



**Respondent No:** 213

**Login:** Registered

**Responded At:** Apr 27, 2023 10:59:48 am

**Last Seen:** Apr 27, 2023 00:45:22 am

- Q1. **Full name** Chelsea McGaw
- 
- Q2. **Organisation (if any)** The Royal Forest and Bird Society of New Zealand
- 
- Q3. **Email** c.mcgaw@forestandbird.org.nz
- 
- Q4. **Location** **Other (please specify)**  
Otago
- 
- Q5. **Do you wish to speak at a hearing?** No
- 
- Q6. **If yes, please provide a contact number** not answered
- 
- Q7. **Do you wish to provide feedback on the Draft Annual Plan 2023-2024 or apply for a community grant?** Make an Annual Plan submission (also includes an option to apply for a community grant)
- 
- Q8. **If you have a pre-prepared submission, you can upload it below**
- 
- Q9. **What is your position on the proposed changes to resource and building consent fees?** Neutral
- 
- Q10. **Please tell us more about your position on the proposed changes to resource and building consent fees**  
not answered
- 
- Q11. **What is your position on the proposed changes to waste services fees?** Neutral
- 
- Q12. **Please tell us more about your position on the proposed changes to waste services fees**  
not answered
- 
- Q13. **What is your position on the proposed changes to sport and recreation fees?** Neutral
- 
- Q14. **Please tell us more about your position on the proposed changes to sport and recreation fees**  
not answered
- 
- Q15. **What is your position on the proposed changes to community facilities fees?** Neutral
- 
- Q16. **Please tell us more about your position on the proposed changes to community facilities fees**  
not answered

Q17. What is your position on the proposed changes to animal control fees? Neutral

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Q18. Please tell us more about your position on the proposed changes to animal control fees

not answered

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Q19. What is your position on the proposed changes to parking fees in the Queenstown Town Centre? Neutral

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Q20. Please tell us more about your position on the proposed changes to parking fees in the Queenstown Town Centre

not answered

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Q21. What is your position on the proposed changes to the Capital Expenditure programme? Neutral

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Q22. Please tell us more about your position on the proposed changes to the Capital Expenditure programme

not answered

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Q23. Please use this space to comment on any aspect of the draft Annual Plan 2023-2024

Please see attached submission

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Q24. Do you wish to also apply for a Community Grant? No

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Q25. Please provide details about your group or organisation

not answered

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Q26. Did you receive a community grant from QLDC in 2021-2022 or 2022-2023? not answered

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Q27. If yes, what was the purpose of the grant and the total amount of community grant funding you or your organisation received from QLDC in 2021-2022 and 2022-2023? not answered

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Q28. How much funding are you or your organisation requesting for 2023-2024? not answered

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Q29. What community projects or operational services will these funds be used to deliver?

not answered

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Q30. How will this investment in your project or organisation be of value to the wider community?

not answered

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Q31. How will this investment in your project or organisation support the outcomes of our community's Vision Beyond 2050? not answered

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**Q32. What other funding have you have applied for or confirmed for 2023-2024 to support this project or the operational services of your organisation?**

not answered

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**Q33. Please upload any supporting documentation for your application here**

not answered

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**Q34. I understand that all submissions and community grant applications will be treated as public information.**

I understand

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26 April 2023

Queenstown Lakes District Council (QLDC)  
Private Bag 50072  
Queenstown 9348

Dunedin Office  
PO Box 6230  
Dunedin North, Dunedin 9059  
New Zealand

P: +27 279 2500  
[www.forestandbird.org.nz](http://www.forestandbird.org.nz)

## **Feedback on the Queenstown Lakes District Council (QLDC) Annual Plan 2023/24**

### Introduction

1. The Royal Forest & Bird Protection Society Inc. of New Zealand (Forest & Bird) is Aotearoa New Zealand's leading independent conservation organisation. Forest & Bird has played an important role in protecting and preserving New Zealand's environment and native species for a century. Forest & Bird is independently funded by private subscription, donations, and bequests. The Society's mission is to protect and preserve New Zealand's unique ecological values, flora and fauna, and natural habitats in a climate crisis and to continue that mission into the next century.
2. Forest & Bird has an active volunteer branch in Central Otago Lakes region, along with a Kiwi Conservation Club for tamariki, whose multigenerational members and supporters play an important and active role in protecting and restoring the region's native species and habitats, in biosecurity, as well as in education and advocacy for nature in a climate crisis, in their respective districts. Within Forest & Bird there is a wealth of knowledge and expertise on protecting and restoring Aotearoa New Zealand's native ecosystems and species.
3. Forest & Bird is grateful for the opportunity to provide feedback on the Queenstown Lakes Annual Plan 2023/24. Forest & Bird acknowledges the work that Councillors and staff are doing to improve the district through the annual and long-term plan processes.

#### **4. Nature Based Solutions**

New Zealanders received a wakeup call about the impacts of climate change with the immense devastation caused by Cyclone Gabrielle and the Tāmaki Makaurau/Auckland floods. As we look to recover from these disasters and reduce the impact of future extreme weather events,



nature has a key role in helping us to adapt. By protecting nature, we can protect ourselves and our communities.

One key lesson from the years since Cyclone Bola, is that action which should have been taken to build resilience has been neglected, and where action was taken, it was not properly thought through, which has resulted in the damage from forestry slash. We cannot afford to repeat these mistakes. There are limits to adaptation and other parts of the world, and some of our own communities, lack the resources needed to adapt. We must step up action to reduce emissions and minimise unavoidable climate change.

Critical actions in the light of Cyclone Gabrielle include:

- Creating room for rivers
- Doubling wetlands
- Restoring and expanding native forest and shrublands
- Improving land use
- Adapting in ways that protect and enhance nature
- Keeping emission reductions at the core of climate change policy

Improving land use, not overly relying on flood protection works, and the role of native forests were all understood after Cyclone Bola in 1988. It is now time for the best available knowledge to be applied to build our resilience.

Although it appears on the surface that many of these actions fall into the responsibility of regional authorities, there is plenty that city and district councils can be doing to support these actions and comply with their responsibilities under the Resource Management Act and Local Government Act:

- Section 31 of the RMA allocates several functions to territorial authorities related to climate change and environmental wellbeing, including ‘integrated management’ of natural and physical resources, ‘the avoidance or mitigation of natural hazards’, and ‘the maintenance of indigenous biological diversity’.
- The LGA also sets out its purpose ‘to promote the social, economic, environmental, and cultural well-being of communities in the present and for the future.’

District councils such as QLDC can advocate for and integrate nature-based solutions through their district wide planning, land use and subdivision consents and code of subdivision and development, parks and reserves network, infrastructure planning (including transportation and three waters), Significant Natural Areas (SNA) identification and mapping, climate change/zero carbon planning and policy, waste management and more.

## **Conclusion**

In dealing with the dual crises of climate and biodiversity, no single portfolio can be looked upon in isolation. Integrating ideas, proper resourcing and working effectively with others while being inclusive of those in the community with knowledge and expertise, will help achieve environmental outcomes and climate resilience, faster.

Forest & Bird strongly supports innovative green funding mechanisms to deal with climate change, on the condition that nature-based solutions cut across all port folios and underpin any climate change action plan for the Queenstown lakes district.

Thank you for the opportunity to provide feedback.

Chelsea McGaw

**Regional Conservation Manager (RCM) – Otago and Southland**

Royal Forest and Bird Protection Society of New Zealand Incorporated.

[c.mcgaw@forestandbird.org.nz](mailto:c.mcgaw@forestandbird.org.nz)



**Respondent No:** 214

**Login:** Admin

**Responded At:** Apr 27, 2023 10:57:59 am

**Last Seen:** Apr 27, 2023 01:17:29 am

Q1. <b>Full name</b>	M. Spencer
Q2. <b>Organisation (if any)</b>	not answered
Q3. <b>Email</b>	letstalk@qldc.govt.nz
Q4. <b>Location</b>	Glenorchy
Q5. <b>Do you wish to speak at a hearing?</b>	No
Q6. <b>If yes, please provide a contact number</b>	not answered
Q7. <b>Do you wish to provide feedback on the Draft Annual Plan 2023-2024 or apply for a community grant?</b>	Make an Annual Plan submission (also includes an option to apply for a community grant)
Q8. <b>If you have a pre-prepared submission, you can upload it below</b>	not answered
Q9. <b>What is your position on the proposed changes to resource and building consent fees?</b>	Oppose
Q10. <b>Please tell us more about your position on the proposed changes to resource and building consent fees</b>	not answered
Q11. <b>What is your position on the proposed changes to waste services fees?</b>	Oppose
Q12. <b>Please tell us more about your position on the proposed changes to waste services fees</b>	not answered
Q13. <b>What is your position on the proposed changes to sport and recreation fees?</b>	Oppose
Q14. <b>Please tell us more about your position on the proposed changes to sport and recreation fees</b>	not answered
Q15. <b>What is your position on the proposed changes to community facilities fees?</b>	Oppose
Q16. <b>Please tell us more about your position on the proposed changes to community facilities fees</b>	not answered
Q17. <b>What is your position on the proposed changes to animal control fees?</b>	Oppose

Q18. Please tell us more about your position on the proposed changes to animal control fees

not answered

Q19. What is your position on the proposed changes to parking fees in the Queenstown Town Centre? Oppose

Q20. Please tell us more about your position on the proposed changes to parking fees in the Queenstown Town Centre

not answered

Q21. What is your position on the proposed changes to the Capital Expenditure programme? Oppose

Q22. Please tell us more about your position on the proposed changes to the Capital Expenditure programme

not answered

Q23. Please use this space to comment on any aspect of the draft Annual Plan 2023-2024

not answered

Q24. Do you wish to also apply for a Community Grant? No

Q25. Please provide details about your group or organisation

not answered

Q26. Did you receive a community grant from QLDC in 2021-2022 or 2022-2023? not answered

Q27. If yes, what was the purpose of the grant and the total amount of community grant funding you or your organisation received from QLDC in 2021-2022 and 2022-2023? not answered

Q28. How much funding are you or your organisation requesting for 2023-2024? not answered

Q29. What community projects or operational services will these funds be used to deliver?

not answered

Q30. How will this investment in your project or organisation be of value to the wider community?

not answered

Q31. How will this investment in your project or organisation support the outcomes of our community's Vision Beyond 2050? not answered

**Q32. What other funding have you have applied for or confirmed for 2023-2024 to support this project or the operational services of your organisation?**

not answered

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**Q33. Please upload any supporting documentation for your application here** not answered

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**Q34. I understand that all submissions and community grant applications will be treated as public information.** I understand

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**Respondent No:** 215

**Login:** Admin

**Responded At:** Apr 27, 2023 11:00:28 am

**Last Seen:** Apr 27, 2023 01:17:29 am

Q1. <b>Full name</b>	Neville Findlater
Q2. <b>Organisation (if any)</b>	not answered
Q3. <b>Email</b>	letstalk@qldc.govt.nz
Q4. <b>Location</b>	Wānaka
Q5. <b>Do you wish to speak at a hearing?</b>	No
Q6. <b>If yes, please provide a contact number</b>	not answered
Q7. <b>Do you wish to provide feedback on the Draft Annual Plan 2023-2024 or apply for a community grant?</b>	Make an Annual Plan submission (also includes an option to apply for a community grant)
Q8. <b>If you have a pre-prepared submission, you can upload it below</b>	not answered
Q9. <b>What is your position on the proposed changes to resource and building consent fees?</b>	Support
Q10. <b>Please tell us more about your position on the proposed changes to resource and building consent fees</b>	not answered
Q11. <b>What is your position on the proposed changes to waste services fees?</b>	Support
Q12. <b>Please tell us more about your position on the proposed changes to waste services fees</b>	not answered
Q13. <b>What is your position on the proposed changes to sport and recreation fees?</b>	Support
Q14. <b>Please tell us more about your position on the proposed changes to sport and recreation fees</b>	not answered
Q15. <b>What is your position on the proposed changes to community facilities fees?</b>	Support
Q16. <b>Please tell us more about your position on the proposed changes to community facilities fees</b>	not answered
Q17. <b>What is your position on the proposed changes to animal control fees?</b>	Support

Q18. Please tell us more about your position on the proposed changes to animal control fees

not answered

Q19. What is your position on the proposed changes to parking fees in the Queenstown Town Centre? Neutral

Q20. Please tell us more about your position on the proposed changes to parking fees in the Queenstown Town Centre

To maintain central area. You have to have access parking to encourage people to visit.

Q21. What is your position on the proposed changes to the Capital Expenditure programme? Support

Q22. Please tell us more about your position on the proposed changes to the Capital Expenditure programme

not answered

Q23. Please use this space to comment on any aspect of the draft Annual Plan 2023-2024

not answered

Q24. Do you wish to also apply for a Community Grant? No

Q25. Please provide details about your group or organisation

not answered

Q26. Did you receive a community grant from QLDC in 2021-2022 or 2022-2023? not answered

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**Q32. What other funding have you have applied for or confirmed for 2023-2024 to support this project or the operational services of your organisation?**

not answered

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**Q33. Please upload any supporting documentation for your application here** not answered

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**Q34. I understand that all submissions and community grant applications will be treated as public information.** I understand

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**Respondent No:** 216

**Login:** Admin

**Responded At:** Apr 27, 2023 11:19:11 am

**Last Seen:** Apr 27, 2023 01:17:29 am

Q1. <b>Full name</b>	Judith Reid
Q2. <b>Organisation (if any)</b>	not answered
Q3. <b>Email</b>	letstalk@qldc.govt.nz
Q4. <b>Location</b>	Wānaka
Q5. <b>Do you wish to speak at a hearing?</b>	No
Q6. <b>If yes, please provide a contact number</b>	not answered
Q7. <b>Do you wish to provide feedback on the Draft Annual Plan 2023-2024 or apply for a community grant?</b>	Make an Annual Plan submission (also includes an option to apply for a community grant)
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Q15. <b>What is your position on the proposed changes to community facilities fees?</b>	Neutral
Q16. <b>Please tell us more about your position on the proposed changes to community facilities fees</b>	not answered
Q17. <b>What is your position on the proposed changes to animal control fees?</b>	Neutral

Q18. Please tell us more about your position on the proposed changes to animal control fees

not answered

Q19. What is your position on the proposed changes to parking fees in the Queenstown Town Centre? Neutral

Q20. Please tell us more about your position on the proposed changes to parking fees in the Queenstown Town Centre

not answered

Q21. What is your position on the proposed changes to the Capital Expenditure programme? Oppose

Q22. Please tell us more about your position on the proposed changes to the Capital Expenditure programme

I want Council to include an allocation in the Plan to construct desperately needed facilities at the Waiorau Recreation Reserve, including toilet facilities and associated infrastructure, dedicated carparking, a community facility to provide shelter, a lunch room and a teaching educational facility at the Reserve.

Q23. Please use this space to comment on any aspect of the draft Annual Plan 2023-2024

not answered

Q24. Do you wish to also apply for a Community Grant? No

Q25. Please provide details about your group or organisation

not answered

Q26. Did you receive a community grant from QLDC in 2021-2022 or 2022-2023? not answered

Q27. If yes, what was the purpose of the grant and the total amount of community grant funding you or your organisation received from QLDC in 2021-2022 and 2022-2023? not answered

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**Q32. What other funding have you have applied for or confirmed for 2023-2024 to support this project or the operational services of your organisation?**

not answered

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**Q33. Please upload any supporting documentation for your application here**

not answered

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**Q34. I understand that all submissions and community grant applications will be treated as public information.**

I understand

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**From:** [Mikayla Oliver](#)  
**To:** [Amy Galloway](#)  
**Cc:** [Simon Battrick](#)  
**Subject:** FW: Monday 3 April meeting summary and feedback submission  
**Date:** Tuesday, 4 April 2023 1:05:45 PM

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Hi Amy

Are we able to capture the below feedback into the submissions process?

Kind regards

Mikayla

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**Mikayla Oliver** She/Her | Aquatics Manager  
Community Services | Queenstown Lakes District Council  
M: +64 21 0805 6454  
E: [mikayla.oliver@qldc.govt.nz](mailto:mikayla.oliver@qldc.govt.nz)



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**From:** Merryn Johnston [REDACTED]  
**Sent:** Tuesday, April 4, 2023 12:49 PM  
**To:** Mikayla Oliver <[Mikayla.oliver@qldc.govt.nz](mailto:Mikayla.oliver@qldc.govt.nz)>  
**Cc:** Tim Brazier [REDACTED]; Val Burke [REDACTED]; Sarah Ellmer <[Sarah.Ellmer@qldc.govt.nz](mailto:Sarah.Ellmer@qldc.govt.nz)>; Allan Wainwright <[Allan.Wainwright@qldc.govt.nz](mailto:Allan.Wainwright@qldc.govt.nz)>  
**Subject:** Monday 3 April meeting summary and feedback submission

Hi Mikayla (Val Burke, Tim Brazier, Sarah Ellmer, Allan Wainwright in cc)

We met with you yesterday on the understanding you'd be able to shed some light on the reasons behind a sudden announcement that our lane hire structure is scheduled to change drastically in the QLDC Draft Annual Plan (DAP). We outlined to you that we have been given very little timeframe to respond and have been put on the back foot. Another formal submission including the below points and more will follow but I wanted to send you some initial points.

We put the following key question to you which you were unable to clarify. Please can we have in writing an answer to the following:

Where has the 73.9% value been generated from? We'd like to see the workings behind why our area (ie commercial lane hire) has been targeted as the area that is most likely to generate the funds deficit that QLDC seeks to recuperate.

- We understand that given there's been no price increase since 2014 that this should be revisited. The 73.9% increase does not align with any other price change within the QLDC draft annual plan. It does not align with inflation. **We are not resistant to a smaller price increase** however the proposed rate is unjustifiable and unfair.
- We understand that everything is going up in the present economy. Rates 13.6% (as advised in the QLDC DAP); our rental of another government supported sports facility has increased by 11%. **73.9% is not in alignment with increases in other sectors.**
- We understand that some "cost recovery" (your words yesterday) is important for any facility to operate yet why are you dropping the casual entry fee and some memberships? Surely if QLDC can afford to do

this then there must be some surplus money available. Or are you 'robbing Peter to pay Paul'? Ie increasing the commercial rate to cover the loss to entry fee reductions?

- I asked how many other commercial groups are being affected and you answered there are Fitter, Swim Academy and Peak Endurance in Wanaka and no one in Queenstown/Arrowtown. Again, how is this fair that we 3 businesses are being targeted alone for a large chunk of the QLDC cost recovery?
- You outlined that you were looking at other facilities around the country to compare with the Wanaka pool facility and associated costs. We feel this is a clouded lens through which to assess the validity of costs and proposed changes to the pool space. Wanaka is unique in NZ: small permanent population vs high visitor numbers; likely the most expensive place to live in the country (food costs x housing x fuel); we have only one 25m public pool facility that serves the community; a highly active and health-focussed community.

Peak Endurance:

- Brings 30-40 swimmers into the pool per week every term. Many choose to swim again in their own time to practice or enhance their fitness between sessions. Most of them are recreational swimmers AND WOULD NOT SWIM IF WE DIDN'T OFFER THE SESSIONS THEY ENJOY year round. If our squads become unaffordable, which they likely will if the price increase goes ahead, these swimmers will disappear.
- Our client range is broad and inclusive. We serve a wide representation of the Wanaka community: from retired folks down to early 20s (we have specifically declined to operate in the youth swimming space); we offer a women's only squad; our sessions include those who like to compete but most swim for health and wellbeing, injury prevention, weight management or recovery.
- Teaches adult non-swimmers to swim. Many of whom have become regulars in the pool. Our work contributes to positive change for people around water. Simon Battrick was quoted in the ODT on 31/03/2023 saying "Swimming is such an essential skill". We have changed many people's lives by empowering them with skills and enjoyment in it.
- Runs most of our sessions at off-peak hours. We therefore bring swimmers into the pool in hours when it's otherwise often empty. Our operation is not preventing others from making use of the lanes and should not be penalised.

Please consider this email as one part of our submission against the proposed 73.9% increase to commercial lane hire fees.

Regards

**Merryn Johnston**

(m): 0274 501 933

(a): 18 Hikuwai Drive, Albert Town, Wanaka 9305 NZ



**From:** [REDACTED]  
**To:** [Let's Talk](#)  
**Subject:** Lane Hire Fees  
**Date:** Tuesday, April 4, 2023 7:00:38 PM

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Hello.

It's been brought to my attention that the QLDC intends to increase fees for lane hire by a staggering 73.9%! I have been part of a swim squad with Merryn (Peak Performance) for a number of years & I believe for a small company, this increase would be unaffordable. Yes they could pass that additional cost over to us the clients, but I feel the increase is unjustified. I whole heartedly believe that NZ has an alarming drowning rate & that any kind of program that encourages people to gain confidence in the water, or improve water skills should be supported throughout the community.

Escalating such fees will cause small business to crumble & the accessibility of 'improve to swim, or learn to swim' become next to none.

Kind regards  
Andrea

- The lane hire cost increase of 73.9% is more than double the increase of any other service or fee across the QLDC Annual Plan (which sit at 5 - 30% in most cases). This fee increase is unjustifiable and unfair and will squeeze small Wanaka businesses out of operation.
- NZ has an ongoing problem with adult drownings. Swimming tuition needs to be accessible. The increase in lane hire costs reduces opportunities for adults to improve their capabilities and safety in water. Peak Endurance Wanaka fulfils an important and valuable role in empowering adult non-swimmers that isn't consistently offered by any other provider in Wanaka. Forcing a price increase ultimately forces many adults to avoid learning to swim or improving their swimming. This is a dis-service to the populations of the Wanaka lakes area.
- The long-standing symbiosis between the various user groups within the Wanaka pool is unique and allows the Wanaka community excellent choices in the swimming space. Over years, each individual organisation has carved out a niche that they work in and there is to be enough demand for them all to operate alongside each other. The respectful competition between the Wanaka pool user groups encourages all to focus on delivering a high quality service. Wanaka swimmers have currently good quality options to choose from but this would change if commercial groups are forced to close due to the lane hire increases. The existence and operation of the various groups who (can currently afford to) operate has created a vibrant and high quality swimming culture for the region and is part of the draw for swimmers of all kinds. This should be preserved and encouraged!
- Peak Endurance's group sessions (as well as those of other commercial operators) organise adult swimmers into lanes at fixed hours. This means there are more lanes open to public or other user groups at that time because we fill lanes to capacity. The existence of squads and groups streamlines the opportunities for all swimmers. Affordable groups and lessons enables more swimmers to swim at the same time in an organised way. Many choose to swim in a squad because they prefer swimming with others (ie in a squad, coached with a set programme that all follow) rather than among a collection of individuals in disorganised lanes. Many would stop swimming if they couldn't afford to swim with a squad, or there were no squad. If lane hire prices go up either Peak Endurance eventually struggles to operate or swimmers can no longer afford to swim with squads and withdraw from swimming all together.

- Peak Endurance offers a high quality service that many in the Wanaka swimming community choose to take advantage of, who would otherwise choose not to swim. Whilst QLDC are not shutting Peak Endurance and other commercial groups out, they are making it more difficult for their ongoing operation. The Peak Endurance squads or lessons will become unaffordable and swimmers will lose the impetus to continue swimming due to the lack of weekly structure and accountability that squad swimming or regular lessons encourages. If swimmers can't swim in a squad because they can no longer afford to be part of one, then many will likely stop swimming all together and look for other forms of [less expensive] recreation. It's a lose-lose situation for both commercial small business swimming operators and the QLDC Wanaka Pool.
- QLDC are triple dipping into the pockets of Wanaka rate paying swimmers: Firstly: rates directly contribute to the upkeep on the pool; Secondly: Wanaka locals pay pool membership/entry to swim; Thirdly: Wanaka businesses (run by rate-paying Wanaka locals) are charged to book lane space to run sessions for swimmers and that cost is ultimately passed onto the swimmer. This business model is not fair and hiking the lane fees only worsens the situation.
- Peak Endurance Wanaka operates most of its swimming tuition and coaching in off-peak hours. There should be no disincentive for their operation because no one is being impacted negatively by their operation. In contrast, Peak Endurance Wanaka is bringing swimmers into the pool at otherwise quiet times - they are of benefit the Wanaka Pool.
- Peak Endurance is community focussed and delivers services that benefit the health and wellbeing of the wider community. Our programmes cater to and include: from the retired through to school leavers (we have specifically declined to operate in the youth swimming space so as to not tread on others' toes); we offer a women's only squad; our sessions include those who like to compete but most swim for health and wellbeing, injury prevention, weight management or recovery. Charging our community-focussed business more to operate in the pool space goes against 2 of the key values QLDC proclaim: Thriving People; Opportunities for all.



**From:** [REDACTED]  
**To:** [Let's Talk](#)  
**Subject:** Fw: QLDC Draft Annual Plan affecting swimming pool lane hire increases  
**Date:** Wednesday, April 5, 2023 8:08:15 AM

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Hi there,

I would like to oppose the excessive pool lane hire increases in the QLDC draft annual plan as per below reasons. Hope this email reaches the intended parties in the council for consideration.

- The lane hire cost increase of 73.9% is more than double the increase of any other service or fee across the QLDC Annual Plan (which sit at 5 - 30% in most cases). This fee increase is unjustifiable and unfair and will squeeze small Wanaka businesses out of operation.
- NZ has an ongoing problem with adult drownings. Swimming tuition needs to be accessible. The increase in lane hire costs reduces opportunities for adults to improve their capabilities and safety in water. Peak Endurance Wanaka fulfils an important and valuable role in empowering adult non-swimmers that isn't consistently offered by any other provider in Wanaka. Forcing a price increase ultimately forces many adults to avoid learning to swim or improving their swimming. This is a dis-service to the populations of the Wanaka lakes area.
- The long-standing symbiosis between the various user groups within the Wanaka pool is unique and allows the Wanaka community excellent choices in the swimming space. Over years, each individual organisation has carved out a niche that they work in and there is to be enough demand for them all to operate alongside each other. The respectful competition between the Wanaka pool user groups encourages all to focus on delivering a high quality service. Wanaka swimmers have currently good quality options to choose from but this would change if commercial groups are forced to close due to the lane hire increases. The existence and operation of the various groups who (can currently afford to) operate has created a vibrant and high quality swimming culture for the region and is part of the draw for swimmers of all kinds. This should be preserved and encouraged!
- Peak Endurance's group sessions (as well as those of other commercial operators) organise adult swimmers into lanes at fixed hours. This means there are more lanes

open to public or other user groups at that time because we fill lanes to capacity. The existence of squads and groups streamlines the opportunities for all swimmers. Affordable groups and lessons enables more swimmers to swim at the same time in an organised way. Many choose to swim in a squad because they prefer swimming with others (ie in a squad, coached with a set programme that all follow) rather than among a collection of individuals in disorganised lanes. Many would stop swimming if they couldn't afford to swim with a squad, or there were no squad. If lane hire prices go up either Peak Endurance eventually struggles to operate or swimmers can no longer afford to swim with squads and withdraw from swimming all together.

- Peak Endurance offers a high quality service that many in the Wanaka swimming community choose to take advantage of, who would otherwise choose not to swim. Whilst QLDC are not shutting Peak Endurance and other commercial groups out, they are making it more difficult for their ongoing operation. The Peak Endurance squads or lessons will become unaffordable and swimmers will lose the impetus to continue swimming due to the lack of weekly structure and accountability that squad swimming or regular lessons encourages. If swimmers can't swim in a squad because they can no longer afford to be part of one, then many will likely stop swimming all together and look for other forms of [less expensive] recreation. It's a lose-lose situation for both commercial small business swimming operators and the QLDC Wanaka Pool.
- QLDC are triple dipping into the pockets of Wanaka rate paying swimmers: Firstly: rates directly contribute to the upkeep on the pool; Secondly: Wanaka locals pay pool membership/entry to swim; Thirdly: Wanaka businesses (run by rate-paying Wanaka locals) are charged to book lane space to run sessions for swimmers and that cost is ultimately is passed onto the swimmer. This business model is not fair and hiking the lane fees only worsens the situation.
- Peak Endurance Wanaka operates most of its swimming tuition and coaching in off-peak hours. There should be no disincentive for their operation because no one is being impacted negatively by their operation. In contrast, Peak Endurance Wanaka is bringing swimmers into the pool at otherwise quiet times - they are of benefit the Wanaka Pool.
- Peak Endurance is community focussed and delivers services that benefit the health and wellbeing of the wider community. Our programmes cater to and include: from the retired through to school leavers (we have specifically declined to operate in the youth

swimming space so as to not tread on others' toes); we offer a women's only squad; our sessions include those who like to compete but most swim for health and wellbeing, injury prevention, weight management or recovery. Charging our community-focussed business more to operate in the pool space goes against 2 of the key values QLDC proclaim: Thriving People; Opportunities for all.

Please contact me on below contact details if you need anything further.

Regards

Arash Mokhtarzadeh (Arie Zadeh)

[REDACTED]

[REDACTED]

**From:** [REDACTED]  
**To:** [Let's Talk](#)  
**Subject:** Submission - increase in commercial rates for aquatic Use  
**Date:** Tuesday, April 4, 2023 7:45:31 PM

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Please find my submission in opposition to the proposed increase in rates to our commercial providers at the community swimming centres.

Referring to page 95 in the annual report.

I counter the proposal with the following points.

- The lane hire cost increase of 73.9% is more than double the increase of any other service or fee across the QLDC Annual Plan (which sit at 5 - 30% in most cases). This fee increase is unjustifiable and unfair and will squeeze small Wanaka businesses out of operation. These operators are vital to our health and wellness ecosystem in wanaka and fuel a thriving athlete community. This could be lost.
- NZ has an ongoing problem with adult drownings. Swimming tuition needs to be accessible. The increase in lane hire costs reduces opportunities for adults to improve their capabilities and safety in water. Forcing a price increase ultimately forces many adults to avoid learning to swim or improving their swimming. This is a dis-service to the populations of the Wanaka lakes area.
- The long-standing symbiosis between the various user groups within the Wanaka pool is unique and allows the Wanaka community excellent choices in the swimming space. Over years, each individual organisation has carved out a niche that they work in and there is to be enough demand for them all to operate alongside each other. The respectful competition between the Wanaka pool user groups encourages all to focus on delivering a high quality service. Wanaka swimmers have currently good quality options to choose from but this would change if commercial groups are forced to close due to the lane hire increases. The existence and operation of the various groups who (can currently afford to) operate has created a vibrant and high quality swimming culture for the region and is part of the draw for swimmers of all kinds. This should be preserved and encouraged!
- QLDC are triple dipping into the pockets of Wanaka rate paying swimmers: Firstly: rates directly contribute to the upkeep on the pool; Secondly: Wanaka locals pay pool membership/entry to swim; Thirdly: Wanaka businesses (run by rate-paying Wanaka locals) are charged to book lane space to run sessions for swimmers and that cost is ultimately is passed onto the swimmer. This business model is not fair and hiking the lane fees only worsens the situation.

The organisations that offer swimming lessons and squads are community focussed and deliver services that benefit the health and wellbeing of the wider community. Charging our community-focussed business more to operate in the pool space goes against 2 of the key values QLDC proclaim: Thriving People; Opportunities for all.

**Arna Craig** | Founder & Digital Director  
Communication for Change  
| **Conscious**

 | **WĀNAKA**

*Sent from my iPhone while in moving object so likely riddled with nonsense and spelling errors that will likely cause embarrassment or some kind of misunderstanding. Please apply lashings of common sense to reading this message.*

**From:** [REDACTED]  
**To:** [Let's Talk](#)  
**Subject:** Rates increase for the lane use (Squad)  
**Date:** Wednesday, March 29, 2023 3:34:39 PM

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I cannot see why there has to be such an increase-in fees.

The only significant change in NZ-is electricity price increase.

We are an extremely perceptive group,interacting with the staff at the desk and poolside,assisting them occasionally,and being out of the pool promptly-for the next group.

The squad also attracts some of the worlds best athletes,for a block of training-which adds to Wanaka's place in NZ society.

A 71% increase -is unreasonable.

Chris Seeley (021719917)

Sent from my iPad

**From:** [REDACTED]  
**To:** [Let's Talk](#)  
**Cc:** [REDACTED]; [Quentin Smith](#)  
**Subject:** Fluoride  
**Date:** Wednesday, April 12, 2023 11:44:10 AM

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Kia ora tātou

Despite all the projects signalled by QLDC and the large rates increase, there is still no mention of adding Fluoride to drinking water. Sadly this results in record numbers of tooth decay across all ages in the QLDC. Dentists tell me there are significantly more cavities evident here per head of population than in Dunedin or Invercargill where water is fluoridated. Moreover, with cost of living hikes there are some who can no longer afford regular and much needed dental care.

Fluoridating water is well overdue in our region and failure to do so is a major public health risk.

Please make this an urgent priority.

Dr Deborah Fraser

**From:** [REDACTED]  
**To:** [Let's Talk](#)  
**Subject:** Huge increase in pool user fees  
**Date:** Wednesday, April 5, 2023 1:42:42 PM

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To Whom it may Concern

We object to the unrealistic increase in private user chargers of the Wanaka pool.

Would you be happy to receive such a significant increase in your price of rent or food?

We understand some increase is necessary, however the greediness, of the proposed increase is unacceptable.

Please consider this email in your decision

Happy days,

Janey Johnston  
[REDACTED]



**From:** [REDACTED]  
**To:** [Let's Talk](#)  
**Subject:** RE: Draft Annual Plan - submission on planned swimming lane hire increases  
**Date:** Wednesday, April 5, 2023 10:01:14 AM

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Dear QLDC

I have been reviewing the draft annual plan and have significant concerns about the planned changes to the pricing structure for use of the Wanaka pool. Along with the following points below I find it astonishing that Council believe that increasing the commercial lane hire by over 73% is a good idea. The 5% decrease (.50c) in casual swimming entry fee does not in any way compensate for the increase in fees that will occur for the squad operators like Peak Endurance to continue operating. It will end up being unaffordable for swimmers like myself to continue swimming in a structured and supportive squad environment. As a result many swimmers will not continue swimming and it will end up becoming unsustainable for operators like Peak Endurance to continue.

Swimming in a structured environment run by groups like Peak Endurance has assisted me in recovering from a significant injury, gaining confidence in the water with a improvement in swimming technique and fitness which has translated to being more confident in open water (lake Wanaka).

I am not an elite athlete just an ordinary rate payer. If operators like Peak Endurance are no longer able to operate because of the costs of our community pool have priced them out then it is a lose lose situation as I am not likely to go to the pool and pay the casual entry fee and continue swimming at all if I am unable to swim in a squad environment.

I ask that the QLDC revisit this planned increase. Surely support for small businesses, rate payers and the community as a whole go hand in hand. The community benefits that flow from Peak Endurance surely needs to be taken into account. In sum a 73% increase is completely unjustified, unfair and makes no sense at all.

Regards  
Joanne Buder

**Further submission points.**

- The lane hire cost increase of 73.9% is more than double the increase of any other service or fee across the QLDC Annual Plan (which sit at 5 - 30% in most cases). This fee increase is unjustifiable and unfair and will squeeze small Wanaka businesses out of operation.
- NZ has an ongoing problem with adult drownings. Swimming tuition needs to be accessible. The increase in lane hire costs reduces opportunities for adults to improve their capabilities and safety in water. Peak Endurance Wanaka fulfils an important and valuable role in empowering adult non-swimmers that isn't consistently offered by any other provider in Wanaka. Forcing a price increase ultimately forces many adults to avoid learning to swim or improving their swimming. This is a dis-service to the populations of the Wanaka lakes area.
- The long-standing symbiosis between the various user groups within the Wanaka pool is unique and allows the Wanaka community excellent choices in the swimming space. Over years, each individual organisation has carved out a niche that they work in and there is to be enough demand for them all to operate alongside each other. The respectful competition between the Wanaka pool user groups encourages all to focus on delivering a high quality service. Wanaka swimmers have currently good quality options to choose from but this would change if commercial groups are forced to close due to the lane hire increases. The existence and operation of the various groups who (can currently afford to) operate has created a vibrant and high quality swimming culture for the region and is part of the draw for swimmers of all kinds. This should be preserved and encouraged!

- Peak Endurance's group sessions (as well as those of other commercial operators) organise adult swimmers into lanes at fixed hours. This means there are more lanes open to public or other user groups at that time because we fill lanes to capacity. The existence of squads and groups streamlines the opportunities for all swimmers. Affordable groups and lessons enables more swimmers to swim at the same time in an organised way. Many choose to swim in a squad because they prefer swimming with others (ie in a squad, coached with a set programme that all follow) rather than among a collection of individuals in disorganised lanes. Many would stop swimming if they couldn't afford to swim with a squad, or there were no squad. If lane hire prices go up either Peak Endurance eventually struggles to operate or swimmers can no longer afford to swim with squads and withdraw from swimming all together.
- Peak Endurance offers a high quality service that many in the Wanaka swimming community choose to take advantage of, who would otherwise choose not to swim. Whilst QLDC are not shutting Peak Endurance and other commercial groups out, they are making it more difficult for their ongoing operation. The Peak Endurance squads or lessons will become unaffordable and swimmers will lose the impetus to continue swimming due to the lack of weekly structure and accountability that squad swimming or regular lessons encourages. If swimmers can't swim in a squad because they can no longer afford to be part of one, then many will likely stop swimming all together and look for other forms of [less expensive] recreation. It's a lose-lose situation for both commercial small business swimming operators and the QLDC Wanaka Pool.
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- Peak Endurance is community focussed and delivers services that benefit the health and wellbeing of the wider community. Our programmes cater to and include: from the retired through to school leavers (we have specifically declined to operate in the youth swimming space so as to not tread on others' toes); we offer a women's only squad; our sessions include those who like to compete but most swim for health and wellbeing, injury prevention, weight management or recovery. Charging our community-focussed business more to operate in the pool space goes against 2 of the key values QLDC proclaim: Thriving People; Opportunities for all.

**From:** [REDACTED]  
**To:** [Let's Talk](#)  
**Subject:** Draft annual plan  
**Date:** Saturday, April 8, 2023 6:27:10 PM

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To whom it may concern,

I live in Wanaka and I'm a swimmer with peak endurance, Merryn has done a fantastic job of teaching me how to swim and overcome my open water fears (I didn't consider possible for me swimming in the lake before and thanks to her invaluable help this year I managed to complete challenge wanaka).

Unfortunately I believe that the proposed increase in fees if passed on to us, the swimmers (as any business will have to do) will threaten the possibility of me continuing with my swimming lessons.

