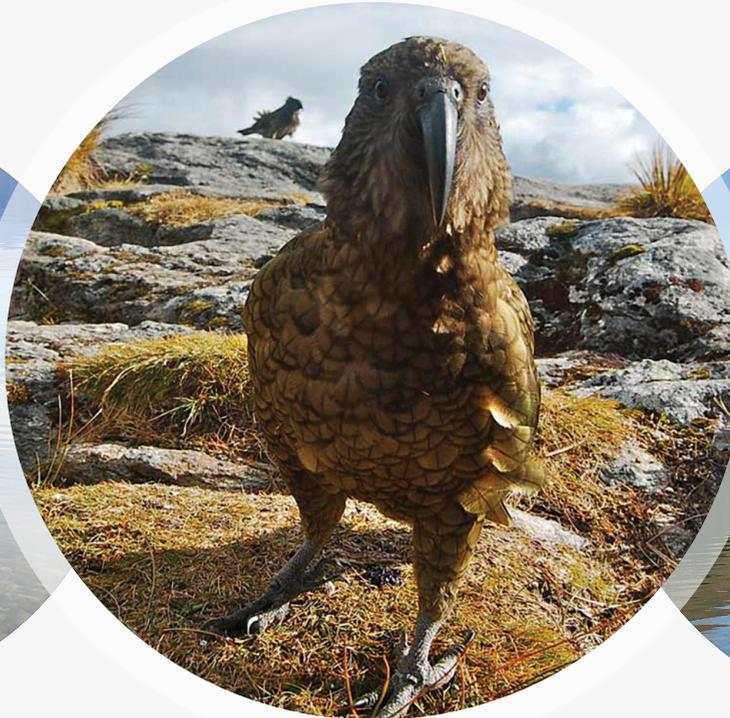


Annual Report

Summary 2019/2020



SOUTHLAND
DISTRICT COUNCIL
Te Rohe Pōtae o Murihiku

Weathering the storm...

Message from the mayor Gary Tong and chief executive Steve Ruru*

There is no doubt that 2019/2020 has been a year of disruption and change, and there is no doubt there's more to come. For Southland District Council it has been a year of planning for the future while weathering the storm – or, more specifically, a flood and a global pandemic.

A major part of our planning is to increase the resilience of the communities in our District so that they are better able to meet the challenges we know lie ahead. These take many forms, from increased extreme weather events to shifting societal trends, and our communities have to be healthy and strong to not only withstand them but to thrive in spite of them.

This is why community-led development is a major focus of Council's work, and why the local election in October 2019 was held under a new governance model of nine community boards covering all of Southland District.

Our philosophy of small council, big community recognises the need to empower communities to do things for themselves rather than have an ongoing reliance on Council.

The purpose of this is to further strengthen communities so that they are prepared for and able to adapt to whatever the future may bring.

We did not have to wait long to put this theory into practice, as natural disaster followed in the form of the February floods, which had a big impact in the District. Southland communities from Milford Sound to Fortrose responded magnificently, banding together to shelter, feed and care for those stranded or displaced by the rising floodwaters.

This deeply rooted strength of character and generosity of spirit was witnessed again with the Covid-19 pandemic when it reached New Zealand and we were forced into isolation during a period of lockdown. Within the restrictions of physical distancing, communities reached out to their most vulnerable members in a number of innovative ways.

We weathered that storm as well but there are those in the community who have been deeply affected, the tourism industry has been thrown into turmoil, and there will be flow-on consequences for the way we live and work going forward.

Isolation forced a rethink of how businesses do their work, and Council was no exception. Working remotely from home, connected by video conferencing, became the new normal, and while staff are again able to work from their office desks the new ways of working that

A scenic view of a mountain range with a winding road and waterfalls. The mountains are steep and rocky, with several waterfalls cascading down their sides. A paved road curves through the valley, and the foreground is filled with lush green vegetation. The sky is overcast and misty.

bought new efficiencies have continued to be used in many aspects of our organisation.

