate the system under Taumata Arowai direction, with positive community feedback. Our Water Services Team monitors the plant weekly and responds to operational RFS raised by customers. For the month of June, we received 3 RFS for no water, which were resolved by the team. The Infrastructure Delivery team is preparing option packages to be reported to Council (Refer to Infrastructure Delivery – Projects in Delivery section).

Land Drainage

In June, no machine cleaning was undertaken due to weather, ground conditions and contractor availability. Drain cleaning logistics and costings for Waiharara and Kaitaia drains were progressed. Monthly update meeting with chairs was held 19th June 2026. RFS' relating to drain cleaning for the Kaitaia area including Church Gulley and Taupata Place

Next monthly catch-up meeting with Land Drainage Chairs booked for Wednesday 22nd July 2026.

Supervisory Control and Data Acquisition (SCADA) Programme

The first of three significant stages of the telemetry contract has been approved for award by Te Koukou, with the award letter due to be sent in early June for the installation work.

This will enable the physical construction work to begin in July 2026

Operational Risks and Issues

- Wastewater overflow risk increased materially in June. Ventia reports 11 sewer overflows across the district, driven primarily by gravity main/manhole blockages, pump issues, and asset deterioration or corrosion. One spill in Whatuwhiwhi was reported as entering water, requiring normal spill protocols and notification processes to be confirmed as complete.
- Ageing asbestos cement, water and wastewater assets continue to present service reliability and renewal risks. De Merle Street in Kaikohe has now had at least seven breaks on the 100AC line, and Turner Street in Kaeo has a deteriorated AC sewer pipe invert at depth in a constrained location, requiring operational assessment and a trenchless or pipe-bursting solution.
- Rawene water supply resilience was a significant issue. A high overnight flow alarm from the reservoir outlet indicated a major break on Parnell Street, where ground movement pulled uPVC pipe sections apart. The break resulted in reservoir volume reducing to about 8% by the time technicians reached the site.
- Planned preventative maintenance performance dropped below expected levels. Overall PM completion was 71%, with ground maintenance completion at 58% due to wet ground conditions and electrical audit completion at 61% due to one electrician being away on medical leave.
- SCADA, telemetry, and data quality constraints remain relevant to compliance assurance. Omanaia's water compliance exception is reported as a data outage issue rather than process non-compliance, but this still affects evidential reporting in Water Outlook and needs timely resolution.

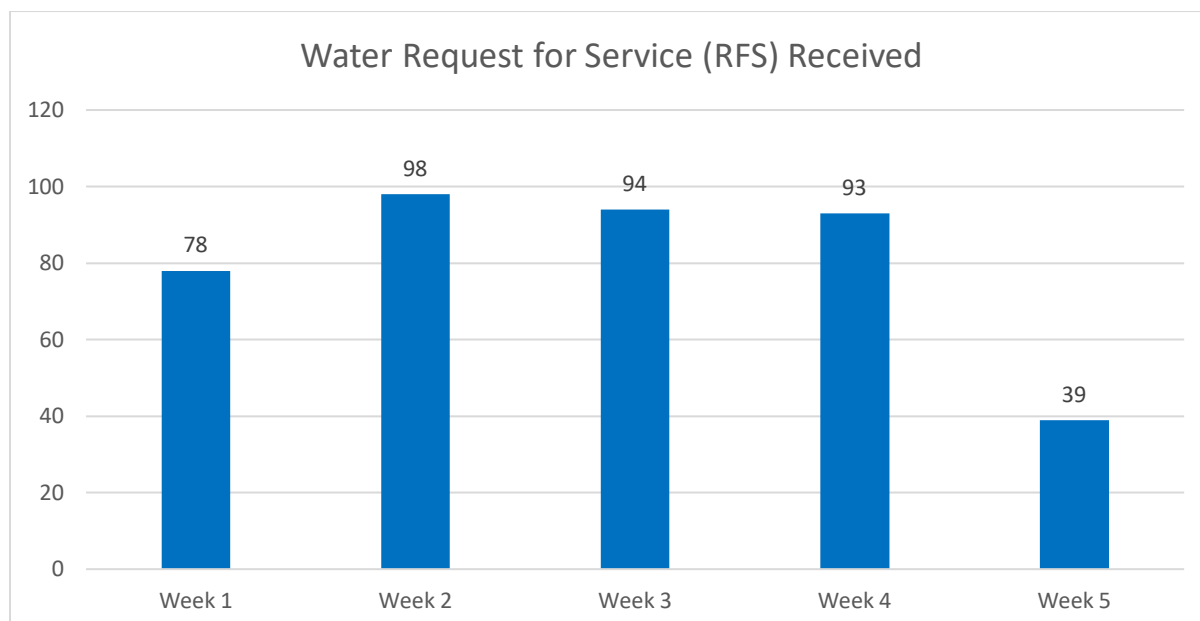
Key Performance Metrics

To support effective customer service delivery to the community, Infrastructure Support provides the Infrastructure Leadership Team with a daily report on the status of Water Requests for Service (RFS). This enables active management of RFS performance, with a focus on reducing overdue requests and achieving an on-time completion target of 80% within prescribed timeframes.

Performance Measure: Water Request for Service (RFS) – Received

Shows the volume of water, wastewater, and stormwater Requests for Service received from the public.

Reporting period: June 2026



Result

In June 2026, Operations and Maintenance Requests for Service (RFS) totalled 402, an increase from 331 in May 2026. Average RFS' received across June - 13 RFS' per day).

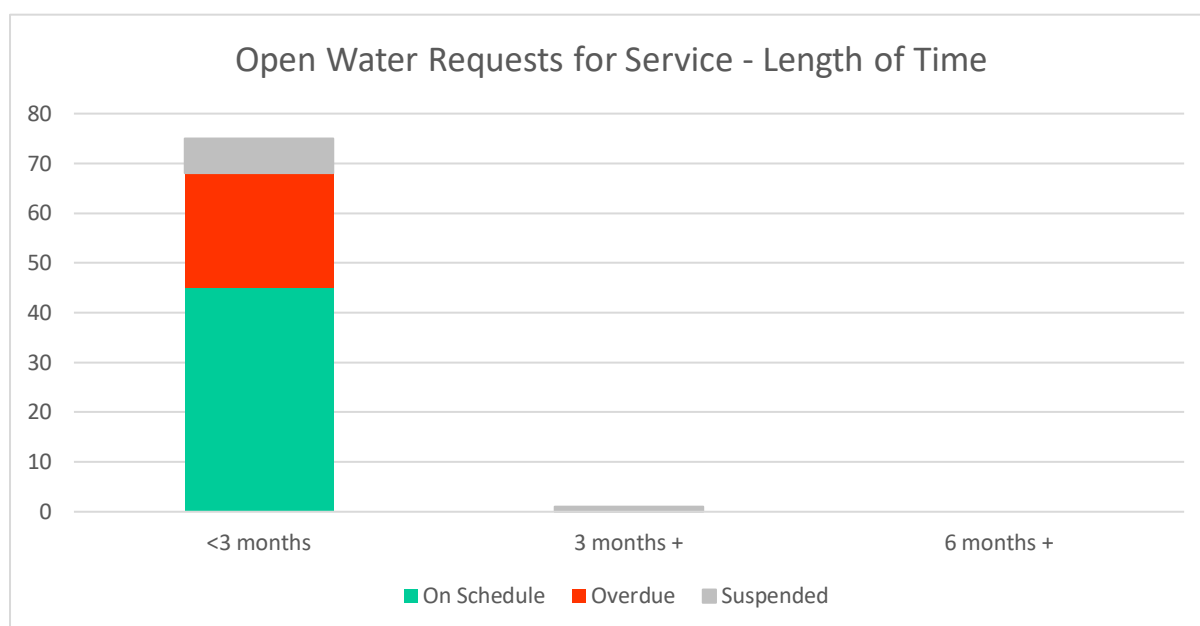
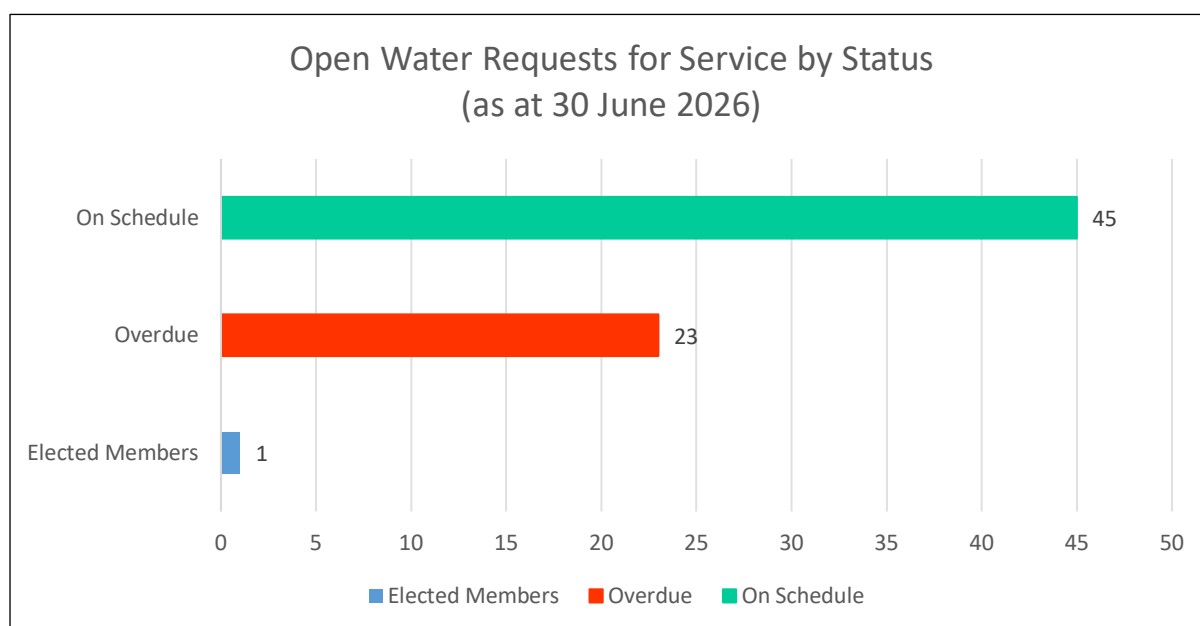
Key insights

- Eight urgent Water RFS' were recorded in June, primarily associated with water main failures in Kaikohe and Kawakawa, with the remaining occurring in Rawene and Kaitaia. The leading contributing factor reported was poor condition of ageing asbestos cement (AC) water mains. Two RF was the result of third-party damage to council assets.
- Thirteen urgent Sewer RFS' were recorded in June, 77% were in the North Area (Kaitaia, Whatuwhiwhi which resulted in sewer spills, with faults attributed to blockages within the wastewater network.
- The three most common RFS types received were:
 - Water supply – minor break or leak (69)
 - Water and Wastewater Correspondence (52)
 - Water supply – meter faults (38)

Performance Measure: Water Request for Service (RFS) – Status

Shows the status of open Water Requests for Service, including those in progress, overdue, or suspended.

Reporting period: Status as of 30th June 2026



Result

Majority of open Water Requests for Service were on schedule and less than three months old, with overdue requests prioritised for resolution (cause analysis and regular monitoring with contractors or internal groups).

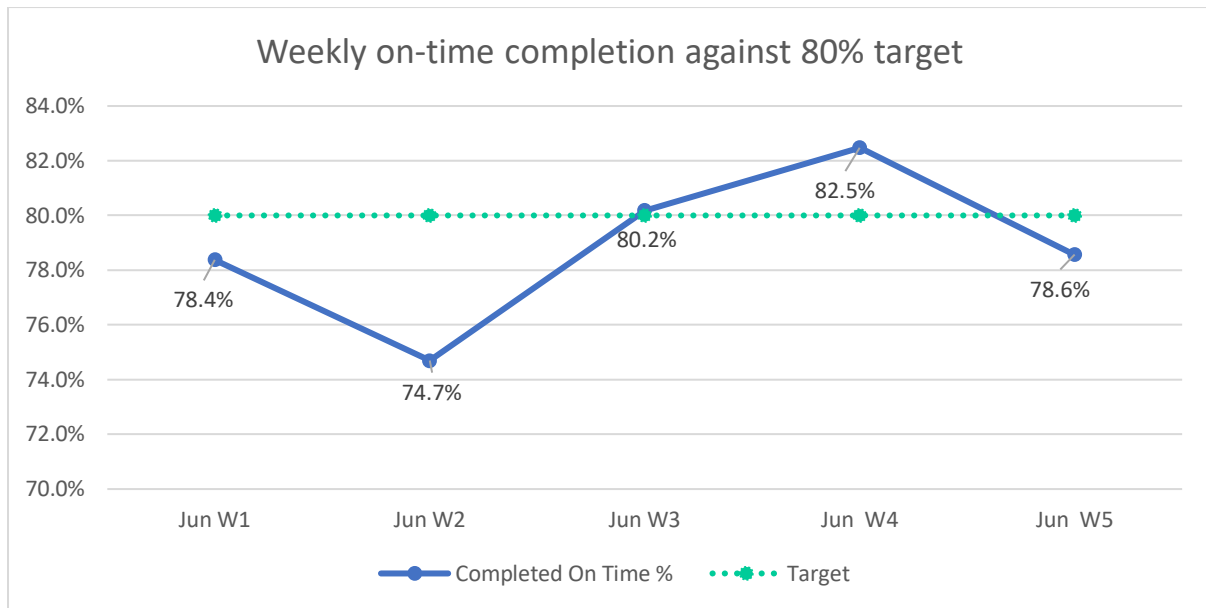
Key insights

Open requests by status at period end: On schedule 45; Overdue 23; Suspended 7; Elected Member 1

Performance Measure: Water Requests for Service (RFS) – Completed

Shows the number of water, wastewater, and stormwater Requests for Service completed during the reporting period. The target is 80% on-time completion.

Reporting period: June 2026



Result

407 Request for Service were completed for June (78.6%).

Infrastructure Engineering

Infrastructure Engineering is the centre of excellence for engineering in council. The team keeps up to date with the latest standards, legislation, regulations, and industry innovations to ensure that Council meets its legislative obligations from a public health and network utility operator perspective. The team also provides engineering advice to the Infrastructure Group and across Council related to council assets, risks, and issues.

The team is full, and training of new staff is ongoing. The focus is on rebuilding FNDC in-house knowledge and understanding of the council's three waters networks, capital project delivery, improving responsiveness to other parts of council, and forward planning.

The Project Portfolio Management tool continues to be updated to enable accurate reporting. Using this tool will ensure simple reporting to demonstrate the capital works programme in their project stages.

Responsiveness to emerging and urgent issues that require engineering analysis, site visits, advice, or decisions on asset interventions has continued throughout the period. Collaboration across the Infrastructure Group is building as newer staff settle into their roles.

As network, treatment plant, and compliance issues are analysed it is becoming apparent that the lack of a Trade Waste Bylaw, Stormwater Bylaw, and regular compliance checks is having a detrimental effect on operational and maintenance costs, premature degradation of infrastructure, and inability to regulate the quality and quantity of effluent entering the wastewater network leading to network overflows and treatment process problems. It is highly recommended that the Trade Waste Bylaw and Stormwater Bylaw are prioritised, and to use the Whangārei District Council Bylaws as templates to save money and so that there is consistency for Northern Waters and for any future combined council.

Operational Highlights for the May 2026 reporting period:

Three Waters Engineering

This function has a longer-term view across infrastructure networks including:

- Management of the water supply, wastewater, and stormwater network models, and flood/overland flow models. Multiple models are maintained, updated, verified, and calibrated to ensure that the systems and networks are understood in terms of current capacity, and impacts of growth. Issues within the networks are identified and potential solutions are tested within model scenarios.
- Expert input to stormwater catchment management planning and modelling done within specific capital works projects and asset management planning to ensure alignment to existing models and planning work.
- Maintain and update the Areas of Benefit for 18 wastewater schemes and 9 water supply schemes, including connected and rated properties to ensure it aligns with modelled information, district plan zones, discharge consents, and planned capital works projects. Maps are being updated prior to implementation of the Development Contributions Policy on 1 July and will be published on the website to reduce the staff workload from enquiries.
- Plan for growth within network models and identify future projects that are triggered by growth to input into Development Contributions models. Ensure that proposed district plan changes are provided with robust analysis as to network capacity and impacts to networks including affordability of servicing new areas for growth within existing Schemes.
- Assess the potential to service the growth areas identified in the Kerikeri-Waipapa Spatial Plan, Proposed District Plan, and to inform the Waipapa Structure Plan process. This is a significant piece of work that requires collaboration across Council and with Northland Regional Council regarding flood mitigation, to understand at a concept level the feasibility, potential costs, and affordability of extending network services to these areas.

- Ensure that land access processes are implemented to reflect the requirements of the Local Government (Water Services) Act 2025.
- Update on a regular basis the Engineering Standards, Quality Assurance Manual, and associated documents as necessary to implement the National Engineering Design Standards (NEDS) to comply with requirements of the Water Services Act 2021 and Regulations. Establish processes for capturing and considering requests to update standards, approved designers and materials lists, and publishing information on a regular basis.
- Write standard operating policies and guidance to ensure consistent decisions about networks, connections, and capacity for development. Provide better public guidance on the process and requirements for development applications relating to three waters networks. Ensure that guidance is suitable for transition of two waters services to the planned CCO for Northland Waters.
- Implement a GIS based system to spatially map capital works projects for better alignment and integration with other council activities, including those in the road corridor.

