

Wednesday, 5 March 2025

He hui e whakahaeretia nei e Te Kaunihera ā-Rohe o Heretaunga

Administered by HDC - I whakahaeretia e te Kaunihera ā-Rohe o Heretaunga

HDC : Tangata Whenua Wastewater Joint Committee Meeting

Kaupapataka

Agenda

Te Rā Hui:
Meeting date: **Wednesday, 5 March 2025**

Te Wā:
Time: **10:00 AM**

Te Wāhi:
Venue: **Council Chamber
Ground Floor
Civic Administration Building
Lyndon Road East
Hastings**

Te Hoapā:
Contact: **Democracy and Governance Services
P: 06 871 5000 | E: democracy@hdc.govt.nz**

Te Āpiha Matua:
Responsible
Officer: **3 Waters Manager - Steve Cave**

Hastings District Council : Tangata Whenua Wastewater Joint Committee - Terms of Reference

This Joint Committee is established between Hastings District Council and representation of Tangata Whenua.

Fields of Activity

To be actively involved in developing and monitoring Council's;

- Wastewater treatment and disposal system policies.
- Receiving, reviewing and recommending action on reports concerning the operation and performance of the Council's wastewater disposal system.
- Ocean discharge including alternative treatment and disposal options.
- Provision of advice in regard to the Trends, Technology, Discharge, Environmental and Monitoring Nine Yearly Review, in accordance with the Resource Management Act 1991 and Policies, Plans and Standards under the Act.
- To recognise and respect the role of Tangata Whenua as Kaitiaki, and, to satisfy their cultural concerns.
- To receive, review and recommend action on wastewater reports.
- To recommend the commissioning of reports and future Council actions on wastewater issues including;
- Options for further treatments.
- Options for methods of disposal.
- Monitoring effects on the environment.
- To co-ordinate and oversee education of the community on wastewater issues.

Membership (10 Members)

- Chair appointed annually by the Joint Committee from its members. The Chair position is to alternate annually between the Council and Tangata Whenua representatives.
- 5 Councillors and one Councillor Member (Alternate).
- 5 Tangata Whenua representatives, appointed by Council.

Quorum – 6 members including not less than 3 Councillor representatives

DELEGATED POWERS

Recommendation to the Performance & Monitoring Committee on matters within the Fields of Activity.

The Chair shall not have a casting vote.

Wednesday, 5 March 2025

Te Hui o Te Kaunihera ā-Rohe o Heretaunga

Hastings District Council

HDC : Tangata Whenua Wastewater Joint Committee Meeting

Kaupapataka

Agenda

Heamana

Chair: Councillor Ana Apatu

Deputy Chair: Marei Apatu

Ngā Mema o te Komiti

Committee

Members:

Ngā KaiKaunihera

Councillors: Henry Heke, Kellie Jessup, Simon Nixon and Kevin Watkins and Heather Te Au-Skipworth

Tangata Whenua members:

Evelyn Ratima, Albie Baker, Beverly Te Huia, and Darlene Carroll

Tokamatua:

Quorum:

6 – including not less than 3 Councillors

Apiha Matua

Officer Responsible:

3 Waters Manager – Steve Cave

Te Rōpū Manapori me te

Kāwanatanga

Democracy &

Governance Services:

Lynne Cox (Ext 5632)

Te Rārangi Take

Order of Business

Apologies – Ngā Whakapāhatanga

- 1.0** At the close of the agenda no apologies had been received.
At the close of the agenda no requests for leave of absence had been received.
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2.0 *Conflict of Interest – He Ngākau Kōnatunatu*

Members need to be vigilant to stand aside from decision-making when a conflict arises between their role as a Member of the Council and any private or other external interest they might have. This note is provided as a reminder to Members to scan the agenda and assess their own private interests and identify where they may have a pecuniary or other conflict of interest, or where there may be perceptions of conflict of interest.

If a Member feels they do have a conflict of interest, they should publicly declare that at the start of the relevant item of business and withdraw from participating in the meeting. If a Member thinks they may have a conflict of interest, they can seek advice from the General Counsel or the Manager: Democracy and Governance (preferably before the meeting).

It is noted that while Members can seek advice and discuss these matters, the final decision as to whether a conflict exists rests with the member.