I second and fully support the following points:

- The lane hire cost increase of 73.9% is more than double the increase of any other service or fee across the QLDC Annual Plan (which sit at 5 - 30% in most cases). This fee increase is unjustifiable and unfair and will squeeze small Wanaka businesses out of operation.
- NZ has an ongoing problem with adult drownings. Swimming tuition needs to be accessible. The increase in lane hire costs reduces opportunities for adults to improve their capabilities and safety in water. Peak Endurance Wanaka fulfils an important and valuable role in empowering adult non-swimmers that isn't consistently offered by any other provider in Wanaka. Forcing a price increase ultimately forces many adults to avoid learning to swim or improving their swimming. This is a dis-service to the populations of the Wanaka lakes area.
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- Peak Endurance offers a high quality service that many in the Wanaka swimming community choose to take advantage of, who would otherwise choose not to swim. Whilst QLDC are not shutting Peak Endurance and other commercial groups out, they are making it more difficult for their ongoing operation. The Peak Endurance squads or lessons will become unaffordable and swimmers will lose the impetus to continue swimming due to the lack of

weekly structure and accountability that squad swimming or regular lessons encourages. If swimmers can't swim in a squad because they can no longer afford to be part of one, then many will likely stop swimming all together and look for other forms of [less expensive] recreation. It's a lose-lose situation for both commercial small business swimming operators and the QLDC Wanaka Pool.

- QLDC are triple dipping into the pockets of Wanaka rate paying swimmers: Firstly: rates directly contribute to the upkeep on the pool; Secondly: Wanaka locals pay pool membership/entry to swim; Thirdly: Wanaka businesses (run by rate-paying Wanaka locals) are charged to book lane space to run sessions for swimmers and that cost is ultimately passed onto the swimmer. This business model is not fair and hiking the lane fees only worsens the situation.
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- Peak Endurance is community focussed and delivers services that benefit the health and wellbeing of the wider community. Our programmes cater to and include: from the retired through to school leavers (we have specifically declined to operate in the youth swimming space so as to not tread on others' toes); we offer a women's only squad; our sessions include those who like to compete but most swim for health and wellbeing, injury prevention, weight management or recovery. Charging our community-focussed business more to operate in the pool space goes against 2 of the key values QLDC proclaim: Thriving People; Opportunities for all.

Thanks in advance.

Joaquin Bonet

**From:** [REDACTED]  
**To:** [Let's Talk](#)  
**Subject:** Proposed 73.9 percent increase to commercial swim groups  
**Date:** Thursday, April 13, 2023 12:31:44 AM

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Hi QLDC

My name is John McRae I have been born and raised in Wanaka and have lived here for 48 years. I am writing to **strongly oppose** this proposed fee increase affecting our wonderful swim coaching clinics, squads, and groups.

Whilst I understand some form of increase may be needed 73.9 percent seems very heavy-handed and unjustified, I myself have been part of the Peak Endurance swim squads and have learned to swim far more confidently competing in many open water swim events such as the Ruby and Challenge Wanaka.

These commercial operators not only coach and teach us, mere mortals, at world-class levels they also do an incredible amount of other work in our community outside of the pool.

The thought of losing these wonderful people from our town because of an unthoughtful and shortsighted fee increase that will impact their small business viability is frustrating and sad.

- Peak Endurance's group sessions (as well as those of other commercial operators) organise adult swimmers into lanes at fixed hours. This means there are more lanes open to the public or other user groups at that time because we fill lanes to capacity. The existence of squads and groups streamlines the opportunities for all swimmers. Affordable groups and lessons enable more swimmers to swim at the same time in an organised way. Many choose to swim in a squad because they prefer swimming with others (ie in a squad, coached with a set program that all follow) rather than among a collection of individuals in disorganised lanes. Many would stop swimming if they couldn't afford to swim with a squad, or if there were no squad. If lane hire prices go up either Peak Endurance eventually struggles to operate or swimmers can no longer afford to swim with squads and withdraw from swimming altogether.

**Kind Regards**

**John McRae**  
**Glendhu Station – Po Box 162, Wanaka**  
**Ph:** [REDACTED]

**From:** [REDACTED]  
**To:** [Let's Talk](#)  
**Subject:** QLDC Draft Annual Plan and Wanaka Pool Lane hire charges  
**Date:** Wednesday, April 5, 2023 8:50:10 AM

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I understand from your Draft Annual Plan that you are looking to increase the lane hire fees at Wanaka pool by 73%. This seems like an extraordinary increase, which as a regular swimmer, ratepayer and resident of Wanaka I do not support.

The Wanaka pool is a great facility, which we pay for through our rates and entry fees, and an essential part of that facility is the swimming squads and lessons that are held there by dedicated local trainers and coaches. Any increase, let alone one as substantial as the one proposed, will need to be passed onto swimmers and this is likely to put these activities out of reach for many.

Learning to swim, keeping fit through swimming and swimming for our sports is a key part of the lifestyle we enjoy in Wanaka and this should continue to be available and affordable for all residents. With the cost of living increasing at alarming rates across New Zealand, and in Wanaka, I feel The Council has a responsibility to continue to make these important activities available and affordable to the public at large.

I note that in addition to these lane increases we also face rate increases well above the rate of inflation along with even more substantial increases from the ORC.

Thank you for your consideration of this input to the Draft Annual Plan.

regards

Nick Holdsworth

**From:** [REDACTED]  
**To:** [Let's Talk](#)  
**Subject:** WLDC annual plan effecting swimmers.  
**Date:** Wednesday, April 5, 2023 1:56:53 PM

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I am concerned to note that many of the changes to the recreation facilities result in increasing costs to the users of these centres.

I fear that those members of our community who are not financially well off , will be penalised and find use of these facilities outside of their means . Whilst I appreciate that the council covers a significant proportion of the costs of running these facilities, these fulfil a significant social and health need and provide a payback to our community, which is not always measured in dollars and cents.

I would suggest a variable fee system with differing fees for local residents as opposed to visitors . This might be a more equitable way of meeting the rising costs to council for running these facilities without penalising the less well off in our local communities.

I would be happy to elaborate on my submission and to be contacted if needed.

Kind regards

Alyson Cross  
Luggate resident .

Sent from my iPhone

From: [Redacted]  
 To: [Redacted]  
 Subject: 73 % price rise for commercial pool users  
 Date: Tuesday, April 4, 2023 7:02:58 PM  
 Attachments: [image0.png](#)

Kia Ora,

The opening message from the Mayor and Chief Executive includes, "The wellbeing of our communities continues to be a strong focus. For example, we are connecting with more people across the district thanks to the growing range of mental and physical wellbeing programmes on offer from our sport and recreation and library services."

The 73% price rise for commercial lane hire is contrary to this opening statement. As a life guard at Wanaka pool I know we would struggle to accommodate the current number of swimmers who currently train in squads. I know they currently use a lot of the pool at certain times. It's great to see the pool well used. I know a few of the locals complain when they can't get a lane to themselves. I also know they will complain more if they have to share with those same swimmers all spreading out doing their programmes should they decide they can't afford commercial training fees any longer.

Contrast this with the cost of QLDC paying an instructor to teach aqua boards, and other aqua programmes with the accompanying lane usage. The small businesses using the pool are a cost benefit, and pricing them out of business seems strange.

Has this commercial pricing been applied to other sports?

Thanks for your time.

18:37 Tue 4 Apr

ehq-production-australia.s3.ap-southeast-2.amazonaws.com

79%

Aquatics Queenstown and Wanaka Price Changes. Effective date: 1 July 2023.				
Unit of measure	From *	To *	Change	Change (%)
<b>Hire charges</b>				
Lane per hour – Community	\$9.00	\$10.00	\$1.00	11.1%
Lane per hour – Standard	\$11.50	\$15.00	\$3.50	30.4%
Lane per hour – Commercial	\$11.50	\$20.00	\$8.50	73.9%
Lap pool per hour – Community	\$72.00	\$80.00	\$8.00	11.1%
Lap pool per hour – Standard	\$90.00	\$120.00	\$30.00	33.3%
Lap pool per hour – Commercial	\$90.00	\$160.00	\$70.00	77.8%
Arrowtown (5 lane) lap pool per hour – Community	\$33.75	\$50.00	\$16.25	48.1%
Arrowtown (5 lane) lap pool per hour – Standard	\$57.50	\$75.00	\$17.50	30.4%
Arrowtown (5 lane) lap pool per hour – Commercial	\$57.50	\$100.00	\$42.50	73.9%
Learners pool per lane – Community (WRC)	\$9.00	\$10.00	\$1.00	11.1%
Learners pool per lane – Standard (WRC)	\$11.50	\$15.00	\$3.50	30.4%
Learners pool per lane – Commercial (WRC)	\$11.50	\$20.00	\$8.50	73.9%
Learners pool per hour – Community (QEC)	\$23.00	\$30.00	\$7.00	30.4%
Learners pool per hour – Standard (QEC)	\$34.50	\$45.00	\$10.50	30.4%
Learners pool per hour – Commercial (QEC)	\$34.50	\$60.00	\$25.50	73.9%
Birthday parties (2 hour hire) (QEC)	\$110.00	\$150.00 option		
Birthday parties (2 hour hire) (QEC)	N/A	\$200.00 option		
Pool Crew hire	\$25.00	\$27.00	\$2.00	8.0%
Hydroslide (Exclusive Hire)	\$50.00	\$150.00	\$100.00	200.0%
Large inflatable hire (exclusive use minimum 2 hours)	\$124.50	\$150.00	\$25.50	20.5%
Small inflatable hire (exclusive use minimum 2 hours)	N/A	\$50.00	\$50.00	100.0%

\* Includes GST

[ 95 ]

Sharon (Shaz) Stephens



**From:** [REDACTED]  
**To:** [Let's Talk](#)  
**Subject:** Draft annual plan  
**Date:** Tuesday, April 4, 2023 8:49:20 PM

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Hi,

I refer to your draft annual plan and would like to make a submission regarding lane hire costs on p 95 and the 73% cost increase for lane usage. This 73% increase is unjustifiable in scale and unreasonable. Safety should remain a key focus, and this high-cost increase will likely make use of pool amenities and swim coaching unaffordable in a vital community facility.

Please reconsider this significant cost increase from a safety, well-being and community perspective.

Thanks

Shaun  
[REDACTED]

Sent from [Mail](#) for Windows

**From:** [REDACTED]  
**To:** [Let's Talk](#)  
**Subject:** Changes to QLDC commercial swim class operators fees for lane usage.  
**Date:** Thursday, April 6, 2023 3:25:05 PM

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To whom it may concern

I have been a member of the Peak endurance Squad at both the old pool and the new pool since it opened.

I am in my late 60 yrs and this is a perfect way for me to remain motivated and maintain fitness on a regular basis.

Without this I would become yet another elderly person with little motivation to keep healthy thus my time would be spent requiring far more expensive medical services. This is my “green prescription” option.

I endorse the points made below.

As ratepayers we are constantly subsidising many casual visitors to the area who use the pool to wash, staying in cheap vans in lieu of staying hotels in the area and therefore keeping their costs low.

Increase charges for casual users who are often just passing through rather than reduce options for your long suffering rate payers who pick up the tab for all the visitors.

We counter your proposal with the following points and would **appreciate your time** if you support any or all of them to put it into writing in an email:

- The lane hire cost increase of 73.9% is more than double the increase of any other service or fee across the QLDC Annual Plan (which sit at 5 - 30% in most cases). This fee increase is unjustifiable and unfair and will squeeze small Wanaka businesses out of operation.
- NZ has an ongoing problem with adult drownings. Swimming tuition needs to be accessible. The increase in lane hire costs reduces opportunities for adults to improve their capabilities and safety in water. Peak Endurance Wanaka fulfils an important and valuable role in empowering adult non-swimmers that isn't consistently offered by any other provider in Wanaka. Forcing a price increase ultimately forces many adults to avoid learning to swim or improving their swimming. This is a dis-service to the populations of the Wanaka lakes area.
- The long-standing symbiosis between the various user groups within

the Wanaka pool is unique and allows the Wanaka community excellent choices in the swimming space. Over years, each individual organisation has carved out a niche that they work in and there is to be enough demand for them all to operate alongside each other. The respectful competition between the Wanaka pool user groups encourages all to focus on delivering a high quality service. Wanaka swimmers have currently good quality options to choose from but this would change if commercial groups are forced to close due to the lane hire increases. The existence and operation of the various groups who (can currently afford to) operate has created a vibrant and high quality swimming culture for the region and is part of the draw for swimmers of all kinds. This should be preserved and encouraged!

- Peak Endurance’s group sessions (as well as those of other commercial operators) organise adult swimmers into lanes at fixed hours. This means there are more lanes open to public or other user groups at that time because we fill lanes to capacity. The existence of squads and groups streamlines the opportunities for all swimmers. Affordable groups and lessons enables more swimmers to swim at the same time in an organised way. Many choose to swim in a squad because they prefer swimming with others (ie in a squad, coached with a set programme that all follow) rather than among a collection of individuals in disorganised lanes. Many would stop swimming if they couldn’t afford to swim with a squad, or there were no squad. If lane hire prices go up either Peak Endurance eventually struggles to operate or swimmers can no longer afford to swim with squads and withdraw from swimming all together.
- Peak Endurance offers a high quality service that many in the Wanaka swimming community choose to take advantage of, who would otherwise choose not to swim. Whilst QLDC are not shutting Peak Endurance and other commercial groups out, they are making it more difficult for their ongoing operation. The Peak Endurance squads or lessons will become unaffordable and swimmers will lose the impetus to continue swimming due to the lack of weekly structure and accountability that squad swimming or regular lessons encourages. If swimmers can’t swim in a squad because they can no longer afford to be part of one, then many will likely stop swimming all together and look for other forms of [less expensive] recreation. It’s a lose-lose situation for both commercial small business swimming operators and the QLDC Wanaka Pool.
- QLDC are triple dipping into the pockets of Wanaka rate paying swimmers: Firstly: rates directly contribute to the upkeep on the

pool; Secondly: Wanaka locals pay pool membership/entry to swim; Thirdly: Wanaka businesses (run by rate-paying Wanaka locals) are charged to book lane space to run sessions for swimmers and that cost is ultimately passed onto the swimmer. This business model is not fair and hiking the lane fees only worsens the situation.


- Peak Endurance Wanaka operates most of its swimming tuition and coaching in off-peak hours. There should be no disincentive for their operation because no one is being impacted negatively by their operation. In contrast, Peak Endurance Wanaka is bringing swimmers into the pool at otherwise quiet times - they are of benefit the Wanaka Pool.
- Peak Endurance is community focussed and delivers services that benefit the health and wellbeing of the wider community. Our programmes cater to and include: from the retired through to school leavers (we have specifically declined to operate in the youth swimming space so as to not tread on others' toes); we offer a women's only squad; our sessions include those who like to compete but most swim for health and wellbeing, injury prevention, weight management or recovery. Charging our community-focussed business more to operate in the pool space goes against 2 of the key values QLDC proclaim: Thriving People; Opportunities for all.

Yours sincerely  
Susan GATHERCOLE

--

[Susan Gathercole](#)



**From:**   
**To:** [Let's Talk](#)  
**Subject:** submission re draft annual  
**Date:** Saturday, April 15, 2023 1:58:02 PM

---

parking fees - opposed !

years of actually not providing parking , reducing - the delay with gorge road in the last few years after years of promises ... you need to provide parks - simple , money has been allocated - you cannot hit up workers with parking ! the buses are a joke , face that fact with buses not turning up , unreliable , pathetic time tables and times to travel a few km ridiculously long - so provide park at a normal level .

the wastage encountered and costs to rate payers with mistakes from the councils re consents leaky building and the pathetic deal of lake view should not burden rate payer . The last few years of road works down town needs help so putting up parking , whilst providing little is not a great plan

dog fees - what does the council provide to dog owners ? no poo hina on walks , etc not much really

why not procure offenders at a higher rate ...

sports facilities - why raise fees for kids?

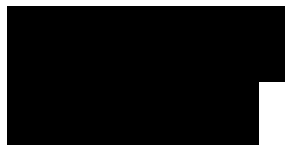
please stop selling the lie of efficiency of recycling... the whole things is a farce and a lie — hand pickers rather the automated systems- we need a total rethink

a total review of lakeview !

why are we losing money on that deal and explain why ratepayer are paying for leaky buildings where is yr liability insurance ?

**Nga mihi nui**  
**Kind Regards**

**Neki Patel**  
**BSc, DC, ICSC**



<https://youtu.be/hQGBLOJpSV4>

[www.queenstownhealth.com](http://www.queenstownhealth.com)

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**From:** [REDACTED]  
**To:** [Let's Talk](#)  
**Subject:** Submission for the Draft Annual Plan  
**Date:** Saturday, April 15, 2023 5:51:41 PM

---

Dear QLDC

I am writing to make a submission on the QLDC's Draft Annual Plan.

I am a regular swimmer in the Wanaka pool, and I am swimming with Peak Endurance Swim Squad once a week now for many years. I am concerned about the price increase that Peak Endurance will face with the Lane Hire. I see that it is due to increase by 73.9% for Commercial user groups.

This is a very steep increase, and I'm worried that small businesses will feel the effect of this the most. This increase in lane hire prices could make it very difficult for them to continue.

Having regular swimming lessons available with Peak Endurance has really made a huge difference to me and many others who are in the groups. For me it has taught me how to swim properly, and given me the confidence to swim in the Lake. This summer has seen more and more drownings take place in open waters, including here in Wanaka. I really feel that it is important for as many people as possible to take swimming lessons, to avoid so many unnecessary deaths. If the companies such as Peak Endurance are forced to increase their prices, this will discourage many people to learn to swim.

I feel that an increase in price is normal with the current inflation, however a 73.9% increase to Commercial user groups is totally unacceptable.

I hope the increase can be lowered.

Joanna Ashe Marasti.

**From:** [REDACTED]  
**To:** [Let's Talk](#)  
**Subject:** Increased costs for swim training operators  
**Date:** Monday, April 17, 2023 10:15:37 AM

---

I object to the proposed increase in lane hire costs on the grounds that:

- The lane hire cost increase of 73.9% is more than double the increase of any other service or fee across the QLDC Annual Plan (which sit at 5 - 30% in most cases). This fee increase is unjustifiable and unfair and will squeeze small Wanaka businesses out of operation.
- NZ has an ongoing problem with adult drownings. Swimming tuition needs to be accessible. The increase in lane hire costs reduces opportunities for adults to improve their capabilities and safety in water. Peak Endurance Wanaka fulfils an important and valuable role in empowering adult non-swimmers that isn't consistently offered by any other provider in Wanaka. Forcing a price increase ultimately forces many adults to avoid learning to swim or improving their swimming. This is a dis-service to the populations of the Wanaka lakes area.
- The long-standing symbiosis between the various user groups within the Wanaka pool is unique and allows the Wanaka community excellent choices in the swimming space. Over years, each individual organisation has carved out a niche that they work in and there is to be enough demand for them all to operate alongside each other. The respectful competition between the Wanaka pool user groups encourages all to focus on delivering a high quality service. Wanaka swimmers have currently good quality options to choose from but this would change if commercial groups are forced to close due to the lane hire increases. The existence and operation of the various groups who (can currently afford to) operate has created a vibrant and high quality swimming culture for the region and is part of the draw for swimmers of all kinds. This should be preserved and encouraged!
- I attend Peak Endurance's group sessions and my view of the [pool area shows there are always many lanes available for the public. The two lanes we occupy are in non peak times and allow a structured approach to swim training and coaching. If i did not attend a structured class environment I feel I would not have the motivation to swim regularly. The existence of squads and groups streamlines the opportunities for all swimmers. Affordable groups and lessons enables more swimmers to swim at the same time in an organised way. Many choose to swim in a squad because they prefer swimming with others (ie in a squad, coached with a set programme that all follow) rather than among a collection of individuals in disorganised lanes. Many would stop swimming if they couldn't afford to swim with a squad, or there were no squad. If lane hire prices go up either Peak Endurance eventually struggles to operate or swimmers can no longer afford to swim with squads and withdraw from swimming altogether.
- Peak Endurance offers a high quality service that many in the Wanaka swimming community choose to take advantage of, who would otherwise choose not to swim. Whilst QLDC are not shutting Peak Endurance and other commercial groups out, they are making it more difficult for their ongoing operation. The Peak Endurance squads



or lessons will become unaffordable and swimmers will lose the impetus to continue swimming due to the lack of weekly structure and accountability that squad swimming or regular lessons encourages. If swimmers can't swim in a squad because they can no longer afford to be part of one, then many will likely stop swimming all together and look for other forms of [less expensive] recreation. It's a lose-lose situation for both commercial small business swimming operators and the QLDC Wanaka Pool.

- QLDC are triple dipping into the pockets of Wanaka rate paying swimmers: Firstly: rates directly contribute to the upkeep on the pool; Secondly: Wanaka locals pay pool membership/entry to swim; Thirdly: Wanaka businesses (run by rate-paying Wanaka locals) are charged to book lane space to run sessions for swimmers and that cost is ultimately is passed onto the swimmer. This business model is not fair and hiking the lane fees only worsens the situation.
- Peak Endurance Wanaka operates most of its swimming tuition and coaching in off-peak hours. There should be no disincentive for their operation because no one is being impacted negatively by their operation. In contrast, Peak Endurance Wanaka is bringing swimmers into the pool at otherwise quiet times - they are of benefit to the Wanaka Pool.
- **Please reconsider your increase proposal and view the benefits of a continuous affordable swimming pool opportunity.**
- 
- regards
- Pauline Grice

**From:** [REDACTED]  
**To:** [Let's Talk](#)  
**Subject:** 74% increase in lane fees at Wanaka pool - objection and request for review  
**Date:** Tuesday, April 4, 2023 4:06:38 PM

---

Hello,

As a local resident and frequent user of facilities at the Wanaka pool, I'd like to put forward my objection to the 73.9% increase in lane fees at our pool. How is such a large increase at all justifiable? The volume of users that this affects is quite small and we use the lanes for set hours at off peak times - surely a lower increase to a larger user base would be more appropriate (eg pool memberships and entry fees).

I would like to request a review and that you provide to us (the community, rate payers and users of the pool services) an outline of how this huge increase is justified.

Yours sincerely

Vince Boelema

**From:** [REDACTED]  
**To:** [Let's Talk](#)  
**Subject:** Swim Lane Hire Increases  
**Date:** Wednesday, April 5, 2023 11:54:46 PM

---

Hi,

It has been brought to my attention that QLD intend to hike the lane rental fees:

- The lane hire cost increase of 73.9% is more than double the increase of any other service or fee across the QLDC Annual Plan (which sit at 5 - 30% in most cases). This fee increase is unjustifiable and unfair and will squeeze small Wanaka businesses out of operation.

I am currently enrolled in Merryn Johnston's swim program. One of the main reasons I started training with Merryn was due to a continuous lack of lane availability - so much so that I ended up giving up on over 19 passes to the pool as everytime I attempted to go (and this was even outside of peak hours) I was sharing my lane with 1-4 other swimmers. It was maddening enough that after a year your passes cease to exist unless you buy another 10 which I had previously done.

Wanaka pool has always been too small from the get go, it is crazy that a pool, designed for Wanaka where a huge portion of NZ's athletes live, has so few lanes and now you are going to make lane hire more expensive to the point that people may leave their group training due to cost increase meaning more single people requiring a lane so as to continue swimming.

Learning to swim is a vital part of life - NZ is a small series of islands surrounded by water. There has been more drownings in the last year than total covid deaths - QLDC are risking even more lives!

I fully disagree with your decision to increase lane hire.

Verity Lawrence  
BA Interior Architecture & Design

Architecture + Design Library

[REDACTED]  
Wanaka  
9305  
NZ

P: [REDACTED]  
E: [verity@veritylawrence.com](mailto:verity@veritylawrence.com)  
Instagram: [veritylawrencedesign](#)  
Facebook: [veritylawrencedesign](#)  
Website: [veritylawrence.com](http://veritylawrence.com)

# Submission form

## Puka tāpaetaka

Please think about making your submission online at [letstalk.qldc.govt.nz](http://letstalk.qldc.govt.nz)

All submissions will be made public (excluding contact and address information)

Name: **JERRY NA WILTON**

Organisation (if any): **NA**

Contact email address or postal address:



Location: Arrowtown  Albert Town  Frankton  Glenorchy  Hāwea   
 Kingston  Luggate  Makarora  Queenstown  Wānaka   
 Gibbston   
 Other (please specify) →

Do you wish to speak at a hearing? Yes  No

If yes, please provide a contact number:

17 APR 2023  
QUEENSTOWN

### What is your position on the proposed changes to resource and building consent fees?

Please tick one:

- SUPPORT
- NEUTRAL
- OPPOSE

Please tell us more about your response:

**COUNT ME OUT**

### What is your position on the proposed changes to waste services fees?

Please tick one:

- SUPPORT
- NEUTRAL
- OPPOSE

Please tell us more about your response:

**COUNT ME OUT**

17 APR 2023  
QUEENSTOWN

### What is your position on the proposed changes to sport and recreation fees?

Please tick one:

- SUPPORT
- NEUTRAL
- OPPOSE

Please tell us more about your response:

**COUNT ME OUT**

### What is your position on the proposed changes to community facilities fees?

Please tick one:

- SUPPORT
- NEUTRAL
- OPPOSE

Please tell us more about your response:

**COUNT ME OUT**





**What is your position on the proposed changes to animal control fees?**

Please tick one:

<input type="checkbox"/>	SUPPORT
<input type="checkbox"/>	NEUTRAL
<input type="checkbox"/>	OPPOSE

Please tell us more about your response:

COUNT ME OUT

Pages 14-15

**What is your position on the proposed changes to parking fees in the Queenstown Town Centre?**

Please tick one:

<input type="checkbox"/>	SUPPORT
<input type="checkbox"/>	NEUTRAL
<input type="checkbox"/>	OPPOSE

Please tell us more about your response:

COUNT ME OUT

Pages 14-15

17 APR 2023

**What is your position on the proposed changes to the capex programme?**

Please tick one:

<input type="checkbox"/>	SUPPORT
<input type="checkbox"/>	NEUTRAL
<input type="checkbox"/>	OPPOSE

Please tell us more about your response:

COUNT ME OUT.

Page 16

Please use this space to comment on any aspect of the draft 2023-2024 Annual Plan you want to provide feedback on. Tip! Use headings to make it really clear what topic you're providing feedback on!

I HAVE A MESSAGE TO THE  
 MAYOR G LYN LEWERS  
 AND CHIEF EXECUTIVE MIKE THELAN  
 THIS COMMUNICATION INFURTIATES ME  
 IF EMBRACES CO-GOVERNANCE  
 WHICH HAS NOT BEEN ACCEPTED YET.  
 WE HAD NO OPPORTUNITY AT THE LAST  
 ELECTION TO HAVE A SAY!  
 XX SO COUNT ME OUT. XX



Freepost your completed form to:  
Queenstown Lakes District Council,  
Freepost 191078, Private Bag 50072,  
Queenstown 9348 (no stamp required)

**SUBMISSIONS  
CLOSE ON WEDNESDAY  
26 APRIL 2023**

**From:** [REDACTED]  
**To:** [Let's Talk](#)  
**Subject:** Annual Plan Submission  
**Date:** Tuesday, April 18, 2023 8:09:00 PM

---

Hi there, I am a home owner in Wanaka and split my living between there and Wellington.

My responses the plan questionnaire are as follows:

1. Support all increases in fees.
2. Oppose changes to the capital programme (the programme needs to be further reduced)

My general comments are:

- *Rate increase too high:* In macro economic settings where the Reserve Bank is increasing interest rates and Central Government is constraining spending to reign inflation in, now is not the time for the council to be embarking on a 13% rates increase. 9% in the current environment would be more appropriate, which represents a 2% real increase.
- *Debt levels too high:* While high growth area councils will always face additional costs to accomodate a growing population, a 265% net debt to revenue ratio is at the outer level of comfort of fiscal prudence, as demonstrated by the interest cost increases the council is now exposed to.
- *Council therefore needs to do more to control its expenses,* and further reduce the profile of its capital spending (and just prioritise just the areas where it has achieved government co funding)
- The explanation of costs relating to *building defect claims* (pg 12) is unclear: my reading is that the costs related not just to interest, but also to settling principal over a period of several years. If so, for such a significant hit, the burden should be spread over a greater number of years rather than lumping in a 4% rates increase to pay for it.

I'm happy to pay for higher rates in Wanaka than, say Wellington, given the investment the Council makes in its fantastic amenities like cycle trails, lakefront etc, and the challenges in providing services to a dispersed region. It just strikes me though, that either the Council should have had a strategy that could 'look through the cycle' to avoid such dramatic increases for one particular year, or that this is a time to batten down the hatches.

[REDACTED] molen

# Submission form

## Puka tāpaetaka

Please think about making your submission online at [letstalk.qldc.govt.nz](http://letstalk.qldc.govt.nz)

All submissions will be made public (excluding contact and address information)

Name: *Peter Stirling*

Organisation (if any): *Seaview Trust.*

Contact email address or postal address: [REDACTED]

Location:  Arrowtown  Albert Town  Frankton  Glenorchy  Hāwea  
 Kingston  Luggate  Makarora  Queenstown  Wānaka  
 Gibbston  
 Other (please specify) →

Do you wish to speak at a hearing? Yes  No

If yes, please provide a contact number: →

### What is your position on the proposed changes to resource and building consent fees?

Please tick one:

**SUPPORT**  
**NEUTRAL**  
**OPPOSE**

Please tell us more about your response:  
*User Pays.*

Pages 14-15

### What is your position on the proposed changes to waste services fees?

Please tick one:

**SUPPORT**  
**NEUTRAL**  
**OPPOSE**

Please tell us more about your response:  
*User Pays*

Pages 14-15

### What is your position on the proposed changes to sport and recreation fees?

Please tick one:

**SUPPORT**  
**NEUTRAL**  
**OPPOSE**

Please tell us more about your response:  
*User Pays*

Pages 14-15

### What is your position on the proposed changes to community facilities fees?

Please tick one:

**SUPPORT**  
**NEUTRAL**  
**OPPOSE**

Please tell us more about your response:  
*User pays*

Pages 14-15



**What is your position on the proposed changes to animal control fees?**

Please tick one:

Please tell us more about your response:

SUPPORT

NEUTRAL

OPPOSE

Pages 14/15

**What is your position on the proposed changes to parking fees in the Queenstown Town Centre?**

Please tick one:

Please tell us more about your response:

SUPPORT

NEUTRAL

OPPOSE

Pages 15/15

**What is your position on the proposed changes to the capex programme?**

Please tick one:

Please tell us more about your response:

SUPPORT

NEUTRAL

OPPOSE

Page 16

Please use this space to comment on any aspect of the draft 2023-2024 Annual Plan you want to provide feedback on. Tip! Use headings to make it really clear what topic you're providing feedback on!

The time has come when QLDC has to live within its means just like everyone else.

Get Wensly Developments to pay there share of leaky homes



**From:** [REDACTED]  
**To:** [Let's Talk](#)  
**Cc:** [REDACTED]  
**Subject:** Property Council New Zealand - Submission on QLDC Annual Plan 2023/24  
**Date:** Thursday, April 20, 2023 1:01:57 PM  
**Attachments:** [ATT00001.png](#)  
[ATT00002.png](#)  
[Letter to QLDC.pdf](#)

---

Hello,

Please see Property Council's submission attached.

Can you please acknowledge receipt of this email when received.

We would like to speak to our submission.

Kind regards,

**Sandamali Ambepitiya**  
Senior Advocacy Advisor  
M +64210459871



📍 Level 4 (Foyer Level), 51 Shortland Street, Auckland 1010 | PO Box 1033, Auckland 1140



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Mayor and Councillors  
Queenstown Lakes District Council

20 April 2023

**Re. Queenstown Lakes District Council Annual Plan 2023/2024**

Dear Mayor Glyn Lewers and Queenstown Lakes District Councillors,

As you may know, Property Council is the leading not-for-profit advocate for New Zealand's most significant industry, property. Property is New Zealand's largest industry and fastest growing source of employment. We connect property professionals and represent the interests of 220 South Island based members across the private, public and charitable sectors.

We are writing to you today in relation to the Council's draft Annual Plan 2023/2024.

We are concerned that the proposed average rates increase for 2023/24 is 13.6%, which is a significant jump from the rates increase of 5.6% last year. While we understand this has been driven by tough economic conditions and increased settlement costs, this will have a notable negative effect on efforts to revitalise Queenstown as a vibrant place to live, work and do business in a post-COVID 19 environment. Businesses are feeling the pinch with the cost-of-living crisis and we urge careful management of expenditure occurs to ensure we focus on core services to Queenstown.

We have become aware of the Council's concern surrounding the lack of residential properties for Queenstown's employees. We are in a unique position of having an overview of local authorities District Plan changes across New Zealand. Through our membership, we have an understanding of what plan changes have unintentionally stifled development in particular regions and are noticing a pattern in some areas across New Zealand. We wish to work constructively with Council by having conversations around their policy and regulating settings to help improve Queenstown housing situation.

Property Council is launching a national advocacy campaign on Housing this year and will be happy to keep the Council up to date on this as this workstream progresses.

Please contact Property Council Senior Advocacy Advisor, Sandamali Ambepitiya [sandamali@propertynz.co.nz](mailto:sandamali@propertynz.co.nz) to arrange a meeting where we can discuss Queenstown housing.

Yours sincerely,



James Riddoch  
South Island Branch Chair  
Property Council New Zealand

**From:** [REDACTED]  
**To:** [Let's Talk](#)  
**Cc:** [REDACTED]  
**Subject:** Annual Plan 2023-24 Submission  
**Date:** Thursday, April 20, 2023 3:28:57 PM

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20 April 2023

Queenstown Lakes District Council

Annual plan 2023-24 Submission

Dear Councillors,

Thank you for the support QLDC have provided for initiating the Whakatipu Sport & Recreation Hub.

We are now providing support to member groups by enhancing the “back-office” administration aspects of running their clubs (IE meeting processes, enrolments) and to advance additional ways of supporting the Clubs as they seek to enhance the participation in sport (IE sports development/coaching roles).

The Hub will also continue working with QLDC to develop a shared sports club facility that will enhance the sporting experience of as many participants as we can. In light of the timing challenges for delivering the master plan for sports and recreation services and facilities we ask that consideration is given to enabling more immediate, but temporary, solutions with support for ideas such as shared club rooms being established in relocatable buildings on QLDC reserves.

The WSR Hub is here to act in the combined interests of sports clubs across the Whakatipu and we ask that you continue to support the QLDC’s Sport and Recreation department to enhance opportunities for the community to engage in sports and recreation for the multitude of benefits that people get from being active and connected with others.

Regards

The Board of Whakatipu Sports & Recreation Hub Society Incorporated  
Matt Hollyer (Chair), Amy Kirk, Laura Nathan, Fi Ryall, Tiny Carruthers, Matt Leach and  
Chris Dawson

**From:** [REDACTED]  
**To:** [Let's Talk](#)  
**Cc:** [REDACTED]  
**Subject:** Submission to QLDC Draft Annual Plan 23/24 | Whakatipu Wilding Control Group (WCG)  
**Date:** Thursday, April 20, 2023 6:01:37 PM  
**Attachments:** [Submission to QLDC Annual Plan 23-24.pdf](#)  
[wcg-logo-email-signature.png](#)  
[2022-WINNER-NZBA.png](#)

---

Please find attached the WCG submission to the QLDC Draft Annual Plan 2023 - 2024 | Mahere Ā-Tau 2023 - 2024.  
Grant Hensman, WCG Chairman, would like to speak to the submission please.

Ngā mihi  
Sue

**Suzanne Rose**  
WCG Funding Manager  
**Whakatipu Wilding Control Group (WCG)**

**Phone +64 27 274 3354**  
[srose@whakatipuwilding.co.nz](mailto:srose@whakatipuwilding.co.nz)  
[www.whakatipuwilding.co.nz](http://www.whakatipuwilding.co.nz)  
Find us on Facebook: [@whakatipuWCG](#)





## Whakatipu Wilding Conifer Control Group Inc (WCG)

April 2023

### Submission to QLDC Draft Annual Plan 2023 - 2024 Mahere Ā-Tau 2023-2024

Whakatipu Wilding Control Group was established by QLDC in 2009 in the Whakatipu/Queenstown District to obtain funding, implement a work program, advance education and raise awareness about the wilding conifer spread. With the aim to promote and protect values including biodiversity, landscape, recreation and historic features.

As the instigator, founder and pivotal stakeholder, QLDC has been integral to the success of WCG

- The last three years have seen our biggest control years to date with 90,977 ha treated.
- WCG leveraged last year's \$500,000 QLDC funding into a total of \$3,624,174, this is a 7.2x multiple.
- This current financial year, the total amount to be spent on wilding control is budgeted at \$2,688,726

Without the annual \$500,000 funding grant from QLDC, granted over three years in the Ten year Long Term Plan, this would not have been possible. **The Grant has allowed WCG to confidently bid for further funds from the National Wilding Conifer Control Programme where we are first required to have in place sufficient funding for a percentage of the works to draw down the remaining funds.** WCG can also plan for future work and maintenance to secure investments made so far as National Wilding Conifer Control Programme funding reduces due to various constraints. WCG have benefited from the increased National support through Jobs for Nature Funds which has accelerated our programme of works and now that this National fund is reducing, continued local funding becomes even more vitally important to maintain gains.

WCG has had the opportunity to develop two Management Plans for large projects, (Queenstown Hill Forest – Forestry Plan and Seven Mile Recreation Reserve Issues & Options Report), and we now need to move these to the next stages where further funding and support will be required from additional sources.

Other WCG stakeholders, including the Department of Conservation (DOC), Otago Regional Council (ORC) and Land Information NZ (LINZ), have followed the lead of QLDC over the years and have also stepped up to contribute to the WCG programme so that wilding control in the Whakatipu is a co-ordinated and successful programme that is held up to be one of the most forward thinking and collaborative organisations of its type in New Zealand.

The WCG is in good health with a committed Chair and Executive members who have wide experience and leadership skills in the community. The operational team, which includes stakeholders, has gone from strength to strength with secure funding in place and a very large



programme of work has been successfully undertaken. It is now imperative that momentum is kept up so that gains are not lost and the spread is further contained.

The community embraces WCG in its conservation efforts and there is a general understanding that if WCG didn't carry out conifer control, this would severely hamper other groups' conservation efforts. WCG are an integral part of preserving, restoring and enhancing the Whakatipu environment.

WCG endeavours to keep the community informed of our control programme, to educate and to increase awareness of the importance of wilding control for the following reasons:

- Loss of landscape & aesthetic values
- Conservation values - (including loss of native flora & fauna unique to the Central Otago area)
- Land use values
- Hydrological values
- Dangerous wildfires

WCG is currently raising awareness through

- Ben Lomond Adopt a Plot programme; 48 businesses, schools, community groups, clubs and individuals are each currently maintaining an approximate 1ha plot of Beech Forest and alpine native species keeping it free of wilding spread.
- Continuing facebook social media campaigns– educating and enhancing our community awareness
- A new website has been developed to maintain and increase support [www.whakatipuwilding.co.nz](http://www.whakatipuwilding.co.nz)
- A new volunteer/educational position is targeted to increase community participation and bring awareness to the younger generation, which is seen to be important, as this work is a long game where future generations will reap the benefits from wilding pine control.
- The annual Wilding Pine Network Conference is due to be held in Queenstown in October 2023, with 150 attendees from all over the country. This is a great opportunity to showcase both the sheer volume of work undertaken here, all with QLDC commitment and foresight where collaboration with the many national and local networks and agencies has been vital.
- The Annual WCG Reporting to the Community event is likely to be included within the conference timeframe to share with attendees the scale of our communities commitment and collaboration with wilding control.

