

Quarterly Report

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March 2025

QUARTER THREE

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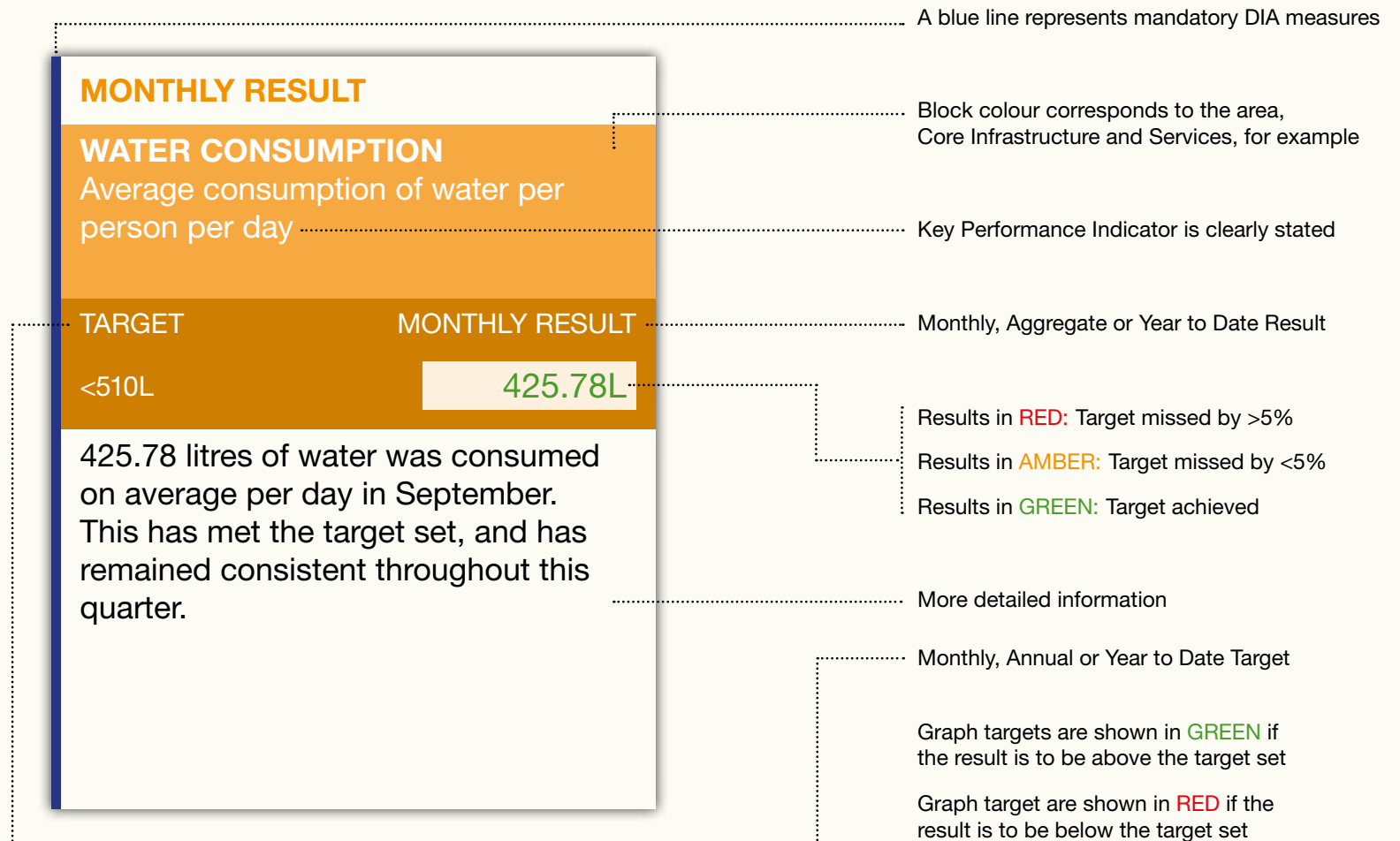
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WHAT IS A KPI?

A Key Performance Indicator (KPI) is a quantifiable measure that demonstrates how effectively an organisation is achieving key community outcomes and objectives. The KPIs and their targets are defined and consulted on every three years during the Long Term Plan (LTP) process. The LTP is comprised of monthly and annual KPIs and now includes an additional set of Department of Internal Affairs (DIA) measures.

The monthly KPIs and their targets are identified easily by the use of result boxes. These result boxes clearly state the KPI, the target and either the monthly, aggregated or year to date result. They are colour co-ordinated to relate to the different Queenstown Lakes District Council activities – Core Infrastructure and Services, Community Services and Facilities, Regulatory Functions and Services, Environment, Economy, Local Democracy, and Financial Support and Services.

HOW TO READ THIS REPORT

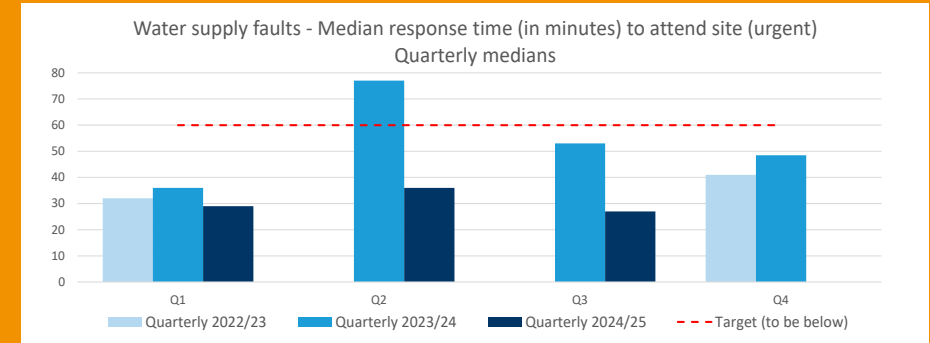
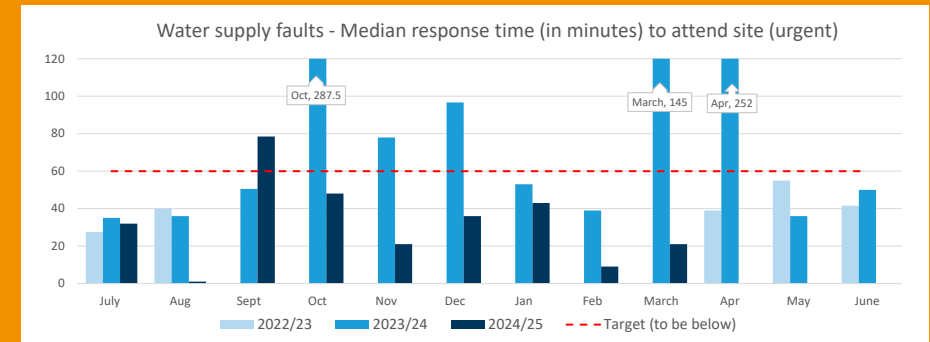
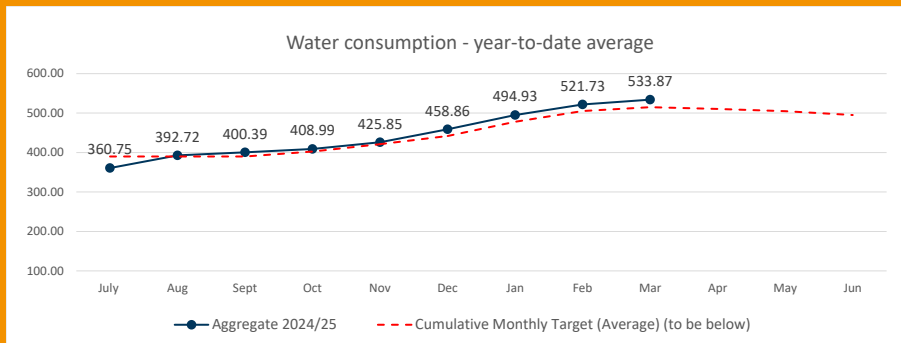
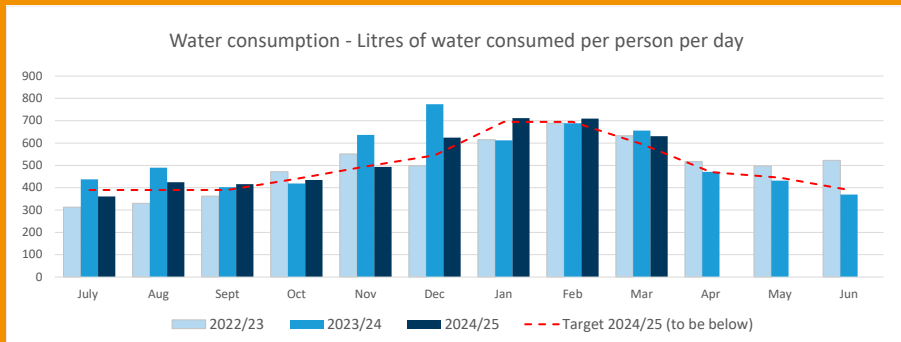


Key Performance Indicators



Core Infrastructure and Services

Water Supply



MONTHLY RESULT

WATER CONSUMPTION

Average consumption of water per person per day

TARGET	MONTHLY RESULT
<595L	631L

The March result has missed the scaled target by approximately 6%. This is slightly lower than the usage in the same period last year, but continues to reflect a significant demand for domestic irrigation.

AGGREGATE RESULT

WATER CONSUMPTION

Average consumption of water per person per day

TARGET	YTD RESULT
<515L	533L

Year-to-date, the average usage is approximately 4% above the target. The result is an improvement on the same period last year. Educational material continues to be used around responsible water usage across the summer months. Multiple media channels have been utilised for this including social media and radio.

MONTHLY RESULT

WATER SUPPLY FAULTS

Median response time to attend site (urgent)

TARGET	MONTHLY RESULT
<60 mins	21 mins

There was only a single urgent issue raised in March. The response time was well below the maximum target set.

AGGREGATE RESULT

WATER SUPPLY FAULTS

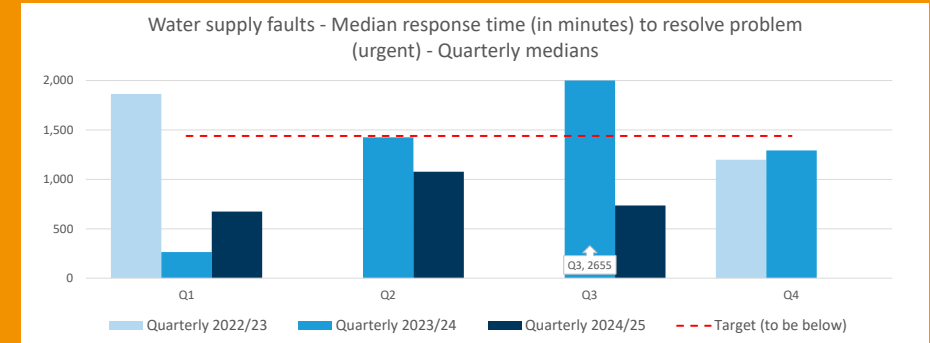
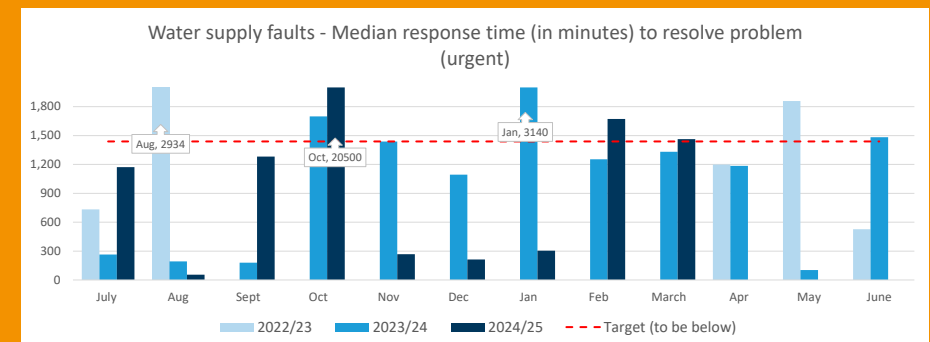
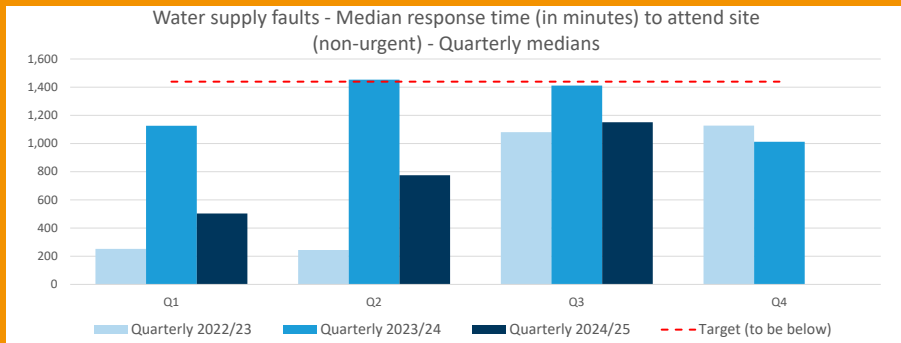
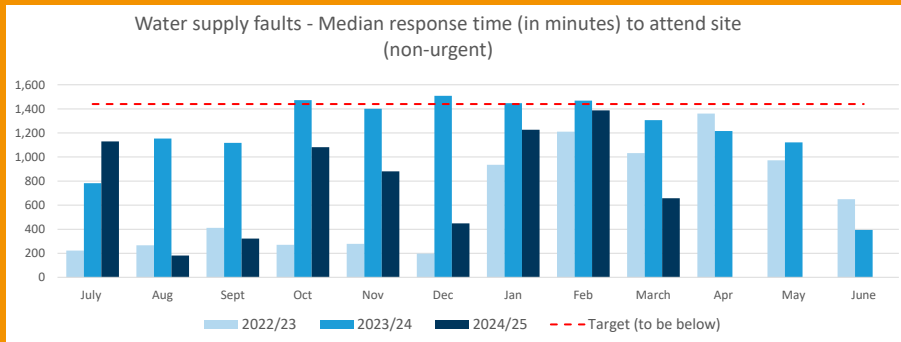
Median response time to attend site (urgent)

TARGET	QTR RESULT
<60 mins	27 mins

There were seven urgent issues raised in Quarter Three compared to 61 this time last year. This significant change highlights improvements made to correctly categorise the priority level of the issues raised. The response time for Quarter Three was 27 minutes which meets the target set.

Core Infrastructure and Services

Water Supply



MONTHLY RESULT

WATER SUPPLY FAULTS

Median response time to attend site (non-urgent)

TARGET	MONTHLY RESULT
<1,440 mins	658 mins

There were 150 non-urgent issues raised. This is a more than 40% increase in the number of routine issues raised compared to the same period last year. An increase of requests reflects a long dry summer where demand on the network is higher and leaks can be detected easier.

AGGREGATE RESULT

WATER SUPPLY FAULTS

Median response time to attend site (non-urgent)

TARGET	QTR RESULT
<1,440 mins	1,151 mins

The median response time to attend a site for non-urgent issues meets the target set and reflects a significant improvement compared to this period last year. There were 460 non-urgent issues raised in the quarter. This is a nearly 30% increase compared to the previous year.

MONTHLY RESULT

WATER SUPPLY FAULTS

Median response time to resolve problem (urgent)

TARGET	MONTHLY RESULT
<1,440 mins	1,464 mins

The response time for March exceeded the target by 24 minutes (1.8%). Due to only one request in the period this is not a true median result.