With ongoing outbreaks of Covid-19 internationally, initial predictions of when the world might return to some level of normality are being recalibrated. Right now we are looking at a period of years, not months, and the learnings we have taken from New Zealand's response may prove valuable in the future.

Three waters reform, poses probably the biggest change to local government since the amalgamations of 1989. It has been a long time coming, and while this process started in earnest following the gastro outbreak in Havelock North in 2016, it has been on the cards since the late 1990s. The need for it now has been exacerbated by the impacts of Covid-19.

Through the three waters reforms and major pieces of work such as the Milford Opportunities

Project, in which Southland District Council is heavily involved, we are seeing real momentum towards not just multi-agency partnerships but multi-regional collaborations.

This collaborative planning and working between public sector agencies – local authorities, iwi, health boards, police, justice, communications and infrastructure providers and so on – is implicit in the four well-beings reintroduced into the Local Government Act by the current government, and it is the platform on which we've been advancing our programme of community-led development.

We will continue to build on this platform as it will strengthen the economic, social, cultural and environmental well-being of our communities and enable them to develop their own resilience to whatever the future holds.

While the rate of change we are experiencing now might seem dizzying, the issues we need to address have been forecast for some time and we know there is more change coming, and fast. Council will be talking with you about this in greater detail as we continue to develop our next Long Term Plan 2021-2031.

In the meantime, we encourage you to take the time to look through this Annual Report.

** Please note: Council's chief executive, Steve Ruru, resigned on 3 July 2020. His final day at Council was 2 October 2020. Cameron McIntosh was appointed as the new chief executive and commenced on 9 November 2020.*



Key highlights

Small council, big community

The local elections in October 2019 were the first held under Southland District Council's new community governance model of nine community boards covering all of Southland District.

This model was the key determination of the Local Government Commission following SDC's six-yearly Representation Review, and a Community Governance Project started by Council in 2015.

The model enables community boards to provide greater leadership in their communities, with the support of Council.

One of the first major projects for the new boards is developing their own community board plans, which outline visions for their areas and desired outcomes.

These plans will feed into budgets to be prepared for SDC's next Long Term Plan 2021-2031.

Three waters reforms

The government is reviewing how to improve the regulation and supply arrangements of drinking water, wastewater and stormwater (three waters) to better support New Zealand's prosperity, health, safety and environment.

Most three waters assets and services, are owned and delivered by local councils, including Southland District Council. The review ran in parallel to the latter stages of the Havelock North Inquiry into drinking water safety following the campylobacter outbreak in 2016.

During 2019/2020 a new national water services regulatory body, Taumata Arowai, was established to administer and enforce a new drinking water regulatory system (including the management of risks to sources of drinking water); and to support improving the environmental performance of wastewater and stormwater networks.

Capital expenditure programme

A trend over recent years of increased investment in capital works by Council continued in 2019/2020.

A total of \$29 million was spent, the major share of which was on the Te Anau wastewater project.

Capital expenditure has increased in recent years as a result of further investment in infrastructure and establishing more efficient delivery of our services.

Online services

As Council moves away from paper-based processes, we launched several new online services during 2019/2020.

These will enable customers to have easier and more convenient access to a range of our services.

Building consent applications can now be made online and our building control team now have the software to process them on a device, with customers able to monitor how their application is progressing.

Dog registrations, including changes, along with payments and internet banking, can now be done through our website, southlanddc.govt.nz, and dog owners can elect to have their registration forms emailed to them, rather than posted. Other software products were introduced at Council to create greater efficiencies and added mobility for staff working out in the District.



Beautiful loos

An innovative Council project to convert shipping containers into toilet facilities and install them at key locations around the District attracted national attention last year.

The first modified shipping container to be installed, at Colac Bay, won the Best Loo Award at the Keep New Zealand Beautiful Awards in Dunedin in October.

