

Monthly Highlight Report

Key Performance Indicators – Traffic light status report

Health & Safety Summary

Key Priorities Update

Financial Management Report

August 2026

Core Infrastructure and Services

Key Performance Indicators

WATER CONSUMPTION

Average consumption of water per person per day

TARGET	RESULT
<380L	356.86L

WATER SUPPLY FAULTS

Median response time to attend site (urgent and non-urgent)

TARGET	RESULT
<60 mins (urgent)	24 mins
<1,440 mins (non-urgent)	1,355 mins

WATER SUPPLY FAULTS

Median response time to resolve problem (urgent and non-urgent)

TARGET	RESULT
<1,440 mins (urgent)	230 mins
<10,080 mins (non-urgent)	4,327 mins

WATER SUPPLY COMPLAINTS

of complaints per 1,000 connections

TARGET <4 PER ANNUM
(0.33 per month, 0.66 YTD)

	MONTHLY RESULT	YTD RESULT
Odour	0	0
Clarity	0	0.03
Taste	0	0
Pressure/flow	0.08	0.21
Continuity of supply	0.18	0.36

TARGET <2 PER ANNUM

QLDC response to issues	0	0
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WASTEWATER OVERFLOWS

Median response time to attend site

TARGET	RESULT
<60 mins	12 mins

WASTEWATER OVERFLOWS

Median response time to resolve problem

TARGET	RESULT
<240 mins	168 mins

WASTEWATER COMPLAINTS

of complaints per 1,000 connections

TARGET <5 PER ANNUM
(0.42 per month, 0.84 YTD)

	MONTHLY RESULT	YTD RESULT
Odour	0.08	0.14
Faults	0.25	0.39
Blockages	0.06	0.20

TARGET <2 PER ANNUM

QLDC response to issues	0	0
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Exceptions

The following KPIs were not achieved and are shown to the left in red or amber.

No exceptions this month.

Results in **RED**: Target missed by >5%

Results in **AMBER**: Target missed by <5%

Results in **GREEN**: Target achieved

DIA measures

Core Infrastructure and Services

Key Performance Indicators

STORMWATER COMPLAINTS

of complaints per 1,000 connections

TARGET <5 PER ANNUM
(0.42 per month, 0.84 YTD)

MONTHLY RESULT	YTD RESULT
0.86	1.19

STORMWATER FLOODING

Median response time to attend site

TARGET	RESULT
<180 mins	N/A (no calls)

STORMWATER FLOODING

flooding events that occur in a territorial authority district

TARGET	RESULT
<7	0

STORMWATER FLOODING

of habitable floors affected for each event (per 1,000 properties connected to the TA stormwater system)

TARGET	RESULT
<2	0

WASTE DIVERTED FROM LANDFILL

Total waste diverted from landfill

TARGET	RESULT
>857t	668t

WASTE DIVERTED FROM LANDFILL

Total waste placed at kerbside diverted from landfill

TARGET	RESULT
>30%	23%

WASTE TO LANDFILL

Total waste to landfill

TARGET	RESULT
<4,183t	4,018t

WASTE TO LANDFILL

% of MRF recycling contaminated

TARGET	RESULT
<20%	19.57%

REQUESTS FOR SERVICE (RFS)

% customer RFS resolved on time

TARGET >95%	RESULT
3 Waters	83.6%

Waste	98.2%
Roading	90.7%

CAPEX% OF CAPITAL WORKS COMPLETED ANNUALLY, INCLUDING RENEWALS

(against the Annual Budget adopted by Council for Three Waters, Waste Management and Roothing)

TARGET	RESULT
80-110%	73%

Exceptions

The following KPIs were not achieved and are shown to the left in red or amber.

Stormwater complaints

Target not achieved. The primary contributors were blockages and restricted drainage within the stormwater network caused by the accumulation of leaves and debris following periods of heavy rainfall and flooding. A small number of complaints initially recorded as stormwater issues were subsequently confirmed to relate to private assets or other non-council stormwater infrastructure.

Total Waste diverted from landfill

Target not achieved. The result is lower than this month last year, but similar to the average over the past few months. This reflects the ongoing challenges associated with rapid population growth, high visitor numbers and waste generation trends.

Total Waste placed at kerbside diverted from landfill

Target not achieved. Achieving a significant increase in kerbside diversion is likely to remain challenging under the current service model, with a substantial step change required to unlock additional diversion, such as the introduction of a kerbside organics collection service.

Percentage of RFS resolved - Three Waters

Target not achieved. Performance against this KPI continues to be below target; however, the contractor has reported significant progress in addressing outstanding enquiries and reducing the backlog of open jobs. This improvement is expected to support improved performance over the coming months.

Percentage of RFS resolved On Time - Roothing

Target not achieved. The responsiveness of the QLDC roading team was challenged due to resourcing constraints and high RFS numbers. The contractor narrowly missed the target (93%) and has a solid track record of achieving this KPI. Given the increased request volumes experienced in August, Council is comfortable that the contractor remains well positioned to return to target performance.

CAPEX percentage

Projects impacting the lower spend include \$0.8M for Robins Road WW Conveyance upgrade (to be completed by Dec 2026), \$0.5M for CBD to Frankton Conveyance (phasing based on high forecast spend assuming a brought forward budget but expected to be largely completed by Dec 2026), \$0.4M for Southern Corridor New Scheme (budget split evenly but expecting a revised forecast for Sept reporting), \$0.3M for Western Wānaka Intake Upgrade (spend now forecast to commence from Jan 2027).

Results in **RED**: Target missed by >5%

Results in **AMBER**: Target missed by <5%

Results in **GREEN**: Target achieved

DIA measures

Community Services

ACTIVE PARTICIPANTS

of sport & recreation participation visits

TARGET	RESULT
>96,097	116,523

LIBRARY CIRCULATION

of items issued per month

TARGET	RESULT
>55,470	59,335

PARKS RFS

% RFS resolved within specified timeframe

TARGET	RESULT
>95%	96%

FREEDOM CAMPING RFS

% RFS resolved within 20 days

TARGET	RESULT
<95%	100%

Environment

RESOURCE CONSENT TIME

% processed within the statutory timeframe

TARGET	RESULT
100%	92.37%

Regulatory Functions & Services

BUILDING CONSENT TIMES

% processed within the statutory timeframe

TARGET	RESULT
100%	99.26%

Corporate Services

CUSTOMER CALLS

% answered within 20 seconds

TARGET	RESULT
>85%	81%

COMPLAINTS RESOLVED

% complaints resolved within 10 working days

TARGET	RESULT
>95%	100%

LGOIMA REQUESTS

% responded to within 20 days

TARGET	RESULT
100%	97.62%

ELECTED MEMBER ENQUIRIES

% responded to within 5 working days

TARGET	RESULT
100%	100%

INTEREST RATES

Weighted average interest rate per month

TARGET	RESULT
<6%	3.80%



Exceptions

The following KPIs were not achieved and are shown to the left in red or amber.