## **HOW IS WCG CONTRIBUTING TO QLDC VISION BEYOND 2050?**

**The WCG aligns most strongly with the Deafening dawn chorus | Waraki Our ecosystems flourish and are predator-free under our kaitiakitanga.**



By protecting our whenua and unique environment, protecting the flora and fauna and setting the standard for combatting biodiversity loss by managing the eradication of Wilding Conifers in the Wakatipu Basin

- WCG are an integral part of conservation work in the Wakatipu. To deal with wilding seed spread, seed sources and control of mature pest trees, WCG benefits from the expertise of a National Programme with scientific backing and a quality prioritisation system.
- Not only does WCG clear the way for other conservation groups to carry out their work, but it aims to also protect the Outstanding Natural Landscape and biodiversity that our community values.
- Sadly, if we lose, then so will other community groups.

**Opportunities for all | He ōhaka taurikura Our district is a place of social, environmental and technological enterprise.**

- Through the WCG Adopt a Plot programme, many volunteer events and with an educational element brought into the mix, WCG creates an opportunity for our community to participate socially with a purpose to protect our environment for future generations, which contributes to the wellbeing and connection of our community.

**To summarise:**

WCG wish to give thanks to QLDC, on behalf of the wider community, we are grateful that QLDC has had the foresight and commitment and recognises the important work of wilding conifer control. We acknowledge that the three years of funding proposed through the Ten Year Long Term Plan is integral to the success of the Wakatipu conifer control work plan. Without this, we cannot fully access the national funds available and multiple the investment made to date into the future.

Grant Hensman  
WCG Chairman  
[grant@beaver.net.nz](mailto:grant@beaver.net.nz)

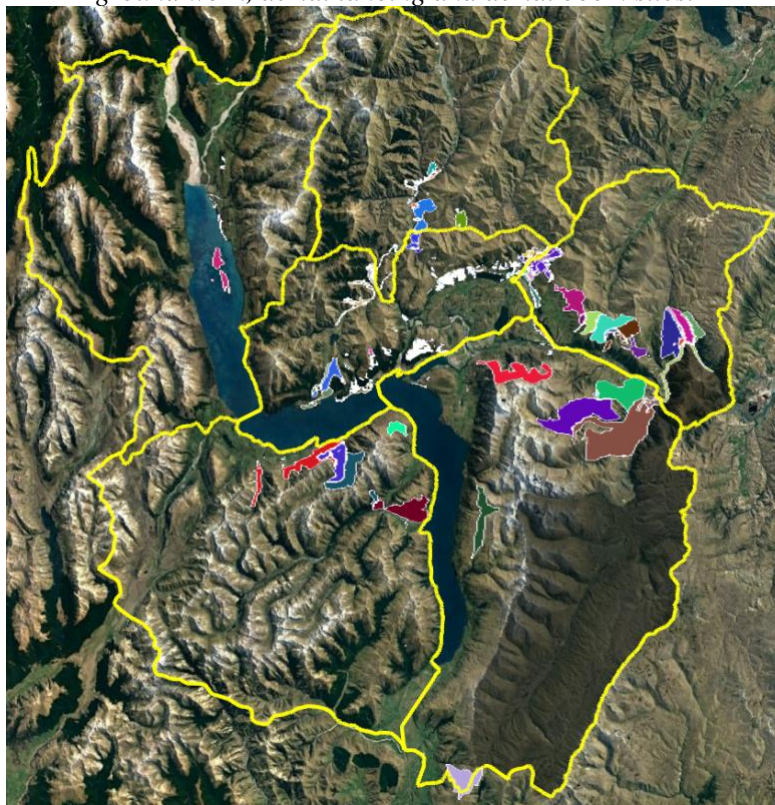




*With no control, this is a future monoculture forest – no biodiversity, no birds, views and sunshine lost, a fire risk and a changed landscape. In less than 5 years, these pest trees will spread wind-blown seeds further afield. QLDC has made a commitment to biodiversity with the Climate and Biodiversity Plan 2022 -2025 | Te Mahere Āhuarangi me te Rereka Rauropi tō Queenstown Lakes*



*6 x WCG Management Units - 21/22 Operational work map at a glance. A mixture of contractor ground work, aerial lancing and aerial boom sites.*







# Submission form Puka tāpaetaka

QUEENSTOWN  
21 APR 2023

Please think about making your submission online at [letstalk.qldc.govt.nz](http://letstalk.qldc.govt.nz)

All submissions will be made public (excluding contact and address information)

Name: **DIANE BELEHER**

Organisation (if any):

Contact email address or postal address: [REDACTED]

Location:  Arrowtown  Albert Town  Frankton  Glenorchy  Hāwea  
 Kingston  Luggate  Makarora  Queenstown  Wānaka  
 Gibbston  Other (please specify) →

Do you wish to speak at a hearing?  Yes  No

If yes, please provide a contact number: →

## What is your position on the proposed changes to resource and building consent fees?

Please tick one:

Please tell us more about your response:

SUPPORT

NEUTRAL

OPPOSE

[Empty response box]

Pages 14-15

## What is your position on the proposed changes to waste services fees?

Please tick one:

Please tell us more about your response:

SUPPORT

NEUTRAL

OPPOSE

Increasing charges will lead to more roadside dumping.

Pages 14-15

## What is your position on the proposed changes to sport and recreation fees?

Please tick one:

Please tell us more about your response:

SUPPORT

NEUTRAL

OPPOSE

Are disability support users allowed free entry to. A companion card?

Pages 14-16

## What is your position on the proposed changes to community facilities fees?

Please tick one:

Please tell us more about your response:

SUPPORT

NEUTRAL

OPPOSE

[Empty response box]

Pages 14-15



**What is your position on the proposed changes to animal control fees?**

Please tick one:

Please tell us more about your response:

**SUPPORT**

**NEUTRAL**

**OPPOSE**

Animal control charges - irresponsible owners should pay the cost.

Increasing dog registration fees

Pages 14-15

**What is your position on the proposed changes to parking fees in the Queenstown Town Centre?**

Please tick one:

Please tell us more about your response:

**SUPPORT**

**NEUTRAL**

**OPPOSE**

Not enough mobility paths provided

Are your buses wheelchair accessible?

Pages 16-15

**What is your position on the proposed changes to the capex programme?**

Please tick one:

Please tell us more about your response:

**SUPPORT**

**NEUTRAL**

**OPPOSE**

**QUEENSTOWN**  
21 APR 2023

Page 16

Please use this space to comment on any aspect of the draft 2023-2024 Annual Plan you want to provide feedback on. Tip! Use headings to make it really clear what topic you're providing feedback on!

more of how the proposed programme  
provides for the

the council's current budget priorities and  
the extent to which the proposed programme



# Submission form

## Puka tāpaetaka

Please think about making your submission online at [letstalk.qldc.govt.nz](http://letstalk.qldc.govt.nz)

All submissions will be made public (excluding contact and address information)

Name: Erin Mordie

Organisation (if any):

Contact email address or postal address: er@mordie.co.nz

Location:

<input type="checkbox"/> Arrowtown	<input type="checkbox"/> Albert Town	<input type="checkbox"/> Frankton	<input type="checkbox"/> Glenorchy	<input type="checkbox"/> Hāwea
<input type="checkbox"/> Kingston	<input type="checkbox"/> Luggate	<input type="checkbox"/> Makarora	<input type="checkbox"/> Queenstown	<input checked="" type="checkbox"/> Wānaka
<input type="checkbox"/> Gibbston				
<input type="checkbox"/> Other (please specify) →				

Do you wish to speak at a hearing?  Yes  No

If yes, please provide a contact number: →

### What is your position on the proposed changes to resource and building consent fees?

Please tick one:

<input type="checkbox"/>	<b>SUPPORT</b>
<input type="checkbox"/>	<b>NEUTRAL</b>
<input type="checkbox"/>	<b>OPPOSE</b>

Please tell us more about your response:

**QUEENSTOWN**  
21 APR 2023

### What is your position on the proposed changes to waste services fees?

Please tick one:

<input type="checkbox"/>	<b>SUPPORT</b>
<input type="checkbox"/>	<b>NEUTRAL</b>
<input type="checkbox"/>	<b>OPPOSE</b>

Please tell us more about your response:

### What is your position on the proposed changes to sport and recreation fees?

Please tick one:

<input type="checkbox"/>	<b>SUPPORT</b>
<input type="checkbox"/>	<b>NEUTRAL</b>
<input type="checkbox"/>	<b>OPPOSE</b>

Please tell us more about your response:

### What is your position on the proposed changes to community facilities fees?

Please tick one:

<input type="checkbox"/>	<b>SUPPORT</b>
<input type="checkbox"/>	<b>NEUTRAL</b>
<input type="checkbox"/>	<b>OPPOSE</b>

Please tell us more about your response:





**What is your position on the proposed changes to animal control fees?**

Please tick one:

Please tell us more about your response:

<input type="checkbox"/>	SUPPORT
<input type="checkbox"/>	NEUTRAL
<input checked="" type="checkbox"/>	OPPOSE

There are very limited facilities provided for dogs in Wanaka (eg. no dog parks) so we don't agree that good dog owners should have to pay more for registration for no additional services.

**What is your position on the proposed changes to parking fees in the Queenstown Town Centre?**

Please tick one:

Please tell us more about your response:

<input type="checkbox"/>	SUPPORT
<input type="checkbox"/>	NEUTRAL
<input type="checkbox"/>	OPPOSE

Pages 7-15

**What is your position on the proposed changes to the cash programme?**

Please tick one:

Please tell us more about your response:

<input type="checkbox"/>	SUPPORT
<input type="checkbox"/>	NEUTRAL
<input type="checkbox"/>	OPPOSE

QUEENSTOWN  
21 APR 2023

Page 16

Please use this space to comment on any aspect of the draft 2023-2024 Annual Plan you want to provide feedback on. Tip! Use headings to make it really clear what topic you're providing feedback on!

Really disappointed in the proposed rates increase at this time of a cost of living crisis. People are struggling and should be able to look to the council for support at times like these not be further crippled by them. We strongly oppose the significant rates increase.



**SUBMISSIONS  
CLOSE ON WEDNESDAY  
26 APRIL 2023**

**From:** [Redacted]  
**To:** [Let's Talk](#)  
**Subject:** Draft Annual Plan 2023-2024 Submission  
**Date:** Friday, April 21, 2023 12:07:05 PM  
**Attachments:** [Mary QLDC.png](#)  
[Mary Submission .png](#)  
[Mary Submission .png](#)  
[Mary QLDC.png](#)

## Submission form | Puka tāpaetaka

All submissions will be made public (excluding contact and address information)

**Name:** Mary Lee

**Organisation (if any):** [Redacted]

**Contact email address or postal address:** [Redacted]

**Location:**  Arrowtown  Albert Town  Frankton  Glenorchy  Hiwera  
 Kingston  Luggate  Makarora  Queenstown  Wanaka  
 Gibbston  
 Other (please specify):

**Do you wish to speak at a hearing?**  Yes  No

**If yes, please provide a contact number:** [Redacted]

---

**What is your position on the proposed changes to resource and building consent fees?**  
Please tick one:  SUPPORT  NEUTRAL  OPPOSE  
Please tell us more about your response: [Redacted] Pages 14-15

---

**What is your position on the proposed changes to waste services fees?**  
Please tick one:  SUPPORT  NEUTRAL  OPPOSE  
Please tell us more about your response: [Redacted] Pages 14-15

---

**What is your position on the proposed changes to sport and recreation fees?**  
Please tick one:  SUPPORT  NEUTRAL  OPPOSE  
Please tell us more about your response: [Redacted] Pages 14-15

---

**What is your position on the proposed changes to community facilities fees?**  
Please tick one:  SUPPORT  NEUTRAL  OPPOSE  
Please tell us more about your response: [Redacted] Pages 14-15

19

✂

**What is your position on the proposed changes to animal control fees?**

Please tick one: *Please tell us more about your response:*

SUPPORT  
 NEUTRAL  
 OPPOSE

Page 12 of 15

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**What is your position on the proposed changes to parking fees in the Queenstown Town Centre?**

Please tick one: *Please tell us more about your response:*

SUPPORT  
 NEUTRAL  
 OPPOSE

Page 14 of 15

---

**What is your position on the proposed changes to the capex programme?**

Please tick one: *Please tell us more about your response:*

SUPPORT  
 NEUTRAL  
 OPPOSE

Page 15

*Please use this space to comment on any aspect of the draft 2023-2024 Annual Plan you want to provide feedback on. Tip! Use headings to make it really clear what topic you're providing feedback on!*

20  Freepost your completed form to:  
 Queenstown Lakes District Council,  
 Freepost 191078, Private Bag 50072,  
 Queenstown 9348 (no stamp required)

**SUBMISSIONS  
 CLOSE ON WEDNESDAY  
 26 APRIL 2023**

--

Mary & John Lee





# Submission form | Puka tāpaetaka

Please think about making your submission online at [letstalk.qldc.govt.nz](http://letstalk.qldc.govt.nz)

All submissions will be made public (excluding contact and address information)

Name: John A Lee

Organisation (if any):

Contact email address or postal address:

Location:

Arrowtown    Albert Town    Frankton    Glenorchy    Hāwea  
 Kingston    Luggate    Makarora    Queenstown    Wānaka  
 Gibbston  
 Other (please specify) →

Do you wish to speak at a hearing?    Yes    No

If yes, please provide a contact number: →

## What is your position on the proposed changes to resource and building consent fees?

Please tick one:

SUPPORT  
 NEUTRAL  
 OPPOSE

Please tell us more about your response:

Pages 14-15

## What is your position on the proposed changes to waste services fees?

Please tick one:

SUPPORT  
 NEUTRAL  
 OPPOSE

Please tell us more about your response:

Pages 14-15

## What is your position on the proposed changes to sport and recreation fees?

Please tick one:

SUPPORT  
 NEUTRAL  
 OPPOSE

Please tell us more about your response:

Pages 14-15

## What is your position on the proposed changes to community facilities fees?

Please tick one:

SUPPORT  
 NEUTRAL  
 OPPOSE

Please tell us more about your response:

Pages 14-15



**What is your position on the proposed changes to animal control fees?**

Please tick one:

<input type="checkbox"/>	<b>SUPPORT</b>
<input type="checkbox"/>	<b>NEUTRAL</b>
<input type="checkbox"/>	<b>OPPOSE</b>

Please tell us more about your response:

Empty text box for response.

Pages 14-15



**What is your position on the proposed changes to parking fees in the Queenstown Town Centre?**

Please tick one:

<input type="checkbox"/>	<b>SUPPORT</b>
<input type="checkbox"/>	<b>NEUTRAL</b>
<input type="checkbox"/>	<b>OPPOSE</b>

Please tell us more about your response:

Empty text box for response.

Pages 14-15



**What is your position on the proposed changes to the capex programme?**

Please tick one:

<input type="checkbox"/>	<b>SUPPORT</b>
<input type="checkbox"/>	<b>NEUTRAL</b>
<input checked="" type="checkbox"/>	<b>OPPOSE</b>

Please tell us more about your response:

I want Council to include an allocation in the Plan to construct desperately needed facilities at the Waiorau Recreation Reserve, including toilet facilities and associated infrastructure, dedicated carparking, a community facility to provide shelter, a lunch room and a teaching educational facility at the Reserve.

Page 16



Please use this space to comment on any aspect of the draft 2023-2024 Annual Plan you want to provide feedback on. Tip! Use headings to make it really clear what topic you're providing feedback on!

Large empty text box for general feedback.





**From:** [REDACTED]  
**To:** [Let's Talk](#)  
**Subject:** Waiorau Recreation Reserve Wanaka  
**Date:** Friday, April 21, 2023 3:46:44 PM

---

Submission to Annual Plan 2023

Ruth Harrison



I want Council to include an allocation in the Plan to construct desperately needed facilities at the Waiorau Recreation Reserve, including toilet facilities and associated infrastructure, dedicated carparking, a community facility to provide shelter, a lunch room at the Reserve. I do not wish to appear before the Committee to speak to this request.

Ruth Harrison



# Submission form | Puka tāpaetaka

Please think about making your submission online at [letstalk.qldc.govt.nz](http://letstalk.qldc.govt.nz)

All submissions will be made public (excluding contact and address information)

Name: **Katie Deacon**

Organisation (if any):

Contact email address or postal address:

Location:

Arrowtown     Albert Town     Frankton     Glenorchy     Hāwea  
 Kingston     Luggate     Makarora     Queenstown     Wānaka  
 Gibbston  
 Other (please specify) →

Do you wish to speak at a hearing?     Yes     No

If yes, please provide a contact number: →



## What is your position on the proposed changes to resource and building consent fees?

Please tick one:

SUPPORT  
 NEUTRAL  
 OPPOSE

Please tell us more about your response:

Pages 14-15



## What is your position on the proposed changes to waste services fees?

Please tick one:

SUPPORT  
 NEUTRAL  
 OPPOSE

Please tell us more about your response:

Pages 14-15



## What is your position on the proposed changes to sport and recreation fees?

Please tick one:

SUPPORT  
 NEUTRAL  
 OPPOSE

Please tell us more about your response:

Pages 14-15



## What is your position on the proposed changes to community facilities fees?

Please tick one:

SUPPORT  
 NEUTRAL  
 OPPOSE

Please tell us more about your response:

Pages 14-15



**What is your position on the proposed changes to animal control fees?**

Please tick one:

- SUPPORT
- NEUTRAL
- OPPOSE

Please tell us more about your response:

Empty text box for response

Pages 14-15



**What is your position on the proposed changes to parking fees in the Queenstown Town Centre?**

Please tick one:

- SUPPORT
- NEUTRAL
- OPPOSE

Please tell us more about your response:

Empty text box for response

Pages 14-15



**What is your position on the proposed changes to the capex programme?**

Please tick one:

- SUPPORT
- NEUTRAL
- OPPOSE

Please tell us more about your response:

I want Council to include an allocation in the Plan to construct desperately needed facilities at the Waiorau Recreation Reserve, including toilet facilities and associated infrastructure, dedicated carparking, a community facility to provide shelter, a lunch room and a teaching educational facility at the Reserve.

Page 16



Please use this space to comment on any aspect of the draft 2023-2024 Annual Plan you want to provide feedback on. Tip! Use headings to make it really clear what topic you're providing feedback on!

Empty text box for general feedback





# Submission form | Puka tāpaetaka

Please think about making your submission online at [letstalk.qldc.govt.nz](http://letstalk.qldc.govt.nz)

All submissions will be made public (excluding contact and address information)

Name: Nicole David

Organisation (if any): Wanaka Biathlon Club

Contact email address or postal address: [REDACTED]

Location:  Arrowtown  Albert Town  Frankton  Glenorchy  Hāwea  
 Kingston  Luggate  Makarora  Queenstown  Wānaka  
 Gibbston  
 Other (please specify) →

Do you wish to speak at a hearing?  Yes  No

If yes, please provide a contact number: →



## What is your position on the proposed changes to resource and building consent fees?

Please tick one:

SUPPORT

NEUTRAL

OPPOSE

Please tell us more about your response:

Pages 14-15



## What is your position on the proposed changes to waste services fees?

Please tick one:

SUPPORT

NEUTRAL

OPPOSE

Please tell us more about your response:

Pages 14-15



## What is your position on the proposed changes to sport and recreation fees?

Please tick one:

SUPPORT

NEUTRAL

OPPOSE

Please tell us more about your response:

Pages 14-15



## What is your position on the proposed changes to community facilities fees?

Please tick one:

SUPPORT

NEUTRAL

OPPOSE

Please tell us more about your response:

Pages 14-15



**What is your position on the proposed changes to animal control fees?**

Please tick one:

- SUPPORT
- NEUTRAL
- OPPOSE

Please tell us more about your response:

Empty text box for response.

Pages 14-15



**What is your position on the proposed changes to parking fees in the Queenstown Town Centre?**

Please tick one:

- SUPPORT
- NEUTRAL
- OPPOSE

Please tell us more about your response:

Empty text box for response.

Pages 14-15



**What is your position on the proposed changes to the capex programme?**

Please tick one:

- SUPPORT
- NEUTRAL
- OPPOSE

Please tell us more about your response:

I want Council to include an allocation in the Plan to construct desperately needed facilities at the Waiorau Recreation Reserve, including toilet facilities and associated infrastructure, dedicated carparking, a community facility to provide shelter, a lunch room and a teaching educational facility at the Reserve.

Page 16



Please use this space to comment on any aspect of the draft 2023-2024 Annual Plan you want to provide feedback on. Tip! Use headings to make it really clear what topic you're providing feedback on!

Empty text box for general feedback.





# Submission form | Puka tāpaetaka

Please think about making your submission online at [letstalk.qldc.govt.nz](http://letstalk.qldc.govt.nz)

All submissions will be made public (excluding contact and address information)

Name: **Jack Conner**

Organisation (if any): [REDACTED]

Contact email address or postal address: [REDACTED]

Location:  Arrowtown     Albert Town     Frankton     Glenorchy     Hāwea  
 Kingston     Luggate     Makarora     Queenstown     Wānaka  
 Gibbston  
 Other (please specify) → [REDACTED]

Do you wish to speak at a hearing?     Yes     No

If yes, please provide a contact number: → [REDACTED]



## What is your position on the proposed changes to resource and building consent fees?

Please tick one:    *Please tell us more about your response:*

**SUPPORT**    [REDACTED]

**NEUTRAL**    [REDACTED]

**OPPOSE**    [REDACTED]

Pages 14-15



## What is your position on the proposed changes to waste services fees?

Please tick one:    *Please tell us more about your response:*

**SUPPORT**    [REDACTED]

**NEUTRAL**    [REDACTED]

**OPPOSE**    [REDACTED]

Pages 14-15



## What is your position on the proposed changes to sport and recreation fees?

Please tick one:    *Please tell us more about your response:*

**SUPPORT**    [REDACTED]

**NEUTRAL**    [REDACTED]

**OPPOSE**    [REDACTED]

Pages 14-15



## What is your position on the proposed changes to community facilities fees?

Please tick one:    *Please tell us more about your response:*

**SUPPORT**    [REDACTED]

**NEUTRAL**    [REDACTED]

**OPPOSE**    [REDACTED]

Pages 14-15



**What is your position on the proposed changes to animal control fees?**

Please tick one:

- SUPPORT
- NEUTRAL
- OPPOSE

Please tell us more about your response:

Empty text box for response.

Pages 14-15



**What is your position on the proposed changes to parking fees in the Queenstown Town Centre?**

Please tick one:

- SUPPORT
- NEUTRAL
- OPPOSE

Please tell us more about your response:

Empty text box for response.

Pages 14-15



**What is your position on the proposed changes to the capex programme?**

Please tick one:

- SUPPORT
- NEUTRAL
- OPPOSE

Please tell us more about your response:

I want Council to include an allocation in the Plan to construct desperately needed facilities at the Waiorau Recreation Reserve, including toilet facilities and associated infrastructure, dedicated carparking, a community facility to provide shelter, a lunch room and a teaching educational facility at the Reserve.

Page 16



Please use this space to comment on any aspect of the draft 2023-2024 Annual Plan you want to provide feedback on. Tip! Use headings to make it really clear what topic you're providing feedback on!

Large empty text box for general feedback.





# Submission form | Puka tāpaetaka

Please think about making your submission online at [letstalk.qldc.govt.nz](http://letstalk.qldc.govt.nz)

All submissions will be made public (excluding contact and address information)

Name: Emily Deacon

Organisation (if any):

Contact email address or postal address:

Location:

Arrowtown     Albert Town     Frankton     Glenorchy     Hāwea  
 Kingston     Luggate     Makarora     Queenstown     Wānaka  
 Gibbston  
 Other (please specify) → Invercargill

Do you wish to speak at a hearing?     Yes     No

If yes, please provide a contact number: →



## What is your position on the proposed changes to resource and building consent fees?

Please tick one:

SUPPORT  
 NEUTRAL  
 OPPOSE

Please tell us more about your response:

Pages 14-15



## What is your position on the proposed changes to waste services fees?

Please tick one:

SUPPORT  
 NEUTRAL  
 OPPOSE

Please tell us more about your response:

Pages 14-15



## What is your position on the proposed changes to sport and recreation fees?

Please tick one:

SUPPORT  
 NEUTRAL  
 OPPOSE

Please tell us more about your response:

Pages 14-15



## What is your position on the proposed changes to community facilities fees?

Please tick one:

SUPPORT  
 NEUTRAL  
 OPPOSE

Please tell us more about your response:

Pages 14-15





**What is your position on the proposed changes to animal control fees?**

Please tick one:

<input type="checkbox"/>	SUPPORT
<input type="checkbox"/>	NEUTRAL
<input type="checkbox"/>	OPPOSE

Please tell us more about your response:

Empty response box

Pages 14-15



**What is your position on the proposed changes to parking fees in the Queenstown Town Centre?**

Please tick one:

<input type="checkbox"/>	SUPPORT
<input type="checkbox"/>	NEUTRAL
<input type="checkbox"/>	OPPOSE

Please tell us more about your response:

Empty response box

Pages 14-15



**What is your position on the proposed changes to the capex programme?**

Please tick one:

<input type="checkbox"/>	SUPPORT
<input type="checkbox"/>	NEUTRAL
<input checked="" type="checkbox"/>	OPPOSE

Please tell us more about your response:

I want Council to include an allocation in the Plan to construct desperately needed facilities at the Waiorau Recreation Reserve, including toilet facilities and associated infrastructure, dedicated carparking, a community facility to provide shelter, a lunch room and a teaching educational facility at the Reserve.

Page 16



Please use this space to comment on any aspect of the draft 2023-2024 Annual Plan you want to provide feedback on. Tip! Use headings to make it really clear what topic you're providing feedback on!

I would appreciate your consideration of providing basic facilities at the Waiorau Recreation Reserve. I was fortunate to grow up in the South and have loved the opportunity to ski at the Snow Farm for many years. As the only Cross Country ski field in New Zealand, it is unique in it's ability to offer this sport, in addition to providing a location for snow shoeing, dog sledding, tubing and more. In contrast to a Downhill ski facility, the lower costs mean it is far more accessible to the everyday New Zealander and a family friendly option for experiencing the wonders of the region. It is a common location for School and University trips. As one of the few Southern Hemisphere Cross Country areas, it also draws in international Olympic and Commonwealth Game athletes training, and provides opportunity for New Zealand to train high calibre athletes for these events. I see the Waiorau Recreation Reserve as an incredible draw card to both the region and country. It provides access across multiple sports to the Stunning Pisa Range, and targets a wide range of people from locals and tourists right through to international athletes. I hope that the Council will consider supporting the Reserve through provision of facilities to ensure it can continue.



# Submission form | Puka tāpaetaka



All submissions will be made public (excluding contact and address information)

Name:

PETE RITCHIE

Organisation (if any):

KERR RITCHIE ARCHITECTS

Contact email address or postal address:

Location: Arrowtown    Albert Town    Frankton    Glenorchy    Hāwea  
 Kingston    Luggate    Makarora    Queenstown    Wānaka  
 Gibbston

Other (please specify) → WYE CREEK

Do you wish to speak at a hearing?

Yes / No

If yes, please provide a contact number:

## What is your position on the proposed changes to resource and building consent fees?

Please tick one:

Please tell us more about your response:

SUPPORT

NEUTRAL

OPPOSE

## What is your position on the proposed changes to waste services fees?

Please tick one:

Please tell us more about your response:

SUPPORT

NEUTRAL

OPPOSE

## What is your position on the proposed changes to sport and recreation fees?

Please tick one:

Please tell us more about your response:

SUPPORT

NEUTRAL

OPPOSE

## What is your position on the proposed changes to community facilities fees?

Please tick one:

Please tell us more about your response:

SUPPORT

NEUTRAL

OPPOSE



**What is your position on the proposed changes to animal control fees?**

Please tick one: *Please tell us more about your response:*

<input type="checkbox"/>	SUPPORT
<input type="checkbox"/>	NEUTRAL
<input type="checkbox"/>	OPPOSE



**What is your position on the proposed changes to parking fees in the Queenstown Town Centre?**

Please tick one: *Please tell us more about your response:*

<input type="checkbox"/>	SUPPORT
<input type="checkbox"/>	NEUTRAL
<input type="checkbox"/>	OPPOSE



**What is your position on the proposed changes to the capex programme?**

Please tick one: *Please tell us more about your response:*

<input type="checkbox"/>	SUPPORT
<input checked="" type="checkbox"/>	NEUTRAL
<input type="checkbox"/>	OPPOSE

I want Council to include an allocation in the Plan to construct desperately needed facilities at the Waiorau Recreation Reserve, including toilet facilities and associated infrastructure, dedicated carparking, a community facility to provide shelter, a lunch room and a teaching educational facility at the Reserve.



*Please use this space to comment on any aspect of the draft 2023-2024 Annual Plan you want to provide feedback on. Tip! Use headings to make it really clear what topic you're providing feedback on!*



**From:** [REDACTED]  
**To:** [Let's Talk](#)  
**Subject:** Submission on Annual Plan  
**Date:** Wednesday, April 26, 2023 9:59:16 PM

---

**To:** Queenstown Lakes District Council

This is a letter of support for Friends of Bullock Creek's submission on the QLDC draft Annual Plan 2023 – 2024.

I disagree with the proposed deferral of \$6 million allocated to the Stone Street Stormwater upgrades, out to YE 2030. This sum should be retained within the QLDC annual Plan 2023 – 2024 to ensure that the upgrades are carried out in an expedient manner and supported by robust analysis to reflect the value we place on our environment and our dependence on our infrastructure for resilience.

Yours sincerely,  
Jill Gardiner

[REDACTED]  
Date 26April2023

**From:** [REDACTED]  
**To:** [Let's Talk](#)  
**Subject:** Pool price hike  
**Date:** Monday, April 24, 2023 5:18:46 PM

---

To QLDC

I was shocked to learn you are considering increasing Commercial Groups hire to 73.9%. I am a squad member of Peak Endurance, and also swim outside of this. I joined the squad to increase my distance, technique (therefore reduce injury), and swim with like minded people.

\*Swim Squad has set me up to compete at Challenge Wanaka and The Ruby, and I have had friends from all over the country join me for these events. I would not compete at these if I was not squad swimming.

\*I also find squad swimming is great for guaranteed lap swimming- It is hard to find a time the lanes are free outside of squad. When swimming outside of squad, you can only have 2-3 swimmers total per lane as we are all different speeds. In squad we have upto 6 in each lane, swimming comfortably together- meaning more people can swim taking up less lanes!

\*How come the rates are disproportionate to other QLDC groups/users?

QLDC are currently adding an Endurance Swim squad in Queenstown, will they also be subjected to the same pool hire increase?

If the proposed price increase goes ahead for Peak Endurance (and other squads) I will simply not afford to continue with squad swimming.

Please consider a more proportionate and fair price increase, like you have done for almost every other area.

Kind regards  
Kath Bond

[REDACTED]

Sent from [Mail](#) for Windows



# Submission form | Puka tāpaetaka

Please think about making your submission online at [letstalk.qldc.govt.nz](http://letstalk.qldc.govt.nz)

All submissions will be made public (excluding contact and address information)

Name: **Daniel Clearwater**

Organisation (if any):

Contact email address or postal address: [REDACTED]

Location:

Arrowtown     Albert Town     Frankton     Glenorchy     Hāwea

Kingston     Luggate     Makarora     Queenstown     Wānaka

Gibbston

Other (please specify) → [REDACTED]

Do you wish to speak at a hearing?     Yes     No

If yes, please provide a contact number: →



## What is your position on the proposed changes to resource and building consent fees?

Please tick one:

**SUPPORT**

**NEUTRAL**

**OPPOSE**

Please tell us more about your response:

Pages 14-15



## What is your position on the proposed changes to waste services fees?

Please tick one:

**SUPPORT**

**NEUTRAL**

**OPPOSE**

Please tell us more about your response:

Pages 14-15



## What is your position on the proposed changes to sport and recreation fees?

Please tick one:

**SUPPORT**

**NEUTRAL**

**OPPOSE**

Please tell us more about your response:

Pages 14-15



## What is your position on the proposed changes to community facilities fees?

Please tick one:

**SUPPORT**

**NEUTRAL**

**OPPOSE**

Please tell us more about your response:

Pages 14-15



**What is your position on the proposed changes to animal control fees?**

Please tick one:

- SUPPORT
- NEUTRAL
- OPPOSE

Please tell us more about your response:

Empty text box for response

Pages 14-15



**What is your position on the proposed changes to parking fees in the Queenstown Town Centre?**

Please tick one:

- SUPPORT
- NEUTRAL
- OPPOSE

Please tell us more about your response:

Empty text box for response

Pages 14-15



**What is your position on the proposed changes to the capex programme?**

Please tick one:

- SUPPORT
- NEUTRAL
- OPPOSE

Please tell us more about your response:

I want Council to include an allocation in the Plan to construct desperately needed facilities at the Waiorau Recreation Reserve, including toilet facilities and associated infrastructure, dedicated carparking, a community facility to provide shelter, a lunch room and a teaching educational facility at the Reserve.

Page 16



Please use this space to comment on any aspect of the draft 2023-2024 Annual Plan you want to provide feedback on. Tip! Use headings to make it really clear what topic you're providing feedback on!





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All submissions will be made public (excluding contact and address information)

Name: Hil & Mario Kiesow

Organisation (if any):

Contact email address or postal address:

Location:

Arrowtown     Albert Town     Frankton     Glenorchy     Hāwea

Kingston     Luggate     Makarora     Queenstown     Wānaka

Gibbston

Other (please specify) → Cardrona

Do you wish to speak at a hearing?     Yes     No

If yes, please provide a contact number: →



## What is your position on the proposed changes to resource and building consent fees?

Please tick one:

SUPPORT

NEUTRAL

OPPOSE

Please tell us more about your response:

Text area for response to resource and building consent fees.

Pages 14-15



## What is your position on the proposed changes to waste services fees?

Please tick one:

SUPPORT

NEUTRAL

OPPOSE

Please tell us more about your response:

Text area for response to waste services fees.

Pages 14-15



## What is your position on the proposed changes to sport and recreation fees?

Please tick one:

SUPPORT

NEUTRAL

OPPOSE

Please tell us more about your response:

Text area for response to sport and recreation fees.

Pages 14-15



## What is your position on the proposed changes to community facilities fees?

Please tick one:

SUPPORT

NEUTRAL

OPPOSE

Please tell us more about your response:

Text area for response to community facilities fees.

Pages 14-15





**What is your position on the proposed changes to animal control fees?**

Please tick one:

- SUPPORT
- NEUTRAL
- OPPOSE

Please tell us more about your response:

Empty text box for response

Pages 14-15



**What is your position on the proposed changes to parking fees in the Queenstown Town Centre?**

Please tick one:

- SUPPORT
- NEUTRAL
- OPPOSE

Please tell us more about your response:

Empty text box for response

Pages 14-15



**What is your position on the proposed changes to the capex programme?**

Please tick one:

- SUPPORT
- NEUTRAL
- OPPOSE

Please tell us more about your response:

I want Council to include an allocation in the Plan to construct desperately needed facilities at the Waiorau Recreation Reserve, including toilet facilities and associated infrastructure, dedicated carparking, a community facility to provide shelter, a lunch room and a teaching educational facility at the Reserve.

Page 16



Please use this space to comment on any aspect of the draft 2023-2024 Annual Plan you want to provide feedback on. Tip! Use headings to make it really clear what topic you're providing feedback on!

Empty text box for comments



## Submission on 2023 – 24 Annual Plan, from Cath Gilmour

Thank you for the opportunity to make this submission. Unfortunately, life is a little bit too full to read the entire annual plan so I have relied primarily on the consultation document. Where I refer to a page number in the following, it is this that I am referring to.

I understand the bind you are in terms of trying to keep the rates rise affordable while being confronted with inflation, costs of meeting exorbitant leaky building debts inflicted on our community, major capex requirements and various other cost/demand issues. And I appreciate the thought and work you will have already put in to balancing these multiple demands. Thank you.

Turning to page 6, work in progress:

- I understand that the funding for stage I of the arterial road project was the major trigger for this project being taken off the shelf, where it had long been sitting. And I can understand the motivation for this, in terms of getting work during Covid and government funding. Also, stage one made sense, diverting traffic around and out of town to the industrial area and Arthur's Point et cetera.
- This is not the case for stages two and three. No external funding exists for these next two stages (confirmed by Naell). With government funding also under increasing pressure, it is unlikely to be forthcoming. Especially as the business case for building it is so weak. Traffic demand is not out west. I obviously don't know if any promises were made to the Lakeview developers, in terms of assuring them that the new highway would divert people past this development. But then again you won't know either because you have no governance oversight of it! (Please change this – it is a council governance job, not a sole role for the CEO). Peter Hansby told me last year that he had been instructed to bolster the business case by having the water network use it. That is inadequate cause. The population/development growth centres are out south and east and that is where transport network capex (both vehicular and alternative networks) should be spent. This project was shelved for decades for good reason. Please return it to the shelf once stage I is completed and turn the new infrastructural team's focus to where it is needed.
- This would also ensure that we do not lose Queenstown Memorial Centre. With high and growing QLDC debt levels, the idea of bowling an existing community facility when we don't need to do so becomes even more farcical. Ulrich Glassner, when still in his role at QLDC, confirmed that QMC did not need to be knocked down even if stage II of the arterial project did go ahead. It could be cantilevered over Horne Creek. And Mr Hansby, in a meeting with Gillian MacLeod and I, confirmed the arterial could instead be routed over the space made available when earthquake-prone QLDC offices were demolished. He said he did not propose this because he did not want to buy another fight with the community by proposing to chop down the apparently protected tree in the council car park behind it. Again, an inadequate rationale for a course of action that would cost our community tens or hundreds of millions of dollars.
- We are not going to be in a position to fund a replacement community Arts Centre for decades, if at all. So any facility would have to be a JV, which would inherently involve compromise in the building's use where the community use was often put second. I agree QMC is not an ideal facility, but it has the advantages of already existing, being affordable, and meeting most of our needs. It makes more sense for commercial/philanthropic interests to provide the fancier venue that some call for.

