

Te Poari ā-Rohe o Manurewa
Te Rīpoata ā-Tau 2021/2022

Manurewa Local Board

Annual Report 2021/2022



Volume
2.10

Mihi

Tēnā kia hōea e au taku waka mā ngā tai mihi o ata e
 uru ake ai au mā te awa o Tāmaki ki te ūnga
 o Tainui waka i Ōtāhuhu.
 I reira ka tōia aku mihi ki te uru
 ki te Pūkaki Tapu o Poutūkeka,
 i reira ko te Pā i Māngere.
 E hoe aku mihi mā te Mānukanuka o Hoturoa
 ki te kūrae o te Kūiti o Āwhitu.
 I konā, ka rere taku haere mā te ākau
 ki te pūaha o Waikato, te awa tukukiri o ngā tūpuna,
 Waikato Taniwha rau, he piko he taniwha.
 Ka hīkoi anō aku mihi mā te taha whakararo,
 mā Maioro ki Waiuku, ki Matukutūreia
 kei konā, ko ngā Pā o Tāhuna me Reretewhioi.
 Ka aro whakarunga au kia tau atu ki Pukekohe.
 Ka tahuri te haere a taku reo
 ki te ao o te tonga e whāriki atu rā
 mā runga i ngā hiwi, kia taka atu au ki Te Paina,
 ki te Pou o Mangatāwhiri.
 Mātika tonu aku mihi ki a koe Kaiaua
 te whākana atu rā o whatu mā Tikapa Moana
 ki te maunga tapu o Moehau.
 Ka kauhoetia e aku kōrero te moana
 ki Maraetai kia hoki ake au ki uta ki Ōhuiarangi,
 heteri mō Pakuranga.
 I reira, ka hoki whakaroto ake anō au
 i te awa o Tāmaki mā te taha whakarunga
 ki te Puke o Taramainuku, kei konā ko Ōtara.
 Kātahi au ka toro atu ki te Manurewa a Tamapohore,
 kia whakatau aku mihi mutunga
 ki runga o Pukekiwiriki
 kei raro ko Papakura
 ki konā au, ka whakatau.

Let this vessel that carries my greetings travel
 by way of the Tāmaki River to the landing place
 of Tainui canoe at Ōtāhuhu.
 There, let my salutations be borne across the
 isthmus to the Pūkaki lagoon,
 there is the place, Māngere.
 Paddling the Manukau Harbour
 we follow the Āwhitu Peninsula to the headland.
 From there we fly down coast
 to the Waikato river mouth,
 sacred waters of our forebears.
 Coming ashore on the northern side
 at Maioro, we head inland to Waiuku and Matukutūreia,
 there too are the Pā – Tāhuna and Reretewhioi.
 Heading southward, I come to Pukekohe.
 My words turn and follow
 the ancient ridgelines along
 the southern boundary, dropping down into Mercer
 and Te Pou o Mangatāwhiri.
 My greetings reach you at Kaiaua
 who gazes across Tikapa Moana
 to the sacred mountain, Moehau.
 Taking to the sea, my remarks travel
 to Maraetai and then to Ōhuiarangi,
 sentinel to Pakuranga.
 There we follow again
 the Tāmaki River to
 Te Puke o Taramainuku, where Ōtara resides.
 From here I reach for Manurewa
 until my greetings come
 to rest on Pukekiwiriki
 below which lies Papakura
 and, there I take rest.

On the cover: Weymouth Wharf has been completed, as has the nearby Weymouth Boat Ramp, both providing residents easier access to the harbour.

He kōrero mō tēnei rīpoata About this report

This annual report tells the story of how Auckland Council has performed in delivering services in the Manurewa Local Board area from 1 July 2021 to 30 June 2022.

You can read about our progress, expenditure, service performance and challenges faced in 2021/2022. It's part of the wider annual reporting package for the Auckland Council Group and meets our Local Government Act 2002 obligations to report on our performance against agreed measures. It reports against the council's Long-term Plan 2021-2031 (10-year Budget 2021-2031) and the Manurewa Local Board Agreement 2021/2022.