Several such toilets were rolled out during the year, each unique and linked to its surrounding area by use of an adhesive graphic wrap that illustrated some of the local character.



Our response to Covid-19

Council acknowledges the ongoing impacts of the global Covid-19 pandemic on our residents and ratepayers.

During the Covid-19 pandemic lockdown, Council closed all its offices and public facilities. Staff worked from home, and essential Council services such as roading, rubbish collection, water and wastewater continued to be delivered. After 13 May, when New Zealand returned to alert level two, Council returned to providing all services to the community, with heightened health and safety measures around physical distancing, personal protective equipment and cleaning regimes.

In comparison to the negative impacts felt by many Southland businesses and organisations during the alert level one lockdown, there was less of an overall impact on Council operations. The delivery of Council's programmed capital works was delayed and, accordingly, progress, subsidies and expenditure on these items was deferred. However, Council did not incur significant contract variations as a result of Covid-19. The reduced impact on Council is partly because we don't operate significant facilities used by the public, such as pools, stadiums, galleries, museums and event venues.

Tourism plays a major part in Southland's economy and we are conscious of the financial hardship experienced by Southland tourism operators, along with the many other Southland District residents from whom we collect rates revenue. In an effort to assist, Council continues to offer to work with customers or ratepayers who are worried about their ability to pay their rates.



High-cost infrastructure projects



Accelerated bridge replacement programme

Council approved unbudgeted expenditure of \$3 million in 2019/2020 to accelerate the replacement of at-risk wooden bridges throughout the District. Of this, Council's share is \$1.47 million, with Waka Kotahi NZ Transport Agency providing the remainder.

Up to 19 bridges will be replaced in this initial programme, with a completion target date of April 2021. By the end of the financial year at 30 June the programme was well advanced,

with six bridges having been replaced. This is only the start of a long and costly journey.

We calculate that up to 171 wooden bridges, with a total replacement value of around \$40 million, will need to be replaced within the next 12 years, and a further 22 in the eight years after that.

Currently there is a significant shortfall in annual funding available for this work.

Te Anau wastewater project

This \$22 million multi-year project is of significant scale and cost to the District and requires a lot of work and resource from Council.

Pipeline construction was completed by Fulton Hogan late in the 2019/2020 year and the contract for design and construction of the membrane filter wastewater treatment plant was awarded to Downer. An application was lodged for an extension to the Upukerora River discharge consent, because of a change in dispersal method from centre pivot irrigation to sub-surface drip irrigation in the Kepler field.

Fulton Hogan has been awarded the contract to carry out this package of work.

Winton stormwater and water mains

A major project to upgrade 1km of stormwater pipes and associated fixtures in Winton was completed in the 2019/2020 year.

Contractors Opus and Downer broke ground on 7 February 2019. The project's total cost of \$1.51 million is being funded by a 30-year loan, with the Winton Community Board approving \$500,000 from reserves to lessen the impact of repayments on the town's ratepayers.



Summary activity report

The tables provide a snapshot of the status of the projects and achievements of performance targets as at 30 June 2020 for the 2019/2020 financial year.

Council's 26 activities are broken down into nine activity groups. There were 54 (67%) achieved, two (2%) not measured and 25 (31%) not achieved.

Achievement category	Progress to 30 June 2020
Achieved	54 (67%)
Not achieved	25 (31%)
Not measured	2 (2%)
Total KPIs	81 (100%)





PERFORMANCE RESULTS

Activity group	Achieved	Not measured	Not achieved	Total
Community services	7	-	4	11
District leadership	14	-	5	19
Emergency management	2	-	-	2
Regulatory services	6	1	4	11
Roads and footpaths	2	1	3	6
Solid waste	4	-	2	6
Stormwater	8	-	2	10
Wastewater	6	-	-	6
Water supply	5	-	5	10
Total	54	2	25	81