- The cuts made to stage I of the arterial route (loss of pedestrian safety and community measures) indicate what happens to many community projects as they go through the inevitable budget cuts of annual plan/LTP processes. They are the easiest thing to cut. Talk to any community services manager or committee chair and that will be their repeated experience. So please do not needlessly deprive our community of vital resources like Queenstown Memorial Centre that we need for community cohesion, celebration and connection.
- Page seven – the second paragraph says that the \$10.7 million Arthurs Point-Queenstown route improvements “will likely be offset” by Waka Kotahi funding. However, when I asked for clarification how likely this was, I was told staff were “unable to quantify the likelihood”. This does not offer much assurance, especially with Waka Kotahi funding under major stress post-Cyclone Gabrielle. Jack’s Point to Queenstown is perhaps even more crucial in terms of providing mode shift opportunities. There are so many young families living there who could bike into school/town/work if a safe route was provided, as has been long mooted. How many good, safe, accessible alternative transport routes could be provided instead of stage two and three of the arterial project? And they would be more likely to get government funding than a defunct proposal to increase carbon-producing vehicle capacity where it’s least needed.
- Although it is not directly mentioned, please do not seal Frankton Track unless there is a good reason to. None has been given to date. The one obvious rationale would be to increase the alternative modalities that could be used. None of the sealing options given achieve this. Chip seal would not allow other wheeled modes like rollerblades, skateboards et cetera, whereas asphalt would. It would then come down to an equation balancing safety (separation from walkers would be required, as would speed limits on Ebike/scooters et cetera), enjoyment, increased potential use et cetera et cetera. There is also the question of track maintenance. Fixing a couple of major drainage issues properly would rid the track of most of the maintenance and danger issues that arise from continual gouging out every time we have heavy rain. Happy to point these out if anyone doesn’t know where I am talking about – staff and contractors already know.
- Page eight, I agree, community centres are at the heart of what makes our community special. So please do not knock over QMC! It is hard to understand how the Ladies Mile building was allowed to deteriorate to a point where it is now unusable. Please make sure this lapse in management/oversight is investigated to ensure proper procedures are set in place to ensure it couldn’t happen again. We paid top dollar for the building, it is so sad to see it wasted needlessly.
- Page 10, total debt levels are going scarily high. This year, leaky buildings contributed over 4% to the proposed overall rates increase. I am advised that Council is “legally bound not to make any comment about specific case settlements,” so we are left in the dark as to whether the \$300 per ratepayer for the next 30 years that we were told last year would be incurred by the then ongoing Wensley case has increased/decreased. Nor was I able to get detail on the likely impact of this and other leaky building cases (either settled or in the pipeline) on council’s capacity to fund productive work (i.e. capex and opex) going forward. If you councillors are similarly in the dark, this makes your LTP job, in particular, even harder. And a harder process for us, as ratepayers who unfortunately have been laden with the resultant costs, to understand, support and accept. I hope that it won’t be long before some sunshine is cast on the cost of these leaky buildings to our community, so that we can understand the constraints they lay on potential projects for our community well-being. (This is again referred to on page 12, but again, in vague terms).

- Please actively push LGNZ to advocate for legislative change at government level to ensure responsibility is brought to bear on the developers responsible for the leaky buildings, not ratepayers. Unsure of the mechanism, perhaps a mandatory insurance scheme for each development, but the current pattern of councils being left as the “last man standing” has to change because it is causing an unfair and intergenerational debt on ratepayers innocent of any wrongdoing.
- As you consider the rise in council’s debt to revenue ratio, and total debt level, please also think about the concomitant potential impacts of rising QAC debt, as per their current plans. If it were to ask Council, as its majority shareholder, for funding support, is our community going to be able to afford it? Or do we end up losing the legally mandated control Council currently has the capacity to apply as the super-majority shareholder, to ensure its strategic goals are to benefit our community’s long-term well-being? Remember, it is our most significant growth control lever and over-tourism, as experienced pre-Covid, has significantly negative impacts on our community, our environment and our infrastructural networks. Council, not overseas banks, should have this governance control.
- On this issue, considering the money CIAL has already spent on land to build a potential Tarras International Airport, best governance practice would suggest council should do a SWOT analysis of alternative uses of ZQN land. Your current governance advice has been to task QAC with attacking it as a risk. The other side of that coin is opportunity. It might not be your preference, but if you don’t analyse and understand the options, you risk losing our community potentially stronger opportunities.
- These debt levels strongly suggest council should take a cautious approach to spending across all work streams. This is especially so given the likelihood of climate change impacts and growing inequity over the next decade.
- Judging by the more than \$93million three waters project deferrals, and the substantial impact of three waters “assets” on the depreciation ledger, you will be hoping that the Three Waters/Affordable Water reform goes ahead!

Quickly turning to the growth projections on page 34 of the full document. In light of the Regenerative Tourism Plan developed by DQ and Lake Wānaka Tourism, and agreed to by councillors, I seriously query the growth projections on which this annual plan (and assumedly, the LTP) is based.

Within 10 years, average day visitorship is projected to increase by 58%, and peak day visitor numbers by 50%. So by 2033, over peak periods, the growth projections council is currently basing its planning on would see 50% more visitors than residents on our roads, using our water, needing accommodation, requiring services. That is up from 20% more visitors than residents expected during peak days this year.

It makes a mockery of the Regenerative Tourism Plan’s carbon zero aspirations, unless most of them arrive by bike and car rather than international airlines.

Please, revisit these figures before the LTP process starts in earnest, to ensure that the four community well-beings that the Regenerative Tourism Plan strongly supports don’t get lost. QAC justifies its demands for unfettered growth by quoting your LTP figures. There is a serious disconnect between these figures and the RTP’s objectives. Both QAC and our two regional tourism organisations (DQ and LWT) need to change both their goals and their marketing behaviour to fit. And it is you councillors you need to give them this guidance.

This projected visitor growth also puts a huge and untenable demand on all the services council provides, and on our community, our economy and our environment.

Thank you for taking the time to read and think about the points raised in this submission. I'm happy to discuss further if will you have any questions.

Ngā mihi

Cath Gilmour

**From:** [Luggate Community Association LCA](#)  
**To:** [Let's Talk](#)  
**Subject:** Annual plan  
**Date:** Tuesday, April 25, 2023 9:39:25 PM

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To whom it may concern

A submission on the Annual Plan from the Luggate Community Association

There appears to be no provision in the Annual Plan for any money to be set aside for the upgrade to the Luggate play area adjacent to the new hall. This area was partially demolished to make way for the building of the new hall, and the equipment removed. At a planning meeting the community was told by QLDC staff that "if this ground was used we would never be worse off," and were left with the impression that the playground would be reinstated when the hall was completed.

It now transpires that the equipment has been deemed unsafe and that new will be required. Prior to the Hall build this area was used frequently by children of the village and the wider community for play, and generally getting together. It appears to me that the children and their parents have been very much worse off since building started and a serious injection of capital is urgently required to upgrade the area. We have a great Hall that is admired by all but the children have nothing.

Please consider this submission with concern for the children and their parents.

I do not wish to speak at the hearing as I feel it has all been said

Rod Anderson  
Chair Luggate Community Association



# Submission form | Puka tāpaetaka

Please think about making your submission online at [letstalk.qldc.govt.nz](http://letstalk.qldc.govt.nz)

All submissions will be made public (excluding contact and address information)

Name: Sharon Arlidge

Organisation (if any):

Contact email address or postal address: [REDACTED]

Location:  Arrowtown  Albert Town  Frankton  Glenorchy  Hāwea  
 Kingston  Luggate  Makarora  Queenstown  Wānaka  
 Gibbston  
 Other (please specify) →

Do you wish to speak at a hearing?  Yes  No

If yes, please provide a contact number: →



## What is your position on the proposed changes to resource and building consent fees?

Please tick one:

SUPPORT

NEUTRAL

OPPOSE

Please tell us more about your response:

[Empty response box]

Pages 14-15



## What is your position on the proposed changes to waste services fees?

Please tick one:

SUPPORT

NEUTRAL

OPPOSE

Please tell us more about your response:

[Empty response box]

Pages 14-15



## What is your position on the proposed changes to sport and recreation fees?

Please tick one:

SUPPORT

NEUTRAL

OPPOSE

Please tell us more about your response:

[Empty response box]

Pages 14-15



## What is your position on the proposed changes to community facilities fees?

Please tick one:

SUPPORT

NEUTRAL

OPPOSE

Please tell us more about your response:

[Empty response box]

Pages 14-15



**What is your position on the proposed changes to animal control fees?**

Please tick one:

- SUPPORT
- NEUTRAL
- OPPOSE

Please tell us more about your response:

Empty text box for response.

Pages 14-15



**What is your position on the proposed changes to parking fees in the Queenstown Town Centre?**

Please tick one:

- SUPPORT
- NEUTRAL
- OPPOSE

Please tell us more about your response:

Empty text box for response.

Pages 14-15



**What is your position on the proposed changes to the capex programme?**

Please tick one:

- SUPPORT
- NEUTRAL
- OPPOSE

Please tell us more about your response:

I want Council to include an allocation in the Plan to construct desperately needed facilities at the Waiorau Recreation Reserve, including toilet facilities and associated infrastructure, dedicated carparking, a community facility to provide shelter, a lunch room and a teaching educational facility at the Reserve.

Page 16



Please use this space to comment on any aspect of the draft 2023-2024 Annual Plan you want to provide feedback on. Tip! Use headings to make it really clear what topic you're providing feedback on!

Large empty text box for general feedback.





**From:** [REDACTED]  
**To:** [Let's Talk](#)  
**Subject:** Submission on Draft Annual Plan 2023-2024  
**Date:** Wednesday, April 26, 2023 8:45:44 AM

---

1. I note that population predictions are based on a growth rate of 3.2% whereas elsewhere in the document (page 23) there is an “Increase assumption for annual growth in the rating base from 3% to 3.5%.” I would imagine that these two figures should be aligned?
2. Looking at your demand and population assumptions I note that while the district projects a growth rate in average day population of around 35% over the decade 2023-2033 for the subsequent decade 2033-2043 and again the decade 2043-53 you project a much slower rate of 20% lowering to just over 10%. This seems unlikely and while it might be a good move to budget conservatively on growth as far as rateable income goes, to budget on slow growth in order to predict pressure on local infrastructure seems unwise.
3. It would be useful to have more information published detailing the rateable base, growth and rates revenue in the Wanaka Upper Clutha Ward as distinct from the Queenstown Wards. This is clearly available to Council planners but given these are two distinct communities it would be good to make this information readily available to the public in the Annual Plan, TYP and SP documents. As it is the percentages on page 27 showing the Median rating % draft increases in different parts of the district are not especially useful reading.
4. Page 67 the Uniform Annual General Charge revenue (\$6,028,724) will be used to fund a variety of listed items including Wanaka Airport. Could you advise what this is funding is for at Wanaka Airport - presumably costs outside of the management agreement with QAC?
5. Development charges. There seems to be a reluctance on the part of Council to increase development charges v rates charges. Cardrona water/waste water reticulation costs are being born to a large extent by rate-payers even before the new dwellings are built. Over the last two decades development in the district has continued at the highest pace in the country but the Council has failed to capitalise on this or truly reflect the infrastructure cost to the community in the development fees charged.
6. Rating categories reassessment given district-wide shortage of long term rental accommodation. The range of categories includes: residential, commercial, accommodation, mixed use accommodation, mixed use commercial, primary industry, country dwelling, and vacant (land). Availability of longer term workers accommodation has been a problem for over a decade, especially during the winter season, and has now reached a peak problem year-round to the extent that it is affecting business viability in the district. Given this would it be a good idea to re-work the categories of mixed use accommodation and either include a new category of vacant housing (harder to police) or a new category of Long Term Rental with a significant low-rating incentive applied (these would be properties able to provide evidence of a bond submitted to Tenancy NZ for a continuous rental period of 5 months or more.) The current rates proposed for mixed use accommodation appear to incentivise short-term rental (in Wanaka and Arrowtown the draft mixed use accommodation rates are lower than residential rates).
7. From the financial statements it looks as if the chief driver of cost increases and rates increases is currently interest rates. Council debt is budgeted to increase so this creates

something of a vicious cycle.

8. Single examples do not always tell the whole story but it is worth looking at the comparative planned expenditure proposed for Wanaka v Queenstown under **Transport**. The total spend is \$70,064,869. Of this the spend in Whakatipu is \$54,423,902\* (taking out the \$5,572,774 of projects less than 500k which are not listed as allocated to Queenstown or Wanaka). The spend in Wanaka is \$10,068,193. This is quite a hefty difference. Should it be reflected in the districts rating? Given the low \$10m spend on Wanaka projects, what percentage of the over \$5m smaller project spend is in fact being spent in the Wanaka or Whakatipu districts?

Meg Taylor - resident and rate-payer.

[REDACTED]

Wanaka.

Note: \*A large part of this is a central Queenstown Project, Arterial Stage One CIP.





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Please think about making your submission online at [letstalk.qldc.govt.nz](http://letstalk.qldc.govt.nz)

All submissions will be made public (excluding contact and address information)

Name: Mike Clare

Organisation (if any):

Contact email address or postal address: [REDACTED]

Location:  Arrowtown  Albert Town  Frankton  Glenorchy  Hāwea  
 Kingston  Luggate  Makarora  Queenstown  Wānaka  
 Gibbston  
 Other (please specify) → Woodbury

Do you wish to speak at a hearing?  Yes  No

If yes, please provide a contact number: →

## What is your position on the proposed changes to the capex programme?

Please tick one:

SUPPORT

NEUTRAL

OPPOSE

Please tell us more about your response:

I want Council to include an allocation in the Plan to construct desperately needed facilities at the Waiorau Recreation Reserve, including toilet facilities and associated infrastructure, dedicated carparking, a community facility to provide shelter, a lunch room and a teaching educational facility at the Reserve.

Please use this space to comment on any aspect of the draft 2023-2024 Annual Plan you want to provide feedback on. Tip! Use headings to make it really clear what topic you're providing feedback on!

The snow Farm is M.Z only cross country ski area. Its one of only a few in the Southern Hemisphere. It has produced a young gold medalist in Biathlon, which is unique in World terms. Any support to ensure the snow Farms viability would be greatly appreciated

Mike Clare

SUBMISSIONS  
CLOSE ON WEDNESDAY  
26 APRIL 2023



# Wanaka Upper Clutha Community Board

## Submission on 23/23 Annual Plan

The Wanaka Upper Clutha Community Boards submission is as follows.

### Active Transport

The Board notes and strongly supports the ongoing investment in the development of active transport routes in Wanaka. The Board would strongly oppose any move to defer this expenditure in the finalising of the annual plan.

### Lakefront Redevelopment

The Board supports the continued development of detailed plans for stages 4 and 5 of the Wanaka Lakefront development, Stoney Creek carpark and Eely Point reserve and wishes to see these progressed with urgency. The Board is aware of a strong desire within the Upper Clutha community to see these projects, which have been under development for a number of years, completed as soon as possible. The Board also notes that funds are allocated to these projects in the 10-year plan and requests that these should not be deferred.

The Board notes funds allocated to the Wanaka Showgrounds field redevelopment and associated irrigation and understands that this is currently under review as to whether it is required. The Board requests that if this is no longer required that the funds for this project be reallocated to finish the planned path around Pembroke Park and development of safe crossing points from the park to the Lake front. This is supported by the Friends of Pembroke Park.

### Minor Improvements Budget

The Board notes the Minor improvements Low-Cost Low risk (LCLR) budget in the draft AP for the Wanaka ward is \$3,896,354. The Board would like to request that a % of this fund be re-allocated as an unsubsidised fund for the Board control to use on locally identified issues. This allows the Board to be more responsive to minor issues brought to the Boards attention as public concerns. This would be a return to past arrangements where the board access to an unsubsidised minor improvement fund. The Board would propose that this figure be \$500,000.

### Walking/Cycling asset renewals.

The Board is aware that funds allocated to walking and cycling track renewals in the Upper Clutha Basin has not been sufficient in recent years to maintain tracks to the required standard. This has resulted in several tracks being in urgent need of renewal to meet the appropriate standard for the tracks users. This underinvestment in track renewal results in the degrading of well used and loved community assets.

The Board request that annual budget for Track renewal in the Upper Clutha Basin be increased to help catch up with years of underinvestment.

### Storm Water discharge to Lake Wanaka

The Trust notes that there appears to be no funds allocated to resolving the Stormwater discharge issues from the Alpha Series subdivision. The board seeks reassurance that this issue will be addressed funded as a matter of urgency and that provision of funding be included in the 10-year plan.

The Board does wish to speak to its submission at hearings to be arranged.

*John Wellington*

John Wellington for  
Wanaka Upper Clutha Community Board  
25/4/23



Submission to QLDC 2023-2024  
Annual Plan  
Mahere ā-tau



# Introduction | Korero tīmatanga

As the museum enters its 75<sup>th</sup> year of operation, the board, director and staff of the Lakes District Museum, continue to acknowledge the financial support provided by the QLDC on behalf of the district's ratepayers. In December 2022 we reopened our strengthened and restored former bank and stables buildings, we continue to recognise the one-off grant given to the museum by council that enabled to complete this essential seismic strengthening project.



## Official opening of the BNZ building 9 December 2022

L-R: Paulette Tamati-Elliffe (Ngāi Tahu, Te Rūnanga o Ōtākou representative), Stuart Nash (Minister of Economic Development), Joseph Mooney (MP for Southland), Charlotte Peasey (Arrowtown School pupil, aged 11), Taylor Reed (life-long Arrowtown resident and museum former board chairman).

We are about to enter the final year of a three-year community grant cycle awarded in 2021. This was the first time the museum has received the certainty of funding over an extended period. Up until then we have had to submit to the Annual Plan each year. This of course has never provided us with financial security which is essential for our day-to-day operations.

For over 30 years we have promoted the notion to council that as the district's museum, we need more certainty in terms of ratepayer support to undertake our incredibly valuable work on behalf of the community. There have been past discussions about the museum becoming part of the council's operations like the libraries, but that has never progressed. The CEO and previous manager of community services acknowledged in discussions with museum representatives that the council, and hence ratepayers, get excellent value from the current arrangement. If the museum was a full council run entity the operating costs would be considerably higher. Over the years we have also promoted the concept of a long-term grant based on an informal arrangement with council that we hoped might eventually include areas like assistance with

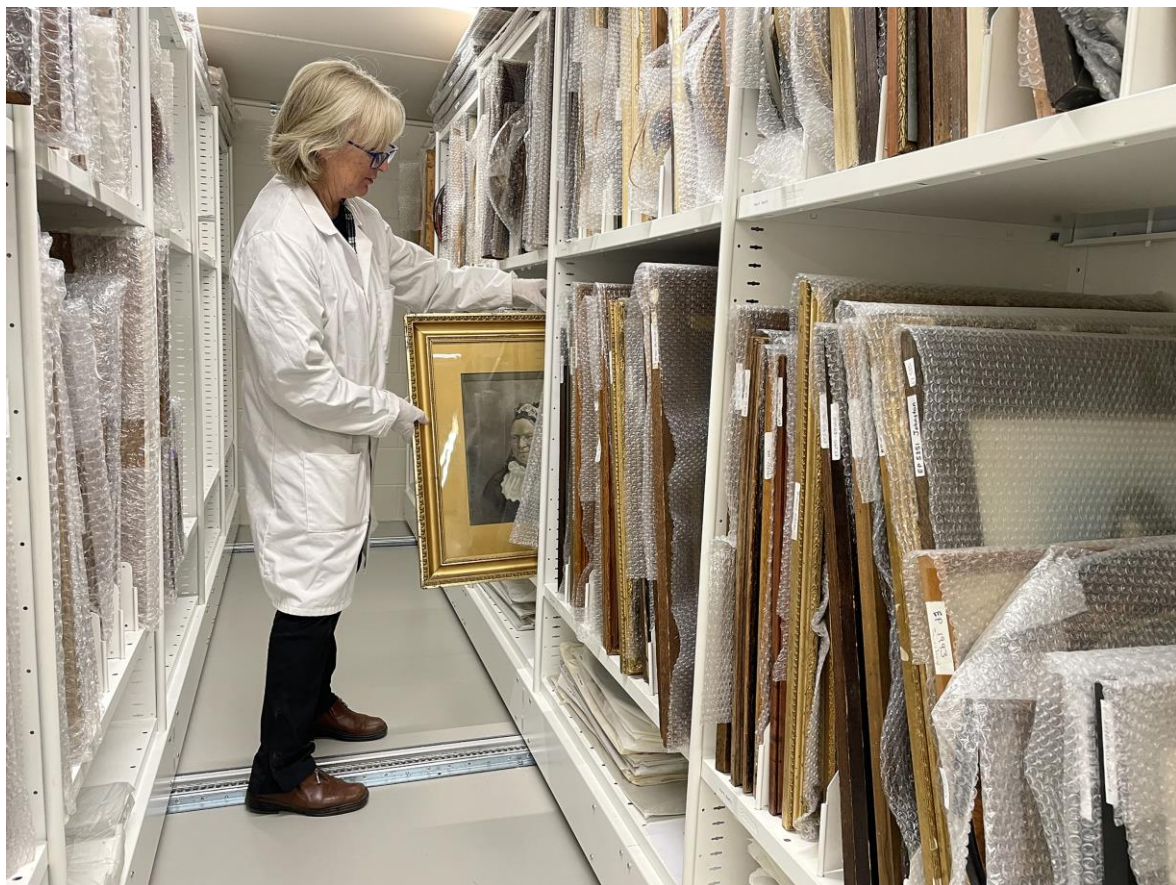


insurance, energy, building maintenance, IT support and council run training where appropriate. In return the museum would continue to do what it already does by offering council access to the museum's resources, hosting exhibitions, promoting council initiatives and celebrations, and fostering one of council's essential purposes under the Local Governments Act 2022 to: ***to promote the social, economic, environmental, and cultural well-being of communities in the present and for the future.***

Through our work we are already assisting council and the wider community which will be evident in this submission.

Like many businesses in the Queenstown Lakes District, the museum was severely hit by Covid in terms of income. Staff were put on short hours and any non-essential spending was cut. We are happy to report that this summer has seen significant bounce back to almost pre-Covid levels. This has been welcome but it has been accompanied by huge increases in operating costs, especially energy, insurance and wages and maintenance. For incoming councillors, we realise the importance of ensuring public money is well-spent and that we are undertaking work that benefits the local community and promotes our history and cultural identity. This should be evident from this submission.

Once again the museum thanks staff members Jan Maxwell and Marie Day for their assistance throughout the year and the ongoing support from elected representatives.



**Archivist Jo Boyd in our storage facility**

## To new and re-elected councillors,

We submit the following key points in support of our ongoing ratepayer funding:

- We are not a council entity but a Charitable Society. We have over 400 members who elect the Board each year. The board then hire the Director who hires all other staff.
- The Lakes District Museum has enjoyed council financial support since 1972. For many years this was \$15,000 (spread across the then Arrowtown Borough Council, Lake County Council and Queenstown Lakes District Council). This increased to \$30,000 in 2004 and increased each year based on CPI. We were not required to apply each year as funding became part of the Ten Year Plan. Due to financial problems in 2012 following the Global Financial Crisis, the board met with the Mayor, CEO and CFO to discuss increasing the grant to \$80,000+GST p/a and this was agreed. In 2019 this was increased to \$100,000+GST for two years. The equates to \$5 per ratepayer across the district. This has given the museum stability and the ability to consolidate funds to carry out necessary works. It is these consolidated funds, along with cost cutting measures, that have enabled us to so far survive the impacts of the Covid-19 pandemic.
- Almost all communities in New Zealand the size of the Queenstown Lakes District have a district museum. These are either Trust run or operated as part of the local council.
- The Lakes District Museum is one of only a few museums of its size that is not a council run entity. This is of benefit to the council and the community as the cost of running a council museum would be considerably greater than the grant sought due to the operating costs, especially wages, and the inability of a council run facility to seek any significant charitable trust funding.
- The Lakes District Museum is recognised by the profession as one of the best and most innovative small museums in the country. This is a reflection and recognition of the passion and dedication of many long serving staff.





## Operational services these funds will be used to deliver:

- Assistance with operating costs:
  - Personnel costs,
  - insurance,
  - energy costs,
  - building maintenance,
  - technology costs and upgrades,
  - other operating expenses.
- Funds for our ongoing oral history project. We are continuing to interview residents of the Queenstown Lakes District to gather their knowledge of the area from 1960s to the present day.
- Continual upgrading of our displays.
- Ongoing digitisation of our collection to enable better access for public research.
- Website upgrade and improved e-commerce capability.
- Researching and presenting new exhibitions and gallery displays.

Please note in terms of financial statements, we have consolidated funds due to good management and governance and the benefit of some generous bequests over the last few years. A considerable amount of these funds are tied up in bequests. Some of this money has been used to develop new displays as part of our seismic strengthening and restoration project. There continues to be a huge call on our funds especially with reduced earnings due to Covid 19 and we continue to have rapidly increasing operating costs including insurance (\$54,000 PA) energy costs (\$70 per day) increased personnel costs (\$320,000PA) as we pay all staff above the living wage, building maintenance \$25,000PA) and the expense of the museum's contribution to the of seismic strengthening project (\$400,000 using bequest and accumulated funds).



Packing up displays before the building work began. Jane Peasey & Jo Boyd

# Seismic strengthening project, restoration, and new displays

It was with a great deal of celebration and pride that our restored former BNZ bank building was reopened in December 2022.



We have received hundreds of overwhelmingly positive comments over our busy summer season.

23-3-23	CLARRIE FACEY	VICTORIA	VERY GOOD
23-3-23	Jill & John	Christchurch	EXCELLENT!
23-3-23	Kelly & Gary Pearson	USA (Tennessee)	great history
23-3-23	Adrian + Melissa Power	Australia	Fantastic!
23-3-23	Mel + Karen Bence	UK	Belliant museum!
23-3-23	David + Sally Wilkes	Goderich, ON. CANADA	a treasure!
24-3-23	DIVANI KANTI & SUSHILA	U.K.	greatest museum
24-3-23	Peter + Sonara Haley	NSW Aust	very interesting
24-3-23	FIKE SANI	AUSTRALIA	Wonderful!
24-3-23	Meenu & Pallab Bhattacharya	U.S.A.	Very Interesting
24-3-23	Alaka & Subi Dinda	U.S.A	Fantastic
24-3-23	Nicky & Mark Stevens	USA	Very Interesting
"	Er & Chris Leske	Borossa SA	Brilliant display!
24-3-23	Indie, Jack, skyethris	Australia	Amazing
23-03-24	Anette & Peter Bölin	Sweden	Interactive



## Other funding sources:

Where we have needed extra funds for major projects, we have sought funding from:

- Creative Communities Scheme
- Central Lakes Arts Support Scheme
- Lottery Community
- Central Lakes Trust
- Community Trust South
- Arrowtown Creative Arts Society (ACAS)

Applications to these funding sources are for major projects such as gallery displays or a specific building upgrade project.

These applications do not assist with our operational costs.

## The value of the Lakes District Museum to the wider community:

- Museum staff has assisted other smaller local community heritage groups like Glenorchy, with their own heritage collections. We have collaborated with the Upper Clutha Historical Society including sharing information and images as well as sharing technical support and knowledge in relation to archiving.
- Museum staff has lobbied and undertaken continual work in the heritage sector in throughout the Whakatipu. Staff sit on Trusts to further heritage aims and undertake research work for council or make our archives freely available. We also protect council historical records that include the Minutes and Rate books and make them available for researchers.
- We are supporting Arrowtown Library staff by providing a lunchroom / break space.
- Museum involvement continues in the restoration of council/community buildings at no cost to council. Museum staff spent hundreds of hours in the past working on the restoration of the Arrowtown Miners Cottages and the restoration of the Arrowtown Gaol. This work has



helped the Arrowtown Chinese Settlement be recognised as an Otago Tohu Whenua Landmark site.

- Museum staff helped the QEII Trust with signage and interpretation panels for the new Mahu Whenua display in the former police building at Butler's Green, Arrowtown as well as other historical interpretation on the trails network.
- Museum staff have continued to help QLDC staff and other professional planners with research including investigations into local reserves, buildings, and land.
- The museum has set up a scholarship that high school students attending Mount Aspiring College and Whakatipu High School may apply for. This scholarship is for humanities students studying at Otago University. Note that this was temporarily suspended due to Covid and resultant low interest rates not being sufficient to cover the scholarship. It is likely to be reintroduced in 2023/2024.
- Our oral history recording of selected district residents is ongoing. This project will be incredibly valuable in generations to come. We are currently in the process of digitising this collection. We are working with Silvia Dancose and Jan Maxwell from QLDC's Welcoming Communities Partnership Team to create an exhibition based on oral histories take from immigrants in our community.
- The museum has provided a public art gallery space showing an exciting and eclectic array of art and historical exhibitions. This has been beneficial to local artists and many emerging artists. We strive to keep it an affordable and accessible art space with great foot traffic for maximum exposure for exhibiting artists.



**The opening of '30x30 Revisited' art exhibition in December 2022**

- We have hosted book launches by local authors and we stock a very wide range of locally written and published books.





- Our retail space features work from local artists and artisans who benefit from our retail presence and foot traffic.

- The museum employs a full-time educator and three part time teachers to run a highly respected education programme. Every school in the QLDC area uses this programme free of charge and we attract schools from throughout the South Island. This programme will be used more as changes in the national curriculum require students to study local history. We recently received confirmation from the Ministry of Education that we have been granted another 3-5 year contract. Funding was cut from many South Island providers and our successful tender is a reflection of the quality and standing of our programme.



**Education Programme in action, 2022**

- The museum also operates the Arrowtown Post Office and Arrowtown's Information Centre. Both these functions are invaluable to both visitors and the local community.
- The museum assists authors, script writers and the film industry to further their creative endeavours based on the knowledge and the artefacts the museum has collected.

## In conclusion | Kupu whakatepe

The museum has been a highly valued institution since 1948. Its functions, responsibilities and activities have expanded considerably, and this requires recognition by council on an ongoing basis. Supporting the district's museum is a core function of council and it provides the community with an important cultural institution, an area identified as lacking in our district. It is important that such a facility continues to exist both for the immediate community as well as for our domestic and international visitors.

This report notes that we are to receive \$100,000+GST this year and we are grateful for council support.

We would like to engage with councillors and council staff as to how we might ensure the museum's financial stability in the long term through a council grant, without the continual uncertainty experienced by the board and staff.

Thank you for your support.

David Clarke  
Lakes District Museum Director  
April 2023



The restored BNZ building, April 2023

# Lakes District Museum & Gallery – Financial expectations for the 10 Year Plan 2024-2034

In 2023, the museum is celebrating its 75<sup>th</sup> year. To achieve this as a charitable trust at minimum financial cost to the district's ratepayers has been a testament to the hard working staff and governing boards. However, as outlined in the document above, the museum would like more certainty of ongoing ratepayer funding support over a longer period.

We consider the district's museum is a strategic asset that needs ongoing financial support from the community. We undertake the role of heritage custodian in terms of the storage and protection of objects, archives, oral histories, early council records and we advocate for the protection of local built heritage. Every school pupil from throughout the QLDC region uses our education programme and many researchers, including council staff, use our archives room. We run a busy and popular art gallery and run an information centre. This all comes at considerable costs to the institution as we deal with increasing operating costs.

Over the years we have had continual discussions with senior council management who recognise the district get a quality museum at very little cost to the community compared with the cost of other small regional museums.

For the last three years we have received \$100,000+GST from QLDC which we are extremely grateful for.

We are asking for this to be increased in the 2024/2025 year and then increased in line with an inflation rate of 5.5% per annum:

<b>2023/2024</b>	<b>\$100,000 +GST</b> (funding confirmed)
<b>2025/2026</b>	<b>\$150,000 +GST</b>
<b>2027/2028</b>	<b>\$157,500 +GST</b>
<b>2029/2030</b>	<b>\$165,375 +GST</b>
<b>2031/2032</b>	<b>\$173,643 +GST</b>
<b>2033/2034</b>	<b>\$182,325 +GST</b>

## LAKES DISTRICT MUSEUM INC.

## BALANCE SHEET AS AT 31 JULY 2022

	31.07.22	31.07.21
<b>TOTAL ACCUMULATED FUNDS</b>	<u><b>\$5,851,518</b></u>	<u><b>\$4,231,415</b></u>
<b>REPRESENTED BY:</b>		
<b>CURRENT ASSETS</b>		
CASH FLOAT MUSEUM POST	\$500	\$450
CASH FLOAT MUSEUM	\$1,100	\$1,100
BNZ CHEQUE ACCT	\$341,154	\$344,278
BNZ SAVINGS ACCT	\$6,315	\$137,241
BNZ TERM DEPOSIT	\$455,418	\$448,293
BNZ CLARKSON SCHOLARSHIP ACCT	\$1,441	\$517
BNZ TERM DEPOSIT DONATION	\$10,442	\$924,033
BNZ TERM DEPOSIT SCHOLARSHIP	\$103,500	\$103,500
SBS TERM DEPOSIT	\$172,995	\$171,827
PREPAYMENTS	\$7,511	\$19,402
GST RECEIVABLE	\$14,098	\$0
SUNDRY DEBTORS	\$117,313	\$231,597
STOCK ON HAND - MUSEUM	\$34,119	\$36,574
STOCK ON HAND - POST - STAMPS	\$10,266	\$6,369
STOCK ON HAND - POST STATIONERY	\$26,840	\$22,613
<b>TOTAL CURRENT ASSETS</b>	<b>\$1,303,012</b>	<b>\$2,447,794</b>
<b>TOTAL FIXED ASSETS AS PER DEPRECIATION SCHEDULE</b>	<u><b>\$4,802,253</b></u>	<b>\$3,020,410</b>
<b>TOTAL ASSETS</b>	<b>\$6,105,265</b>	<b>\$5,468,204</b>
<b>LESS CURRENT LIABILITIES</b>		
SUNDRY CREDITORS	\$153,747	\$146,700
DEFERRED GRANT IN ADVANCE	\$100,000	\$942,422
GST PAYABLE	\$0	\$72,317
EDUCATION OFFICER GRANT	\$0	\$75,350
<b>TOTAL CURRENT LIABILITIES</b>	<u><b>\$253,747</b></u>	<u><b>\$1,236,789</b></u>
<b>EXCESS ASSETS OVER LIABILITIES</b>	<b>\$5,851,518</b>	<b>\$4,231,415</b>

Approved

Chairman

4 October 2022



## LAKES DISTRICT MUSEUM INC.

## INCOME STATEMENT AND

MOVEMENTS IN CAPITAL FOR THE YEAR ENDED 31 JULY  
2022

	31.07.22	31.07.21
<b>MUSEUM</b>		
Gross Profit-Museum Trading	\$71,205	\$111,751
Plus Admissions	\$111,762	\$202,019
Subscriptions	\$2,837	\$1,638
Donations-Museum	\$26,588	\$95,018
QLDC Seismic Grant	\$237,391	\$0
MBIE Grant	\$1,092,422	\$1,400,187
Sundry Income	\$6,475	\$7,787
Grants	\$355,546	\$100,000
Interest	\$10,360	\$9,550
Education Officer Grant	\$72,946	\$0
<b>TOTAL INCOME - MUSEUM</b>	<b>\$1,987,532</b>	<b>\$1,927,950</b>
<b>Less Expenses</b>		
Sales & Running Expenses	\$28,448	\$37,588
Personnel Expenses	\$276,955	\$284,341
Displays	\$409	\$17
Administration Expenses	\$98,379	\$85,826
Scholarship Payment	\$750	\$2,667
Depreciation	\$77,510	\$51,998
<b>TOTAL EXPENSES -MUSEUM</b>	<b><u>\$482,451</u></b>	<b><u>\$462,437</u></b>
<b>NET PROFIT- MUSEUM</b>	<b><u>\$1,505,081</u></b>	<b><u>\$1,465,513</u></b>
<b>MUSEUM POST</b>		
Gross Profit - Post - Stamps	\$12,705	\$19,338
Gross Profit - Post - Stationery	\$30,338	\$33,166
Mail Handling	\$35,866	\$37,910
Donations	\$3,982	\$3,732
Rent Received	\$6,600	\$8,400
Sundry	\$24	\$27
<b>TOTAL INCOME- POST</b>	<b>\$89,515</b>	<b>\$102,573</b>
<b>Less Expenses</b>		
Sales & Running Expenses	\$948	\$8,098
Personnel Expenses	\$46,411	\$68,517
Administration Expenses	\$16,573	\$13,209
Depreciation	\$2,884	\$3,048
<b>TOTAL EXPENSES- POST</b>	<b><u>\$66,816</u></b>	<b><u>\$92,872</u></b>
<b>NET PROFIT - POST</b>	<b><u>\$22,699</u></b>	<b><u>\$9,701</u></b>
<b>Net Profit - Museum</b>	<b>\$1,505,081</b>	<b>\$1,465,513</b>
<b>Net Profit - Post</b>	<b>\$22,699</b>	<b>\$9,701</b>
<b>IRD resurgence</b>	<b>\$46,783</b>	<b>\$0</b>
<b>Covid paid subsidy</b>	<b>\$45,540</b>	<b>\$12,401</b>
<b>TOTAL PROFIT</b>	<b><u>\$1,620,103</u></b>	<b><u>\$1,487,615</u></b>
<b>ACCUMULATED FUNDS AT BEGINNING OF YEAR</b>	<b><u>\$4,231,415</u></b>	<b><u>\$2,743,800</u></b>
<b>ACCUMULATED FUNDS AT END OF YEAR</b>	<b>\$5,851,518</b>	<b>\$4,231,415</b>

**To:** Queenstown Lakes District Council

This is a letter of support for Friends of Bullock Creek's submission on the QLDC draft Annual Plan 2023 – 2024.

I disagree with the proposed deferral of \$6 million allocated to the Stone Street Stormwater upgrades, out to YE 2030. This sum should be retained within the QLDC annual Plan 2023 – 2024 to ensure that the upgrades are carried out in an expedient manner and supported by robust analysis to reflect the value we place on our environment and our dependence on our infrastructure for resilience.

Yours sincerely,  
David & Barbara Payton

The image shows two handwritten signatures in black ink. The signature on the left is a stylized, cursive signature that appears to be 'David Payton'. The signature on the right is a more legible cursive signature that reads 'Barbara Payton'.

Email address: [REDACTED]

Date: 26 April 2023

**From:** [REDACTED]  
**To:** [Let's Talk](#)  
**Subject:** Letter of support for Friends of Bullock Creek submission on the QLDC draft Annual Plan 2023 -2024  
**Date:** Wednesday, April 26, 2023 1:46:50 PM

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Letter of support for Friends of Bullock Creek's submission on the QLDC Draft Annual Plan 2023 – 2024

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**To:** Queenstown Lakes District Council

This is a letter of support for Friends of Bullock Creek's submission on the QLDC draft Annual Plan 2023 – 2024.

I disagree with the proposed deferral of \$6 million allocated to the Stone Street Stormwater upgrades, out to YE 2030. This sum should be retained within the QLDC annual Plan 2023 – 2024 to ensure that the upgrades are carried out in an expedient manner and supported by robust analysis to reflect the value we place on our environment and our dependence on our infrastructure for resilience.