AGGREGATE RESULT

WATER SUPPLY FAULTS

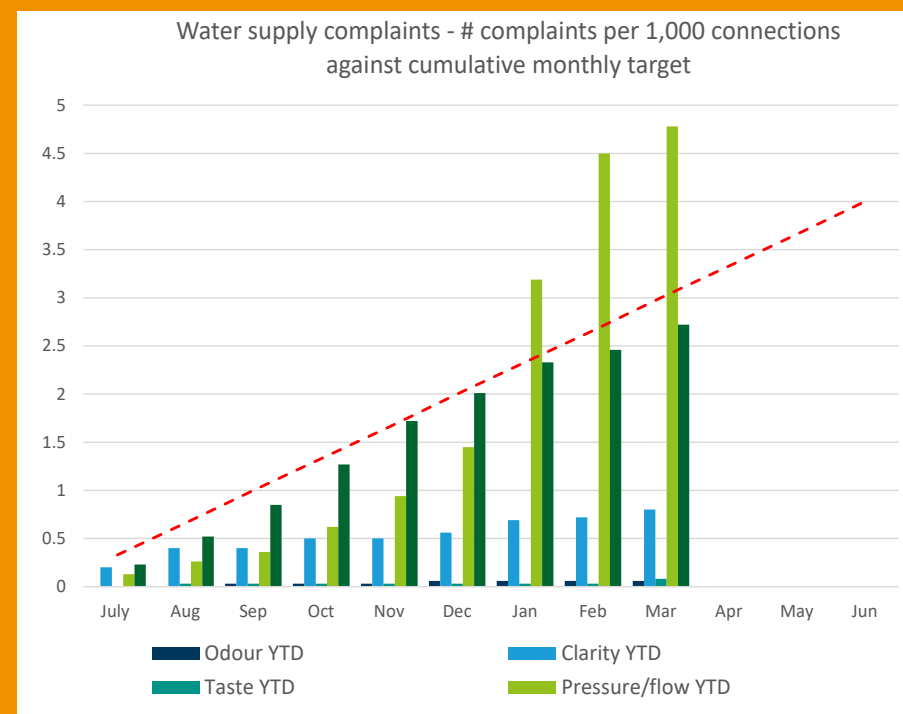
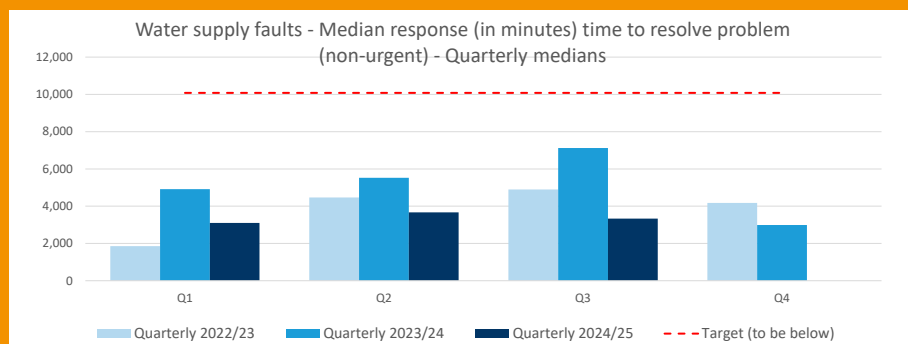
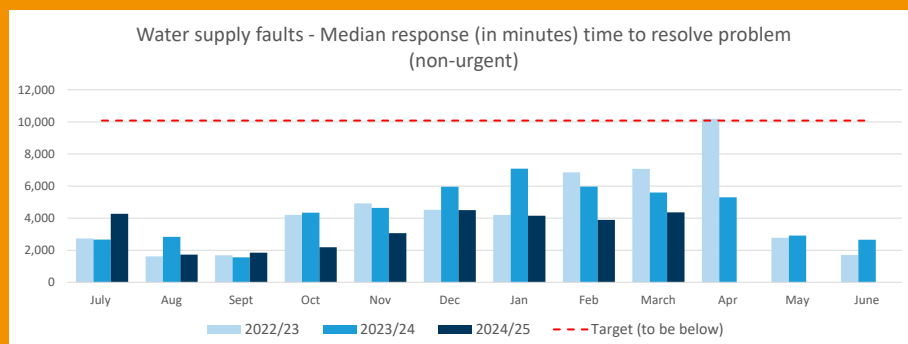
Median response time to resolve problem (urgent)

TARGET	QTR RESULT
<1,440 mins	735 mins

The median response time to resolve urgent problems achieved target at nearly 30% below the set time. This represents a significant improvement compared to the same time last year.

Core Infrastructure and Services

Water Supply



MONTHLY RESULT

WATER SUPPLY FAULTS

Median response time to resolve problem (non-urgent)

TARGET	MONTHLY RESULT
<10,080 mins	4,367 mins

The median resolution time for non-urgent issues was approximately three days in March. This result is better than the performance achieved in this month last year and is well within the target set.

AGGREGATE RESULT

WATER SUPPLY FAULTS

Median response time to resolve problem (non-urgent)

TARGET	QTR RESULT
<10,080 mins	3,333 mins

The result for Quarter Three was approximately 2.5 days. This reflects a significant improvement on the same period last year where the resolution time was closer to five days.

WATER SUPPLY COMPLAINTS

of complaints per 1,000 connections

TARGET <4 PER ANNUM

	MONTHLY RESULT	YTD RESULT
Odour	0	0.06
Clarity	0.08	0.05
Taste	0.05	0.08
Pressure/flow	0.28	4.78
Continuity of supply	0.26	2.72

TARGET <2 PER ANNUM

QLDC response to issues	0	0
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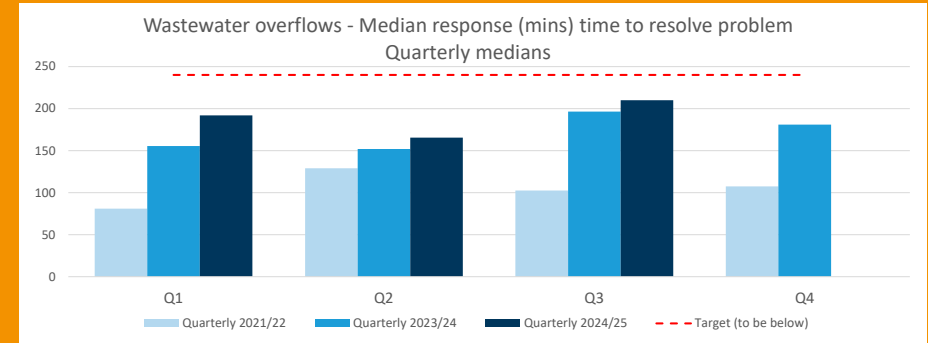
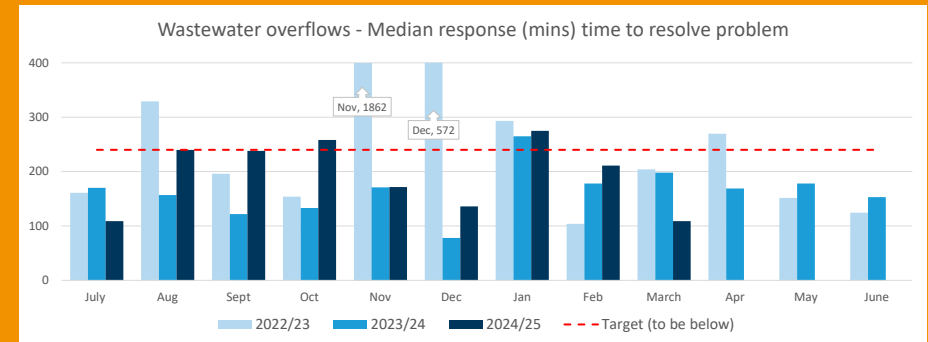
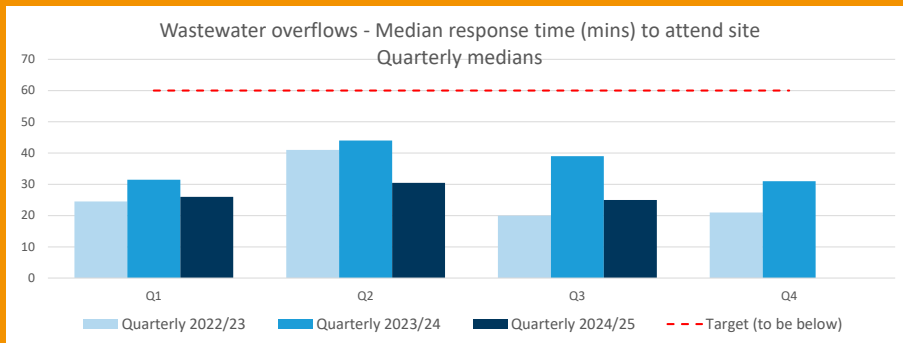
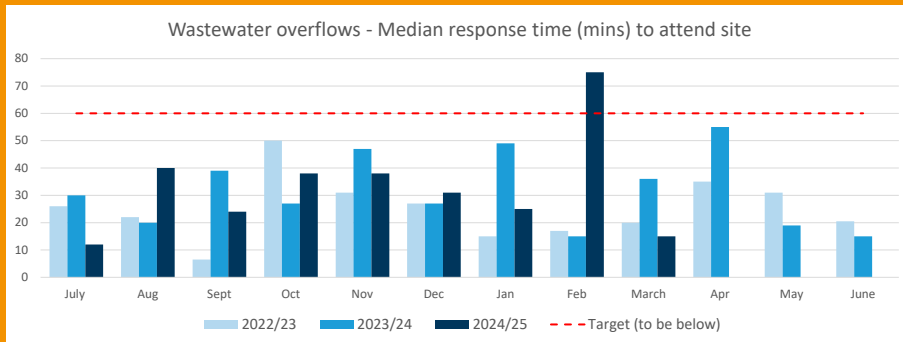
The annual target of less than four water supply complaints per 1,000 connections is on track for all categories with the exception of pressure complaints.

Pressure complaints were elevated in the quarter largely due to issues associated with lake algae and a persistent low pressure issue in an area of Wānaka exacerbated by high demand. Installation of filtration on the lake intakes is planned over the next two years and funding is available through the 2024-34 Long Term Plan.

There were no complaints regarding council's response to issues in the month of March or year-to-date in the 2024/25 period.

Core Infrastructure and Services

Wastewater



MONTHLY RESULT

WASTEWATER OVERFLOWS

Median response time to attend site

TARGET

<60 mins

MONTHLY RESULT

15 mins

The median response time to attend a site for wastewater overflows in March was 15 minutes. There were three overflows reported in the month.

AGGREGATE RESULT

WASTEWATER OVERFLOWS

Median response time to attend site

TARGET

<60 mins

QTR RESULT

25 mins

There were 11 wastewater overflows reported in Quarter Three. The result reflects a reduction in the number of overflows and an improved response time compared to the same period last year.

MONTHLY RESULT

WASTEWATER OVERFLOWS

Median response time to resolve problem

TARGET

<240 mins

MONTHLY RESULT

109 mins

The median response time to resolve wastewater overflows was 109 minutes in March. This is an improvement compared to the previous months and this time last year.

AGGREGATE RESULT

WASTEWATER OVERFLOWS

Median response time to resolve problem

TARGET

<240 mins

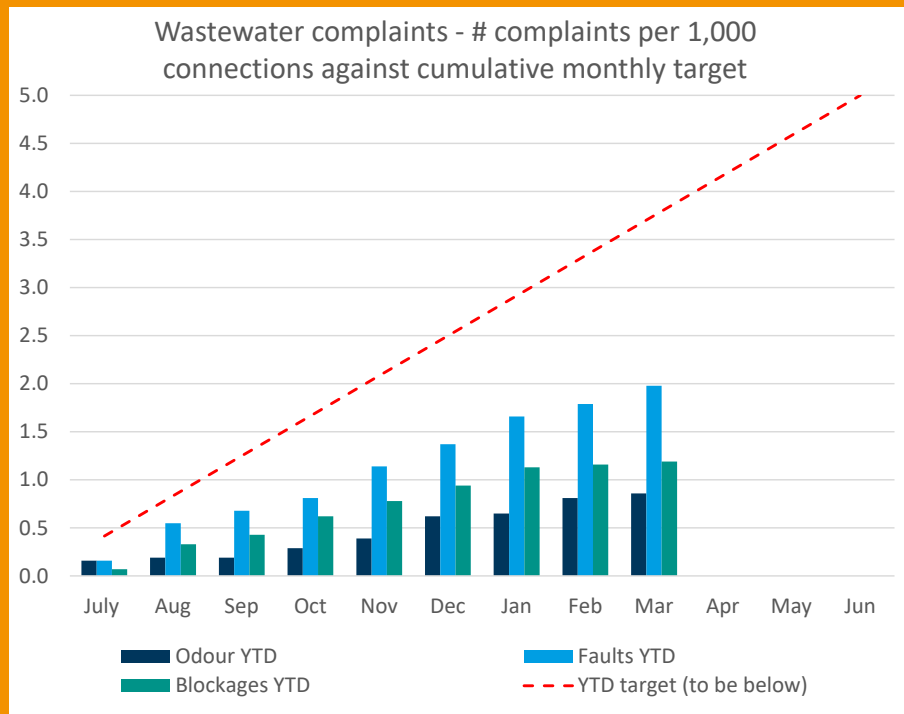
QTR RESULT

210 mins

There were 11 wastewater overflows reported in Quarter Three, and the median resolution time was 210 minutes.

Core Infrastructure and Services

Wastewater



WASTEWATER COMPLAINTS

of complaints per 1,000 connections

TARGET <5 PER ANNUM

	MONTHLY RESULT	YTD RESULT
Odour	0.05	0.86
Faults	0.19	1.98
Blockages	0.03	1.19

TARGET <2 PER ANNUM

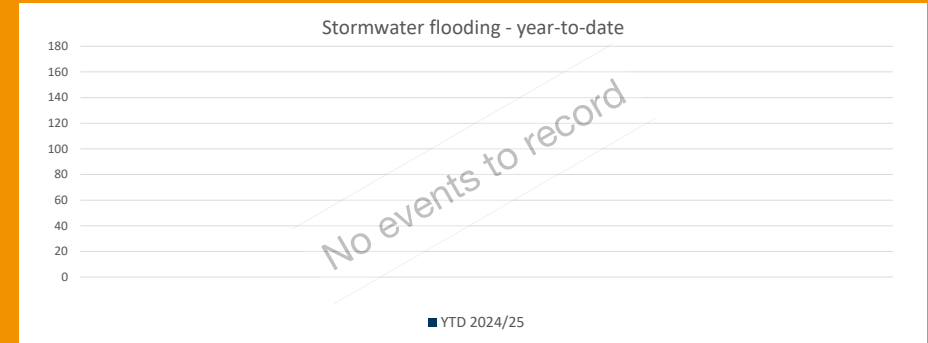
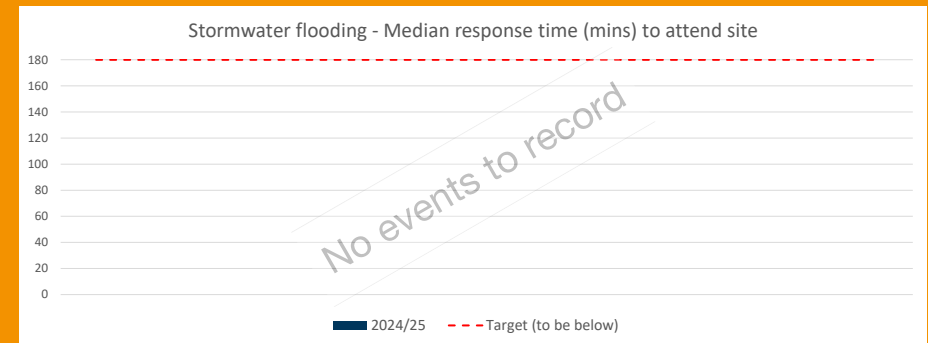
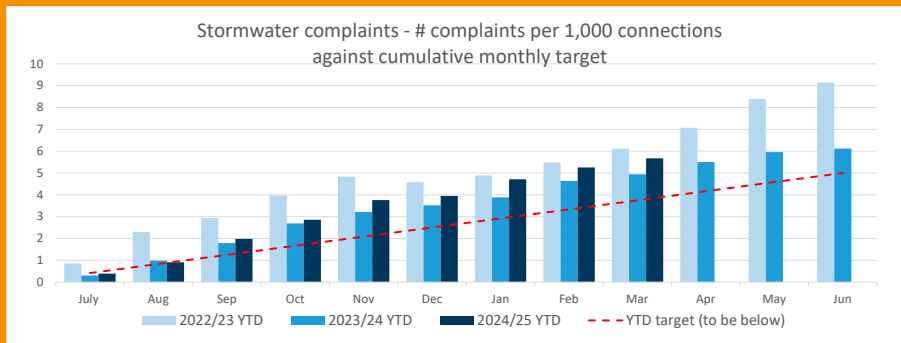
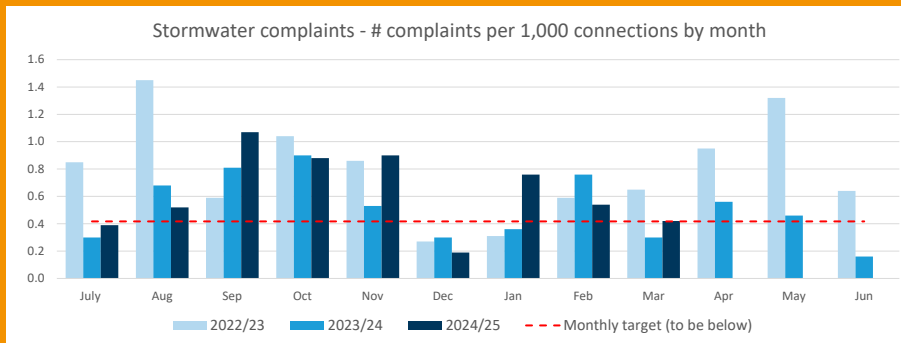
QLDC response to issues	0	0
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Both the month and year-to-date results have been achieved against a target score of less than 0.42 monthly and less than 3.75 year-to-date.

There have been no complaints about Council's response to wastewater complaints in March or in the third quarter of the 2024/25 period.

Core Infrastructure and Services

Stormwater



MONTHLY RESULT

STORMWATER COMPLAINTS

of complaints per 1,000 connections

TARGET MONTHLY RESULT

<5 per annum

0.42

Sixteen issues were reported in March, achieving the target set. This is a reduction of complaints compared to the previous two months.

AGGREGATE RESULT

STORMWATER COMPLAINTS

of complaints per 1,000 connections

TARGET YTD RESULT

<5 per annum

5.47

There were 52 issues raised in Quarter Three. The year end target has been exceeded with the current year-to-date sitting at 5.47 complaints per 1,000 connections. This complaint category continues to be challenging with minor requests for service (frequently associated with minor roadside ponding) registering as a complaint.

MONTHLY RESULT

STORMWATER FLOODING

Median response time to attend site

TARGET MONTHLY RESULT

<180 mins

N/A

Queenstown Lakes District Council has not been contacted, via the Customer Services team, to respond to any flooding of habitable floors in March.