Resource Consents

In August, 126 applications were received and 118 decisions issued. Compared with July/August 2025, applications increased by 13% and decisions issued by 22%, reflecting strong processing throughput. Performance improved from July. Delays were primarily attributable to capacity constraints affecting allocation, review, and decision-making timeframes. Recruitment and workflow improvement initiatives are underway to support performance.

Building Consents

A strong monthly result was achieved marginally missing the target by 0.74%, reflecting improved performance. 152 applications were received and 135 decisions issued. Effective workload management, team collaboration, and a continued focus on quality and timeliness contributed to this positive outcome.

Customer Calls

3,217 customer calls were received into customer service in August with 97% of those answered and 81% answered within 20 seconds. This result did not meet the target. Call volumes were on par from the previous year and increased from the previous month.

LGOIMA Requests

In August 2026, 42 requests were due a decision (compared to 35 in July 2026 and 31 in August 2025). One of those received a decision outside of the statutory timeframe due to an administrative error. 9 requests were released in full, 22 partially released, 10 withheld/ refused, 1 cancelled. The average time to complete was 12.2 days (up from 11.3 days in August 2025). LGOIMA decisions are proactively disclosed on our website here: [QLDC - Proactive releases to LGOIMA](#).

Results in **RED**: Target missed by >5%

Results in **AMBER**: Target missed by <5%

Results in **GREEN**: Target achieved

DIA measures

Health & Safety Summary

PREVENTION

Positive Safety Actions

TYPE	RESULT
Take 5s	1,464
Inspections/Audits	212
Safety & Wellbeing	32
First Aid Training	9
H&S Meetings	85

WORK EVENTS

Injury Frequency Rates

TYPE	TARGET	RESULT
TRIFR*	<9	3.13
LTIFR**	<9	3.13

*Total Recordable Injury Frequency Rate (see disclaimer [here](#))

**Lost Time Injury Frequency Rate

DEPT. SAFETY BEHAVIOURS

Self-assessments from monthly safety activities

TYPE	RESULT
A) Safety Improved	1
B) Safety Constant	11
C) Accident or Incident	0
Target Achieved	yes

NOTIFIABLE EVENTS

Notifiable to WorkSafe

EVENT TYPE	RESULT
Incident Type	0

EVENT DETAILS

N/A

As defined under section 25 of the Healthy & Safety at Work Act 2015

QLDC WORKPLACE INCIDENTS

Across All Groups

TYPE	RESULT
Employees	3
Contractors	19
Volunteers	0
Public	9

QLDC Health & Safety Objectives for 2025/2026

COMPLIANCE

No breaches of the Health and Safety at Work Act 2015.

Total Recordable Injury Frequency Rate 9 or below.

90% of all incidents reported are closed within allocated timeframe.

90% of all employee incidents reported into My Safety within 24 hours

PREVENTION

Representatives and department constituents to undertake an office/facility inspection at least every three months.

Each department to conduct an annual review of their hazards to ensure that they are identified, recorded, appropriately risk assessed and have control measures in place.

A minimum of 18,000 Take 5s to be undertaken throughout the year across the organisation.

IMPROVEMENT

90% of Health & Safety Committee actions completed on time.

H&S Improvement focus for 2026: Contractor Safety video induction

BEHAVIOUR

Behavioural self assessment – twice the amount of A scores to be reported over the year than C scores.

A C-score is a significant accident or incident with insufficient action taken to remedy.

WELLBEING

At least 80% department participation across QLDC wellbeing activities that take place in the Upper Clutha and Queenstown area.

Each team participates in two team activities per year that are not part of the wellbeing calendar.

Monthly Commentary

QLDC Workplace Incidents

There were no notifiable events in August, and no workplace incidents were significant. No “lost-time injuries” were recorded this month and the “total recordable injury frequency rate” remains well within the target range.

Take 5 pre-task risk assessments are at good levels. This shows that our employees are proactive in their approach to risks in the workplace. Inspections and audits both of contractors and QLDC facilities are providing good feedback to maintain or improve safety.

Health & Safety training has included Emergency Operations Centre (EOC), Sweeper Training and My Safety Super User Training. Health & Safety meetings remain at good levels demonstrating the priority that workers place on sharing safety information.

Employee incidents included first aid, pain and discomfort, and one report only. Contractor incidents included two Serious Occurrences after contractors struck a service line. All public incidents were of a minor nature.

With one A score, eleven B scores and no C scores the Department Safety Behaviours target was achieved. An opportunity to improve safety was acted upon.



Key Priorities Updates

Tracking of flow of projects in/out of reporting

- 
New inclusion
 Include an overview of the project as an introduction.
- 
Continued reporting
 Follow commentary guidelines.
- 
Reporting ended
 Triggered by practical completion (capital projects), includes close out notes, referring to webpage where applicable.

RAG Status

GREEN	AMBER	RED
The project is being delivered in alignment with the Business Case and within all set tolerances.	The project is marginally out of tolerance but there are control(s) in place to manage the project back within tolerance.	The project is significantly out of tolerance .
All project metrics* are green.	There is at least 1 amber project metric.	There is at least 1 red project metric OR There are more amber than green criteria.
*6 individual project criteria metrics and tolerances scored against schedule, costs (3), scope and quality/benefits .		

