



Summary Annual Report 2024/25

Whakarāpopototanga pūrongo ā-tau 2024/25

For the period 1 July 2024 to 30 June 2025

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Each year, local authorities are required to present an Annual Report that includes a set of audited financial statements. This summary is a condensed version of the full Whakatāne District Council Annual Report 2024/25, which was adopted by Council on 19 November 2025.

This summary has been prepared in accordance with financial reporting standards and has been examined by the Council's auditors for consistency with the full Annual Report. The Independent Auditor has expressed an unmodified audit opinion on the audited information in their report dated 19 November 2025. In previous years, a qualified opinion was received on the non-financial performance information because the Council and its after-hours call centre provider did not record, count, or classify complaints in line with Department of Internal Affairs guidance. This approach likely understated the actual number of complaints received for the prior years. The Auditor also included two emphasis of matters: one relating to Local Water Done Well, as the financial impact of delivering water services differently cannot be reliably estimated; and another concerning greenhouse gas (GHG) emissions, which are subject to inherent uncertainty due to evolving scientific knowledge, methodologies for calculating emissions factors, and developing GHG reporting and assurance standards.

The summary financial statements do not include all of the disclosures provided by the full Annual Report. They should not be considered a substitute for the comprehensive information found in the full Annual Report. Readers are referred to the full Annual Report for more detailed information.

In its full financial statements, the Council has made an explicit and unreserved statement of compliance with the Public Benefit Entity Standards.

*The full Annual Report 2024/25 and this summary are available at **whakatane.govt.nz/annual-report***



MESSAGE FROM THE MAYOR

Kupu whakataki nā te Koromatua

The Annual Report is part of our obligation to you, the rate payer, to provide a clear and transparent account of what Council does with your money over the past financial year- from 1 July 2024 to 30 June 2025. It outlines our performance across more than 30 services, our expenditure and the investments we've made, and how we've managed around \$1.6 billion in community assets.

The period has been a difficult one as we continue to deal with the cumulative effects of the inflation that spiked in Q3 2022, and try to continue to give ratepayers value for money.

The report provides an account for how well Council is doing using 69 performance indicators, with 33 of those required by law. In 2024/25, just over half (58%) of the targets were met, which is down from 72.5% in the previous year. Overall, residents' satisfaction stayed fairly steady, with a few exceptions in some areas. The full report breaks down how each part of the organisation performed, explains why some targets weren't met, and includes financial summaries for each activity.

Through the 12 months we continued to deliver services while navigating economic pressures and regulatory reform. I believe Council has remained focused, responsive, and committed to doing what's right for our district. On my watch, Council has done everything it has needed to do and then some.

Critical services account for over 80% of capital expenditure investment in those things that most people in our district need, things like water, transportation, and solid waste.

We've also made significant progress in climate change and resilience. Council approved and began installing solar panels on key facilities including the Civic Centre, dog pound, and water treatment plant - reducing emissions and lowering energy costs. Lower energy costs mean savings for rate payers. Emergency preparedness has also been a priority. We've deployed emergency supplies across the district. I'm very pleased to say that these important investments were largely paid for by revenue other than rates.

We've also supported community-led planning and deepened our partnerships with iwi and hapū, and celebrated te reo Māori through initiatives like Murupara Reorua.

That said, this year's performance results also show where we need to do better. These results help us identify where to focus our efforts and improve delivery or look at other ways to communicate our achievements.

Like most government reforms, Local Water Done Well has consumed considerable staff and councillor time and energy as we worked to agree a Water Services Delivery Plan to meet the September 2025 deadline.

I want to acknowledge the many individuals, teams and organisations who have contributed to this year's outcomes- councillors, the Chief Executive and his senior managers, staff, community groups, iwi partners, volunteers, and residents.

I encourage you to read the full report. It's thorough, and I think it helps people understand just how much the Council undertakes, and I hope, starts to build an appreciation of the complexities we face as we deliver, daily for our communities and plan for the future. I hope readers appreciate that this Council continues to do the basics well.

