



# 2019

## Annual Report

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# Acknowledging COVID-19

As we write this Annual Report for 2019 midway through 2020, we cannot ignore the developments and long-lasting effects of COVID-19. Unfortunately we don't know where, when or how this horrific situation will end as so much continues to unfold. As this global pandemic unrelentingly persists, 2020 will be entirely different to 2019 in every sense.

CCCANZ are committed to updating membership on development and supporting our members as the pandemic unfolds.

# Our organisation

The primary mission of Climate Control Companies of New Zealand (CCCANZ) is to 'establish and promote high standards of business competence and industry conduct for companies engaged in the climate controlled environment industry'.

Our strategic statements are:

- » Ethics in business
- » Education for improvement
- » Voice of industry
- » Safety in performance.

Our 109 members hail from a variety of industry sectors within the built environment. Our membership is comprised of representatives from Refrigeration, Mechanical Services, Heat Pumps and Air Conditioning, Ventilation and of course Suppliers and Wholesalers – all of whom are committed to the success of the HVAC&R industry. CCCANZ is committed to providing a wide range of benefits to members to ensure a well-informed and supported membership.

The board of CCCANZ strives to deliver decisions that best suit the needs of our members today, tomorrow and in years to come.

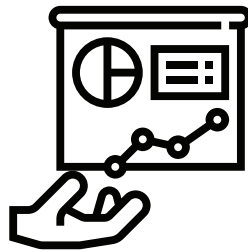


# A snapshot of what we do

CCCANZ and its members make a valuable contribution to the Construction Sector. A key snapshot below gives you an idea of the weight they hold.



**109**  
**MEMBERS**



**\$1BIL**  
**TURNOVER**



**3300+**  
**EMPLOYEES**



**Key suppliers and contractors to NZ's  
largest refrigeration construction  
and infrastructure projects**

**Essential supplier  
to primary industry**



# A word from the Chair

Well what a year it has been! Lockdown, bubbles and social distancing have all become part of the business lingua franca along with wage subsidies and a heck of a lot of uncertainty.

As I write this, NZ Inc does appear to be showing signs of economic green shoots, thanks to a successful COVID-19 elimination strategy. Therefore, I sincerely hope our member companies are starting to see some light at the end of the pandemic tunnel.

The past 12 months have just flown by and looking back, I can see why. Your board rolled up their sleeves and got stuck in from day one – navigating our way through the various tasks we set for ourselves, dealing with the odd hiccup, plus fitting in trips to the Mainland and Wellywood to meet our valuable members. A sacrifice from the board members of their precious (and voluntary) time has ultimately resulted in a very rewarding experience.

Notable victories over the past 12 months have included:

- » Changes to the Construction Contracts Act to protect member companies retentions funds. This was accomplished by the NZ Specialist Trades Contractors Federation (NZSTCF) an industry collective of whom CCCANZ are a member and who we have supported both financially and technically (and who could ever forget our very own board member Grant Prices' magnificent turn as the face of retentions change on TV1?)
- » The fantastic new Mates In Construction (MIC) mental health initiative which CCCANZ has also supported financially. I have to say I felt very proud during the launch of MIC when I saw our CCCANZ logo up there in lights and sharing centre stage with some of the biggest names in the construction industry.

Mentioned in dispatches is Mitch Miller, who is driving the signing of an MOU with Smart trade. This involves Smart trade developing a forms-based maintenance software system that's specific to HVAC&R. The Board believe that this will greatly help our service company businesses from an operational perspective once fully developed.

Rob Morgan has thoroughly reviewed our society rules and made key recommendations to the Board in conjunction with our legal team. These reflect both the current business environment as well as a general refocus of our rules on business issues. This moves away from our previous focus on separate industry "sectors". These changes have now been enshrined into our new future proofed society rules.

Thanks must also go to Ian Borley and Graeme Thorne for their judicious guardianship and fiscal oversight of the society's funds. Your CCCANZ Board managed to achieve all of its strategic goals while staying within the annual budget – no small feat when there is so much going on! Despite the challenges that arose from the COVID-19 pandemic, we continued to grow both our membership and income. So, all-in-all it's been a very busy, yet ultimately successful, year for the Board.