- 
Status improved
 from last month
- 
Status maintained
 from last month
- 
Status worsened
 from last month

Key Priorities - Capital Projects

August 2026

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
INFRASTRUCTURE – WATER SUPPLY WASTEWATER STORMWATER TRANSPORT WASTE MINIMISATION AND MANAGEMENT			
Kingston Three Waters Scheme Project page	 • Background: The Kingston HIF Three Waters Scheme Project aims to deliver (in stages) community supply, collection and treatment infrastructure to service the Kingston Village Development (KVL) of 750 new dwellings and provide future connections to the existing Kingston Township. The three projects involve a new Water Treatment Plant (WTP) and bulk supply main, new Wastewater Treatment Plant (WWTP), pump station and reticulation, and a large diameter stormwater main. Outcomes include improved housing affordability, and reduction in environmental impacts. The project has been enabled through the “Housing Infrastructure Fund” with an interest-free loan. • Wastewater: Oxford Street Wastewater Pump Station (WWPS) - The start of physical works was delayed due to design and constructability reviews related to unforeseen ground conditions. Physical works are now progressing. Contractor procurement for the construction of the WWTP has been put on hold while ongoing land acquisition processes and impact of fast-track consent application is understood. • Water: The Kingston water treatment plant remains in hibernation following decommissioning in March 2026. Remote flushing of the bore continues and is operating as expected. Completion of KVL Stage 1a has been confirmed allowing planning for the re-commissioning of the water treatment plant to commence. • Stormwater: Practical completion achieved August 2026. Works to rail crossing and upper Oxford Street carriageway to be carried out in sealing season. Project close out activities underway. • The overall project status remains Red due to ongoing uncertainty related to WWTP land acquisition and programme delays. This is in the final stages of negotiation/resolution, and the overall project status will move to Amber when finalised.	• Wastewater: Milestones on the WWTP works continue to be delayed due to ongoing land transfer discussions with LINZ. Milestone dates to be revised when there is greater certainty around land transfer process. WWTP Construction Contract Award - On hold; WWPS Construction complete now early 2027 following Contractor programme revisions. • Water: Late 2026 - Water Treatment Plant recommissioning. • Stormwater: September 2026 - Deferred works to rail crossing and upper Oxford Street carriageway to be completed in new sealing season. • Project-wide: Overall project completion is driven by the WWTP completion which is not yet defined due to the land acquisition negotiations currently underway.	Red Last status change Jan 2025 

Key Priorities - Capital Projects

August 2026

ITEM		COMMENTARY	NEXT KEY MILESTONES	RAG STATUS	
Shotover Disposal Solution Project page		• Background: The purpose of this project is to identify, design, consent and construct a new long-term disposal solution for treated wastewater produced from the Shotover Wastewater Treatment Plant (WWTP) to replace the existing disposal field that is not performing as designed and intended. The replacement infrastructure needs to account for the long-term treated wastewater disposal requirements in a culturally appropriate, environmentally sustainable, and operationally effective manner. • Progress: Evidence for short-term consent submitted to the Courts and s274 parties as part of post mediation requirements. Further evidence was received from affected party submitters; rebuttal evidence preparation is underway. • For the long-term consent a further two s92 RFIs have been received from ORC and a fourth is expected. Assessment and further investigations are underway to prepare a response. This is anticipated in Oct/Nov 2026. 1 September - Assets & Infrastructure Committee Workshop on further plant upgrades and changes to the discharge structure. Alternative options process challenge workshop with Councillors and the Alpine Waters Board was part of this meeting. • Engagement continues with Kai Tahu and their representatives (TAMI and Auhaka). Mana-to-mana hui took place, and the project team are working through transactional agreement for establishing the SME Group. • Plant upgrades design processing along with operational team coordination for site integration. • The project status remains Amber due to the uncertainty that surrounds the scope of the alternative hybrid and land disposal options assessment as part of the March 2026 Council resolution, which resolved to apply for resource consent for a land flow path and discharge to the Kawarau River, while continuing investigation into land or hybrid disposal options. There is also risk surrounding the March 2027 implementation date and achieving the remaining enforcement order deadlines.	• 23 November 2026 - Short-term consent Environment Court hearing • Deliberative poll for public feedback on hold. Alternative community engagement approach to be developed - date TBC • March 2027 - Council decision on implementation of long-term discharge solution • 31 December 2027 - Detailed Design (Long-Term Solution) to be completed as required by Enforcement Order. • December 2028 - Chemical Dosing and UV upgrades (if required) to be completed. • Construction to be completed within three years of consent approval, or no later than December 2030 as required by Enforcement Order.	Amber Last status change March 2026	
Robins Road Conveyance Scheme Project page		• Background: The project will provide additional wastewater capacity to the currently constrained Gorge Road and Arthurs Point catchments. The existing sewer main is undersized and runs through private properties. A new gravity sewer main is to be installed along Robins Road from the Horn Creek Bridge to a new connection point within the Recreation Ground. • Progress: Pipe has been successfully installed over five sections with three sections remaining. Traffic management has been revised on site with a single line of traffic open from 10 August. Works have commenced on the open cut section of works at the northern end of the site. • The project status remains Red due to ongoing programme delays.	• Mid-September 2026 - A second drilling contractor to establish to complete works on the remaining three sections. • December 2026 - Project to be completed. Uncertainty remains around micro-tunnelling and ground conditions with a risk that programme could extend into the first quarter of 2027.	Red Last status change July 2026	

Key Priorities - Capital Projects

August 2026

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
Frankton Track Wastewater Upgrades Project page	 • Background: The existing gravity sewer main along Frankton Track is nearing capacity and carries a risk of untreated wastewater overflowing to the receiving natural environment (including Lake Whakatipu) in heavy rainfall events or natural disaster. Additional wastewater conveyance capacity between Queenstown CBD and Frankton Beach Pump Station is required to maintain levels of service and support projected demand growth in the area. A new pressure sewer main to run adjacent to the existing pipeline has been identified as the preferred solution. Improvements to the track will be made as part of the wastewater pipeline installation (e.g., strategic widening, stormwater management, pause-points etc.) • Progress: Work continues with up to six separate crews on site, including pipelaying, retaining wall and trail surface contractors. • Frankton Track - Over 2km of new pipe has now been installed and work is progressing ahead of programme. 400m of pipe construction remains. Surfacing trial on Frankton Track is complete. • Frankton Beach - Pipe installation is now complete from the Frankton Beach WWPS to within 100m of the Marina. WWPS upgrade works are underway and progressing in accordance with programme. • Installation of Chorus and QLDC ducts and final trail reinstatement continue. Construction of scaffolding from the Harbour Master building to the Frankton Road connection is underway which will allow continued public access while pipe along this section of track is constructed.	• 14 November 2026 – Temporary re-opening of the track to accommodate Queenstown Marathon. • Late 2026 – Construction due for completion.	Green 
Upper Clutha Conveyance Scheme Project page	 • Background: This project is intended to provide a long-term solution to Hāwea wastewater management needs and increase capacity and resilience in the Wānaka network. The Hāwea upgrade scope includes decommissioning the Hāwea Wastewater Treatment Plant (WWTP), construction of a new wastewater pump station on Domain Road, and a new pipeline from Hāwea to Albert Town. The Wānaka scope includes upgrade of the Riverbank Road wastewater pump station and construction of a new pipeline to the Project Pure WWTP. • Progress: Construction work continues with fronts open across pipelines and pump stations. • Hāwea to Albert Town pipeline - on track to complete September 2026. • Albert Town bridge works and Albert Town to WWTP pipeline works complete. • Domain Road PS – All below ground works are installed. The main pump station building nearing completion and mechanical installation underway. • Riverbank Road PS – Pump station and new valve chamber being constructed. Storage tank construction continues. Mechanical works well advanced.	• Ongoing targeted engagement with community associations and other parties that may experience temporary disruption during the works. • September 2026 - Pipeline works complete. • February 2027 - Construction complete for conveyance elements (including pump stations). • Late 2028 - completion of the full project, following decommissioning of the existing Hāwea WWTP.	Green 