This report also reflects the local flavour of your area by profiling its population, people and council facilities. It features a story about a council or community activity that adds special value to the area and demonstrates how **together we're delivering for Auckland.**

CONTENTS

Mihi	2
About this report	3
From the chairperson	4
Our board	5
Our area	6
Performance report	8
Local flavour	15
Financial information	16



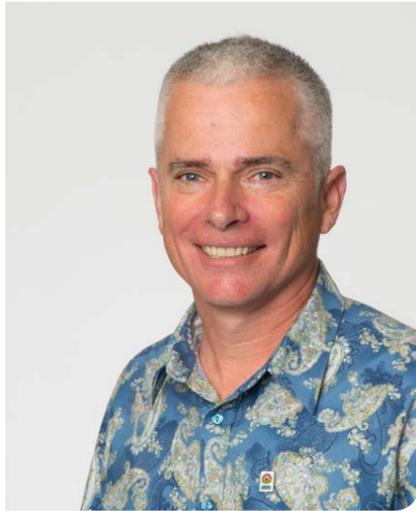
Pasefika Markets found a new home at the Manurewa Netball Centre, bringing the community together and allowing families to test business ideas in the wake of COVID-19.

He kōrero mai i te heamana

From the chairperson

I am pleased to highlight some of our achievements for 2021/2022. This was the first year of our 2020 local board plan and despite challenges in the current environment, we delivered for our community.

On Anzac Day, we installed a new commemorative plaque at the Manurewa War Memorial to include a wider acknowledgement of those who served. We also recorded an Anzac Day service, sharing it far and wide, empowering residents at retirement villages and rest homes to augment the service with personal reflections.



We continued our efforts to protect our environment, including working with Papakura and Franklin Local Boards on restoration of the Papakura Stream. The Pest Free Urban South programme began in Manurewa, providing support and encouragement for local residents and community groups to take part in pest plant and animal control.

We signed Te Whakaorango o Te Puhinui, a regeneration strategy for the Puhinui Stream developed over the term in partnership with Te Waiohū iwi,

community groups, government departments and other members of the council family.

As always, we are grateful for our residents, community groups and partners who work with us to achieve these outcomes.

Joseph Allan
Chairperson, Manurewa Local Board

We have increased the number of recreation activities led by community groups over the last two years and I am happy to report that our whole activation programme for 2021/2022 was delivered successfully .

Our Seniors' Network continued to grow this year, including a Matariki gathering at Manu Tukutuku in Randwick Park where over 50 participants were able to celebrate together .

We completed playground renewals and upgrades at Gallaher Park and Manurewa Recreation Centre which have been very popular with local tamariki and rangatahi. We also refurbished and updated Weymouth Wharf and started work on redeveloping the entrance to Te Mahia train station.

Te Poari ā-Rohe o Manurewa

Manurewa Local Board



Your board

(L to R) Dave Pizzini, Rangi McLean, Glenn Murphy, Melissa Atama (Deputy Chairperson), Anne Candy, Joseph Allan (Chairperson), Ken Penney, Tabetha Elliott.



The Hill Road Library Complex
Shop 3-5, 7 Hill Road, Manurewa



09 301 0101



Open Monday-Friday, 9am-5pm
Closed Saturday, Sunday and public holidays



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Ngā kaupapa me ngā whakapaipai ake

Manurewa projects and improvements

KEY TO CURRENT AND PLANNED PROJECTS

-  **Delivered projects**
-  **Current projects**
-  **Current playground renewals**
-  **Current track renewals**

LEGEND

-  Local board office
-  Public open space (Unitary Plan)
-  Motorway
-  Major road
-  Arterial road
-  Medium road
-  Minor road

Data sources: Council Growth model i11v6 (August 2020). Statistics New Zealand 2018 Census.