PROJECTS STATUS

Activity group	Completed	In progress	Not started	Deferred	Deleted	Total
Community svices	30	18	2	17	10	77
District leadership	2	3	-	-	1	6
Regulatory services	-	-	-	-	-	-
Emergency management	-	-	-	-	-	-
Roads and footpaths	10	12	4	2	1	29
Solid waste	-	-	-	-	-	-
Stormwater	1	1	-	-	1	3
Wastewater	7	13	1	1	1	23
Water supply	14	11	2	1	3	31
Total	64	58	9	21	17	169

The project list is extracted from an internal system as at 30 June 2020. Please note the information provided does not include the roading programme of projects.

Financial overview

The financial overview provides a summary of the year-end financial results for Southland District Council.



The information contained in this overview has been extracted from the full financial statements, which contain detailed information about Council's finances and service performance.

The financial results include information about Council and the Stewart Island Electrical Supply Authority, as well as Council's share of its associated entities. For information on the group financial statements, which includes Milford Community Trust, please refer to the full Annual Report.

The table shows the financial year-end results, as at 30 June 2020, and includes comparisons from the previous financial year and the budget as outlined in the 2019/2020 Annual Plan. The full financial statements were authorised for issue by Mayor Gary Tong and chief executive Cameron McIntosh on 18 November 2020. The financial statements are presented in New Zealand dollars and all values are rounded to the nearest thousand. The only changes in accounting policies for the year ended 30 June 2020 relate to accounting

for associates and joint ventures as a result of mandatory adoption of PBE IPSAS 36 Investments in Associates and Joint Ventures and PBE IPSAS 37 Joint Arrangements. This impacts how Council recognises its interests in Venture Southland and WasteNet.

The financial report has been prepared in accordance with New Zealand Generally Accepted Accounting Practise (NZ GAAP). These financial statements have been prepared in accordance with Tier 1 Public Benefit Entity ("PBE") accounting standards. The information included in the summary report has been prepared in accordance with PBE FRS 43: Summary Financial Statements.

The summary financial statements do not include all the disclosures provided in the full financial statements and cannot be expected to provide as complete

an understanding as provided by the full financial statements. The summary financial statements are in compliance with Public Benefit Entity Financial Reporting Standard 43 (PBE FRS 43).

Except for the activities statements, an unmodified opinion was issued by Audit New Zealand on the Annual Report. The activities statements were qualified in relation to performance measures for water, wastewater and stormwater complaints. Additionally, the opinion included an emphasis of matter paragraph in relation to the impact of Covid-19 on Council.

More detail on these matters can be found in the audit opinion. You can find a copy of the full Annual Report, which includes full details of Southland District Council's accounting policies, on Council's website: southlanddc.govt.nz