Development Engineering

The Development Engineering function ensures that new subdivisions, land use consents, building consents, and connection requests are serviced for water supply, fire fighting supply, wastewater, and stormwater, and that natural hazards of flooding and overland flow are addressed, in accordance with Council's Engineering Design Standards and Bylaws. Development Engineers also attend site visits and quality assurance inspections to ensure that new assets intended to vest to Council are constructed to the required specifications and will not pose an ongoing liability to Council once vested.

Quality assurance inspections are again being carried out on assets to be vested to council, and to close the loop on as-built plans and asset data processes.

Reports on application numbers, current and completed, have been requested to improve future reporting and analyse the correct fee to be cost recovered from the applicant. Some issues with charging consultants time have arisen from technical system issues. A workaround is in place but is not enabling accurate time charging to development applications yet.

Cost recovery through charging hourly rates on applications is limited until the Fees and Charges Schedule is updated with Hourly Rates that can apply across all customer interactions, and to include Infrastructure roles other than Development Engineers.

Wastewater Land Discharge Programmes

To comply with wastewater network discharge consent conditions several schemes are investigating whether discharge of treated effluent can be discharged to land rather than into waterways and the marine environment. Working Groups involving representatives from iwi/hapū, local community members, staff, and with consultant support for technical information have been established.

Conditions requiring investigation of land discharge options apply to the following schemes:

- Ōpononi/Ōmāpere Wastewater Scheme – Working Group established and ongoing. Options for land discharge are being investigated. Further on-site investigations planned for preferred site to understand whether land discharge is feasible. This will enable the Best Practicable Options (BPO) Report to be completed and submitted to NRC to comply with consent conditions.
- Kohukohu Wastewater Scheme – Working Group established and ongoing (Options for land discharge are being investigated. Initial onsite investigations have been completed. The Best Practicable Options (BPO) Report will be concluded with the existing level of information to meet NRC consent conditions, however it may need to be updated once further on-site investigations can be completed.
- Rāwene Wastewater Scheme – Working Group established and ongoing. Land acquisition completed. Electrocoagulation (EC) trial at the treatment plant will run for 12 months during which time plant upgrades need to be paused so as not to interfere with EC results. Investigation and design work will continue as far as it can without EC results.

- East Coast (Taipā) Wastewater Scheme – Working Group established and ongoing. Options for land discharge are being investigated. Preferred site for discharge to land has been found and endorsed by Te Koukou Committee, with a decision report going to Council in May. Electrocoagulation (EC) trial at the treatment plant will run for 12 months during which time plant upgrades need to be paused so as not to interfere with EC results. Investigation and design work will continue as far as it can without EC results.

District Facilities Design Office

The District Facilities Design Officer is in the investigation and feasibility stages of multiple projects in preparation for next years budget, and to inform the Long Term Plan projects. Reactive works are also underway or have been handed over to Project Managers on a number of council-owned buildings renewals such as roofing. This role interacts closely with the Asset Manager to ensure that the forward works programme concepts are feasible and have cost estimates that are as accurate as possible for an early concept phase.

The Kaikohe War Memorial Hall and Russell Hall project have been started ahead of schedule to assist progress which will help with practical training of the new team member.

Securing a location for a public toilet in Northpark is also being explored.

The Klinac lane toilets design is being reviewed and resource consent updated getting ready for handover to Project Manager.

Three Waters Design Office

The team of three is complete with the last staff member starting in April. With training ongoing, the pace of work is picking up. Peer review of feasibility and design reports and plans is occurring to ensure robust, cost-effective solutions are selected. The team also provides more complex technical reviews to support the Development Engineering and Operations teams.

LTP capital projects are being progressed through concept and feasibility stages to confirm design scopes. Procuring and managing multiple design contracts, and external project managers to fill staffing gaps.

Site visits to investigate and inform the development of engineering solutions to resolve Requests for Service (RFS) matters is improving our responsiveness to customers.

Critical work is underway to understand the wastewater treatment plants and drinking water treatment plants in relation to overall function and performance, and to understand critical network, environmental, and compliance risks. This will enable robust decisions to be made on upgrade works that are best value for money while moving towards short term compliance as well as being able to meet the new Water Services (Wastewater Environmental Performance Standards) Regulations 2025 that came into force on 19 December 2025.

Capital Works Projects in Feasibility and Design Phases

Many LTP capital projects and programmes are being progressed through concept and feasibility stages to confirm design scopes. There are a backlog of capital works due to multiple long-standing vacancies so alongside recruitment additional external resources are being used to move work forward quicker.

District Facilities Projects in Design

Te Pūawaitanga Masterplan – work was completed for a council workshop held in April. Awaiting further council decisions on priorities and budgets.

Kerikeri Motorhome/Caravan Dump Station – Alternative locations where a public sewer is available are being investigated again after negative feedback about locating the dump station at Te Puawaitanga using on-site wastewater treatment and disposal.

Kerikeri Dog Park – Consideration of a suitable location for the dog park at Te Pūawaitanga is included in the master planning work.

Whatuwhiwi Campervan Dump Station – closure of the existing dump station due to redevelopment of the fire station site means a new dump station location is required. Options were presented to the Te Hiku Community Board, however further options were requested for investigation which is ongoing.

Water Supply for Kāeo & Waitotaraire Toilets – both toilet facilities require dedicated water supply. Final costs for supply and installation of water tanks, pumps and power supply have now been completed. This project is currently under design optioneering with a consulting company to determine the best solution for these carparks given the budget constraints that we are currently facing.

Russell Hall Renewals and Upgrades – working with the Hall Committee to scope works in order for them to be completed prior to the 150th anniversary of the Hall.

Kaikohe Memorial Hall Upgrades – early scoping work underway in preparation for future budget availability.

A number of smaller renewals and maintenance projects have been scoped, quoted, and moved to the delivery team.

Water Supply Projects in Design:

IAF Kaikohe Water Supply Upgrades: Physical works for water reticulation is ahead of schedule.

IAF Kaikohe Water Treatment Plant Upgrades Physical works for the water treatment plant and new reservoir is on track.

IAF Kawakawa – Water Treatment Plant Upgrades: Final design stages for a new treated water reservoir, electrical and civil works. Planning a construction contract approach for procurement.

IAF Kawakawa – Water Supply Network Upgrades: The 3 x water network reticulation project tenders, involving over 1300m of new watermains, have been awarded but construction is on hold until Greenacres drive housing development has achieved its Special Conditions.

Waitangi, Paihia, Ōpua and Haruru WTP Upgrade: Providing engineering design and network review to project manager sitting in Delivery team.

Kaipatiki Rise, Haruru – Water Supply Upgrade: detailed design phase completed and handed over to delivery team to procure a construction contractor.

Kerikeri Water Treatment Plant Upgrade: site investigation to understand layout, treatment processes, raw water sources, and condition have revealed the critical condition of this plant. With inadequate space available on site to build a new plant while keeping the existing plant operational, focus has turned to identifying potentially suitable sites that will be future-proofed for growth in the Kerikeri-Waipapa area.

Wastewater Projects in Design:

IAF Kaikohe – Wastewater Network Upgrades: Physical works for wastewater reticulation is on schedule.

IAF Kaikohe – Wastewater Treatment Plant Upgrades: Technical review of concept design and cost estimates is underway to ensure affordability and long-term operations and maintenance outcomes are delivered.

IAF Kawakawa – Wastewater Treatment Plant Upgrade: Preliminary civil design is underway to inform consent. Next steps to run concurrently include Detailed Design of Civil Works; Site Services and Hydraulics; Development of detailed specifications for plant (MBR or equivalent). Scope and design review work have ensured that the new plant will be located above the 1%AEP floodplain, and that the plant is capable of expansion for future growth as well as enabling the failing clarifier to be taken offline. Work was stalled while waiting for other funding conditions to be met and decoupled from the infrastructure works. Updated milestones are being presented to NIFF.

IAF Kawakawa – Wastewater Network Upgrades: scoping of the programme is being confirmed from March.

Paihia/Ōpua Mains Baffin Street – Upgrades to pump stations at Baffin Street and Franklin Street along with various rising main upgrades to increase capacity and storage across the network. Also includes water main network extensions. Detailed design for the project was partially completed in 2024 however it was on hold due to land ownership matters that have now been resolved. A Design contract is underway to deliver updated designs and cost estimates before the project moves to Delivery.

Hihi Wastewater Treatment Plant Upgrade – full replacement plant required before end-of-life of assets and to deal with non-compliances. Flow monitoring and I&I programme (see below) are instrumental in determining the design parameters. This very small scheme is sensitive to peak flows from high I&I which affect performance and discharge quality. WW I&I programme will address this. New consent issued, design can progress with consent parameters and is required to meet WEPS within 5 years.

Ōpononi Wastewater Treatment Plant Upgrade – upgrades required to improve performance and discharge quality. Monitoring ongoing after Stage 1 works to verify the extent of Stage 2 works, including decisions about meeting new wastewater standards for either discharge to land or water, which are tied to the Land Discharge Programme. Stage 2 works on hold pending technical review of suitable solutions now that operations, maintenance, and plant performance issues are understood.

Wastewater Infiltration & Inflow (I&I) Programme – I&I programmes are essential to ensuring minimisation of wastewater network overflows and excessive treatment plant inflows from stormwater entering the wastewater network. Early stages of establishing a programme approach and processes to scope and deliver I&I budgets across several schemes. This will provide a more efficient delivery mechanism for these and any future I&I programmes. Some I&I improvements are expected from IAF network upgrades in Kaikohe and Kawakawa. Currently budgeted I&I schemes are for networks in Hihi, Ōpononi, Whatuwhiwhi, Paihia, and Russell.

Stormwater Projects in Design:

Parkdale Cres, Kaitāia Stormwater Upgrade: Critical culvert at risk of collapse. The 250-metre long 1200mm diameter culvert drains a 22ha catchment under residential properties and a stopbank to the Awanui River. Renewal decision made due to urgency, constraints, and housing development plans. Working closely with Kainga Ora to align work programmes. Direct procurement to secure supply of large pipes is underway via Delivery Team. Final design completed. Anticipated budget savings on renewal and delivery approach enabling project to come within budget. Flooding issues from Awanui River persist within this catchment. Handed over to Delivery.

Tasman Heights, Ahipara – Stormwater Renewal: Revised solutions available, decision to renew pipe in same location with improvements to inlets and manholes. Project will now be able to come within budget. Handed over to Delivery.

Mabel Thorburn Place, Mangonui Stormwater Renewal - Investigation and design feasibility continue to confirm the issues and preferred solution. An open concrete stormwater channel has failed, and it has been found that there are other network, overland flow and flooding issues contributing to problems experienced on properties in this area. Budget savings from other projects are necessary to fix wider issues and liabilities identified here.

Matthews Ave to Farrimond, Kaitāia – Stormwater Renewal and Upgrade: Investigation and design feasibility continue to confirm the issues and preferred solution. Existing pipes had to have significant root intrusions cut back and blockages removed to enable CCTV to be done so the issues could be understood. Poor connection workmanship to main pipes is causing issues with flow and allowing root intrusion. Site flooding issues were due to blocked drains which have been alleviated in the short term by root-cutting. Actual issues are now known so project has been rescoped.

Reef View Road Ahipara Stormwater Upgrade - The area has significant stormwater and flooding issues, mainly at 155 Foreshore Road and the corner of Reef View Road. At 155 Foreshore Road, surface runoff combined with insufficient capacity of the existing drainage system has led to pipe overflow, slope instability, and even impacts to the dwelling. At Reef View Road, seepage has caused

erosion of the road surface. The project is currently nearing completion of the feasibility stage, moving to design.

Infrastructure Delivery

The Infrastructure Delivery Team is responsible for project management across the project lifecycle, from procurement and contract establishment through to construction supervision then close out, ensuring contractors deliver works in accordance with specifications, budgets, and timeframes. A strong focus on quality assurance and performance monitoring ensures compliance with relevant standards while proactively managing risk, safety, and stakeholder expectations. The team also plays a key role in the collation and validation of asset data generated through projects, ensuring accurate information is captured and integrated into council systems to support long-term asset management. Projects are finalised through a robust closeout process that confirms contractual obligations are met, documentation is complete, assets are fit for purpose, and lessons learned are captured to continuously improve future delivery.

Process mapping is being formalised to clearly define and standardise contract management procedures, ensuring consistency, transparency, and improved governance across the contract lifecycle.

The team currently consists of:

- 1 x Manager – Infrastructure Delivery
- 2 x Senior Project Managers (0.6FTE and 0.4FTE)
- 1 x Intermediate Waters Project Manager
- 1 x District Facilities Project Manager
- 2 x Junior Project Managers

We currently have 2 vacancies for: 1 x Senior Waters Project Manager, and 1 x Intermediate Waters Project Manager.

Operational Highlights for the June 2026 reporting period:

Capital Works Projects in Tender, Construction, and Close Out Phases

Water Supply Projects in Delivery:

- Kaitiāia/Kerikeri Fluoridation –All fluoridation equipment has now been installed at the Kaitiāia and Kerikeri water treatment sites. Commissioning activities are scheduled for 29 and 30 July 2026, with both facilities progressing toward operational readiness. Subject to successful commissioning outcomes, the installations are expected to be fully operational and compliant with the Ministry of Health fluoridation directive by the 31 July 2026 deadline.
- Rāwene Smart Water Meter Installations – The rollout of 275 new smart water meters in Rawene is continuing through Ventia under the Operations & Maintenance Contract. 240 meters have been installed as at the end of June. Weekly progress meetings are being held with the Neura as the supplier, WSP and Ventia to track progress and ensure that new meters connect to the network. We estimate a current leak rate of approximately 27% across the Rawene water supply network and the new smart meters will create the benefit of reduced water loss, lower operating costs and improved revenue accuracy. Overall water consumption is expected to drop by at least 10%, with potential for greater reductions in the future if volumetric charging models are implemented.

- Kaipatiki Rise Watermain Upgrade – Pre Construction/Enabling works have commenced for this contract. Works involve the installation of a new watermain from the Yorke Rd/Puketona Rd intersection along SH11 through to the end of Kaipatiki Rise. The majority of the new watermain will be installed via directional drilling. Pipes are currently being welded up onsite. Traffic Management Plan has been lodged with NZTA, works will begin on site once approval is given.
- Waitangi, Paihia, Ōpua and Haruru WTP Upgrade – Te Koukou endorsement has been received to start negotiations with the Waitangi National Trust as the preferred site for the new Water Treatment Plant. Positive discussions are continuing with the legal representatives from Council and WNT and we expect a draft easement agreement to be able to be presented to Council within the next 2 months. Procurement strategies are being discussed internally so that once the site location is confirmed, we can approach the market for the design phase.
- Kaeo Water Supply – Planning work is progressing for the proposed installation of new water tanks in Kaeo. Endorsement has been received from Taumata Arowai and the installation of the tanks will be funded from the Better off Funding Drinking Water Reliability allocation. Our operations team continue to operate the private water supply, which was placed under council statutory management in late 2025, until the tanks are installed. At this point the water supply will be deregistered with Taumata Arowai. The water tanks will become private assets once installation is complete.

Wastewater Projects in Delivery:

- Kaitiāia W/W Network Overflows Stage 1 –Works completed and abatement notice removed
- Kaitiāia/Kaikohe/Rāwene WWTP Septage Screens – 3 x projects in commissioning phase with contractors addressing minor defects that have been identified.
- District Wide Critical Spares Programme – Information is being collated relating to critical wastewater assets to hold as inventory such as Pumps, Valves and Monitoring and Telemetry equipment. Validation of current assets held at Ventia's depot has been completed as part of the Operations & Maintenance contract.
- Haruru Major Pump Station – Works are progressing with the bypass pumping plan to enable critical maintenance works to be undertaken. High Hydrogen Sulphide levels in the wet well make the asset a significant risk for maintenance staff to attend. Safety in Design meetings held with Operations and Maintenance contractor to inform next stage of bypass pumping plan.