Confirmation of Minutes – Te Whakamana i Ngā Miniti

- 3.0** Minutes of the HDC : Tangata Whenua Wastewater Joint Committee Meeting held Tuesday 10 December 2024.
(Previously circulated)
-

4.0 *Te Hā o Waiaroha Update*

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5.0 *Minor Items – Ngā Take Iti*

6.0 *Urgent Items – Ngā Take Whakahihiri*

Wednesday, 5 March 2025

Te Hui o Te Kaunihera ā-Rohe o Heretaunga

Hastings District Council: HDC : Tangata Whenua Wastewater Joint Committee Meeting

Te Rārangi Take

Report to HDC : Tangata Whenua Wastewater Joint Committee

Nā: Steve Cave, 3 Waters Manager
From: Honey Lee Blakeney-Cabot

Te Take:
Subject: Te Hā o Waiaroha Update

1.0 Executive Summary – Te Kaupapa Me Te Whakarāpopototanga

- 1.1 The purpose of this report is to formally outline two significant options that have been identified as possibilities for the Te Hā o Waiaroha policy project.
- 1.2 The report provides background context and discussion to the two options of significance, these being:
 - 1.3 A partnered governance arrangement that oversees all three water services.
 - 1.4 Internal partnership and/or culturally-focused arrangements within Water Services operations.
- 1.5 The report seeks a recommendation from the HDC: Tangata Whenua Wastewater Joint Committee (hereafter TWWJC) to proceed with engaging on these possible policy options with mana whenua partners to test their relevance and collaborate on their design.

2.0 Recommendations - Ngā Tūtohunga

- A) That the HDC : Tangata Whenua Wastewater Joint Committee receive the report titled Te Hā o Waiaroha Update dated 5 March 2025.
- B) That the Committee recommend engaging with mandated mana whenua authorities to test the relevance and explore co-design of the two possible options outlined in the report.

3.0 Background – *Te Horopaki*

- 3.1 Last year on 10 December, a report detailing the background of the Te Hā o Wairoa policy project¹ was presented to TWWJC. The history and context outlined in that report is fundamental to understanding the genesis and intention of the Te Hā o Wairoa project which aims to improve cultural competency, create efficiency and further strengthen mana whenua partnerships relating to Heretaunga Hastings District Council’s Water Services delivery (also known as Three Waters).
- 3.2 On 11 February 2025, a workshop with TWWJC introduced two options of significance for discussion and to seek guidance. This report further details the background analysis for the identification of these options. Also outlined are the proposed next steps for engaging with Heretaunga Hastings District Council’s (hereafter Council or HHDC) mana whenua partners to test the relevance of these options and explore their formulation.
- 3.3 For the context of this project, *mana whenua partners* refers to Post Settlement Governance Entities (PSGEs) and Mandated Iwi Organisations (MIOs). This is not an attempt to exclude other mana whenua authorities, but a practical start point for Council to build relationships and partnership in relation to Water Services.

4.0 Discussion – *Te Matapakitanga*

- 4.1 It is critically important to understand that the options outlined in this report have been identified but not defined; their structure or formulation have not yet been determined nor their real or perceived implications assessed. This is largely because both options relate directly to the practicalities of securing and enhancing a successful partnership model between mana whenua and HHDC Water Services. This means that the options themselves should be determined in partnership between Council and their mana whenua partners, not prescribed by Council.

5.0 Needs, outcomes and possible options

- 5.1 To identify possible options, analysis of the *current state* needs (also referred to as problems) and desired or *future state* outcomes took place. Identification of needs for this project took place through engagement with Council’s mana whenua partners and contributions from Council officers. Input was collected over a series of gatherings that ranged from engagement hui, collaborative wānanga and staff workshops. This input was compiled into a list of identified problems and desired outcomes (attachment 1). This same cache of inputs also contained a collection of possible options to address the identified problems. By assessing how well these possible options address the identified problems and contribute to the desired outcomes, gaps were identified and additional options identified to address those gaps.

6.0 Options of significance

- 6.1 From the series of possible options, two were identified as significant both in terms of their potential impact on the desired outcomes as well as the real and perceived implications of establishing them. These are:
- 6.2 A partnered governance arrangement that oversees all three water services.
- 6.3 Internal partnership and/or culturally-focused arrangements within Water Services operations.
- 6.4 Given the heft of these two options and the potentially substantial process of exploring and establishing them, it was determined that their relevance and value be tested before progressing

¹ Te Hā o Wairoa Update report (item 4.0, page 7) to HDC : Tangata Whenua Wastewater Joint Committee, 10 December 2025.

https://hastings.infocouncil.biz/Open/2024/12/HTW_10122024_AGN_6073_AT.PDF

with further policy development. There is both a practical and abstract rationale for this approach outlined below.