FINANCIAL SUMMARY

COUNCIL ACTUAL 2018/2019 (\$000)	GROUP ACTUAL 2018/2019 (\$000)		COUNCIL ACTUAL 2019/2020 (\$000)	COUNCIL BUDGET AP 2019/2020 (\$000)	GROUP ACTUAL 2019/2020 (\$000)
COMPREHENSIVE REVENUE AND EXPENSE					
77,092	77,235	Revenue earned (incl asset development)	80,488	73,073	80,614
(78,488)	(78,595)	Less total expenditure	(80,711)	(76,405)	(80,737)
(22)	(22)	Less finance costs	(23)	(22)	(23)
314	314	Share of associate's surplus/deficit	55	-	55
(1,104)	(1,006)	Net surplus/(deficit) after tax	(191)	(3,353)	(91)
298	298	Movement in fair value reserve	910	-	910
49,655	49,655	Movement in asset revaluation reserve	15,528	30,544	15,528
48,849	48,887	Comprehensive revenue and expense	16,247	27,191	16,347
CHANGES IN EQUITY					
1,537,706	1,538,032	Equity at start of year	1,586,556	1,561,495	1,586,919
48,849	48,887	Total comprehensive income	16,247	27,191	16,347
1,586,556	1,586,919	Equity at the end of the Year	1,602,802	1,588,686	1,603,266
FINANCIAL POSITION					
1,586,556	1,586,919	Total equity	1,602,802	1,588,686	1,603,266
27,426	27,748	Current assets	25,068	1,860	25,499
1,572,555	1,572,605	Non-current assets	1,594,191	1,595,808	1,594,240
1,599,981	1,600,353	Total assets	1,619,260	1,597,668	1,619,739
13,426	13,399	Current liabilities	16,437	8,931	16,452
26	26	Non-current liabilities	21	51	21
13,426	13,434	Total liabilities	16,457	8,982	16,473
1,586,556	1,586,556	Net assets (assets less liabilities)	1,602,802	1,558,686	1,603,266
CASH FLOWS					
23,144	23,168	Operating cashflow	23,585	21,244	23,695
(20,004)	(19,990)	Investing cashflow	(28,312)	(37,569)	(28,447)
1,700	1,700	Financing cashflow	800	-	800
4,839	4,878	Net cashflow increase/(decrease)	(3,927)	(16,324)	(3,952)
10,885	10,887	Opening cash Balance	15,725	13,152	15,768
15,724	15,765	Closing cash balance	11,798	(3,173)	11,816

Definitions

NET SURPLUS/(DEFICIT) AFTER TAX
What income Council has left after operational costs are paid.

EQUITY
Net assets owned by ratepayers.

NET ASSETS
What Council has less what it owes at the end of the year.

CASHFLOW
How Council generated and used cash during the year.

Our finances in summary

Council's revenue was higher than budgeted as a result of government grants for Milford Opportunities and Te Anau wastewater projects, as well as higher Waka Kotahi NZ Transport Agency subsidies, increased forestry harvesting proceeds and revaluation and vested assets received.

Council's operating expenditure was over budget for the year, primarily due to costs associated with emergency works as a result of the February floods, consultant costs associated with various projects (many government funded) and employee expenses. Overall, Council's net deficit before tax was \$3.2 million less than budgeted.

Council continues to maintain a strong financial position with \$1.6 billion in assets and minimal liabilities. At balance date Council had \$2.5 million of short-term external debt. The only significant variance from budget on the statement of financial position is property, plant and equipment, which is principally due to the increase in the value of key infrastructure assets. More specific explanations of financial statement variances from budget can be found at note 36 of the financial statements in the full annual report document.

Where the revenue came from

Council's revenue this year was \$80.5 million, including \$48.1 million from rates. The breakdown of this revenue is shown in the table (below).

SOURCES OF REVENUE	Actual (\$000)	% of total revenue
Rates revenue	48,112	60%
Waka Kotahi NZ Transport Agency	14,028	17%
Other revenue	10,131	13%
Other gains/(losses)	494	1%
Grants and subsidies	6,139	8%
Interest and dividends	313	0%
Vested assets	684	1%
Development and financial contributions	587	1%
TOTAL	80,488	100%



Where your rates were spent

The following table shows the breakdown of where the rates were spent in 2019/2020.

Other district services includes the emergency management, customer support and library activities. Other local services include community buildings, cemeteries, pools, public conveniences and jetties etc.

The majority of Council's expenditure (operational and capital) is on essential infrastructure such as roads, wastewater, stormwater and water.

RATES EXPENDITURE	Actual (\$'000)	% of total rates expenditure
Roading and transport	14,481	30%
Stormwater, wastewater and water	8,143	17%
Other district services	7,040	14%
Governance, strategy and communication	5,766	12%
Other local services	5,703	12%
Solid waste management	4,690	10%
Regulatory services	1,696	4%
Grants and donations	593	1%
TOTAL	48,112	100%

Revenue

\$80.5 million of revenue was collected during the financial year.