Stormwater Projects in Delivery:

- Kaitiāia Commerce St S/W Upgrade – Site establishment has commenced on Taaffe St with the contractor focusing on the stormwater outfall first. Laying of the new stormwater main will continue along Taaffe St for the first 2-3 weeks in July, then continue along West Lane.
- Kaitiāia - Parkdale Crescent S/W Improvements – Procurement is live on GETS and awaiting closure for tenders to be assessed. Supply of 250m of 1200dia S/W pipes has been confirmed with Hynds with deliveries to site commencing in early July.
- Tasman Heights – Direct award procurement being lodged for this project due to the complexity of the works.
- Matthews Ave to Farrimond Place – A direct award to TDG is proposed for the pipelining works, as they are currently the only contractor north of Auckland with the specialist equipment and capability required to undertake this work. Pipe lining has been identified as the preferred solution as it avoids excavation, minimises disruption to the surrounding area, reduces overall project costs, and

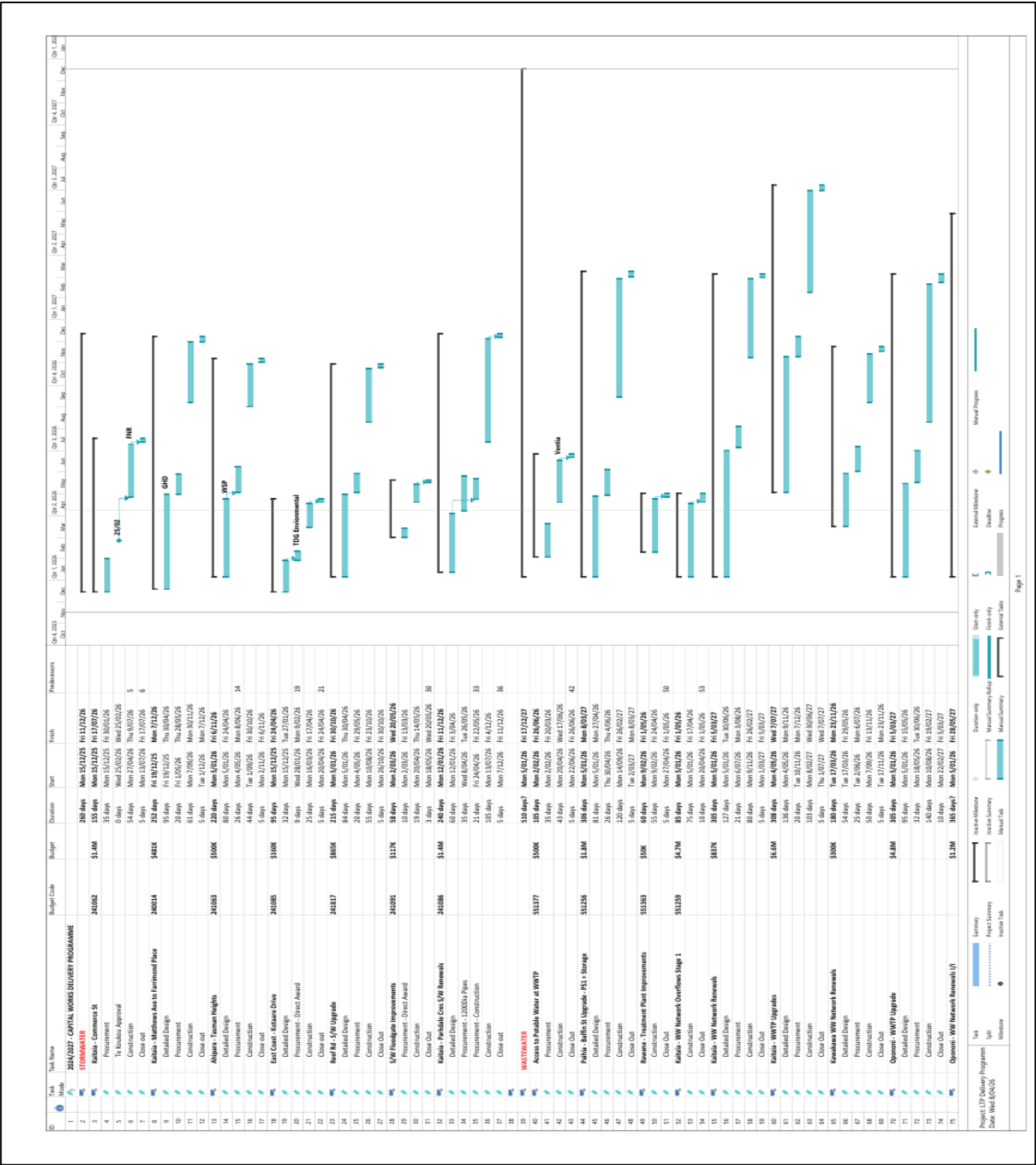
accelerates programme delivery. A final quotation is currently being reviewed, following which the procurement process will be completed and the contract awarded.

District Facilities Projects in Delivery:

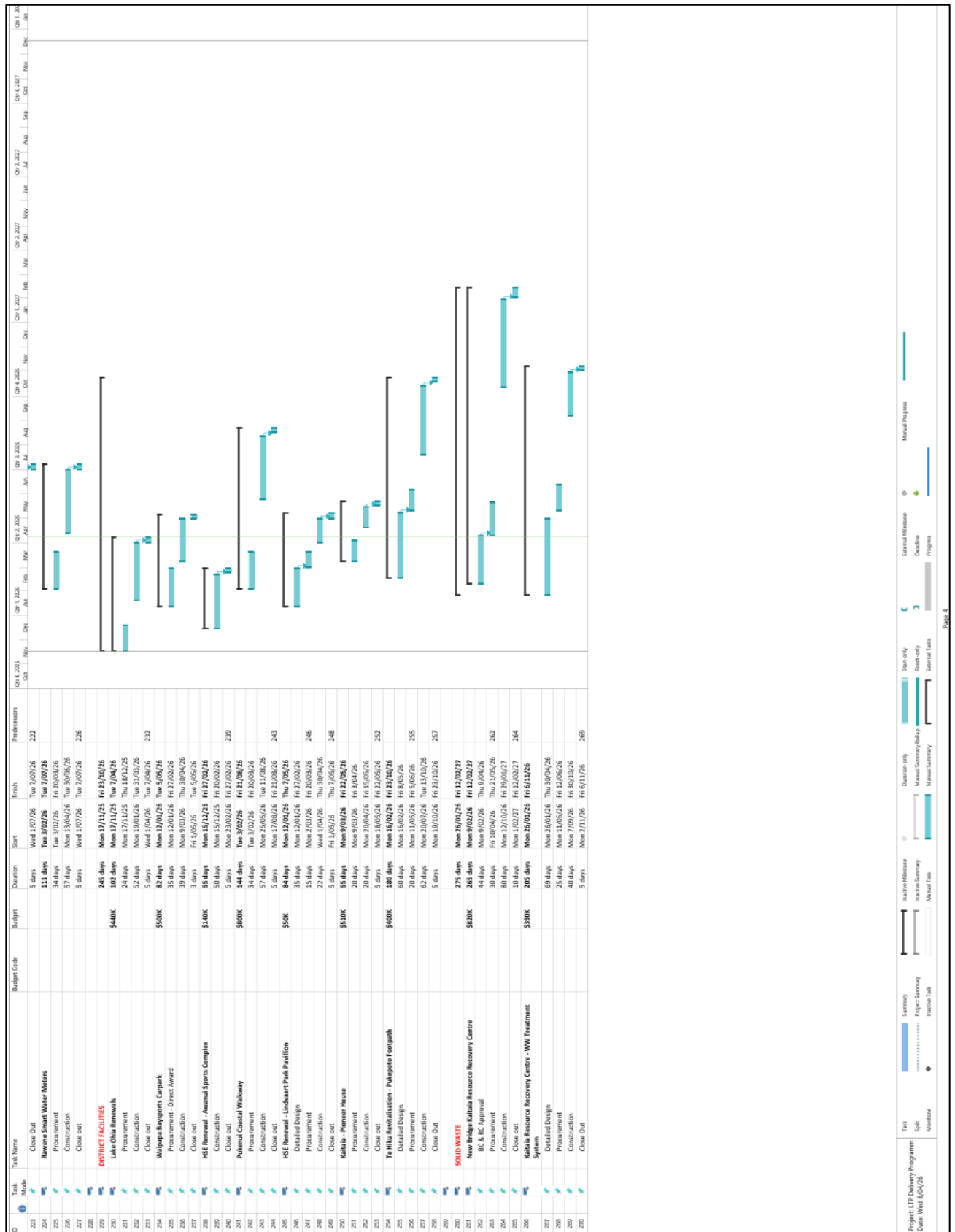
- Lake Ohia Hall Renewals – Construction commenced in January 2026. Health & Safety upgrade works are currently progressing on schedule. Completion is planned for August 2026 following variation works that have been added to programme.
- Pukenui Coastal Walkway Stage 2 – Contract has been awarded to FNR Rooding Ltd, with works planned to commence in late July. The project involves the completion of Section 2 of the walkway from the intersection of SH1 and Waterfront Drive and continuing south along the estuary to terminate at 3960 SH1. Completion of this section will complete the walkway between Houhora Heads Rd and Harrys Lane in Pukenui.
- Kaitaia Recycling & Recovery Centre Replacement Bridge – This project is currently in tender preparation phase and out on GETS for pricing. Tender Close date is 27/07/26 and there has been a lot of interest from prospective Tenders
- Kaitāia Resource & Recovery Centre Wastewater Treatment & Drainage upgrade – the existing onsite wastewater system requires minor upgrades to increase performance of the wetland. A design has been completed and we are currently procuring qualified trades to carry out these works.
- Kaikohe – Lindvart Park Pavillion HS Renewals – Direct contract awarded to Far North Property Services with construction scheduled to commence in early August following building consent approval.
- Kaitāia - Pioneer House – Condition assessment report has been received and scope of renewals work being assessed to procure a contractor for the works commencing in August.
- Pukepoto Footpath – Project involves the construction of 1.5km of new footpath to provide a safe pedestrian footpath route between Pukepoto School and the Pukepoto residential community, including linking the school to Te Uri O Hina and Te Rarawa Marae. Concept design progressing for stakeholder engagement and reporting through the Te Hiku Community Board.

Key Performance Metrics

The 2024-2027 Long Term Plan Capital Works Programme is used to track overall programme delivery. MS Gantt Chart view:







Infrastructure Services

The Infrastructure Services team is a multi-disciplinary team which provides technical services (Compliance, Consenting, Project Analysis, Quality Assurance) and administration support across the Infrastructure Group activities as well as across the organisation. For this report, updates provided here are for Compliance and Consenting.

Compliance

The scope of Infrastructure Compliance includes water, wastewater, stormwater, solid waste, parks and reserves, community facilities, roading, land drainage, and maritime. Oversight and management are the responsibility of a dedicated Compliance Officer.

Operational Highlights for the June 2026 reporting period:

- **Operational Highlights** for the June 2026 reporting period:
- The 15 July 2026 Te Koukou Committee meeting received the June compliance update report. The report noted no abatement notices received, 2 abatement notices were removed and 2 were declined until the facility is returned to normal operation.
- The total LTP 24/27 Programme to Meet Water Safety Plan Requirements, District-wide is 33% committed with the balance to be delivered in FY27.
- Monthly meeting held with O&M contractor to (i) review May 2026 compliance results prior to submission to NRC, (ii) discussion of improvements for flow monitoring and rain gauge recording, (iii) discuss outstanding maintenance and associated records.
- RMA compliance reports of the monthly water takes and wastewater monitoring results for May 2026 were submitted to NRC.
- Quarterly meeting held with NRC to discuss non-compliances, current improvement projects and reporting systems.
- Wastewater treatment results continue to be shared with four community working groups, improving transparency of monitoring results.

Consenting

Infrastructure Consenting is responsible for completing and submitting consent applications for the operation of existing and new Council infrastructure and to enable construction works. The team continues to focus on the following core areas of delivery:

- Early and meaningful engagement with iwi/hapū and other community groups to better inform outcomes.
- Lodgement of renewal applications to Northland Regional Council 6 months prior to consent expiration to ensure continued operation of our assets under s124 of the Resource Management Act 1991 until a consent renewal is granted.

Operational Highlights for the June 2026 reporting period:

LTP 24/27 Planned Works

- **Hihi WWTP** - Complete – discharge consent granted June 2026, for 10 years. The project has an underspend of \$180,000. Budgeted for hearing attendance not required as no submissions had been received.
- **Tōtara North** - Complete – consent granted June 2026, for 35 years.
- **Kaitāia WWTP** – Northland Regional Council processing to a decision.

Unplanned Work

- **Pākaraka Stock Effluent variation consent application** – procured technical expert to complete a report requested by Northland Regional Council.

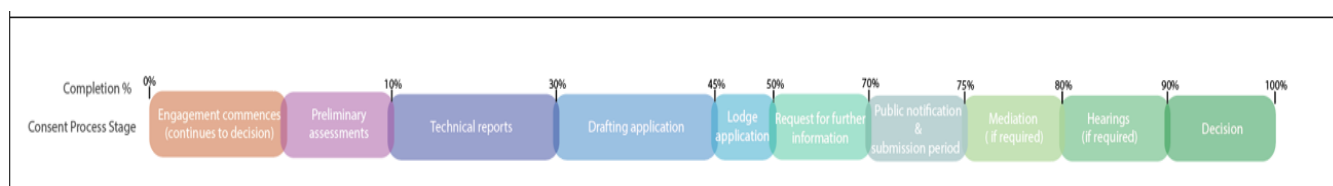
Construction Consents

- **Temporary Groundwater Take for the construction of a new wastewater pumpstation at Wihongi Street, Kaikohe** – granted June 2026 to enable works to commence.

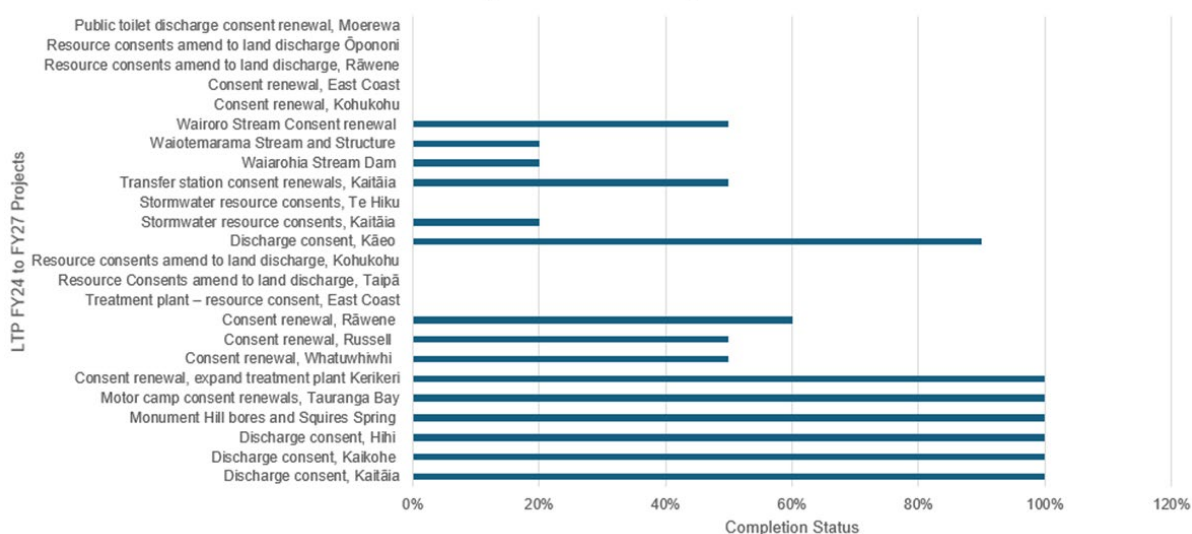
Consenting Work Programme

The following Gantt chart provides a high-level view of the current progress made for both planned and unplanned consent applications.

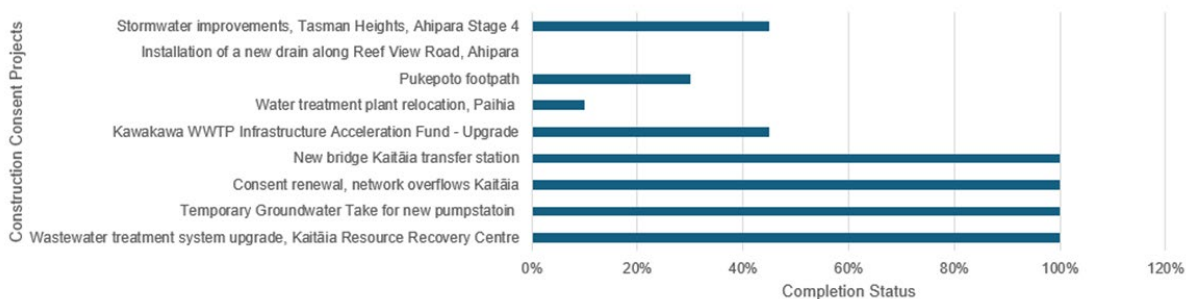
Planned consenting work is currently on track and the Gantt percentage completion represents the following stages of the consent process as displayed in the following three tables:



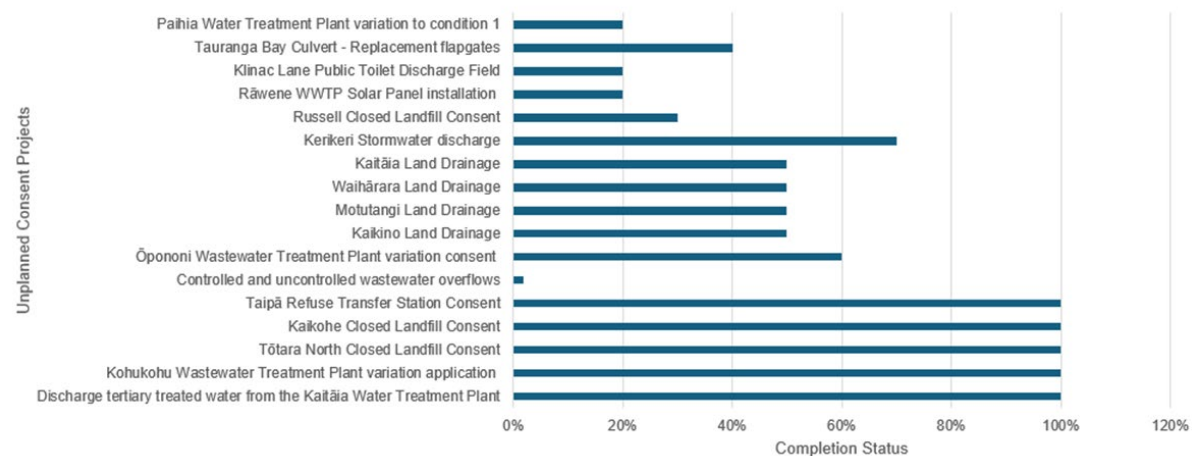
Infrastructure Consenting - LTP FY24/27 Project Status For June 2026



Infrastructure Consenting - Construction Projects Consent Status for June 2026



Infrastructure Consenting - Unplanned Consent Projects Status for June 2026



Planning and Policy

June 2026

Executive Summary

The Planning & Policy Group provides a range of services for the benefit of our communities, making the Far North a great place to work, live and visit. The Group comprises three departments: Climate Action and Resilience, Integrated Planning, and Strategy and Policy.

