

23 February 2024

Sent via email to [REDACTED]

Dear [REDACTED],

## REQUEST FOR OFFICIAL INFORMATION – RELEASE OF INFORMATION

Thank you for your request for information held by the Queenstown Lakes District Council (QLDC). On 19 December 2023 you requested the following information under the Local Government Official Information and Meetings Act 1987 (LGOIMA) for the 2022/23 financial year:

### 1. Average residential rates

- The average **residential** costs of rates and other Council charges, where **average residential costs = (X + Y) / Z**. Please ensure that the figures used (X, Y, and Z) are disclosed in the response, where:
  - X is the total of all rates (general and targeted) charged by the Council to residential rating units;
  - Y is the total amount of user charges or levies applicable to residential rating units (for example charges relating to metered water, infrastructure contributions, refuse collection, fire protection etc.); and
  - Z is the number of residential rating units (however defined by the Council) within the Council's district or city. If the Council does not have a classification for residential, please use the closest definition (such as urban).
  - Please do not include Council charges that are not part of the rates demand (for example retail sales of Council rubbish bags).
- If possible, the median residential rates payment by residential units.

**Please include all residential rates in this calculation, regardless of location, as we are aiming to compare residential rating units (i.e. non-income producing) to non-residential (commercial/rural, income-producing).**

### 2. Average non-residential rates

- The average **non-residential** costs of rates and other Council charges, where **average non-residential costs = (X + Y) / Z**. Please ensure that the figures used (X, Y, and Z) are disclosed in the response, where:
  - X is the total of all rates (general and targeted) charged by the Council to rating units except those defined as residential\*;
  - Y is the total amount of user charges or levies applicable to rating units except those defined as residential\* (for example, charges related to metered water, infrastructure contributions, refuse collection, fire protection etc); and
  - Z is the number of rating units except those defined as residential\* (however defined by the Council) within the Council's district or city. If the Council does not have a

classification for non-residential, please use the closest definition (such as commercial).

- Please do not include Council charges that are not part of the rates demand (for example, retail sales of Council rubbish bags).
- If possible, the median non-residential rates payment for the council.

**\*Please ensure that this definition matches that used to calculate average residential rates so that the respective X values of both requests add up to total rates income for the 2022/2023 Financial Year.**

### **3. Personnel**

- The total number of staff dismissed due to poor performance.
- If applicable, the FTE number of staff employed by council-controlled organisations.
- If applicable, the total FTE number of staff employed by the council, excluding council-controlled organisations.
- The total number of staff (non-FTE, including casual staff)
- The total number of staff including those employed by council-controlled organisations receiving remuneration in excess of \$100,000.
- The total number of staff including those employed by council-controlled organisations receiving remuneration in excess of \$200,000.

#### **3.1. Management**

- The FTE number of managers employed.
  - The Taxpayer's Union defines a manager as: any staff member who is responsible for a team of staff, or who has an employee/employees reporting to them and organises them to achieve their department's or organisation's specified goal. The Chief Executive team is included in this definition.
- The ratio of management to total staff numbers.
- The average and median salary of a manager.

#### **3.2. Communications**

- The FTE number of communications & marketing staff employed.
- The average and median salary of communications & marketing staff.

#### **3.3. Consultants & contractors**

- Total expenditure on consultants and contractors. Please ensure that this includes CAPEX and OPEX spending.
- Total number of consultants and contractors paid. Please note that this refers to companies/entities, rather than total employees.

#### **3.4. Core services**

- The FTE number of staff employed to work on the delivery and/or maintenance of local infrastructure.
  - The Taxpayer's Union defines Infrastructure FTE as hours worked by staff who are directly responsible for maintaining council assets and services, including physical involvement in environmental services, stormwater, roading, water supply, wastewater, and solid waste management.
- The FTE number of staff employed to provide regulatory functions.