This year we will be saying farewell to long serving board members Ian Borley, Grant Price as well as Tim Blomfield whose collective experience and business acumen will be a big loss to the industry. Fortunately, we have had considerable interest from several strong candidates to fill these vacancies on the Board so you can rest assured that the strategies begun by your incumbent governance team will not be lost along with our retiring board members and if anything our initiatives will be enhanced if the calibre of the new board applicants is anything to go by.

For myself it has been a year of constant learnings around governance and a year of many positives (COVID aside). Our relationship with our sister society, IRHACE, has gone from strength to strength and has already begun delivering better alignment of our industry strategies.

Finally, I would like to sincerely thank you, our members, for fully supporting your Board throughout these strange COVID times. As I step down from my term as Chair I would like to wish the incoming Chair, the new Board, and our HVAC&R member companies and affiliates the best of luck in this brave new post-COVID world.



A handwritten signature in blue ink, which appears to read "Cam Crawford".

CCCANZ Chair – Cam Crawford

# A word from the General Manager

As I reflect on 2019, oddly the last five months of 2020 seem like a lifetime within itself. COVID, whilst not applicable to 2019 per se, somewhat renders 2019 irrelevant. You know the rest, and frighteningly COVID and all that means for NZ and the world, is still unfolding before our eyes.

Both in 2019 and now, our industry committed to building a better future for our members, COVID or no COVID. We understand the various pressures our members have been and may continue to be under. In 2019, attracting and retaining staff remained a key issue with dilemmas such as; whether or not to take on additional apprentices, assuming head contractors remained viable, the parlous state of those retentions and changes to legislation, among others. Trade was tough but predictable in 2019.

That brings us to the long awaited Refrigerant License Regime. The HVAC&R industry sat in a bizarre holding pattern in 2019, as we waited for government to get their act together and make some decisions. We were waiting for that next consultation document late last May. MBIE promised more and weeks turned into months until finally in December MBIE pushed the button and we received notification of the targeted consultation. Our members were amazing, you rallied over the holiday period, 'had your say' by email, Facebook, and phone, to ensure that your points were put forward. In 2022 the regime will become a reality, though its content is still a matter of negotiation.

I've missed connecting with members as frequently as I had hoped to this year. Thanks to the pandemic, our conference was cancelled and the AGM delayed. Due to the virus, many of our connections had to happen on online or by email – it felt less personal. I always welcome a phone call or meeting members at events such as conferences and functions.

Regardless of the year or economic situation, our industry is integral in supporting every primary sector in NZ (perhaps with the exception of forestry), and most other tenets of our lives. We should be proud of that. HVAC&R are a small but significant industry. We have great people and a strong future.

CCCANZ must rally through this new dynamic environment. We need to continue to collaborate, remain optimistic and support members as our new world post-COVID unfolds.



A handwritten signature in dark ink, which appears to read 'Christine Johnston'.

CCCANZ General Manager – Christine Johnston



# Your CCCANZ 2019 Board



Cam Crawford  
*Chair*  
**2019-2020**



Graeme Thorne  
*Deputy Chair*  
**2019-2020**



Rob Morgan  
*Board Member*  
**2018-2019**



Grant Price  
*Board Member*



Ian Borley  
*Board Member*



Malcolm Miller  
*Board Member*



Tim Blomfield  
*Board Member*





# CCCANZ Board Terms

Position	Name	Appointed	Term ends
Chair	Cam Crawford	AGM 2014	AGM 2020
Deputy Chair	Graeme Thorne	AGM 2018	AGM 2020
Past Chair	Rob Morgan	AGM 2016	AGM 2021
Treasurer	Ian Borley	AGM 2015	Resigned 30.04.20
Board Member	Tim Blomfield	AGM 2019	Resigns AGM 2020
Board Member	Malcolm Miller	AGM 2019	AGM2021
Board Member	Grant Price	May 2016 (co-opted)	Resigns AGM 2020

- » Board terms are a maximum of six consecutive years
- » Board activities in 2019 have consisted of six board meetings along with the CCCANZ AGM in 2019. Board members and the General Manager also represent CCCANZ formally at events and on various committees. Some of these are described in upcoming pages of this Annual Report.
- » Positions on the board.