A population of **97,183** with **36%** residents identifying as Pasifika and **26%** Māori



42% of Manurewa's residents are under 24



11 mana whenua iwi/hapū have an interest in Manurewa



We are home to more than **150** local parks and sports fields, **2** libraries, **2** halls, **5** community hubs, **2** leisure centres, **2** swimming pools and **1** arts centre



Tā mātou pūrongo whakahaere mahi

Our performance report

Local Community Services

We funded local arts, culture, events, grants, and sport and recreation activities including projects that foster a sense of belonging in our neighbourhoods and communities. Through the Lifelong Learning Fund, we supported activities that included older people and fostered their community participation. We continued to invest funds for free swimming pool entry to senior citizens, the disabled, and supervising adults, with positive uptake. COVID-19 alert level restrictions caused disappointment as events and programmes were reduced or cancelled. We reallocated these unused funds into increased grants for community need, nearly doubling our planned grants distribution.

Achieved Target has been met or exceeded	Substantially achieved Target has not been met by a slim margin (+/-2%)	Not achieved Target not achieved	* Impacted by COVID-19 Measures favourably / unfavourably impacted by COVID-19
Progress made Result improved from prior-year result	No change No change from prior-year result	No improvements Not improved from prior-year result	

	Results against target	Year-on-year change	2022 Target	2022 Result	2021	2020	How did we perform
Provide safe, reliable and accessible social infrastructure for Aucklanders that contributes to placemaking and thriving communities							
Percentage of Aucklanders that feel their local town centre is safe - day time			67%	45%	46%	70%	Comments on the residents survey noted that respondents felt generally unsafe during the day. The main comments were around how much worse both of the town centres have become over the last year. Lack of security or police presence, lack of modern CCTV, shop ram-raids, youth and very young children not in school and roaming the precinct, and higher alertness by the public when shopping, or walking to cars.
Percentage of Aucklanders that feel their local town centre is safe - night time			25%	13%	21%	26%	Comments on the residents survey noted that respondents felt unsafe during the night due to a lack of police or security presence, no action taken around homelessness, begging and drinking. CCTV needs to be increased and upgraded. Lack of adequate lighting in some walkways. Social behaviour of roaming youth around darker areas, and also around the food outlets and liquor and gambling premises. This year's outcome has dropped further over three years back to the 2019 result of 13%.
Utilising the Empowered Communities Approach, we support Aucklanders to create thriving, connected and inclusive communities							
The percentage of Empowered Communities activities that are community led			60%	65%	71%	58%	
The percentage of Empowered Communities activities that build capacity and capability to assist local communities to achieve their goals			60%	75%	75%	63%	The increase reflects the local board's commitment to building resilience and capacity for the community. Active promotion of the Local Grant Programme and assistance with funding applications led to an increase in funding applications.
We provide safe and accessible parks, reserves, beaches, recreation programmes, opportunities and facilities to get Aucklanders more active, more often¹							
The percentage of park visitors who are satisfied with the overall quality of sportsfields			75%	63%*	60%*	74%	The impact of the council's recovery budget meant that the level of investment in playing surfaces in spring and autumn, and general capital works, was restrained compared to historical levels and did not meet community expectations. In addition, COVID-19 impacts and lockdowns meant reduced service standards resulting in periods of unmaintained grounds. However low use meant the surfaces, once maintenance resumed, came through the winter better than a typical year.
The customers' Net Promoter Score for Pool and Leisure Centres			35	55	58	53	An excellent result for Manurewa facilities. Customer comments call out the quality of the staff and the cleanliness of the facilities as key reasons for high levels of satisfaction.
The percentage of users who are satisfied with the overall quality of local parks			75%	60%*	60%*	70%	Similar to last year, COVID-19 lockdowns and restrictions had an impact on satisfaction levels. Some park facilities such as playgrounds were not accessible to the public. Continued renewal and upgrade investment in existing local parks facilities, as well as the planned delivery of park programmes and services should see an upwards trend.
The percentage of residents who visited a local park in the last 12 months			78%	79%	83%	74%	
We showcase Auckland's Māori identity and vibrant Māori culture							
The percentage of local programmes, grants and activities that respond to Māori aspirations			42%	28%*	30%*	41%	Community empowerment exceeded the target thanks to 58 per cent of grants responding to Māori aspirations; however the target is ambitious for arts and culture programmes, which are delivered from Nathan Homestead, a Council-led arts facility. Whilst fewer arts and culture programmes were delivered due to the impact of COVID-19, these programmes have delivered a 4 percentage point increase from last year, thanks to the particular focus on Matariki celebrations.