- *The Taxpayer's Union defines Regulatory FTE as hours worked by staff who are directly responsible for upkeeping and enforcing council functions and income, including parking, democracy services, rates collection, building and planning consents, and health licensing.*
- *The FTE number of staff employed in customer-facing roles.*
  - *The Taxpayer's Union defines Customer Service FTE as hours worked by staff who are directly responsible for communicating and providing aid for members of the public, such as at libraries, pools, art galleries, venues and events and customer services, whether in person or by phone.*

#### **4. Audit and Risk Oversight**

- *How many members are on the Council's Audit and Risk Committee (or equivalent)?*
- *Of those members, how many are elected and how many are independent of the council?*
- *Is the Chair of the Committee an independent member?*
- *Does the Council have a lawyer (with a current practising certificate) on the Committee?*
- *Does the Council have an accountant (with a current practising certificate or a full member of the Chartered Accountants Australia and New Zealand) on the Committee?*
- *Does the Council have a code of conduct requiring political neutrality from Council staff?*

#### **5. Payments to third parties**

- *The total payments made by the Council (or any council-controlled organisation) to any Chamber of Commerce, including GST.*
- *The total payments made by the Council (or any council-controlled organisation) to Local Government New Zealand (LGNZ), including GST.*
- *The total payments made by the Council (or any council-controlled organisation) to the New Zealand Society of Local Government Managers (SOLGM), including GST.*

#### **6. Debt**

- *Net debt (total for the council) as a percent of rates income.*
- *The dollar amount of debt per rating unit.*
- *The dollar amount of interest paid per rating unit.*

### **QLDC Response**

#### **1. Average residential rates**

- *The average **residential** costs of rates and other Council charges, where **average residential costs** =  $(X + Y) / Z$ . Please ensure that the figures used (X, Y, and Z) are disclosed in the response, where:*
  - *X is the total of all rates (general and targeted) charged by the Council to residential rating units;*
  - *Y is the total amount of user charges or levies applicable to residential rating units (for example charges relating to metered water, infrastructure contributions, refuse collection, fire protection etc.); and*

- *Z is the number of residential rating units (however defined by the Council) within the Council's district or city. If the Council does not have a classification for residential, please use the closest definition (such as urban).*
  - *Please do not include Council charges that are not part of the rates demand (for example retail sales of Council rubbish bags).*
- *If possible, the median residential rates payment by residential units.*

***Please include all residential rates in this calculation, regardless of location, as we are aiming to compare residential rating units (i.e. non-income producing) to non-residential (commercial/rural, income-producing).***

<b>Total Rates 2022/23</b>	<b>X Total Inc GST</b>	<b>Y Residential</b>
UAGC	3,682,180	1,966,005
SPORTS, HALLS & LIBRARIES CHARGE	10,498,735	6,716,989
REFUSE CHARGE	4,485,479	2,450,041
REFUSE CHARGE	3,820,013	2,928,262
AQUATIC CENTRE CHARGE	3,388,777	3,388,777
GENERAL RATE - DISTRICT	1,778,216	738,020
RECREATION & EVENTS RATE - DISTRICT	10,117,822	3,816,152
GOVERNANCE RATE - DISTRICT	8,574,375	3,838,062
REGULATORY RATE - DISTRICT	8,447,195	3,740,313
ROADING RATE	15,755,366	4,877,104
STORMWATER	4,406,859	2,450,142
TOURISM PROMO - DISTRICT	6,454,628	0
TOTAL WATER	12,784,924	9,889,154
TOTAL SEWER	18,084,215	13,988,162
RECREATION & EVENTS CHG	4,983,405	1,879,597
GOV & REGULATORY CHG	4,225,393	2,106,052
	<b>121,517,584</b>	<b>64,772,832</b>
<b>No. of Residential Properties</b>		<b>16,746</b>
<b>Z Average Residential Cost of Rates</b>		<b>\$3,868</b>

#### **Rating Units**

- Total number of rating units 2022/23: 31,364
- Total number of residential rating units 2022/23: 16,746

#### **2. Average non-residential rates**

- *The average **non-residential** costs of rates and other Council charges, where **average non-residential costs** =  $(X + Y) / Z$ . Please ensure that the figures used (X, Y, and Z) are disclosed in the response, where:*

- *X is the total of all rates (general and targeted) charged by the Council to rating units except those defined as residential\*;*
- *Y is the total amount of user charges or levies applicable to rating units except those defined as residential\* (for example, charges related to metered water, infrastructure contributions, refuse collection, fire protection etc); and*
- *Z is the number of rating units except those defined as residential\* (however defined by the Council) within the Council's district or city. If the Council does not have a classification for non-residential, please use the closest definition (such as commercial).*
- *Please do not include Council charges that are not part of the rates demand (for example, retail sales of Council rubbish bags).*
- *If possible, the median non-residential rates payment for the council.*

***\*Please ensure that this definition matches that used to calculate average residential rates so that the respective X values of both requests add up to total rates income for the 2022/2023 Financial Year.***