Yours sincerely,

[REDACTED]

**From:** [REDACTED]  
**To:** [Let's Talk](#)  
**Subject:** Forwarding on behalf of John Green: Letter supporting Friends of Bullock Creek submission on the QLDC draft Annual Plan 2023 -2024  
**Date:** Wednesday, April 26, 2023 1:53:21 PM

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**To:** Queenstown Lakes District Council

[letstalk@qldc.govt.nz](mailto:letstalk@qldc.govt.nz)

This is a letter of support for Friends of Bullock Creek's submission on the QLDC draft Annual Plan 2023 – 2024.

I disagree with the proposed deferral of \$6 million allocated to the Stone Street Stormwater upgrades, out to YE 2030. This sum should be retained within the QLDC annual Plan 2023 – 2024 to ensure that the upgrades are carried out in an expedient manner and supported by robust analysis to reflect the value we place on our environment and our dependence on our infrastructure for resilience.

Also on a more personal note, I am the owner of the first property on Bullock Creek and experience reasonably regular failures of QLDC responsibilities in both “Storm Water flooding” and also “sewage overflows from the inadequate sewer” that runs past my property.

The sewage overflows from my “overflow gulley trap” next to my house, runs across my drive on my property into Bullock Creek.

Concerning the Storm Water issue, during heavy rain events, the storm water flows out of the culvert in Stone Street outside my house, down across my drive into my property and into the already muddy polluted Bullock Creek.

I do strongly object to my property being used by the QLDC as a safety valve for the grossly inadequate storm water and sewage services creating a “health and safety” risk for my family.

Yours sincerely,

John Green

Email address: [REDACTED]

Date: 26<sup>th</sup> April 2023

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## SUBMISSION ON QUEENSTOWN LAKES DISTRICT COUNCIL ANNUAL PLAN

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**TO:** Queenstown Lakes District Council  
Private Bag 50072  
Queenstown 9348

**NAME OF SUBMITTER:** Destination Queenstown Inc  
PO BOX 353  
Queenstown 9300

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**26 April 2023**

To Whom It May Concern,

**RE: Destination Queenstown submission to QLDC Annual Plan**

Please accept the accompanying document in support of Destination Queenstown's official submission to Queenstown Lakes District Council's Annual Plan. The document is Destination Queenstown's 2023-2024 Business Plan, as endorsed by its Strategic Review Board at a meeting held on 20 April 2023. Our submission seeks continued funding, through the targeted tourism promotion levy on commercial, accommodation and mixed-use rates, for DQ's role of destination marketing and the commencement of destination management activity. New this year are 13 destination management projects from the region's destination management plan included in DQ's 2023-2024 plan with an initial budget of \$477,000.

Our submission to the annual plan seeks funding of \$5,044,427 for the 2023/24 year. This figure represents the reinstatement of Destination Queenstown's funding to the pre-Covid level, before the organisation took a voluntary 7.5% reduction in funding.

In April 2020 DQ agreed to a one-off reduction in funding of 7.5% to support the Councils endeavors to limit rates to the CPI (approx 1.8%). At that time the DQ board, on behalf of its members, believed it was appropriate to seek a reduced level of funding for that financial year only. Accordingly, in FY20-21 DQ sought funding of \$4,311,779 for the 20/21 year – reflecting a 7.5 % decrease on the draft AP 20/21 plan amount of \$4,661,382.

The reduced level of funding continued in FY21-22 and FY22-23 despite the agreement being for FY21-22 only. However, with tourism in the region recovering strongly, both the DQ Board and Strategic Review Board believe it is now appropriate to reinstate the 7.5% reduction in order to deliver the Annual plan that incorporates 13 DMP

**Destination Queenstown**  
PO Box 353, Queenstown 9348, New Zealand  
+64 3 441 0700

projects. This reflects the application for \$5,044,427. This figure is based on where our funding would currently be had the organisation not agreed to the temporary reduction.

Destination Queenstown has followed a robust process of engagement and consultation with our members and community during the development of the business plan. The process is outlined below;

- 1/ DQ Members and stakeholders invited to give ideas to contribute to the development of the plan
- 2/ The DQ Executive team review current plan and scope new plan
- 3/ Draft business plan is presented to DQ Board for comment and amendments
- 4/ Draft business plan is circulated to DQ members, presented at the quarterly members meeting and posted on the DQ website for comment and input by all DQ Members.
- 7/ Draft plan is sent to the Strategic Review Board (SRB) members to review, share with their sector and comment
- 8/ SRB meeting is held to ratify annual plan and funding level request from QLDC

At the SRB meeting two resolutions were successfully passed:

- (i) That the SRB Members approve the Business Plan FY2023-2024 presented by the Destination Queenstown Board and Management
- (ii) That the SRB Members approve the financial resources to be sought from the Queenstown Lakes District Council

**Based on the above process and support from the DQ membership we make this submission to the QLDC annual plan in order to secure funding for Destination Queenstown of \$5,044,427 for the 2023-2024 financial year.**

We also request to speak to our submission at the Queenstown hearing is possible.

If more information is required please contact Destination Queenstown CEO Mat Woods on [mat@queenstownnz.co.nz](mailto:mat@queenstownnz.co.nz) or 027 530 6265.

Yours sincerely,



**Sarah O'Donnell**  
Marketing and Communications Director  
Email: [saraho@queenstownnz.nz](mailto:saraho@queenstownnz.nz)

**Destination Queenstown**  
PO Box 353, Queenstown 9348, New Zealand  
+64 3 441 0700



# Annual Business Plan

# **FY 2023–24**

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*Destination Queenstown Incorporated*

*1 July 2023 – 30 June 2024*





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# Queenstown Lakes inspires dreams and challenges people to fulfil their true potential.

## Introduction

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Visitors soak in the community spirit and feel a sense of awe within nature. The wairua (spirit) created by the landscape shapes the experiences that connect everyone who visits with the land and with local communities.

The region's magnetism will continue to beckon people to visit, work and live here, bringing welcome diversity. Many locals nurture a deep love for this unique place and have a strong desire to contribute to its future.\*

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In 2023 the Queenstown Lakes tourism industry is evolving to meet the great challenge and opportunity of our time: to achieve a regenerative visitor economy by 2030, including the ambition to reach carbon zero by 2030. Progress toward this vision will be made when local residents, communities, organisations, and businesses collaborate on the strategic pillars and projects outlined in *Travel to a thriving future* – the destination management plan (DMP) for the Queenstown Lakes. *Travel to a thriving future* is an output and a priority initiative of the Grow Well | Whaiora Spatial Plan. The Spatial Plan is a partnership between QLDC, Kāi Tahu and central government. Delivering on these initiatives will ensure that Queenstown Lakes remains a special place for future generations and one we can be proud to share with visitors.

The destination management plan is the overarching guide for the FY23-24 Destination Queenstown (DQ) Annual Business plan. This year's plan paves the way for DQ to commence delivery of initiatives from *Travel to a thriving future*. We will seek to work collaboratively with our partners and the community to achieve our goals. DQ's work will go beyond destination promotion and begin to include destination management initiatives that focus on moving the region to regenerative tourism.

The plan is also aligned with the Queenstown Lakes District Vision 2050 - 'A Unique Place, An Inspiring Future,' the government's tourism strategy and the New Zealand Tourism Sustainability Commitment.

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\* *Travel to a thriving future* – Queenstown Lakes Destination Management Plan



# The Big Picture

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We all have a responsibility to take up the challenge of being good ancestors. This will help create the foundations for a thriving future for this place, long after we are gone.

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While the period 2020-2022 was incredibly challenging for the Queenstown Lakes and the tourism industry, recovery commenced in late 2022 and strong forward demand is evident in 2023. At year end December 2022 visitor spend was \$1.03 billion in Queenstown Lakes, just 2% behind year end December 2019, and commercial occupancy rates in December 2022 were approaching December 2019<sub>2</sub> levels.

This latent demand, coupled with community sentiment toward tourism, changing traveller trends and expectations, and our region's goal to protect our precious environment has meant a re-evaluation of how we invite our visitors, who we target and how we manage our relationship with them when they are here.

The visitor economy is critical to our region, so what we do matters, both as businesses and people who are part of the community. Business growth can no longer just equal growth in volume. To protect our place and prioritise our people we must look to an evolved tourism strategy that prioritises human connection, environmental stewardship and community wellbeing. This means identifying visitors with values akin to our own; evolving our experiences to make them environmentally and socially sustainable, understanding optimal visitor numbers to our region and ensuring that tourism supports the forging of social connection within our community. Queenstown's magnetism will continue to attract people into the future. While the pandemic has meant the focus for the last few years has been to survive and revive, now is the time to position ourselves to thrive.

It will mean working together with our partners such as Tourism New Zealand, airlines and travel trade in new and different ways, sharing our region's priorities and collaborating to evolve our work to meet the objectives of our DMP and deliver opportunities to Queenstown Lakes that meet our ambition for regenerative tourism.







Within our region DQ will build on the collaborative and constructive relationships it has with Queenstown Lakes District Council (QLDC), Lake Wānaka Tourism (LWT), Queenstown Airport Corporation (QAC), Iwi, Queenstown Chamber of Commerce and the Southern Way collective, to position our destination in an optimal way, supporting the work being done regionally to align with the goals of *Travel to a Thriving Future* and to work alongside other industries with regenerative ambition.

This collaboration acknowledges that the visitor economy is a system that includes far more than just tourism-related businesses; it consists of many sectors and businesses that connect with travellers. All this is inter-linked with communities and the environment. The visitor economy includes the places people stay, the transport that connects them, and the infrastructure that enables it. It includes activities of all kinds, the ecosystems where those activities happen, the culture and heritage people experience, and the industries behind them – the whole web of interdependent relationships and interactions that are part of the visitor experience. Recognition of this will help us to engage better with our visitors, to forge connections with community and harness opportunities for the region.

DQ's strategic focus has also evolved to incorporate the region's Carbon Zero goal; inviting high-contributing visitors; supporting the development of regenerative experiences; fostering connections with local communities and building economic resilience and capability in the visitor economy.

The goal is to ensure we create a future where both visitors and locals celebrate our majestic landscapes, our warm and welcoming culture, our diverse community, our rich heritage, our world-class experiences, and the spirit that makes Queenstown so extraordinary.

1. January 2022 – December 2022, Queenstown Lakes Territorial Authority, TECT, MBIE
2. December 2022, Queenstown Lakes Territorial Authority, Accommodation Data Programme



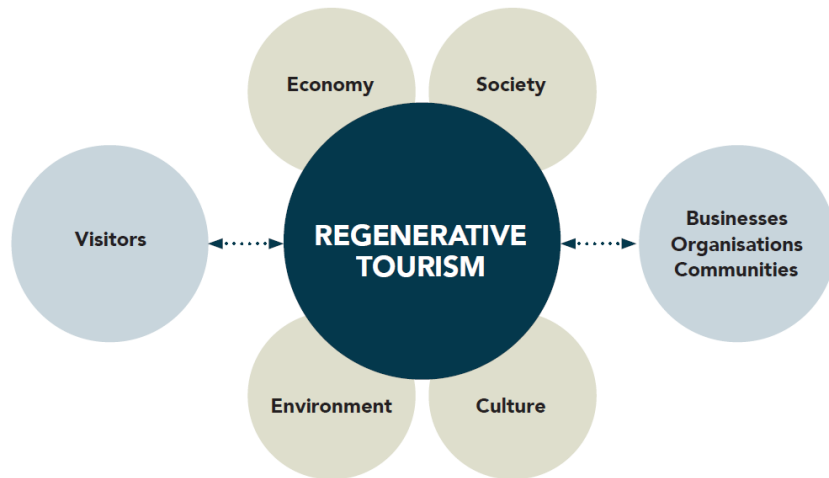
# What is regenerative tourism?

Regenerative tourism goes beyond typical sustainability projects that minimise environmental harm. Instead, it contributes holistic value that benefits communities, the environment, and the economy.

Regenerative tourism has a net-positive impact on the environment, society, culture and the economy, aiming to create a more just, vibrant, and sustainable world. While sustainable tourism seeks to reduce travel's potential harms, regenerative tourism takes a wider view, avoiding extractive economic models. It recognises that the visitor economy is part of an interconnected system. Simply put, regenerative tourism gives back more than it takes. It improves wellbeing and is the best path towards a tourism industry the Queenstown Lakes District can continue to be proud of.

For the Queenstown Lakes, we believe regenerative tourism looks like:

- Enriched communities and enhanced visitor experience.
- Restoration of the environment and decarbonisation of the visitor economy.
- Economic resilience, capability and productivity.



# Guiding Insights

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In recent years there has been a period of accelerated socioeconomic changes, largely due to the COVID pandemic. These changes have and will continue to affect communities and businesses of all kinds. At the same time, the effects of “longer-term” issues, such as climate change, are becoming more apparent.

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## Macro trends

### **Increasing severity and frequency of natural disasters and extreme weather events**

Climate change is causing worldwide humanitarian challenges, including food insecurity and financial strain. Extreme weather events such as floods, heatwaves, and droughts are becoming more severe and frequent globally. This has been felt closer to home in New Zealand where floods and cyclones have caused widespread damage.

### **Failure to move on climate action**

Despite decades of climate advocacy, the global community has not made sufficient progress on climate change. The IPCC reports a 50% chance of exceeding the 1.5°C target by 2030. The recent extreme weather events should serve as a turning point for energy-importing countries to invest in secure, affordable, and cleaner renewable energy sources.

### **Cost of living crisis**

The cost-of-living crisis is being felt globally. Prices of necessities were already increasing before COVID-19. In 2022, costs rose further due to supply chain disruptions from Russia and Ukraine. Today New Zealanders face high inflation, rising interest rates, and increased prices on products, reducing disposable income for leisure activities.

### **Recession**

Due to the pandemic and extreme weather events, governments and central banks are balancing managing inflation and protecting people from a cost-of-living crisis while servicing high debt loads. New Zealand is expected to enter a recession from late 2023-mid 2024. Encouragingly many countries have low unemployment rates despite heading into recessions which should help ease impacts and uncertainty.

### **Inflationary pressures in the visitor economy**

Inflationary pressures are already significantly impacting the tourism industry. Higher prices discourage travellers from booking, and inflation makes travel less affordable. This leads to lower demand and revenue for businesses in the industry. Long haul international flights are a major contributor to cost increases.

### **Geopolitical tensions**

Geopolitical tensions are increasing uncertainty and are likely impacting international travel, visitor flows. Current tensions include the war in Ukraine, Iranian instability, and increased tension between China and the West. Sanctions, embargoes, and trade wars resulting from geoeconomic tensions are exacerbating the cost-of-living and inflation.





### **Importance of equity, inclusion, and diversity**

The pandemic has amplified awareness of equity, inclusion, and diversity issues among consumers, fueled by social movements such as reproductive rights in the US, women's rights protests in Iran, and anti-COVID measures protests in China. Locally, there is growing recognition of the significance of Te Tiriti O Waitangi, Te Ao Māori and becoming good treaty partners.

## **Industry and visitor trends**

### **Pursuing conscious travel & enabling visitor contribution**

Travelers are becoming more conscious of their impact on destinations and communities, leading to a desire to make more thoughtful and intentional choices throughout their travel experience alongside an increasing desire to give back. Regenerative travel acknowledges that the visitor economy is interconnected and those who travel in a regenerative manner can have a net-positive impact on a destination.

### **Seeking well managed destinations & experiences**

People are seeking destinations where there is a well-managed balance between resident and visitor needs. Travellers will seek destinations and experiences which manage the impacts of tourism responsibly either through strategic marketing, technology or physical limitations to ensure a high-quality visitor experience while minimizing the impacts on destination and residents.

### **Shifting traveller motivations & experiences**

The pandemic prompted people to reevaluate their choices, priorities, and values, leading to a shift in lifestyle and travel preferences. Travelers, particularly millennials and Gen Z, seek authentic and meaningful connections with cultures and environments. They want to actively participate in unique experiences that align with their values.

### **Preparing for the unpredictable**

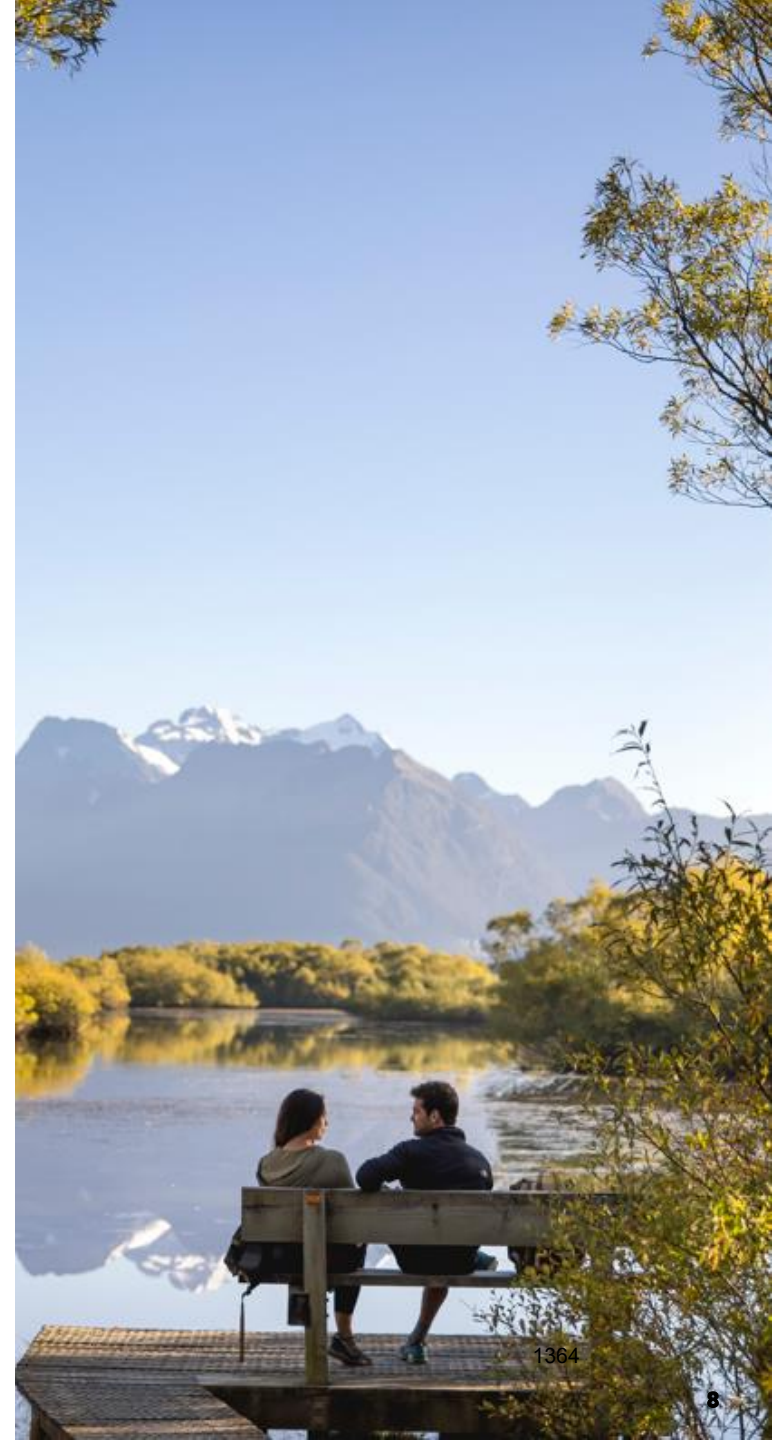
The travel and tourism systems are vulnerable to external events and global conditions, e.g., climate change impacts, pandemics, terrorism attacks, and financial crisis and shifting consumer behaviours could influence perceptions of destinations and the travellers' decisions. Building resilience will become crucial for ensuring the visitor economy can thrive and positively contribute to a destination

### **Capturing the value of domestic & short haul visitors**

The pandemic highlighted the essential role that domestic/ short haul travel plays in the visitor economy. Welcoming these visitors has many benefits – it helps address seasonality, disperses visitor flows to less frequented areas, usually has a lower environmental and carbon impact, can create repeat visitors and are less impacted by external influences.

### **Flexibility in the customer journey**

In the past, travel companies could enforce their terms and charge customers to change bookings. Over COVID-19 more flexibility for travellers was introduced, creating an expectation of support and information to feel confident in their booking process. Businesses must balance this with operational needs, and new technology and automation can help achieve this, benefiting both travellers and operators



A scenic landscape at sunset with mountains and a person walking on a hillside. The sun is low in the sky, casting a warm, golden glow over the scene. The mountains are silhouetted against the bright sky, and a body of water is visible in the distance. In the foreground, a person is walking away from the camera on a grassy hillside, looking out over the landscape.

# Vision

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*Tourism in the Queenstown Lakes is regenerative and resilient, delivering benefits environmentally, socially, culturally and economically, enriching the lives of the people who live here and the people who visit.*

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# Purpose

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*Improving local and visitor wellbeing and experience, forging connections between people and places, and enabling healthy ecosystems, so that the district becomes known as a leading example of how travel creates a thriving future.*

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# Core Values

## Manaakitaka | hospitality

We give a warm welcome to visitors (manuhiri), building unity through authentic connections and the act of sharing so that those arriving as manuhiri leave as extended family (whānau whānui). We care for the health and wellbeing of everyone in our community because those who are least visible are an important indicator for the health of the whole.

## Whanaukataka | family and community-focused

Reciprocal relationships which are valued, strong and enduring weave us together as whānau. These relationships nourish our community, as well as enabling a productive and thriving visitor economy. We support and celebrate local whenever we can. Knowing what we wish to share with manuhiri, we invite them to share equally in the kinship of our communities through meaningful experiences and connections, rather than through transactions.

## Tautiakitaka | guardianship

We experience kinship with the environment, rather than dominance over it, so that nature thrives for the benefit of all species, whilst providing for the wellbeing of our people and our place. Within the tourism industry this is often referred to as the kaupapa of tiaki.

# Guiding Principles

## Building communities

Our communities are the living heart of the district. We understand, respect and treasure their unique essence, identity and values by giving them an authentic voice and opportunity to shape their futures.

## Enabling regeneration

We consciously nurture those people, activities and organisations that are already lively forces of regeneration, so that others will follow their lead and create the conditions for a regenerative community.

## Demonstrating leadership

We collaborate to innovate partnerships with nature, communities and places which will enrich manuhiri, locals, workers and the environment.

## Working together

We must work together, across the district and beyond, because no single organisation can achieve our vision alone. Organisations and agencies with a role to play openly share information and resources in the shared interests of achieving our goals.

## Embracing change

Ka mua, ka muri; we look backwards to learn from the past and plan with prudence to prepare for the future. We do not fear change but embrace it as an opportunity to improve and be of greater service to our communities





# Strategic Focus

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The future focus for the Queenstown Lakes RTOs will be sharing the values of our people and stories of our place, in a meaningful way, that goes beyond simply promoting and selling the destination.

The RTO strategy has evolved to support the goals of *Travel to a Thriving Future* as well as continuing to support the visitor economy with values-based marketing, product development and capability building in line with a regenerative tourism future.

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## Support the industry to start the journey to Carbon Zero by 2030

- Success for the visitor economy will not be measured through increased visitor numbers.
- Focus on identifying the district's optimal visitor number and supporting our businesses to increase yield within optimal capacity.
- Deliver member capability building initiatives to support the region's carbon zero ambition.

*Instead of presuming that more visitors will result in increased benefits, there must be careful focus on the overall value that communities and the environment receive. Yield and the holistic value of tourism will be prioritised over an increase in visitor numbers. Similarly, to a business maturing from top line growth to focus on their bottom line, the destination must consider all costs and benefits. This strategy helps mitigate impacts from reduction in capacity due to staff shortages, supporting businesses to yield within capacity pressures. This focus will support businesses to evolve their offerings as well as begin to, or progress, their journey toward understanding their carbon outputs and potential actions to reduce them.*

## Attract High Contributing Visitors

- Attract visitors who want to feel a sense of connection with our environment and people
- Target visitors interested in slower travel experiences, who take time to engage and experience more, venturing further than the norm, learning about and connecting with our people and culture and creating opportunities for reciprocity of knowledge.
- Focus our storytelling on our people and place, showcasing sustainable product and initiatives and widening our storytelling to promote community led initiatives connecting people with Love Queenstown.

*We define high contributing visitors as "visitors that take the time to become a temporary local, getting to know and appreciate our people and place, forging connections and giving back to the region."\**



# Strategic Focus

## Support business capability building and product development

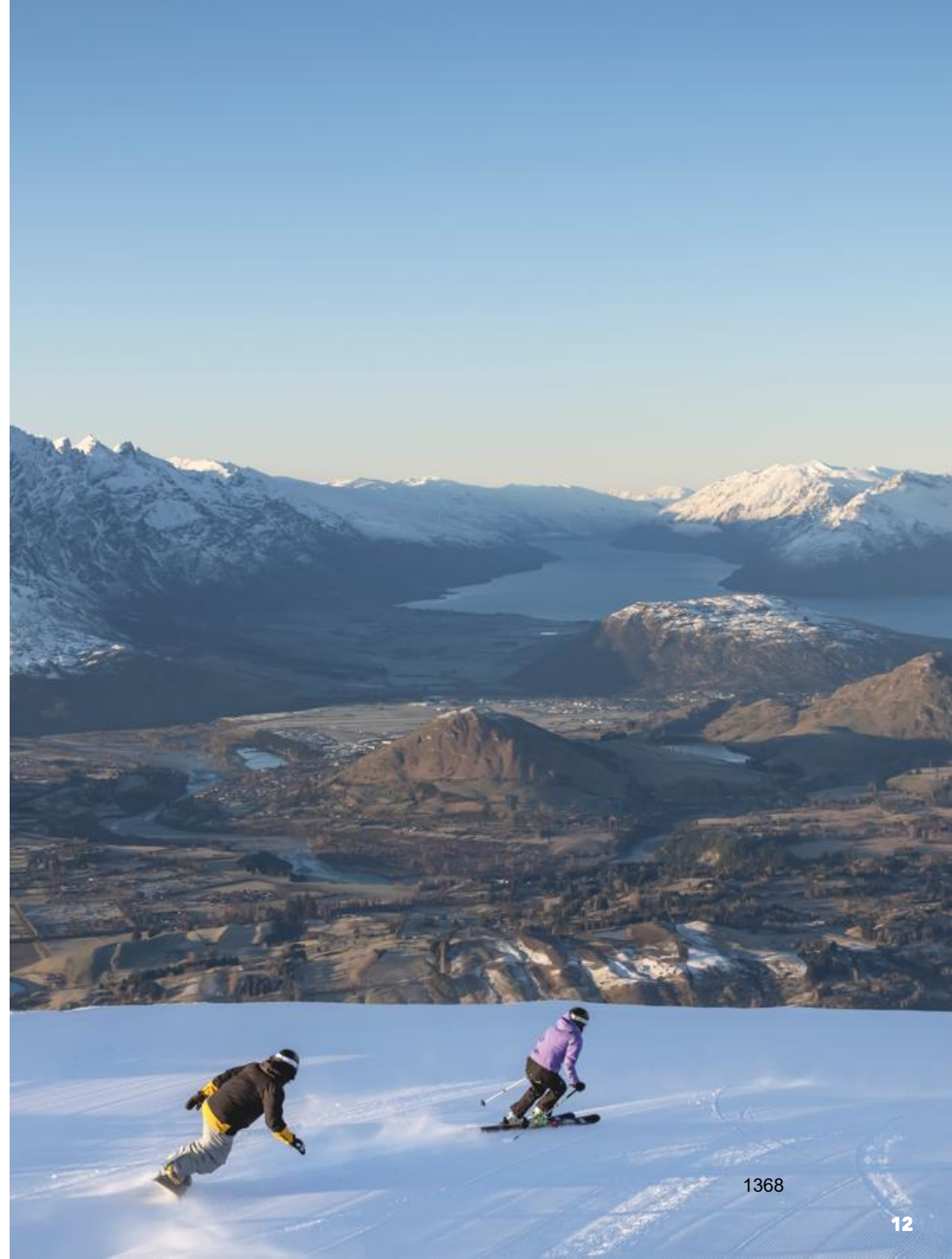
- Support our local visitor economy to provide rich visitor experiences that help to develop a greater understanding and connection to local communities, culture, and place.
- Support businesses to develop and evolve tourism product in line with the regenerative tourism vision, which in turn builds destination brand.
- Work with the tourism system to prepare for potential economic shocks brought on by natural disasters and climate change.
- Promote diversity, equity, inclusion and provide education to ensure that our tourism experiences are inclusive.

*The RTOs will collaborate to deliver product development and capability building across the Queenstown Lakes district. Ultimately the goal is to create experiences that simultaneously consider our visitor, community and environmental needs.*

## Shape the ideal visitor mix

- Shape the visitor mix to nurture short haul markets, targeting a mix of 50% domestic market visitors, versus the 30% Queenstown received pre-Covid.
- The Australian market is considered a short haul market and will continue to be an important focus for the RTOs based on strong length of stay, high expenditure, and lower scope 3 emissions.
- RTO trade teams will focus on building strong relationships with strategic partners offshore aiming to high contributing international visitors, supporting our regenerative tourism goals and in line with the changing face of consumer travel demands.

*An evolved visitor mix will support efforts to move the visitor economy toward an increase in yield where a higher volume of visitors is not necessary to be successful. It is crucial to ensure the region retains support from the domestic market, both to guard against external shocks and to protect our destination reputation in New Zealand. Short haul visitors to the region generate less carbon emissions through their travel to*





# Strategic Focus

## **Evolve Queenstown's brand strategy to align with regenerative tourism and economic diversification**

- Update the Queenstown brand identity and strategy to align with the intentions of the regenerative tourism strategy and reflect place-based values.
- Deliver a brand that can be adopted widely by business and the community.
- Utilise high quality storytelling to build deeper connections and a greater understanding of our place with our visitors and community.

*Place branding is presenting the reality of our place in a way than enhances its appeal and reputation for visitors, the local community and other stakeholders. The focus will be on building a place brand that is used by business and community, is the platform to attract high contributing visitors, aligns with the economic diversification strategy and underpins the long-term positioning of the destination.*

## **Leverage tourism as the gateway for economic development**

- Share our region's stories of innovation and ambition around Carbon Zero 2030 and regenerative tourism.
- Build the Queenstown Lakes reputation as a regenerative tourism destination and test bed for innovation.
- Amplify our stories of innovation to attract high value business events aligned with our destination values.

*Adopting technological innovations will allow the district to diversify the economy while decarbonising tourism. The range of innovation opportunities includes enhancing visitor experiences, measuring the impact of tourism, changing visitor behaviour, and supporting tourism and visitor businesses to be more financially productive.*

## **Be a data and insights led organisation and be the guardians of our destination values**

- Systemise and centralise regional tourism data to inform RTO activity and provide information and insights to our stakeholders and members.
- Be the guardians of our destination values, to inspire visitors and encourage authentic connections between people and place.



# Who is a High-Contributing Visitor?

Slower travel style and longer length of stay

Engagement with our community, making meaningful connections.

Venturing further than the norm. Encouraging visitors to do more while they are here.

Visitors that take the time to become a temporary local getting to know and appreciate our people and place, forging connections and giving back to the Queenstown region.

To know and care for our environment

To appreciate our district and understand our love of place

Supporting Love Queenstown initiative

Higher yield (longer more engaged stays, spread of spend)

Learning about our culture, respecting it and sharing their own

Reciprocity of knowledge. Share learnings with the world

Celebrate our history, our culture and diversity





# RTO Goals and Measures

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*The updated strategic focus has informed a new set of organisational goals and measurements for the RTOs. These goals are now aligned across both Destination Queenstown and Lake Wānaka Tourism, ensuring a cohesive and collaborative approach across the region.*

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# Goals and Measures FY23–24

## Goal 1: Environment

*Support businesses to start or progress their journey to carbon zero by 2030*

### Measures

- Decrease carbon intensity per visitor dollar in Queenstown Lakes district (new metric using emissions assessment from Carbon Zero 2030 project scoping).
- Target an increased length of stay from 2.8 nights average stay in the Queenstown Lakes region to 3.5 nights average stay (ADP and AirDNA).
- Benchmark the number of tourism businesses analysing their own emissions (new metric).
- Benchmark the number of available sustainable tourism experiences in region (new metric).

## Goal 2: Marketing

*Attract high contributing visitors who want to feel a sense of connection with this place and with our people*

### Measures

- Increase net promoter score from 66 to 70 (VIP).
- 3% increase in visitor expenditure over FY22-23 (Marketview).
- Measure uptake in sustainable tourism experience demand from visitors (new metric using evolved Visitor Insights Programme/VIP).
- Love Queenstown FY23-24 target contributions of \$250,000 (new metric).
- Measure the level of visitor engagement with local community (new metric using evolved VIP).

## Goal 3: Product and experience development

*Provide rich visitor experiences and help visitors to develop a connection to local communities, culture and places, honouring our role as Takata Tiriti (People of the Treaty) and in support of Te Ao Māori.*

### Measures

- Support members to evolve current, and develop new, regenerative tourism experiences (cultural storytelling, manaakitaka, sustainability practices)
- Increase the cultural history and stories of our place on queenstownNZ.nz (website metrics)
- Grow Tourism Approval Rating (TAR) toward domestic visitors from 67 to 70 and toward international visitors from 29 to 32 (Views on Tourism).
- Measure visitor satisfaction with sustainable or regenerative visitor experiences (new metric VIP)

## Goal 4: Capability building

*Build economic resilience and capability in the visitor economy to support a thriving community and environment.*

### Measures

- Deliver improved destination visitor yield by working within the identified optimal visitation numbers and ensuring a minimum 3% increase in visitor expenditure (Marketview).
- Target a domestic/international visitor portfolio split of 50/50, measured by anonymised cellphone data (Dataventures).
- Deliver a member capability building programme covering product development, visitor mix, climate adaptation and DEI.

## Goal 5: Brand evolution

*Develop a place-based Queenstown brand founded on community values that can be used widely by business, community, council and tourism.*

### Measures

- Complete Place DNA project. Community values identified and used to inform the development of a new brand for Queenstown.
- Complete foundation activity in FY23-24 to deliver new brand for Queenstown in FY24-25.
- Deliver a user friendly and shareable brand tool kit that enables business, community and local agencies to fully utilise the place brand.

## Goal 6: Organisation

*Be the guardians of our destination values while being a data led organisation and employer of choice.*

### Measures

- Target growth in the visitor perception score of Queenstown as a regenerative tourism destination from 51% to 55% of New Zealanders.
- Achieve annual carbon reduction goals to accelerate DQ's path to Carbon Zero.
- Development Plan for each staff member completed.
- Increase employee NPS from 75 to 80 (Employee Engagement Survey).
- Zero harm incidents at DQ.
- Update data hub annually to reflect team and member business requirements.

# Activity Plan

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*The activity plan includes destination management and destination marketing activity (inclusive of trade, consumer, media and business events).*

*12 essential projects from the Destination Management Plan will commence in year one, delivered by the RTOs. These stem from the three main pillars in Travel to a thriving future as well as the foundation projects. These will start in year one but are likely to be delivered across the next three years.*

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# Team Focus

## Destination Marketing

Destination marketing has a vital role to play in destination management, it defines the invitation we want to extend to visitors, and the experiences we want to create as a host community. Destination management cannot be effective if destination marketing is not undertaken in synergy.

Our marketing activity has two main areas of focus:

### 1 Awareness and positioning:

- Bringing to life our 'place story' in ways that reflect the richness and diversity of our place and our people, including our carbon zero ambition.
- Positioning our place to appeal to sustainably orientated, high contributing visitors.

### 2 Visitor contribution & connection:

- Encouraging visitors to do more while they are here (and to stay longer)
- Leveraging Love Queenstown to build a strong sense of connection and belonging between/with our community and visitors and to encourage contribution (financial and other).

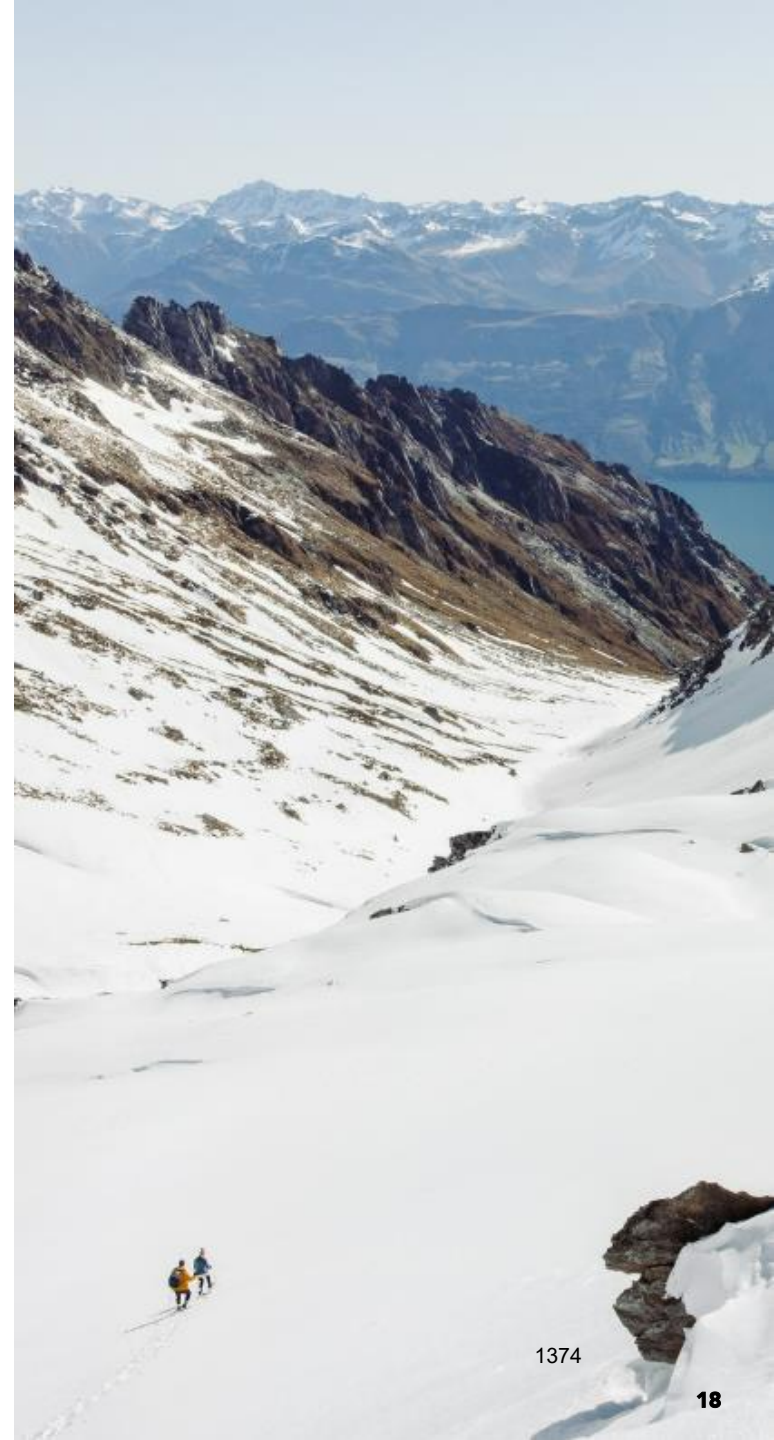
## Trade and Business Events

The RTO trade and business events teams are expert relationship builders with excellent domestic and international networks and an understanding of market demand and trends.