Dr Victor Luca

SUMMARY OF SERVICE PERFORMANCE

Whakarāpopototanga o ngā ratonga mahi

All the activities we carry out contribute to achieving our vision, community outcomes and five strategic priorities. Each activity has performance measures that show how well we're delivering services to the community. The measures and targets are from year one (2024-25) of our Long Term Plan 2024-34, which you can view on our website: Long Term Plan 2024-34 | Whakatāne District Council.

More life in life

Working together to make living better for our communities, now and in the future





Enhancing the safety, wellbeing and vibrancy of communities

Me mātua whakanui i te marutau, te oranga, me te wana o ngā hapori



Strengthening relationships with iwi, hapū and whānau

Me mātua whakawhanake i ngā kōtuituinga ā-iwi, ā-hapū, ā-whānau anō hoki



Building climate change and natural hazard resilience, including our infrastructure

Me mātua whakakaha i te aumangea ki te huringa āhuarangi me ngā matepā taiao tae ana ki te hangaroto



Facilitating economic regeneration and responding to development pressures

Me mātua whakahaere i te tipuranga o te taiōhanga me ngā tonotono whare



Shaping a green district

Kia toitū te rohe

We have 69 non-financial measures in the Long Term Plan 2024-34, of which 33 are mandatory under the Local Government Act 2002. These mandatory measures follow guidance from the Department of Internal Affairs and are marked with an (M).

Monitoring our non-financial performance helps us to see how we're tracking against the levels of service our communities can expect. This means we can identify areas that need extra focus if required. We review our measures and structure every three years during the development of the Long Term Plan. Our measures are designed to be meaningful for the community. They include assessing timeliness, key project milestones, community perceptions and satisfaction with services and facilities.

This year brought a number of challenges for local government, including rising financial pressures, shifting community expectations and the need to respond to complex regulatory and environmental changes. While we remained focused on delivering services and progressing key initiatives, we did not meet all of the performance targets set through the Long Term Plan 2024-34.