Overall, Council's revenue was \$7.4 million higher than budget primarily due to increased Waka Kotahi NZ Transport Agency subsidies (\$0.9 million), forestry harvesting income (\$0.4 million), government grants (\$2.0 million), forestry revaluation (\$1.9 million), vested assets (\$0.7 million) and Council's share of income from WasteNet not budgeted for (\$1.3 million).

These increases in revenue were offset by a reduction in building consent fees which was recognised as deferred revenue on the statement of financial position (\$0.9 million).

Operational expenditure

Council's operating expenditure totalled \$80.7 million, with nearly half of this relating to roading and transport services (42%).

Overall Council's operating expenditure was over budget by \$4.3 million.

This was primarily due to increased costs associated with:

- emergency roading works as a result of the February 2020 flooding event (\$1.3 million);
- employee-related costs (\$1.0 million), primarily due to increases in building control staff to manage workflows and accreditation as well as new positions to enable Council to manage legislative changes, predominantly around water reforms;
- increased waste management costs (\$0.4 million);
- increased consultants costs, the majority of which are associated with government-funded projects including Milford Opportunities and Stewart Island/Rakiura Opportunities (\$2.0 million);
- Council's share of WasteNet expenditure, not budgeted for (\$1.1 million).

These costs are offset by Council's contribution to the Pyramid Bridge rebuild being lower than budgeted (\$1.3 million).

As a result of the higher than anticipated infrastructure levels, Council's depreciation also increased (\$0.7 million).

Net assets and equity

Overall, Council's total net assets have increased by \$16.2 million from last year.

This is primarily due to an increase in the valuation of Council's infrastructure.

Cashflow

Council's net operating cashflows were higher than budgeted.

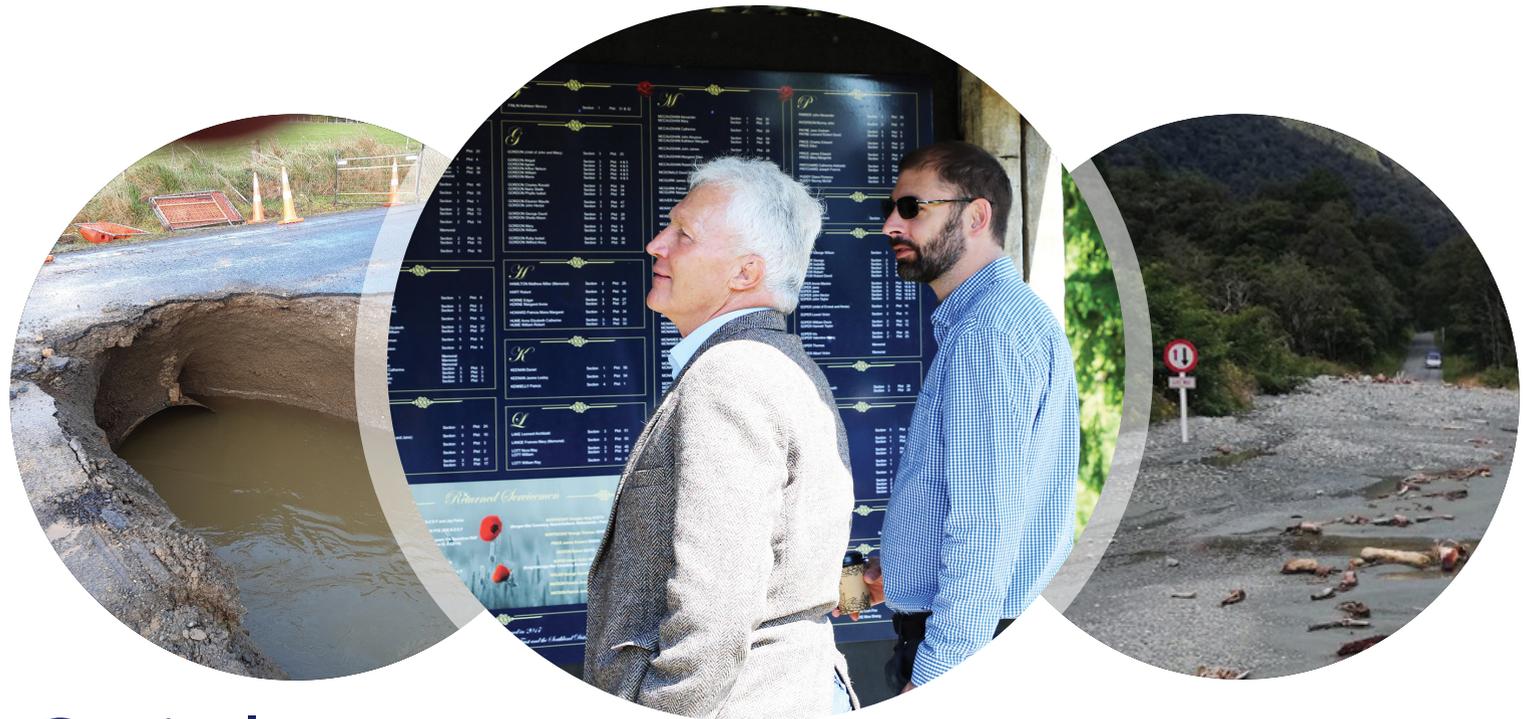
Receipts from Waka Kotahi NZ Transport Agency were \$1.9 million above budget primarily due to subsidies towards the emergency works as a result of the February flooding.