The focus in 2023-2024 will be on building awareness within the trade distribution and business events networks. Educating and informing the travel distribution partners and the conference & incentive industry about Queenstown Lakes' regenerative tourism ambition, encouraging incorporation of regenerative travel opportunities in itineraries, building regenerative literacy and sharing Queenstown's values. The trade and business events teams will evolve the region's trade and business events strategies to focus on building resilience, supporting yield and raising awareness of our environmental goals through attracting market segments with a lower carbon-intensity & higher value. The industry's third-party partners present a significant opportunity to make an impact, shape consumer demand and influence supplier practice, supporting our regenerative tourism goal.

## Destination Management

Destination management brings together different stakeholders to achieve the common goal of developing a well-managed, sustainable visitor destination. It is an ongoing process that requires destinations to plan for the future and considers the social, economic, cultural and environmental risks and opportunities. DQ is in partnership with LWT and QLDC in the delivery of destination management activity from the region's destination management plan *Travel to a thriving future*.





Activity in **green** is from the Destination Management Plan, the numbers reference the specific projects from the DMP.  
 Activity in **blue** is conventional RTO marketing activity.

## GOAL 1: Environment

*Support businesses to start or progress their journey to carbon zero by 2030.*

Objective: Support the visitor economy to begin to restore, repair and regenerate natural systems. Amplify storytelling associated with the visitor economy's carbon zero journey.

How	Activity
<p><b>DMP PROJECT 4: PLACE-BASED DESTINATION PLANNING*</b></p> <p>3. Define strategies that consider yield, value per visitor, length of stay and total income/value of the visitor economy.</p>	<ul style="list-style-type: none"> <li>Investigate ways to support our businesses to increase yield within optimal capacity.</li> <li>Explore member capability building opportunities to help operators mitigate reduction in capacity due to staff shortages, supporting businesses to yield strongly within capacity pressures.</li> <li>Scope a project that researches strategies to support the region's ambition to evolve the tourism system to a higher yield, longer stay model within identified optimal capacity range.</li> <li>Undertake a project to scope how the Queenstown Lakes visitor economy can evolve toward a higher yield model, within identified optimal capacity range, reviewing business and market mix</li> </ul>
<p><b>DMP PROJECT 8: MEASURE GREENHOUSE GAS EMISSIONS*</b></p> <p>3. Ensures tourism businesses are analysing their own emissions.</p>	<ul style="list-style-type: none"> <li>Connect operators with the resources and tools to support them to measure their carbon emissions.</li> </ul>
<p><b>DMP PROJECT 10: ZERO ENVIRONMENTAL FOOTPRINT*</b></p> <p>3. Develop and support existing education and outreach initiatives to change visitor behaviour regarding local environmental issues.</p>	<ul style="list-style-type: none"> <li>Showcase Queenstown's environmental sustainability initiatives and organisations that are prioritising environmental management.</li> <li>Identify existing initiatives that focus on environmental education and protection and determine how to effectively communicate and connect visitors with these initiatives.</li> </ul>
<p><b>RTO MEDIA</b></p> <p>Develop a PR strategy to showcase the region's initiatives to transition to a carbon zero industry.</p>	<ul style="list-style-type: none"> <li>Create a bank of stories relating to the region's regenerative and sustainability initiatives.</li> <li>Investigate and create media opportunities to amplify our positive stories.</li> <li>Seek new and innovative PR opportunities to gain attention for the region's carbon zero initiatives relating to the visitor economy.</li> </ul>
<p><b>RTO MARKETING</b></p> <p>Amplify storytelling associated with the carbon zero goal.</p>	<ul style="list-style-type: none"> <li>Explore ways to share case studies and stories of our businesses and community groups that are leading the way transitioning to a carbon zero visitor economy.</li> </ul>
<p><b>RTO TRADE &amp; BUSINESS EVENTS</b></p> <p>Support regenerative tourism by building connections with aligned industry partners.</p>	<ul style="list-style-type: none"> <li>Identify industry partners that are aligned to the Queenstown Lakes regenerative tourism ambitions and explore opportunities to connect with visitors via these third party channels.</li> </ul>

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## GOAL 2: Marketing

*Attract high contributing visitors who want to feel a sense of connection with this place and with our people*

Objective: Align RTO marketing activity with community values and a regenerative mindset.

How	Activity
<p><b>DMP PROJECT 1: COMMUNITY ENGAGEMENT*</b></p> <p>2. Use existing community plans to bring local values to life</p> <p>5. Identify opportunities to support local events, activities, facilities and initiatives which help reinforce community identity, values and a unique sense of place.</p> <p>7. Work with Tourism New Zealand and third-party travel trade organisations to raise awareness of and support for our community values-based approach.</p>	<ul style="list-style-type: none"> <li>• Collaborate with local community groups to establish an understanding of local values from existing place-based community plans.</li> <li>• Evolve the events hub on queenstownNZ.nz to support events which help reinforce community identity, values and a unique sense of place.</li> <li>• Review the marketing and promotional support DQ provides to events to prioritise support for events which fulfil this criteria.</li> <li>• Review and evolve event marketing strategy and activity to align with the DMP</li> <li>• Develop a regional strategy for both trade and business events for Queenstown and Wānaka that reflects the regenerative tourism strategy and enables us to attract high contributing visitors through third party channels</li> <li>• Develop a new famil strategy for the RTOs to guide business development and media activity in conjunction with TNZ, sharing the region’s destination management ambitions. Famil strategy to include:             <ul style="list-style-type: none"> <li>• Encouraging longer stays (through media famil, paid &amp; third-party content)</li> <li>• Carbon footprint of famil is considered and limited where possible (sustainable transport, public transport, EV vehicles, ride sharing, walking/biking).</li> <li>• Waste and pollution of famil is considered and limited where possible</li> </ul> </li> <li>• Develop a matrix to evaluate TNZ famil opportunities that identifies prioritised outcomes from famil and ensure TNZ is aware of the region’s requirements for hosting famil.</li> <li>• Develop webinar programme for offshore TNZ and trade offices to communicate our destination priorities relating to positioning, destination reputation, media &amp; trade opportunities, and destination management projects such as Love QT/Love Wānaka.</li> <li>• Develop direct relationships with TNZ offshore offices to work collaboratively to identify trade partners in market with values that align with Queenstown Lakes.</li> <li>• Work with TNZ to target media opportunities that tell place-based long form stories which align with the region’s regenerative strategies</li> </ul>

Activity in **green** is from the Destination Management Plan, the numbers reference the specific projects from the DMP.

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How	Activity
<p><b>RTO MARKETING</b></p> <p>Evolve the Queenstown marketing strategy from a funnel based conversion focused model, to an engagement and content focused model.</p> <p>Bring to life the stories of our place, showcasing the richness and diversity of our region, positioning our brand to appeal to high contributing visitors.</p> <p>Define audiences that align with the regenerative tourism plan and research visitor interests, behaviours and values to inform that marketing activity.</p>	<ul style="list-style-type: none"> <li>• Develop and implement a new consumer marketing model and plan that transitions us away from the traditional dream/plan/book model to a new system that enables us to position Queenstown, educate audiences, drive engagement and awareness to visit.</li> <li>• Review and develop a new RTO content strategy with a focus on people and place-based storytelling across all mediums – written and visual/video/social/edm. Strive to utilise every piece of content five times.</li> <li>• Concept and produce video content that authentically tells the story of our people and place, building the region’s regenerative credentials.</li> <li>• Maintain the Queenstown website as the official and leading source of visitor information.</li> <li>• Review and evolve RTO strategy across paid and organic digital and social channels to ensure it aligns with updated approach.</li> <li>• Evolve the Queenstown eDM strategy to focus on building personalised and direct relationships with new and repeat visitors, building increased engagement with potential visitors.</li> <li>• Educate and influence existing Queenstown traveller market (those with high intent to visit) to become high contributing visitors.</li> <li>• Work with destination brand partners to support and reflect our regenerative tourism ambitions.</li> <li>• Work closely with TNZ teams to leverage and partner on relevant activity and opportunities aligned with our new marketing model and regenerative tourism strategy.</li> <li>• Develop and leverage PR tactics in line with the new marketing model.</li> <li>• Continue to produce high quality content (imagery and video) that effectively captures and promotes the destination and regenerative tourism ambitions.</li> <li>• Review and develop branded collateral, including corporate gifts, visitor guides, uniforms and signage.</li> <li>• Authentically tell the approved stories of place and raise awareness of Queenstown’s cultural history.</li> <li>• Review and develop event marketing strategy in line with the new marketing model and regenerative tourism ambitions</li> </ul>
<p><b>RTO DATA &amp; INSIGHTS</b></p> <p>Collaborate with LWT to deliver region wide research and insights, visitor monitoring, community sentiment monitoring and emerging traveller trends.</p>	<ul style="list-style-type: none"> <li>• Facilitate region wide research programmes and insight gathering.</li> <li>• Deliver annual reporting for Views on Tourism community sentiment report and the new regional Visitor Insights Programme.</li> </ul>
<p><b>RTO COMMUNICATIONS</b></p> <p>Positively build Queenstown’s brand through guiding positive media relations</p>	<ul style="list-style-type: none"> <li>• Maintain a communications schedule of key messaging and media opportunities, that supports Travel to a Thriving Future.</li> <li>• Leverage the news cycle to deliver positive Queenstown stories in national media.</li> <li>• Reinforce the value of tourism to Queenstown by sharing our stories about the key role regenerative tourism plays for our environment, communities, visitor experience and economic resilience.</li> <li>• Support our members to share their positive stories and gain media coverage where appropriate</li> </ul>

Activity in green is from the Destination Management Plan, the numbers reference the specific projects from the DMP.

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How	Activity
<p><b>RTO MEDIA</b></p> <p>Ensure the RTO media programme is a tool to tell regenerative, community and place-based stories to support our regenerative tourism goals and attract visitors whose values align to our own.</p>	<ul style="list-style-type: none"> <li>• Ensure the media programme supports stories which honour our community values.</li> <li>• Work with Kāi Tahu to authentically tell the approved stories of place and raise awareness of Queenstown’s cultural history via the media programme.</li> <li>• Ensure the media program works with third parties (eg TNZ, media, agencies) to raise awareness of community values approach (DMP/Carbon goal/ overall approach to media)</li> <li>• Use the Media program as a tool to celebrate examples of behaviour and practices that align with Tiaki</li> <li>• Utilise the media programme to build awareness of local environmental projects and initiatives.</li> <li>• Communicate with residents about regenerative tourism activity to support community spirit and create opportunities for connections between community and industry.</li> <li>• Ensure that media activity delivered is in alignment with optimal visitor number objectives</li> </ul>
<p><b>RTO TRADE</b></p> <p>Support the goals of the regenerative tourism strategy through educating and collaborating with aligned third-party travel trade partners.</p>	<ul style="list-style-type: none"> <li>• Identify trade partners whose values and priorities align to the regenerative tourism strategy and leverage these relationships to better position and promote Queenstown Lakes.</li> <li>• Continue to maintain and update a comprehensive global trade database to proactively share Queenstown Lakes updates, product and information to educate and support travel sellers.</li> <li>• Attend and represent Queenstown Lakes at relevant and appropriate trade shows, sales calls and engagement opportunities that support us to uncover new and existing opportunities to prioritise business that supports longer length of stay and immersive experiences in the Queenstown Lakes community. This could include but not limited to TRENZ, TNZ Kiwilink, ITO and third party led opportunities.</li> <li>• Facilitate Queenstown operators’ presence at TRENZ.</li> <li>• Deliver DQ Trade &amp; Business Events Roadshow in Australian Market, ensuring efficiency and value for members and partners.</li> <li>• Deliver Inbound Tour Operator event in Auckland ahead of TRENZ 2024.</li> <li>• Explore small-scale, curated sales initiatives in-market to connect members with aligned partners in core visitor markets.</li> <li>• Attend the annual TEC conference and other industry events to position and educate distribution channel partners about the Queenstown Lakes regenerative tourism approach.</li> <li>• Leverage strategic airline and airport relationships to identify new value-aligned trade partners.</li> <li>• Evolve tools and assets for the travel industry that share Queenstown’s position and regenerative tourism ambitions including video, presentations, and new tools on the trade microsite.</li> <li>• Delivering a regular schedule of newsletter and stream on demand communications to educate travel sellers about Queenstown Lakes updates. Translate newsletter communication to simplified and traditional Chinese.</li> <li>• Maintain engagement in DQ’s travel trade social channels — Facebook, YouTube and WeChat.</li> <li>• Support TNZ, airlines, ITO and wholesaler famils that align with Queenstown Lakes regenerative tourism approach.</li> <li>• Host western and Asian market pre and post TRENZ famils.</li> <li>• Take a leadership position in developing and delivering the regional IMA strategy.</li> </ul>

Activity in green is from the Destination Management Plan, the numbers reference the specific projects from the DMP.

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How	Activity
<p><b>RTO BUSINESS EVENTS</b></p> <p>Position ourselves as a business events destination that ignites innovative thinking, connects with and supports community and puts people and the place first.</p>	<ul style="list-style-type: none"> <li>• Develop a region-wide Queenstown Lakes business events strategy.</li> <li>• Support existing relationships and contacts to understand Queenstown Lakes regenerative tourism ambitions and goals.</li> <li>• Continue to maintain and generate leads from high contributing business events across all markets for members.</li> <li>• Identify potential BE industry partners whose values and priorities align with Queenstown Lakes</li> <li>• Review and update the BE fam and site inspection strategy to ensure it is delivering the best value for our members and destination.</li> <li>• Attend and represent Queenstown Lakes at relevant and appropriate trade shows and networking opportunities that align with the regenerative tourism strategy and create the opportunity to connect with our definition of high contributing visitors. This could include but not limited to AIME, MEETINGS, IMEX US and TNZ/BEIA led opportunities.</li> <li>• Deliver an evolved schedule of sales calls to support buyer relationships and engagement.</li> <li>• Review the overall Queenstown led BE event programme to ensure activity aligns with the future focus for the destination as well as market needs.</li> <li>• Evolve the business events content, such as videos, presentations and toolkits, to reflect our destination priorities and regenerative tourism ambitions.</li> <li>• Review current BE digital marketing and content strategy to reflect the organisation’s storytelling approach and to align with updated strategies across markets.</li> </ul>
<p><b>RTO TRADE &amp; BUSINESS EVENTS</b></p> <p>Review and evolve industry touchpoints and tools</p>	<ul style="list-style-type: none"> <li>• Review the material and tools that DQ produces for industry education and support and streamline these in line with DMP strategy.</li> <li>• Deliver consistent and relevant communications to BE client and trade databases across all markets.</li> <li>• Foster strategic partnerships ensuring the RTO strategy is communicated and understood across key relationships (e.g TNZ, BEIA)</li> </ul>

Activity in **green** is from the Destination Management Plan, the numbers reference the specific projects from the DMP.

Activity in **blue** is conventional RTO marketing activity.



## GOAL 3: Product & Experience Development

*Provide rich visitor experiences and help visitors to develop a connection to local communities, culture and places, honouring our role as Takata Tiriti (People of the Treaty) and in support of Te Ao Māori.*

Objective: Align visitor experiences with the core values and guiding principles of the regenerative tourism strategy

How	Activity
<p><b>DMP PROJECT 2: TIAKI PROMISE : LEAD BY EXAMPLE*</b></p> <ol style="list-style-type: none"> <li>1. Amplify and reinforce the kaupapa (intention and principles) of the Tiaki Promise throughout the district in a consistent way so that the values of Tiaki become a commonly used benchmark of behaviours.</li> <li>2. Encourage local agencies, communities and tourism businesses to champion the Tiaki Promise so that all visitors are aware of it and understand it.</li> <li>3. Identify and acknowledge examples of behaviour and practices that align with the Tiaki Promise so that there are a growing number of leading examples to inspire others.</li> </ol>	<ul style="list-style-type: none"> <li>• Champion the local businesses that are actively living the values of Tiaki Promise and share these.</li> <li>• Investigate creating an ambassador to further the knowledge and capability around Tiaki Promise with local business</li> <li>• Implement a community awareness programme to promote living the values of Tiaki Promise (Be a Tiaki Kiwi)</li> <li>• Share and promote the Tiaki toolkit to businesses, encouraging them to use this within their organisations.</li> <li>• Explore ways the Kaupapa of the Tiaki Promise could be furthered amongst partners organisations such as QLDC, QAC and neighbouring RTOs.</li> <li>• Use the RTO media program as a tool to celebrate examples of behaviour and practices that align with Tiaki Promise.</li> </ul>
<p><b>DMP PROJECT 5: WELCOME PROGRAMME*</b></p> <ol style="list-style-type: none"> <li>1. Identify arrival touchpoints where visitors can receive a welcome, assistance, and education from the destination. Determine how existing visitor servicing can support the experience at these locations and times.</li> <li>3. Set a goal for number of visitors surveyed and connections made by email or other methods, and identify resources that can be used to reach the goal.</li> </ol>	<ul style="list-style-type: none"> <li>• Identify visitor arrival touch points in the region and investigate ways to enhance the sense of arrival and welcome to the district.</li> <li>• Ensure the Kaupapa of the Tiaki promise is reflected at visitor touchpoints.</li> <li>• Align visitor touchpoints communication with the principles of the regenerative tourism strategy.</li> <li>• Establish and evolve the visitor experience survey which aims to understand visitor experience, interaction and connection with our region.</li> </ul>

Activity in **green** is from the Destination Management Plan, the numbers reference the specific projects from the DMP.

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Document Activity 7601603 is conventional RTO marketing activity.

Version: 1; Version Date: 28/05/2023; for further reference and detail see Appendix.

How	Activity
<p><b>DMP PROJECT 6: ARTS, CULTURE AND HERITAGE DEVELOPMENT*</b></p> <p>1. Work in partnership with Kāi Tahu as mana whenua to explore opportunities to increase cultural heritage experiences and emphasise the real Māori stories connected with this place.</p>	<ul style="list-style-type: none"> <li>• Work with QLDC and Three Lakes Cultural Trust to identify the authorized Kāi Tahu stories we can share.</li> <li>• Work with Iwi partners and New Zealand Māori Tourism to identify opportunities for cultural heritage experiences.</li> </ul>
<p><b>PROJECT 15: PRODUCT EVOLUTION PROGRAMME*</b></p> <p>1. Measure the quality of the destination experience according to visitor sentiment.</p> <p>3. Promote diversity, equity, and inclusion (DEI) and provide education to ensure that Queenstown Lakes and its tourism experiences welcome people of all kinds. This includes communities which are marginalised, vulnerable, oppressed or underrepresented along lines of race, ethnicity, socioeconomic status, age, sexual and gender orientations (LGBTQIA+), or disability.</p>	<ul style="list-style-type: none"> <li>• Develop a region wide visitor experience monitoring programme.</li> <li>• Identify partners who are experts in DEI and existing programmes the RTOs can work with to develop business capability building activity to support diversity, equity and inclusion in the Queenstown Lakes.</li> </ul>
<p>4. Improve accessibility throughout the district's visitor experiences, including its tourism facilities, products and services, to accommodate visitors and residents of all abilities.</p>	<ul style="list-style-type: none"> <li>• Work with external partners to promote and improve accessibility within the region, across tourism operations as well as local facilities. Work with these partners to delivery education programmes around accessibility.</li> <li>• Empower our operators and provide resource and toolkits to support product evolution and sales skills around regenerative tourism and destination positioning (sales ambassadors).</li> </ul>
<p><b>DMP PROJECT 16: TOURISM BUSINESS EXCELLENCE PROGRAMME*</b></p> <p>1. Ensure a common understanding of what Travel to a Thriving Future means among visitor economy stakeholders.</p> <p>3. Support tourism businesses, their guides and staff to build their knowledge and understanding of local cultural heritage.</p>	<ul style="list-style-type: none"> <li>• Develop a short summary of Travel to a Thriving Future to share with stakeholders.</li> <li>• Create opportunities to share the goals and ambitions of the strategy with operators and industry.</li> <li>• Advocate for the inclusion of cultural heritage elements in tourism products and experiences</li> <li>• Work with Kāi Tahu to identify legends and stories of place which are authorized by Kāi Tahu to be shared.</li> </ul>

Activity in **green** is from the Destination Management Plan, the numbers reference the specific projects from the DMP.

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How	Activity
<p><b>DMP PROJECT 16: TOURISM BUSINESS EXCELLENCE PROGRAMME (CONT.)*</b></p> <p>6. Help owners design business models that increase yield and where a higher volume of visitors and experiences is not necessary to be successful. Enable them to compete on quality and unique, rich experiences rather than on price.</p> <p>7. Share learning and case studies of businesses that are leading the way towards a regenerative future to provide practical examples for others to follow.</p>	<ul style="list-style-type: none"> <li>• Research methods to support a higher yield tourism system model that doesn't rely on an increase in visitor numbers, including things like technological developments, booking channels and adding value via cultural layers within experiences</li> <li>• Develop a library of case studies showcasing regenerative tourism.</li> </ul>
<p><b>RTO ALL TEAMS</b></p> <p>Utilise RTO trade expertise and knowledge to support product development in line with emerging traveller trends and regenerative tourism.</p>	<ul style="list-style-type: none"> <li>• In collaboration with LWT explore a product development programme for the region, focused on working alongside operators to evolve existing experiences or develop new product that supports regenerative tourism ambition but is also well set up to work within the travel trade distribution system.</li> </ul>
<p><b>RTO BUSINESS EVENTS</b></p> <p>Support business event organisers to create opportunities to connect delegates with our community and environment and give back to place.</p>	<ul style="list-style-type: none"> <li>• Identifying business event needs for member capability opportunities (e.g. digital influence)</li> <li>• Investigate opportunities to connect Queenstown operators with BE buyers.</li> </ul>
<p><b>RTO COMMUNICATIONS</b></p> <p>Create opportunities to engage with our community and help visitors to develop a connection to local communities, culture and places.</p>	<ul style="list-style-type: none"> <li>• Develop a strategic communications plan to guide RTO community engagement, sharing stories of work being undertaken in the visitor economy to support social, cultural and environmental sustainability.</li> <li>• Communicate with our visitors the importance of respect for place and values of our region.</li> </ul>

Activity in **green** is from the Destination Management Plan, the numbers reference the specific projects from the DMP.

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## GOAL 4 : Capability Building

### *Build economic resilience and capability in the visitor economy to support a thriving community and environment.*

Objective: Build resilience and capability in the visitor economy by supporting a move to a new tourism system model that drives regenerative tourism outcomes, enabling our businesses to command higher yields and attract talent and operate within optimal visitor numbers.

How	Activity
<p><b>DMP PROJECT 14: LOVE WĀNAKA / LOVE QUEENSTOWN*</b></p> <p>1. Establish a community fund that targets visitor give-back and financial contributions to support social and environmental outcomes.</p> <p>Point 2. Develop platforms that enable visitor give-back programmes</p>	<ul style="list-style-type: none"> <li>• Launch Love Queenstown and Love Wānaka in support of conservation, biodiversity and positive environmental outcomes in the region. Promote the initiative to visitors to encourage contributions; to local businesses to participate; and to local community groups as recipients.</li> <li>• Launch Love Queenstown website and donation platform.</li> <li>• Create a toolkit for businesses to understand and adopt Love Queenstown locally.</li> <li>• Work with QAC and QLDC to brand the region Love Queenstown/ Love Wanaka at launch.</li> <li>• Leverage Love Queenstown to build a strong sense of connection between community and visitors.</li> </ul>
<p><b>DMP PROJECT 19: INNOVATION AND ECONOMIC DEVELOPMENT*</b></p> <p>4. Build a reputation as an innovative, early adopter in areas aligned with green tourism innovation and clean transportation.</p>	<ul style="list-style-type: none"> <li>• Celebrate business innovation to support Queenstown’s reputation as a proving ground for innovation.</li> <li>• Profile regional economic development and business innovation stories via earned and third-party content.</li> <li>• Utilise the RTO media program to build awareness of business innovation throughout Queenstown.</li> <li>• Leverage inventive and environmental-focused business events in the region as a platform to showcase stories of innovation and progress.</li> <li>• Attract business events that align with the region’s economic diversity strategy and prioritise regenerative practices.</li> </ul>
<p><b>RTO ALL TEAMS</b></p> <p>Provide capability building opportunities through DQ that support a thriving community and environment.</p>	<ul style="list-style-type: none"> <li>• Work with existing local initiatives and organisations to develop a programme of capability programme initiatives to support tourism businesses to develop and succeed relative to regenerative tourism, sustainability, decarbonisation, digital capability, data and insights.</li> <li>• Provide support to businesses through the evolution of the RTO capability building programme, regular communications and information sharing.</li> <li>• Ensure that the capability programme covers the region’s key objectives relating to tourism system yield.</li> </ul>

Activity in **green** is from the Destination Management Plan, the numbers reference the specific projects from the DMP.

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## GOAL 5 : Brand Evolution

*Develop a place-based Queenstown brand founded on community values and reflecting our people and place, that can be used widely by business, community, council and tourism.*

Objective: Update the Queenstown brand to connect meaningfully with our community, businesses and visitors and support the intention and outcomes of the regenerative tourism strategy.

How	Activity
<p><b>DMP FOUNDATION PROJECT 4: UPDATE QUEENSTOWN LAKES BRAND AND MARKETING STRATEGIES*</b></p> <p>1. Effective use of data and analytics to improve knowledge about visitor motivators and behaviours.</p> <p>2. An informed understanding of visitor interests, behaviours and values to inform marketing activity.</p> <p>3. Align brand strategy to regenerative tourism and economic diversification</p> <p>4. Align marketing plans (including business goals, market segments and promotional/experience activities) to regenerative tourism and decarbonisation.</p>	<ul style="list-style-type: none"> <li>• Evolve the data and insights hub to further leverage available visitor economy data to guide RTO and operator activity.</li> <li>• Launch a region wide visitor insights programme to inform RTO marketing activity.</li> <li>• Develop a place-based Queenstown brand:             <ul style="list-style-type: none"> <li>• Identify our community values to inform the development of a new brand identity and strategy for Queenstown.</li> <li>• Develop and articulate our brand proposition and what our brand represents (our why).</li> <li>• Ensure the brand resonates with high contributing visitors and our community.</li> <li>• Ensure the brand underpins our ambitions with the Destination Management Plan</li> </ul> </li> <li>• Undertake a rebrand process in line with the above process.</li> <li>• Develop a new hero brand video asset.</li> <li>• Undertake a website redevelopment project to reflect the new brand and align with the regenerative tourism objectives.</li> <li>• Develop an annual marketing plan that outlines the new RTO marketing model and tactical activity for the year.</li> <li>• Build our brand through owned and earned media channels, supporting storytelling that celebrates our people and place and drives positive PR.</li> <li>• Review and align brand marketing collateral to align with DMP and DQ organisation sustainability objectives.</li> </ul>

Activity in green is from the Destination Management Plan, the numbers reference the specific projects from the DMP.

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## Goal 6: Organisation

*Be the guardians of our destination values, show leadership in caring for place and prioritise communication and collaboration.*

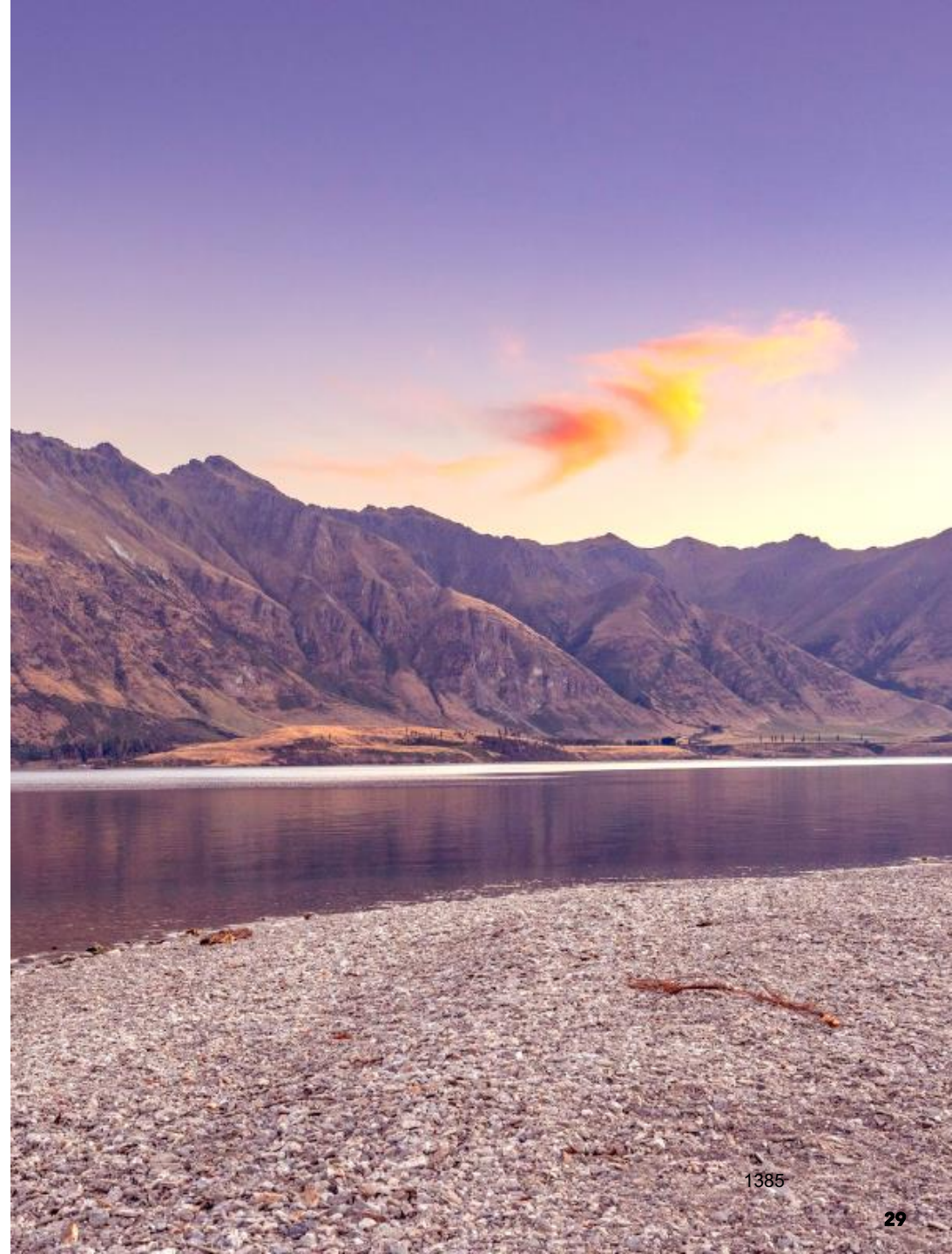
Objective: Continue to ensure the RTO is an appropriately resourced, structured and motivated team to deliver the requirements of this plan.

How	Activity
<p><b>DMP PROJECT 18: EMERGENCY AND CLIMATE ADAPTATION PREPAREDNESS*</b></p> <p>2. Ensure tourism operators are prepared and understand their responsibilities so that they can keep visitors safe during emergencies.</p>	<ul style="list-style-type: none"> <li>• Continue to facilitate the TORQUE group activity</li> <li>• Identify member capability building opportunities in this space</li> <li>• Support regional emergency management planning</li> <li>• Support members to understand regional emergency management plans</li> </ul>
<p><b>RTO ORGANISATION</b></p> <p>Accelerate Destination Queenstown's journey to become carbon zero before 2030</p>	<ul style="list-style-type: none"> <li>• Collect and measure organisation emissions data.</li> <li>• Review every organisational process – office and external setting reduction targets.</li> <li>• Set minimum prerequisites for approvals within these processes based on carbon emissions.</li> <li>• Adopt and test innovative sustainable initiatives across the organisation.</li> <li>• Drive and promote regeneratively sustainable initiatives (Current Objective)</li> <li>• Educate DQ Staff around carbon emission, data collection and measurement.</li> <li>• Create and support staff transport plans</li> </ul>

Activity in **green** is from the Destination Management Plan, the numbers reference the specific projects from the DMP.

Activity in **blue** is conventional RTO marketing activity.

For further reference and detail see Appendix.



How	Activity
<p>Continue to be appropriately resourced, structured, and motivated team to deliver our vision</p> <p>Continue to ensure workplace H&amp;S standards are of a high level</p>	<ul style="list-style-type: none"> <li>• Embed DQ Values to underpin every decision and action within the organisation.</li> <li>• Ensure the organisational structure evolves to meet the needs of delivering our vision.</li> <li>• Create and provide a comprehensive induction and continued support for staff.</li> <li>• Support staff to constantly develop and learn</li> <li>• Focus on improving in the areas recommended by the 2022 employee engagement survey.</li> <li>• Increase awareness of equity, inclusion and opportunity for all staff</li> <li>• Ensure staff have the technology required to carry out their roles with flexibility.</li> <li>• Facilitate the 2023 Employee Engagement Survey</li> </ul> <ul style="list-style-type: none"> <li>• Continue to educate and to promote active participation across the team regarding health and safety matters, initiatives, improvements and procedures.</li> <li>• Ensure the health and safety policy and plan continues to be adhered, implemented and updated.</li> <li>• Provide H&amp;S inductions, ShakeOuts and internal training to the DQ team including driving the H&amp;S Committee is involved in all decisions.</li> <li>• Annual review of health and safety plan including emergency response and evacuation, DQ policies and hazard/risk assessment</li> <li>• Provide ongoing mental health support and training.</li> <li>• Provide external Employee Assistance Program via EAP Services</li> <li>• All DQ Staff who regularly host clients and media have first aid certification.</li> <li>• Offer flexible support tailored to individual and team needs.</li> <li>• Maintain a Business Continuity Plan for DQ including communication procedures, identification of key personal, identification of business – critical processes and file, IT backups and access, insurance and contact details.</li> <li>• All DQ Staff to participate in the Active8 transport programme</li> </ul>
<p><b>RTO MARKETING</b></p> <p>Foster and participate in collaborative initiatives with regional lower South Island RTO's and local partners</p>	<ul style="list-style-type: none"> <li>• Continue the collaborative relationship with QAC, exploring opportunities to partner on activity that supports regional goals.</li> <li>• Collaborate with partners to support the development and promotion of the Southern Way RTO collective.</li> <li>• Support the development of an EV and E-Bike touring routes.</li> <li>• Be an active participant in the Southern Scenic Route and Central Otago Touring Route activity.</li> <li>• Be an active participant in the Central Otago Trails marketing network.</li> </ul>

Activity in green is from the Destination Management Plan, the numbers reference the specific projects from the DMP.



How	Activity
<b>RTO COMMUNICATIONS</b>	
Provide DQ members with regular communications and information sharing.	<ul style="list-style-type: none"> <li>• Deliver consistent and relevant communications to DQ members (newsletters, briefings and trainings, member events).</li> <li>• Deliver a schedule of member events including quarterly DQ member updates, business event updates, Queenstown Connects and ad hoc member engagement opportunities as required.</li> </ul>
Manage the reporting function for DQ	<ul style="list-style-type: none"> <li>• Report on DQ's organisational plans including the Annual Report, the Business Plan and DMP.</li> <li>• Carry out an annual member satisfaction survey.</li> <li>• Report DQ's organisational activity on a Quarterly basis</li> </ul>
Take a collaborative approach to our destination reputation position the region as a well-managed, safe and regenerative destination.	<ul style="list-style-type: none"> <li>• Co-ordinate the inter-agency destination reputation management group to collaboratively address and manage issues impacting destination reputation.</li> <li>• Maintain and update the DQ crisis communications plan and engage with and support lead agencies in response to crisis situations (QLDC, QAC, CDEM, TORQUE).</li> </ul>

Activity in **green** is from the Destination Management Plan, the numbers reference the specific projects from the DMP.

Activity in **blue** is conventional RTO marketing activity.



# Appendices

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# Destination Management Plan Summary

Below is the Destination Management Plan on a page. It is a summary of all projects in the DMP, 12 of these have been adopted into DQ's FY23-24 annual business plan. The DMP was endorsed by QLDC in February 2023. For an itemised explanation of what each project involves, and estimated start dates refer to the following pages.