AGGREGATE RESULT

STORMWATER FLOODING

Median response time to attend site

TARGET YTD RESULT

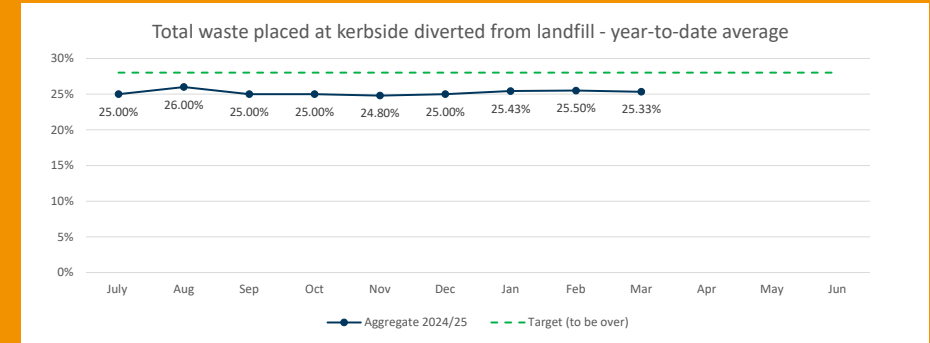
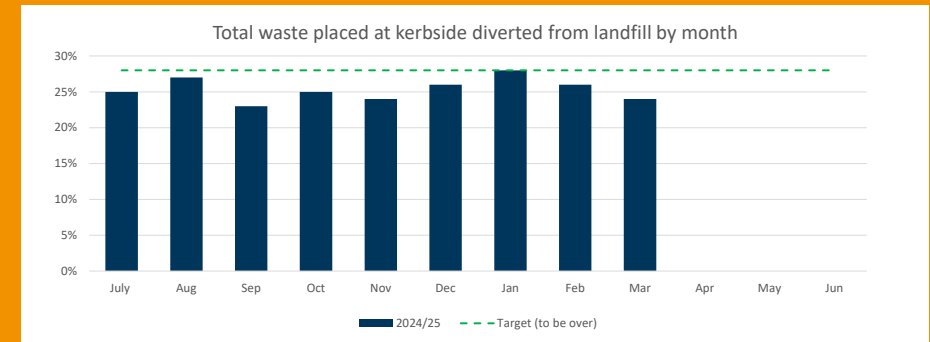
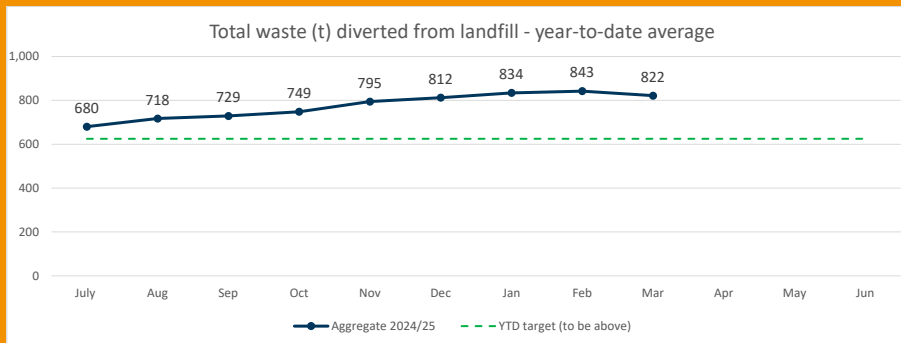
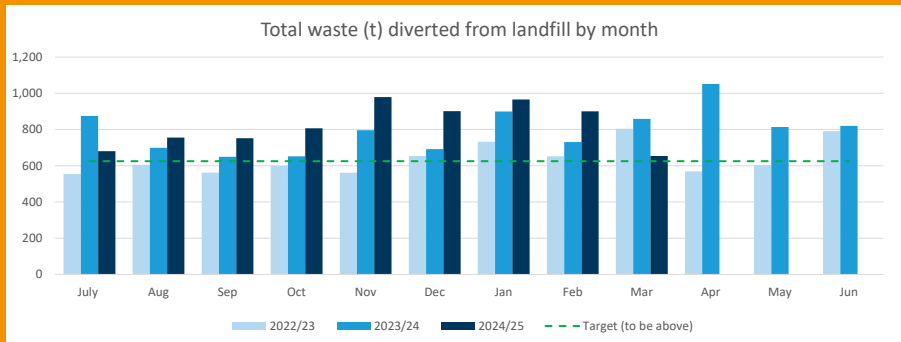
<180 mins

N/A

Queenstown Lakes District Council has not been contacted, via the Customer Services team, to respond to any flooding of habitable floors in the reporting year.

Core Infrastructure and Services

Waste Management



MONTHLY RESULT

WASTE DIVERTED FROM LANDFILL
Total waste diverted from landfill

TARGET	MONTHLY RESULT
>625t	654t

The target was achieved for the month. Diversion was lower due to a fire at the Materials Recovery Facility that required fire damaged recycling to be landfilled.

AGGREGATE RESULT

WASTE DIVERTED FROM LANDFILL
Total waste diverted from landfill

TARGET	YTD RESULT
>625t	821t

On average, 821 tonnes of waste have been diverted from landfill per month in 2024/25. This does achieve the target and is more than the same period the previous year (average of 761 tonnes).

MONTHLY RESULT

WASTE TO LANDFILL
Total waste placed at kerbside diverted from landfill

TARGET	MONTHLY RESULT
>28%	24%

The target was not achieved for the month with only 24% kerbside diversion.

AGGREGATE RESULT

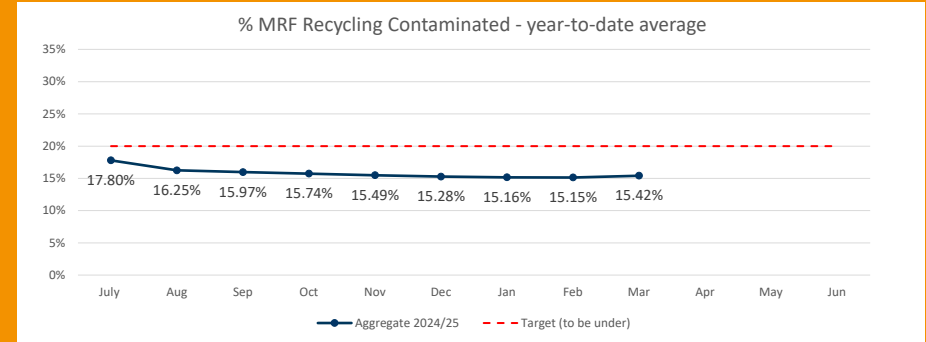
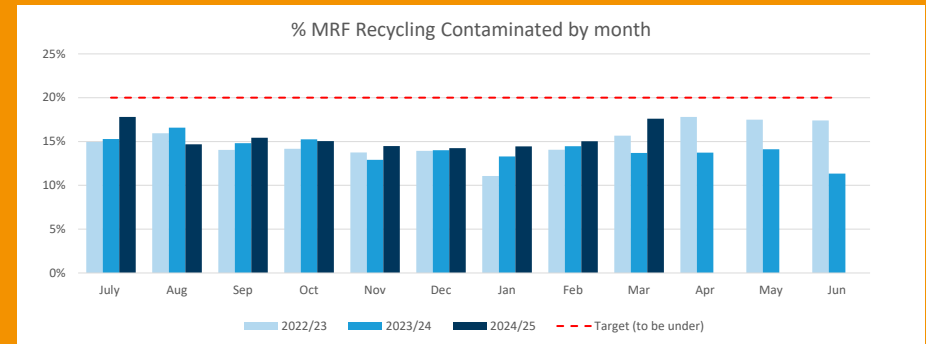
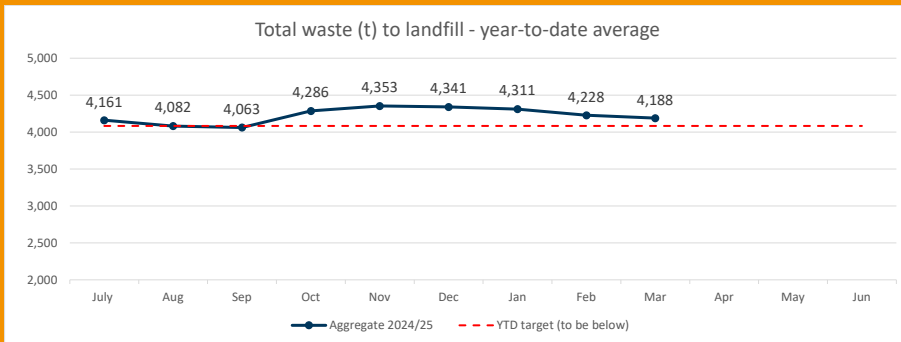
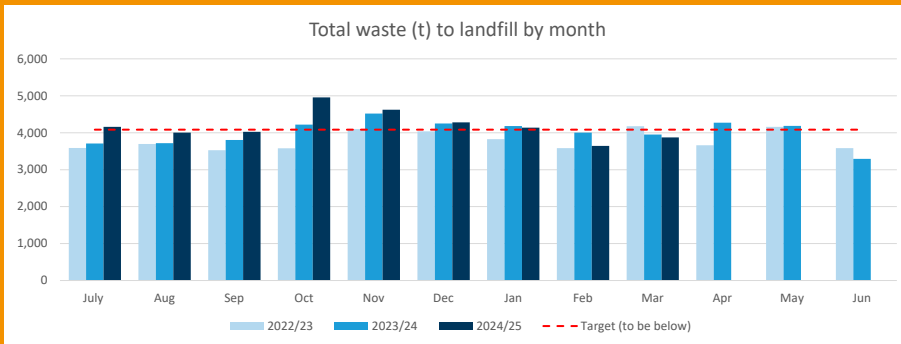
WASTE TO LANDFILL
Total waste placed at kerbside diverted from landfill

TARGET	YTD RESULT
>28%	25%

The next step change to increase kerbside diversion will be when an organic waste solution is implemented. This is currently planned for 2026/27. Results have been consistent between 23 - 28% since the KPI was introduced in July 2024.

Core Infrastructure and Services

Waste Management



MONTHLY RESULT

WASTE TO LANDFILL

Total waste to landfill

TARGET	MONTHLY RESULT
<4,083t	3,873t

The target met for the month with 3,873 tonnes of waste sent to landfill.

AGGREGATE RESULT

WASTE TO LANDFILL

Total waste to landfill

TARGET	YTD RESULT
<4,083t	4,188t

On average, the total waste to landfill per month for the year-to-date 2024/25 is 4,188 tonnes. This has missed the target, and is slightly higher than the average at the same period last year (4,040 tonnes).

MONTHLY RESULT

WASTE TO LANDFILL

% of MRF recycling contaminated

TARGET	MONTHLY RESULT
<20%	17.61%

The target met for the month with only 17.61% of contamination. Education campaigns and processing changes continue to support lower contamination levels.

AGGREGATE RESULT

WASTE TO LANDFILL

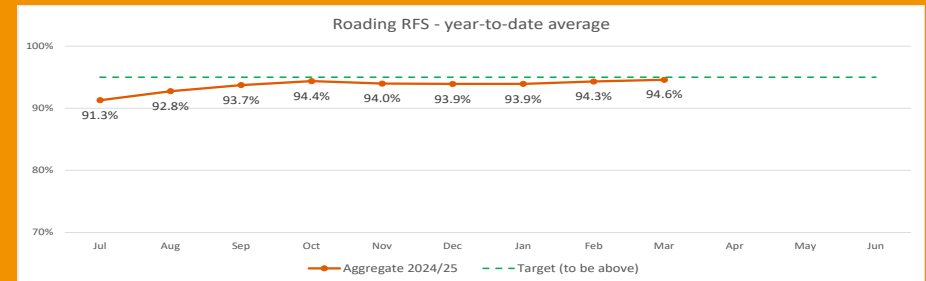
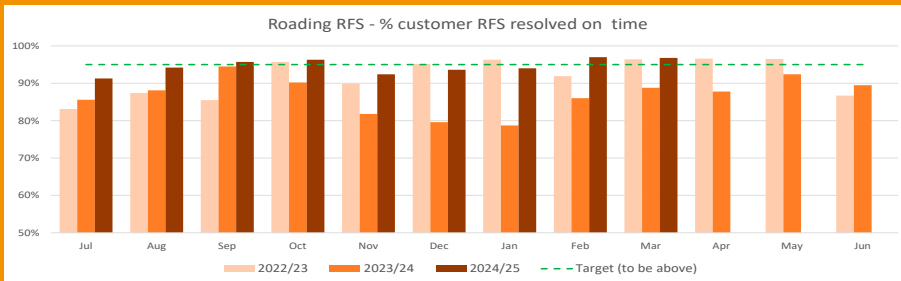
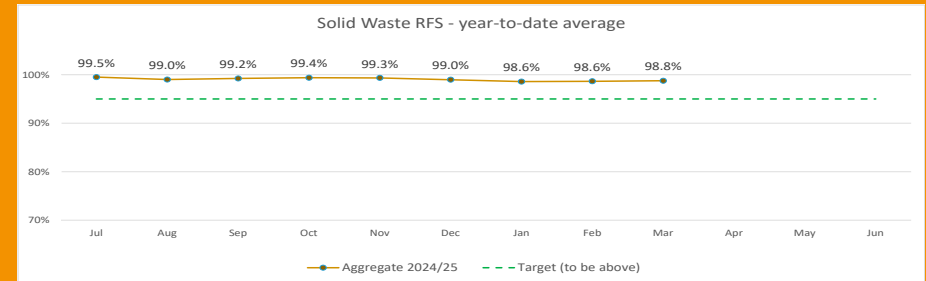
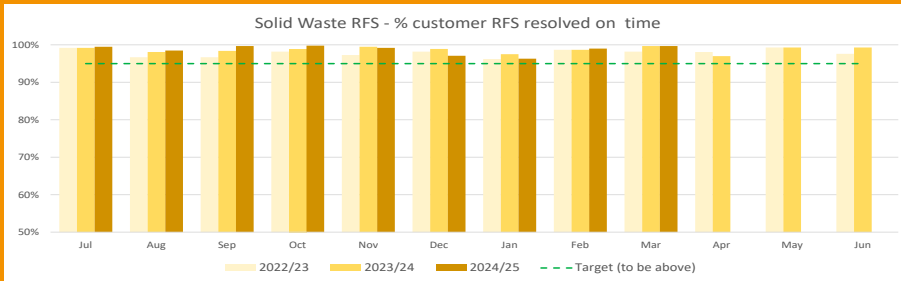
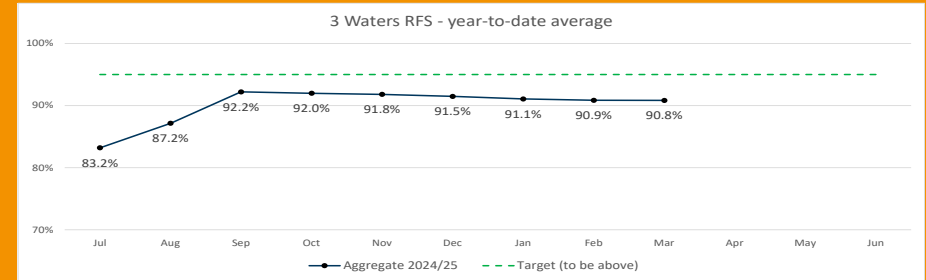
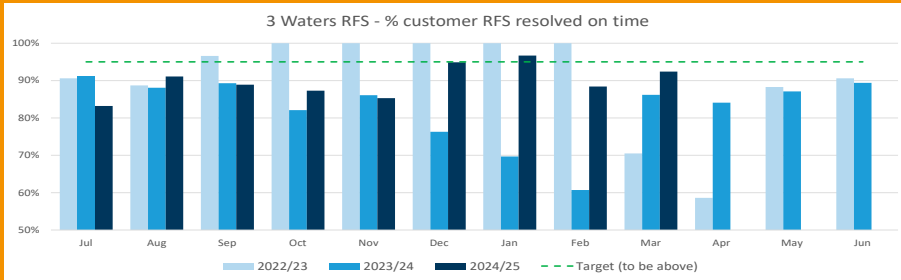
% of MRF recycling contaminated

TARGET	YTD RESULT
<20%	15.42%

On average, the total contamination per month for the year-to-date 2024/25 is 15.42%. This is better than the target of 20%.

Core Infrastructure and Services

Service



MONTHLY RESULT

REQUESTS FOR SERVICE (RFS) % customer RFS resolved on time

TARGET >95%	MONTHLY RESULT
3 Waters	92.4%
Solid Waste	99.7%
Roading	96.8%

March achieved an improvement in the monthly 'on time' performance, with 92.4% of water RFS's being resolved within the target timeframes.