- 6.5 Inclusion or exclusion of these options would have a significant impact on the policy itself.
- 6.6 Pursuing policy development without engaging on these proposed options with mana whenua poses risks to our relationships and future partnerships. Such an approach would be in opposition to the adopted stance of Water Services, which is to partner at the beginning and throughout the process of policy development, instead of consulting at the end.
- 6.7 These options are specific and tangible governance and operational changes to increase cultural capability and better effect partnership. If pursued, they need to be formulated collaboratively with mana whenua, not designed and prescribed by Council.
- 6.8 The relevance and value testing process consists of first introducing these two options to TWWJC and the Heretaunga Takoto Noa Māori Standing Committee (hereafter Heretaunga Takoto Noa) to seek input and guidance before engaging mana whenua. TWWJC and Heretaunga Takoto Noa play a valuable advisory role in this project due to their form (particularly in terms of Māori representation) and the functions they perform as committees of Council.
- 6.9 In addition to the value these kōmiti add to the perspective, understanding and preparedness for exploring these two options with mana whenua, there could be real and perceived impacts to these kōmiti if either or both of these options were implemented. These impacts remain unexplored and will be thoroughly assessed during the co-design of the options.

7.0 Partnered Governance option

- 7.1 A strong theme present throughout the duration of the project and in the longer-term history of this kaupapa, has been a need and desire for partnership and mana whenua to be present and active in decision-making for activities relating to wai.
- 7.2 It must be acknowledged that partnership does exist both in principle and formal structures such as the HDC: Tangata Whenua Wastewater Joint Committee, which is a nationally-leading example of joint decision-making between Council and tangata whenua. Also worthy of note however, is that this kōmiti's remit extends only to the Te Whare o Whiro|East Clive Wastewater Treatment Plant and its outfall, and does not cover the broader governance and strategic realms of HHDC's Wastewater service.
- 7.3 Water Services also make deliberate efforts to partner through engagement and collaboration with mana whenua for drinking water and stormwater, however without formal measures in place this can be inefficient and imperfectly executed.
- 7.4 The identification of partnered governance and decision-making (for all water services) as a possible option was both received as input through the engagement process and reinforced from a Council perspective by Water Services officers
- 7.5 By considering the current governance process for drinking water and stormwater decision-making, certain inefficiencies can be illustrated. With no partnered governance mechanism specific to these two water services, the onus is on Council staff and elected members to actively partner through engagement and collaboration with mana whenua. Though this is a valid expectation and responsibility to uphold, without the assurance of a partnered decision-making structure at a governance level, actualising the benefits of strong partnership is not always wholly successful.
- 7.6 Currently, there is a heavy reliance on reporting to Heretaunga Takoto Noa. This committee forms an advisory role and drinking water and stormwater activities and decisions are often presented in this forum to seek guidance and achieve a degree of cultural oversight. In this capacity, Heretaunga Takoto Noa do not play a decision-making role though their contribution is greatly valued by Water Services and does influence Council's level of confidence in Water Services operations.

- 7.7 This pathway that includes Heretaunga Takoto Noa is valuable for decision-making for Water Services but does not fully satisfy the department's aspiration for mana whenua partnership. It is however an available mechanism and therefore used when possible. To that end however, given the nature of scheduling workshops and formal meetings with council committees, coupled with the lack of a thorough, partnered decision-making process for Water Services, presenting to Heretaunga Takoto Noa is not always done nor perfectly executed.
- 7.8 The current state governance model in place for Water Services presents gaps for effective partnership, and though review of the governance model to better effect partnership will not address all challenges faced by Water Services, it would substantially improve their practices around partnership. This can be articulated by assessing how well partnered governance would address the identified problems and contribute to meeting the desired outcomes. A summary of this assessment is outlined below:

Effective, partnered governance has the potential to positively transform the governance, strategic and operational effectiveness of Water Services by improving engagement and collaboration with mana whenua, embedding shared values, ensuring a lift in cultural capability and ensuring that operations are aligned with strategic goals. Partnered governance provides a holistic option that addresses the identified problems and paves the way for achieving the desired outcomes.

