

GENERAL INFORMATION

Kaikoura

Our Town, Our District

The Kaikoura District spans from the Haumuri Bluffs in the south to the Kekerengu valley in the north, covering 2,048 square kilometres of diverse landscape. The inland boundary of our District is the Clarence River and Inland Kaikoura Range, climbing 2,885 metres and snow covered for much of the year. The spectacular coastline provides excellent fishing, sporting and recreation for Kaikoura's population of 3,483 (Census 2001). The Kaikoura Canyon, at around 1,300 metres deep, provides the natural habitat for the sperm whale, and is also host to over 200 species of marine life.

The Township is situated on a Peninsula protruding from this rugged coastline. Maori legend tells that it was from this Peninsula that Maui fished up the North Island from out of the ocean. Maori history and culture is an integral part of Kaikoura, and there is evidence of Maori settlement in the area up to 1,000 years ago.

Historically the District has thrived in the fishing, farming and dairy industries. Today Kaikoura is a world-class tourism destination, yet still maintains its fishing heritage. The District boasts award-winning restaurants, café's and accommodation facilities, a winery, and a modern small boat facility.

More recently, Kaikoura has set the stage as a leader in environmental awareness, having imposed a zero waste policy, and making huge inroads into recycling innovation, plus achieving benchmark standards in climate change protection.

Kaikoura – A Green Globe Community

In November 2004 Kaikoura was successfully assessed against the Green Globe community standard, making us the first local authority in the world to achieve certification. The road towards certification also included our being benchmarked for two years – the only NZ community to do so.

What is a Green Globe Community? Well it's an international system tourism operators and destinations use to improve their environmental impact and work towards sustainability. Kaikoura's environment is important and attracts large numbers of tourists so we need to look after it, for the tourists, the current generation and our children to enjoy.

In becoming a Green Globe community Kaikoura first measured its environmental impact, called benchmarking, and second adopted and implemented strategies to improve its impact, called certification.

To achieve certification, we measured our performance against 11 environmental indicators as follows; energy use, greenhouse gas production, water conservation, water quality, air quality, waste production, biodiversity, the number of travel and tourism operators with an environmental accreditation, the number of truck accidents on the state highway involving chemical spills and resource conservation (for Kaikoura District Council only), we also need an environmental and social sustainability policy in place. We also measure 1 social indicator looking at the health and well being of the community.



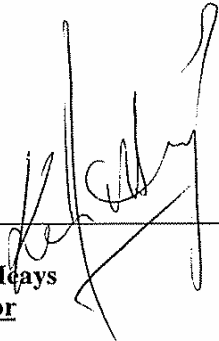
Statement of Compliance and Responsibility

Compliance

1. The Council and Management of the Kaikoura District Council confirm that all the statutory requirements of Section 98 of the Local Government Act 2002 have been complied with.

Responsibility

- 1 The Council and management of the Kaikoura District Council accept responsibility for the preparation of the annual financial statements and the judgements used in them.
2. The Council and management of the Kaikoura District Council accept responsibility for establishing and maintaining a system of internal control designed to provide reasonable assurance as to the integrity and reliability of financial reporting.
3. In the opinion of the Council and management of the Kaikoura District Council, the annual Financial Statements for the year ended 30 June 2006 fairly reflect the financial position and operations of the Kaikoura District Council.



K J Heays
Mayor



S Grant
Chief Executive Officer

27 October 2006

Mayor's Report

This Annual Report, which I am pleased to have presented, is one that again shows we as a District, and as a Community, can be fiercely proud of the achievements completed and the visions instigated.

The completion and acceptance of our Long Term Community Council Plan this year is a credit to all those who assisted with its inception, its consultation and its completion.

That Plan, and this Annual Report, are a clear indication of the commitment to our increasing levels of environmental sustainability and access, waste management, financial and budgetary performance, public input and living and playing conditions right throughout our District. Both documents can only be a credit to each and everyone one of us – resident or visitor.

Credit too must go to the administrators, staff and management of past years and those of the present, who, through diligence and foresight have allowed us as a community today to be able to focus on today's welfare, health, safety, and other well-being issues.

It is as a result of this foresight and planning that the Kaikoura District does not have the frightening costs and subsequent anguish of renewing and/or repairing of basic infrastructure and services that many other Councils are facing.

From here we can confidently go forward into an era of positiveness and optimism.

When we believe in ourselves, have clear visions and goals and have continued successes and outcomes such as is reported here, then the clear direction is just that – forward.