YTD RESULT

REQUESTS FOR SERVICE (RFS) % customer RFS resolved on time

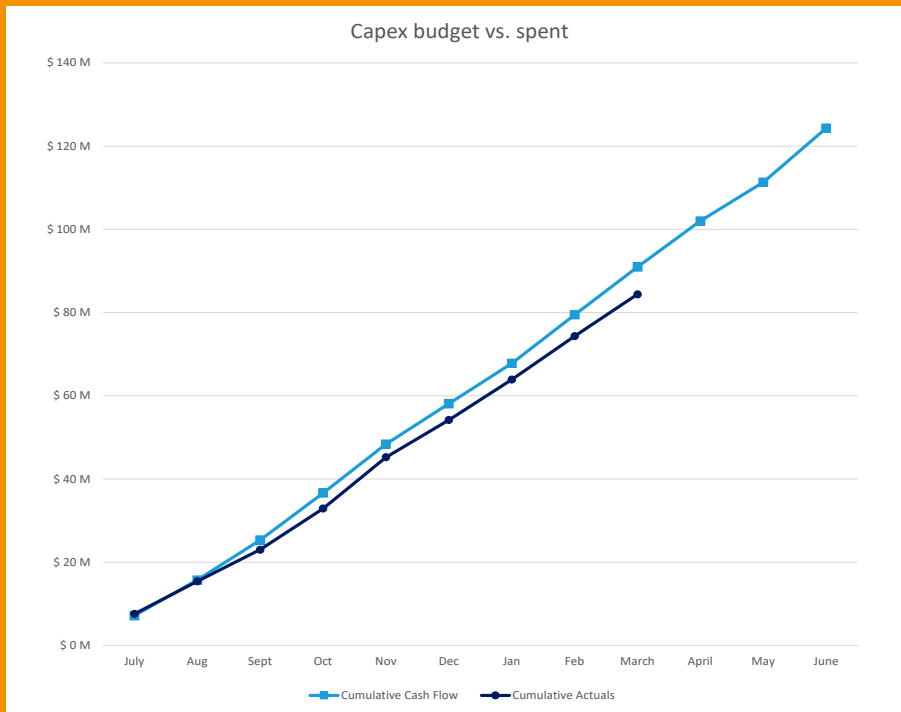
TARGET >95%	YTD RESULT
3 Waters	90.8%
Solid Waste	98.8%
Roading	94.6%

The result for water RFSs is driven by the contractor's performance challenges in recruitment and retention. A performance improvement plan has been implemented and results are starting to improve (as reflected in the March result).

The year-to-date performance for roading missed target, however is trending positively against the same time last year (85.92%). Additional resourcing has been brought into the internal roading team which should enable the performance against this metric to continue to improve.

Core Infrastructure and Services

Capital Works



MONTHLY RESULT

CAPEX

% of capital works completed annually, including renewals (against the annual budget adopted by Council for Three Waters, Waste Management and Roading)

TARGET

80-110%

MONTHLY RESULT

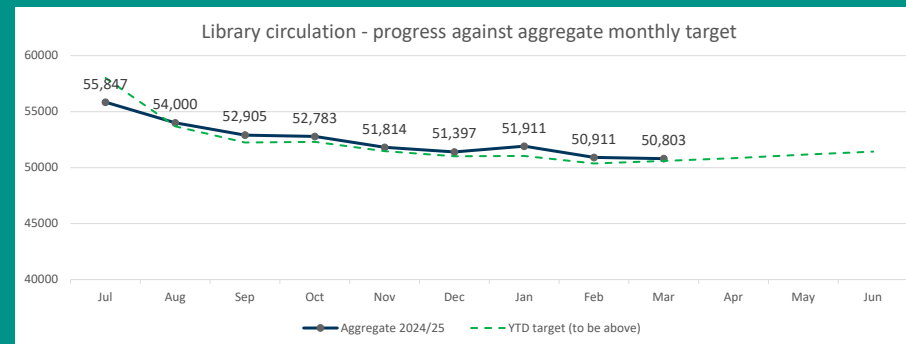
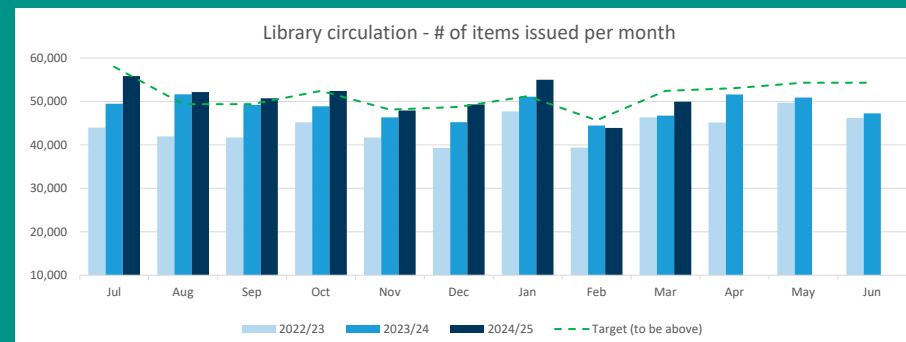
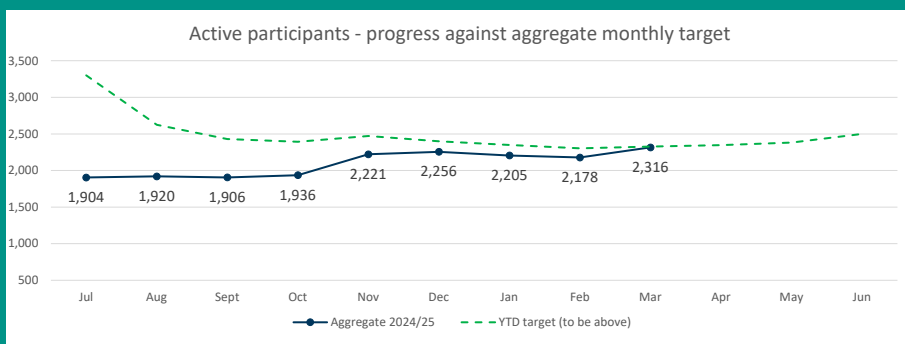
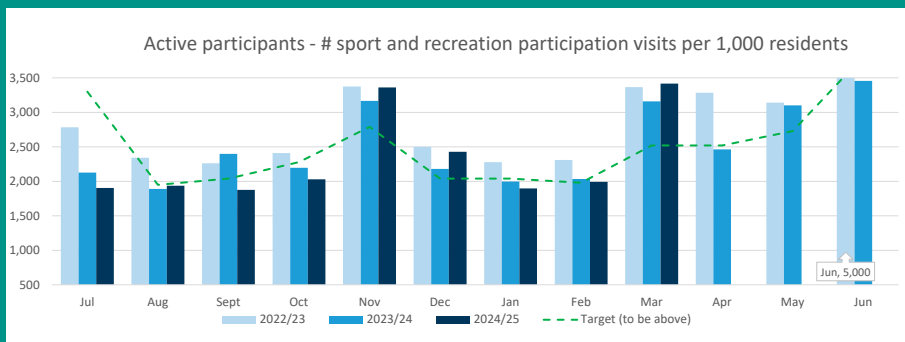
93%

93% of the year-to-date budget has been spent (\$84.4M spent versus \$91M budget).

The main projects include:

- Queenstown Town Centre Arterials - Stage One (\$2.4M)
- Project Shotover Wastewater Treatment Plant Upgrade (\$1.2M)
- Upper Clutha Minor Improvements (\$0.9M)
- Kingston New Watersupply Scheme (\$1.1M)
- Compliance Response UV Treatment (\$0.8M)
- Sealed Road Resurfacing Wānaka (\$0.7M)
- Project Pure Aeration Grid Renewal (\$0.6M)

Community Services



MONTHLY RESULT

ACTIVE PARTICIPANTS

of gym and pool visits per 1,000 residents (based on usually resident population)

TARGET	MONTHLY RESULT
>2,520	3,418

Visits increased across most areas, including all pools and Wānaka locations. Events at Queenstown Events Centre supported strong participation despite partial closures of the courts for new grandstands and refurbishment. A large event held at Wānaka Recreation Centre supported strong participation in Wānaka with most court sports able to be held at Paetara Aspiring Central during this time.

AGGREGATE RESULT

ACTIVE PARTICIPANTS

of gym and pool visits per 1,000 residents (based on usually resident population)

TARGET	YTD RESULT
>2,327	2,316

Quarter Three resulted in a record number of total Sport and Recreation visits. This strong performance sits within 0.5% of the scaled year-to-date aggregate target. Most areas of the business contributed evenly to this increase, with Wānaka venues showing particularly strong growth on the same quarter last year.

MONTHLY RESULT

LIBRARY CIRCULATION

of items issued per month

TARGET	MONTHLY RESULT
>52,454	49,939

Total checkouts have missed target by 4.8% (2,515). However, physical checkouts increased by 4.7% and eCheckouts by 14.7% compared to last year. Active borrowers (now 8,046) increased by 8.4% compared to March 2024. Total visitor numbers increased by 10.6% (total 27,444). Note: Visitor counts include borrowers and participation in other activities, e.g. reading, internet use, literacy programmes, information.

AGGREGATE RESULT

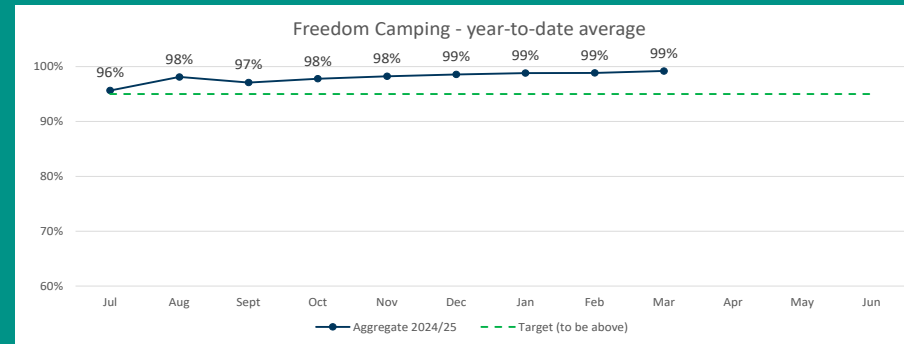
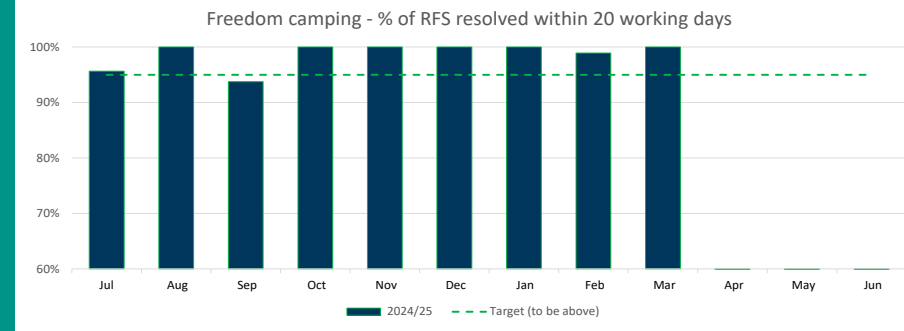
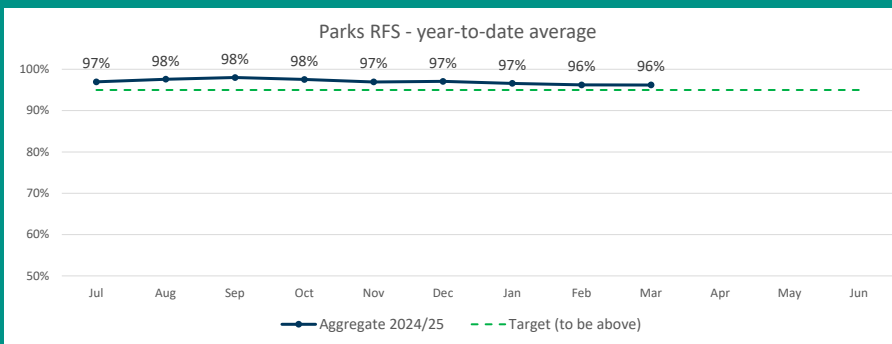
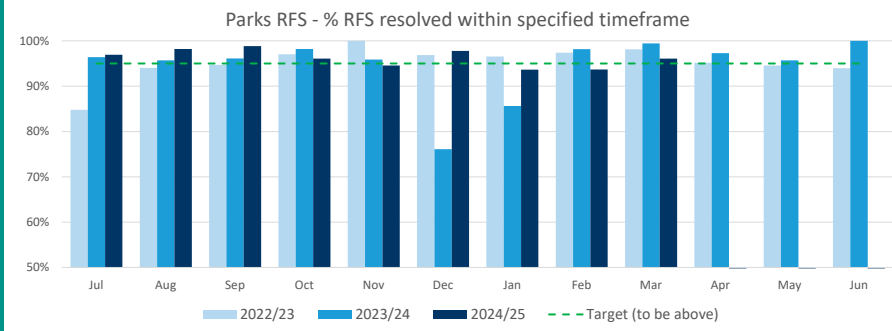
LIBRARY CIRCULATION

of items issued per month

TARGET	YTD RESULT
>50,602	50,803

Year-to-date a total of 457,135 items have been checked out (both physically and digitally). This represents a 6% increase compared to the same time last year. There were 3,121 new borrowers bringing the total to 33,840.

Community Services



MONTHLY RESULT

PARKS RFS

% RFS resolved within specified timeframe

TARGET	MONTHLY RESULT
>95%	96%

In March 2025 a total of 256 requests were received, 78 of those for internal staff and 178 for contractors. Only 10 requests took longer than the specified timeframe to resolve.

AGGREGATE RESULT

PARKS RFS

% RFS resolved within specified timeframe

TARGET	YTD RESULT
>95%	96%

50% more requests were received in the January to March 2025 quarter than in the same period last year which has put significant pressure on response times. Tree related requests remain high. Work is ongoing to improve and expedite the resolution of tree requests by putting further information on the QLDC website.

MONTHLY RESULT

FREEDOM CAMPING RFS

RFS resolved within 20 days

TARGET	MONTHLY RESULT
>95%	100%

116 Freedom Camping RFS were due for completion in March (61 enforcement requests, 55 requests regarding signage, camper behavior or bylaw enquiries). Issues included camping in non-self-contained vehicles, camping on reserves and inconsiderate behavior. 74 infringements were issued under the Freedom Camping Act and 27 infringements under the Reserve Act.

AGGREGATE RESULT

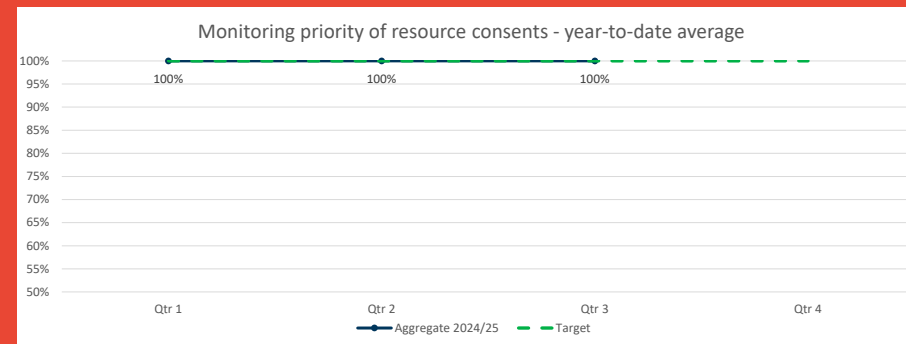
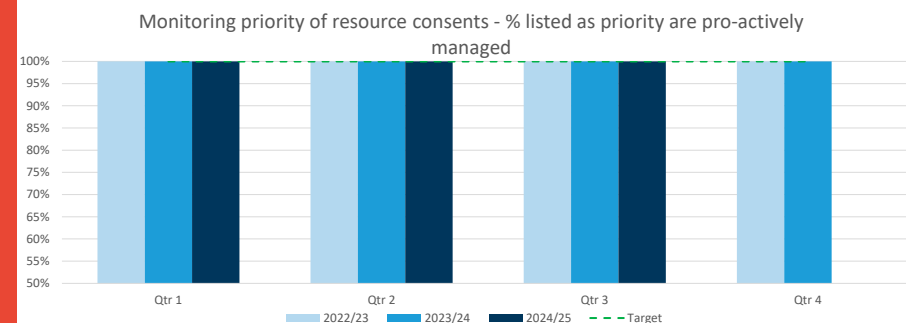
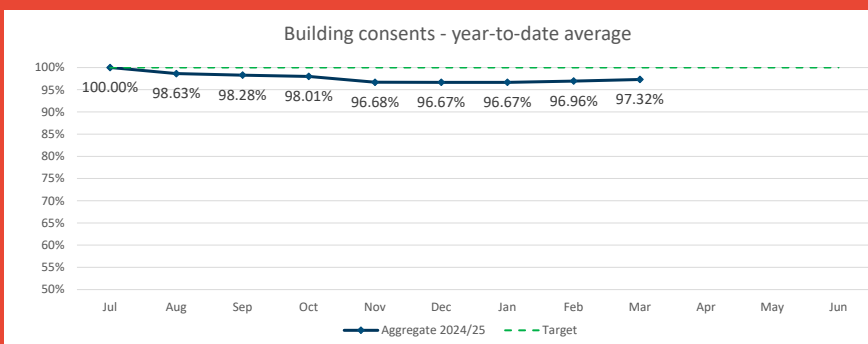
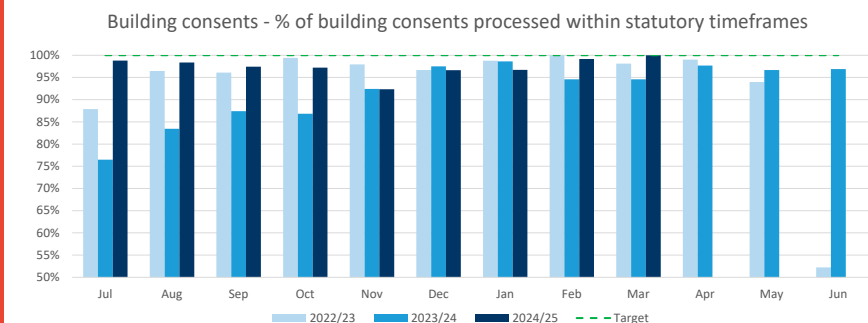
FREEDOM CAMPING RFS

RFS resolved within 20 days

TARGET	YTD RESULT
>95%	99%

Without the 2021 Bylaw, Council's ability to move campers on is limited. Summer Ambassadors have been busy engaging with many campers asking them to consider local residents, and promoting local campsites. Work to develop a new freedom camping bylaw is underway and expected to be completed in time for next summer. This process will include community consultation, expected to take place in the coming months.