The **Climate Action and Resilience Department** leads Council's climate response through emissions reduction, adaptation planning, community resilience, and the delivery of the Climate Action Policy and Climate Change Roadmap. The department works with iwi, hapū, communities and regional partners to help prepare the Far North for current and future climate impacts.

The **Integrated Planning Department** includes Growth Planning, Placemaking, Reserve Policy and District Plan. These teams develop and implement plans, strategies and planning processes that guide future growth, support well-functioning places, and help communities shape great places now and into the future.

The **Strategy and Policy Department** provides policy advice and develops effective policy instruments, including strategies, policies and bylaws. The department also reviews existing policy settings, responds to legislative and government policy changes, and supports informed decision-making.

Reporting Period: June 2026

This chapter provides an update on key Planning and Policy operational activity for May 2026. It builds on the April baseline report and focuses on material progress and key initiatives.

Key movements since the May report:

- Pou 3: Community Adaptation Toolkits have been completed and are ready for use by community groups.
- 2024-2025 FNDC Corporate Emissions Inventory was completed by the 21 April deadline, supporting Council's emissions reporting and emissions-reduction planning
- Consultation is open on the amendments to the Development Contributions Policy.
- A draft Housing Strategy has been reviewed internally and is ready for targeted engagement in July.
- Te Kuaka Committee confirmed the reconvening of Kaupapa Steering Rōpū in line with the District-Wide Kaupapa Framework and endorsed the updated Kaupapa Steering Rōpū Terms of Reference.
- The District-Wide Spatial Strategy has progressed through iwi engagement, strengthening early project understanding and supporting relationships between iwi entities, Growth Planning and Placemaking, and the wider Planning and Policy Group.

Authors of the following report include: Group Manager Planning & Policy; Manager Strategy & Policy; Manager Climate Action & Resilience; and Manager Integrated Planning.

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Climate Action and Resilience

The Climate Action & Resilience Department leads Far North District Council's coordinated response to climate change, ensuring both organisational and community readiness for a changing climate. The department is responsible for implementing the Council's Climate Action Policy and Climate Change Roadmap, driving emissions reduction across council operations, and supporting district-wide mitigation initiatives.

A core part of our role is advancing climate adaptation and resilience planning, including collaboration with iwi, hapū, communities, and regional partners through programmes such as the Te Tai Tokerau Climate Adaptation Strategy. The department provides strategic guidance, manages cross-council governance processes, and delivers tools, engagement, and support that enable communities to prepare for and respond to climate-related risks. Through this work, the department ensures climate considerations are embedded in decision-making and that the Far North is better positioned to adapt, thrive, and build long-term resilience.

Operational Highlights for the June 2026 reporting period:

Pou 1: Stage One of Te Hōtaka Urutau Hapori | Community Adaptation Programme - Stage One Community Adaptation Planning is now moving into an exciting phase of delivery. The scoping report is complete, and governance direction is well underway. All required endorsements have been secured progressing through the Te Hiku Community Board, Kaikohe-Hokianga Community Board, Te Koukou Infrastructure Committee, and the Te Kūkupa Strategy, Policy, Planning Committee, positioning the scoping report for Council adoption in July 2026.

Preparation for establishing Community Panels has also begun, with early scoping, engagement design, and development of panel-support materials now in progress. This work sets the foundation for the next phase of community-led adaptation planning later in the year.

Pou 2: Tuia ngā tai o te ao - Pou 2 adaptation pathway resources were refined to better support tangata whenua in the Stage 1 area to identify and navigate preferred adaptation options. Programme infrastructure also advanced, with development of a spatial tracking tool now underway to monitor marae adaptation planning progress and enhance reporting, prioritisation and visibility of barriers to success.

Pou 3: Community Adaptation Toolkits – the Toolkits are ready for use by any community groups outside the Stage One project area. The team has already begun early outreach, with initial conversations held with two community groups interested in applying the toolkits to support their own adaptation planning. This marks the start of wider rollout and broader community uptake of the programme's resources.

Wānanga Waiora and Climate Summit 2026 was a two-day event held on June 11 and 12 at the Upper Treaty Grounds, Waitangi. It focused on kaitiaki aspirations, mātauranga o te taiao, and regional climate resilience in Te Tai Tokerau. The Wānanga brought together hapū, iwi, councils, fund recipients, taitamariki and hapori leaders, strengthening collective action for climate resilience and showcasing FNDC's tangata whenua-led adaptation planning approach (Pou 2) as a key case study.

Emissions Inventory - All follow-up actions from the Toitū Envirocare emissions inventory audit have now been completed, and the accuracy of Council's 2024–2025 corporate emissions data is verified. The team has begun preparing for the next cycle, with information gathering and provider engagement underway for the 2025–2026 emissions inventory, aiming for a full audit in October/November 2026.

Public EV charging infrastructure - Engagement with EV infrastructure providers continued throughout June, with a focus on shaping a coordinated district-wide approach to future charging coverage. Discussions centred on identifying strategic locations, aligning opportunities with Council priorities, and ensuring cross-Council input supports well-informed planning. This ongoing collaboration is helping position the Far North for an expanded, accessible and resilient public EV charging network that supports FNDC's wider climate adaptation and emissions reduction objectives.

Engagement with sustainability leads from major FNDC contractors continued through June, with discussions held with both Ventia and Citycare Property on strengthening emissions accounting practices and ensuring alignment with Council's corporate inventory requirements.

Solar infrastructure on Council buildings - Work continued throughout June on exploring investment in solar infrastructure across FNDC sites, with a focus on identifying strategic opportunities that could strengthen energy resilience, reduce long-term operational emissions, and support Council's wider climate objectives. This early investigation phase is helping build a clearer picture of where solar could deliver the greatest value and how future investment might be staged across the district.

KPI # 1 Te Hōtaka Urutau Hapori - Community Adaptation Programme

Piki tū rangi - The three pou

“**Piki tū rangi** ana te kakau o te hoe, kumea te uru o taku waka ki runga ki te kiri waiwai o Papatūānuku e takoto mai nei, ki runga ki te uru tapu nui o Tāne e tū mai nei”

These lines are from a karakia recited by Nukutawhiti upon the arrival of the waka hourua Ngātōkimatawhaorua into the Hokianga Harbour, revised by Himiona Kāmira (Te Taomauī, Te Hokoheha).

Piki tū rangi calls us to move and work together. It reminds us that resilience is collective and that our strength lies in kotahitanga, with each other and with te taiao.



Pou 1 Community Adaptation Planning

Major collaborative planning process where there are significant risks to community values and public infrastructure.



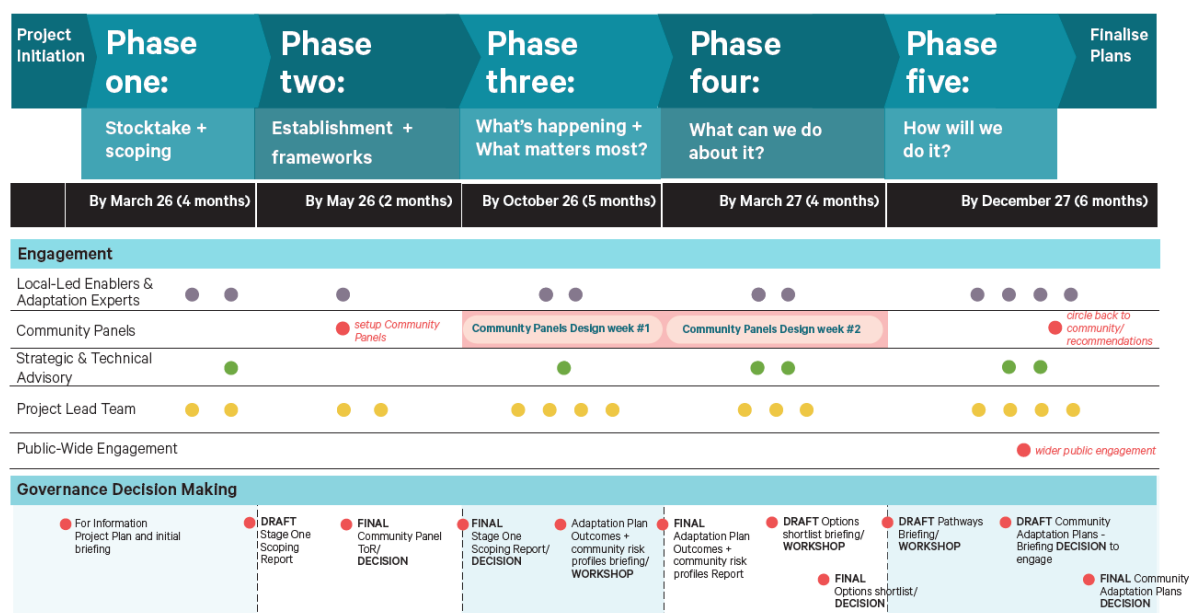
Pou 2 Tangata Whenua-Led Adaptation

Support towards tangata whenua in their own plans and actions to adapt.



Pou 3 Community Adaptation Toolkits

Resources to help communities identify their adaptation needs and to kick start community adaptation planning.



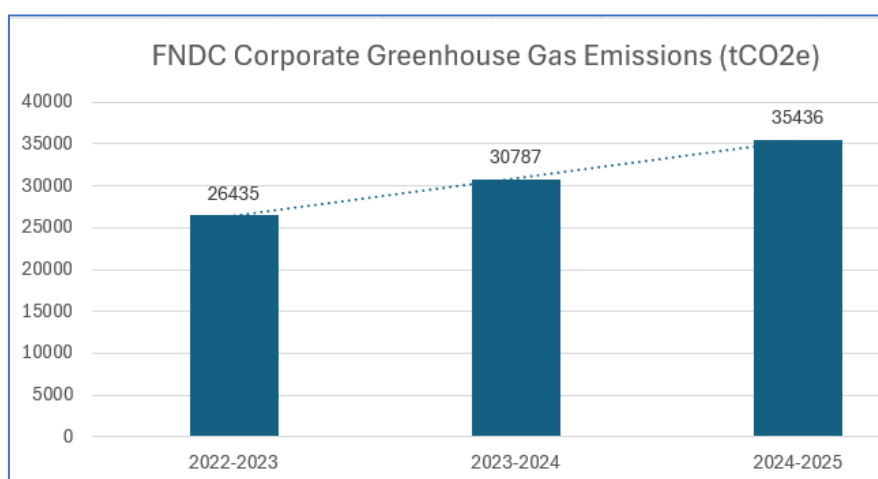
Pou 1 Stage 1 Programme Phases

KPI # 1 Te Hōtaka Urutau Hapori - Community Adaptation Programme - Analysis

- Council's Community Adaptation Programme is progressing on time across all three pou, with strong engagement in Hokianga, successful rollout of tangata whenua-led resources, and community toolkits now ready to support local climate adaptation planning.

KPI # 2 Net Zero Emissions Reduction Programme

Council has now completed three verified corporate GHG emissions inventories (FY22/23, FY23/24 and FY24/25), establishing a robust data foundation for ongoing emissions reduction planning. Baseline emissions were **26,435 tCO₂e in FY22/23**, increasing to **30,787 tCO₂e in FY23/24** due to storm-related infrastructure repairs. For **2024–2025**, emissions have risen to **35,436 tCO₂e**, reflecting the significant programme of wastewater treatment infrastructure improvements undertaken across the district.



KPI # 2 Net Zero Emissions Reduction Programme Analysis

Emissions are categorised as Scope 1, direct emissions from fuel, fertilisers, refrigerant gases, waste, and wastewater, where emissions sources are owned or controlled by Council; Scope 2, indirect emissions from purchased electricity; and Scope 3, indirect emissions from goods and services.

Performance against baseline

For FY2022-23, the base year for emissions reduction measurement, corporate emissions for FNDC were recorded as 26,435 metric tonnes of carbon dioxide equivalent (tCO₂e).

For FY2023-24, total corporate emissions were recorded as 30,787 tCO₂e. This represents an increase of 4,352 tCO₂e from the base year.

An increase in emissions in the first two years of measurement was caused by increased infrastructure spending to repair damage from major storm events in 2023.

For 2024–2025, emissions increased further to 35,436 tCO₂e, reflecting the ongoing LTP programme of infrastructure and capital works undertaken across the district following the severe weather events of 2023.

Together, these trends highlight how essential recovery and infrastructure upgrades have influenced Council's emissions profile, reinforcing the importance of strengthened emissions reduction planning as FNDC moves into the next emissions inventory cycle.

These completed emissions inventories have been verified by Toitū Envirocare – Enviromark Solutions Ltd (Toitū), a subsidiary of Manaaki Whenua Landcare Research within the Bioeconomy Science Institute.

Emissions Reduction

Work is underway on practical emissions-reduction actions, including an investigation into public EV charging infrastructure to support low-emissions transport across the district and the installation of solar on Council buildings to reduce operational energy use and long-term costs. Initial work on an emissions reduction plan has commenced, focusing on identifying feasible, cost-effective actions across Council operations. Formal emissions-reduction targets are to be set in FY2026–27 to guide implementation and align with Toitū certification requirements.

Strategy and Policy

The Strategy and Policy teams' primary function is to contribute to the community's wellbeing through robust and reliable policy advice. We do this through providing strong and sound policy advice and the delivery of effective policy instruments, which include strategies, policies, and bylaws.

How do we perform our role?

- Develop and review policy instruments
- Scan, understand, and advise on Government priorities and legislative changes
- Provide general policy advice to staff and elected members
- Submissions
- Data and research, e.g. Population Projections, Environmental Scans

Key Performance Metrics

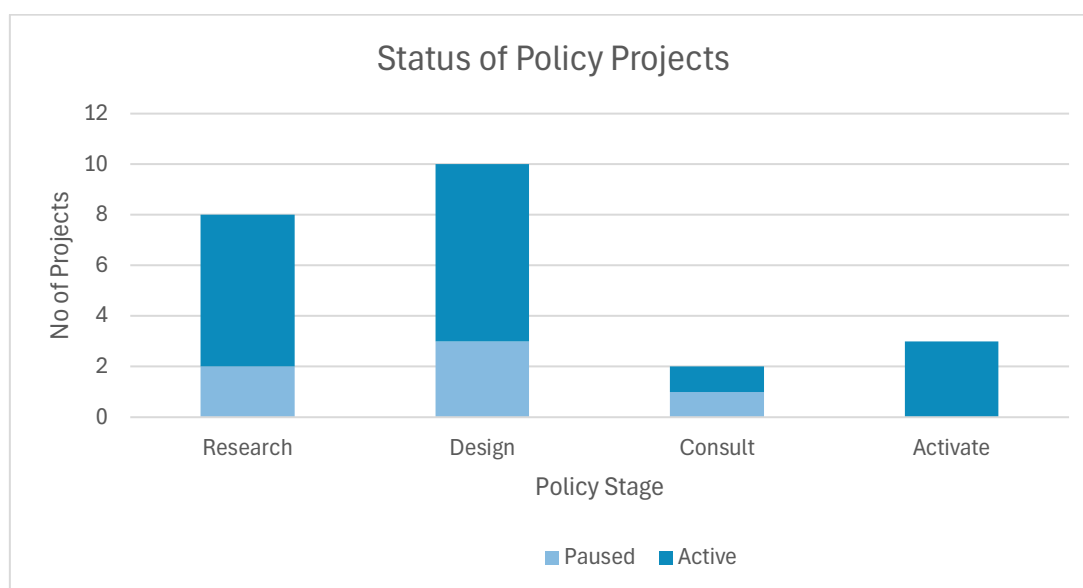
Project Management Framework – Policy and Engagement

Policy development is often dictated by legislative requirements. The process to develop a new policy takes approximately 18 to 24 months from project initiation to implementation. FNDC has developed a Project Management Framework (PMF) for policy projects. The PMF is based on the Department of the Prime Minister and Cabinet's Policy Project frameworks.

The Strategy and Policy team has the capacity to actively undertake approximately 18 projects at a time, at varying stages of completion.