Local Community Services measures cont'd over

Local Community Services cont'd

	Results against target	Year-on-year change	2022 Target	2022 Result	2021	2020	How did we perform
We fund, enable, and deliver services, programmes, and facilities (art facilities, community centres, hire venues, and libraries) that enhance identity, connect people, and support Aucklanders to participate in community and civic life¹							
The number of internet sessions at libraries (unique sessions over public computing or public WIFI networks)	●	▼	128,000	69,555*	135,647*	147,116*	The COVID-19 pandemic and restrictions have significantly impacted internet sessions. To mitigate COVID-19-related health and safety risks, WIFI availability outside the library was removed at alert levels 3 and 4, and reduced during the red traffic light setting. WIFI offering is now back to normal. PC availability is still reduced to allow safe use and will return to normal at the green setting. Assuming the COVID-19 outbreak eases next year, internet sessions should slowly recover as all restrictions are lifted and visitors return.
The percentage of local community services, programmes and facilities that are community led			Set baseline ²	Not measured	New measure	New measure	
The percentage of arts, and culture programmes, grants and activities that are community led	●	▼	50%	31%	32%	24%	All arts and culture programmes were delivered by the Nathan Homestead Pukepuke, a council owned and operated arts facility. They responded to the facility's strategic business plan, which is informed by the local board plan and Toi Whītiki - the Arts and Culture Strategic Action Plan. Outcomes and lingering issues from COVID-19 disruptions has seen this measure remain static with slow improvement over the previous two years and not achieving the board's aspirational target this year.
The percentage of art facilities, community centres and hire venues network that is community led	●	▬	57%	57%	57%	57%	
The number of participants for local community services, programmes, and facilities			Set baseline ²	Not measured	New measure	New measure	
The number of attendees at council-led community events	●	▼	1,500	0*	122	550*	The community events Movies in Parks and Jazz at Nathan Homestead, were not delivered due to COVID-19 impacts.
The number of participants in activities at art facilities, community centres and hire venues	●	▼	140,000	97,848*	158,349	124,925*	Community centres and hire venues were mostly closed for three-and-a-half months during COVID-19 alert levels 4 and 3. They reopened in December 2021, but increased safety measures, vaccination pass requirements, and increased caution from the public meant participation levels were below plan. Since December, monthly participants have increased but as yet there are no clear signs of progression towards last year's levels, averaging 49 per cent below that in quarter four.
The number of visits to library facilities	●	▼	300,500	142,538*	281,569*	305,810*	Physical visits to libraries were impacted by COVID-19 restrictions and were below target. In response to COVID-19 risks, Auckland Libraries offered alternative services such as e-collections, online resources, Click and Collect, virtual programming and use of phone and email for research and information services. These alternative service methods were not included in the data collection for this performance measure.
The percentage of customers satisfied with quality of local community services, programmes, and facilities			Set baseline ²	Not measured	New measure	New measure	
The percentage of attendees satisfied with a nominated local community event			75%	Not measured*	Not measured	66%	Not measured - satisfaction surveys were not carried out during the year due to COVID-19 restrictions.
Percentage of customers satisfied with the quality of library service delivery	●	▼	85%	96%	98%	96%	Our libraries continued to exceed the customer satisfaction target, despite COVID-19 challenges, reflecting our commitment to ensuring we provide the best experience at all times.

1. Some level of service statements have been combined to reflect the council's move toward new and integrated ways of delivering services. All levels of service and performance measures from previous years are included. There is no intended change to the level of service provided to the community.

2. New measure - methodology under review to determine baseline. We are utilising the expertise of kaimahi who work with communities to ensure the definition encompasses the right mahi and is workable from a data capture perspective. A survey has been created to understand how many activities fit the proposed definition and will support creation of a baseline. Once we understand the scope of activities the next step is identifying the baseline targets. We are also looking at how we can utilise existing customer experience programmes to capture customer satisfaction. However, this requires us to understand the activities that need to be included as part of any customer experience survey.