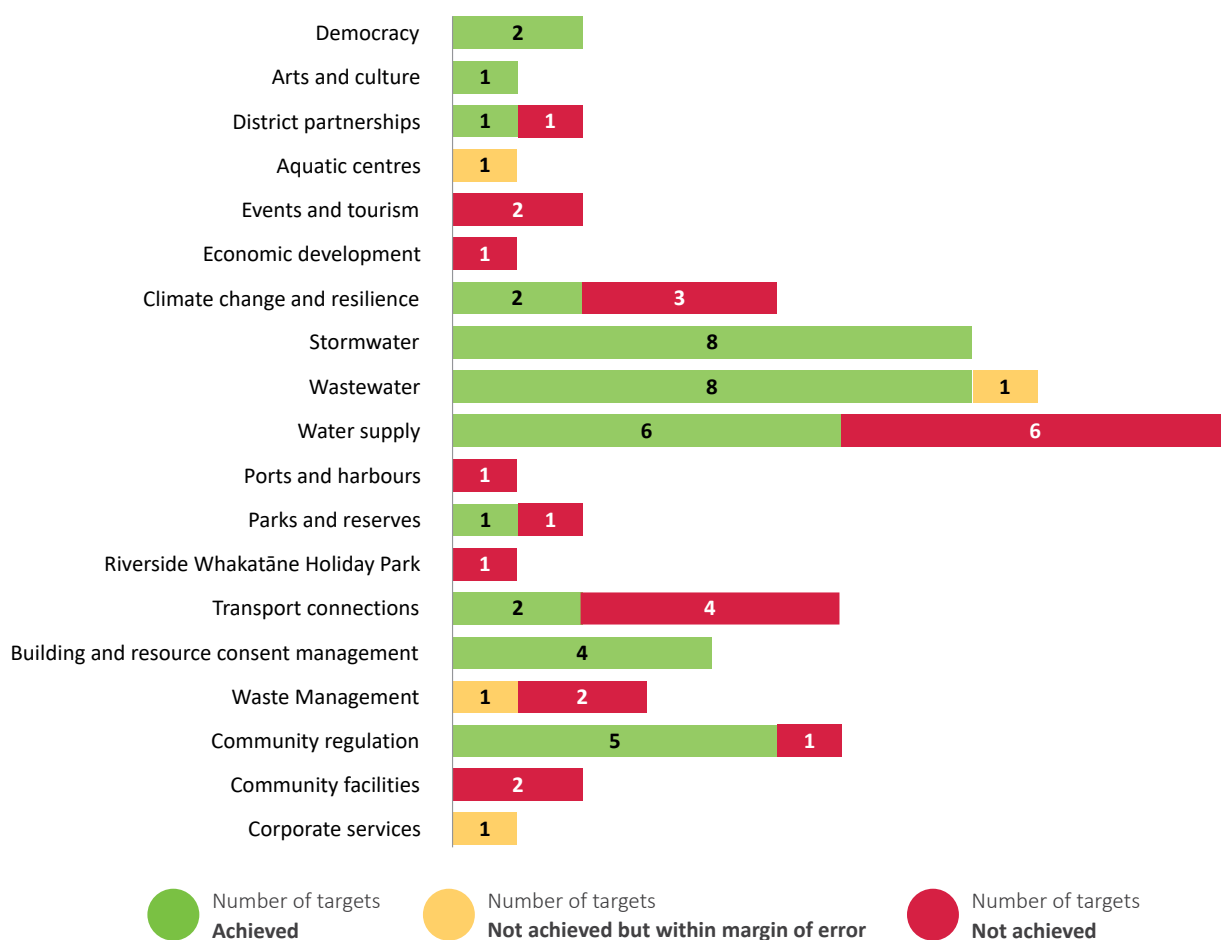
In summary our performance measure results show:

- We met targets for 58% of all performance measures (40 of 69)
- We achieved 73% of our mandated measures (24 of 33)

The overall percentage of performance targets achieved has declined from 72.5% in 2024 to 58% in 2025. This reflects a mix of factors, including the introduction of new performance measures, changes to target definitions and benchmarking, and the use of the resident's satisfaction survey as a key data source. Ongoing economic pressures, including the cost of living and rising rates, mean that residents are paying closer attention to council performance. This reinforces the importance of our continued focus on delivering value and quality services.

The graph below shows the service performance results for each activity.

2024/25 Non-Financial Performance Measure results



HIGHLIGHTS FROM THE YEAR

Ngā miramiratanga o te tau

Our customer
services teams took:



34,228
phone calls



13,505
service requests



392m
of footpaths
were renewed



166,494

Admissions to the Whakatāne
Aquatic and Fitness Centre
and Murupara Aquatic Centre



386 building
consents
were issued



26,043
tonnes
of waste
managed

24,916

Riverside
Whakatāne
Holiday Park
stays



33%

diverted from
landfill and either recycled
re-used or re-purposed.



The replacement of the Mimiha Stream Bridge on Ruatāhuna Road was completed.



We improved wastewater services by replacing the Ferry Road pump station and refurbishing over **4,000** metres of sewer pipes.

Te Kōputu delivered

157 activities and issued

160,400 items.



To help reduce our carbon footprint, we began installing solar panels on key Council facilities

We consulted the community on water service delivery options and, as part of the Local Water Done Well reforms, adopted a standalone business unit model for our Water Services Delivery Plan.



Murupara became an official reorua/ bilingual township

SUMMARY FINANCIAL STATEMENTS

Whakarāpopototanga o ngā Whakapuakanga Ahumoni

The specific disclosures included in these summary financial statements have been extracted from the full financial statements adopted by Council on 19 November 2025.