An overview of the different stages of bylaw and policy development is as follows:

Research and Conceive	Legislative requirements, evidence analysis, initial engagement with key parties, scoping, problem definition
	Options analysis and assessment, research and options report
Design	Early engagement, drafting, implementation planning, consultation, engagement planning, legal assessment, consultation proposal report
Consult	Formal consultation, engagement activities, oral submissions, submission analysis, re-drafting, and adoption report
Activate	Formal notification, implementation



Operational Highlights for the June 2026 reporting period:

Strategy

- Housing Strategy - work is progressing on the Housing Strategy. A draft Housing Strategy has been reviewed internally. The draft Strategy was presented to the Housing portfolio on 24 June. Targeted engagement of the draft Strategy will occur in July.
- LTP support – The Strategy team is supporting the LTP team with the strategic components of the LTP, e.g., Strategic Priorities, Community Outcomes and Levels of service. Workshops were held with EMs in June.

Policy and Bylaws

- An EM workshop discussing the Local Alcohol Policy (LAP) was held on 10 June. Attendees included elected members, staff, and Public Health representatives from Health NZ. Staff presented LAP research. EMs provided feedback and guidance on specific policy components.
- DC Policy amendments – Consultation open from 18 May to 08 June. 21 in scope submissions received. A summary of submissions will be presented to Te Kūkupa and Council in July.
- The Policy team continues to support the implementation of the Development Contributions Policy.
- Work is progressing on the development of the Parking Policy. A workshop was held with Bay of Islands – Whangaroa Community Board on 22nd June. Workshops have now been held with all community boards. A draft policy will be presented to Te Kūkupa and Council in August.
- Staff are progressing amendments to the Parking and Road Use Bylaws to support the Russel Placemaking Plan.
- Research has commenced regarding the review of the Vehicle Crossings Bylaw. The Bylaw needs to be reviewed by September. The review report will be presented to Te Kūkupa and Council in August.
- Paused projects include:
 - Research re Waters-related bylaws – On hold until CCO is established

- Design Stage - Smokefree / Vapefree, and Roading Policies – reprioritised to allow staff to concentrate on the Dog Management Policy and Bylaw review.
- Land Drainage Bylaw – on hold until after the PDP appeal period is closed. Council decisions on the Proposed District Plan submissions were notified on 30 June. This has resulted in land drainage rules being incorporated into the Plan. The appeal period is now open till the 12 August.

Future reporting focus

- A summary of submissions regarding the amendment to the Development Contributions Policy will be presented to Te Kūkupa and Council in July.
- A draft Parking Policy, amended Development Contributions Policy, and Vehicles Crossings Bylaw review report to be presented to Te Kūkupa and Council in August.

Integrated Planning

Integrated planning is made up of two teams – Growth Planning and Placemaking and District Plan, who are responsible for:

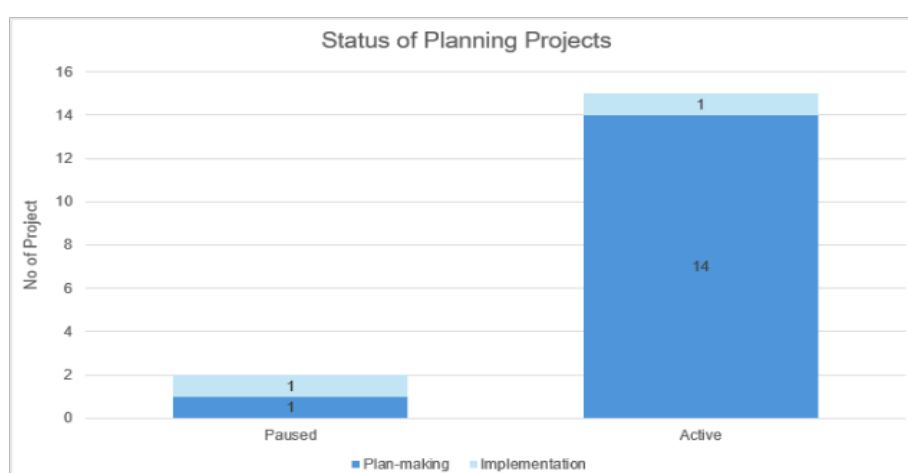
- Development and implementation of strategic growth initiatives, including Spatial Plans, Structure Plans, and other implementation initiatives.
- Management of community-led placemaking projects.
- Statutory processes required to manage Council's parks and reserves networks, including developing Reserves Management Plans.
- Administering, updating and maintaining the Operative and Proposed Far North District Plans.

There is also an 18-month fixed-term role within the department, created in partnership with Healthy Families (which provided salary funding). This role was created to look at opportunities to improve health outcomes through local government mechanisms.

Operational Highlights for the June 2026 reporting period:

- A significant milestone was achieved for the development of the new district plan, with Council making decisions on Proposed District Plan submissions at the 11 June Extraordinary Council meeting.
- Council adopted the Hearing Panel recommendations and reasoning except for two amendments relating to land drainage infrastructure provisions and rezoning (including a precinct overlay) of land next to the Kawakawa hospital.
- Council decisions were formally notified on 30 June, and the appeal period is now open till the 12 August 2026.
- Community feedback on the draft final design for Cass Street and The Strand was sought during June, with the feedback period closing on 12 July 2026. Staff will review the feedback and present the findings and final recommendations to the Bay of Islands Whangaroa Community Board.

Key Performance Metrics



The graph shows 17 planning projects overall, with most projects active and currently in the plan-making stage. Two projects are currently paused: the Financial Contributions Plan Change and the Kaikohe Broadway Landscape project. This reflects current work programme priorities and sequencing. Future updates will show any movement between plan-making, implementation and paused status.

Key Projects Status**Proposed District Plan (PDP)**

- A significant milestone was achieved for the development of the new district plan, with Council making decisions on Proposed District Plan submissions at the 11 June Extraordinary Council meeting.
- The appeal period will open on 30 June and will close on 12 August 2026.
- Staff are now supporting users of our district plans, so they understand how to apply both plans after Council decisions. This included preparing materials such as fact sheets, internal workshops, website information and media releases.
- The decisions version of the PDP (e-plan) was completed in preparation for June 30 notification.

District-Wide Spatial Strategy (DWSS)

- Staff are preparing for a workshop with Elected Members and the Kupapa Steering Rōpū on 8 July 2026. This workshop is the first of two to start sharing findings from engagement undertaken and findings from evidence reports being developed.
- This work will help inform the project's vision, principles and objectives. This will be the focus of the second workshop on 12 August 2026.
- The DWSS will inform any future Regional Spatial Plan.

Future reporting focus

- At the 3 August Te Hiku Community Board meeting, staff will be seeking endorsement to notify the draft Rangitoto Reserve Management Plan.
- At the 6 August Bay of Islands Whangaroa Community Board meeting, staff will be seeking direction from the board post the hearing on the Simson Park Domain Reserve Management Plan. Staff are recommending, subject to any amendments that the board endorses, that the plan be referred to Council.
- Bay of Islands Whangaroa Community Board agenda to seek endorsement of the final design for Cass Street and the Strand, and direction on bylaw changes to support parking changes.

**RAUTAKI KIA HONO -
STRATEGIC RELATIONSHIPS
GROUP
MONTHLY REPORT
JUNE 2026**

Executive Summary

During June 2026, the Strategic Relationships Group continued to support effective governance, community engagement, stakeholder relationships, and organisational health, safety and wellbeing across Council. Activity for the month reflected a strong focus on rangatahi participation, transparent democratic processes, Community Board support, local funding decisions, critical-risk management, and regional relationship building.

Civic Engagement and Education progressed youth-focused initiatives, including the opening of registrations for E Tū Rangatahi – Stand Up Young Leaders, continued implementation planning for the Youth Participation Strategy, delivery of youth mentor training, and recognition of FNDC's Mobile Ballot Box Tour as an equal top election-themed entry in the 2026 LGFA Taituarā Local Government Excellence Awards.

Democracy Services enabled 10 formal Council, committee and Community Board meetings and supported four workshops covering the District Plan, local government reforms, Local Alcohol Policy and Long Term Plan. Work also continued to improve livestreaming quality, revive the Accessibility Action Group, and progress the transition from InfoCouncil to Resolve. A total of 57 elected member requests for service were created in June, with response-time performance remaining an area of focus.

Community Board activity remained significant across all three boards, with continued focus on local government reform input, Community Board priorities, funding guidance, placemaking, transport, infrastructure resilience, public safety, and community advocacy. All three boards adopted board-specific funding guidance, and over the 2025/26 year considered 154 applications requesting \$1.436 million in total community funding.

Health, Safety and Wellbeing performance remained generally stable, with no lost-time injuries recorded in June and 10 new incident reports lodged in PeopleSafe. Threatening behaviour remained the most frequently reported incident type and continues to be a key risk for public-facing staff. Lone working and psychosocial hazards remain priority critical risks under review, supported by policy reviews, targeted training, and wellbeing initiatives. EAP/Habit Health use increased in June, with career concerns, manager relationships, workload and restructuring continuing to feature among work-related issues, while sick leave continued to show a seasonal and fluctuating pattern rather than a sustained upward trend.

Strategic Relationships activity strengthened regional and local partnerships through business and stakeholder network engagement, collaboration with NorthlandNZ and isite teams, and ongoing discussions with Ngāti Rēhia focused on environmental tourism, visitor education, workforce development and Eco Sanctuary opportunities.

Reporting Period: June 2026

This monthly report is presented in a 1-month rolling period to highlight trends, spikes, and troughs, with a focus on the closing period month's operational activity updates, key metrics being tracked, and data analysis.

Authors of the following detailed reports include - Group Manager Strategic Relationships; Manager Civic Engagement & Education; Manager Democracy Services; Manager Health, Safety and Wellbeing and Principal Advisor Stakeholder Relationships.

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Civic Engagement and Education

The Civic Engagement and Education (CEE) work programme is designed to strategically align with Council strategies, frameworks, SLT priorities and internal work programmes. Youth will be a key focus of the CEE work programme for 2026-2028. FNDC aims to empower residents, including rangatahi (youth), across the Far North to participate meaningfully in local decision making by providing structured opportunities for civic education, leadership development, and co-design initiatives that are relevant to their communities. Strong partnerships across sectors throughout the district aim to strengthen local voice, build equitable access to pathways and support, and ensure that rangatahi insights shape FNDC's planning, services, and long-term strategy.

Operational Highlights for the June 2026 reporting period:

- [E Tū Rangatahi - Stand Up Young Leaders](#) event registrations open. This pilot event to be held 6 August, is a chance for rangatahi (aged 15–24) to come together, think about what's happening in the Far North, and share ideas that could make a difference.
- Kōkako - Youth Education & Leadership Pathways Portfolio. Work programme progress – Youth Participation Strategy finalised with valued input from TUIA programme participant and rangatahi lead advisor on Kōkako - Youth Education & Leadership Pathways Portfolio Noah McBirney Warne. Implementation planning for the strategy is in progress.
- Attended [2026 LGFA Taituarā Local Government Excellence Awards®](#) in Wellington where Far North District Council's Mobile Ballot Box Tour was nominated for a National award for **excellence in community engagement**. The judges feedback was *"The Mobile Ballot Box Tour was awarded marks in the high 70s and high 80s, including top mark in the category from one judge. It finished with a mark in the low 80s making it **equal best of the five election-themed entries** we received this year. A successful project with a measurable result that demonstrated potentially transferable innovation. Well done."* While FNDC wasn't successful, it was great to see Northland Regional Council win that category!
- Youth Mentor training certification delivered by NZ Youth Mentoring in partnership with Far North District Council at Te Ahu, Kaitaia. This event was offered for free to the community through a partnership agreement with NZ Youth Mentoring. 14 participants attended from across the district with organisations representing all three wards. There was a mix of rangatahi and youth workers. Feedback from this workshop is to hold separate workshops in the future, one specific for rangatahi and one specific to youth workers. Feedback also included a large interest, from the participants at the Te Ahu workshop, for the workshops to incorporate a Te Ao Māori lens to ensure it is relevant and meaningful to attendees. Participants for a future workshop have been identified in Kaikohe and we are working on details to deliver that later this year.
- Staff attended national working group meeting related to relationship management tools. Robust tools and processes shared by Environment Canterbury Regional Council (ECAN) that will be explored further for consideration to adapt and adopt what is relevant and effective.



Etū Rangatahi
KIA IHUMANEA

Mēnā he kaupapa tāu, ā, e hiahia ana koe ki te whakatinana i tētahi whakaaro whaihua mō tō hapori, ahakoa kei te tīmatanga tonu, tēnā, whakapā mai.

Kei ō ringringa rānei he kaupapa whaihua?
Kei te kite rānei koe i tētahi āhuaranga i tō rohenga o Te Hiku o Te Ika me pai ake? Māu tēnei kaupapa!

He utukore

Kōni atu i te \$2000 te wāria o ngā taonga ka whakawhiwhia ki a koutou ngā ihumanea o Te Hiku o Te Ika!

TĀITE
6 ĀKUHATA 2026
10am–2pm

Te Kōwhiri o Te Hiku o Te Ika
Te Tōhutu o te Mōtūaranga
Ministry of Education

QR code: Rēhita mai i konei mā te wāhanga QR



Etū Rangatahi
STAND UP YOUNG LEADERS

If you've got an idea, a passion or a solution, even if it's not fully formed yet, we want to hear it!

Have an idea that could make a difference?
Or see something in your Far North rohe that could be better? This is for you!

Free to attend

We have over \$2000 worth of prizes to give away to the next innovators of our Far North!

THURSDAY
6 AUGUST 2026
10am–2pm

Te Kōwhiri o Te Hiku o Te Ika
Te Tōhutu o te Mōtūaranga
Ministry of Education

QR code: Scan to register!



Etū Rangatahi
KIA IHUMANEA

Nau mai, piri mai

He kaupapa ihumanea, kotahi rā te roa mā ngā rangatahi e whai ana ki te kimi huarahi e pai ake ai ō rātou hapori.

Ka aha?

- Ka mahi ngātahi hei tīma mai i te tīmatanga ki te mutunga o te rā.
- Ka whakarongo ki ngā kaikōrero whakaaweawe.
- Ka whakatakoto i tō kaupapa ki mua i tētahi pānara tohunga.

Ngā tīma

- Whakauru i tō tīma, kia kaua e kōni atu i te tokoono tāngata.
- Me rangatahi te tokotoru o koutou, kōni atu rānei (15–24 tau te pakeke).
- Ka taea hoki te whakauru mai i te whānau, ngā kaitiaki, ngā kaiako, ngā kaiwhakangungu, ngā kaitohutohu me ngā mātanga ki tō tīma.

I mua i te rā o te kaupapa

Me hui ngātahi ngā tīma i mua i te kaupapa hei:

- Whakawhiwhi kōrero, whakawhanake hoki i tō koutou kaupapa.
- Waihanganga i tētahi whakatakanga poto (5 meneti pea te roa) mō te pānara.

Ā taua rā tonu

Ka aro te pānara ki ēnei āhuatanga:

- Te āhua o tō tautohi i te hiahia, i te whai wāhitanga rānei o tō kaupapa.
- Te āhua o tō kōrero ki tō hapori mō tō kaupapa.
- Te māmara o tō whakatakoto i tō kaupapa ihumanea ki te pānara.

Ngā taonga

Kōni atu i te \$2000 te wāria o ngā taonga kua takohanga ka whakawhiwhia ki a koutou ngā ihumanea o Te Hiku o Te Ika!

Ngā taipitopito o te kaupapa

Te rā: Tāite, te 6 o Ākūhata 2026
Te wā: 10am–2pm

Te wāhi: Mahinga Innovation Centre, Ngāwhā Innovation & Enterprise Park, 5449A State Highway 12, Kaikohe

- Ka whakaritea he paramanawa, he tina hoki.
- Ka tautokohia tō taenga mai ki te hiahia.
- He kaupapa kore utu tēnei.

Rēhita mai

QR code

He pātāi āu?

Whakapā atu ki a Casey Gannon – Manager of Civic Engagement and Education
casey.gannon@fndc.govt.nz



Etū Rangatahi
STAND UP YOUNG LEADERS

Join us for

A one-day innovation lab for rangatahi who want to make a difference in their community.

What happens?

- Work as a team throughout the day.
- Hear from inspiring speakers.
- Pitch your idea and solution to a friendly panel of experts.

Teams

- Compete as a team of up to 6 people.
- At least 3 team members must be rangatahi (aged 15–24).
- Part of your team could include: whānau, caregiver, teacher, coach, mentor, or subject matter expert.

Before the lab

Teams will need to come together to:

- Discuss and develop their idea.
- Create a short (5 minute) pitch/presentation for the panel.

On the day

The panel will look for:

- How you identified the need or opportunity.
- How you consulted your community.
- How clearly you tell your innovative solution story to the panel.

Prizes

We have over \$2000 worth of prizes to give away to the next innovators of our Far North!

Event details

Date: Thursday 6 August 2026
Time: 10am–2pm
Location: Mahinga Innovation Centre, Ngāwhā Innovation & Enterprise Park, 5449A State Highway 12, Kaikohe

- Morning tea and lunch provided.
- Transport support available (contact details below).
- Free to attend.

Register

QR code

Have any questions?

Contact
Casey Gannon – Manager of Civic Engagement and Education
casey.gannon@fndc.govt.nz

Key Performance Metrics

Progress Status	Tracking Key
Green	ON TRACK
Amber	IN PROGRESS but facing some challenges. Needs monitoring and possible corrective action.
Red	OFF TRACK OR NOT STARTED Significant issues, delays, or risks require immediate attention.