Key Priorities - Capital Projects

August 2026

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
Rockabilly Gully Erosion Protection 	Background: Rockabilly Gully is located on Department of Conservation (DOC) land in North Wānaka. The project was initiated in response to an abatement notice issued by the Otago Regional Council (ORC) in October 2021. Stormwater flows from upstream developments are causing significant erosion in the gully, resulting in sediment discharge into the Clutha River. To mitigate risk of further erosion of the gully there is a need to implement a solution to manage stormwater flows. Progress: Detailed design for both the Basin and Gully works complete. Earthworks consent for basin extension granted. Contractor procurement planning underway. - The project status remains Amber due to cost and programme uncertainties. It is expected to shift to Green once resource consents are formalised.	- September 2026 - Contractor tender to market. - November 2026 - Basin construction commences. - March 2027 - Gully remediation commences. - July 2027 - Project to be completed.	Amber Last status change Feb 2026 
Wānaka Waste Facilities Project Page 	Background: The existing Wānaka Waste Facility on the corner of Ballantyne and Riverbank Roads (beside Wastebusters) is facing capacity challenges as well as health and safety concerns. The existing layout does not maximise diversion opportunities, nor encourages behaviour change to minimise waste sent to landfill. The facility requires redesign including layout reconfiguration and capacity upgrades to enhance the user experience and maximise diversion opportunities. Once completed, this project will improve waste minimisation and management in the Wānaka-Upper Clutha Ward. Progress: Finalisation of detailed design underway, due for completion late September. Stakeholder engagement continues with input into operational processes considered in the design. Consent application lodgement is underway. Preparation of procurement documentation to progress in parallel with completion of design. - The overall status has been revised to Amber due to potential programme delays related to procurement approvals.	- September 2026 - Detailed Design complete - November 2026 - Briefing to Full Council Meeting - November 2026 - Construction Tender to market - December 2027 - Project to be completed.	Amber Last status change August 2026 
Material Recovery Facility (MRF) Solution 	Background: The project will provide a new Material Recovery Facility (MRF)/ Recycling Processing solution for mixed recyclables collected from residents and businesses throughout the district. It will support selection of the most effective and reliable MRF solution, capable of adapting to future needs, and managing the risks associated with the continued operation of the existing MRF located at Frankton. Progress: Ongoing engagement to clarify post tender matters, confirm key commercial and operational details. - The project status remains Amber due to delays confirming key commercial and operational details. It is expected to shift to Green once these are clarified.	17 December - Report to Council with preferred option and budgetary implications. (Deferred from October, due to the time required to complete discussions and ensure matters are appropriately reflected.) - Early 2027 – Award contract.	Amber Last status change July 2026 

Key Priorities - Capital Projects

August 2026

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
COMMUNITY SERVICES – PARKS AND RESERVES, SPORT, RECREATION, COMMUNITY FACILITIES AND VENUES, LIBRARIES			
Project Tohu - Coronet Revegetation programme Project Page	 • Background: Project Tohu is one of the largest revegetation programmes currently being undertaken in Aotearoa, transitioning 200ha on the south facing slope of Coronet Peak from an ex-Douglas fir plantation (exotic species) into indigenous vegetation. The successful harvest of the Coronet Forest was completed in May 2023. • Progress: Construction of the second stage of mountain bike trails. • Site maintained over the winter months with minimal activity.	• Late September 2026 - Spring planting • January 2027 - Completion of the stage two trail network. • Spring 2027 - Last planting to occur. • 2030 - Project completion.	Green 
Ballantyne Road Site remediation works Project Page	 • Background: The Ballantyne Road project is to convert a 20ha site into a flat grassed area for future recreational and community facilities/needs. • Progress: Minor site works and ongoing site management continued while the wider development programme remains on hold dependent on resolution of the outstanding legal matters. • The remaining remediation programme and expenditure continue to be monitored, including the impact of fuel-cost escalation and future contractor remobilisation requirements. • The project status moved to Amber due to the approved site management, remediation activities and the wider development programme being on hold.	• Wider development remains on hold pending resolution of the legal challenge relating to the land. • Following resolution of the legal matter - Confirm the future development pathway, programme and next project milestones.	Amber Last status change August 2026 

Key Priorities - Capital Projects

August 2026

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
QEC Upgrades 	Background: The Queenstown Events Centre (QEC) is the premier recreation & sport hub for the District. A continual plan of upgrades and renewals is required to meet the ongoing needs of the community. This is delivered through a strategic programme of work outlined in the 2024-34 Long-Term Plan. Progress: Concept Design completed, with the four-court option remaining the project baseline and the six-court option being developed for consideration. Preparation of upcoming governance gateways, including development of the Detailed Business Case, operational model and Council workshop material. - The concept cost position progressed with an independent peer review, alongside work to confirm the procurement strategy and pathway for the next phase. - Planning, consenting, carparking and traffic work continued to support concept close-out and the future building location decision. - The project status remains Amber due to cost and programme pressures, outstanding supporting investigations, and dependency on upcoming Council direction and endorsement.	29 September 2026 - Present Concept Design and six-court option at Full Council Workshop to seek direction. 9 October 2026 - Detailed Business Case complete. 12 November 2026 - Concept Design and Business Case endorsement and approval to proceed at Full Council Meeting. 6 November 2026 - Preliminary Design commences, subject to Council endorsement.	Amber Last status change Feb 2026 
Energy Renewals - Swimming pools Project page	 Background: The objective of the Energy project/s is to transition from the use of LPG to other sources that best reduce operational costs and reduce Council's carbon emissions. These projects are reflected in the Long-Term Plan 2024-34 and include QEC indoor pools, Wānaka indoor pool, and Arrowtown outdoor pool. Progress: Arrowtown Pool: Construction commenced following contract award, with early civil and foundation works progressing and procurement of long-lead equipment underway. The project remains on track for completion ahead of the November pool reopening. QEC Pool: Revised cost estimates and Quantity Surveyor review confirmed the project requires additional funding above the current LTP provision. Delivery, programme and cashflow options were developed to support Council decision-making, with further design progression now on hold pending Council direction and funding confirmation. Wānaka Pool: Revised cost estimates confirmed a significant funding uplift is required above the current LTP provision. Delivery and programme options continued to be developed, including consideration of long-lead equipment and future pool shutdown requirements. Further design progression is now on hold pending Council direction and funding confirmation. - The project status is Amber due to the QEC and Wānaka projects being unable to progress until Council confirms the future funding and delivery pathway; Arrowtown remains Green and in delivery.	Arrowtown Pool: Late September/early October 2026 - Arrival of heat pumps and acoustic louvers, followed by major plant installation, Building Management System integration and commissioning ahead of the November pool reopening. QEC and Wānaka Pool: 8 October 2026 - Council consideration of updated project costs, additional funding requirement and future project direction. Subject to approval, re-baseline the programme and budget and recommence design/procurement activities, including further planning for the required Wānaka pool shutdown.	Amber Last status change August 2026 