The full financial statements of the Council were prepared in accordance with the requirements of the Local Government Act 2002. This includes the requirement to comply with New Zealand Generally Accepted Accounting Practice (NZ GAAP), and in accordance with the PBE Standards. The Council have not met the requirements to have the annual report adopted by resolution within four months after the end of the financial year to which it relates per section 98(3).

The summary financial statements comply with PBE Financial Reporting Standard 43 Summary Financial Statements. They are presented in New Zealand dollars, and all values are rounded to the nearest thousand dollars.

The Summary Statements of Financial Performance, Comprehensive Revenue and Expense, and Changes in Equity present the financial performance and equity movements of the Council. These statements summarise operating income and expenditure as well as other financial transactions that have impacted on the Council's net equity.

The Summary Statement of Financial Position presents the assets we own and the liabilities we owe to other parties.

The Summary Statement of Cashflows show how we generated and used cash.

Contingencies

The Council has contingent liabilities for indemnity claims, but the only claims that might be estimated are related to building defects (see below and Provisions note) and a provision has been made in the financial statements to anticipate this liability.

Building Act claims including weather tightness claims

The Building Act 2004 imposes certain obligations and liabilities on local authorities relating to the issue of building consents and inspection of work done. At the date of these financial statements, there are two matters indicating potential liabilities that have been estimated for the provision. These are Langbien and Ridley vs Flowerday Homes Ltd; and Watkins, Goldsmith and Pullar. The calculation is based on a forecast percentage estimate of the total claim.

The amount of any potential future claims cannot be reliably estimated and is therefore unquantifiable.

Local Government Funding Agency (LGFA)

The Council is a guarantor of the New Zealand Local Government Funding Agency Limited (LGFA).

The LGFA was incorporated in December 2011 with the purpose of providing debt funding to local authorities in New Zealand. LGFA has a current credit rating from Standard and Poor's of AAA for local currency and a foreign currency rating of AA+ as at 30 June 2025.

As at 30 June 2025, the Council is one of 30 local authority shareholders and 72 local authority guarantors of the LGFA. The New Zealand Government also has a 20% shareholding in the LGFA. When aggregated with the uncalled capital of other shareholders, \$20.0 million is available in the event that an imminent default is identified. Also, together with the other shareholders and guarantors, the Council is a guarantor of all the LGFA's borrowings.

At 30 June 2025, the LGFA had borrowings totalling \$25.53 billion (2024: \$21.8 billion).

Financial reporting standards require the Council to recognise the guarantee liability at fair value. However, the Council has been unable to determine a sufficiently reliable fair value for the guarantee and therefore has not recognised a liability.

The Council considers the risk of the LGFA defaulting on

repayment of interest or capital to be very low on the basis that:

- it is not aware of any local authority debt default events in New Zealand; and
- local government legislation would enable local authorities to levy a rate to raise sufficient funds to meet any debt obligations if further funds were required.

Engineering report on subdivision

Representatives of the owners of properties within the Kokako Heights subdivision have filed High Court proceedings in relation to issues arising around slips and stormwater management in and around the accessway of the subdivision. Formal legal proceedings were issued against the Council as third defendant in July 2025. The claim has been notified to Council insurers but it is too early to ascertain potential liability.

Resource consent on water bottling plant

The Supreme Court heard appeals challenging the Court of Appeal decision that led to the granting of resource consents for an expanded water bottling plant for Otakiri Springs Ltd. The Supreme Court heard the appeals in November 2023, and we are awaiting the Court's decision. The Council may be asked to consider an application for a costs award should it be successful in the Supreme Court.

Edgecumbe stop bank breach 2017

In August 2023, a class action claim (Jill Payne and IAG New Zealand Ltd) was raised against the Council, together with the Bay of Plenty Regional Council, related to alleged duty of care in relation to monitoring and maintaining a flood wall located at 54-64 College Road, Edgecumbe. The appellant is now G Rangiaho and IAG NZ Ltd. The Council is contesting the claims based on the claim relating to the breach of a stop bank which is the responsibility of the Bay of Plenty Regional Council. The quantity of the claim is \$47 million. There is a further claim (known as the Shine proceedings) and there are other insurers with claims against the Bay of Plenty Regional Council only. It is difficult to quantify Council's liability due to the nature of the issues, the uncertainty of the outcome and/or the extent to which the Council has a responsibility to the claimant.