2026 / 2027 Civic Engagement and Education Workstreams

Workstream 1	Youth Development	ON TRACK
Workstream 2	Supporting Civic Participation and Leadership Pathways for Māori	ON TRACK
Workstream 3	Building Civic Awareness as System Connector and Enabler	ON TRACK
Workstream 4	Increasing Accessibility and Inclusion in Democratic Process	ON TRACK
Workstream 5	Civic Engagement	ON TRACK

Democracy Services

Operational Highlights for this reporting period:

- Enabled 10 Formal meetings across Council, Committee and Community Boards.
- Assisted the organisation in facilitating 4 workshops relating to
 - District Plan
 - Local Government Reforms
 - Local Alcohol Policy
 - Long Term Plan
- Continued to work with vendors and staff in both Communications & Engagement and IT to help improve the quality of livestreaming for Formal Meetings
- Reviving the Accessibility Action Group ready to meet from July 2026
- Commenced project to replace our meeting management and distribution software, moving from InfoCouncil to Resolve.

Elected Member Request for Service Reporting

For the month of June, a total of 57 elected member RFS' were created across the organisation. Due to the refining work being undertaken, a breakdown on RFS related topics is not available this month.

On average for the month of June the average time to respond to an RFS was 81.4 days compared with 68.1 during the month of May. The percentage of RFS' completed on time increased from 40% in May to 43% in June.

There is a focus on providing individual Elected Members' consistent and useful RFS reports at the beginning of each month as part of weekly check-ins.

Community Boards

The core activities for June other than ordinary Community Board (CB) meetings were preparing a preliminary report on the current state of CBs (*Far North Community Boards: Preliminary Insights*) and preparing for the August combined CB workshop. The purpose of the preliminary report was to input information about Far North CBs to the current Local Government Reform programme and provide Morrison Low Advisory with material to inform proposals on amalgamation models and a subsequent submission to Central Government. This report contained:

- A high-level analysis of previous public submissions relating to Far North CBs
- An overview of current members' perceptions of opportunities and challenges
- An overview of community outcomes generated from CB grants
- A comparison with Auckland Local Boards
- A set of recommendations
- A draft implementation plan.

The report is an initial step in the reform programme and subsequent work at different stages is required to refine recommendations and fill any information gaps.

Community Board Coordinators (CBCs) have begun preparation for the next Combined Community Board Workshop (August) engaging with both staff and members on top priorities. Confirmed workshop subjects include the transport portfolio and long-term plan. This workshop will likely have time for three subjects. The third subject may be 'community safety and the role of CBs', this idea will be canvassed with CBs to see if this is a priority.

Additionally, the CB Chairs have requested staff focus on developing plain-language communication resources to better explain the purpose, relationship, and consultation opportunities associated with key council planning documents (e.g., District Plan, Long Term Plan, Annual Plan, Infrastructure Strategy, and Strategic Plans). The proposal aims to improve understanding among elected members and the public, particularly those new to local government processes, and may support future civic education and elected member induction initiatives.

Finally, two ongoing projects are nearing completion. Firstly, the draft Accord (i.e., a relationship agreement between CBs and Council) will be shared with CBs in early August for comment, with a finalised draft scheduled to be shared with Kahika in mid- to late- August. And, secondly, a CB Strategic Plan template will be shared with each CB in early August. CBCs will facilitate the identification of CB values and priorities, as well as update the strategic projects list for each respective CB.

Bay of Islands-Whangaroa Community Board

BWCB held its scheduled meeting on 4 June at the Turner Centre, Kerikeri, progressing routine governance as well as granting local funding to support events and community groups. A significant number of applications were received, particularly in relation to hosting events for Matariki. The Board distributed all remaining funds for the financial year.

Special notes, include:

- Amenity lighting – CBMs attended the site blessing and installation of new amenity lights at two locations (insert locations). Ngāti Rēhia led the blessing at each site. Attendees included the Department of Conservation, Contractor and installation team, and FNDC staff.



- Request for delegation – The BWCB formally requested the transfer of Kerikeri Domain from a district asset to the BWCB. The next step requires the completion of a report to be submitted to Council.
- Contractor concerns – Members (particularly in the Kerikeri area) have received multiple complaints regarding the execution of roading projects. In particular, members and residents have noticed that during road and carpark re-surfacing work, the painting of lines is occurring on loose stones and as a result are subsequently swept away upon the completion of a projects. Recent specific examples include Hall Road and Windsor Landing.
- Roading bylaw – the BWCB is particularly interested in understanding whether there is any opportunity to contribute to the renewal of this bylaw as it relates to potentially addressing current issues with roadside hawkers and alfresco dining. This matter is of specific interest in the Paihia and Russell areas.
- Local government reform – Members continue to express the necessity for CB representation and or participation in any matters pertaining to the Local Government Reform Programme.
- Placemaking – Members continue to support the completion of the Russell Placemaking project and initiation of the new Simson Park Placemaking project. The Simson Park project officially began with a rangatahi-led (Te Kura Kaupapa Māori o Taumarere) fruit tree planting on the 29th of June. The tree planting was celebrated with a hakari hosted by the kura. The BWCB will hold Public Hearings on the proposed Simson Park Domain Reserve Management Plan at their August ordinary meeting (6th of August).



Photo credit: Te Kura Kaupapa Māori o Taumarere

- General - Members have all been active with community groups and residents across various matters including footpaths, flood resilience, roading and roadside vegetation, alfresco dining and street vendors, footpath accessibility and safety, and RFS communications with contractors. Additionally, Members have been invited to attend numerous events which the BWCB supported with funding.

Kaikohe-Hokianga Community Board (KHCB)

KHCB met on 3 June, with additional engagement and community advocacy activity continuing throughout the month.

The Board received verbal submissions on the future of the current Kaikohe Library building, together with a deputation from Top Energy representatives CEO Russell Shaw and Network Manager Claire Picking. Members used the opportunity to gain a better understanding of electricity network resilience, the causes of unplanned outages, vegetation management, storm impacts and opportunities for community education and advocacy around energy infrastructure.

Key governance decisions included the adoption of Community Guidance for Funding from Kaikohe-Hokianga Community Board providing clearer direction for future community grant applications and supporting a more consistent and strategic approach to local funding decisions. The Board also received the Te Puna o Kupenuku Lease Update noting that further engagement would take place in July, as options for the future management of the Hokianga Community Campus Rawene site are considered.

The future use of the current Kaikohe Library building remains a significant area of community interest. Members received an update on public engagement activity and reinforced the importance of ensuring any future use supports a safe, welcoming and vibrant community space. Members also noted the importance of the building complementing the Board's longer-term aspirations for the Library Lane precinct, including the Community Board's LTP proposal to develop the area as a community-focused hub that supports creative, cultural and community activities, while contributing to wider Kaikohe town centre revitalisation.

Facilities Management staff met with the Board to discuss local hall and cemetery assets, providing members with an opportunity to better understand current management, maintenance responsibilities and future planning considerations. As part of this discussion, members requested a comprehensive list of ward assets included within the Community Facilities maintenance contract, reflecting ongoing interest in asset visibility, service levels and community expectations regarding local infrastructure delivery.

Throughout June, members remained actively engaged in community advocacy across the Kaikohe-Hokianga rohe, with a strong focus on transport, infrastructure, public safety, local asset maintenance and service responsiveness. A number of matters were raised by members on behalf of residents and communities, reflecting ongoing concerns about the condition, accessibility and resilience of local infrastructure, particularly in rural and coastal communities. This included continued advocacy through elected member support and RFS channels, with members seeking clearer follow-up, accountability and communication where residents and members have experienced difficulty obtaining updates on longstanding issues.

Key matters raised through member advocacy included:

- road maintenance, grading and service-level concerns across South Hokianga;
- community safety concerns near Te Kura Kaupapa Māori o Te Tonga o Hokianga and the Koutu footpath connection;
- drainage and flooding issues affecting local roads and footpaths;
- gravel accumulation on SH12/Opononi footpaths;
- Kokohuia Road sealing request;

- road safety and dust concerns, including matters raised in relation to Mansbridge Road Broadwood;
- community CCTV and wider safety discussions;
- clearer accountability around asset maintenance responsibilities; and
- improved responsiveness and communication through the RFS process where residents were seeking updates on unresolved or recurring issues.

Members also continued to support local projects and community-led priorities, including ongoing work with staff and community representatives to progress Hōreke beautification initiatives. This included discussion around bus shelters, community amenities and other village improvement priorities. More broadly, members remained active within their communities throughout the month, responding to constituent concerns, supporting local initiatives and continuing advocacy on issues affecting community wellbeing, infrastructure resilience and service delivery.

Te Hiku Community Board

Te Hiku Community Board focus this month was on placemaking initiatives, infrastructure resilience, transport opportunities and community funding alignment.

Pukepoto Footpath: Project progressed with the Board considering commitment of up to \$891,149 from delegated footpath budgets to deliver a long-planned pedestrian connection between Pukepoto School, Te Uri o Hina Marae, Te Rarawa Marae and the wider community. The project remains a significant Te Hiku infrastructure and safety priority

Amenity lighting investment: expanded across Te Hiku, with proposed installations at Korora Street Playground (Ahipara), Jaycee Park Playground, and the Jaycee Park walkway intersection, improving safety, accessibility and community use of public spaces.

Moringahe Reserve: governance arrangements advanced, with the Board considering appointment of a representative to the Working Group supporting a co-management approach between Council and Ngā Hapū o Ahipara, including development of a reserve management programme and implementation of a Kaitiaki Agreement.

At THCB meeting on 2 June 2026, the board approved “Mats Place” as the name of the new public road at 301–305 Tokerau Beach Road, Karikari Peninsula. The decision related only to the road naming and not to approval of the subdivision.

Community grant outcomes were monitored, with project reports received from previously funded organisations including Ahipara Aroha, Bald Angels, Doubtless Bay Business Association, Kaitaia A&P Association, Rangaunu Sports Club and SPCA, demonstrating delivery of community projects supported by Board funding

Progression of the Taipā Foreshore and Reserve Placemaking Plan, focused on public space enhancement and community connectivity.

Placemaking in Taipā

Plan in brief

The Taipā Placemaking Plan (the plan) results from a partnership between Far North District Council (FNDC) and Matakitaki te hāpi, to incorporate cultural identity of place through storytelling within placemaking design elements. Engagement with the community and Taipā Area School has also informed the development of this plan. Delivery (i.e. implementation) of this plan will directly support the long term cultural, social and economic wellbeing of Taipā residents and visitors.

Introduction

The Far North local Taipā community has dealt with a growing influx of visitors, especially over what are becoming longer seasonal tourist peak periods. A key driver for placemaking in Taipā and what the community initially sought was the assistance from FNDC to upgrade the foreshore and reserve area and its resulting parking problems. Public feedback further identified the need for the Taipā foreshore and reserve to be an open space for public enjoyment, which provides for a feeling of safety, access to relax, socialise and exercise. To realise the full potential of Taipā foreshore and reserve for all the community to use, a design plan for the project area was prepared which illustrates where components (inspired from the community) can be placed. This plan supports the Design Plan (attached to this report as Appendix A) including the background information and discussion.



24 Actions
6 Funded
3 Possibly funded
15 As yet, unfunded

Key matters raised through member advocacy included:

- Advocacy regarding the condition and future requirements of Donalds Road Bridge and other transport infrastructure affected by flooding and stormwater issues
- Follow-up on stormwater improvement works around Commerce Street, Taaffe Street, Empire Street, and East Lane in Kaitia, areas previously affected by flooding
- Community concerns regarding vehicle speeds in the Hihi area, with requests for speed limit and signage reviews being progressed through Board advocacy
- Blocked culvert and overgrowth at Tokerau Beach
- Illegal dumping Back River Road and Herekino transfer station
- Dangerous trees at Takahue Road, Ahipara
- Crashed vehicle for removal Mangamuka Gorge, north entry (NZTA)
- Cable Bay: broken footpath, Stratford Drive needs repairing
- Permit to construct gravel path and set of wooden steps
- NZ Post not delivering to small rural communities in Northland

Funding

Bay of Islands - Whangaroa

The Bay of Islands-Whangaroa Community Board started the financial year with \$208,804 in Community Grant Funding and \$100,000 in Pride of Place Funding.

Analysis

- Thirteen community applications requesting a total of \$127,288 were considered by the Board at their June meeting, along with an application for work at Simson Park, Moerewa, which was submitted by the Reserves Planner in support of the Simson Park Management Committee.
- The Board granted funding as follows:
 - Business Bay of Islands for flags in Paihia - \$3000
 - Jacman Entertainment for Matariki Pēwhairangi Festival of Culture - \$12,500
 - Kerikeri Scouts for den re-roofing - \$13,460
 - Kororareka Community Wharf Kaitiaki Trust for beach erosion phase 2 - \$15,000
 - Matauri Bay Marae for Piri Mokena 2026 tournament - \$3440
 - Ngati Kuta Ki Te Rāwhiti Charitable Trust for Te Rāwhiti Puanga Matariki Celebration 2026 - \$6000

- Screen Northland Ltd for Bay of Islands-Whangaroa Creative Participation & Regional Screen Development Support - \$3000
 - Te Runanga o Whaingaroa for Puanga ki Whaingaroa - \$4645
 - The Centre, Kerikeri, for three shows, including Taake Kuri: The Dog Tax Rebellion and Kitchen Chaos School Holiday Show - \$17,560
 - Simson Park tree removal and replanting - \$12,770
- The grants made at the 4 June 2026 meeting allocated the funding the Board had for the financial year in full.

Te Hiku

Te Hiku Community Board started the financial year with \$146,811 in Community Grant Funding and \$100,000 in Pride of Place Funding.

Analysis

- Ten applications were received by the Board at their 2 June meeting, requesting \$98,698.
- The Board granted funding to all three applicants for their projects:
 - Ahipara Aroha Inc for Matariki ki Ahipara 2026 - \$2769
 - Kaitaia Hospital for GEN 2 Sentimag Unit with Probe - \$59,000
 - Kaitaia Knights Chess Club for annual club tournament - \$390
 - Pompallier Catholic School for U14 Basketball Team AIMS games - \$3250
 - Roma Marae for Kaumatua Matariki and Kapa haka 2026 - \$3800
 - Screen Northland Ltd for Te Hiku Creative Participation & Regional Screen Development Support - \$3000
 - Te Hiku Sports Hub Incorporated for Health, Safety, Access Utilisation Improvements to the Te Hiku Sports Hub - \$15,159
 - Te Kura Kaupapa Māori o Tūtutarakihi for Puanga Matariki ki Te Ahu - \$3540
- Following the meeting, the Board had \$5,902 remaining of their annual grant. Their final meeting of the financial year was held on Monday 29 June, with funds being disbursed in the 2026/27 financial year. Funds granted at this meeting will be reported on in the July 2026 analysis.

Kaikohe-Hokianga

The Kaikohe-Hokianga Community Board started the financial year with \$106,927 in Community Grant Funding and \$100,000 in Pride of Place Funding.