Local Planning and Development

We supported improvements to our town centres, including working with business and community associations to improve local economic development and employment initiatives. We funded the Manurewa Business Improvement District to deliver its plan to revitalise Manurewa and Clendon town centres and we are working with the Manurewa Town Centre Steering Group on activities that create interest, promote a sense of safety and attract more people. We continued delivering our rangatahi youth scholarships, youth employment initiatives, and support for the Young Enterprise Scheme.

	Results against target	Year-on-year change	2022 Target	2022 Result	2021	2020	How did we perform
We help attract investment, businesses and a skilled workforce to Auckland							
The percentage of Business Associations meeting their Business Improvement District (BID) Partnership Programme obligations			100%	100%	100%	100%	Both business associations complied with their obligations.

Local Environmental Management

We continued our support for clean waterways, a pest free environment and waste minimisation. Popular events included a backyard trapping workshop at the Eye on Nature Ecofest event which was well attended. A hub day at the Maich Road teaching gardens offered free rat traps and advice. The Beautification Trust organised an online community engagement quiz with questions related to recurring waste minimisation initiatives. The Tūhuno ki Taiao event promoted connections to the environment, and we completed planting at the Glenveagh awa.

	Results against target	Year-on-year change	2022 Target	2022 Result	2021	2020	How did we perform
We work with Aucklanders to manage the natural environment and enable low carbon lifestyles to build resilience to the effects of climate change¹							
The percentage of local low carbon or sustainability projects that have successfully contributed towards local board plan outcomes ²			70%	0%	New measure	New measure	We did not fund any sustainability initiatives through the work programmes in this activity in 2021/2022.
The percentage of local water quality or natural environment improvement projects that have successfully contributed towards local board plan outcomes ²			80%	86%	New measure	New measure	We successfully delivered six of seven natural environment and Healthy Waters projects which contributed to the environmental outcomes in our local board plan. The Awa restoration programme was not fully delivered due to issues covering the planting budget but the project will continue in 2022/2023.
The percentage of local waste minimisation projects that have successfully contributed towards local board plan outcomes ²			70%	100%	New measure	New measure	We successfully delivered one Waste Solutions project which contributed to the board's environmental outcomes in its local board plan.

- The level of service statement has been amended to include the growing focus on addressing climate change. There is no intended change to the level of service provided to the community.
- New local environmental services performance measures have been introduced to track the delivery performance of local projects that contribute towards specific environmental outcomes in the local board plans.

He whakamārama mō ā mātou mahi whakahaere

Our performance explained

Local community services

Our community is enriched by its diversity and seniors are supported to feel connected and lead active, healthy lives. The Seniors' Network has grown and taken off this past year. The Manurewa Local Board Plan promotes an age-friendly community, and funds initiatives, programmes and events that respond to the needs of older people to celebrate their inclusion, therefore reducing social isolation. The Manurewa Town Centre shuttle, funded by the board, added a new route this year to incorporate the Super Clinic at Manukau. Our Lifelong Learning Fund invites applications for small grants for such things as music lessons, online conferences and meetings, and activation courses like tai chi. In partnership with 20/20 Trust, seniors are offered digital literacy classes which gives them a device to keep. This enables them to easily access the services and products they want, and manage their health, social and community participation. This can change their lives! We also funded free entry to the local pools for seniors, as well as for the disabled and for supervising adults.