8.0 Partnership and/or Culturally-focused roles

- 8.1 Another strong theme identified is a need for stronger cultural capability within Water Services. Throughout the need and outcome identification process, this presented itself in explicit statements and more subtle inferences from both mana whenua and Water Services staff, overall resulting in a strong call for greater cultural awareness, capability and safety.
- 8.2 Again, the expectation to effect partnership at an operational level of Water Services is acknowledged and upholding this responsibility is wholly valid. However, by considering the current state of cultural capability and capacity at an operational level, a substantial gap is easily illustrated. It must be noted that some elected members and council officers with whakapapa Māori and or high cultural competence do exist in the Water Services context. However, ensuring partnership or consideration of te ao Māori are not core responsibilities of these roles.

An arrangement or arrangements with specific focus on ensuring strong partnership and cultural awareness, capability and safety within Water Services has been identified as a possible option. Like the partnered governance option, establishing such arrangements would not address all cultural or partnership challenges faced by Water Services, however it is believed such an option would contribute significantly to increasing cultural capability and enhancing partnership. The perceived efficacy of this option was also tested by considering how well it addresses the identified needs and contributes to the desired outcomes. A summary of this assessment is outlined below:

Partnership and or culturally-focused arrangements may be essential for addressing partnership and cultural capability challenges faced by Water Services. Such arrangements could embed cultural awareness, enhance cultural capability and safety, foster trust and collaboration with mana whenua, ensure strategic alignment and support a cohesive organisational culture that values and upholds mana whenua partnership.

9.0 Governance, operational or both?

- 9.1 These possible options both present potentially significant change for the governance, strategic and operational realms of Water Services. The exploration and implementation of either would afford Water Services a more secure position in the delivery of their work by enhancing their partnership practices. However, pursuing both presents a compounded positive shift for the department by providing genuine structures to actualise the full benefits of increased cultural capability and partnered decision-making. In other words:

- 9.2 The full benefits of partnered decision-making would not be wholly realised without an increase in cultural and partnership capability at an operational level.
- 9.3 The full benefits of increased cultural and partnership capability at an operational level would not be fully realised without partnered decision-making at a governance level.
- 9.4 The early assessment of these options has been informed by engagement with mana whenua but carried out from a Council perspective. Part of the relevance testing will include providing an opportunity for mana whenua to guide and inform Council of their respective views. This position has been adopted because it would be inappropriate for Council officers or elected members to attempt to test, rationalise or formulate these options on behalf of mana whenua. At this early stage, it is however clear for Water Services, that partnered governance and internal partnership and or culturally focussed roles are worthy of exploring.

10.0 Co-design and adoption

- 10.1 Due to the significance of these options and the potential implications if established, it's important to test their relevance and gain an understanding of their design to ensure development of the Te Hā o Waiaroha policy is secure. Given the policy broadly seeks to secure mana whenua partnership for HHDC Water Services, it's critical that whatever options put forward are options that have been tested and co-designed by Water Services and their mana whenua partners. A simple way of articulating the intended approach is: *to partner at the beginning instead of consult at the end*.
- 10.2 It is important to understand that this report seeks recommendation of these options as *concepts* to explore in partnership with mana whenua. Following the mana whenua engagement process, the co-designed options will go through a recommendation and adoption process with TWWJC, Heretaunga Takoto Noa and finally Council. The rationale for co-designing these options and conducting an adoption process is to ensure that all relevant parties and committees are aware and in support of these options. This is particularly important given the substantial changes such options would set in motion. Understanding their relevance and the appetite to implement them provides future assurance.

11.0 Options – Ngā Kōwhiringa

Option One - Recommended Option - Te Kōwhiringa Tuatahi – Te Kōwhiringa Tūtohunga

- 11.1 Recommend these options as concepts to be explored in partnership with mana whenua.

Advantages

- Allows engagement with mana whenua to commence with support from both TWWJC and Heretaunga Takoto Noa.
- Satisfies Water Services' adopted stance of partnering at the beginning instead of consulting at the end.
- Mana whenua will be engaged to test the relevance of the proposed options and participate in their co-design.
- The partnership mechanisms themselves will be co-designed in partnership, not prescribed by Council.

Disadvantages

- In terms of relationships, no real or perceived disadvantages have been identified.
- Cost implications of implementing policy will not be known until the options framework is confirmed.

Option Two – Status Quo - Te Kōwhiringa Tuarua – Te Āhuetanga o nāianeī

11.2 Advantages

- No real or perceived advantages have been identified with the status quo.