Key Priorities - Strategies, Policies and Plans

August 2026

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
CORPORATE SERVICES			
Annual Report 2025-26	 • Background: The Annual Report provides a clear account of the performance and activity of the Council in the preceding public sector financial year. Producing and publishing the report each year is a requirement of the Local Government Act. • Progress: External Audit Period is in progress until late September.	• Late August-late September 2026 - External Audit Period • 1 October 2026 - Risk and Assurance Committee receives draft Annual Report. • 8 October 2026 - Full Council Meeting to adopt the Annual Report.	Green 
Long-Term Plan 2027-37	 • Background: The Long-Term Plan (LTP) 2027-2037 sets out QLDC's intentions for its activities and investments over the ten-year period commencing 1 July 2027. It is the major statutory planning document which Local Government authorities are required to prepare and adopt under the Local Government Act. • Progress: 18 August - The ninth LTP Steering Group with Councillors was focussed on revenue and financing. Councillors provided direction on the funding needs analysis, which sets out the portion of Council revenue that should be sourced from rates vs fees and other charges, based on assessment of who benefits from those services. The session also addressed current understanding of the Council costs incurred providing services to visitors to the District, to inform future Councillor consideration of visitor revenue. Lastly, the LTP workstream analysing how QLDC growth infrastructure is funded advised Councillors of its progress. • 19 August - The tenth LTP Steering Group considered the prioritisation framework for determining which long listed capital projects should be included within the prioritised LTP ten-year capital programme. Councillors directed the settings to be followed in the prioritisation framework based on the dimensions of Obligation, Service Performance, Growth, Financial Impact, Other Risk, and the extent to which a project is renewing existing assets. Councillors were also introduced to the long list of the capital programme for the Transport, Waste Management and Property activity areas. Feedback was received on the current ranking assigned to projects, based on application of the prioritisation framework. This will inform further work to prioritise and sequence projects from these areas into the draft LTP ten-year capital programme, which Councillors will next see at their 29 September Steering Group Meeting. • Through August, staff have advanced work to prepare a first version of the operating expenditure budget for the first year of the LTP. Progress has also been made to produce the long list and assess the prospective Community Services capital programme.	• September-December 2026 - LTP development will take place throughout the 2026 calendar year. • January-February 2027 - Audit of the Consultation Document and draft Long-Term Plan supporting information. • March-April 2027 - LTP public consultation • June 2027 - Adoption of the LTP at Full Council meeting.	Green 

Key Priorities - Strategies, Policies and Plans

August 2026

ITEM		COMMENTARY	NEXT KEY MILESTONES	RAG STATUS	
Wānaka Airport Future Review Wānaka Airport Future Review Queenstown Lakes District Council		• Background: QLDC signalled in the Long-Term Plan its intent to enable the development of a long-term plan for Wānaka airport, and an assurance that the Upper Clutha community will be part of shaping it, noting this is a district asset and engagement will be open to the wider community and stakeholders. • Progress: Work on the Wānaka Airport Master Plan is underway, with specialist advisors appointed to support the project team. Technical investigations and stakeholder engagement planning are underway as development of the Master Plan progresses. • The Wānaka Airport Liaison Committee (WALC) has commenced its role as the programme's community and stakeholder reference group. Council approved changes to WALC's membership and Terms of Reference, including the appointment of Councillor Cody Tucker and an independent airport planning expert. (Full Council Meeting 27 August - item 4)	• Ongoing technical investigations and targeted engagement with aviation operators and stakeholders. • Elected member/ WUCCB briefings and engagement as the Master Plan develops. • Draft Master Plan to be presented to Council in 2027. • Subject to Council approval, public consultation on the draft Master Plan.	Green	
Lakeview Development Project page		• Background: The Lakeview Development Programme is a staged, mixed-use development being delivered through the Lakeview Development Agreement. Council's role includes administering the Development Agreement, monitoring settlement and delivery milestones, coordinating Council approvals and landowner matters, and managing related Council infrastructure, reserve and property workstreams. • Progress: Stage 1 remains the immediate programme focus. The developer continues to progress construction, design development and the approvals required for Stage 1 delivery. Council and the developer continued to coordinate stormwater, reserve-land, easement and adjacent-land approvals required to support the Stage 1 programme. These matters are being managed through the relevant Council property, infrastructure, legal and statutory approval processes. • The August Developer Report records Stage 1 construction as ongoing and Stage 1 completion as on track for 18 April 2028. Stage 2 Development Documentation and the Stage 2 settlement conditions were also reported as on track. • Work progressed to align the Lakeview development programme with the Long-Term Plan, including contracted land payments, contingent super profit and Council's remaining delivery obligations. • Governance and assurance continued through milestone monitoring, monthly Programme Control Group reporting, the internal Council working group, specialist review and established delegated decision-making arrangements. • The status is Amber due to land issues being resolved. The developer advises that Stage 1 completion and future Stage 2 milestones remain on track, and once these issues are resolved, the project is expected to return to Green status.	• 1 October 2026 - Lakeview report to the Risk & Assurance Committee and subsequent Council and Committee Workshop on programme objectives, risks and assurance arrangements. • 18 December 2027 - Scheduled satisfaction of the Stage 2 settlement conditions under the current programme • 18 April 2028 - Current programmed completion date for Stage 1.	Amber	New