# Our activities in 2019

## CCCANZ TRUSTEESHIPS

### *Refrigerant License Trust Board*

Whilst 2019 was a period of consolidation for Refrigerant Licence Trust Board (RLTB), several important initiatives provided a solid foundation for 2020 activity. The organisation saw unprecedented growth, particularly with Approved Filler Face-to-Face Training. The industry strongly supported sector compliance along with lifting the standard of those training.

*Course activity is listed below but also included:*

- » Reviewing and updating course content for Approved Filler (Face-to-Face) and Online courses
- » Updating content for Flammable Awareness Courses
- » Both Approved Filler and Flammable Awareness Courses now support Unit Standards
- » The EEECA Heat Pump Good Practice Guide was reviewed by IRHACE and the training collateral for this course subsequently updated
- » RLNZ signed a contract with Real Alternatives an EU funded organisation, to bring CO2 and Flammables training to NZ. CO2 training will be introduced in Q4 2020 with Flammables following in 2021
- » RLNZ became a Compliance Certifier for Worksafe under the HSWA Act with Deirdre Johns being retained to undertake this important work on RLNZ's behalf.

ACTIVITIES FOR RLTB IN 2019		
Course name	Completions	Increase (Decrease)
Approved Fillers Courses (Face-to-Face)	590	54%
Approved Fillers Courses (Online)	229	(27%)
Flammables Courses (Face-to-Face)	125	300%
Flammables Courses (Online)	11	(43%)
Ammonia Operators Course (In conjunction with AIRAH)	9	(25%)
Ammonia Operators Courses (In conjunction with AIRAH)	11	1

*The Refrigerant License Trust Board Performance Report for 2019 is enclosed with the communication to which this report is attached.*

## Membership activities in 2019

Every year in this industry is busy, and 2019 was no exception for CCCANZ. The Board identified that a review of all governance collateral was strongly needed. The CCCANZ Rules mentioned under Membership were overhauled and updated and are now fit for purpose.

But that isn't all, our Chair and the Board were committed to refining CCCANZ activities in a number of areas.

These refinements along with key activity in the built environment show CCCANZ's commitment to progressing the lot of their membership in 2020. *More about this below:*

Membership activities 2019	
<i>Ethics in Business</i>	
Rules update	A full review and rewrite has resulted in futureproofed and robust Rules for CCCANZ.
HVAC&R Supply Agreements	To compliment the suite of HVAC&R Subcontractor Agreements, a form of Supply Agreement was also introduced. Annual reviews will follow with all documents and updates as relevant. All can be supplied and personalised with members' branding.
Improved representation of Retentions for Subcontractors	As you all know the Retentions legislation under the CCA was not fit for purpose and NZSTCF along with others lobbied hard to have this legislation repealed over 2019.
<i>Education for improvement</i>	
Reform of Vocational Education	Hearing that this reform was underway in Feb 19 came as a shock. Throughout the year our Board and others consulted with ITO's, MIT and others to ensure our industry are not forgotten as this beast of an institution (IST) and the WDC are formed.
Refrigerant License Regime	Members of our board have worked closely with Worksafe to ensure we were heard and industry well represented as the RLR and the training that includes is developed.
NZ Cert in Air Conditioning Installation	Cam Crawford through his role in the SAG was emphatic that a new level 4 Certificate was viable. With MIT, Competenz and others in industry this important work was progressed.
AMCA Manging for Profit Scholarship	Michael Condon of Economech had the chance of a lifetime to attend this valuable course, sponsored in part by CCCANZ. Following his first visit. Michael regaled the board of his experience which was truly inspiring. This course will be a great boost to Michael's career.