Disadvantages

- Delays engagement with mana whenua while officers assess another approach.
- Engagement takes place without support from TWWJC, potentially jeopardising valuable relationships between officers and the kōmiti, and disrupting future engagement with the kōmiti.
- Opposes the recommendation made by Heretaunga Takoto Noa.

12.0 Next steps – *Te Anga Whakamua*

12.1 Officers to begin engaging mana whenua to explore these concepts in partnership

Attachments:

[1↓](#) Identified Problems and Desired Outcomes CG-17-18-00044

Summary of Considerations - *He Whakarāpopoto Whakaarohanga*

Fit with purpose of Local Government - *E noho hāngai pū ai ki te Rangatōpū-ā-Rohe*

The Council is required to give effect to the purpose of local government as set out in section 10 of the Local Government Act 2002. That purpose is to enable democratic local decision-making and action by (and on behalf of) communities, and to promote the social, economic, environmental, and cultural wellbeing of communities in the present and for the future.

Link to the Council's Community Outcomes – *Ngā Hononga ki Ngā Putanga ā-Hapori*

This proposal promotes the wellbeing of communities in the present and for the future.

Māori Impact Statement - *Te Tauākī Kaupapa Māori*

Impacts to Māori in relation to wai are a key consideration of all work associated with the Te Hā o Waiaroha policy project. Given the paramount importance of wai for Māori, partnership with mana whenua is a foundation of this work.

Sustainability - *Te Toitūtanga*

The Te Hā o Waiaroha policy has the potential to provide a meaningful foundation to improve water services policy and practice. The eventual implementation of a principles-based policy designed in partnership with mana whenua would serve our ability to improve other areas of our business into the future, particularly in the taiao space.

Financial considerations - Ngā Whakaarohanga Ahumoni

N/A - contained within existing budgets.

Significance and Engagement - Te Hiranga me te Tūhonotanga

This decision/report has been assessed under the Council's Significance and Engagement Policy as being of minor significance.

Consultation – internal and/or external - Whakawhiti Whakaaro-ā-roto / ā-waho

Engagement with the HDC: Tangata Whenua Wastewater Joint Committee and Heretaunga Takoto Noa Māori Standing Committee will be regular to provide updates or seek recommendations/resolutions. Engagement with mana whenua partners will take place to co-design relevant policy options and guide policy development and will be determined following feedback from the above-mentioned committees.

Risks

Opportunity: To engage on the relevance and co-design of these options with mana whenua partners.

REWARD – <i>Te Utu</i>	RISK – <i>Te Tūraruru</i>
<p>There are benefits to the cultural safety of staff and contractors in delivery of this project and their wider operations.</p> <p>The immediate and longer-term outcomes are intended to enhance service delivery through strong cultural capability and partnership.</p> <p>There is the potential for significant reputational gains by pursuing a genuine and sustainable partnership model with mana whenua.</p>	<p>If poorly executed there could be risks to the cultural safety of staff, contractors and mana whenua partners. This could lead to relationship breakdowns and inhibit strong partnership in the future. Both these factors could have reputational risks for Council.</p>

Rural Community Board – Te Poari Tuawhenua-ā-Hāpori

N/A

ID	Identified Problems	Desired Outcomes
1	There are no common values or principles recognised and/or applied across water services to guide us in our work.	There are common values/principles applied across water services that guide our work as a department.
2	We lack a consistent set of values/principles to guide our governance, policies, strategies and procedures.	Our guiding values/principles genuinely link through our governance, policies, strategies and procedures.
3	There is no obvious "golden thread" that links all the water services together.	There is a clear understanding of our "why" as water services and how we are connected as a department.
4	There is no obvious "golden thread" that links our granular operations back to our bigger picture.	Our granular operations are clearly guided by a common foundation (our "why" and values/principles).
5	There is no common start point for the development of strategic and operational documents and/or workstreams i.e. Asset Management Plans.	There is a common strategic context that ties all our plans, procedures and operations to our bigger picture and our "why".
6	Sometimes there appears to be a disconnect between the various policies, plans, strategic and operational documents that support water services.	Our "why" and big picture is clear throughout the spectrum of policies, plans, strategic and operational documents that support our work.
7	There is no established or consistent approach to engaging, partnering and collaborating with mana whenua.	There is a consistent approach to engaging, partnering and collaborating with mana whenua.
8	We often <i>"have to start the conversations from scratch"</i> when we need to engage, partner or collaborate with mana whenua.	Relationships exist with our mana whenua partners so we can engage, partner and/or collaborate without having to <i>"start the conversations from scratch"</i> .
9	It is difficult to reconcile our priorities as water services with the priorities of mana whenua.	There is an existing, mutual understanding of priorities between water services and mana whenua; and a process to develop a mutual understanding if/when priorities are unknown.
10	There are no formal expectations or standards applied across water services for planning, decision-making or operating in partnership with mana whenua.	Formal expectations/standards guide how planning, decision-making and operations across water services are carried out in partnership with mana whenua.
11	Engagement, partnership and collaboration can be inconsistent and the potential benefits of partnership are not fully realised.	Engagement, partnership and collaboration with mana whenua is consistent and the benefits of partnership are actualised.
12	Sometimes engagement, partnering or collaborating with mana whenua is overlooked or poorly executed.	Engaging, partnering and/or collaborating with mana whenua always takes place where required and is carried out with integrity.
13	When we do engage, partner or collaborate with mana whenua our approach and conduct lacks consistency.	There is a consistent process for engaging, partnering and collaborating with mana whenua across water services.