Key Priorities - Strategies, Policies and Plans

August 2026

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
PARKS & RESERVES			
Frankton Arm and Sunshine Bay Reserve Management Plan 	Background: The Sunshine Bay to Frankton and Kelvin Heights Foreshore Reserve Management Plan (RMP) from 1991 is being reviewed. The RMP will update the vision and policies for how these reserves are managed, protected and enhanced by QLDC for the community. Progress: Engaged with project stakeholders (RealNZ) to understand their operational requirements and long-term vision of the Earnslaw Slipway. - Analysed and summarised early engagement feedback received.	8 September 2026 - Direction to be received on key policies for the draft RMP at Community & Environment Committee Workshop. 1 December 2026 - Community & Environment Committee Meeting to recommend to Council to approve notification of the draft RMP. 17 December 2026 - Full Council Meeting to approve notification of the draft RMP.	Green 
SPORT & RECREATION			
516 Ladies Mile 	Background: In 2019, Council purchased a 14ha site at 516 Ladies Mile for future development of open space and facilities for the community. Council approved budget of \$6.8M in the Long-Term Plan 2024-34 starting in July 2025. Pre-work is currently underway. Progress: Engagement with the Ministry of Education continued to understand the potential future school development, master planning interface and opportunities for shared community facilities at the site. - Work continued to understand the consenting and infrastructure constraints associated with future development and potential interim/community uses of the site. - Further consideration of the future project pathway has subsequently been paused, with the project now on hold pending further Council direction. - The project status changed to Red as no substantive next-stage master planning or development work will progress until Council provides direction on the future use and development pathway for the site.	10 September 2026 - Full Council Meeting discussed the future use and development pathway. Await for further Council direction. - Following Council direction - Confirm project scope, governance and next-stage master planning requirements. - Following confirmation of the preferred pathway - Re-establish the programme and determine consenting, infrastructure, stakeholder engagement and delivery requirements.	Red Last status change August 2026 
STRATEGY & POLICY			
Bylaw Development work programme 	Background: The purpose of this work programme is to ensure that QLDC's bylaws are reviewed and developed to meet statutory requirements and timeframes. Progress: 27 July-31 August 2026 - Consultation completed for amendment to the Freedom Camping Bylaw via Let's Talk. 11 August 2026 - Full Council Workshop (item 2) to reduce reasonably practicable options for the Dog Control Bylaw and Policy.	<u>Freedom Camping Bylaw</u> 27/28 October 2026 - Hearings to take place with a final decision expected by Council at its 17 December 2026 meeting. <u>Dog Control Bylaw</u> 8 October 2026 - Full Council Meeting to make statutory determinations to adopt a statement of proposal for consultation with the community during October and November 2026, hearings to occur prior to the end of 2026.	Green 

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS	
Reform Programme	 • Background: Coordinates QLDC's response to significant government reforms, including establishment of a Water Services CCO, local government system improvements, resource management reform, and associated organisational change. The programme brings these reforms together through QLDC of the Future, ensuring the organisation is fit for the future. • Progress: • <u>Integrated Programme:</u> Programme approach agreed with Executive Leadership Team (ELT). Detailed design and planning underway. • <u>Alpine Waters Transition:</u> Draft Statement of Expectations agreed by Council and provided to Alpine Waters for comment. • <u>QLDC of the Future</u> (Phase 1): Diagnose phase at final stages. Design and test phase commencing. Workshops focussed on key impacted areas in September. Joint planning with WSCCO establishment programme to align consultation and delivery timelines. • <u>Resource Management Reforms:</u> Planning for required actions to implement Planning Act within Planning and Development complete. Planning for delivering Regional Spatial Plan and impacts of Planning Act beyond Planning and Development directorate underway. • <u>Local Government Simplification:</u> Joint Head Start proposal with Dunedin City Council submitted to government. Head Start proposal that includes QLDC also submitted by Central Otago District Council and Clutha District Council; not endorsed by QLDC.	<u>Integrated Programme:</u> • September 2026 - Programme design and resourcing approved. • October 2026 - Programme approach resourced and implemented. <u>Alpine Waters Transition:</u> • September 2026 - Alpine Waters Board provided with overview of strategic growth planning context. Feedback on Statement of Expectations received. Transition Interface Model and QLDC workstream structure agreed. <u>QLDC of the Future</u> (Phase 1): • October 2026 - ELT review of design options and test outcomes. • November 2026 - ELT approval of operating model and governance engagement. • End January / February 2027 onwards - Staff consultation. • March-June 2027 - Implementation <u>LG Simplification:</u> • September 2026 - Status of Head Start proposals confirmed.	Green	
COUNCIL CONTROLLED ORGANISATION				
Water Services Council Controlled Organisation (WSCCO) Now known as Alpine Waters	 • Background: This programme has been established to implement Council's resolution to form a single shareholding council WSCCO to successfully deliver three waters services for the district, to comply with new and reformed legislation and regulatory requirements (LG Water Services Act 2025, RMA, Commerce Commission and Taumata Arowai requirements). • Progress: 4 August 2026 - Approach to complete the Transfer Agreement (legal mechanism for transferring water services from Council to the WSCCO) discussed at Full Council Workshop (item 1). • 6 August 2026 - Board Meeting - Establishment Plan, Governance Calendar, Operating Model, Insurance Strategy, and Policy and Customer Strategy approved. • 13 August 2026 - Approach to determining ownership and control of land for Water Services discussed at Full Council Workshop (item 1). • 21 August 2026 - Recruitment of Chief Financial Officer commenced. • 25 August - Board meeting - Internal Policy Development Framework, Brand Strategy and Design approved.	• 3 September 2026 - Name of water services company announced: Alpine Waters. (Media release here) • 18 September 2026 - Board meeting - Stakeholder Engagement Plan presented. • September 2026 - Feedback to Council on Statement of Expectations. • October 2026 - Transition Interface Model and QLDC workstreams implemented and resourced. • 26 October 2026 - Maseina Koneferenisi moves from Programme Director role to Chief Executive. • Board Meetings are held every 3-4 weeks. All agendas can be found here.	Green	