## Membership activities 2019

### *Voice of Industry*

Construction Sector Accord	Whilst CCCANZ are not directly involved, the importance of this accord became clear as it progressed. Bringing business, government and associations to the table has seen strong collaboration and improvement for the construction sectors lot.
Advocating for Product Stewardship Scheme	In a similar vein, but with Ministry for Environment a Product Stewardship Project was introduced again with support of CCCANZ and pan industry organisations. Enforcing cradle to grave management of refrigerants is no small task but an important element of Waste Minimisation. Training and certification developed by industry sits front and centre of this scheme.
Targeted Consultation on Refrigerant Licence Scheme	2019 saw industry left in a holding pattern while MBIE worked through the next steps. Finally a targeted consultation was held, members had their say and in early 2020 a submission followed.
HVAC&R Conference & Trade Exhibition	May 2019 saw the HVAC&R Conference and Trade Exhibition in Auckland. Many of our member companies and the wider industry shared time and their wares at this important biannual event.
Christchurch Membership Event September 2019	A key goal of the board in 2019 was to get out to the regions. In Christchurch in September a board meeting preceded an evening event attended by members and potential members alike.

### *Safety in Performance*

Mates in Construction	Much has been said about 'Mates' already. CCCANZ were committed to supporting this important organisation as it launched in October. Now established, MIC is ably supporting the mental health of a sector which has sadly lost too many to suicide in recent years.
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# Current projects in 2020

CCCANZ envisages that the stepped-up engagement with the government of 2019 will continue into 2020. The need to represent several key issues that are facing the industry as well as the continuation of the aforementioned engagement has already honed our planning for 2020. Of course, some initiatives are shared across CCCANZ, IRHACE and RLNZ as we look to represent industry and its larger issues. Others have been developed to focus on our members' needs as an organisation.

*Below is a snapshot of the key initiatives we have planned:*

Current projects in 2020	
Ethics in Business	
Member Representation and Support	Through COVID-19 Lockdown, CCCANZ kept up the communications with members to ensure you remained connected and informed. This will continue as we see our post COVID world unfold.
Smart Trade	Other initiatives are also being progressed to add value to membership in 2020
Education for improvement	
Progressing Refrigerant License Regime	This is certainly a journey. The Regime will be a reality and Worksafe are earnestly working through the training and operational aspects of the regime. A pan industry group including members of our board are working to develop, Unit Standards and review the training needed to complete this Licensing programme.
NZ Certificate in Refrigeration & Air Conditioning	It is timely that the 5-yearly review of the RAC Certificate is due, as the industry embarks on a Licencing Regime. That and introduction of C02 and Flammables to the market as the HFC Phasedown progresses, means the changes to the Certificate will be significant.
RLNZ Affiliation	CCCANZ with IRHACE are joint corporate shareholders of Refrigerant License Trust Board. RLTB are working on key projects to provide more relevant training to the industry and both boards are supporting these initiatives





## Current projects in 2020

### *Voice of Industry*

Advocacy and Lobbying Government	Ever the squeaky wheel, industry are not happy with some of the decisions government are making in relation to the RLR and the PSS. It is election year which makes progress hard, but industry have options including getting in front of those with influence. This along with advocating and utilising Lobbyists will see our voice strongly heard.
Membership Events	In February CCCANZ came to Wellington as part of the Board's commitment to meeting in the regions. COVID put a stop to anything early on but in late 2020 members will see the Board again.
COVID-19 Updates and Surveys	We will continue to keep you informed and always want your feedback. It is always important for members to 'have their say'.
Member Benefits	N3 is a key benefit for members and their Boost scheme a great initiative. Mates in Construction is another, and CCCANZ are always on the lookout for ways to provide benefit, be it financial or intrinsic to members.
Strategic Affiliations	Locally and internationally our strategic affiliations are constantly being reviewed.
Working to support wider industry interests	Pan industry groups are often the only way to truly get traction in this industry in 2020. We are a small and diverse industry and cannot always achieve as a single entity Board.

### *Safety in Performance*

Mates in Construction	CCCANZ will continue to support MIC, who in turn support our industry and the wider construction sector.
Safety Masters	Focus shifted from this initiative when COVID hit but late 2020 will see the release of Safety Master for our industry.





# Membership benefits

The Councillors and the team at the IRHACE Centre work hard to add value to your membership. They have started to survey members to ensure they hear your feedback and can respond to it.

To strengthen our voice within the industry and best serve our members, we need to continually grow our membership base. We have experienced a solid growth in membership over the past two years. We wish to welcome our new members and thank all of our existing members for their ongoing support.

**N3 Membership:** Members have access to Group Purchasing benefits through N3 for products and services such as fuel, tools, plumbing and electrical supplies. Members who utilise this benefit fully can achieve savings well in excess of the cost of their CCCANZ membership fee. In 2020 a new enhanced staff benefit scheme boost is being rolled out.