14	We rely heavily on the Pou Ahurea and/or external contractors for cultural capability and support for engagement, partnership and collaboration with mana whenua.	Cultural capability within water services is strong and reliance on the Pou Ahurea and external contractors is decreased.
15	There is lack of clarity about the who/what/where/when/how of engaging, partnering and collaborating with mana whenua.	We have clarity on, or the ability to determine the who/what/where/when/how of engaging, partnering and collaborating with mana whenua.
16	Relationships with mana whenua varies across water services.	Relationships with mana whenua across water services are established and/or strengthened so engagement, partnership and collaboration are uninhibited.
17	The level of trust between mana whenua and Council varies across water services and workstreams.	There is increased trust between mana whenua and water services across all workstreams.
18	Engaging, partnering and collaborating with mana whenua is not yet an inherent part of our work.	Engaging, partnering and collaborating with mana whenua is an inherent part of our work and carried out with integrity.
19	Sometimes there is low cultural safety and experiences of discomfort and/or fear when engaging, partnering and/or collaborating with mana whenua.	Discomfort and fear is reduced and cultural safety increased across water services.
20	There is limited cultural awareness, comfort and capability across water services.	There is strong or growing cultural awareness, comfort and capability across water services.
21	Sometimes there is ambiguity about our "why" as a water services team.	Across water services there is a strong understanding of our "why".
22	Our expectations around partnering with mana whenua are not clear throughout the recruiting process or when we engage contractors/consultants. People join our team without knowing how important that part of our work is.	New recruits, contractors and consultants join our team understanding that sound partnership with mana whenua is a in key part of " <i>how we do 3 waters at Hastings District Council</i> ".
23	We regularly have to respond to legislative and regulatory change.	We are resilient and adaptable to change.
24	Responding to change impacts our ability to deliver effective water services and inhibits our ability to improve our services i.e. it limits the time and energy spent on BAU	Despite change, our BAU is delivered to a high standard.
25	Some parts of our business lack efficacy and efficiency i.e. decision-making is different for wastewater compared with drinking water and stormwater.	There is greater efficacy and efficiency in our decision-making, strategic planning and management.
26	We don't fully understand our similarities as 3 distinct water services. Maybe we are doing the same things differently.	Where our work is the same or similar (i.e. engaging, partnering, collaborating with mana whenua), there is a consistent, effective and efficient approach across water services.

27	For many of us, te ao Māori is a new space and partnering with mana whenua is a new set of skills we need to develop. We can feel under-prepared and out of our depth.	We have the support or competence to consider and/or work within te ao Māori and engage, partner and collaborate with mana whenua with confidence.
28	Council water services are distinct (drinking water, wastewater and stormwater) but Māori often see water as <i>one wai</i> . These differing perspectives sometimes cause confusion and/or tension when attempting to engage, partner or collaborate with mana whenua.	We have the knowledge and skills to navigate and reconcile our operations with te ao Māori through our partnerships with mana whenua.
29	There isn't a consistent understanding across water services of " <i>who's who in the zoo and what they do</i> "	There a consistent understanding across water services of " <i>who's who in the zoo and what they do</i> "
30	We don't what the future of water services looks like in a regional and national context.	We are resilient and adaptable to change.