**Average Non-Residential Cost of Rates**

- Y Total Non-Residential Rates \$56,744,752
- Z Average Non- Residential Cost of Rates \$3,882

**3. Personnel**

- *The total number of staff dismissed due to poor performance.*
  - N/A.
- *If applicable, the FTE number of staff employed by council-controlled organisations.*
  - 75.
- *If applicable, the total FTE number of staff employed by the council, excluding council-controlled organisations.*
  - 456.15 FTE.
- *The total number of staff (non-FTE, including casual staff).*
  - 655.
- *The total number of staff including those employed by council-controlled organisations receiving remuneration in excess of \$100,000.*
  - 117.
- *The total number of staff including those employed by council-controlled organisations receiving remuneration in excess of \$200,000.*
  - 10.

**3.1. Management**

- *The FTE number of managers employed.*

- *The Taxpayer's Union defines a manager as: any staff member who is responsible for a team of staff, or who has an employee / employees reporting to them and organises them to achieve their department's or organisation's specified goal. The Chief Executive team is included in this definition.*
  - 102.40 FTE
- *The ratio of management to total staff numbers.*
  - 4.45 staff to managers.
- *The average and median salary of a manager.*
  - Average = \$127,556.54
  - Median = \$123,500

### 3.2. Communications

- The FTE number of communications & marketing staff employed.
  - 9.8 FTE
- The average and median salary of communications & marketing staff.
  - Average – \$85,214.00; Median - \$80,155.75.

### 3.3. Consultants & contractors

- *Total expenditure on consultants and contractors. Please ensure that this includes CAPEX and OPEX spending.*
- *Total number of consultants and contractors paid. Please note that this refers to companies/entities, rather than total employees.*

Please see the following link: [QLDC Awarded Contracts and Spend](#)

### 3.4. Core services

- *The FTE number of staff employed to work on the delivery and/or maintenance of local infrastructure.*
  - *The Taxpayer's Union defines Infrastructure FTE as hours worked by staff who are directly responsible for maintaining council assets and services, including physical involvement in environmental services, stormwater, roading, water supply, wastewater, and solid waste management.*
    - 26.9 FTE
- *The FTE number of staff employed to provide regulatory functions.*
  - *The Taxpayer's Union defines Regulatory FTE as hours worked by staff who are directly responsible for upkeep and enforcing council functions and income, including parking, democracy services, rates collection, building and planning consents, and health licensing.*
  - 107.96 FTE (this includes building inspectors).
- *The FTE number of staff employed in customer-facing roles.*

- *The Taxpayer's Union defines Customer Service FTE as hours worked by staff who are directly responsible for communicating and providing aid for members of the public, such as at libraries, pools, art galleries, venues and events and customer services, whether in person or by phone.*
  - 123.97 FTE

#### **4. Audit and Risk Oversight**

- *How many members are on the Council's Audit and Risk Committee (or equivalent)?*  
6. See: [Meetings and Delegations - QLDC](#)
- *Of those members, how many are elected and how many are independent of the council?*  
3 elected /3 independent.
- *Is the Chair of the Committee an independent member?*  
Yes.
- *Does the Council have a lawyer (with a current practising certificate) on the Committee?*  
No.
- *Does the Council have an accountant (with a current practising certificate or a full member of the Chartered Accountants Australia and New Zealand) on the Committee?*  
Yes.
- *Does the Council have a code of conduct requiring political neutrality from Council staff?*  
Political neutrality is covered in the employee handbook under principles of behaviour.

#### **5. Payments to third parties**

- *The total payments made by the Council (or any council-controlled organisation) to any Chamber of Commerce, including GST.*
  - \$152,436
- *The total payments made by the Council (or any council-controlled organisation) to Local Government New Zealand (LGNZ), including GST.*
  - \$74,953
- *The total payments made by the Council (or any council-controlled organisation) to the New Zealand Society of Local Government Managers (SOLGM), including GST.*
  - \$52,564

## **6. Debt**

- *Net debt (total for the council) as a percent of rates income:*
  - $\$525.4\text{M} / \$104\text{M} = 505\%$
- *The dollar amount of debt per rating unit:*
  - $\$525.4\text{M} / 31,746 = \$16,550$
- *The dollar amount of interest paid per rating unit:*
  - $\$18,290,000 / 31,746 = \$576.14$

We trust this response satisfactorily answers your request.

Ngā mihi,

A handwritten signature in black ink, consisting of a stylized 'M' followed by a horizontal line and a flourish.

██████████  
Senior Official Information Advisor