Kevin Heays
Mayor

Chief Executive Officer's Report

The 2005/2006 financial year has been another successful year for the Kaikoura District Council. Projects on many fronts were progressed with a number being completed.

Council was again benchmarked against Green Globe 21 criteria and again was successful in achieving the benchmark status and retaining its certification. During the year we achieved Milestone 3 in the Communities for Climate Protection (CCP) Programme and again, Kaikoura was the first in the country to achieve that status. Those actions show Council's ongoing commitment to reducing our environmental footprint in this part of paradise.

The Council's website (www.kaikoura.govt.nz) has proved extremely popular since its inception late in 2005 and continues to receive very favourable comments on both its content and its layout.

It was pleasing to see that customer satisfaction levels on the provision of Council services increased across a number of fronts, including footpaths, streetlights, water, sewerage, library services and cleanliness of the town.

Financially it was another successful year for the Council with a much strengthened balance sheet. Ratepayers equity increased by some \$1.3m, while reserves and special funds increased by some \$1.5m. Council's liabilities were static. The strengthening of Council's balance sheet is an ongoing process and Council is mindful of having to continue to improve both its infrastructure and level of services while holding rates at an acceptable level. Consequently, Council continues to seek funds externally in order to achieve and implement many capital projects and again, in the 2005/2006 year it has been successful in achieving that aim. During the year it raised just over \$1m through development contributions and it was also successful in obtaining a substantial Central Government grant through the Ministry of Tourism to assist in upgrading our sewerage reticulation systems. That work will be ongoing.

Funding previously obtained through the Ministry of Tourism for redeveloping the southern entranceway to the Peninsula walkway, including the replacement of the toilet block in the South Bay Domain has been utilized with that new toilet block now being operational. Council also installed an additional toilet block at the northern end of the township at the corner of Beach Road and Mill Road.

The community was again blessed by receiving three groups of volunteers from around the world to undertake conservation work within the district. Those groups came from the United Kingdom and the USA and worked closely with Council staff, Runanga, Department of Conservation and Environment Canterbury in progressing projects that will only benefit this community.

In terms of specific infrastructural work it was pleasing to see the bridge over Lyell Creek finally being erected adjacent to the Amphitheatre in the West End and it has already seen many tourists and locals crossing the river to admire the views from the other side. While this had been a long and torturous process to replace the existing bridge, the outcome has been extremely positive and worthwhile.

In terms of sewerage, major works are continuing at the oxidation ponds and a major desludging programme is now underway. A new gravity main line has been installed from the top of Churchill Street down to Ludstone Road and will eventually run along Rorrison's Road and connect to the Hawthorne Road pump station. Again, this work is ongoing.

Chief Executive Officer's Report

In terms of water, the community's new bore has finally been established on Mt Fyffe Road with it being commissioned after balance date in September 2006. A booster pump station was installed adjacent to the Fords' reservoir and this will ensure that the Peninsula no longer runs short of water during busy periods in the summer. Ongoing reticulation upgrading and leak protection programmes have been in place to reduce our water consumption which in the future will directly provide savings to the ratepayers in reduced pumping costs.

Work commenced this year on the new public jetty at the South Bay Marina and it is now completed and operational. This should assist in reducing congestion at peak times for boaties using that Marina facility.

The Proposed District Plan is nearing completion. Of the 18 appeals received against the District Plan decisions, all but one have been successfully mediated through the Environment Court with one outstanding matter to be resolved. Once resolved the Plan will become fully operative. It is a great achievement to only have one appeal heard in the Environment Court on such a major document. This reflects well on both the initial decisions of the committee considering and hearing the submissions and on the willingness of all parties and Council to seek ways where all parties are happy with the final outcomes.

I hope you take the time to read this document as it provides a positive reflection on your community. The outlook for the district is positive and with a number of exciting projects coming up, Council will continue to improve its standard and quality of service and infrastructure to ensure Kaikoura remains a destination where people will want to live, work and visit.

Stuart Grant
Chief Executive Officer

Community Outcomes

In the Kaikoura District Council Long Term Council Community Plan 2004-2014, or LTCCP, the community identified eight major goals – or Outcomes – that it wishes Kaikoura to have or to achieve, within the next 10 years.

- Sustainable Development
- Quality Water and Wastewater Services
- Safe, Efficient Transport Network
- Quality Schooling
- A Quality Standard of Affordable Housing
- Environmental Protection and Enhancement
- Affordable Access to Quality Community Facilities
- Community Involvement in Planning the Future and Managing the Present

These outcomes affect Council’s entire decision making, and sets the priorities for various projects going forward. Council currently has no overall measurement of our contribution to furthering these outcomes, but instead measures progress in terms of each of our individual activity objectives and targets.