Regulatory Functions & Services



MONTHLY RESULT

BUILDING CONSENT TIMES
% of building consents processed within statutory timeframes

TARGET	MONTHLY RESULT
100%	100%

The target was achieved in March 2025. This is only the second time it has been achieved in two years. The average time to process a building consent was 13.63 days.

AGGREGATE RESULT

BUILDING CONSENT TIMES
% of building consents processed within statutory timeframes

TARGET	YTD RESULT
100%	97.32%

Year-to-date 1,194 building consents were issued, 32 of those took longer than the statutory timeframe. QLDC performs strongly compared to major urban councils. See MBIE latest statistics [here](#).

MONTHLY RESULT

MONITORING PRIORITY OF RESOURCE CONSENTS
% listed as a priority are pro-actively monitored

TARGET	QTR RESULT
100%	100%

Monitoring has been undertaken in accordance with the prioritisation strategy.

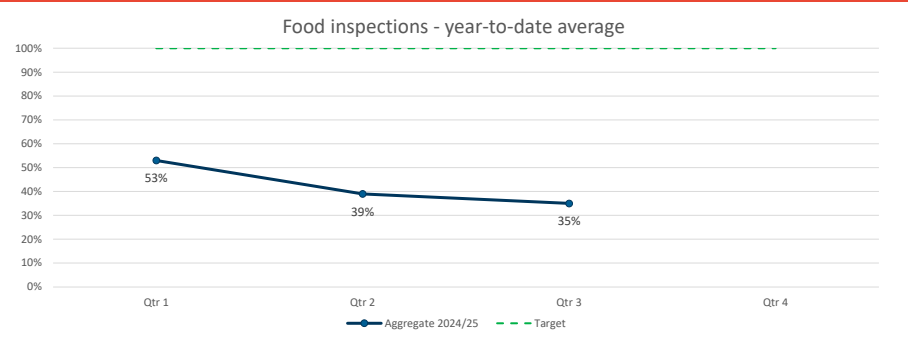
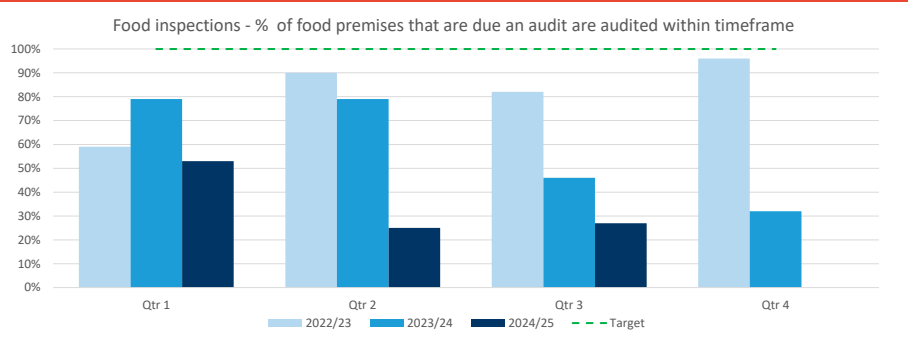
AGGREGATE RESULT

MONITORING PRIORITY OF RESOURCE CONSENTS
% listed as a priority are pro-actively monitored

TARGET	YTD RESULT
100%	100%

Monitoring has been undertaken in accordance with the prioritisation strategy.

Regulatory Functions & Services



QUARTERLY RESULT

FOOD INSPECTIONS
% of food premises that are due an audit are audited within timeframe

TARGET	QTR RESULT
100%	27%

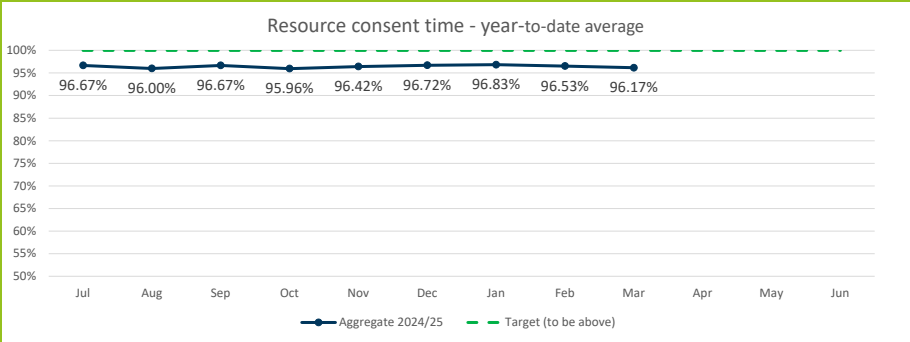
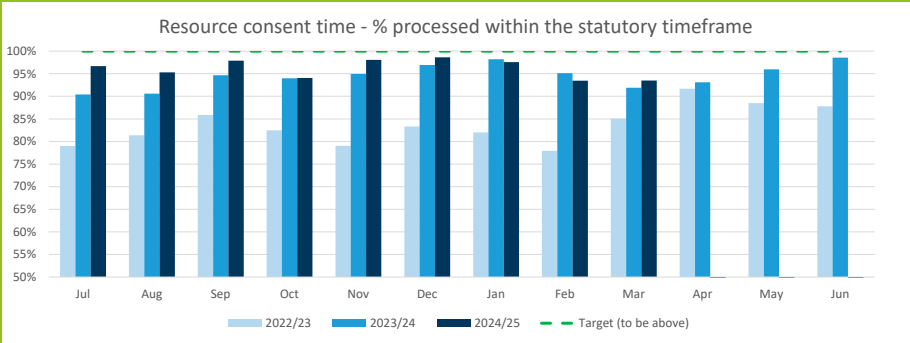
The team is continuing to focus on prioritising new and high-risk operators. This quarter saw a significant rise in enforcement work with the team undertaking 16 separate enforcement events. Recruitment efforts to fill one Environmental Health Officer position is ongoing.

AGGREGATE RESULT

FOOD INSPECTIONS
% of food premises that are due an audit are audited within timeframe

TARGET	YTD RESULT
100%	35%

Vacancies within the Environmental Health Team continue to impact on the team’s ability to meet desired timeframes in the food auditing space. Inspection data is monitored by the Ministry for Primary Industries on a regular basis. This is standard for all Councils.



MONTHLY RESULT

RESOURCE CONSENT TIME
% processed within the statutory timeframe

TARGET	MONTHLY RESULT
100%	93.48%

92 decisions were issued in March with 85 of these processed within statutory timeframes. The ability to process within timeframes in March was impacted by resourcing constraints and approved annual leave.

AGGREGATE RESULT

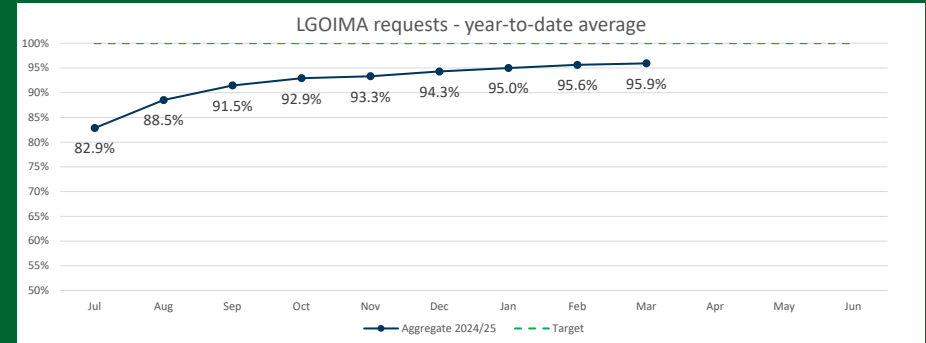
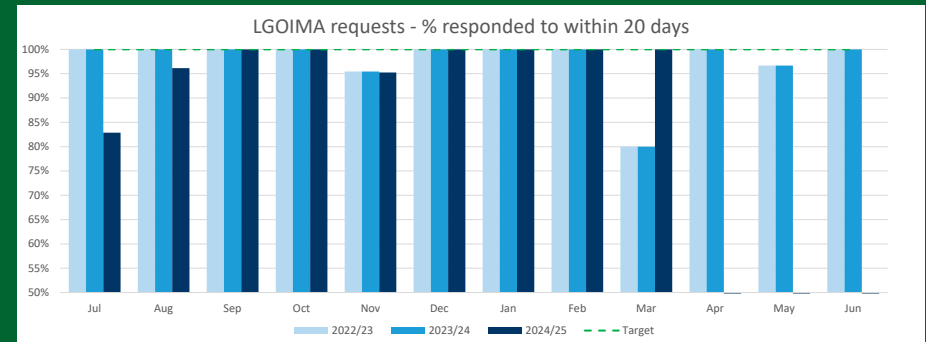
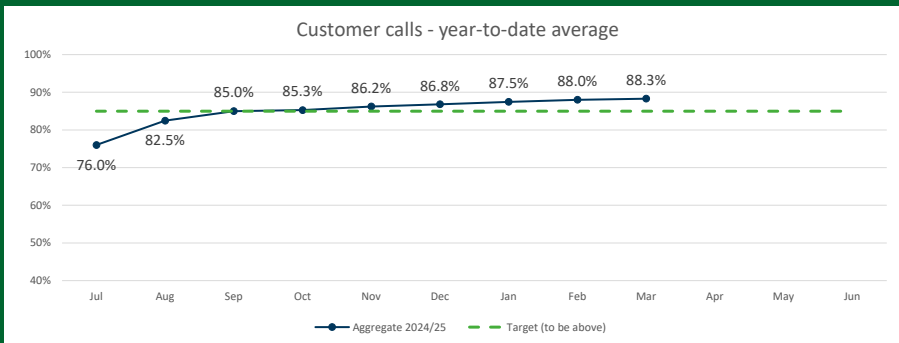
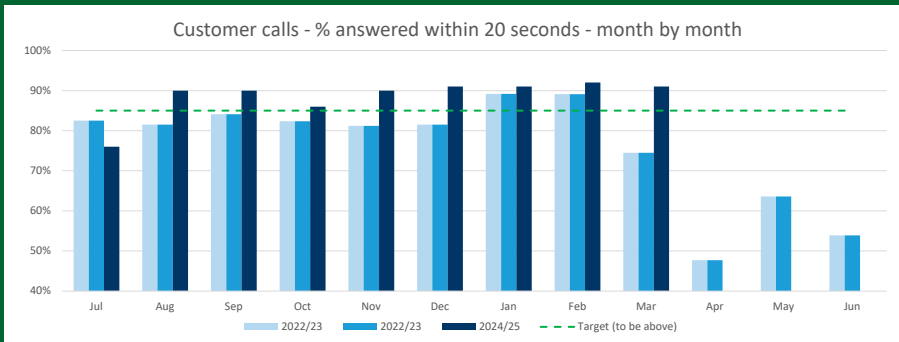
RESOURCE CONSENT TIME
% processed within the statutory timeframe

TARGET	YTD RESULT
100%	96.17%

The aggregate result has been consistently within a 5% margin through the reporting year. This represents a significant improvement compared to the prior two years. The average processing time is currently at 16.62 days.



Corporate Services



MONTHLY RESULT

CUSTOMER CALLS

% answered within 20 seconds

TARGET	MONTHLY RESULT
85%	91%

2,795 calls were received in March. 91% of those were answered within 20 seconds. The team performance remains high and continues the trend outperforming the international call centre standard (80% of calls answered in 20 seconds) by 11%. Overall, 99% of all calls were answered with most queries addressed at first contact.

AGGREGATE RESULT

CUSTOMER CALLS

% answered within 20 seconds

TARGET	YTD RESULT
85%	88.3%

In this quarter, 8,962 calls were made to Council with 99% answered and addressed. 91% of those calls were answered within 20 seconds, leading to a year-to-date result of 88.3%. The team continues to focus on answering calls from our community as a priority.

MONTHLY RESULT

LGOIMA REQUESTS

% responded to within 20 days

TARGET	MONTHLY RESULT
100%	100%

19 requests were due a decision and four withdrew (three having sourced the information elsewhere). One remains outstanding but is expected to complete within extended timelines. The average time to complete requests in March was 13 days.

AGGREGATE RESULT

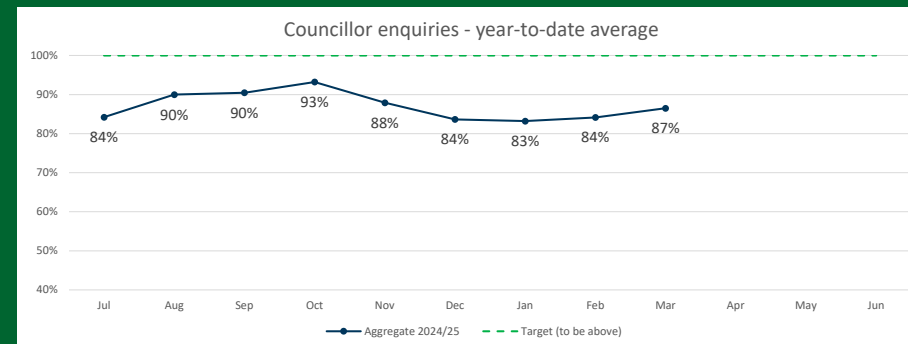
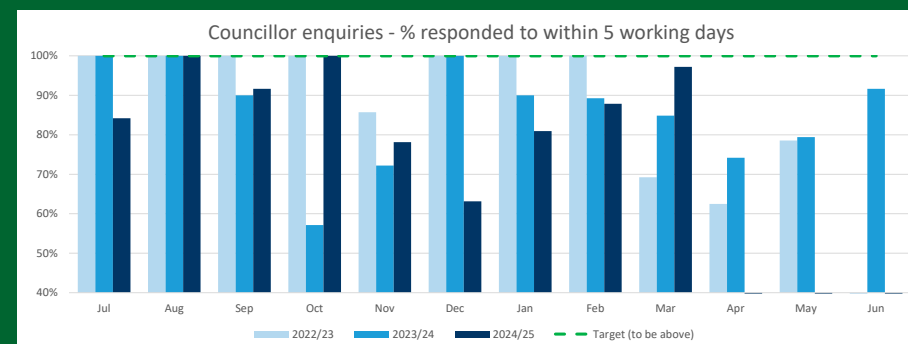
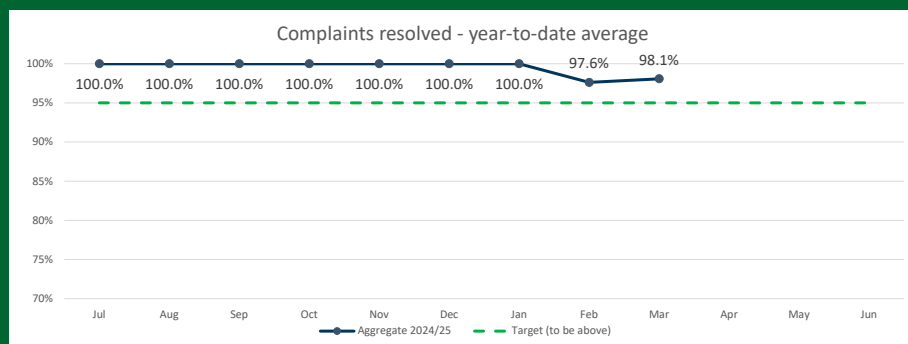
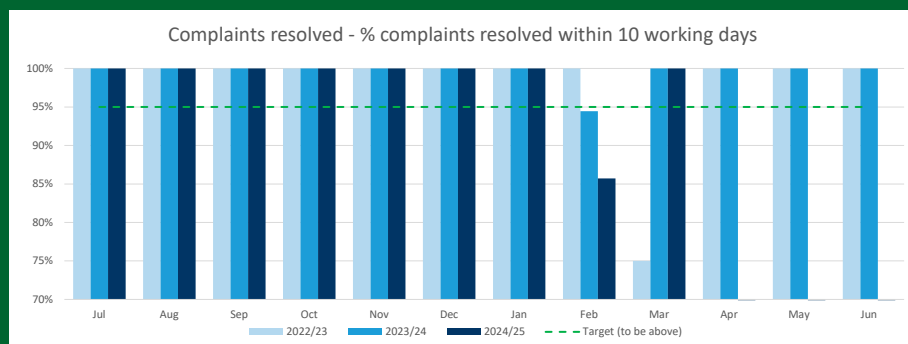
LGOIMA REQUESTS

% responded to within 20 days

TARGET	YTD RESULT
100%	97%

Year-to-date, 197 requests have been closed, 48 more than the same period last year. Results have been steady since a staff vacancy at the beginning of the reporting year has been filled. The running average completion time for the year is 14.9 days.

Corporate Services



MONTHLY RESULT

COMPLAINTS RESOLVED
% complaints resolved within 10 working days

TARGET	MONTHLY RESULT
>95%	100%

Ten formal complaints were received in March which is an increase for the month and year prior. The complaints related to governance matters, roading access, rates and parking enforcement. All were resolved on time.

AGGREGATE RESULT

COMPLAINTS RESOLVED
% complaints resolved within 10 working days

TARGET	YTD RESULT
>95%	98%

26 formal complaints were received for the quarter, an increase on the previous quarter and decrease from the prior year. Complaints centred around parking enforcement, governance matters, rates increase, staff conduct, and infrastructure work (roading, water leak/maintenance).