New Zealand Mutual Liability Riskpool Scheme ('Riskpool')

Whakatāne District Council was previously a member of the New Zealand Mutual Liability Riskpool scheme ('Riskpool'). The scheme is in wind down, however the Council has an ongoing obligation to contribute to the Riskpool scheme should a call be made in respect of any historical claims (to the extent those claims are not covered by reinsurance or where reinsurance is delayed), and to fund the ongoing operation of the scheme.

The likelihood of any call in respect of historical claims diminishes with each year as limitation periods expire. However, following the Supreme Court decision on 1 August 2023 in *Napier City Council v Local Government Mutual Funds Trustee Limited*, which addressed the treatment of claims against Riskpool that involved a mixture of non-weathertightness and weathertightness defects (mixed claims), a number of proceedings against Riskpool, which were stayed pending the Supreme Court's decision in 2023, have since recommenced.

Several member Councils have brought proceedings against Riskpool related to mixed claims. Two of these claims are currently listed for trial in September 2025. These cases are important in clarifying the scope of Riskpool's historical obligations and the interpretation of past Scheme terms. At this point the total potential liability of the outstanding claims against Riskpool is unable to be quantified.

Council made a payment in January 2024 of \$134,319 and a subsequent payment in September 2025 of \$59,152.36.

Employment disputes

There were no employment disputes at 30 June 2025. (2024: \$10,000).

Te Rāhui Herenga Waka 2021 Whakatane special partnership

The Council has an interest in a limited partnership, Te Rāhui Herenga Waka 2021 Whakatāne, which was formed to facilitate the construction of the new boat harbour. The other two equal partners are Te Rāhui Lands Trust and Ngāti Awa in this venture. The Council, in accordance with the limited partnership agreement, has committed capital of \$9,800,000 of the total committed capital of \$29,400,000 reflecting an intended closing equity of 33.3 percent in the limited partnership. In accordance with the limited partnership agreement clause 10.2, the entitlement to income and capital arising and losses accruing shall be allocated to the limited partners on a pro rata basis on the aggregate amount of paid-up capital. At 30 June 2025 the Council's paid-up capital in the limited partnership was \$5,700,000 (2024: \$5,700,000) of the total paid-up capital of \$12,400,000. Therefore, the Council's share to be applied to the equity accounting method at 30 June 2025 is 46 percent (2024: 46 percent). A decision has been made to discontinue this project. The investment has been impaired as what is best considered by the council as the recoverable amount.

Related party transactions

The council has a 1/9th share in BOPLASS Ltd established to foster collaboration between councils in the delivery of services. During the year, the council contracted BOPLASS Ltd for services costing \$153,289 (2024: \$177,881.87). The council has a 50:50 joint equity venture with the Ministry of Transport (Air Transport Division) in the Whakatāne Airport. Funds held by council on behalf of the Airport total \$3.073 million deficit (2024 \$2.734 million deficit)

Events after balance date

Local Water Done Well

Whakatāne District Council formally adopted its Water Services Delivery Plan on the 14 August 2025, confirming that water, wastewater and stormwater services will be delivered through a stand-alone, ring-fenced business unit within the Council.

The decision follows extensive community engagement through the Local Water Done Well project and aligns with new national legislation requiring councils to outline how they will manage water services locally.

The Water Services Delivery Plan has been submitted to the Department of Internal Affairs on 1 September 2025. It was approved by the Department of Internal Affairs on 30 October 2025, with transition planning to follow to ensure the new delivery model is fully operational by the statutory deadline of 1 July 2028.