Receipts from other revenue was \$3.2 million higher than budgeted as a result of additional government grants received for various projects.

Net cash outflows from investing activities were \$9.3 million lower than budgeted due delayed progress on Te Anau wastewater project as well as other capital works as a result of Covid-19.

Net cash from financing activities was \$0.8 million higher than budget due to short term external borrowings being required at year end.

Overall, Council has ended the year with a cash balance of \$11.8 million, which was \$15 million more than budget.



Capital expenditure

Council spent \$28.4 million on capital projects in 2019/2020.

Of this total, \$15.6 million (55%) was spent on roading and transport projects throughout the District and \$10.2 million (36%) was spent on stormwater, wastewater and water projects in local townships.

The capital project spending was \$3.6 million less than the \$32 million budgeted for 2019/2020 in the Annual Plan as a number of projects were still in progress or not yet started at 30 June 2020, as well as deferrals of projects to future years.

More detail on project status is included in the summary activity report on page 11.

Events after balance date

In July 2020, the government announced a \$761 million funding package to provide post-Covid-19 stimulus to improve three waters infrastructure, support a three-year programme of reform of water and wastewater service delivery arrangements and support the establishment of Taumata Arowai, the new water services regulator. Funding has been allocated based on a combination of population and area. Council's allocation amounted to \$7.03 million. Council also has the ability to access further regional funding in relation to this matter.

Council was party to a class action claim in the High Court between various councils, homeowners and Carter Holt Harvey. A notice of discontinuation was signed on 3 September 2020, and therefore Council is no longer subject to this legal proceeding. No settlement was required.

Other than the matters noted above, there were no significant events subsequent to balance date.



Council's activity capital expenditure (including vested assets)	Actual (\$000)	% of total capital expenditure
Roading and transport	15,625	55%
Stormwater, wastewater and water	10,245	36%
Other local services	1,306	5%
Other District services	1,120	4%
Regulatory services	56	0%
Solid waste management	52	0%
Governance, strategy and communication	46	0%
Total	28,449	100%

Independent Auditor's Report

To the readers of the Southland District Council and Group's summary of the annual report for the year ended 30 June 2020

The summary of the annual report was derived from the annual report of the Southland District Council and Group (the District council) for the year ended 30 June 2020.

The summary of the annual report comprises the following summary statements on pages 10 to 17:

- the summary statement of financial position as at 30 June 2020;
- the summaries of the statement of comprehensive revenue and expense, statement of changes in equity and statement of cash flows for the year ended 30 June 2020;
- the notes to the summary financial statements that include accounting policies and other explanatory information; and
- the summary activity report.