MONTHLY RESULT

COUNCILLOR ENQUIRIES
% responded to within 5 working days

TARGET	MONTHLY RESULT
100%	97%

36 Councillor enquiries were raised in March. One response was delayed due to waiting on information from other sources to provide a full response. The number of enquiries increased from the prior month and the same month last year.

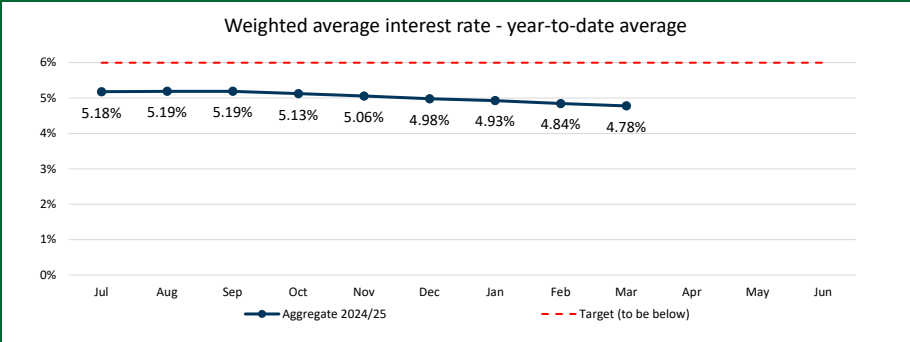
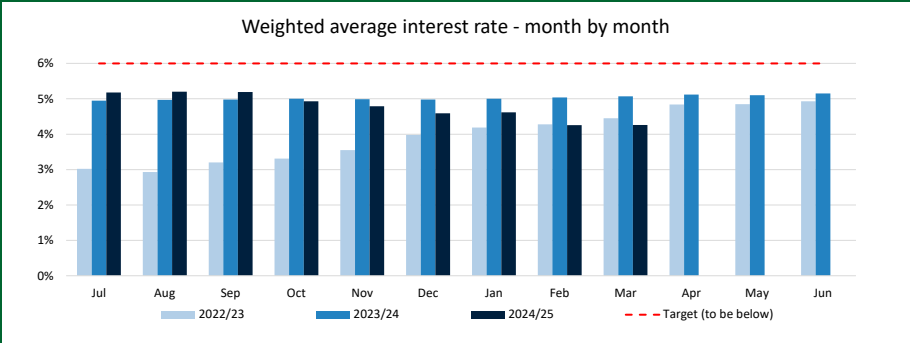
AGGREGATE RESULT

COUNCILLOR ENQUIRIES
% responded to within 5 working days

TARGET	YTD RESULT
100%	87%

90 Councillor enquiries were raised this quarter (compared to 79 last year). Nine of those were overdue due to collation required for a full response. Subjects included infrastructure projects (roading and pathways), water supply leaks, freedom camping enforcement, the wastewater treatment plant, facilities maintenance and governance issues.

Corporate Services



MONTHLY RESULT

INTEREST RATES

Weighted average interest rate per month

TARGET	MONTHLY RESULT
<6%	4.26%

The result has achieved target and is a reduction to prior months due to rolling over debt at a lower rate.

AGGREGATE RESULT

INTEREST RATES

Weighted average interest rate per month

TARGET	YTD RESULT
<6%	4.78%

The aggregate result year-to-date is 4.78%. The interest rate remains below the target of less than 6%.

KPI Data Disclaimers

KPI	DATA DISCLAIMER
CORE INFRASTRUCTURE AND SERVICES	
Average consumption of water per person per day	Calculation is inclusive of visitor numbers to the district. Visitor numbers are extracted from the Ministry of Business, Innovation and Employment funded Accommodation Data Programme, which is not available in time of the reporting period, so the previous year's numbers are used. The resident population is derived from our Demand Projection which can be found here on our website. The medium scenario is used and the percentage of projected growth over 5 years is added to calculate this year's number of 52,734.
Percentage of Material Recovery Facility (MRF) recycling contaminated	Does not include contamination of public litter bins.
Percentage of total household waste placed at kerbside diverted from landfill	Contaminated recycling and organic waste, which is subtracted from diverted household waste, is estimated.
Total waste diverted from landfill	Calculations of totals only include waste taken to QLDC landfills.
Total waste sent to landfill	Calculations of totals only include waste taken to QLDC landfills.
COMMUNITY SERVICES	
Total library borrowing (including books, e-books, e-audio and magazines)	The e-materials are shared between Queenstown Lakes District and Central Otago District. The result includes total checkouts of electronic items from all members across both districts.
Total number of Sport & Recreation participation visits per 1000 residents	a) Some figures are estimated where a precise count is not possible. b) A mixture of automated and manually collected data is used. For example, pool/gym entries recorded by the gates vs. casual (free) court play or pool spectators recorded by the reception team and gym programme attendance recorded by instructors. c) The resident population is derived from our Demand Projection which can be found here on our website. The medium scenario is used and the percentage of projected growth over 5 years is added to calculate this year's number of 52,734.
Percentage of Freedom Camping RFS resolved within 20 working days	Freedom Camping RFS are categorised between enforcement requests and signage / bylaw enquiries. The KPI result is calculated using 20 working days for all RFS, however requests for enforcement are mostly resolved within five working days.
REGULATORY FUNCTIONS & SERVICES	
Percentage of building consents processed within statutory timeframes	Quality Assurance of data for Ministry of Environment reporting can result in updated figures.
Percentage of resource consents processed within statutory timeframes	Quality Assurance of data for Ministry of Environment reporting can result in updated figures.
HEALTH & SAFETY	
TRIFR (Total Recordable Injury Rate)	The Total Recordable Injury Frequency Rate (TRIFR) KPI target was incorrectly published as <8 in the Long Term Plan 2024-2034 adopted by Council on 19 September 2024. The KPI target for TRIFR is <9. The KPI target is therefore shown as intended in these reports, with the published error clearly acknowledged.

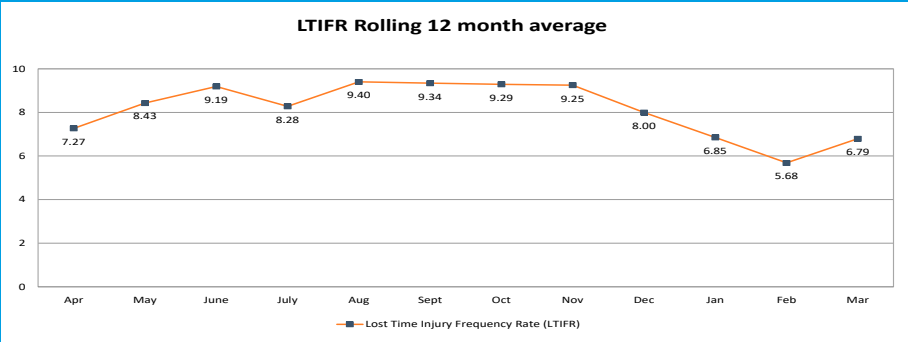
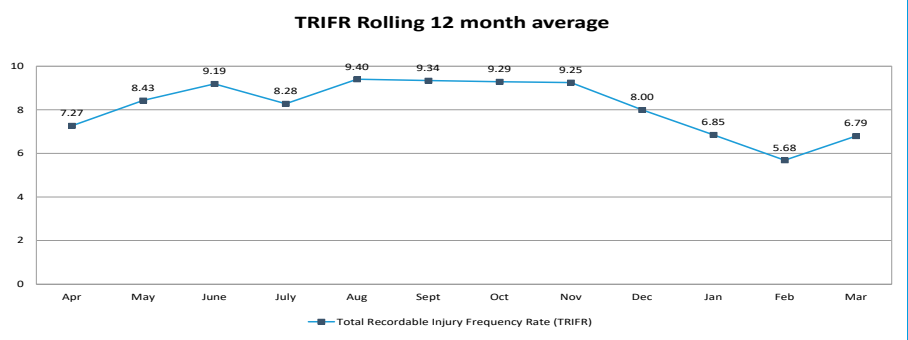
Health & Safety Summary



Health and Safety Committee

Chair's Summary

- The Lost Time Injury Frequency Rate has increased, however is still within target since January 2025.
- Total Recordable Injury Frequency Rate has also increased slightly due to an incident in March. The current rate is within target.
- All incidents in the month of March were minor in nature and not notifiable to WorkSafe.



UNSAFE EVENTS

Frequency rates

	TARGET	RESULT
TRIFR	<9	6.79
LTIFR	<7	6.79

TRIFR = Total Recordable Injury Frequency Rate
(see disclaimer page 23)

LTIFR = Lost Time Injury Frequency Rate
(The result shows the average over the past 12 months.)

There has been one unavoidable Lost Time Injury (LTI) recorded in March which has seen both the LTIFR and TRIFR increase to 6.79.

Year-to-date there have been four Lost Time Injuries.

NOTIFIABLE EVENTS

Notifiable to Worksafe

EVENT TYPE	RESULT
N/A	0

EVENT DETAILS

N/A

As defined under section 25 of the Health and Safety at Work Act 2015

There were no notifiable events in March, and no workplace incidents were significant.

No notifiable events were recorded for the year-to-date.

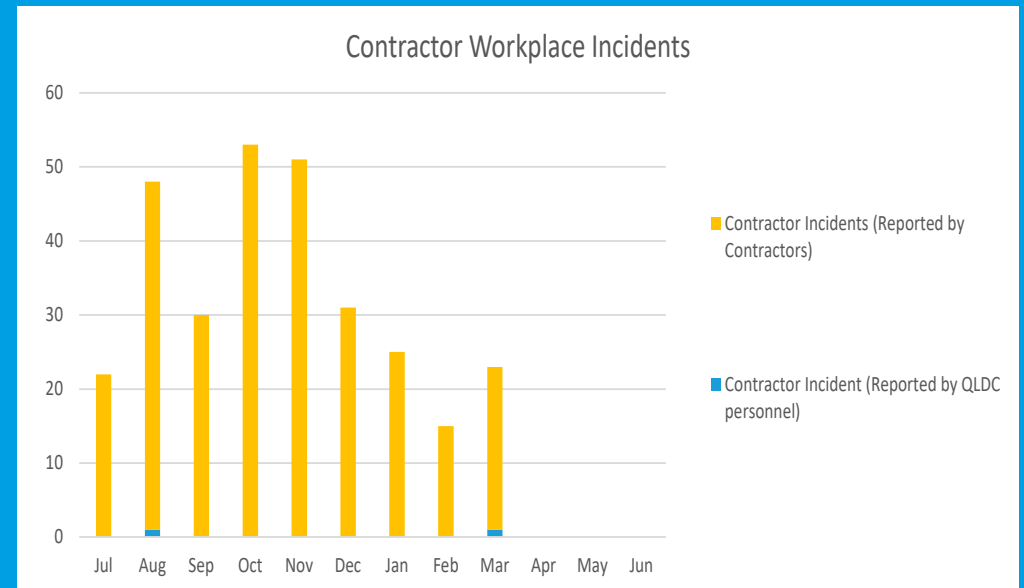
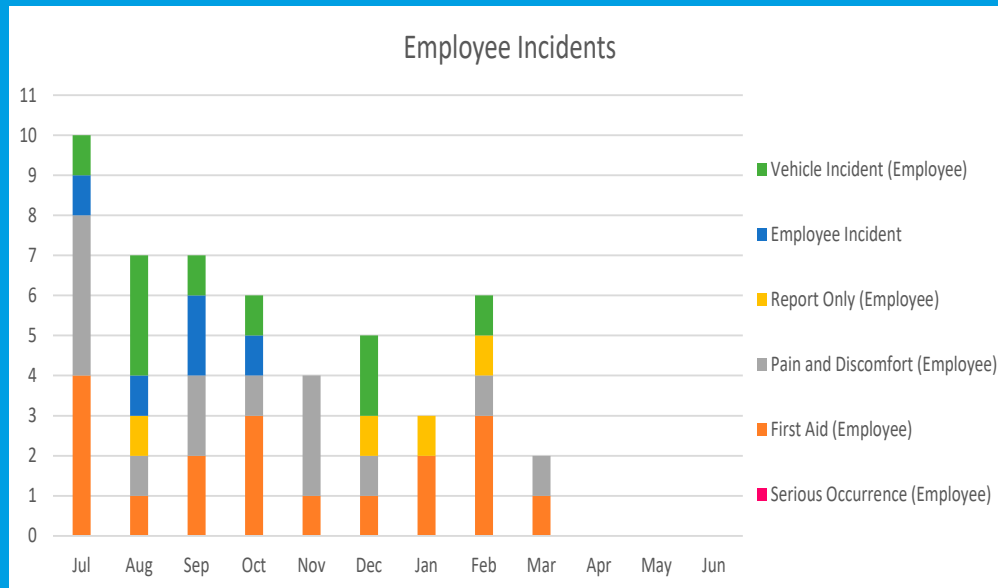
Health and Safety Committee

Queenstown Lakes District Council has set a range of measurable indicators that demonstrate progress across a range of Health, Safety and Wellbeing areas. These indicators are shown below and are referenced throughout this section.

2024/25	
Compliance	<ul style="list-style-type: none">• No breaches of the Health and Safety at Work Act 2015
Unsafe Events	<ul style="list-style-type: none">• Total Recordable Injury Frequency Rate - 9 or below• 90% of all incidents reported each month closed within allocated timeframe
Prevention	<ul style="list-style-type: none">• Representatives and departments constituents to undertake an office/facility inspection at least every three months. Any actions, by whom and by when, allocated within two days of the inspection and recorded on the inspection sheet• Each department to conduct an annual review of their hazards to ensure that they are identified, recorded, appropriately risk assessed and have control measures in place• A minimum of 18,000 Take 5's to be undertaken throughout the year across the organisation
Improvement	<ul style="list-style-type: none">• 90% of Health and Safety Committee actions completed on time• H&S Improvement focus for 2025: Contractor Management Contractor incident reporting to be transitioned to My Safety
Behaviour	<ul style="list-style-type: none">• Behavioural self assessment - Twice the amount of A scores to be reported monthly compared to C scores
Wellbeing Engagement	<ul style="list-style-type: none">• At least 80% department participation across wellbeing activities that take place in the Upper Clutha and Queenstown area• Each team participate in two team activities per year that are not part of the wellbeing calendar