An estimate of the financial effect of the decision to deliver water services differently cannot be reliably made.

Exploring regional partnership

While the Council has committed to a local delivery model, it is also keeping the door open to a regional partnership approach in the future. Whakatāne District Council is continuing discussions with Kawerau District Council, Ōpōtiki District Council and Rotorua Lakes Council about the potential to form a Multi-Council-Controlled Organisation in future. The Water Services Delivery Plan indicates that this will be explored and decided by early 2027 to enable it to be set up by 1 July 2028.

This model would involve transferring water-related assets, revenue and debt to a jointly owned company, while retaining local influence through shared governance and oversight.

The adopted plan ensures Whakatāne District Council is well-positioned to meet future regulatory requirements while continuing to deliver safe, reliable and affordable water services for the community.

FINANCIAL STATEMENTS

SUMMARY STATEMENT OF COMPREHENSIVE REVENUE AND EXPENSES

For the period ended 30 June 2025

	ACTUAL 2025 \$000	BUDGET 2025 \$000	ACTUAL 2024 \$000
Rates	69,123	70,044	59,048
Subsidies and grants	22,021	21,308	27,983
Development and financial contributions	199	1,431	198
Fees and charges	8,960	9,493	8,969
Interest revenue	1,569	51	1,127
Other revenue	3,838	3,791	3,780
Gains	636	-	272
Total revenue	106,345	106,117	101,377
Personnel costs	29,346	29,359	26,885
Depreciation and amortisation expense	26,231	26,616	26,392
Finance costs	9,159	7,906	7,798
Other expenses	45,900	49,527	43,375
Revaluation losses	5,680	-	1,974
Total expenses	116,316	113,408	106,423
Share of limited partnership and joint venture surplus (deficit)	(375)	(766)	(213)
Surplus (deficit) before tax	(10,346)	(8,057)	(5,259)
Income tax expense (Benefit)	(59)	-	(17)
Surplus (deficit) after tax	(10,405)	(8,057)	(5,277)
Other comprehensive revenue and expense of joint ventures / associates	-	-	-
Gains (loss) on property, plant and equipment revaluations	225,743	39,785	12,320
Deferred tax on revaluations	59	-	17
Other comprehensive revenue and expense	225,802	39,785	12,337
Total comprehensive revenue and expense	215,396	31,728	7,060

SUMMARY STATEMENT OF FINANCIAL POSITION

As at 30 June 2025

	ACTUAL 2025 \$000	BUDGET 2025 \$000	ACTUAL 2024 \$000
TOTAL EQUITY	1,415,882	1,270,214	1,200,467
Total current assets	31,589	24,746	38,381
Total non-current assets	1,594,207	1,456,483	1,347,622
TOTAL ASSETS	1,625,796	1,481,229	1,386,003
Total current liabilities	55,500	63,747	47,499
Total non-current liabilities	154,414	147,268	138,038
TOTAL LIABILITIES	209,914	211,015	185,537
NET ASSETS (assets minus liabilities)	1,415,882	1,270,214	1,200,467

SUMMARY STATEMENT OF CHANGES IN NET ASSETS AND EQUITY

For the period ended 30 June 2025

	ACTUAL 2025 \$000	BUDGET 2025 \$000	ACTUAL 2024 \$000
Balance at 1 July	1,200,467	1,238,486	1,193,442
Total comprehensive revenue and expense for the year	215,395	31,728	7,060
Other adjustment	19	-	(35)
Balance as at 30 June 2024	1,415,882	1,270,213	1,200,467

SUMMARY STATEMENT OF CASHFLOWS

For the period ended 30 June 2025

	ACTUAL 2025 \$000	BUDGET 2025 \$000	ACTUAL 2024 \$000
Net cash flow from operating activities	17,916	21,802	21,483
Net cash flow from investing activities	(50,100)	(54,562)	(45,375)
Net cash flow from Financing activities	24,300	32,000	37,700
Net increase / decrease in cash	(7,884)	(760)	13,808
Cash at beginning of year	17,623	5,834	3,815
Cash, cash equivalents and bank overdrafts at the end of the year	9,739	5,074	17,623
Represented by:			
Cash at bank	9,739	5,074	17,623