Goal			
Regenerative tourism by 2030			
Keystone project			
The visitor economy of Queenstown Lakes reaches carbon zero by 2030			
Strategic pillar	<b>PILLAR 1:</b> Enrich communities and enhance the visitor experience.	<b>PILLAR 2:</b> Restore the environment and decarbonise the visitor economy.	<b>PILLAR 3:</b> Build economic resilience, capability and productivity.
Objectives	<ul style="list-style-type: none"> <li>Align actions with the core values and guiding principles.</li> <li>Positive community sentiment.</li> <li>Strong visitor satisfaction.</li> </ul>	<ul style="list-style-type: none"> <li>Reach carbon zero by 2030.</li> <li>Zero waste and pollution.</li> <li>Biodiversity health.</li> </ul>	<ul style="list-style-type: none"> <li>Increase the total value of the visitor economy, net of all costs and economic leakage.</li> <li>Ensure workforce availability and improve workforce retention.</li> <li>Maintain tourism business satisfaction.</li> </ul>
Projects	<ul style="list-style-type: none"> <li>Project 1: Community engagement.</li> <li>Project 2: Tiaki Promise: Lead by example.</li> <li>Project 3: Preserve and celebrate Kāi Tahu and mātauraka.</li> <li>Project 4: Place-based destination planning.</li> <li>Project 5: Welcome programme.</li> <li>Project 6: Arts, culture &amp; heritage development.</li> </ul>	<ul style="list-style-type: none"> <li>Project 7: Measure environmental footprint.</li> <li>Project 8: Measure greenhouse gas emissions.</li> <li>Project 9 (Keystone): Carbon zero by 2030.</li> <li>Project 10: Zero environmental footprint.</li> <li>Project 11: Restoring ecosystems.</li> </ul>	<ul style="list-style-type: none"> <li>Project 12: Economic leakage assessment and cost-benefit analysis.</li> <li>Project 13: Direct funding for infrastructure.</li> <li>Project 14: Love Wānaka / Love Queenstown.</li> <li>Project 15: Product evolution programme.</li> <li>Project 16: Tourism business excellence programme.</li> <li>Project 17: Thriving workforce programme.</li> <li>Project 18: Emergency and Climate Adaptation Preparedness.</li> <li>Project 19: Innovation and economic development.</li> </ul>
Foundations for success			
Objectives	<ul style="list-style-type: none"> <li>Develop a robust governance model that includes a reporting and review cadence.</li> <li>Establish an implementation plan and communications structure.</li> <li>Establish data collection and reporting systems.</li> <li>Align brand and marketing activities with regenerative tourism goals.</li> </ul>		
Projects	<ul style="list-style-type: none"> <li>Foundational project 1: Framework for governance and review.</li> <li>Foundational project 2: Operationalise projects.</li> <li>Foundational project 3: Data and measurement framework.</li> <li>Foundational project 4: Update Queenstown Lakes brand and marketing strategies.</li> </ul>		

[View the full Destination Management Plan](#)

# DMP Project Activity Time Plan

## Pillar 1: Enrich communities and enhance the visitor experience

Projects	Inputs/ thought starters/ actions	Responsibility	FY23-24	FY24-25	FY25-26
PROJECT 1: COMMUNITY ENGAGEMENT	1. Co-create a schedule of regular opportunities to listen to and engage proactively with communities across the district.	RTO lead, support from QLDC			
	2. Use existing community plans to bring local values to life , and work with council and community organisations to support the development of plans for communities that do not yet have them.	RTO lead, support from QLDC			
	3. Build a solid understanding of mātauraka Māori and cultural heritage stories that are accurate and told by the appropriate storytellers. Work closely with Kāi Tahu to honour stories and share the right ones in the right way to avoid cultural appropriation.	RTO lead, support from Kāi Tahu.			
	4. Continue to raise awareness about the mana of tikaka, taoka and matauraka Māori (Māori knowledge, values and protocols) at the local level. Advocate for integrating these into community plans to enhance the visibility and connection of Māori cultural heritage.	QLDC lead, RTO support			
	5. Identify opportunities to support local events, activities, facilities and initiatives which help reinforce community identity, values and a unique sense of place	RTO, QLDC events office			
	6. Ensure that the Business excellence programme (Project 16) includes a toolkit and training that makes it easy for tourism businesses to integrate and support the values of the communities where they operate, enabling communities to support progress of those businesses	RTO lead			
	7. Work with Tourism New Zealand and third-party travel trade organisations to raise awareness of and support for our community values-based approach.	RTO lead			
PROJECT 2: TIAKI PROMISE: LEAD BY EXAMPLE	1. Amplify and reinforce the kaupapa (intention and principles) of the Tiaki Promise throughout the district in a consistent way so that the values of Tiaki become a commonly used benchmark of behaviours.	RTO lead, support from Tiaki.			
	2. Encourage local agencies, communities and tourism businesses to champion the Tiaki Promise so that all visitors are aware of it and understand it.	RTO lead, support from Tiaki.			
	3. Identify and acknowledge examples of behaviour and practices that align with the Tiaki Promise so that there are a growing number of leading examples to inspire others.	RTO lead, support from Tiaki.			
	4. Work with local environmental organisations to identify opportunities to better celebrate and share environmental actions and experiences with visitors and locals.	RTO lead, support from local environmental agencies and Tiaki.			
PROJECT 3: PRESERVE AND CELEBRATE KĀI TAHUTAKA AND MĀTAURAKA	1. Establish an effective and strong working partnership with authorised Kāi Tahu, Rūnaka and mana whenua representatives to enable their active involvement in destination planning.	QLDC lead			
	2. Work with takata whenua and mana whenua to develop a clear and shared understanding of the district's cultural taonga as a cultural values map.	QLDC lead			
	3. Enable and support broad community understanding and appreciation of Te Ao Māori, The Treaty of Waitangi and mātauraka Māori (Māori knowledge). This includes raising awareness of the Kāi Tahu legends and stories of place, which are authorised by Kāi Tahu to be	QLDC lead, RTO support			
PROJECT 4: PLACE-BASED DESTINATION PLANNING	1. Research capacity and optimal ranges of visitation in relation to desired outcomes for the community from visitation.	DMO lead, support from external			
	2. Determine optimal ranges of visitation (considering seasonality) and set objectives based on those levels.	DMO lead, support from QLDC.			
	3. Define strategies that consider yield, value per visitor, length of stay and total income/value of the visitor economy to achieve the objectives of this plan.	RTO lead			
	4. Use outcomes from the regular community forums (Project 1), community plans, and partnership with takata whenua and mana whenua to create a place-based planning approach.	QLDC with support from community groups			
	5. Ensure place-based plans bring the Vision Beyond 2050 goals to life by using it as a framework for initiatives, programmes and	QLDC lead			
	6. Align regional tourism organisation marketing and communication campaigns with community values, the place-based plans and a regenerative mindset.	RTO lead			
PROJECT 5: WELCOME PROGRAMME	1. Identify arrival touchpoints where visitors and migrants can receive a welcome, assistance, and education from the destination. Determine how existing visitor servicing can support the experience at these locations and times.	QLDC lead (migrants) RTO lead (visitors)			
	2. Develop the substance for visitor education related to local values and cultures.	RTO lead			
	3. Set a goal for number of visitors intercepted and connections made by email or other methods, and identify resources that can be used to reach the goal.	RTO lead			
	4. Determine if there is potential to connect with visitors (e.g., through email or more sophisticated technology) for repeat visitation and economic development. Align this effort with the forthcoming economic diversification plan and with the Welcoming Communities Programme (QLDC in partnership with Immigration NZ).	QLDC lead, RTO support			
PROJECT 6: ARTS, CULTURE & HERITAGE DEVELOPMENT	1. Work in partnership with Kāi Tahu as mana whenua to explore opportunities to increase cultural heritage experiences and emphasise the real Māori stories connected with this place.	QLDC support from RTO and Three Lakes trust (TLT)and Kai Tahu			
	2. Research and understand the level of visitor interest for existing or new cultural, arts and heritage experiences, and use the research to support investment in local arts, culture, heritage initiatives and infrastructure that will also appeal to visitors.	QLDC lead with TLT			
	3. Work with the district's creative communities and its local arts and cultural organisations to identify opportunities to celebrate and share arts and cultural experiences better with our visitors.	QLDC lead with TLT			
	4. Contribute to the ongoing development of arts, culture and heritage planning within the district to ensure that any future plans recognise the potential for visitor interest in this area (e.g., through a culture trail)	QLDC lead with TLT			

Solid colours indicate activity RTO's are leading or a key partner in leading.
   
 Light colours indicate activity other entities are leading – e.g. QLDC or DMO



# DMP Project Activity Time Plan

## Pillar 2: Restore the environment and decarbonise the visitor economy



Projects	Inputs/ thought starters/ actions	Responsibility	FY23-24	FY24-25	FY25-26
<b>PROJECT 7: MEASURE ENVIRONMENTAL FOOTPRINT</b>	1 Understand tourism's contribution to landfill waste, if necessary in light of existing plans.	QLDC (links to Climate Biodiversity)			
	2. Develop a suite of SMART measurements to understand the state of biodiversity health.	QLDC to lead with ORC and DOC			
	3. Define all types of pollution as a result of the visitor economy and establish a baseline measurement. Consider a framework like the Biosphere Plan, which takes the 17 UN SDGs and tailors them to the tourism industry context.	QLDC to lead with ORC			
	4. Assess ecosystem degradation as a result of tourism.	QLDC to lead with ORC and DOC			
	5. Conduct assessment of existing environmental protection and restoration projects (and any contribution from the tourism industry).	QLDC			
	6. Determine an ongoing process for measurement of negative and positive impacts on environment as a result of tourism.	QLDC (link to P4)			
<b>PROJECT 8: MEASURE GREENHOUSE GAS EMISSIONS</b>	1. Engage a recognised expert to conduct a detailed assessment of total emissions and emissions per visitor dollar.	Project 9 team			
	2. Consider a top level estimate of in-destination vs Scope 3 (transportation emissions) to guide marketing plan (Foundational project 4).	Project 9 team			
	3. Ensures tourism businesses are analysing their own emissions.	RTO lead			
<b>PROJECT 9 (KEYSTONE): CARBON ZERO BY 2030</b>	1. Take responsibility for addressing the transportation emissions (Scope 3) that bring visitors and supplies to Queenstown Lakes.	Project 9 team			
	2. Decarbonise the built environment (hotels, restaurants, airport, meeting spaces, etc.) including improving energy efficiency.	Project 9 team			
	3. Decarbonise emissions associated with visitor experiences, hospitality and attractions.	Project 9 team			
	4. Identify system-wide initiatives that will increase the length of visitor stays, while reducing their emissions profile.	Project 9 team			
	5. Reduce polluting emissions from road vehicles and relieve traffic congestion by improving infrastructure and changing traveller	Project 9 team			
	6. Ensure support for businesses to make the transition, similar to the New Zealand Farm Assurance Programme Plus (NZFAP Plus).	Project 9 team			
	7. Consider incorporating a price on carbon or advocating for national carbon pricing to reduce complexity and increase adoption and other high-leverage points.	Project 9 team			
	8. Secure funding to implement all of the above activities and any others that move the district toward decarbonisation. This plan is ambitious, and to be successful it will take all types of funding: private, public, access to debt finance, non-dilutive public capital, and	Project 9 team			
<b>PROJECT 10: ZERO ENVIRONMENTAL FOOTPRINT</b>	1. Disincentivise landfill use or otherwise align to existing waste management plan. Refer to QLDC's data to waste and materials diversion.	QLDC lead			
	2. Support businesses to reduce and eliminate adverse impacts on the district's biodiversity.	QLDC lead, support from RTO			
	3. Develop and support existing education and outreach initiatives to change visitor behaviour regarding local environmental issues.	RTO			
	4. By 2025, all visitor economy businesses have practical environmental, waste minimisation, light pollution and sustainability improvement plans in place.	QLDC lead, support from RTO			
	5. Pollution of waterways from visitor economy activities is eliminated. Refer to ORC data on the health of streams and lakes.	QLDC lead with ORC			
	6. Reduce waste in the design, construction, operation and end-of life of facilities and infrastructure associated with the visitor economy.	QLDC lead			
	7. Support the visitor economy in improving the health and quality of local water systems, as well as reforestation.	QLDC lead, support from RTO			
<b>PROJECT 11: RESTORING ECOSYSTEMS</b>	1. Select or create one pilot/hero project in year 1	DMO			
	2. Promote existing initiatives with practical opportunities for tourism businesses and visitors to give time and/or money toward improving biodiversity outcomes.	RTO lead with DMO			
	3. Investigate and support accreditation options for tourism businesses that partner with local environmental groups to deliver measurable, enduring outcomes for Te Taiao.	DMO			
	4. Support initiatives that enable businesses to offset carbon emissions through native forest planting projects that are local and permanent (aligned to Oxford Principles).	Project 9 team			
	5. Support relevant research to understand the health and economic value of deep alpine lakes: Whakatipu, Wānaka and Hāwea.	QLDC lead with ORC			
	6. Visitors and tourism businesses support and participate in local pest eradication and biodiversity restoration projects with firm targets.	RTO lead with DOC and Southern Lakes Sanctuary			

 Solid colours indicate activity  
 RTO's are leading or a key partner in leading.  
 Light colours indicate activity  
 other entities are leading – e.g. QLDC or DMO

# DMP Project Activity Time Plan

## Pillar 3: Build economic resilience, capability and productivity

Projects	Actions	Responsibility	FY23-24	FY24-25	FY25-26
<b>PROJECT 12: ECONOMIC LEAKAGE ASSESSMENT AND COST-BENEFIT ANALYSIS</b>	1. Quantify the income from the visitor economy that stays in the community, (i.e., net of leakage) including direct and indirect contributions to tax base.	QLDC lead, RTO support			
	2. Assess the hidden costs associated with infrastructure, environmental degradation and community quality of life.	QLDC lead			
	3. Quantify the non-financial benefits of tourism to the community, including reputation, the workforce, and economic development.	QLDC lead			
	4. Research initiatives and opportunities for minimising economic leakage and maximising the portion of visitor spending and tourism business profits that are reinvested within the local economy.	QLDC lead			
<b>PROJECT 13: DIRECT FUNDING FOR INFRASTRUCTURE</b>	1. Support existing work to establish an effective local visitor levy. Advocate for the levy to be aligned with the guiding principles of this plan, where the funds are protected to ensure that infrastructure and resources for visitors do not impose unfair costs on communities.	QLDC lead			
<b>PROJECT 14: LOVE WĀNAKA / LOVE QUEENSTOWN</b>	1. Establish a community fund that targets visitor give-back and financial contributions to support social and environmental outcomes.	RTO lead			
	2. Develop platforms that enable visitor give-back programmes	RTO lead			
<b>PROJECT 15: PRODUCT EVOLUTION PROGRAMME</b>	1. Measure the quality of the destination experience according to visitor sentiment.	RTO lead			
	2. Develop destination-wide experience(s).	RTO lead			
	3. Promote diversity, equity, and inclusion (DEI) and provide education to ensure that Queenstown Lakes and its tourism experiences welcome people of all kinds. This includes communities which are marginalised, vulnerable, oppressed or underrepresented along lines of race, ethnicity, socioeconomic status, age, sexual and gender orientations (LGBTQIA+), or disability.	RTO lead			
	4. Improve accessibility throughout the district's visitor experiences, including its tourism facilities, products and services, to accommodate visitors and residents of varying abilities.	RTO lead			
	5. Aid businesses to make their experiences more competitive (and subsequently higher-yield)	RTO lead			
<b>PROJECT 16: TOURISM BUSINESS EXCELLENCE PROGRAMME</b>	1. Ensure a common understanding of what Travel to a Thriving Future means among visitor economy stakeholders.	RTO lead			
	2. Work with local organisations to provide mentoring, training, information, resources and other useful ongoing support for tourism business owners, managers and employees.	RTO lead			
	3. Support tourism businesses, their guides and staff to build their knowledge and understanding of local cultural heritage.	RTO lead			
	4. Support existing and new local Māori tourism businesses.	RTO lead (KJUMA & NZMT)			
	5. Establish an effective business collaboration and peer-learning forum to explore and address issues that can improve business productivity and resilience, increasing profitability per FTE.	RTO lead, support from chambers			
	6. Help owners design business models that increase yield and where a higher volume of visitors and experiences is not necessary to be successful. Enable them to compete on quality and unique, rich experiences rather than on price.	RTO lead			
	7. Share learning and case studies of businesses that are leading the way towards a regenerative future to provide practical examples for others to follow.	RTO lead			
	8. Encourage and support successful, sustainable local tourism businesses to enter relevant national and international business awards that recognise excellence in regenerative business practices.	RTO lead			
	9. Support existing local business awards programmes to create new award categories celebrating excellence in sustainable and regenerative business practices.	RTO lead			
	10. Support and recognise certification.	RTO lead			
<b>PROJECT 17: THRIVING WORKFORCE PROGRAMME</b>	1. Collaborate with the Innovation and economic development project team to support a tourism technology cluster and other diversification opportunities that are adjacent to tourism.	QLDC lead, support from RTO			
	1. Support tourism business owners to attract and retain experienced and appropriately skilled staff.	RTO lead			
	2. Work with existing local initiatives and organisations to develop a range of programmes that build the capabilities of the tourism	RTO lead, support from chambers			
	3. Work with relevant partners to understand how to support improved career opportunities in tourism, and support local initiatives that promote tourism as an attractive career path.	RTO lead			
	4. Establish a mechanism for understanding the cost of living in the district, average wage levels in different segments of the visitor economy, and the implications of establishing a recommended local living wage.	QLDC lead			
	5. Support and strengthen local housing initiatives and organisations, advocating for affordable housing and making more of the housing supply available to tourism workers.	QLDC lead			
<b>PROJECT 18: EMERGENCY AND CLIMATE ADAPTATION PREPAREDNESS</b>	6. Determine the levers of change to manage the number and distribution of short-term accommodations. These may include advocating for regulation.	QLDC lead			
	1. Develop plans to build local businesses resilience in order to adapt to climate change and more frequent extreme weather events.	QLDC (links to Climate Biodiversity)			
	2. Ensure tourism operators are prepared and understand their responsibilities so that they can keep visitors safe during emergencies.	RTO lead (TORQUE and CDEM)			
	3. Ensure that visitor support is integral to all aspects of the district's emergency management planning and that businesses understand existing Emergency Management Plans.	QLDC lead, support from RTO			
<b>PROJECT 19: INNOVATION AND ECONOMIC DEVELOPMENT</b>	4. Ensure that a recovery approach is in place that fully understands the needs of the visitor economy after an emergency.	QLDC lead			
	1. To improve business capabilities, support a tourism technology cluster to explore and develop ideas that can leverage technology and celebrate business achievement	QLDC lead			
	2. Collaborate throughout the district to test and encourage adoption of new technologies.	P9, DMO to scope			
	3. To support economic diversification (through supporting decarbonisation innovation, technology that can change impacts on environment and visitor behaviour	QLDC lead			
	4. Build a reputation as an innovative, early adopter in areas aligned with green tourism innovation, clean transportation, etc.	RTO lead			
	5. Use leadership in the area of regenerative tourism to attract aligned businesses to Queenstown Lakes.	QLDC lead			
	6. Collaborate with local research and innovation organisations to explore, develop and promote new, cost-effective solutions that radically improve environmental performance.	QLDC lead			

 Solid colours indicate activity RTO's are leading or a key partner in leading.
   
 Light colours indicate activity other entities are leading – e.g. QLDC or DMO

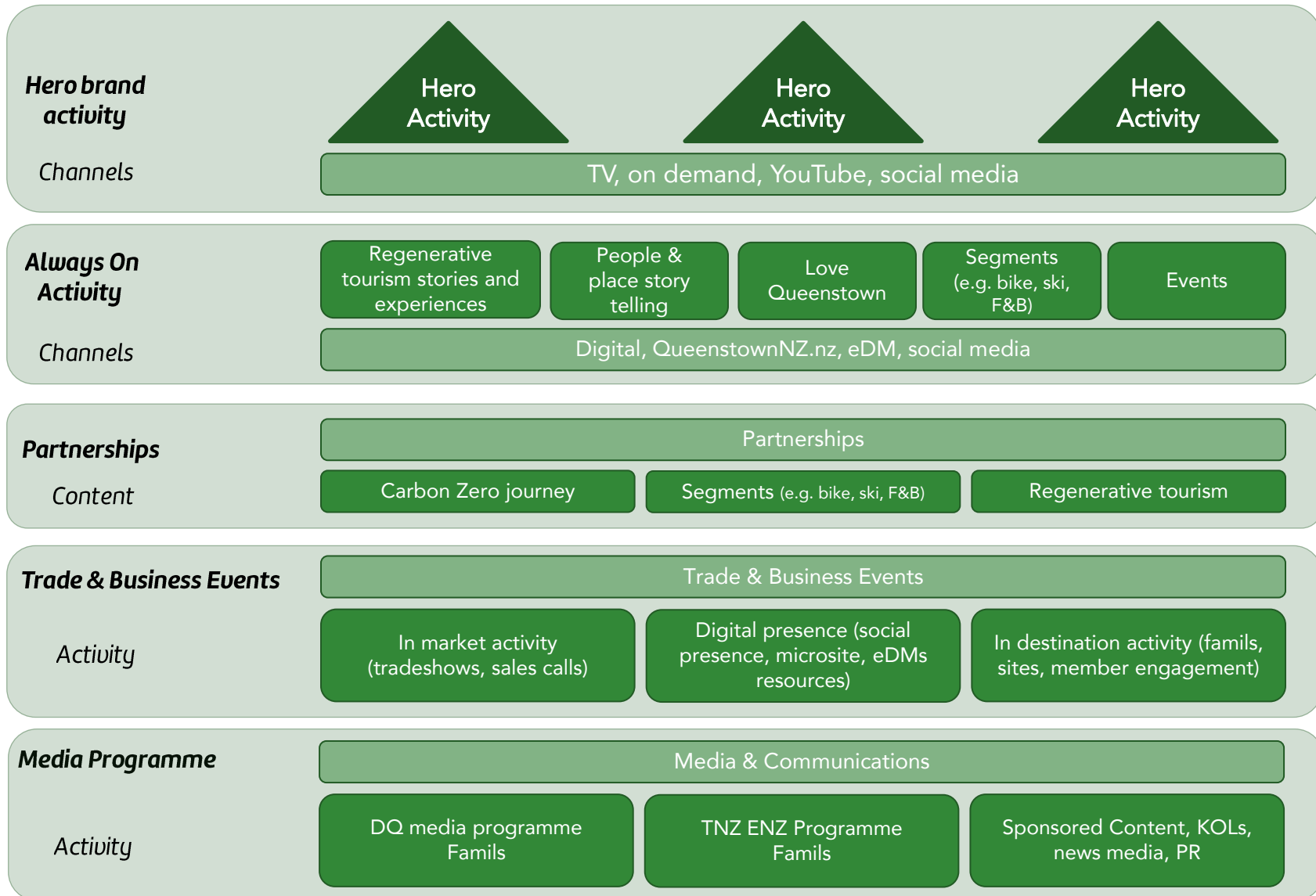
# DMP Project Activity Time Plan

## Foundations for success

Projects	Actions	Responsibility	FY23-24	FY24-25	FY25-26
<b>FOUNDATIONAL PROJECT 1: FRAMEWORK FOR GOVERNANCE AND REVIEW</b>	1. Develop a formal partnership for the delivery and future development of this plan which includes the RTOs, QLDC, Department of Conservation and Kāi Tahu as the initial core partners.	RTO and QLDC			
	2. Establish an independent governance group to oversee progress at a districtwide level. This will ensure a whole-system approach together with an appropriate balance of independence, accountability and expertise.	RTO and QLDC			
	3. Confirm reporting and review cadence. Regularly assess performance and progress, and identify opportunities for improvement.	RTO and QLDC			
	4. Establish inter-regional and international collaboration structures and ensure strategic alignment between RTOs, QLDC and interregional DMP network to support the plans objectives and with other regions DMPs	RTO and QLDC			
<b>FOUNDATIONAL PROJECT 2: OPERATIONALISE PROJECTS</b>	1. Develop an implementation plan to guide, in phases, the set of actions ahead for all projects. This needs to make the most of the connections between different areas of work. This will create a programme plan that spans all projects.	DMO			
	2. Identify funding for each project.	DMO			
	3. Assign a taskforce for projects in phase 1.	DMO			
	4. Ensure that communication structure exists: Between the DMG and project leaders and between DMG/project task forces and tourism industry / wider community.	DMO			
	5. Identify the capabilities (skills and expertise) and capacity (labour) required to successfully implement the plan. Develop appropriate programmes to address any issues or gaps.	DMO			
	6. Build capability and capacity of the regional tourism organisations (RTOs), Queenstown Lakes District Council (QLDC) and other relevant agencies to support implementation.	DMO			
	7. Research, identify, and secure appropriate funding from the public and private sectors to support projects that require financial support	DMO			
<b>FOUNDATIONAL PROJECT 3: DATA AND MEASUREMENT FRAMEWORK</b>	1. Initiate an expert-led project to build an optimum data and evidence-based methodology for monitoring and evaluating the transition to regenerative tourism	DMO			
	2. Support the development of a performance measurement and improvement system for tourism businesses, based on proven models from other sectors, that aligns with and accelerates progress towards a regenerative visitor economy (e.g., the New Zealand Farm Assurance Programme Plus (NZFAP Plus).	DMO			
	3. Encourage and support visitor economy-related research projects in the district (e.g., PhD studies), including identifying potential research customers.	DMO			
<b>FOUNDATION PROJECT 4: UPDATE QUEENSTOWN LAKES BRAND AND MARKETING STRATEGIES</b>	1. Effective use of data and analytics to improve knowledge about visitor motivators and behaviours.	RTO			
	2. An informed understanding of visitor interests, behaviours and values to inform marketing activity.	RTO			
	3. Align brand strategy to regenerative tourism and economic diversification.	RTO			
	4. Align marketing plans (including business goals, market segments and promotional/experience activities) to regenerative tourism and decarbonisation.	RTO			
	5. Align to place-based marketing plans in future.	RTO			

	Solid colours indicate activity		Light colours indicate activity
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# RTO Marketing Approach





## Glossary

<b>AIME</b>	Asia-Pacific Incentives and Meetings Expo	<b>QLDC</b>	Queenstown Lakes District Council
<b>APBA</b>	Arrowtown Promotion & Business Association	<b>QCB</b>	Queenstown Convention Bureau
<b>AUSAE</b>	Australasian Society of Association Executives	<b>QFT</b>	Quarantine-free travel
<b>BEIA</b>	Business Events Industry Aotearoa	<b>REF</b>	Regional Events Fund
<b>BRG</b>	Business Response Group	<b>RTNZ</b>	Regional Tourism New Zealand
<b>C&amp;I</b>	Conference and Incentive	<b>RTO</b>	Regional Tourism Organisation
<b>CINZ</b>	Conference Incentives New Zealand	<b>SLEIP</b>	Southern Lakes Events Investment Panel
<b>CIMS</b>	Co-ordinated Incident Management System	<b>SRB</b>	Strategic Review Board
<b>DEF</b>	Domestic Events Fund	<b>STAPP</b>	Strategic Asset Protection Program
<b>DMP</b>	Destination Management Plan	<b>TCO</b>	Tourism Central Otago
<b>DQ</b>	Destination Queenstown	<b>TECNZ</b>	Tourism Export Council of New Zealand
<b>IMA</b>	International Marketing Alliance	<b>TIA</b>	Tourism Industry Aotearoa
<b>IMP</b>	International Media Program (Tourism New Zealand)	<b>TNZ</b>	Tourism New Zealand
<b>ITO</b>	Inbound Tour Operator	<b>TORQUE</b>	Tourism Operator Responders of Queenstown
<b>LWT</b>	Lake Wānaka Tourism	<b>TRENZ</b>	Tourism Rendezvous New Zealand
<b>MBIE</b>	Ministry of Business, Innovation & Employment	<b>TSI</b>	Tourism Sentiment Index
<b>MICE</b>	Meetings, Incentives, Conventions and Exhibitions		
<b>PCO</b>	Professional Conference Organiser		
<b>PIM</b>	Public Information Management		
<b>QAC</b>	Queenstown Airport Corporation		

# *Destination Queenstown* **Team Charter**

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## **Our Purpose**

To be the guardians of our destination values, to inspire visitors and encourage authentic connections between people and place.

## **Our Vision**

Queenstown Lakes visitor economy is carbon zero by 2030.

## **Our Values**

### **All In**

Collaborate  
Communicate  
Respect

### **Stay True**

Empower  
Encourage  
Integrity  
Authentic

### **Have Fun**

Love what you do  
Wellbeing  
Celebrate



Destination Queenstown  
Annual Business Plan FY23-24



# SUBMISSION

TELEPHONE 0800 327 646 | WEBSITE WWW.FEDFARM.ORG.NZ



To: **QUEENSTOWN LAKES DISTRICT COUNCIL**

Submission on: Queenstown Lakes District Council Annual Plan 2023/24

Date: 26 April 2023

Contact: Mark Patterson  
**PROVINCIAL PRESIDENT OTAGO**  
Federated Farmers of New Zealand

**Harriet Jopp**  
**SENIOR REGIONAL POLICY ADVISOR / SOLICITOR**  
Federated Farmers of New Zealand  
m: 021 0825 9102 | e: [hjopp@fedfarm.org.nz](mailto:hjopp@fedfarm.org.nz)

1. The Otago Province of Federated Farmers (Federated Farmers) welcomes the chance to submit on the Queenstown Lakes District Council (the Council) Annual Plan 2023/24.
2. Federated Farmers makes submissions on Annual Plans and Long-Term Plans to ensure councils exercise fiscal prudence, and consider affordability, fairness, and equity issues regarding rates. We acknowledge any submissions made by individual members of Federated Farmers.
3. We would like to be heard in support of our submission.

## Background to the issues affecting rural land holders

1. From a rural perspective, rates are contentious as rural landholders pay a far greater amount per capita than their urban counterparts, but the council spending is focused on urban needs.
2. In the draft Annual Plan, the Queenstown Lakes District Council is proposing a rates impact as follows:

Proposed rates increased in long term plan for 2023 – 2024	5.5%
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Average proposed rates increased in Annual Plan	13.6%
Proposed rates increase for primary industry in Wanaka (median value)	14.14%
Proposed rates increase for primary industry in Whakatipu (median value)	20.55%
Proposed rates increase for primary industry in Wanaka (higher values)	12.87%
Proposed rates increase for primary industry in Whakatipu	20.66%
Proposed rates for primary industry in Wanaka (lower values)	16.19%
Proposed rates for primary industry in Whakatipu (lower values)	20.24%

3. Federated Farmers opposes the decision to increase the rates from the proposed 5.5% in the Long Term Plan to between 12.87% - 20.66% on primary industry properties. We are disappointed that there has been no explanation provided as to why the lower value primary industry properties and primary industry properties in Whakatipu are bearing proportionately more of the rates burden than the average rate payer.
4. Section 101(3) of the Local Government Act 2002 states that the funding needs of the local authority must be met from those sources that the local authority determines to be appropriate, following consideration of,—
  - (a) in relation to each activity to be funded,—
    - (i) the **community outcomes** to which the activity primarily contributes; and
    - (ii) the **distribution of benefits** between the community as a whole, any identifiable part of the community, and individuals; and
    - (iii) the period in or over which those benefits are expected to occur; and
    - (iv) the extent to which the actions or inaction of particular individuals or a group contribute to the need to undertake the activity; and
    - (v) the costs and benefits, including consequences for transparency and accountability, of funding the activity distinctly from other activities.
5. This places at the heart of the rating system a ‘benefit principle’ where the rates collected are related to the benefits received by the rate payer. We understand that it can often be a difficult task to accurately calculate the financial situation that the individual rate classes are in, and the proportionate benefit of the Council’s spending to each class. However, we ask that the Council give greater consideration to how the rating differential impacts rural landowners.
6. We expect that the Council will not charge rural ratepayers for services that they do not get, such as public water supply treatment and connection, public wastewater disposal and treatment, stormwater drainage assets (except where these form part of a road network used by rural communities) or kerbside collection of rubbish and recycling. In certain situations where ratepayers in rural areas do get the benefit of these services, we recommend the use of targeted rates and/or user pays charges for such properties on rates that are similar to those who live in urban areas.
7. With the proposed Annual Plan, there is an estimated \$202 million to be spent on capital expenditure projects. On review of those projects, they are for the benefit of urban residents,

as the large ticket items are waste water, storm water and transport. In general, these do not benefit those who live on primary industry properties as those properties have their own water services and the adjacent roading is not always funded by the Council.

8. Historically, QLDC has treated the rural differentials with accuracy. We consider it timely to review the rural differentials as the three waters legislation is coming into force, but rural landowners will not receive the benefit of this policy. In the past 20 years, there has also been a move towards tourism as an industry and the beautification of the Queenstown Lakes district to support that industry. This may further justify a greater rural rates differential as those who receive the benefit of the spending are weighted towards those who live in urban areas.
9. We would ask that specific consideration is given to:
  - a. Whether the Uniform Annual General Charge can be utilised to the maximum allowable extent.
  - b. Why the governance and regulatory charge is higher on Primary industry (PI) than all other rates classes.
  - c. why the Primary Industry general rate is set to the maximum rate shown. We understand that the Primary Industry general rate funds wilding pine (Wanaka /Hawea / Makarora outside control area) and rural fire as well as landfill establishment and civil defence.
    - i. With regards to the wilding pines, landowners are already bearing the costs associated with clearance, in part or in whole. We would ask that given the wilding pines that are managed are predominantly on public conservation land, whether this should be equitably spread over all rates classes given the landowners are already bearing costs associated with clearance directly and the regional benefits include improved landscape and biodiversity values.
    - ii. With regards to rural fires, it appears that the Council's responsibility has reduced significantly and yet still seem to be collecting fees through the general rate.

#### ***Land that is managed for conservation values***

10. We recommend a specific remission policy to be implemented under s.109 of the Local Government Act 2002 for land that is managed for conservation values. Local authorities have the power to remit some rates in situations where it is thought to serve the greater good or to iron out anomalies in their rating systems.
11. We encourage the Queenstown Lakes District Council to consider whether a specific remission policy can be adopted in relation to land that has conservation value, including:
  - a. Land that is designated a significant natural area;
  - b. Land where pests are actively managed (given the strong correlation between pest control and maintaining indigenous biodiversity);
  - c. Land where there is a natural inland wetland.
12. Where land is managed for conservation as opposed to productive values, there are equitable reasons to provide for rates remissions. Additionally, many of the primary industry properties in the Queenstown Lakes region will be meeting their own costs associated with protecting and maintaining indigenous biodiversity through pest management. We encourage the Queenstown Lakes District Council to recognise the regional benefit of this work.

### ***Current economic climate of the primary industry***

13. In terms of affordability of rates for the rural sector and the economic outlook for agriculture, Beef & Lamb NZ recently announced farm profit before tax for sheep and beef farmers is expected to fall by a third in the 2023 following reduction in exports. For dairy, Fonterra has recently announced a further fall in farmgate price/kg of milk solids, which have continued to decline over the last 12 months. These factors point to harder times ahead for the entire rural community.
14. In the context of the gloomy economic outlook for farming, we would prefer that rates are capped at existing levels or reduced. We encourage the Council to keep their pencils sharp with the aim of avoiding rates increases to rural ratepayers.
15. Many farm owners are not able to pay themselves a set wage, or advocate an employer to maintain their wage to align with inflation. Rather, they are price takers and the product prices for lambs and milk solids have declined.
16. Farmers are not an infinite source of revenue for Council rate increases. Incomes for rural ratepayers are highly unlikely to increase to the same extent as proposed increases in rates. Any increase in costs the Council is imposing on rural ratepayers, will squeeze out other areas of expenditure. However, many farmers will be making a loss this year, and it has been reported that borrowing is required to maintain the 'status quo'. This is especially so for farming, where, despite farm properties having higher land-values than residential properties, the ability of farmers to pay rates is tied to their ability to productively farm the land, rather than relative or absolute wealth in land. The reality is that for our members who are rural ratepayers, any increase in rates will have a real impact on their livelihoods. An option to resolve this pressure is to subdivide which impacts highly valued landscape values in the Queenstown Lakes region.

### ***Land that is identified as highly productive land***

17. We recommend that the Council provide for a greater rural rating differential applicable to rural properties used for horticultural land use measuring 5 ha or more in land area, or properties used for arable or pastoral land use measuring 20ha or more in area. This rating differential should have the effect of reducing the proportion of rates that such property owners are expected to contribute in rates.
18. This is because these properties are considered to be farms for all intents and purposes under various Government laws and regulations such as the Resource Management Act 1991 and the Resource Management (National Environmental Standards for Freshwater) Regulations 2020. Under these regulations, landowners are obligated to run their properties as farms and provide farm environment plans and conform with RMA objectives and goals for farm management including reducing agricultural pollution. Therefore, for these landowners, the ability to pay rates is not only tied to their ability to productively farm the land, rather than relative or absolute wealth in land, but operating such land as farming land is effectively a statutory requirement.
19. Moreover, under the recently introduced National Policy Statement for Highly Productive Land 2022, any land classed as LUC I, II or III in the NZ Land Resource Inventory must be protected from subdivision and development, unless it is specifically required for urban

expansion under the National Policy Statement for Urban Development 2020. This reinforces our concerns about inappropriate rate burdens being applied to landowners or farming land.

### ***Dog registration User Charges***

20. We recommend that council reviews dog registration charges and allocates the cost of service between pet dogs and working dogs to the appropriate category. Farmers have no choice but to have working dogs and these are generally not the dogs that cause issues within our community. A dog registration fee set too high will cause dog owners of both categories to not register their dogs. This has ongoing implications for the community, public safety, and animal health in terms of T. Ovis eradication.
21. A working dog in the Central Otago District is \$12 per year to register. A working dog in Queenstown Lakes is \$80 per year to register. This is a stark difference and we ask that more equitable pricing is adopted.

### **Summary of key recommendations**

22. Federated Farmers key recommendations are summarised as follows:
    - That the Council keep the average rates increase on primary industry properties to no more than 5.5% in the 2023/24 Annual Plan and specifically target rates increases for those who are getting the benefit of the capital expenditure.
    - That the Council continue to ensure that rural landowners are not rated for any services they do not receive (such as water treatment and supply, wastewater treatment and disposal, stormwater drainage services).
    - That the Council continue to use User Pays Fees and Charges for solid waste disposal and keep cost increases in these at or below the current rate of inflation.
    - That the Council continue to use targeted rates for localities that get mainly exclusive benefit of specific Council activities.
    - The Council should utilise the full legally available maximum UAGC of 30% permissible under section 21 of the Local Government (Rating) Act 2002 for funding Council activities and services used by equally by all property owners, as this is most equitable mechanism for assigning a fair and equal ratepayer burden on ratepayers for such services.
    - That the Council provide for a rural rating differential applicable to any rural property used for horticultural land use which measures 5 ha or more in land area, or any property used for arable or pastoral land use which measures 20ha or more in land area. This rating differential should have the effect of reducing the proportion of rates that such property owners are expected to contribute in rates.
    - That the Council provides for rates remission for the primary industry rate payers who are actively managing pests on their properties and protecting and maintaining indigenous biodiversity.
    - Dog registration fees are allocated to the correct category of registration and kept to a minimum due to the public good effect of keeping all dogs registered.
-



## About

Federated Farmers is a not-for-profit primary sector advocacy organisation that represents farmers, and other rural businesses. Federated Farmers has a long and proud history of representing the needs and interests of New Zealand's farmers.

The Federation aims to add value to its members' businesses. Our key strategic outcomes include the need for New Zealand to provide an economic and social environment within which:

- Our members may operate their businesses in a fair and flexible commercial environment.
- Our members' families and their staff have access to services essential to the needs of the rural community.
- Our members adopt responsible management and environmental practices.

This submission is representative of member views and reflect the fact that local government rating and spending policies impact on our member's daily lives as farmers and members of local communities.