Unsafe Events and Frequency Rates



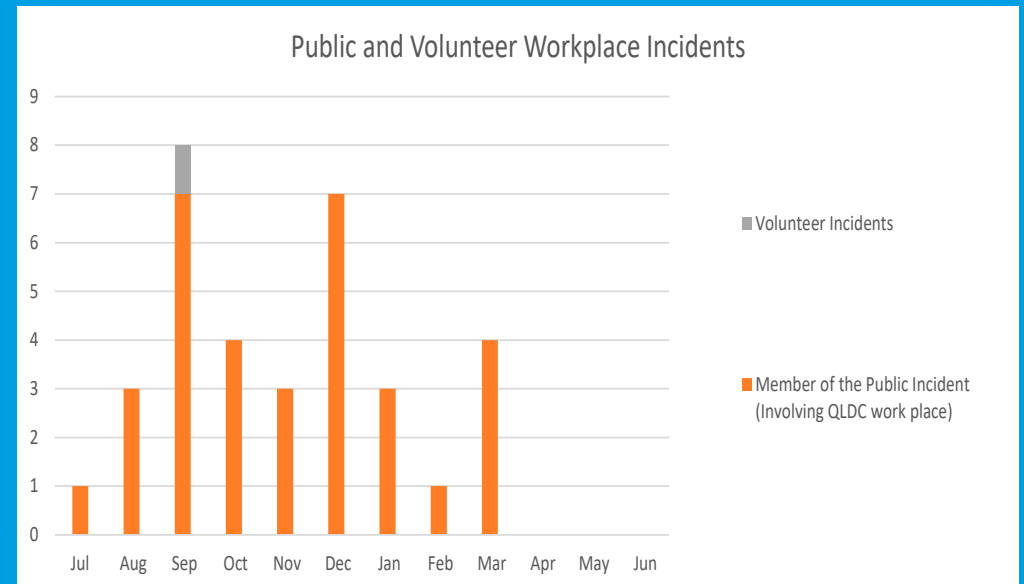
UNSAFE EVENTS

Incidents and accidents across all groups

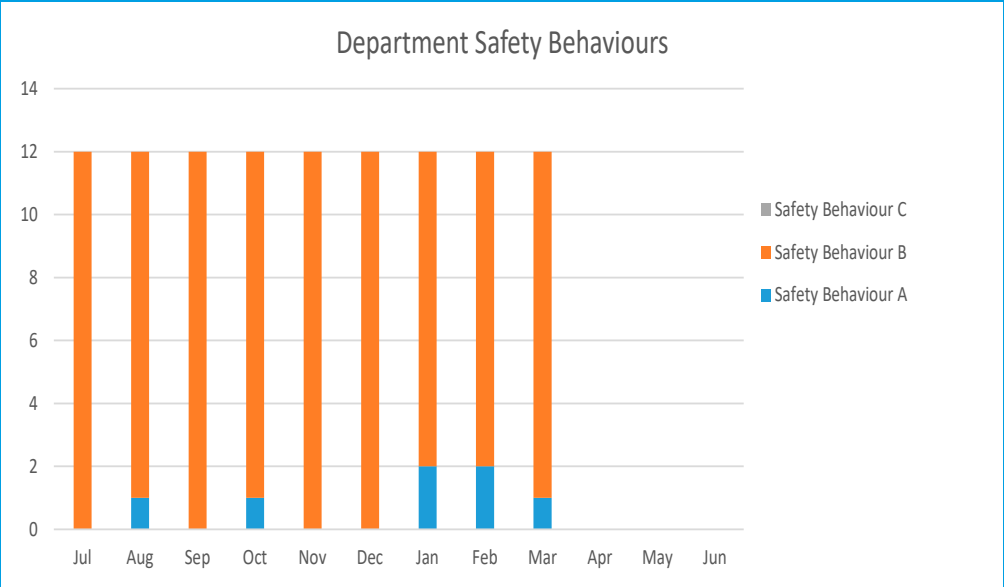
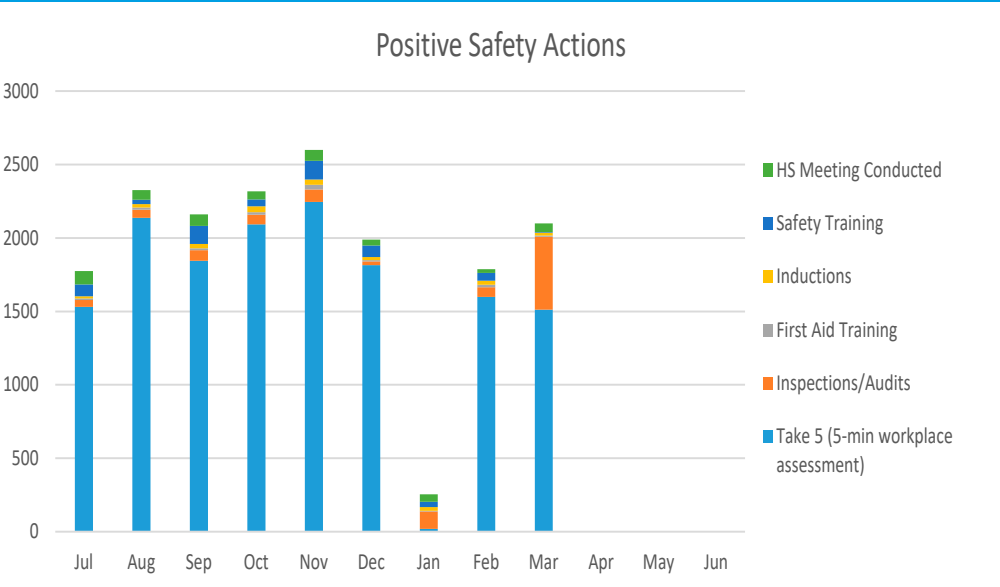
	MONTHLY	YTD
Employees	2	50
Contractors	22	298
Volunteers	0	1
Public	4	33

There have been two employee incidents recorded in March, one resulted in pain and discomfort and one needed first aid.

There have been four public incidents recorded, including three of unreasonable conduct and one that required first aid.



Unsafe Events and Frequency Rates



POSITIVE SAFETY ACTIONS		
	MONTHLY	YTD
Take 5's	1,511	14,794
Inspection/Audits	496	1,030
Safety & Wellbeing Training	111	581
H&S Meetings	60	542
First Aid Training	10	127

Take 5 pre-start assessments are steady at 1,511 for March. This quarter 3,130 assessments have been undertaken.

Safety and wellbeing training has included Evacuation Training, First Aid, Drug Detection, My Safety Training, vehicle inductions and Fire Warden training.

DEPARTMENT SAFETY BEHAVIOURS		
	MONTHLY	YTD
Type A	1	7
Type B	11	101
Type C	0	0
Target Achieved	Yes	Yes

Queenstown Lakes District Council departments are required to rate their monthly safety performance based on a simple question; have they improved safety (A score) or has it been business as usual (B score)?

A – You have improved safety.
B – It has been business as usual (BAU).
C – There has been a significant accident or incident where insufficient (or no) action was taken to remedy.

The objective set is to have twice the number of A's to C's annually.




Key Priorities Summary








Legend for Key Priorities

Tracking of flow of projects in/out of reporting

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



RAG Status

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

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



Key Priorities - Capital Projects

March 2025

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
INFRASTRUCTURE – WATER SUPPLY WASTEWATER STORMWATER TRANSPORT WASTE MINIMISATION AND MANAGEMENT			
Arterial Stage One Town Centre Arterial Road Project Update (gldc.govt.nz)	 <ul style="list-style-type: none"> • Background: The project will deliver a significant upgrade to the underground services along the Arterial route, including new water, wastewater and stormwater lines for a section of Frankton Road and parts of adjoining streets, undergrounded power and wider footpaths with new street trees along Melbourne and Henry Street, intersections controlled by traffic lights, and retaining walls (some with art work designed by Mana Whenua artists) that share the stories of the Whakatipu region. • Progress: The Arterial Road remains the main access in and out of the town centre until late April following the completion of the stormwater works from Ballarat Street to Horn Creek. • Works are progressing on Ballarat stormwater pipe and outfall structure, reinstatement of Ballarat Street asphalt, Lower Beetham Street roading construction and the pedestrian connection of Lower Beetham Street to the Arterial main alignment. • Completed: Malaghan Street underground works (3 Waters), final structural asphalt on Frankton Road at the Millenium Hotel • The project remains Amber as it continues to face time and cost pressures due to the scale and complexity of the Arterials project. However, with the advanced state of the project, the risk profile is continuing to lower. 	<ul style="list-style-type: none"> • Construction completion for May 2025: <ul style="list-style-type: none"> • Arterial Walls • Side Roads • Lower Ballarat Street Stormwater • July 2025 - Practical Completion 	<div>Amber</div> 




Key Priorities - Capital Projects

March 2025

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
Kingston Three Waters Scheme Major Projects	 <ul style="list-style-type: none"> Wastewater: Ongoing discussion with LINZ and Kai Tahu to establish the final pathway for property acquisition for the Waste Water Treatment Plant. Water: The bulk supply main has been completed up to the water treatment plant, and the installation of the raw water rising main is well underway with pipework laid and cabling being laid. Construction of the water treatment plant continues according to programme, with the roof steel work, purlins and eaves all installed. Caustic tank has been installed. The water reservoir foundation slab has been constructed ahead of programme, and the contractor is well underway with lifting the bolted steel tank rings into position. Stormwater: Site compound and set down has been established in Kingston. Trees have been removed within the outlet gallery and firewood provided to the community. 3m wide manholes have been delivered to site, and bulk earthworks will commence in the outlet gallery once environmental controls have been established. First stage shop drawings approved for large diameter stormwater pipe, due to arrive onsite mid-April. Sheetpiles have arrived onsite and contractor is awaiting delivery of the pile head rig. Projectwide: Dilapidation surveys completed for properties on Oxford Street ahead of stormwater works commencement. The overall RAG status remains Red due to the ongoing uncertainty related to Wastewater Treatment Plant land acquisition and easement applications with LINZ resulting in delays in the programme. 	<ul style="list-style-type: none"> Wastewater - April 2025: Lodge air discharge consent. July 2025: Formal approval of Detailed Design gateway by Project Control Group once property acquisition pathway is confirmed; Procurement process to commence following this approval. December 2025: Completion of easement and acquisition process expected; construction contract awarded. Project status will revert to Amber on reaching this milestone. Water - April 2025: Roof construction completed; reservoir tank steel surround constructed; Raw water supply main completed; services installation commencement within treatment plant; commissioning plan advanced. 23 October 2025: Due for completion. Stormwater - April 2025: Outlet gallery construction; manholes installation; sheetpiling on Oxford Street; environmental, vibration and noise monitoring controls in place. 27 November 2025: Due for completion. Projectwide - April 2025: Communications update issued to Kingston Community Association for inclusion in monthly bulletin. Project Control Group meeting with contractor to address wastewater tenure issue. 	<div>Red</div> 



Key Priorities - Capital Projects

March 2025

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS	
Project Shotover Stage Three Further details here: Major Projects	 <ul style="list-style-type: none"> • Background: The delivery of the Stage Three Upgrade to the Shotover Waste Water Treatment Plant that will double the capacity of the plant, and continue to provide service through to a forecasted date of 2048. The project will provide a duplicate treatment stream to that currently in operation, and enhanced emergency flow and stormwater management through the repurposing of one of the existing oxidation ponds. The disposal field located close by the treatment plant is not included in the scope of this project. • Progress: Earthworks within the decommissioned Pond One is progressing to create the new stormwater attenuation basin, and emergency storage basin. Mechanical and electrical installation is nearing completion, and the commissioning stage has commenced. All consents required for the work are in place. 	<ul style="list-style-type: none"> • April 2025 - Main construction activities are scheduled to be completed. • May-November 2025 - Commissioning of the new systems will occur. • December 2025 - Upgrade to be operational. 	Green	
Shotover Disposal Fields	 <ul style="list-style-type: none"> • Background: The purpose of this project is to identify, design, consent and construct a new long-term disposal solution for treated wastewater produced from the Shotover Wastewater Treatment Plan (WWTP) to replace the existing disposal field that is not performing as designed and intended. The replacement infrastructure will cater for the treatment plant's long-term treated wastewater disposal requirements in a culturally appropriate, environmentally sustainable, and operationally effective manner. • Progress: September 2024: Lead Design Consultant, Technical Advisor and Business case Writer were engaged. November 2024: Initial Gap analysis and Basis of Design draft was produced. December 2024: Project work progressed with a Multi Criteria Analysis selection workshop. February 2025: Lead Consultant issued a range of potential (Long List) options and these were reviewed by workshop attendees and Iwi representatives prior to assessments. March 2025: A Multi Criteria Analysis workshop was held to narrow the long list down. A short list of options has been identified; these are currently going through an internal review process. • The overall project schedule and budget is on track at this early stage with the Preferred Option yet to be confirmed. An evolving issue is the Emergency Works required at the existing Disposal Field and support to QLDC Operations and Legal teams with responding to ORC Enforcement Order lodged with the Environment Court. The Project team for the Long term solution are also supporting this work. This has already resulted in a small time delay which will possibly increase with recent focus of activities in support of this work. Actual Financial and Schedule impacts are not yet fully known and will depend on Environment Court and Consent Application outcomes and ongoing Emergency Works inputs. 	<ul style="list-style-type: none"> • April 2025 - Complete short list internal QLDC reviews. • 29 April 2025 - Presentation at Council Workshop. • April/May 2025 - Short list option analysis and investigations are underway, with more in the planning stages to be undertaken. • July 2025 - Targeted date for Preferred Option selection workshop. This may be impacted by Emergency Works focus. • November 2025 - Planned formal QLDC approval of Preferred Option. This is depended on the Preferred Option selection workshop. 	Green	New





Key Priorities - Capital Projects

March 2025

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS	
Robins Road Conveyance Scheme 	<ul style="list-style-type: none"> • Background: The project will provide additional wastewater capacity to the currently constrained Gorge Road and Arthurs Point catchments. The existing sewer main is undersized and runs through private properties. A new gravity sewer main is to be installed along Robins Road from the Horn Creek Bridge to a new connection point within the Recreation Ground. • Progress: The Contractor has submitted a revised formal offer, following feedback from the client team. Final review items are being addressed with completion targeted 17 April 2025. • Scope reduction options are under review to manage budget pressure. The offer is actively being worked through with the Contractor and Client Quantity Surveyor, to achieve greater cost certainty and to understand opportunities within the current scope to reduce budget pressure. Work is ongoing to reduce the extent of scope creep/change and revisit the contingency values being carried to ensure it is reasonable. • The limited notified noise and vibration consent is open for submissions from potentially affected parties, from 28 March – 30 April 2025. • The status is Red primarily due to the programme delays associated with the requirement for a limited notification process on the consent which results in a revised estimated start on site date of August 2025. To address this the project programme should be baselined to reflect the notification decision from council and the process and timeframes that follow, which would align the critical path and overall project duration with the anticipated process for delivery. It should be noted that the current estimate is in excess of the allocated budget and we anticipate that following the above, it is likely that this will remain a risk to the project. 	<ul style="list-style-type: none"> • 17 April 2025 - Finalise responses and clarify outstanding items in Contractor's Offer. • 17 April 2025 - Update Contractor's programme to align with the planning/approval pathway and estimated start on site date. • 30 April 2025 - Submission period for the limited notified Noise & Vibration Consent ends. • 2 May 2025 - Submit report and finalised Contractor Offer to QLDC Property & Infrastructure team for review, ahead of the 29 May Full Council Meeting. 	<div> Red  </div>	



Key Priorities - Capital Projects

March 2025

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS	
CBD to Frankton Conveyance Scheme Further details here: Major Projects	 <ul style="list-style-type: none"> • Background: The existing gravity sewer main along Frankton track is nearing capacity and carries a risk of untreated wastewater overflowing to the receiving natural environment (including Lake Whakatipu) in heavy rainfall events or natural disaster. Additional wastewater conveyance capacity between Queenstown CBD and Frankton Beach Pump Station is required to maintain levels of service and support projected demand growth in the area. A new pressure sewer main to run adjacent to the existing pipeline has been identified as the preferred solution. Improvements to the track will be made as part of the wastewater pipeline installation (e.g., strategic widening, stormwater management, pause-points etc.) The project is expected to take 12 to 18 months to construction and physical works to start in 2025. • Progress: The detailed design package is now complete. The draft detailed cost estimate has been provided and indicates that the project is likely to be delivered on budget or under. Following award of the construction contract there will be a clearer understanding of the costs involved. • The project is Amber due to several project delays relating to hydraulic modelling reporting, increase to the design scope. Additionally, Chorus have advised that the fiber optic cables located in the Frankton Track will need to be temporarily relocated as part of the works and will increase the cost to complete the project. This is contrary to previous advice. 	<ul style="list-style-type: none"> • 7 April 2025 - Approval of detailed design. • Mid 2025 - Procurement for construction starts. • Late 2025 - Construction starts. • Mid 2027 - Construction due for completion. 	Amber	
Upper Clutha Conveyance Scheme Further details here: Major Projects	 <ul style="list-style-type: none"> • Background: This project is intended to provide a long term solution to Hāwea wastewater management needs and increase capacity and resilience in the Wānaka network. The Hāwea upgrade scope includes decommissioning the Hāwea Waste Water Treatment Plant (WWTP), construction of a new wastewater pump station on Domain Road, and a new pipeline from Hāwea to Albert Town. The Wānaka scope includes upgrade of the Riverbank Road wastewater pump station and construction of a new pipeline to the Project Pure WWTP. • Progress: The project is on schedule with tenders for the construction being evaluated. The construction contract is expected to be awarded in June and the contractor will mobilise to site in July. The main works are likely to start on site early September. It is anticipated that the Hāwea to Albert Town pipeline and the Riverbank Road to Project Pure pipeline will be constructed in parallel to reduce the overall construction time. In May/June targeted engagement will occur with community associations and other parties that may experience temporary disruption during the works. • Status remains Amber to account for minor delay to consent processing. The delay is not expected to impact the overall construction schedule. 	<ul style="list-style-type: none"> • Mid 2025 - Final consent processing to be completed. • June 2025 - Award construction contract. • July 2025 - Contractor mobilises to site. • September 2025 - Construction to start. 	Amber	







Key Priorities - Capital Projects

March 2025

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS	
Compliance Response - UV Treatment Further details here: Major Projects	 <ul style="list-style-type: none"> • Background: The UV Compliance project was initiated in response to the October 2023 Cryptosporidium outbreak in Queenstown. The project will improve the quality of key water supplies through a range of treatment measures including installation of UV water treatment plants at 6 locations, bore head upgrades, installation of compliance monitoring equipment and other related pipeworks. • Progress: <ul style="list-style-type: none"> • Fernhill UV Plant (temporary container) – Completed December 2023 • Western Intake UV Plant (container) – Completed December 2023 • Beacon Point UV Plant (within existing building) – Completed February 2024 • Wānaka Airport (UV container, bore upgrades and compliance monitoring) – Completed November 2024 • Glenorchy (UV Container, bore upgrades and compliance monitoring) – Completed December 2024 • Luggate: The existing network will be upgraded by installing a containerised water treatment plant, including construction of new bores and pipework, and pipework connecting to a new tank farm adjacent to the State Highway. Detailed Design has been finalised and approved to go to market. Some risk related to archaeological approval, and an outline plan and designation amendment. Both expected to be resolved prior to award of any construction contract. • Two Mile: Main building structure and watermain works are complete and the UV equipment has been installed. Commissioning is underway and the project is on target, with some minor non-compliance related works to complete in May. • Corbridge: The Engineering Control Group approved recommendation to include this upgrade as part of the Upper Clutha Wastewater Conveyance Scheme subject to scoping of requirements and approval of the transfer. • This project is Amber because it is not able to meet the original Rapid Deployment plan timeframes. However, the scope has increased and the project is on track to meet Taumata Arowai compliance timeframes. Corbridge solution needs to be agreed. Outcome may not meet the December 2025 deadline. 	<ul style="list-style-type: none"> • March/April 2025 – Governance Group Approvals • 15 April 2025 - Two Mile due for completion. (New UV Treatment Plant and Building). • April 2025 - Luggate to market. • December 2025 - Luggate due for completion. 	Amber	