Reconciliation of Liabilities Arising from Financing Activities

	ACTUAL 2024 \$000	CASH FLOWS	NON-CASH CHANGES		ACTUAL 2025 \$000
			Acquisition	New leases	
Reconciliation of liabilities arising from financing activities					
Long term borrowings	153,500	24,300	-	-	177,800
Other term liabilities - deposits held	1,000	-	-	-	1,000
Total debt	154,500	24,300	-	-	178,800

MAJOR VARIANCES AGAINST BUDGET

Explanations for major variations from the Council's budget and prior year results are as follows:

STATEMENT OF COMPREHENSIVE REVENUE AND EXPENSE	VARIANCE AGAINST BUDGET	VARIANCE AGAINST PRIOR YEAR RESULTS
Rates	Rates income were within 1.3% of budget. This was due to careful forecasting and no unexpected changes.	Rates rose by 17.1% in comparison to last year as signalled in the long term plan. This was to 'fund the gap' that emerged due to rates not increasing in previous years to match the cost increases of operations.
Subsidies and grants	Subsidies and grants were within 3.3% of budget with no significant changes to the forecast assumptions.	Subsidies and grants were down \$6M compared to last year. This was mainly due to cuts in roading grants.
Interest revenue	Interest revenue was budgeted to achieve \$51K but actually achieved \$1.6M due to prefunding of loans. This is seen to be a prudent measure to ensure future loans are secured at the right rate.	Interest revenue was 39% above last year due to more loans being prefunded than the previously.
Finance costs	Finance costs were \$1.3M above budget due to prefunding loans. However, this was more than offset by the \$1.6M extra earned in interest revenue.	Finance costs were \$1.4M higher than the previous year due to an increase in net loans of \$24.3M over the year and more prefunding carried out than the previous year.
STATEMENT OF FINANCIAL POSITION	VARIANCE AGAINST BUDGET	VARIANCE AGAINST PRIOR YEAR RESULTS
Cash and cash equivalents	The year ended with Council holding \$4.7M more than budgeted. This is due to the expenditure patterns and ensuring that there are enough funds on hand to cover expenses as they fall due.	Cash and cash equivalents were \$7.9M down from last year. The balances at year end largely depend on the timing of claims and expenses coming in.
Receivables	Receivables exceeded budget by \$2M. Council is currently owed \$2M by Ministry of Transport for Airport expenses due to financial statements having to be re-cast. This is expected to be fully paid once the statements have been re-audited.	Receivables were \$1.2M higher than last year with an increase in metered water receivables of \$1.4M and an increase in roading receivables of \$1.5M. This has been partially offset by GST timing and an increase in provision for doubtful debts.
Infrastructural assets	Infrastructural assets were above budget by \$135M. This was from a combination of an increase in roading valuations of \$232M and a partial offset of capitalising less projects than originally budgeted.	Infrastructural assets were \$242M more than last year. This was from a combination of an increase in roading valuations of \$232M and capitalisations of new projects.
Investment property	Investment property was \$8.5M less than budget. This was due to the assumption that investment property valuations would continue to rise over the previous two years, but the values fell in both years. There was also a transfer of \$400K of assets to operations.	Investment property was \$836K less than the previous year due to a drop in values from the annual valuation.
Work in progress	Work in progress was \$11M above budget due to delays in completion of capital projects than originally forecast	Work in progress was \$5.4 more than the previous year due to delays in starting and completing capital projects
Payables and deferred revenue	There was a variance of \$9M less than budget at year end due to timing differences of payments	Payables finished the year \$1.5M lower than the previous year due to timing differences of payments
Borrowings	Borrowings were within 3.5% of budget at year end.	Borrowings increased by \$24.3M from the previous year. This was largely in line with the liquidity needs budgeted.