**Standards:** The online library service allows 24/7 access to a predefined catalogue of some 27 Standards pertinent to the HVAC&R Industry through the Standards NZ Webshop.

**Subcontractor Agreements:** (Exclusive Member Benefit) This valuable tool for many members' businesses is an exclusive membership benefit offered by CCCANZ. We will continue to market this tool to other members. Reviews and changes of all materials will be made to ensure their currency in the everchanging construction and contracting sector.

**Supply Agreements:** (Exclusive Member Benefit) Supply Agreements were added in 2019 to enhance the suite of Subcontractor Agreements. Like the Subcontractor Agreements, these agreements are developed specifically for the needs of the HVAC&R industry, and will be reviewed annually.

**Site Safe:** CCCANZ is a trade association member of Site Safe. This allows access to discounted training and relevant workplace health and safety information.

**Mates In Construction (MIC):** This important organisation came to our shores late in 2019 after many years in Australia. Convinced there would be a need and supportive of the great work they do in Oz, CCCANZ (with the input of several members) contributed \$10,000 seed funding to a pool to help kickstart this venture in NZ. After a promising start in Auckland, MIC has proved its worth and is now rolling out nationwide. We encourage all of our members to learn more about the important work MIC do. Members are able to tap into MIC services through our affiliation.

**Industry Support:** Membership have access to industry information such as:

- » IRHACE Journal (on subscription)
- » Monthly e-newsletter
- » Social media forums and sites
- » IRHACE Centre
- » A dedicated support centre and representation with government and other agencies.

# Strategic relationships

CCCANZ represents members' company views and interests in the wider construction industry and built environment. We do this through the following not-for-profit entities and government agencies:



**New Zealand Construction Industry Council (NZCIC):** NZCIC is a peak body of associations in the building and construction, design and property sectors. It is the voice of the built environment industry and works with government (central and local) and industry. In 2018 key projects have been identified to support the government in achieving its spoken goals. CCCANZ is directly involved in the Executive of NZCIC through our GM, Christine Johnston.



**NZ Specialist Trade Contractors Federation (NZSTCF):** The Specialist Trade Contractors Federation is an organisation that represents the specialist trades in the construction industry. With a voice far louder than their membership, NZSTCF is an important body in the construction sector. Grant Price is a member of the Executive on behalf of CCCANZ. One key achievement of this group and influenced by Grant was the changes to the Retentions Scheme.



**BRANZ – Building Research Advisory Council (BRAC):** Members of BRAC appoint people to the Board of BRANZ and also advise on information needs and strategic directions for BRANZ. CCCANZ represent our industry on this and Council as required.



**Australian Mechanical Contractors Association (AMCA):** CCCANZ has an international affiliation with AMCA. Both organisations signed a Memorandum of Understanding (MoU) during 2015. There is much that CCCANZ and AMCA can collaborate on in the future.



**Mechanical Contractors Association of America (MCAA):** This organisation caters to the unique needs for firms involved in heating, air conditioning, refrigeration, plumbing, piping, and mechanical service. They do this by providing members with high-quality educational materials and programmes to help them attain the highest level of managerial and technical expertise. This relationship developed in 2018 and is one of our most recent.



**Smart Trade:** An MoU was signed in early 2020 following discussions regarding developing collateral to support industry projects. In its early days, CCCANZ see real benefit in the association going forward.



**Competenz:** CCCANZ and other industry organisations have enjoyed a long-standing association with Competenz, the HVAC&R industry ITO. Board members serve on the Sector Advisory Group (SAG), Technical Advisory Group (TAG) to influence strong representation for industry needs. Times are changing and in coming years when the Workforce Development Council is formed and the IST takes over some of the current ITO functions, Competenz will be no longer. Competenz continues to work with our industry until then to support apprentices and ensure excellent standards of training and qualification are effected.

# Membership policy and CCCANZ Rules

## **CCCANZ Rules**

In 2019 the CCCANZ Board undertook a rewrite of the Rules. At some 10 years old, the previous rules were an amalgam of several other industry organisation rules. These new CCCANZ Rules are fit for purpose.