Analysis

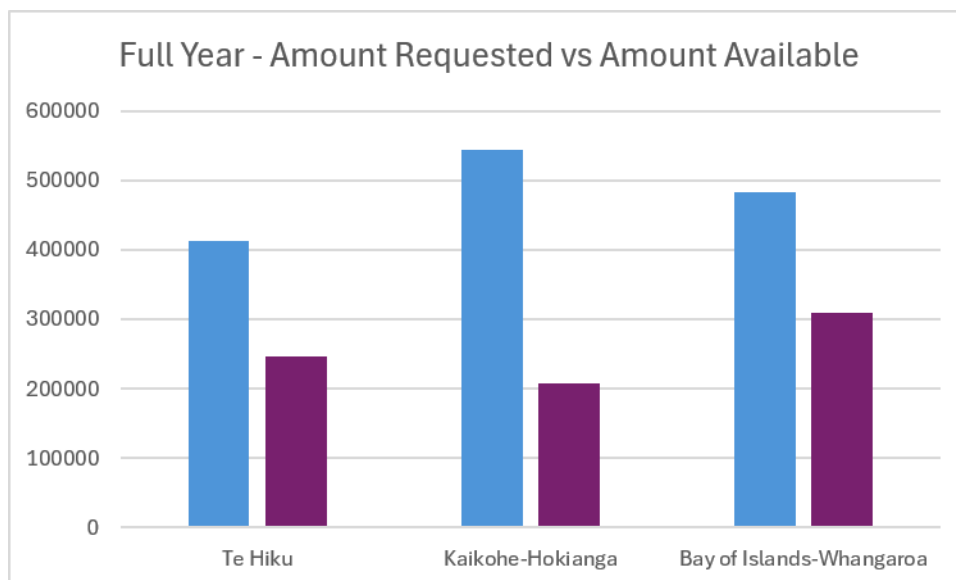
- Eight new applications were received, requesting a total of \$116,593.
- The Board made the following grants:
 - Circability Trust for adapted circus programme for Disabled young people in Kaikohe and Hokianga - \$4000
 - Hokianga Community Educational Trust for “Ngā Whakaata o Matariki”, Reflections of Matariki - \$4000
 - Lake Ōmāpere Trust for Matariki 2026 - \$5000
 - Ngā Moko a Rāhiri Incorporated for Whāia Te Oranga Tonutanga - \$5000
 - Screen Northland Limited for Kaikohe–Hokianga Creative Participation & Regional Screen Development Support - \$3000

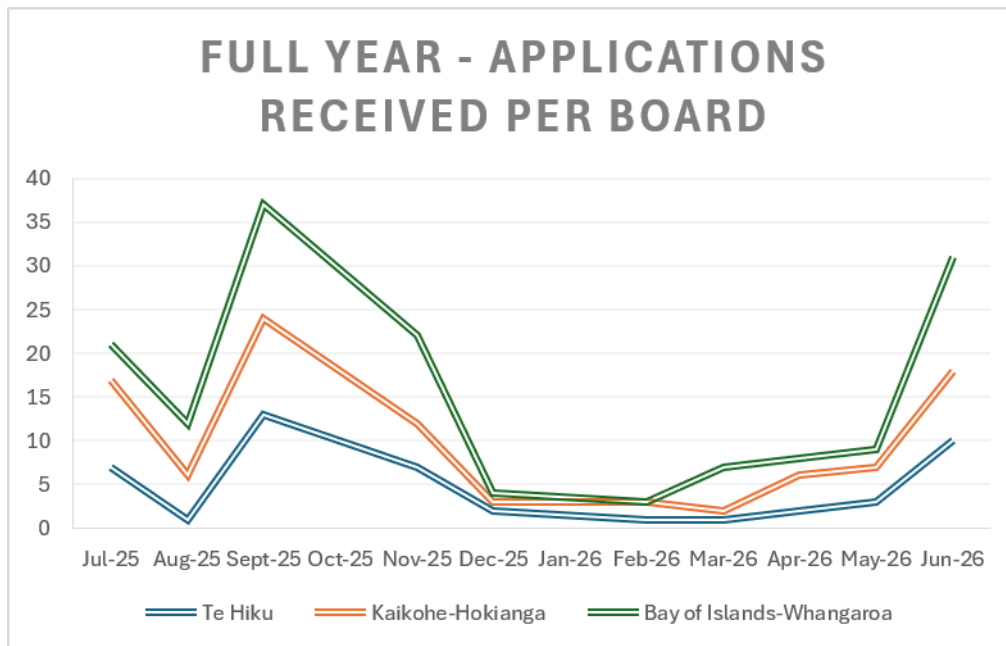
- Waitapu Community Centre towards Waitapu historic school building restoration - \$47,511.13
 - Momentum Charitable Trust for Life and Financial Skills Programmes Supporting Reintegration for Kaikohe-Hokianga Residents - \$2300
 - Omapere Resource HUB for Omapere Resource HUB feasibility study working group - \$2850
- The grants made at the 3 June 2026 meeting allocated the funding the Board had for the financial year in full.

Other Funding Notes

Each community board adopted a board-specific guidance to give clarity to their communities around the funding priorities of the board. These have been put on the website (<https://www.fndc.govt.nz/District/funding/Community-Board-Fund>) for applicants to reference when making funding applications.

Over the 2025/26 funding year, 154 applications were considered by the boards, requesting a total of \$1,436,350.





The total number of applications received per board were:

- Te Hiku – 47
- Kaikohe-Hokianga – 51
- Bay of Islands-Whangaroa - 56

Health, Safety & Wellbeing

Operational Highlights for the June 2026 reporting period

Lost Time Injuries (LTIs)

No LTI's in June (data from ACC).

Table 1: ACC claims for the last and current financial year.

Accident Date	Injury Description
27/08/2025	Contusion, knee
20/11/2025	Lumbar sprain
27/11/2025	Sprain of shoulder and upper arm
13/01/2026	Tooth symptom NOS
17/02/2026	Lumbar sprain
27/02/2026	Contusion, hip and thigh
27/02/2026	Rotator cuff sprain
3/03/2026	Contusion, knee and lower leg
15/05/26	Lumbar sprain
24/05/26	Thoracic sprain

Please note that all workplace injuries must be logged in PeopleSafe at the time of the incident. Failure to do so will result in ACC claims not being supported by the HSW team.

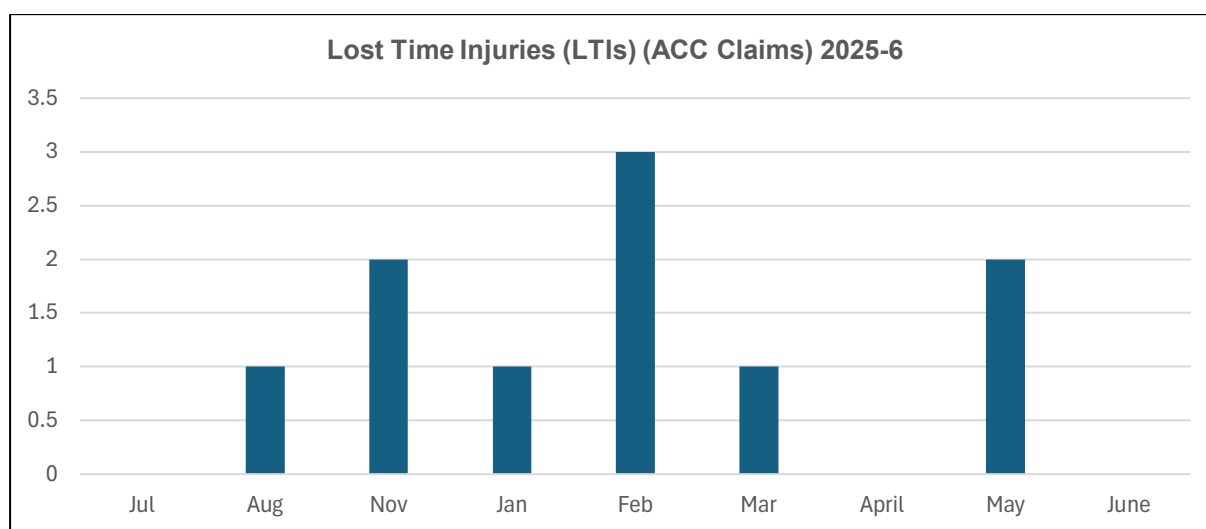


Figure 1: ACC claims for the last financial year.

Wellbeing

EAP Services (Employee Assistance Programme) has recently changed its name to Habit Health. Habit Health provides wraparound mental health support for the emotional, social, physical, and practical needs of FNDC staff. The services are delivered by a multidisciplinary team of counsellors, personal trainers, physiotherapists, advisors and educators.

Wellbeing and Elected Members

LGNZ offers a free counselling and support service for any elected member who needs it.

Free access is available to a 24/7 helpline and online resources, including digital tools to help track and manage your wellbeing, reducing stress, managing anxiety, improving sleep or supporting loved ones. Details remain fully confidential — no identifying information is shared with LGNZ or council. More details here: [Get help & support - LGNZ](#).

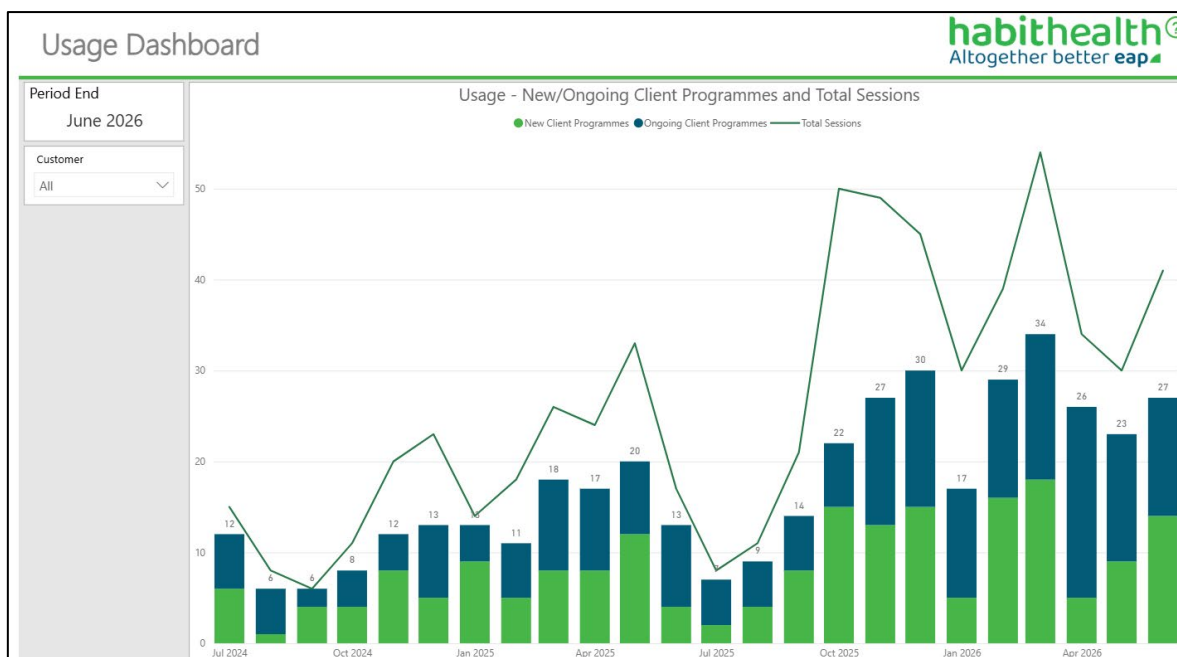


Figure 2: The Usage Dashboard shows on a month-by-month basis, new programmes of support started in a month, existing programmes (started in a previous month) and how many sessions were delivered in that month.

It can be seen in Figure 2 that new counselling appointments increased in June compared to May, but ongoing client programmes decreased as staff completed their sessions.

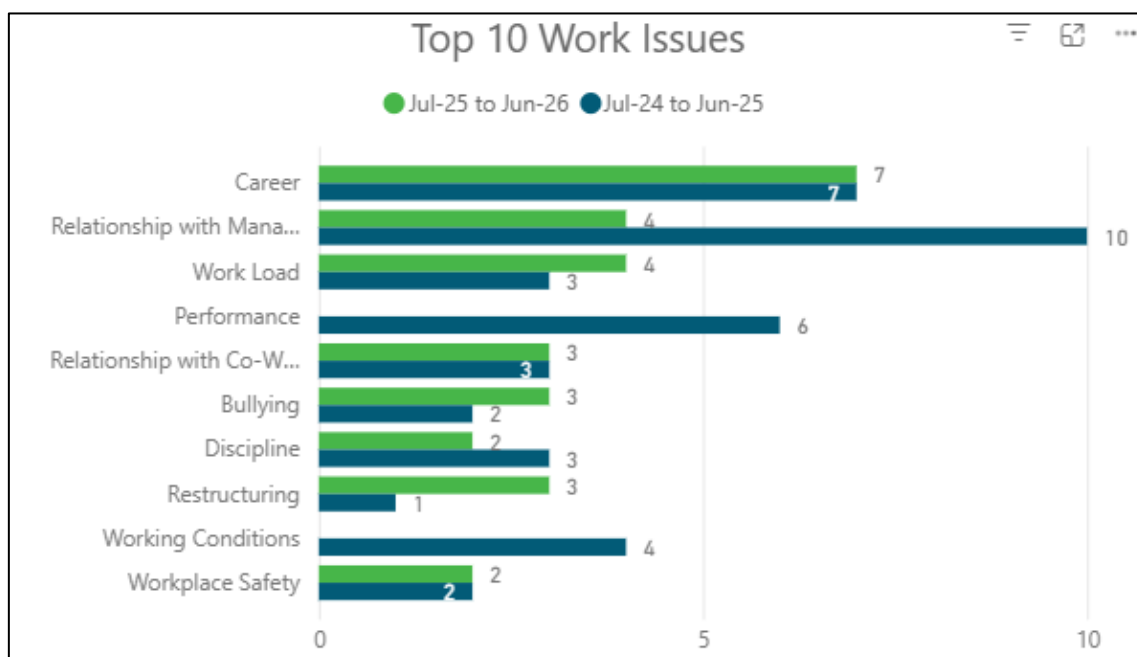


Figure 3: Comparison of the Top 10 work related issues reported to EAP last year and this year until June.

The main work issues reported on are concerns around careers, relationships with managers, and workload, as can be seen in Figure 3.

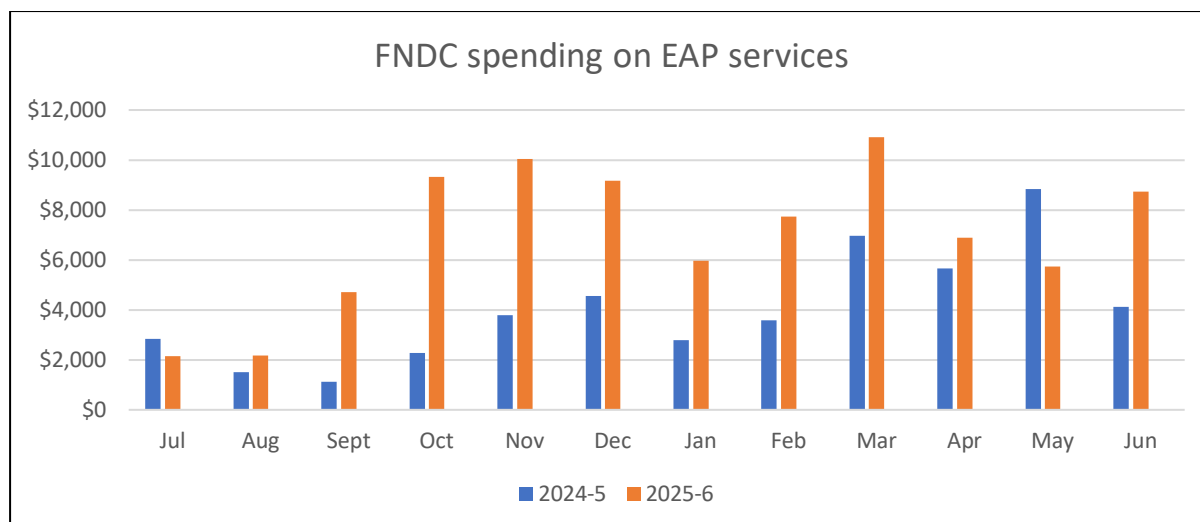


Figure 4: Comparison of EAP expenditure between 2024-5 and 2025-6 to June 2026

June spending has increased compared to May. Overall spending on EAP has increased almost monthly, as can be seen in Figure 4.

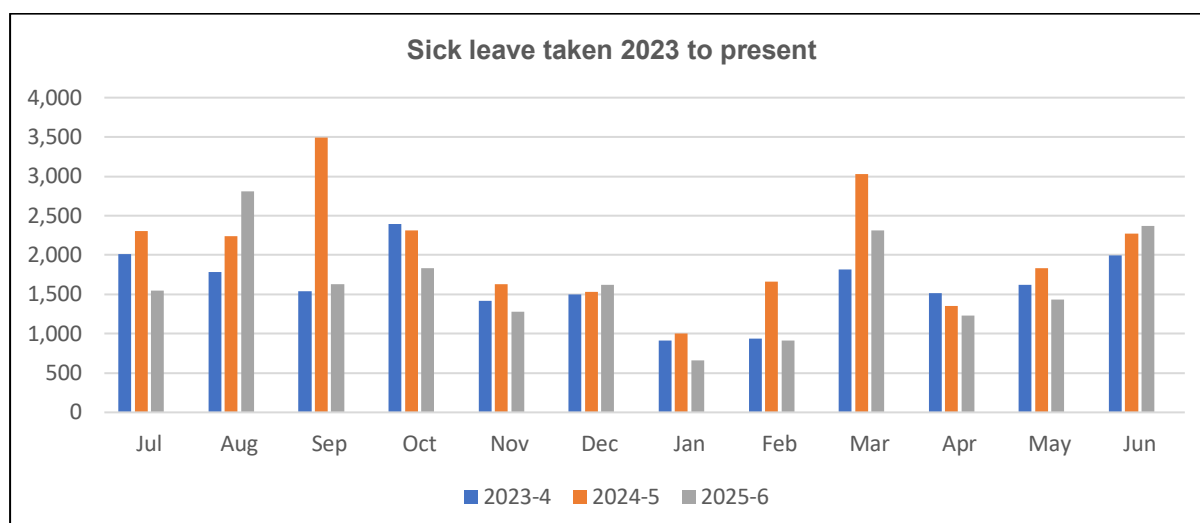


Figure 5: Sick leave (hours) taken by FNDC staff during 2023 to present.

As can be seen in Figure 5 sick leave shows a seasonal and fluctuating pattern rather than a sustained upward trend.

Table 2: Wellbeing initiatives in June

Date	Topic	No. of attendees	Description	Notes
24/06/2026	Psychosocial Hazards	108	MEW - July wellbeing focus – Sleep smarter	108 views on TK 3

HSW Policy reviews

- HSW 002 Lone Working Policy currently under review.
- HSW 021 Health monitoring currently under review.
- HSW 017 Psychosocial Hazards in the Workplace under review.
- HSW 001 H&S Management Policy under review.
- Bomb Threat and Suspicious Items standard operating procedure (SOP).

Critical risk reviews

Lone working process currently under review. New technology is being reviewed e.g. the use of WhatsApp and mobile phones with satellite accessibility.

Psychosocial hazards in the workplace are also a critical risk and under review.