INDEPENDENT AUDITOR'S REPORT

Te Pūrongo o te Kaiarotake

AUDIT NEW ZEALAND
Mana Arotake Aotearoa

Independent Auditor's Report

To the readers of Whakatāne District Council's summary of the annual report for the year ended 30 June 2025

The summary of the annual report was derived from the annual report of the Whakatāne District Council (the Council) for the year ended 30 June 2025.

The summary of the annual report comprises the following information on pages 4 to 16:

- the summary statement of financial position as at 30 June 2025;
- 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 2025;
- the notes to the summary financial statements that include accounting policies and other explanatory information; and
- the summary statement of service performance.

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 non-financial performance information includes a limitation in scope to the equivalent extent as the full audited statement of service performance for the prior year. 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 full annual report and our audit report thereon

We expressed an unmodified audit opinion on the information we audited in the full annual report for the year ended 30 June 2025 and qualified opinion on the Statement of Service performance for prior year only in our auditor's report dated 19 November 2025. The basis of our qualified opinion on the Statement of service performance is explained below.

The District Council is required to report against the performance measures set out in the Non-Financial Performance Measures Rules 2024 (the Rules) made by the Secretary for Local Government. These include mandatory performance measures relating to the number of complaints received for water supply, wastewater, and stormwater.

The Department of Internal Affairs has issued guidance to assist local authorities in applying the Rules, including how to count complaints. In the prior year, the District Council and its afterhours call centre provider were not recording and classifying complaints in accordance with this guidance, and the method of recording was likely to have understated the actual number of complaints received.

As a result, our work was limited and there were no practicable audit procedures we could apply to obtain assurance over the result for these performance measures for the year ended 30 June 2024, reported as comparative information.

These issues have been resolved for the 30 June 2025 financial year. As the issues cannot be resolved for the 30 June 2024 year, the reported performance for these performance measures for the 30 June 2025 year may not be directly comparable with the 30 June 2024 performance information.

Information about this matter is also disclosed on page 2 of the summary of the annual report.

Emphasis of matter

Our auditor's report on the full annual report also includes emphasis of matter paragraph drawing attention to:

Future of water delivery

Our auditor's report on the full annual report which includes an emphasis of matter paragraph on the future of water delivery, drawing attention to Page 52 and Note 26 on page 196 which outlines that in response to the Government's Local Water Done Well reforms, the Council has at this stage decided to continue to deliver water, wastewater and stormwater services itself directly through an inhouse business unit.

The financial impact of this decision is unknown because details of the exact arrangements are still being considered and a reliable estimate cannot be made.

Information about this matter is also disclosed on page 2 and 12 of the summary annual report.

Inherent uncertainties in the measurement of greenhouse gas emissions

The Council has chosen to include a measure of its greenhouse gas (GHG) emissions in its performance information. Considering the public interest in climate change related information, we draw attention to Climate Change and Resilience group of activity on pages 46 to 50 in the full annual report, which outlines the uncertainty in the reported GHG emissions. Quantifying GHG emissions is subject to inherent uncertainty because the scientific knowledge and methodologies to determine the emissions factors and processes to calculate or estimate quantities of GHG sources are still evolving, as are GHG reporting and assurance standards.

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.

Other than in our capacity as auditor, we have no relationship with, or interests in, the Council.



Anton Labuschagne
Audit New Zealand
On behalf of the Auditor-General
Tauranga, New Zealand
19 November 2025

WHAKATĀNE DISTRICT COUNCIL

Civic Centre, 14 Commerce Street, Whakatāne
Private Bag 1002, Whakatāne 3158

Email: info@whakatane.govt.nz

Phone: 07 306 0500

Website: whakatane.govt.nz



Whakatāne District Council

SERVICE CENTRE MURUPARA

Pine Drive, Murupara

Phone: 07 366 5896

whakatane.govt.nz