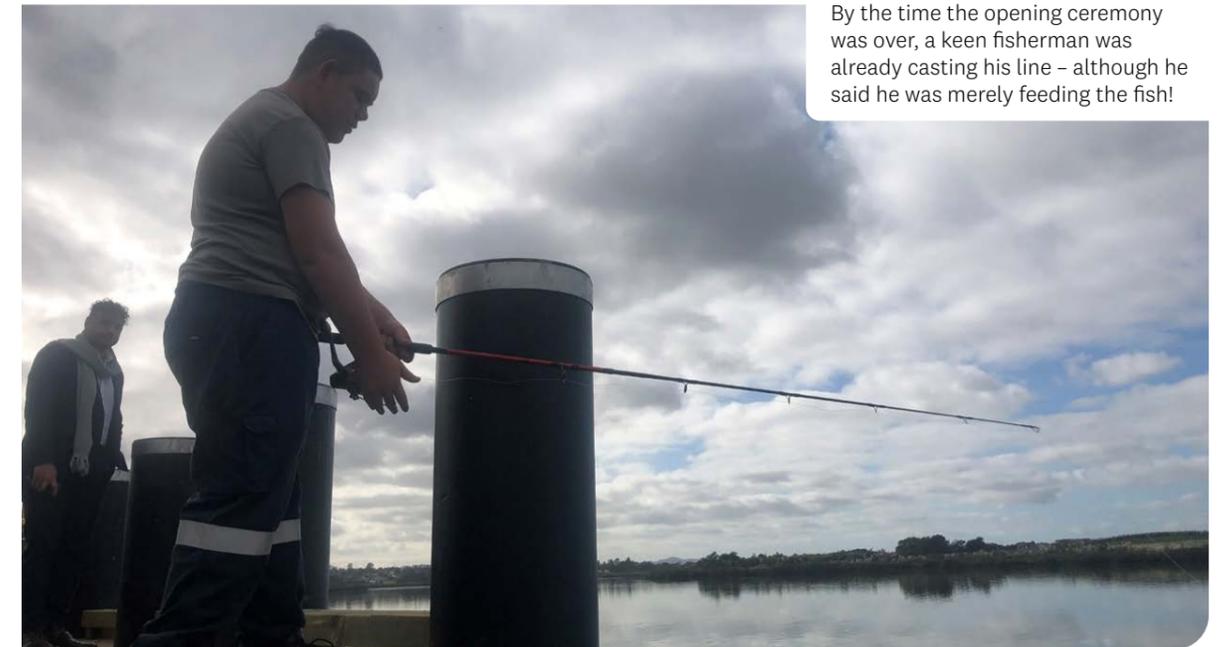
▼ It's now Te Pua / Keith Park after new bilingual signs were added to acknowledge Te Ākitai Waiohū gifting the name to help us champion te reo Māori and tell the area's story under Auckland Council's Te Kete Rukuruku programme.



Local Environment Management

Te Whaka oranga o te Puhinui is a regeneration programme, focused on the ancestral stream of Te Puhinui. Te Puhinui stream runs from the peak of Totara Park in Manurewa through the residential area of Wiri, into the commercial area of Manukau and out into the Manukau Harbour. After years of dumping and pollution the programme will return the stream to importance for Manurewa and its journey to the sea. Alongside Manurewa Local Board, key partners have signed a charter supporting working together using indigenous knowledge to revive the stream so it can be enjoyed along the many walks and paths that run beside it. Regeneration will guide urban renewal projects, community action and investment across the catchment. The charter is a direct response to the Manukau Framework Plan which details the approach Eke Pānuku will use to transform Manukau over the next 25 years. Representatives from Auckland Council, Te Waiohū iwi (Ngaati Tamaoho Waiohū, Ngaati Te Ata and Te Ākitai Waiohū), Kāinga Ora, Eke Pānuku Development Auckland, and Manurewa and Ōtara-Papatoetoe Local Boards pledged their commitment by signing the charter document, with several other key community partners signing a register of support for the charter.

He ātuatanga ā-rohe Local flavour



By the time the opening ceremony was over, a keen fisherman was already casting his line – although he said he was merely feeding the fish!

The old made way for the new when a refurbished Weymouth Wharf opened ahead of schedule.

The new wharf is the third that has stood at the end of Beihlers Road. The foundations of the first are still visible, with parts of the second, which had to be replaced because it was showing signs of wear, integrated into the new wharf.

A local resident who raised concerns about the state of one of the braces in the old wharf, says he got more than he bargained for. "This will more than do. It looks great."

While the wharf has hosted generations of children, the new wharf is much safer, with better steps that have done away with having to swim long distances or wade through mud.

News of the opening brought about an avalanche of Facebook comments from former residents who remembered spending summers at the swimming spot with friends.

The nearby Weymouth Boat Ramp has also been upgraded, providing boaties and other harbour users with improved facilities.

Trevor Hammond is a regular ramp user and says the improved facilities are welcome.

"I've been putting the boat in the water for a long time from Weymouth and it's brilliant to have a facility on our doorstep, even if heavily tidal."