*Current CCCANZ membership policy (as prescribed in CCCANZ Rules) is below and full rules can be viewed on [cccanz.org](http://cccanz.org).*

## **Membership Policy**

All Members, Associates and Affiliates shall promote the interests and the objects of the Society and shall do nothing to bring the Society into disrepute.

### Appendix A

#### Rule 6

### **Part 1 – Classes of Membership**

- 1.1 The classes of Membership of the Society are:

**(a) Member**

A Member is a duly registered limited liability company, actively engaged in the practice, design and construction, erection, maintenance, servicing, supply, management, and/or administration of mechanical services, refrigeration (including refrigerants), heating, ventilation and air conditioning equipment and systems and whose name has been entered in the Register of Members as a Member.

In addition, the Member must meet the Membership criteria set by the Board from time to time.

**(b) Affiliate**

An Affiliate is a company, partnership, independent contractor, society, or individual training organisation, training provider, government entity, consultant, franchisor, manufacturer, and is supportive of the previously named industries or engaged in business activities that influence or impact on the Society's industries but who would otherwise not qualify for Membership or do qualify for Membership but elect not to, and whose name is entered in the Register of Members as an Affiliate.

### **Part 2 – Admission, Cessation, Re-admission and Suspension of Members**

#### **Admission**

- 2.1 Applicants for Membership shall complete an application form provided by the Board and supply such information as may be required by the Board. Applications shall be considered by the Board according to the Membership Policy who may elect to interview an applicant.
- 2.2 The Board shall have discretion whether or not to admit a Member and/or Affiliate applicant, and shall advise the applicant of its decision, in writing.
- 2.3 The Board shall ensure that a Register of Members is kept according to the class of Membership to which they belong recording their names and addresses and the dates each Member and Affiliate became a Member or Affiliate (as the case may be).



- 2.4 Any Participant may resign from their association with the Society by giving thirty days' Written Notice to the Secretary, and each such resignation shall take effect thirty days from the date of notice being received by the Society (Date of Resignation), but the Participant resigning shall remain liable to pay all unpaid subscriptions, levies and any other fees to the end of that Financial Year.
- 2.5 From the Date of Resignation, the Participant shall cease to hold its organisation out as a Participant of the Society, and shall return to the Society all material produced by the Society (including any membership card or certificate, handbooks, manuals and any other documents or property of the Society). The resigning Participant must remove all CCCANZ logos, stickers, and other forms of Society Membership, identity prior to or on the Date of Resignation.
- 2.6 The Board may declare that a Participant is no longer a Participant (from the date of that declaration or such other date as may be specified by the Society) in the event that Participant:
- (a) commits a material breach of the Rules or the Code of Conduct required by the Membership Policy or acts in any way to bring the Society into disrepute (in the reasonable opinion of the Board);
  - (b) is convicted of any indictable offence or offence for which a convicted person may be imprisoned; or
  - (c) is adjudged bankrupt, makes any arrangement or composition with creditors, or (if a body corporate) is wound up or placed in receivership or liquidation.
- 2.7 After due inquiry and having given the Participant the right to be heard, the Board may by letter invite any Participant to retire within a specified time for failure to comply with these Rules or any of the other duties of a Participant. If the Participant does not so retire, the Board may recommend to a Meeting that the Participant be expelled, and after the Participant has been given the opportunity of being heard expel the Participant by Ordinary Resolution. Any such former Participant shall remain liable to pay all subscriptions and levies to the end of the then Financial Year. The former Participant must remove all CCCANZ logos, stickers, and other forms of Society membership, association or affiliation identity within 30 days' of written notice of the Board's decision to revoke its Membership.

#### ***Re-admission of Former Members***

- 2.8 Any former Participant may apply for re-admission in the manner prescribed in Clause 6 of the Rules for new applicants, and may only be re-admitted by decision of the Board, provided that where a former Participant's Membership, was terminated under either clause 5.4 or clause 9.2 of these Rules, in which case the applicant shall not be re-admitted by the Board without the prior approval of a General Meeting.
- 2.9 All business of the Society shall be considered strictly confidential by all Participants and shall not be disclosed to any person who is not a Participant of the Society.

# Get in touch



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