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**Federated Farmers thanks the Queenstown Lakes District Council for considering our submission on the Draft 2023/24 Annual Plan.**

**From:** [REDACTED]  
**To:** [Let's Talk](#)  
**Subject:** Submission to QLDC 2023-24 Plan  
**Date:** Wednesday, April 26, 2023 3:02:10 PM  
**Attachments:** [image002.png](#)

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*Submission to QLDC 2023-24 Plan*

*There is significant scope for QLDC to facilitate collaboration between established and new conservation groups across the region. The conservation benefits for the Council and community would be immense.*

*These groups are generally community-based volunteer groups who are striving to make a difference to the quality of biodiversity with their native forest replanting, weed control, pest eradication, riparian planting, species monitoring etc. They are driven by an enthusiasm and the knowledge to make a difference, but are constrained in achieving large scale impacts by limitations on volunteer time and resources. Informal, ad hoc coordination and collaboration exists, changing to do so at a greater scale and strategically guided would enable large scale progress on biodiversity and climate change. This change can not be done under the current funding regime as this takes time and effort which these groups simply do not have. Yet they have skills, passion and knowledge that our environment and our community needs more than ever!*

*Truly delivering on the Council biodiversity and climate strategy is needed. With robust leadership (whether from within QLDC or by facilitating an independent organization) and committed long term funding to deliver on coordinated strategic conservation plans there can be a lot of positive gains achieved by these groups for the good of the environment and the people of the District.*

*Significant investment to drive substantial change in nature based activity and enhancement of our native biodiversity is required. This long-term funding is not a cost, it is an investment in the future that your community expects. By not supporting significant and sustained increases in biodiversity work will simply place a greater cost on future generations when the problem is greater and possibly unrecoverable.*

*It needs investment to get results. I suggest that QLDC should prepare to step strongly and boldly in to this space so to bring communities (volunteers, businesses, industry groups) together and enable them to achieve great things.*

*A more complete proposal with funding request will be provided for the LTP planning round next year, this is simply a message to encourage you to think of the power and capability within our community and how to deliver continuity of funding across a 30 year program that will enable faster and more extensive enhancements to the environment than business-as-usual can achieve.*

*I have been engaging with a lot of local conservation groups on this concept of collaboration. I ask to speak to this submission and will include the supporting groups at this time.*

*Matt Hollyer*

**Matt Hollyer**

GSD Workforce - Operations Manager

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[www.facebook.com/tuckerbeachwildlifereserve/](https://www.facebook.com/tuckerbeachwildlifereserve/)

[www.southernlakessanctuary.org.nz](https://www.southernlakessanctuary.org.nz)

[www.rdwt.org](https://www.rdwt.org)



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## COHINC Submission April 2023

The purpose of this submission is to request funding for Central Otago Health Incorporated to the value of \$1500 from the Queenstown Lakes District Council. The funding sought, is intended to be utilized for a share of the management costs of the Society, which includes meeting fees (if claimed) and travel expenses for the elected Wanaka Ward representative. COHINC is a registered charity organization.

The History: COHINC began its journey in 1992 with the formation by the Central Otago District Council of the Central Otago Advisory Group. By 1998 following a number of structural and funding changes, CODC resolved that an operating company and an incorporated society be formed and the result is the existing Central Otago Health Services and COHINC.

At some time in the 1990's The Otago District Health Board intended to close Dunstan Hospital but a compromise was achieved whereby the Buildings at Dunstan were made available to lease by the operating company, and the assets within the hospital had to be funded from the community that Dunstan Hospital serves. COHINC was formed in the year 2000 to retain ownership and management of these assets.

COHINC leases the assets within the Hospital to COHSL the operating company, and this funding helps to fund replacement and maintenance of the assets. COHSL receives most of its funding from the Southern District Health Board. COHINC also receives donations from the Central Lakes Trust, Friends of Dunstan Hospital and various Lions and Rotary clubs. CODC currently funds \$7556 towards management costs of the Society and this support has been ongoing. In the absence of any support from QLDC the Wanaka representative has been funded from the CODC contribution.

The purpose of COHINC is:

To provide a link between Dunstan Hospital and the regions of the Central Otago and Wanaka communities served by the hospital and to represent the interests of the community.

To own and protect the assets of Dunstan Hospital for the members of the community.

To seek funds and make grant applications for the provision of assets.

To own 100% of the shares of Central Otago Health Services Ltd.

To appoint the directors of Central Otago Health Services Ltd.

The Board of COHINC comprises:

Five members elected at the time of the local body elections, four from the Wards of Central Otago and one from the Wanaka ward of QLDC.

One member appointed by CODC.



One member from Tangata Whenua.

Two members appointed by service providers, one to be a doctor.

From the points made above it can be seen that the structure for secondary public health at Dunstan Hospital is quite different from that in the Wakatipu Ward. The five regional Hospitals within the Southern District Health Board District have at least four different structures. For the continuation of the valuable service from Dunstan Hospital it has been necessary for the community to provide funding and support which has largely been provided by COHINC.

The continued support from CODC is appreciated and shows acceptance of the reality that health funding in regional areas is inconsistent and inequitable. The Wanaka Ward community secondary health requirements are funded differently from those in the Wakatipu basin. The rapid growth in the Wanaka area and surrounds means that this area now represents half the catchment population served by Dunstan Hospital.

It would be great if QLDC and CODC could work together and show a united and consistent approach in the battle to secure adequate secondary health services.

**To:** Queenstown Lakes District Council

This is a letter of support for Friends of Bullock Creek's submission on the QLDC draft Annual Plan 2023 – 2024.

I disagree with the proposed deferral of \$6 million allocated to the Stone Street Stormwater upgrades, out to YE 2030. This sum should be retained within the QLDC annual Plan 2023 – 2024 to ensure that the upgrades are carried out in an expedient manner and supported by robust analysis to reflect the value we place on our environment and our dependence on our infrastructure for resilience.

Yours sincerely,

Susan McRobie

Email address: [REDACTED]

Date: 26.04.23

**From:** [REDACTED]  
**To:** [Let's Talk](#)  
**Subject:** Annual Plan - Submission  
**Date:** Wednesday, April 26, 2023 4:37:15 PM  
**Attachments:** [image001.png](#)  
[image002.png](#)  
[image003.png](#)  
[image004.png](#)  
[image005.png](#)

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I would like to put in a submission for funding for a specific project:

To provide lighting from the Lake Hawea Township along the Dam and continue to the end of the walking track to The Camp. To ensure that the lighting doesn't affect the night skies. We would like this put in as people are often walking at night between the township and the camp and would like it to be well lit for safety of the people. More and more people are visiting the area and would like to walk rather than drive to the Restaurants/Cafes. This is beneficial for their health, safety and the environment. Thank you

Sarah Burdon  
Owner

---



SH6, 1208 Lake Hawea – Makarora Road, Lake Hawea  
**T.** 027 226 0283  
**E.** [sarah@thecamp.co.nz](mailto:sarah@thecamp.co.nz)  
**W.** [www.thecamp.co.nz](http://www.thecamp.co.nz) | *subscribe to our blog*

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23 April 2023

Queenstown Lakes District Council  
Private Bag 50072  
Queenstown 9348  
By email to: [letstalk@qldc.govt.nz](mailto:letstalk@qldc.govt.nz)

E te Koromatua, ngā Kaikaunihera mā, tēnā koutou katoa

**Submission to:** Queenstown Lakes District Council  
**Subject:** Draft Annual Plan—Mahere Ā-Tau 2023–2024  
**From:** Creative New Zealand

1. Creative New Zealand welcomes the opportunity to make a submission on Queenstown Lakes District Council’s Draft Annual Plan—Mahere Ā-Tau 2023–2024.
2. Arts, culture and creativity are an important part of developing strong and prosperous towns, and cohesive and healthy communities. We encourage Council to recognise the essential role arts, culture and creativity play in the wellbeing of your residents as you make decisions for the district’s future.
3. Our submission speaks to Council’s proposals in the Draft Annual Plan 2023–2024, and ongoing work under the Ten Year Plan 2021–31, as they relate to arts, culture and creativity in the Queenstown Lakes District, while looking ahead to the upcoming development of your next long-term plan.
4. While we do not wish to address Council in person in support of our submission, we would be happy to discuss any aspect of it with you further, should you wish. Contact details for the team are at the end of this submission.

#### Key points

5. We acknowledge the challenging situation Queenstown Lakes District Council is facing as it navigates the effects of the global pandemic, the ever-present impacts of climate change and the financial constraints of the leaky building settlement, across the need to manage competing interests and significant changes to the local economy.
6. **The Ten Year Plan 2021–31 presented a crucial opportunity to consider how Council can invest most effectively,** to enable Queenstown to recover from the pandemic and develop



into an even more vibrant and attractive place to live and visit, including through arts, culture and creativity.

7. As you enter the Ten Year Plan's third year with your Draft Annual Plan 2023–2024, arts, culture and creativity will assist Council to respond and adapt to current challenges and pressures, by helping build connected, healthy and socially cohesive communities in the Queenstown Lakes District. We note the wellbeing of your communities is a strong focus of the Draft Annual Plan and encourage Council to remain committed to arts, culture and creativity as investment here is investment in social, cultural and economic wellbeing.
8. **We commend the partnership between Council, Te Atamira Whakatipu Community Trust and the Three Lakes Cultural Trust to develop Te Atamira.** We encourage Council to continue to work closely with both Trusts around the ongoing operation of this new community arts and culture facility. Alongside this capital programme, we strongly encourage Council to invest in building and resourcing organisational and programming capability for the facility.
9. Developing similar partnerships could be a highly effective approach to achieving Council's goals and outcomes in the Annual Plan, and Ten Year Plan. For example, **it's great to see a plan taking shape around a new performing arts venue in Wānaka**, and we encourage Council to partner in this development in the same way you have with Te Atamira. A new venue represents an opportunity to attract further investment, to build audiences and to make arts experiences more accessible for the community. There is a similar opportunity in finalising details for Stage 5 of the Wānaka Lakefront Development plan, and we encourage Council to work in partnership with the arts community to deliver to this work – artists and arts organisations are our storytellers, our educators, and our place-makers.
10. **We are very heartened to hear about Council's proposal to develop a Heritage, Arts and Culture Strategy.** This strategy will enable Council to create a specific plan to work towards its Vision Beyond 2050 outcome of *Breath-taking Creativity*. We strongly encourage Council to consult widely and actively engage the arts community in developing the strategy, to create a strategy that can deliver specific actions to support the arts community and grow its potential. We also encourage Council to engage the Three Lakes Cultural Trust in this work, given their significant pre-existing work in developing the [Cultural Masterplan 2020](#). Through its educational, capability building and community initiatives, the Trust would be well placed to support Council in this mahi. We're happy to help where we can with this work too, and will be interested to see how the strategy is reflected in the development of the new long-term plan.

### **Ten Year Plan 2021–31**

#### *Challenges, Vision and Community Outcomes*

11. Regarding **the need to support tourism and diversify the economy**, again, the arts community are uniquely positioned to support this work. High-quality arts and culture venues, organisations, events and festivals can attract visitors and further investment to the region, and act as a multiplier for hospitality and tourism.
12. There's substantial evidence to support the capacity of artists and the arts community to support Council and community challenges and opportunities. Two or more hours per week of arts engagement is associated with better mental wellbeing than none or lower levels of

engagement,<sup>1</sup> while our [New Zealanders and the arts—Ko Aotearoa me ōna toi 2020](#) research found that:

- 64 percent of New Zealanders agree that the arts contribute positively to the economy
- 61 percent of New Zealanders agree that the arts make an important contribution to community resilience and wellbeing.

### *Community Services and Facilities*

13. **It's exciting to see the significant visitor numbers to Te Atamira.** In addition to supporting the development of a broader arts ecosystem in the District, this central arts facility is building audiences, attracting investment and delivering vital cultural and social wellbeing outcomes to residents and visitors, as well as make arts experiences more affordable and accessible.
14. **It's timely to see wider community engagement to support the continued exploration of developing a performing arts venue in Wānaka.** We encourage Council to be part of this development process and the broader ambitions to support the local Wānaka arts, culture and creative community, alongside delivering cultural, social and economic outcomes to residents and visitors.
15. We note that **Project Manawa** will have further public consultation this coming year. Working with Ngāi Tahu Property, **we encourage Council to consider how it could include arts and cultural elements in downtown spaces.** Public art can help increase the use of public spaces, improve the aesthetics of a place and encourage a sense of ownership and community pride. Strong examples of this can be found in Christchurch through the work of [Matapopore](#) and [SCAPE Public Art](#).
16. **We support Council's continued investment in community facilities and the development of new facilities,** such as the opening of the Luggate Memorial Centre Whare Mahana and work to transform the former Mitre 10 building in Wānaka to a youth/community space. We note the changes proposed to your schedule for capital work programmes in the annual plan, but also highlight that these facilities are important delivery mechanisms for wellbeing outcomes. They foster knowledge and creativity and are spaces for communities to gather. As new facilities are developed and existing spaces are reconfigured, we encourage Council to consider how to:
  - ensure these facilities include spaces that are accessible to artists and community arts groups, where they can make and show their work to audiences
  - work with local artists and practitioners to create a strong sense of cultural identity at each of the centres.

### **Creative New Zealand's interest in the arts in the Queenstown Lakes District**

17. Creative New Zealand is the national arts development agency, responsible for delivering government support for the arts. We're an autonomous Crown entity continued under the Arts Council of New Zealand Toi Aotearoa Act 2014. Our legislative purpose is to encourage, promote, and support the arts in New Zealand for the benefit of all New Zealanders.
18. We recognise the importance of Otago to the arts in New Zealand. For arts that are delivered in the Otago region, **\$1,930,214** of direct financial support was provided by Creative New Zealand in 2021/22; **\$250,890** of this was directly provided in Queenstown Lakes District, supporting the funding of individual arts projects.

19. Under the Creative Communities Scheme, we also fund territorial authorities directly to support local arts activities. In 2021/22, funding of **\$188,259** was provided to the Otago region, which included **\$38,500** to Queenstown Lakes District Council and your creative community.

## Conclusion

20. Thank you again for the opportunity to submit on the Draft Annual Plan 2023–2024. We understand there is considerable pressure on all Council budgets this year and acknowledge your continued commitment to arts, culture and creativity as part of overall investment in your community’s wellbeing.
21. Mayor Glyn Lewers said recently at our [All in for Arts—He waka toi e eke noa nei tātou](#) event, in response to spending time and reflecting on what art and creativity can bring to being human, ‘In my role, I’ve got many challenges. I’ve got many perspectives that I’ve got to take on board. So actually, putting yourself in someone else’s shoes and seeing their perspective, that’s to my view the actual essence of empathy, of human empathy’.
22. Please feel free to contact us if you have any questions or if you wish to discuss this submission further. The key contact person is:
- Name:** Cara Paterson  
**Position:** Senior Advisor, Advocacy, Local Government focus  
Kaiwhakamahere Matua Taunaki, Kāwangatanga ā Kainga  
**Contact:** [cara.paterson@creativenz.govt.nz](mailto:cara.paterson@creativenz.govt.nz)

Ngā mihi nui ki a koutou katoa, nā



David Pannett  
**Senior Manager, Strategy & Engagement**  
**Pou Whakahaere Matua, Rautaki me te Tūhono**

## WAKATIPU RUGBY CLUB ANNUAL PLAN SUBMISSION – April 2023

### Queenstown Recreation Ground Playing Surface Condition

The condition of the Queenstown Recreation Ground playing surface, in particular the ongoing deterioration in the quality of the ground and its fitness for purpose as a playing surface throughout a full rugby season, continues to be of concern to members of the Wakatipu Rugby Club (“the Club”).

Since our submission to last year’s Annual Plan the Club is uncertain on the current status of the proposed use of the Recreation Ground as a construction yard for the Queenstown Arterials project.

We note the following extract from the Queenstown Recreation Ground Reserve Management Plan (2006):

#### *Policy 1 – Rugby Ground*

- 1.1 Provide and maintain the current size rugby ground comprising a high quality multi-use sports turf.*
- 1.2 Minimise the impact of organised sport and events on playing surfaces by defining and enforcing maintenance requirements and recovery periods.*
- 1.3 Give priority to allocation of the field to rugby as long as the Wakatipu Club has clubrooms adjoining the site.*

The committee of the club is concerned that these policy objectives are not currently being met, and submits that the annual budget for care and maintenance of the playing surface should be increased over that allowed in recent years.

We again appeal to QLDC to give consideration to funding an overdue full rehabilitation of the playing surface in order to bring it up to the high quality standard set out in the Management Plan, and to be able to host sporting events throughout the year. The Club again suggests Council engage a qualified turf management company to provide an assessment of the state of the playing surface and a recommendation as to the long term sustainability of the grass surface.

We do note that some guidelines seem to have been put in place for users of the ground, particularly with respect to operation of vehicles on the surface, with reference to areas of operation, prohibited areas, surface conditions, etc, although we note that these guidelines are not always followed.

### Queenstown Arterial Project

The Wakatipu Rugby Club has repeatedly expressed its concern over the granting of consent for Stage 2 of the Queenstown Arterial project, particularly the proposed demolition of the Memorial Centre and Rugby Clubrooms. The Club is still of the considered view that an alternative option, not requiring demolition of Memorial Centre and the Club’s facilities, would be more appropriate, noting that until shortly before the project commenced the ‘preferred route’ avoided this unnecessary removal of valued community facilities. If the current plan were to proceed, the Club would expect a similar or better replacement clubrooms building with incorporated changing rooms in return for relinquishing our existing facilities (including the Memorial Centre changing rooms). We would also expect to be consulted at all stages where the demolition of our existing facilities is being considered. We understand that a community liaison group has been formed for these works, although despite attempting to be involved we have not been contacted, struggle to make contact with appropriate QLDC staff, and continue to remain in the dark on these matters.



# Submission to the draft 2023-24 Annual Plan

**FlightPlan2050**

**John Hilhorst**

26 April 2023

Thank you for the opportunity to submit on the draft Annual Plan.

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*We submit that:*

*The QLDC demand projections dataset be reviewed and updated for this Annual Plan to align with the Queenstown Lakes Regenerative Tourism Plan goal of Carbon Zero by 2030.*

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## Commentary

We note that:

- Council endorsed the Queenstown Lakes Regenerative Tourism Plan at its meeting of February 2023.
- Council is an equal partner of the Destination Management Steering Group, along with Destination Queenstown and Lake Wanaka Tourism.
- The Regenerative Tourism Plan is an output and a priority initiative of the Grow Well / Whaiora Spatial Plan.
- The Regenerative Tourism Plan sits alongside the Queenstown Lakes District Climate and Biodiversity Action Plan and the upcoming Economic Diversification Plan.

We also note that the QLDC demand projections dataset underlies the council's Long-Term Plan, and is therefore used by the Queenstown Airport Corp board in preparing its Statement of Intent, master planning, and capital works strategy. The QAC board is actively in the process of master planning for substantial growth over the next decade, with talk of \$200-\$300 million debt-fuelled capital works to double capacity.

### **A new direction**

The Queenstown Lakes Regenerative Tourism Plan attributing visitor flight emissions represents a seachange for the district. It singularly delivers on the post-Covid calls for a reset, a pivot, and a reimagining of the district's tourism sector.

It has the foundational advantage of being led by the district's most powerful economic influence, the tourism sector, which will itself be the most impacted.

We believe it has far greater ambition and potential to deliver climate change mitigation than any other initiatives of the council or other regional bodies. It absolutely deserves the council's wholehearted and committed support.

### **Carbon Zero by 2030**

The Regenerative Tourism Plan adopted as its keystone project a goal for Carbon Zero by 2030. This ambitious goal was “to provide a clear focus and catalyse **rapid action.**” [our emphasis]

The plan states “This keystone project is a particularly significant commitment because:

- Selecting 2030 as the goal **does not allow for delay.** [our emphasis]
- The framing of the goal recognises that **systemic changes are needed.** [our emphasis]
- The commitment takes responsibility for Scope 3 emissions. This includes all emissions from air travel and ground transportation.
- The first priority is to *rapidly cut emissions.*” [their emphasis]

### **Includes visitor flights emissions**

The Plan explicitly includes Scope 3 emissions, being the travel emissions of visitors to the district. To do otherwise would clearly be greenwashing and cause substantial reputational damage to the destination.

Further work has been done to better understand and quantify the sector's Scope 3 emissions regarding international visitor flights. The efficacy of this metric sits at the very core of this carbon-zero project, and it will take time to determine the appropriate methodology to fairly attribute visitor flight emissions to the district's tourism sector.

Nevertheless, it is already abundantly clear that international flights are by a large measure the greatest emissions impact of the district's visitor economy, requiring essentially the same response regardless of the metric used.

### **Controlling visitor numbers**

The emissions of medium to long-haul flights are amongst the most challenging to abate. While advances in electric propulsion and SAF fields may enable short-haul flights typical of New Zealand's domestic network to achieve carbon neutrality over the next two decades, this is not the case for international visitor flights.

Medium to long-haul flights cruising at altitudes more than 30,000 feet cause Radiative Forcing, with global warming impacts independent of the propulsion/fuel used. Science is settled on a Radiative Forcing Index value of three, meaning a carbon-neutral fuel would only reduce the global warming emissions impact of these flights by one-third. There is currently no hoped-for pathway or anticipated technology that could abate these emissions.

So, fundamentally the only way to reduce international visitor flight emissions for a New Zealand destination is to reduce the number of international visitors and/or the distances they travel.

This strategy to manage visitor numbers and their distance travelled is clearly articulated in the Regenerative Tourism Plan under Project 9. The crucial importance of this strategy and the need for rapid adoption has become increasingly evident in subsequent work.

## Coordination essential

The Regenerative Tourism Plan recognises managing visitor numbers is an ambitious undertaking that will require substantial alignment and cooperation from a wide range of entities, including local, regional, and national political and business groups. We expect that developing such cooperation will be a central workstream required for the Plan's success.

## Align council's visitor projections now

With committed effort across all sectors, as envisioned by the Regenerative Tourism Plan, we are confident that the district can influence visitor markets and other contributing factors, ultimately managing visitor demand.

As an equal member of the Regenerative Tourism Steering Group, Council itself has called for **rapid action** for **systemic changes** with **no delay**.

Reassessing the demand projections of international visitors in line with the Regenerative Tourism Plan's Carbon Zero by 2030 is the rapid action needed from Council for this year's Annual Plan.

## Delay is failure

Choosing not to amend the visitor demand projection database has major negative consequences.

It would signal:

- That Council lacks faith in the Regenerative Tourism Plan's ability to deliver on its goals. Council has been an equal party in developing this plan over three years, so should already have foreseen the implications the plan's goals would have on visitor demand projections. Leaving the projections unchanged signals the council has no buy-in on the project or confidence in its outcomes.
- Left unchanged, these visitor demand projections become the basis of three major long-term strategic plans – the three-year reviews of the district's Spatial Plan and council's Long Term Plan, and the Queenstown Airport's capital works master planning for the next 10 years.

Without the called-for rapid action to update its visitor demand projections in line with the Regenerative tourism plans of carbon zero by 2030, Council would be undermining the project and locking in planning and infrastructure effects in direct conflict with the project goals.

Thank you for your consideration.

**From:** [Treasurer BW](#)  
**To:** [Let's Talk](#)  
**Subject:** Bike Wanaka Submission in Support of Upper Clutha Tracks Trust Application - Annual Plan 2023-2024  
**Date:** Wednesday, April 26, 2023 9:08:55 PM

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Good evening,

Bike Wanaka wishes to formally support the Upper Clutha Tracks Trust community grant application submitted for the 2023-2024 annual plan.

Bike Wanaka works with both Upper Clutha Tracks Trust and Active Transport Wanaka to develop active transport and recreational biking facilities in the local area. Bike Wanaka fully supports the application made by Upper Clutha Tracks Trust and also acknowledges the QLDC's support made in recent years towards biking in the area and the importance of this continuing in the future to ensure healthy communities.

Please do not hesitate to contact me if you require any further information regarding this submission.

Thank you.

Kind regards,  
Naomi

--

**Naomi McGregor**  
**Treasurer**





## **2023-24 Annual Plan submission**

This submission is made by Remarkables Park Limited (RPL)

### **1. CAPEX PROJECT DEFERRALS**

RPL is very concerned about the proposal to defer expenditure on the upgrading of the Kawarau Place and Riverside Road sewage pumping stations and submits that this item should be given a greater priority because it facilitates the development of additional housing (both at Remarkables Park and in other areas of Queenstown) and because it would eliminate significant existing environmental risks.

Physical work on construction of a new pump station to replace both the Kawarau Place and Riverside Road pump stations was scheduled to commence this year (2023) and RPL has been working closely with Council staff to match the timing of construction with the needs of the district.

The small Kawarau Place pump station is sited in the recreation Reserve adjacent to the Kawarau River. This pumping station operates at or beyond its design capacity and its location means that it would be almost impossible to capture a spill if it was to overflow. The storage tank is located on the edge of a bank, adjacent to a small gully that leads directly into the Kawarau River. The Riverside Road pump station is also near to capacity. This facility is sited further south at the bend in the river and is also in a Recreation Reserve. The ground level at this site is close to the height of the river and at a height at which it is susceptible to be inundated in a flood event (the surface of the installation is below previous flood levels). There is more flat land around this pumping station and there may be room to limit an overflow discharge to the recreation reserve (albeit with ensuing public health issues). However, in the event of a flood, the Riverside Road pumping station would discharge directly into the Kawarau River and contaminate a river that is protected by a Conservation Order and prized for its water quality and recreational values.

These are considered to be unacceptable environmental risks. Part of the rationale for the construction of a larger pump station in a new location, at a higher level above the river, is to eliminate these risks.

In addition, it is important to increase the capacity of the existing wastewater network to allow for additional development. One of the critical needs of the Queenstown community is for more rental accommodation. The only place in the Queenstown Lakes District where multi-storey apartment buildings (5 – 6 storeys) have been constructed is in the Remarkables Park Zone. Three recent builds are the Wyndham Apartments, the LQ apartments (both of which are in separate buildings to the Wyndham and LQ hotels) and the Toru Apartments. The Remarkables Park Zone has the capacity and the zoning to facilitate more apartment construction in a central location where there is work and education facilities and access to good public transport. The key infrastructure that is currently lacking is sufficient capacity to handle future wastewater flows.

Significantly, replacing these two wastewater pumping stations with a new facility with greater capacity will also increase the capacity of other parts of the Queenstown wastewater network and allow increased development in other locations. The two existing pumping stations transmit effluent from the Riverside Road and Remarkables Park catchments to the Frankton Beach pump station, from where it is piped along the north side of the airport to the Project Shotover treatment facility. The new pumping station that has been designed for Riverside Road would pump into a new gravity line that RPL has already installed along the south side of the airport. Changing to the new pumping station would free up capacity at the Frankton Beach pumping station and this in turn means that more development could be

accommodated in other parts of Frankton or in any areas west of the BP roundabout (eg Frankton Road, Queenstown Bay, Fernhill, Arthurs Point etc).

RPL has taken on board the reasons offered in the Annual Plan for Council needing to prioritise capital projects and needing to defer some work. RPL has offered to take on the risk of construction cost overruns by taking on the responsibility of having the new pumping station facility constructed (to a design already agreed with Council staff) at a fixed price on an open book basis. RPL has also offered to help deal with Council's immediate cash flow issue by RPL covering expenditure during the construction phase and by accepting reimbursement in two staged tranches over the following two years, with a third tranche being held by RPL to be recovered by way of Development Contribution credits as development proceeds.

RPL's submission is that the Annual Plan be adjusted to allow for RPL to continue to work with Council staff to undertake construction of the new wastewater pumping station and rising main (to replace the existing Kawarau Place and Riverside Road facilities), with the first staged reimbursement being deferred until no earlier than 1 July 2024.

## 2. REQUEST FOR BUS SHELTER

The photograph below was taken in 2019 and was included in RPL's 2019 Annual Plan submission. RPL requested Council to install a bus shelter on Red Oaks Drive which would accommodate those students who use the public Orbus service. Since then, the roll of Wakatipu High School has risen to the extent that the capacity of the school has had to be increased. The second photograph taken more recently again shows students waiting for the bus, yet still there is no bus shelter.

Elsewhere in the district, Council has provided shelter for those using public transport at busy stops and it would be appropriate to provide one here.

RPL once again requests that a bus shelter at Red Oaks Drive be added to the 2023/24 works program.





### 3. ACTIVE TRAVEL

The draft Annual Plan describes the work and expenditure proposed on the Arthurs Point to Queenstown route and also mentions that work has commenced on the Schools to Pool route in Wanaka and a shared pathway along Anderson Road. However, no detail is provided on what work is programmed for other very important Active Travel routes. The draft plan simply states:

*“Providing more options for getting from A to B was a strong theme in the 2021-2031 Ten Year Plan. Solid progress has been made to plan and design eight priority trails connecting key destinations such as Arrowtown, Arthurs Point, Kelvin Heights, Jacks Point, Lake Hayes Estate and Shotover Country, Fernhill, Frankton and Queenstown”.*

RPL submits that the Annual Plan should give the community some indication of the works that are to be undertaken on these other routes during the current year. It is important to the community to know that Active Travel is more than just words. That it is something that they can plan for themselves and their families to participate in (eg for transport to and from work and school). The limited information provided is insufficient to let readers know whether they should submit on this aspect of the Annual Plan or not. It is also important for a developer such as RPL to know the proposed construction schedule. RPL and its associated company, Queenstown Park Limited, own land on both sides of the Kawarau River that would be crossed by two of the proposed Active Travel routes. RPL and QPL have each developed trails that will become part of the Active Travel network and want to be ready to undertake what additional work is required to tie in with the QLDC and Waka Kotahi developments.

RPL submits that the Annual Plan should provide a more detailed description of the actual work to be undertaken on the listed trails during the 2023-24 year.

#### **4. PRE-CONSULTATION ON 2024-2034 LONG TERM PLAN**

Council has requested responses on matters that the community would like to see included in the 2024-2034 Long Term Plan. RPL submits that there are two matters that Council should consult on as part of the next Long Term Plan.

##### **4a Consultation on the location of Council's proposed staff office accommodation building.**

It is time that Council consulted with the community on this project.

A resolution to plan for future QLDC staff accommodation in the Queenstown town centre was made during the time that Vanessa van Uden was Mayor. (2010 -2016). There was no consultation at the time and since then Council has consistently resisted conducting any public consultation on this matter. The Queenstown Town Centre Masterplan would have been an ideal opportunity to consult with the community on such a proposal. However that process refused to accept submissions on the location of staff offices. It stated that the decision on location had already been made and it specifically limited submissions to what additional facilities submitters would like to see included within the "Community Heart".

Since then Council has continued to proceed on the basis that it would construct new office facilities at the Stanley Street site as part of project Manawa. In our view Council should pause and ask the community where it would like to see any new council staff accommodation located and also undertake an evaluation of how the current proposal conflicts or complies with Council's other policies.

The decision is important from a number of perspectives that weren't even under consideration when the van Uden council passed its resolution. In particular; Climate Change, Active Travel, CBD parking, Frankton Road congestion and the movement of the centre of Queenstown's residential population base. The extent to which the permanent residential population of Queenstown would relocate east of the BP roundabout and particularly to the southern and eastern corridors (Jacks Point, Hanleys Farm, Lake Hayes Estate and Shotover Country) was not contemplated when the van Uden council considered future office accommodation.

Council has made a commitment to a low carbon future. It has acknowledged that Council is one of the largest employers in the district and that, in relation to carbon emissions, "*Transport is the highest emitting sector, accounting for 45% of gross emissions.*"

RPL submits that, in order to keep faith with its commitment to a low carbon future, Council needs to assess the transport and emissions impacts of siting its staff accommodation in the Queenstown Town Centre and compare them to the transport and emissions impacts of siting this proposed office building in a more central location, such as within the Frankton Flats.

A site at Frankton would be more central to Council's staff as well as to its ratepayers and visitors. Given that the great majority of the population of Queenstown now reside east and south of the Frankton roundabout, it can be safely surmised that the majority of both staff and customer trips to a Frankton office would be shorter than they are at present, because they could avoid the Frankton Road section of their trip. A return vehicle trip along Frankton Road is 13km and the largest proportion of Council staff travel by private motor vehicle. So locating QLDC's main office in Frankton would result in a considerable reduction in emissions. The same applies to the work-related trips that council staff make to Frankton, Wanaka and most other parts of the district, e.g. for site inspections. Each of those trips would also avoid return trips along Frankton Road. There are fewer reasons for ratepayers to visit Council offices



these days but, again, with the majority of ratepayers living east or south of the BP roundabout, those trips would also be shortened by 13km.

This is not only matter of reducing emissions. Frankton Road is one of the most problematic transport corridors in the district. Tens of millions of dollars is about to be spent on this section of road for what is acknowledged to be only a short-term fix. QLDC is one of the district's largest employers. If the number of QLDC staff who commute along Frankton Road could be reduced, this would help relieve peak Monday – Friday congestion on that route, benefitting tourists and other road users. A related but additional advantage of locating Council's offices in Frankton is that it would also reduce demand for commuter parking in Queenstown - assisting both visitors and businesses located in the Queenstown town centre. The expenditure that might be made by some Council staff in their lunch break is small in comparison to the expenditure of a tourist with no time constraints and, often, fewer financial constraints.

In relation to Council's commitment to Active Travel and Mode Shift, if Council was to construct its offices in Frankton, it would be a 7km cycle commute from there to either Hanleys Farm or to Lake Hayes Estate and even less for those who might live on Queenstown Hill (Goldfields etc). That hits the sweet spot of being a manageable, and enjoyable distance for staff to ride before and after work – especially those on an e-bike. And for any who opt to continue to travel by car, they will at least have likely halved their commute and halved their emissions.

In contrast, the proposed Camp St office site would be at the western extremity of the planned Active Travel network. It is farther than 14 kilometres to cycle from Camp Street to either Hanleys Farm or Lake Hayes Estate. This means you need to be either a cycling enthusiast or a climate change champion to cycle it as a regular twice-daily commute. The result is that, even though council has introduced some very good pro-active measures, such as assisting staff to purchase e-bikes, there are very few staff from the eastern and southern corridors who still cycle between work and home on a consistent and regular basis. If Council proceeds with plans for new offices in the Queenstown Town Centre, it would be signing up for another 50 years of mode shift reluctance.

#### **4b Consultation on Stage 2 Town centre Bypass**

The consenting process for the town centre by-passes was undertaken under the RMA fast-track legislation and no public submission process was permitted. The rationale for that approach is understood and it is recognised that council wanted to avail itself of central government funding that was available if the bypasses were “shovel ready”. In the event funding was obtained for the stage 1 bypass but not for Stage 2.

The Stage 2 work would involve demolition of Memorial Hall and the Queenstown squash courts and reducing the width of the viewing area available for spectators along the eastern (sunny) side of the adjoining Recreation Ground. These are significant matters and it is important that there is an opportunity for the community to have a say if this work is to proceed.

Furthermore when council is proposing to defer critical infrastructure (the proposal to defer upgrading and increasing the capacity of the Remarkables Park / Kawarau Place sewage pumping station is a case in point) it is important that the community gets a say in which items are to be prioritised. It is submitted that it is more important to cater for increased residential development at Frankton and elsewhere than to remove community facilities such as Memorial hall and the squash courts or to create an overdesigned access to the Lake View hotel site.

Given that there is no central government funding available to undertake the Stage 2 town centre bypass it is requested that Council give the community an opportunity to have proper input into the Stage 2 Bypass proposal and the ancillary work to remove Memorial Hall and the squash courts and decrease the size of the Recreation Ground. We request that the 2024-34 Long Term Plan include consultation on the Stage 2 Town Centre Bypass proposal.

Thank you for the opportunity to make this submission.

Remarkables Park Limited  
26 April 2023

**From:** [Catkin Bartlett](#)  
**To:** [Let's Talk](#)  
**Cc:** ["Principal Account"](#); ["Craig Paterson"](#)  
**Subject:** Submission to QLDC 2023-24 Draft Annual Plan  
**Date:** Wednesday, April 26, 2023 11:30:50 PM

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Dear QLDC,

Please accept this submission to the 2023-2024 Draft Annual Plan on behalf of St. Joseph's School.

1. This submission is similar to our submission made last year and we again ask that considerable consideration is given to mitigating for the net loss of twelve parking spaces on Melbourne Street, due to the arterial route. This loss significantly limits access to our school. As the only Catholic School in the Whakatipu students travel from as far as Gibbston Valley, Jacks Point and Bob's Cove. To provide adequate access for students to attend school and for our whanau to attend school events further allowance for parking is required. Some of this can be provided in a simple and cost-effective way by the partial re-design of Beetham Street, basically "signs and lines." The need for certainty for such parking is becoming urgent for our school. Last year we met with QLDC staff, on site, who were supportive of these principles and advised that this would need to be approved by QLDC budgets.
2. St Joseph's requires convenient and safe access to the CBD. The QLDC Draft Annual Plan consultation document refers to a change for pedestrian access at Ballarat Street from the published design; the removal of the overbridge. Despite having asked for the proposed revised design, it has not been provided prior to making this submission. Therefore, considering the uncertainty as to whether the needs of St Joseph's will be met by this design St Joseph's requests that QLDC ensures that this crossing is suitable for class loads of students, those using wheelchairs, pushing buggies and people with bikes. A pedestrian refuge will not suffice.

Thank you for your time.

We would like the opportunity to speak at the submissions hearing.

Nāku, nā

Catkin Bartlett

On behalf of St Joseph's School Queenstown School Board



# Submission form | Puka tāpaetaka

Please think about making your submission online at [letstalk.qldc.govt.nz](http://letstalk.qldc.govt.nz)

All submissions will be made public (excluding contact and address information)

Name: Kim Taylor

Organisation (if any):

Contact email address or postal address: [REDACTED]

Location:  Arrowtown  Albert Town  Frankton  Glenorchy  Hāwea  
 Kingston  Luggate  Makarora  Queenstown  Wānaka  
 Gibbston  
 Other (please specify) →

Do you wish to speak at a hearing?  Yes  No

If yes, please provide a contact number: →

## What is your position on the proposed changes to resource and building consent fees?

Please tick one:  SUPPORT  NEUTRAL  OPPOSE

Please tell us more about your response:  
As long as the changes are reasonable.

Pages 14-15

## What is your position on the proposed changes to waste services fees?

Please tick one:  SUPPORT  NEUTRAL  OPPOSE

Please tell us more about your response:  
user pays!

Pages 14-15

## What is your position on the proposed changes to sport and recreation fees?

Please tick one:  SUPPORT  NEUTRAL  OPPOSE

Please tell us more about your response:  
Should be kept as reasonable cost as possible to encourage people to participate in sport & recreation.

Pages 14-15

## What is your position on the proposed changes to community facilities fees?

Please tick one:  SUPPORT  NEUTRAL  OPPOSE

Please tell us more about your response:

Pages 14-15





**What is your position on the proposed changes to animal control fees?**

Please tick one:

Please tell us more about your response:

<input checked="" type="checkbox"/>	SUPPORT
<input type="checkbox"/>	NEUTRAL
<input type="checkbox"/>	OPPOSE

Pages 14-15

**What is your position on the proposed changes to parking fees in the Queenstown Town Centre?**

Please tick one:

Please tell us more about your response:

<input checked="" type="checkbox"/>	SUPPORT
<input type="checkbox"/>	NEUTRAL
<input type="checkbox"/>	OPPOSE

Pages 14-15

**What is your position on the proposed changes to the capex programme?**

Please tick one:

Please tell us more about your response:

<input type="checkbox"/>	SUPPORT
<input type="checkbox"/>	NEUTRAL
<input checked="" type="checkbox"/>	OPPOSE

Important the council supports future growth

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Please use this space to comment on any aspect of the draft 2023-2024 Annual Plan you want to provide feedback on. Tip! Use headings to make it really clear what topic you're providing feedback on!

Empty text box for providing feedback on the draft 2023-2024 Annual Plan.