The wharf renewal used Auckland Council Coastal Renewal funding, with the Manurewa Local Board contributing to the ramp upgrade.

The new structure is 'like for like' in that the new wharf replaces the old, but it has been built to today's codes to meet safety requirements.

The project required hundreds of metres of stress-rated timber averaging about \$30 a metre, massive piles, and more than 4000 stainless steel marine screws – each costing more than \$3.

"You can't just pop down to the local hardware store to get what you need for a project like this," says Manurewa Local Board chair Joseph Allan. "But what's been achieved will serve the community for many years."

"But what's been achieved will serve the community for many years."

Te tahua pūtea

Funding impact statement

Financial year ending 30 June 2022

\$000s	Notes	Actual 2021/2022	Annual Plan 2021/2022*	Annual Plan 2020/2021
Sources of operating funding:				
General rates, UAGCs, rates penalties		13,839	13,839	13,521
Targeted rates		1,024	1,067	883
Subsidies and grants for operating purposes		529	757	940
Fees and charges	1	1,303	2,624	2,274
Local authorities fuel tax, fines, infringement fees and other receipts		171	280	140
Total operating funding		16,866	18,567	17,758
Applications of operating funding:				
Payments to staff and suppliers	2	13,724	15,195	15,374
Finance costs		613	609	751
Internal charges and overheads applied		2,740	2,665	1,533
Other operating funding applications		0	0	0
Total applications of operating funding		17,077	18,469	17,658
Surplus (deficit) of operating funding		(211)	98	100
Sources of capital funding:				
Subsidies and grants for capital expenditure		0	0	0
Development and financial contributions*		0	0	0
Increase (decrease) in debt	3	3,663	4,618	1,610
Gross proceeds from sale of assets		0	0	0
Lump sum contributions		0	0	0
Other dedicated capital funding		0	0	0
Total sources of capital funding		3,663	4,618	1,610
Application of capital funding:				
Capital expenditure:				
- to meet additional demand		582	644	11
- to improve the level of service		1,019	1,740	490
- to replace existing assets		1,851	2,331	1,209
Increase (decrease) in reserves		0	0	0
Increase (decrease) in investments		0	0	0
Total applications of capital funding	4	3,452	4,716	1,710
Surplus (deficit) of capital funding		211	(98)	(100)
Funding balance		0	0	0

Variance explanation Actual 2021/2022 to Annual Plan 2021/2022*

1. Fees and charges were below plan primarily due to COVID-19 and the associated lockdowns and restrictions impacting on membership and attendance at aquatic, fitness, and recreation centres. Both Te Matariki Clendon Community Centre and Library and Manurewa Leisure Centre were particularly affected with a decline in fitness memberships, entrance fees, swimming programmes, school programmes and after school care programmes. Nathan Homestead's venue hire fees and school programmes were also affected. Although COVID-19 lockdown restrictions eased in the second half of the financial year, patronage was slow to return as entry numbers were restricted in all centres, and the public remained cautious of COVID-19.
2. Payments to staff and suppliers were below plan mainly due to lower than budgeted maintenance of council facilities during the COVID-19 lockdown. Although COVID-19 lockdown restrictions eased in the second half of the financial year, facilities required less maintenance due to continued lower patronage with the ongoing presence of COVID-19 in the community. Vacancies within facilities also resulted in staff costs being lower than planned.
3. Payments to staff and suppliers and capital expenditure were lower than planned. This resulted in a funding surplus which was partially absorbed by lower than planned fees and charges. The overall funding surplus meant that less debt funding was required than planned.
4. Capital expenditure was below plan due to COVID-19 lockdowns and alert level restrictions, as well as challenges with the supply and shipping of imported materials, and shortages of local materials and labour. The largest underspend was incurred on the lighting upgrade project to address the shortfall of playing hours at Mountfort Park sports field. This project is expected to be completed in the next financial year.

* Same target as the Year 1 of the Long-term Plan 2021-2031 (10-year Budget 2021-2031).

► Schoolchildren added their efforts to the thousands of volunteer hours spent across Manurewa planting alongside our waterways.





The Seniors Network meets regularly for information sessions and activities

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