Incidents

HSW incidents are recorded in PeopleSafe. As can be seen in Table 3 there were ten new incident reports during June 2026. Threatening behaviour was the most widely reported incident.

Table 3: HSW incidents reported during June 2026.

5/06/2026	Threatening Behaviour	Service Centre - Kaikohe	Customer interaction
8/06/2026	Serious Injury	Service Centre - Kawakawa	Parked Vehicle
10/06/2026	Threatening Behaviour	Off Site (Monitoring-compliance-inspection)	Public Interaction
11/06/2026	Near miss	Off Site (Monitoring-compliance-inspection)	Inspection/Site visit
12/06/2026	Pain & Discomfort	Ward - Bay of Islands-Whangaroa	Phone call
22/06/2026	Threatening Behaviour	Library Kerikeri Procter	Public Interaction
22/06/2026	Threatening Behaviour	Car Park - Te Ahu	Observing
22/06/2026	Near miss	Service Centre - Kawakawa	Customer interaction
23/06/2026	Threatening Behaviour	Car Park - Te Ahu	Observing
30/06/2026	Accident	Service Centre - Rawene	Inspection/Site visit

Threatening behaviour remains the highest reported incident annually. Current data, as can be seen in Figure 6, indicates that nearly all types of reported incidents have reduced when compared with the previous year.

The annual trend for the number of incidents reported has also reduced when compared to the previous year, as can be seen in Figure 7.

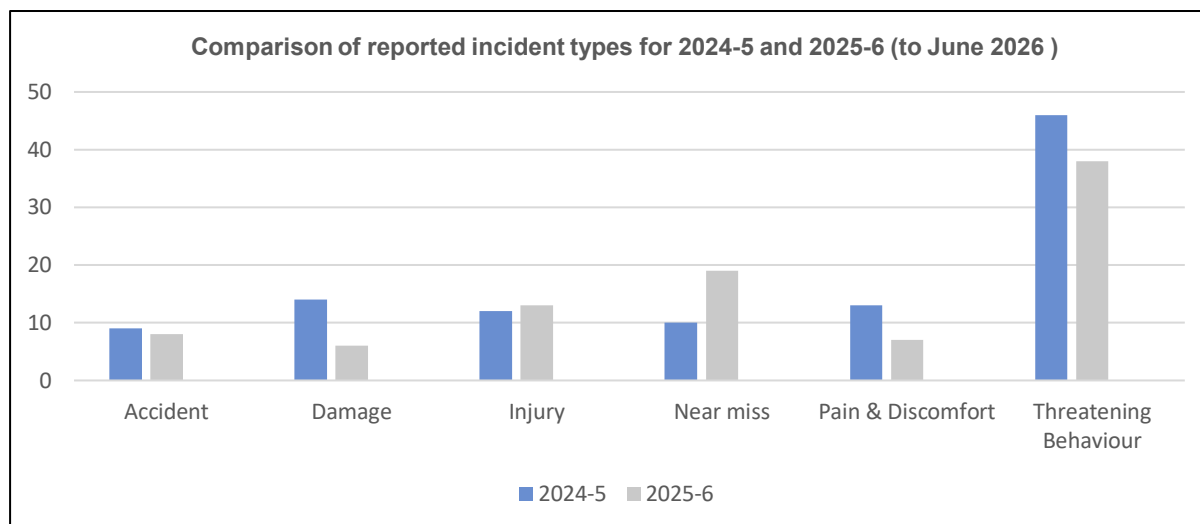


Figure 6: Incident types compared for the last and current financial years.

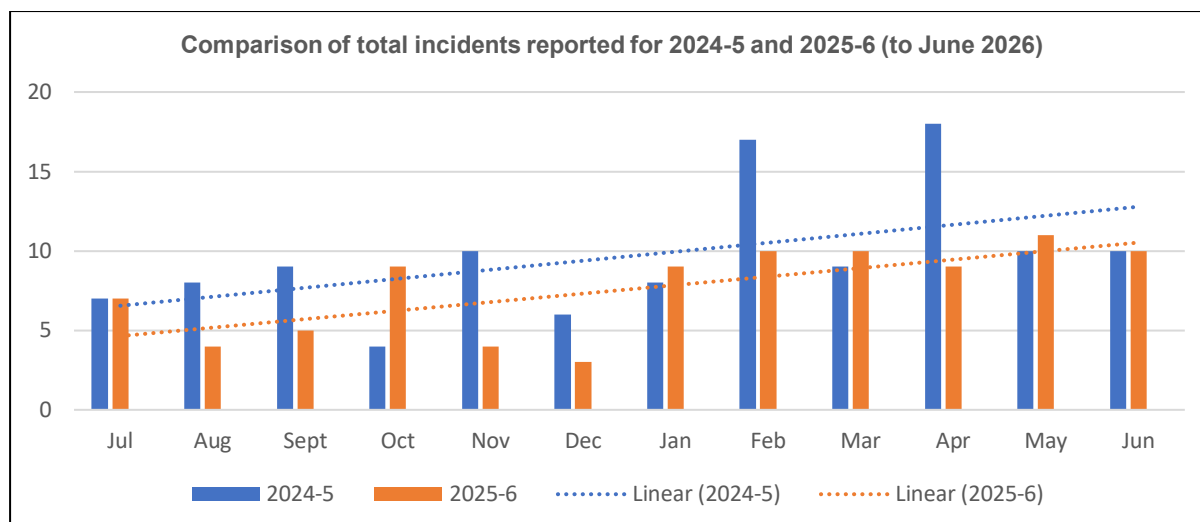


Figure 7: Total incident reports compared for the last and current financial years with trend lines.

HSW Training

Date	Topic
2/06/2026	Fire Warden Training
2/06/2026	Health, Safety & Wellbeing Rep Training (External)
2/06/2026	Fleetcoach
9/06/2026	Fire Warden Training
9/06/2026	Health, Safety & Wellbeing Rep Training (External)
10/06/2026	Mental Health First Aid
11/06/2026	Health, Safety & Wellbeing Rep Induction
14/06/2026	Health, Safety & Wellbeing Rep Training (External)
19/06/2026	Dog Safe Workplace Training
22/06/2026	New starter HSW induction
22/06/2026	Fleetcoach
30/06/2026	Fleetcoach

Stakeholder Relationships

Operational Highlights for the June 2026 reporting period

During June, engagement activities included participation in a range of business and stakeholder networks, highlighted by a guest speaking opportunity with the Kerikeri Business Networking group and attendance at an investor luncheon hosted by Shaw & Partners. These engagements support broader regional economic development objectives and align with key initiatives and forums including the recently established Te Tai Tokerau Investment Forum, NorthlandNZ collaborations, Joint Regional Economic Development (JRED) operational meetings, local business and agency forums, and Chamber of Commerce activities.

Relationship-building efforts continued with NorthlandNZ, including engagement with the newly appointed Destination Development Manager. Work also focused on strengthening connections with Council's isite teams to support greater collaboration in destination management planning, enhance event support across the district, and foster stronger regional partnerships and alignment.

Engagement with Ngāti Rēhia continued throughout the reporting period, progressing discussions focused on environmental tourism, visitor education, and workforce development initiatives. These conversations aim to support the development of the Eco Sanctuary while also advancing opportunities across related workstreams and strengthening collaborative partnerships.

Te Hono

June 2026

Executive Summary

Te Hono is the Māori Services Unit at Te Kaunihera o Te Hiku o te Ika - Far North District Council (FNDC), responsible for supporting Council to give effect to Te Tiriti o Waitangi obligations while acknowledging the role of He Whakaputanga in relation to Māori aspirations.

Te Hono operates across three primary areas:

- Te Pae o Uta - organisational framework implementation
- Treaty Partnerships and governance support
- Hapū and marae engagement

Reporting Period: June

Reports will be provided monthly using a one month rolling view to identify trends, spikes, and troughs, with a focus on the closing month’s activity and key metrics.

Authors of the following detailed reports include Aaron Taikato Manuhautū Te Hono, Llani Harding Pouhautu Te Hono

Contents

Executive Summary 2

Te Hono 3

Te Hono

Operational Highlights for the June period:

The June period represents a high-delivery phase, driven by key kaupapa including Community Board presentations, Ahuwhenua Trophy Award tautoko, Taituara Award attendance, Leadership training, Headstart Hui across 3 marae, Citizenship Ceremony support, Mana Whakahono a Rohe Work Programme workshops, Cadet Whakawatea, End of Year Team Hui.

Civic training undertaken by Te Hono in June:

- Whenua Māori – Māori Freehold Land training

Te Pae o Uta – Implementation and Monitoring

There has been significant progress in embedding Te Pae o Uta across Council operations and to external stakeholders.

Key activities included:

- Power Bi Dashboard monitoring and collation of end of year results. Still in progress for full completion of 2025-2026 goals

Supporting strategies and action plans progressed include:

- Ka Irihia - Te Reo Māori Action Plan
- Te Kiri Waiwai o Papatūānuku - Whenua Māori Strategy
- Te Ao Mārama - Reorua Strategy
- Cultural Audit

The Te Pae o Uta work programme strengthens organisational capability and ensures alignment of internal systems, policies, and reporting with Te Ao Māori outcomes. The work programme is directly aligned to the long-term plan.

Hapū and Marae Engagement

Te Hono maintained consistent and high-volume engagement across the district.

Te Hiku Ward

Parkdale Crescent Water Project

Continued engagement with the Parkdale Crescent Water Project, providing community updates and supporting communication between Council staff and affected residents. Discussions focused on project progress, service improvements, and ensuring community concerns were heard throughout the delivery of the project.

Te Hiku Community Board

Provided support for the June Te Hiku Community Board meeting, including agenda preparation and follow-up actions. Key discussions included the allocation of Community Board funding to support Matariki events throughout the ward, enabling communities to celebrate this significant occasion through locally led initiatives.

Te Whakapapa o te Wai

Progress continued on the Te Whakapapa o te Wai series through follow-up planning with Te Rarawa. Preparations focused on developing future episodes that capture mātauranga Māori, whakapapa, and the cultural significance of wai, while strengthening partnerships with knowledge holders and iwi representatives.

Pukepoto Footpath Project

Continued engagement on the Pukepoto Footpath Project, including a hui held at Te Rarawa Marae with project partners and hapū representatives. The hui provided an opportunity to discuss project design, local aspirations, cultural considerations, and next steps for delivery while ensuring mana whenua perspectives remained central to the project.

Illegal Dumping Response – Herekino

Undertook engagement regarding illegal dumping issues within the Herekino area, working alongside community members to raise awareness of environmental impacts and discuss practical approaches to protecting the local environment.

Outcomes

- Strengthened relationships with iwi, hapū, kura, community organisations, and elected members.
- Continued advancement of infrastructure and environmental projects through early engagement with mana whenua.
- Supported successful governance processes through Community Board engagement and agenda planning.
- Promoted youth development, citizenship, and cultural leadership across the Te Hiku Ward.
- Progressed collaborative initiatives that embed Te Ao Māori within Council planning and decision-making.

Bay of Islands-Whangaroa Ward

Head Start Hapū Engagement – BOI/Whangaroa Ward, Te Tii Waitangi Marae

A hui hosted by Ngāti Kawa, Ngāti Rāhiri Hapū at Te Tii Waitangi Marae. Several Hapū attended the hui to discuss the implications of Head Start and participate in small workshop sessions. This was one of three opportunities provided across the district for Hapū, Iwi, Marae and other interest groups to provide consultative feedback.

Paihia/Waitangi/Opua WTP Procurement

This hui with Hapū partners was to confirm our preferred procurement process for the next stages that will be taken to the FNDC tender panel for approval.

Kaikohe-Hokianga Ward

Te Matarahurahu & Te Uri o Hua Hui (Kaikohe Memorial Park Reserve Plan)

Engagement hui with Te Matarahurahu and Te Uri o Hua regarding the Kaikohe Memorial Park Reserve Plan. Discussion focused on proposed ideas and future direction for the reserve.

Outcome:

- Hapū agreed to take the proposal back to their collective members for internal discussion.
- Decision made to establish a combined hapū forum to consider the proposal collaboratively.
- Next step: hapū to return with refined suggestions, alternative concepts, or further guidance for the plan.
- Strengthened partnership approach through shared hapū decision-making.

Head Start Kaupapa Hui (Kaikohe ki Hokianga Hapū)

Head Start kaupapa hui with hapū representatives from Kaikohe ki Hokianga ward: Ngāti Pakau, Te Mahurehure, Ngai Tuteauru, Te Uri o Hua, Ngai Tawake, Te Uri o Te Aho. Purpose was to provide information on the proposed amalgamation of Northland District Councils and gather hapū perspectives.

Outcome:

- Hapū received clear information on the amalgamation process, timelines, and implications.
- Hapū input captured through kōrero and surveys, ensuring tangata whenua voices are included early.
- Increased awareness of governance changes and opportunities for hapū influence.
- Established a feedback loop for ongoing updates as the amalgamation process develops.

Mana Whakahono ā Rohe Hui (TRAION & Barkers & Associates)

Mana Whakahono ā Rohe hui with TRAION and Barkers & Associates to discuss the work programme and progress.

Outcome:

- Work programme reviewed and aligned across parties.
- Clarified next steps and responsibilities for progressing Mana Whakahono commitments.
- Reinforced collaborative approach between council, TRAION, and technical advisors.
- Ensured continued momentum on partnership obligations and planning deliverables.

Whenua Māori Programme Delivery

Delivery of whenua Māori support remained a key focus.

Outputs included:

- 35 MLC RFS . These are a mix of remission enquiries around Papakainga, non-rateable status for unused land/s, changes to units of use applied to their rates, debt enquiries & payments, change of owners, correction to Trustees
- 8 offsite customer hui
- 21 inhouse customer hui
- 1 Inhouse training
- 3 application process for ML21/02 Papakainga Remissions and ML21/01 Balance of Land not used

Te Pae o Waho - Cultural Capability Programme

Te Pae o Waho training continues across multiple sites and online delivery.

TPOW June Stats

35 classes across all levels and locations

Online/Te Ahu classes finished (30th June)

Level 1-	1 withdrawn
	3 completed
	4 not completed
Level 2-	2 withdrawn
	5 completed
	3 not completed
Level 3-	3 withdrawn
	2 completed
	0 not completed

Te Pae o Waho supports increased staff capability and confidence in applying a Te Ao Māori lens.

Unfortunately due to a number of barriers in creating a qualified pathway for Te Pae o Waho, Te Hono continue to look for agencies that are fit for purpose in ensuring our staff receive qualifications on completion of Te Pae o Waho.

Wider Council Contributions

Te Hono contributed to a range of organisational and community kaupapa, including:

Ngā Manu Kōrero Regional Speech Competition

Attended the Ngā Manu Kōrero Regionals hosted at Pompallier Catholic College in Kaitaia. The event celebrated te reo Māori, public speaking excellence, and the leadership of rangatahi from across Te

Tai Tokerau. Council's attendance reinforced its support for Māori education, youth development, and strengthening relationships with local kura.

Climate Change Summit – Waitangi

Participated in the Climate Change Summit held in Waitangi, engaging with iwi, community organisations, and government agencies on climate resilience, environmental sustainability, and collaborative responses to the impacts of climate change across Te Tai Tokerau.

End of Quarter Team Wānanga

Participated in the end-of-quarter team wānanga to reflect on achievements, review programme delivery, identify lessons learned, and align priorities for the upcoming quarter. The wānanga reinforced collaborative working practices and strengthened team capability.

Citizenship Ceremony

Supported the Far North District Council Citizenship Ceremony, welcoming new New Zealand citizens into the district and acknowledging the importance of belonging, community participation, and civic responsibility

Te Pae o Uta Goals | Te Hono

Team Goal ▼	Status
Sign 3 MOU by 30 June 2026	In Progress
Monitor TPoU for the organisation	In Progress
Develop level 4-6 of Te Pae o Waho by June 2026	In Progress
Develop Hapū Engagement Framework	In Progress
Develop annual TPoU awards before Matariki 2026	In Progress
Attend x10 Hapū/Iwi AGMs	In Progress

Te Hono were honoured to attend the whakawātea for our cadet Juvare Nikora-Gray from her cadetship. Juvare has been a pivotal and instrumental part of our Te Hono whanau for the past 12 months. We are extremely grateful that she has acquired fixed term employment with Council moving forward.

**ELECTED MEMBER
REPORTS
June 2026**

Councillor reports provide a mechanism for open communication and transparency, keeping the community informed about the activities undertaken by Councillors in their role as elected representatives. The submission of these reports is optional.

Below are the reports received for May. All reports are publicly available and can be viewed on the Far North District Council website: [Elected member reports | Far North District Council](#)

May Member Reports	
Kahika Moko Tepania	Kahika-Moko-Tepania-Member-Report.pdf
Kohepū Chicky Rudkin	Kohepū-Chicky-Rudkin-Member-Report.pdf
Councillor Arohanui Allen	Cr-Arohanui-Allen-Member-Report.pdf
Councillor Rachel Baucke	
Councillor Ann Court	
Councillor Felicity Foy	
Councillor Hilda Halkyard-Harawira	Cr-Hilda-Halkyard-Harawira-Member-Report.pdf
Councillor Tāmati Rākena	
Councillor Davina Smolders	
Councillor Kelly Stratford	
Councillor John Vujcich	