Those performance measures are reported in the Council Activities section of this Annual Report.

Levels of Service

There has been no significant variance between the actual levels of service provision for each activity and the intended levels of service provision (as set out in the LTCCP in respect of this financial year) for that activity.

Our Vision

“The Kaikoura community displays responsible custodianship of its unique natural, social and built environmental resources by striving towards the sustainable utilisation and management of these resources.”

It is a community that treasures the present small-scale town atmosphere and strives to retain and enhance this coastal village character and atmosphere.”

Directory of Council

Kaikoura District Council
PO Box 6
34 Esplanade
Kaikoura

Phone (03) 319-5026
Fax (03) 319-5308
Email kdc@kaikoura.govt.nz
Website: www.kaikoura.govt.nz

MAYOR

Kevin J Heays

COUNCILLORS

Barbara Woods (Deputy Mayor)

Mark Pablecheque	Bryan Seddon
John Diver	John Macphail
Marion McChesney	Steve Thomas

CHIEF EXECUTIVE

Stuart Grant

Bankers

Bank of New Zealand
 West End
 Kaikoura

Auditor

Audit New Zealand
 on behalf of the Auditor General
 Audit Office
 Wellington

Solicitors

Gascoigne Wicks & Company
 PO Box 2
 Blenheim

Financial Advisors

PriceWaterhouseCoopers
 PO Box 13244
 Christchurch

Works Consultants

Connell Wagner
 PO Box 1061
 Christchurch

Works & Services Contractors

Fulton Hogan (Water, Wastewater)
 Edmund Ave
 Kaikoura

Works Infrastructure (Roading)
 Beach Road
 Kaikoura

Roche Contracting (Parks & Reserves)
 Mt Fyffe Road
 Kaikoura

Customer Service Charter

Your Rights

As our client, you have a right to expect:

- To be heard politely
- To receive timely and accurate explanations and responses
- To have access to a staff member competent to help you, by appointment where necessary
- Courtesy, professionalism and integrity from staff
- That staff will identify themselves by name and show appropriate identification if requested
- That personal information will be handled in line with the Privacy Act 1993
- To receive an apology if we make a mistake

Our Rights

We have a right:

- To be heard politely
- Not to suffer bad language, abuse or threats, verbal or otherwise
- To refer you to the staff member most able to answer your queries, if we are unable to do so

Our Commitment

As Council staff, we are committed to:

- Providing a high standard of service
- Consistent and fair treatment of our clients
- Firm but fair interpretation and application of Council's legal obligations
- Achieving high standards of professionalism and quality of advice
- Learning from our mistakes

Customer Feedback

We welcome constructive customer feedback. This is how we improve.

- If you have any questions or concerns, please talk them over with the relevant staff member. We want to find mutually acceptable solutions within the law.
- If you consider you have not received satisfactory service and this has not been resolved with the person with whom you are dealing, you should contact the General Manager.

When there is a conflict

As a regulatory body, Council is required by Government to:

- Administer various regulations and uphold the law
- Safeguard the public interest

These responsibilities may not always match your expectations or wishes. Where there is a conflict that cannot be resolved at staff or management level, further avenues of appeal may exist. We will be happy to advise you of these procedures.

Customer Satisfaction Surveys

Council undertakes annual customer satisfaction surveys, so as to understand how our residents feel about the service they receive at Council, their satisfaction with the facilities and utility's we provide, and also their perception about the community we live in.

As part of the Green Globe benchmarking process, our surveys also ask questions about involvement in environmental issues, the affects of tourism, and participation in local government decision making.

The results of these surveys are very important to us in setting our priorities for future development and upgrading of facilities, and improving our customer services. These surveys have in the past initiated various major capital projects, such as the footpath and street lighting upgrades completed in 2005/2006.

Throughout this Annual Report, in the Council Activities section, the results of the customer satisfaction surveys have been incorporated as performance measures, to assess our progress towards the achievement of Community Outcomes and our annual targets. By way of example, page 70 of this Report illustrates levels of satisfaction with community facilities such as cemetery, public toilets, sports fields, public car parks, the District Library, and playgrounds.

Survey 2006

This year the survey was undertaken by two methods. First, we posted survey forms to 300 homes selected at random from the electoral roll. From these, we received around 100 responses. To then achieve our minimum target of 180 responses, we hired an individual on short term contract to obtain further responses by telephone survey. All responses were then independently collated.