Operating Expenditure and Revenue

Financial Management Report

% of the year completed: 17%

DESCRIPTION	August 2026 Actual	August 2026 Adjusted Budget	Variance to Budget	Year to date Actual	Year to date Adjusted Budget	Year to Date Variance	Full Year Adjusted Budget	YTD Actuals to Full Year Budget	*
REVENUE									
Operating Revenue									
Income - Rates	17,169,037	16,809,465	359,572	34,060,148	33,618,930	441,218	201,713,504	17%	*1
Income - Grants & Subsidies	577,135	655,455	-78,320	1,630,655	1,306,983	323,672	7,680,520	21%	*2
Income - Consents	1,718,157	1,738,708	-20,551	3,608,155	3,477,417	130,738	19,106,614	19%	*3
Income - External Cost Recovery	-22,654	22	-22,676	-35,341	44	-35,385	267	-13236%	
Income - Regulatory	1,241,492	1,458,377	-216,885	3,056,872	2,450,854	606,018	12,557,647	24%	*4
Income - Operational	4,603,856	3,133,592	1,470,263	7,499,890	6,176,853	1,323,037	36,209,788	21%	*5
Total Operating Revenue	25,287,023	23,795,620	1,491,404	49,820,379	47,031,081	2,789,298	277,268,340	18%	
EXPENDITURE									
Personnel Expenditure									
Expenditure - Salaries & Wages	4,440,997	4,951,381	510,384	9,302,172	9,902,762	600,590	59,416,477	16%	*6
Expenditure - Salaries & Wages Contract	588,406	484,559	-103,847	1,113,484	972,413	-141,071	5,814,814	19%	*7
Expenditure - Elected Member Expenses	90,684	89,717	-967	185,673	179,434	-6,239	1,076,593	17%	
Expenditure - Personnel Other	181,560	244,445	62,885	420,615	488,889	68,274	2,935,155	14%	
Personnel Expenditure	5,301,647	5,770,101	468,455	11,021,944	11,543,498	521,555	69,243,039	16%	
Operating Expenditure									
Expenditure - Professional Services	738,422	1,363,823	625,401	1,289,728	2,768,269	1,478,541	16,783,487	8%	*8
Expenditure - Strategic Initiatives	206,758	181,716	-25,042	341,148	363,432	22,284	2,180,601	16%	
Expenditure - Legal	192,729	375,488	182,759	321,077	750,976	429,899	4,505,822	7%	*9
Expenditure - Office Expenses	63,811	55,968	-7,843	102,030	100,908	-1,122	539,236	19%	
Expenditure - IT	644,308	515,826	-128,482	1,084,330	1,038,237	-46,093	6,268,934	17%	
Expenditure - Property costs	1,618,136	1,408,028	-210,108	3,151,357	2,810,112	-341,245	16,722,089	19%	*10
Expenditure - Infrastructure Maintenance	6,019,918	4,198,162	-1,821,756	9,398,675	8,396,324	-1,002,352	50,377,902	19%	*11
Expenditure - Parks & Reserves Maintenance	787,815	1,358,734	570,919	1,606,718	2,422,134	815,416	16,300,530	10%	*12

Operating Expenditure and Revenue

Financial Management Report

% of the year completed: 17%

DESCRIPTION	August 2026 Actual	August 2026 Adjusted Budget	Variance to Budget	Year to date Actual	Year to date Adjusted Budget	Year to Date Variance	Full Year Adjusted Budget	YTD Actuals to Full Year Budget	*
EXPENDITURE									
Operating Expenditure continued									
Expenditure - Grants & Events	1,112,183	1,305,782	193,599	1,965,425	2,341,565	376,140	11,473,866	17%	*13
Expenditure - Travel & Accom	57,371	26,930	-30,441	77,424	53,860	-23,564	323,095	24%	
Expenditure - Regulatory	87,827	187,484	99,657	271,350	373,043	101,693	2,439,679	11%	*14
Expenditure - Other	363,538	315,844	-47,694	738,968	662,901	-76,067	4,155,205	18%	*15
Total Operating Expenditure	11,892,817	11,293,786	-599,031	20,348,231	22,081,760	1,733,529	132,070,446	15%	
Interest and Depreciation									
Expenditure - Depreciation	5,830,696	5,830,696	0	11,661,392	11,661,392	0	69,968,340	17%	
Expenditure - Interest	2,253,307	2,448,572	195,265	4,348,708	4,897,144	548,436	29,382,847	15%	*16
Total Interest and Depreciation	8,084,003	8,279,268	195,265	16,010,100	16,558,536	548,436	99,351,187	16%	
TOTAL EXPENDITURE	25,278,466	25,343,155	64,689	47,380,275	50,183,794	2,803,519	300,664,672	16%	
NET OPERATING SURPLUS (DEFICIT)	8,557	-1,547,535	1,556,092	2,440,104	-3,152,713	5,592,817	-23,396,332	-10%	

*Commentary

*1 Income - Rates- **\$0.4M** favourable

Rates take higher than budgeted due to higher than anticipated growth in the district.

*2 Income - Grants & Subsidies - **\$0.3M** favourable

Higher income from NZTA \$0.2M - Timing only.

*3 Income - Consents - **\$0.1M** favourable

Higher than budgeted building consent & LIM revenue due to sustained level of building activity across the District.

*4 Income - Regulatory - **\$0.6M** favourable

Main variances are \$0.2M in Traffic & Parking Infringements; \$0.4M in Parking Fees & Permits.

*5 Income - Operational - **\$1.3M** favourable

\$1.4M favourable variance due to outstanding income received from increased invoicing for water billing.

*6 Expenditure - Salaries & Wages - **\$0.6M** underspent

Budgeted REM increases will take effect from September, and the backpaid amount will reduce this underspent amount.



Operating Expenditure and Revenue

Financial Management Report

% of the year completed: 17%

*Commentary

*7 Expenditure - Salaries & Wages Contract - **\$0.1M** overspent

Overspend in Building Services in revenue generating contractor roles is offset by better Labour Recoveries and other Income Consents.

*8 Expenditure - Professional Services - **\$1.5M** underspent

Main underspend in AFR (including WSCCO) reasonably on track overall (some delay/timing). Strategy & Policy timing (budget phasing) which will come back on track this quarter. Primary driver is missed reaccrual for Audit fees (from 2025/26).

*9 Expenditure - Legal - **\$0.4M** underspent

Underspend is due to positive variance in Building Services, District Plan and Legal Services. In Building Services no legal Fees for weather tightness have been incurred so far. In District Plan, the legal fees defend appeals to the environment court for example and there has been less than budget so far this financial year.

*10 Expenditure - Property Costs - **\$0.3M** overspent

Mostly relates to overspend in electricity & gas costs. Phasing will be reviewed, but it is likely that costs are higher than planned given recent market trends.

*11 Expenditure - Infrastructure Maintenance - **\$1.0M** overspent

\$0.9M overspend in the roading maintenance costs related to the August weather event.