Opinion

In our opinion:

- the summary of the annual report represents, fairly and consistently, the information regarding the major matters dealt with in the annual report; and
- the summary statements comply with PBE FRS 43: Summary Financial Statements.

However, the summary activity report includes a limitation of scope to the equivalent extent as the full audited groups' and activities section. This limitation is explained below in *The full annual report and our audit report thereon* section.

Summary of the annual report

The summary of the annual report does not contain all the disclosures required by generally accepted accounting practice in New Zealand. Reading the summary of the annual report and the auditor's report thereon, therefore, is not a substitute for reading the full annual report and the auditor's report thereon.

The summary of the annual report does not reflect the effects of events that occurred subsequent to the date of our auditor's report on the full annual report.

The full annual report and our audit report thereon

We expressed a qualified opinion on the Council Activities statement and an unmodified opinion on the other audited information in the full annual report for the year ended 30 June 2020 in our auditor's report dated 18 November 2020. The basis for our qualified opinion on the Council Activities statement is explained below.

The District Council is required to report against the performance measures set out in the Non-Financial Performance Measure Rules 2013 (the Rules) made by the Secretary for Local Government. These mandatory performance measures include the total number of complaints (per 1,000 properties connected) received about the following:

- drinking water clarity, taste, odour, pressure or flow, continuity of supply, and the District Council's response to any of these issues;
- sewerage odour, sewerage system faults and blockages, and the District Council's response to issues with the sewerage system; and
- the performance of the stormwater system.

These measures are important because the number of complaints are indicative of the quality of services received by ratepayers.

The Department of Internal Affairs has issued guidance to assist local authorities in applying the Rules, including on how to count complaints. Our audit testing found that the District Council has not been counting complaints in accordance with this guidance and that the District Council's method of counting was likely to have understated the actual number of complaints received both in the current year and in the comparative year to 30 June 2019. Complete records for all complaints made to the District Council were not available and we were unable to determine whether the District Council's reported results for these performance measures were materially correct.

We also found that the District Council's system for classifying complaints between the above performance measures is deficient and we are unable to determine whether this deficiency results in a material misstatement of the number of complaints reported per performance measure.

As a result, our work was limited and there were no practical audit procedures we could apply to obtain assurance over the number of complaints reported against these performance measures.

Our auditor's report on the full annual report also includes an emphasis of matter paragraph drawing attention to the disclosures about the impact of Covid-19 on the District Council and Group as set out in the full annual report in note 35 to the financial statements and page 58 to 155 of the Council Activities statement.

Council's responsibility for the summary of the annual report

The Council is responsible for preparing the summary of the annual report which includes preparing summary statements, in accordance with PBE FRS-43: Summary Financial Statements.

Auditor's responsibility

Our responsibility is to express an opinion on whether the summary of the annual report represents, fairly and consistently, the information regarding the major matters dealt with in the full annual report and whether the summary statements comply with PBE FRS-43: Summary Financial Statements.

Our opinion on the summary of the annual report is based on our procedures, which were carried out in accordance with the Auditor-General's Auditing Standards, which incorporate the Professional and Ethical Standards and the International Standards on Auditing (New Zealand) issued by the New Zealand Auditing and Assurance Standards Board.

In addition to our audit and our report on the disclosure requirements, we have performed a limited assurance engagement related to the District Council's debenture trust deed, which is compatible with those independence requirements. Other than these engagements, we have no relationship with or interests in the District Council or its controlled entity.



Dereck Ollsson,
Audit New Zealand
On behalf of the Auditor-General
Christchurch, New Zealand
15 December 2020



A copy of the full Annual Report can be obtained from any Southland District Council office or library, or on our website www.southlanddc.govt.nz.

You can also phone Council on 0800 732 732 to request a copy be sent to you.