*12 Expenditure - Parks & Reserves Maintenance - **\$0.8M** underspent

Underspend in Parks & Reserves Maintenance of \$0.5M and in Cleaning of \$0.2M. These underspends are not anticipated to be permanent variances.

*13 Expenditure - Grants & Events - **\$0.4M** underspent

Underspends are in Community Grants & wilding pine control, spend which is expected in September.

*14 Expenditure - Regulatory - **\$0.1M** underspent

Main underspend is re Parking contractor costs which is a temporary variance only.

*15 Expenditure - Other - **\$0.1M** overspent

Main overspend relates to bad debt expense re Traffic & Freedom Camping Infringements, which is offset by favourable revenue.

*16 Expenditure - Interest - **\$0.5M** underspent

Favourable variance due to LGFA borrowers interest, lower loan interest rates than anticipated, and favourable term deposit interest income.

*17 Income - Development Contributions - **\$1.9M** unfavourable

Development Contributions unfavourable variance due to uncertainty in forecasting the start date of new developments and the billing attached.

*18 Income - Vested Assets - **\$5.2M** below budget

Due to the nature of this income, it is difficult to phase the budget accurately.

*19 Income - Grants & Subsidies Capex **\$2.0M** unfavourable

NZTA Capital Subsidy income to date offset with accrual from prior year. Includes June 26 accrual reversal difference of \$0.3M.

Capital Expenditure and Revenue

Financial Management Report

% of the year completed: 17%

DESCRIPTION	August 2026 Actual	August 2026 Adjusted Budget	Variance to Budget	Year to date Actual	Year to date Adjusted Budget	Year to Date Variance	Full Year Adjusted Budget	YTD Actuals to Full Year Budget	*
Capital Revenue									
Income - Development Contributions	2,645,629	2,902,680	(257,051)	3,888,030	5,805,360	(1,917,330)	34,832,135	11%	*17
Income - Vested Assets	0	2,578,472	(2,578,472)	0	5,156,944	(5,156,944)	30,941,657	0%	*18
Income - Grants & Subsidies Capex	134,499	100,000	34,499	(55,750)	200,000	(255,750)	11,492,630	0%	*19
Income - Dividends received	0	1,062,648	(1,062,648)	0	2,125,296	(2,125,296)	12,751,777	0%	*20
Income - Gain/(loss) on disposal of property, plant & equipment	(2,351)	186,629	(188,980)	(659,476)	373,258	(1,032,734)	2,239,555	-29%	*21
Total Capital Revenue	2,777,776	6,830,429	(4,052,653)	3,172,804	13,660,858	(10,488,054)	92,257,754	3%	
Capital Expenditure									
Projects/Asset Purchases	10,433,119	12,691,250	2,258,131	16,230,628	22,650,547	6,419,919	198,789,946	8%	*22
Debt Repayment	10,433,119	12,691,250	2,258,131	16,230,628	22,650,547	6,419,919	198,789,946		
Total Capital Expenditure									
NET CAPITAL FUNDING REQUIRED	7,655,343	5,003,101	(2,652,242)	13,057,824	7,274,249	(5,783,575)	106,532,192		
External Borrowing									
Loans	0			731,986,000			780,000,000		
Total Borrowing	0			731,986,000			780,000,000		

*Commentary

*20 Income - Dividends received **\$2.1M** unfavourable
The dividend has not yet been received from Queenstown Airport Corporation.

*21 Gain/Loss on Sale of Property, Plant & Equipment - **\$1.0M** unfavourable
Disposal of Macetown Road asset \$0.6M.

*22 Expenditure - Capital Projects **6.4M** underspent
\$16.2M YTD spend against a budget of \$22.7M (73%). Main project spend this month includes \$2.5M for Upper Clutha Wastewater Conveyance Scheme, \$1.4M for CBD to Frankton Wastewater Conveyance, \$0.6M for Robins Road Conveyance Upgrade, \$0.4M for Wānaka Airport Upgrades, \$0.4M for Queenstown Water Supply Renewals and \$0.4M for Wānaka Waste Facilities.

KPI Data Disclaimers

KPI	DATA DISCLAIMER
CORE INFRASTRUCTURE AND SERVICES	
Average consumption of water per person per day	Calculation is inclusive of visitor numbers to the district. Visitor numbers are extracted from the Ministry of Business, Innovation and Employment funded Accommodation Data Programme, which is not available in time of the reporting period, so the previous year's numbers are used. The resident population is derived from our Demand Projection which can be found here on our website. The medium scenario is used and the percentage of projected growth over 5 years is added to calculate this year's number of 58,700.
Requests for service - 3 Waters, Roding, Solid waste	Monthly stats provide a snapshot of performance and only include completed RFSs at time of reporting. The final result is subject to change as some requests will be closed following month end.
Percentage of Material Recovery Facility (MRF) recycling contaminated	Does not include contamination of public litter bins.
Percentage of total household waste placed at kerbside diverted from landfill	Contaminated recycling and organic waste, which is subtracted from diverted household waste, is estimated.
Total waste diverted from landfill	Calculations of totals only include waste taken to QLDC landfills.
Total waste sent to landfill	Calculations of totals only include waste taken to QLDC landfills.
COMMUNITY SERVICES	
Total library borrowing (including books, e-books, e-audio and magazines)	The e-materials are shared between Queenstown Lakes District and Central Otago District. The result includes total checkouts of electronic items from all members across both districts.
Total number of Sport & Recreation participation visits	a) Some figures are estimated where a precise count is not possible. b) A mixture of automated and manually collected data is used. For example, pool/gym entries recorded by the gates vs. casual (free) court play or pool spectators recorded by the reception team and gym programme attendance recorded by instructors.
Percentage of Freedom Camping RFS resolved within 20 working days	Freedom Camping RFS are categorised between enforcement requests and signage / bylaw enquiries. The KPI result is calculated using 20 working days for all RFS, however requests for enforcement are mostly resolved within five working days.
REGULATORY FUNCTIONS & SERVICES	
Percentage of building consents processed within statutory timeframes	Quality Assurance of data for Ministry of Environment reporting can result in updated figures.
Percentage of resource consents processed within statutory timeframes	Quality Assurance of data for Ministry of Environment reporting can result in updated figures.
HEALTH & SAFETY	
TRIFR (Total Recordable Injury Rate)	The Total Recordable Injury Frequency Rate (TRIFR) KPI target was incorrectly published as <8 in the Long-Term Plan 2024-2034 adopted by Council on 19 September 2024. The KPI target for TRIFR is <9. The KPI target is therefore shown as intended in these reports, with the published error clearly acknowledged.