Key Priorities - Capital Projects

March 2025

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
COMMUNITY SERVICES – PARKS AND RESERVES, SPORT, RECREATION, COMMUNITY FACILITIES AND VENUES, LIBRARIES			
Project Tohu - Coronet Revegetation programme Further details here: Major Projects	 <ul style="list-style-type: none"> Background: Project Tohu is one of the largest revegetation programmes currently being undertaken in Aotearoa, transitioning 200ha on the south facing slope of Coronet Peak from an ex-Douglas fir plantation (exotic species) into indigenous vegetation. The successful harvest of the Coronet Forest was completed in May 2023. Progress: March 2025 – Pest control operation completed within the perimeter fence targeting goats, rabbits and possums. First planting at the Project Tohu site begun. 	<ul style="list-style-type: none"> April 2025 – Further planting at the site with species such as tawhai rauriki (mountain beech), kōhūhū (pittosporum) and kapuka (broadleaf). June 2025 – Completion of first stage of mountain bike trail construction. 	<div>Green</div> 
Ballantyne Road Site remediation works	 <ul style="list-style-type: none"> Background: The Ballantyne Road project is to convert a 20ha site into a flat grassed area for future recreational and community facilities/needs. Progress: The ORC consent has been granted and the final decision from the QLDC consents team for the earthworks consent is in progress. There are currently delays in consenting processing and the date is unknown when the QLDC consent will be granted. A tentative programme has been developed with works beginning in May/June 2025. The septage disposal access off Ballantyne Road has been fenced and locks changed to prevent any unauthorised dumping on the site excluding septic tank operators. 	<ul style="list-style-type: none"> Currently waiting on the QLDC consent decision regarding the earthworks consent due in April 2025. May 2025 - Removal of above ground waste material and retesting for contamination is tentatively programmed to begin. 	<div>Green</div> 
QEC Upgrades	 <ul style="list-style-type: none"> Background: The Queenstown Events Centre (QEC) is the premier recreation & sport hub for the District. A continual plan of upgrades and renewals is required to meet the ongoing needs of the community. This is delivered through a strategic programme of work outlined in the 2024-34 Long Term Plan. Progress: Resurfacing of the 6 outdoor netball/tennis courts and replacement of the indoor courts grandstand has been completed. Frankton Golf Course new accessway and carpark is completed with planting of gardens and grassing in October/November 2025. Sports field lighting on QEC 1a and b sports fields is delayed due to inability to construct foundations due to weather and ground conditions. The pole supplier has indicated that the lighting poles will now be delivered in June due to supply/transit issues. It is expected that this project will now be delivered in October/November 2025. Rabbit proof fencing around the Sir John Davies Oval has been completed. Field 3 is in progress with completion dependent on contractor availability. Site visit occurred with Councillors in March to discuss the entire QEC programme including the indoor courts project. This project is Amber as it is time delayed due to the review of the programme. 	<ul style="list-style-type: none"> 17 April 2025 - Council meeting to approve the procurement of a concept design team for the QEC indoor courts. 29 May 2025 - Approval of the QEC indoor courts project procurement plan at Council meeting due to the value of the project. A Request for Proposal for the concept design team will then be issued (subject to the 17 April Council meeting decision). April 2025 - Complete golf course additional fencing. October/November 2025 – Complete sports floodlighting project; planting of gardens and grassing at Frankton Golf Course. 	<div>Amber</div> 





Key Priorities - Strategies, Policies and Plans

March 2025

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
ORGANISATION PERFORMANCE			
Annual Plan 2025-26	 <ul style="list-style-type: none"> The 20 March Council meeting adopted the statement of proposal on proposed changes to user fees and charges. The consultation period commenced on 21 March. Project effort throughout March has also been progressing the creation of the draft Annual Plan document, on which work will continue through to mid-April 2025. 	<ul style="list-style-type: none"> 21 March to 30 April 2025 - Consultation period for proposed changes to user fees and charges on Let's Talk. Project effort throughout April on analysing submissions. End of April 2025 – a draft Annual Plan will be made available to the public, in line with the more informal approach to community engagement agreed at the 13 February Council meeting. 27 May 2025 - Hearing of submissions on proposed changes to user fees and charges. (link to Agenda) 26 June 2025 - Annual Plan 2025-2026 to be adopted by Council at a Full Council meeting. 	<div>Green</div> 
Wānaka Airport Future Review Wānaka Airport Certification Queenstown Lakes District Council Wānaka Airport Future Review Queenstown Lakes District Council	 <ul style="list-style-type: none"> Background: Wānaka Airport has passed a threshold of activity which requires it to achieve Qualifying Status under Part 139 of the Civil Aviation Rules. To achieve this works will be undertaken to provide an improved safety environment, including airstrip widening, tree removal and new fencing. Additionally, enhancements will be undertaken to the Three Waters infrastructure servicing the airport. Wānaka Airport Safety & Renewals will be undertaken as a separate project on page 43. Progress: Appointment of independent consultancy to undertake community/stakeholder engagement. 	<ul style="list-style-type: none"> April 2025 – Councillor/Wānaka Upper Clutha Community Board workshop to introduce appointed independent consultancy and provide briefing on its approach to community/stakeholder engagement. May 2025 – Meeting with Private User Group to provide an update on the works program and consultation on the Future Airport review. June 2025 - Councillor/Wānaka Upper Clutha Community Board Workshops on scenario development. 	<div>Green</div> 





Key Priorities - Strategies, Policies and Plans

March 2025

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS	
STRATEGIC GROWTH – SPATIAL PLAN				
Te Tapuae Southern Corridor Further updates on our website: Te Tapuae Southern Corridor - QLDC Also reported through: Planning & Strategy Committee Queenstown Lakes District Council (qldc.govt.nz)	 <ul style="list-style-type: none"> The project team continued to meet regularly with consultants, with a specific focus on progressing the three waters and natural hazard workstreams. The three waters workstream has focused on the short list options following the January workshop. The consultants ran additional workshops for stormwater and wastewater with representatives from QLDC and Kai Tahu. Water supply workshops are scheduled for April. The scope of additional investigations for the natural hazard assessment was finalised and the consultant began the procurement for a subcontractor to undertake the work. Physical work is expected to commence in April/May. The project remains Amber as it is no longer able to meet the original project milestones due to prolonged infrastructure programme and further natural hazard investigations required. The team is working on a refined programme to mitigate the effects of the delays and have arranged for cross workstream meetings in March and April. 	<ul style="list-style-type: none"> 3 April 2025 – Specific water supply workshop 16 April 2025 – Three waters workshop 29 April 2025 – Planning & Strategy Committee meeting April/May 2025 – Physical investigations for natural hazard assessment 20 May 2025 - Grow Well Whaiora Partnership Steering Group meeting 	Amber	
Spatial Plan Gen 2.0	 <ul style="list-style-type: none"> Development of the Spatial Plan Gen 2.0 spatial scenarios will progress once the Housing Business Capacity Assessment (HBA) model is reviewed (currently underway and model due to be completed and accepted by staff by the end of April 2025). The delays associated with the HBA work have impacted on the programme timeframes as the scenarios cannot be shared for public engagement until the HBA has gone to full Council for adoption. This is being worked through and may result in a short delay to the project (July 2025 engagement instead of mid/end June). A review of the districts Challenges and Opportunities has been completed to inform Spatial Plan Gen 2.0. This project is flagged Amber due to the delay caused by the HBA. 	<ul style="list-style-type: none"> Next scheduled milestones are subject to HBA results being available as programmed and the HBA adopted at the Full Council Meeting in June or July 2025. May 2025 - Consultant to confirm Public Engagement timeframes to finalise the work programme. 10 June 2025 - Update of Challenges and Opportunities at the Planning & Strategy Committee meeting. 	Amber	



Key Priorities - Strategies, Policies and Plans

March 2025

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
ECONOMIC FUTURES			
Events Policy 	<ul style="list-style-type: none"> • Background: The policy is being developed to clarify what the community wants from events, including economic benefits and wider considerations such as health and safety, community and environmental impact. • Progress: Community feedback from the three hui held in February was reported and considered internally at the Executive Leadership Team meeting in March. 	<ul style="list-style-type: none"> • 8 May 2025 - Presentation and discussion at Wānaka Upper Clutha Community Board Workshop. • 13 May 2025 - Presentation and discussion at Council Workshop. • 26 June 2025 – Full Council consideration of Policy for approval. 	<div>Green</div> 
CLIMATE ACTION			
Climate and Biodiversity Plan 2025-28  Climate Action (qldc.govt.nz)	<ul style="list-style-type: none"> • Background: Development of the 2025-2028 Climate & Biodiversity Plan is underway, with advice and guidance from the Climate Reference Group (CRG). • The development process has involved an extensive review of recently released strategies, plans, reforms, guides and reviews to ensure actions align and integrate with the wide range of climate and biodiversity work programmes that are underway within Council and partner organisations. The plan will follow a similar structure to the existing Climate & Biodiversity Plan, but build on the progress already achieved, with the focus of the plan being “accelerating transformation through partnerships”. An additional area of focus will be on ‘Energy’ (previously considered under the ‘Built Environment’) to support community resilience and rapid decarbonisation within the district. • Progress: 6 March 2025 - An update on the progress of the draft Climate & Biodiversity Plan was presented to the Audit Finance & Risk Committee. • Feedback on the draft was received from internal and external stakeholders and changes incorporated into the draft. 	<ul style="list-style-type: none"> • May 2025 - Presentation of the draft plan at a Councillor workshop. • June 2025 - Public feedback sought via Let’s Talk. 	<div>Green</div> 





Key Priorities - Strategies, Policies and Plans

March 2025

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
COMMUNITY PARTNERSHIPS			
Responsible Camping Programme 	<ul style="list-style-type: none"> The process to develop a new freedom camping bylaw continues, and community consultation is planned for July/August 2025, with the aim to have a new bylaw in place before next Summer. Early engagement with key stakeholders has begun as part of the new bylaw development process. Enforcement of freedom camping under the Reserves Act continues, along with enforcement to respond to breaches of the Freedom Camping Act and other relevant legislation. In March 2025, 27 infringements were issued under the Reserves Act and 74 under the Freedom Camping Act. Without the 2021 Bylaw, Council's ability to move campers on is limited. The Summer Ambassadors have been busy reacting to customer requests and engaging with as many campers as possible, asking them to consider local residents in their choices and promoting local campsites nearby. Summer ambassadors are working across the district (four in Upper Clutha, four in Whakatipu) delivering the responsible camping education programme, encouraging responsible behaviour from those freedom camping in the Queenstown Lakes District. Over the month of March, the team completed 899 visits to 'hot spots' and interviewed 52 campers about their behaviours and intentions while they are travelling in Queenstown Lakes. 20 March 2025 - A report was presented at a Council Meeting to provide information in relation to the negative effects of freedom camping and high-level options. Elected members agreed that a freedom camping bylaw is the most appropriate way to address the issues related to freedom camping. 	<ul style="list-style-type: none"> December 2024-April 2025 - Enforcement continues under the Freedom Camping Act, Reserves Act and other relevant legislation. The responsible camping summer education campaign continues via summer ambassadors, radio, social media, CamperMate and other online platforms. 15 April 2025 – Full Council Workshop item to be presented on development of a new freedom camping bylaw. Officers are seeking guidance to focus the development of the draft bylaw. 	<div>Green</div> 









Key Priorities - Strategies, Policies and Plans

March 2025

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
COMMUNITY PARTNERSHIPS - WELCOMING COMMUNITIES			
Welcoming Plan 2024-27 Further information here: Welcoming Communities (qldc.govt.nz)	 <ul style="list-style-type: none"> Background: The Welcoming Plan provides a pathway to support equality and grow inclusive local communities so we can continue to evolve as a place that celebrates diversity and fosters economic growth. It is developed based on the Welcoming Communities Standard. Progress: Validated final draft of the Newcomers Guide with key internal staff and all organisations listed on the Guide. Central Lakes Trust (CLT) granted QLDC \$41,000 for the period April 2025 to June 2026 to deliver welcoming initiatives in line with the Welcoming Plan. 15 March 2025 - Queenstown Multicultural Festival was held at QEC. Approximately 3,300 people were in attendance with 55 food stalls and 27 performances representing close to 44 countries. 29 March 2025 – Wānaka Festival of Colour/Community Whānau Day was held with the addition of five community food stalls representing Wānaka-Upper Clutha local communities of Mexico, Argentina, Japan, Brazil and Philippines. 	<ul style="list-style-type: none"> April 2025: Initial discussions with different stakeholders to deliver initiatives using CLT funds and QLDC/CP operational budget. April/May 2025: Electronic copy of Newcomers Guide live on QLDC website and physical copies printed (200 copies). Launch is scheduled for 21 May. April/May 2025 - Let's Talk Kōrero Mai edition will have a blurb on the Queenstown Multicultural Festival. 	<div>Green</div> 
SPORT & RECREATION			
516 Ladies Mile	 <ul style="list-style-type: none"> Background: In 2019, Council purchased a 14ha site at 516 Ladies Mile for future development of open space and facilities for the community. Council approved a budget of \$6.8M in the 2024-34 Long Term Plan starting in July 2025. Pre-work is currently underway to deliver this project. Progress: Project Managers appointed to start pre-planning work around scope, timings, and consequential impacts of other projects, i.e. Howards Drive Roundabout. Meeting held with Alliance to understand their programme/ Utilities and services plan and timings to inform pre-planning. Awaiting internal conversation around options for progressing the project under current planning restrictions. 	<ul style="list-style-type: none"> May 2025 - Review of consenting pathways. 	<div>Green</div> 

Key Priorities - Strategies, Policies and Plans

March 2025

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
PARKS & RESERVES			
Blue-Green Network Plan Major Projects	 <ul style="list-style-type: none"> Background: The Blue Green Network (BGN) Plan will provide a strategic, long-term framework that identifies opportunities for protecting and integrating natural systems and open spaces into the planning and development of Queenstown Lakes District's urban areas and settlements. It is being prepared in partnership with Kai Tahu. Progress: Development began for a communications plan for the draft BGN plan. 	<ul style="list-style-type: none"> April 2025 – Completion of the development of a communications plan for the draft BGN Plan. May 2025 – Engagement with the community on the draft BGN Plan. 	<div>Green</div> 
Mt Iron Reserve Management Plan Major Projects	 <ul style="list-style-type: none"> Background: Mount Iron Reserve Management Plan (RMP) will establish a vision and policies for how this new reserve will be managed, protected and enhanced by QLDC for the community. Progress: 27 March - Mount Iron RMP was presented to the Wānaka Upper Clutha Community Board (WUCCB). The WUCCB decided to approve recommending the adoption of the RMP to the Council. 	<ul style="list-style-type: none"> 17 April 2025 - Full Council meeting to consider adoption of the RMP. This is part of the Chief Executive Report. If adopted by Full Council, the RMP will be active immediately and added to the QLDC RMP webpage. 	<div>Green</div> 
Ben Lomond and Queenstown Hill Reserve Management Plan	 <ul style="list-style-type: none"> Background: BLQH Reserve Management Plan (RMP) will refresh the existing RMP for how this large-scale central Queenstown reserve with huge visitor numbers and a variety of users will be managed, protected and enhanced by QLDC for the community. Progress: 17 March 2025 – Submission period closed. Over 100 submissions were received via the Let's Talk website and email. 	<ul style="list-style-type: none"> 5 May 2025 – Public hearing on the draft RMP. (minutes, recording uploaded here following the hearing) All submissions will be considered by the hearing panel and used to recommend final changes to the RMP for the reserves. July 2025 - Final RMP presented to the Community & Services Committee and Council for adoption. 	<div>Green</div> 
PROPERTY & INFRASTRUCTURE			
Wānaka Airport Safety & Renewals Further details can be found on our website: Wānaka Airport Certification Queenstown Lakes District Council Wānaka Airport Future Review Queenstown Lakes District Council	 <ul style="list-style-type: none"> Background: Wānaka Airport has passed a threshold of activity which requires it to achieve Qualifying Status under Part 139 of the Civil Aviation Rules. To achieve this works will be undertaken to provide an improved safety environment, including airstrip widening, tree removal and new fencing. Additionally, enhancements will be undertaken to the Three Waters infrastructure servicing the airport. Wānaka Airport Future Review will be undertaken as a separate project on page 38. Progress: Work is progressing towards the next key milestone. 	<ul style="list-style-type: none"> May 2025 – Finalise the management structure for Wānaka Airport to deliver the Civil Aviation Rules requirements by 1 July 2027. May 2025 – Meeting with Private User Group to provide an update on the works program and consultation on the Future Airport review. June 2025 – Confirm a program of works for recommended safety improvements. 	<div>Green</div> 

Financial Management Report



Operating Expenditure and Revenue

Financial Management Report

% of the year completed: 75%

DESCRIPTION	March 2025 Actual	March 2025 Adjusted Budget	Variance to Budget	Year to date Actual	Year to date Adjusted Budget	Year to Date Variance	Full Year Adjusted Budget	YTD Actuals to Full Year Budget	*
REVENUE									
Operating Revenue									
Income - Rates	12,553,593	12,450,794	102,800	112,902,633	112,907,944	(5,311)	150,410,325	75%	
Income - Grants & Subsidies	583,861	675,325	(91,464)	6,190,102	6,120,617	69,485	9,410,739	66%	*1
Income - NZTA External Cost Recoveries	1,060,625	497,000	563,625	4,836,457	4,473,000	363,457	5,964,000	81%	*2
Income - Consents	1,533,812	1,468,733	65,079	12,746,219	13,218,594	(472,375)	17,624,792	72%	*3
Income - External Cost Recovery	134,677	101,192	33,486	976,296	910,724	65,572	1,214,299	80%	
Income - Regulatory	795,325	593,883	201,442	7,260,521	6,021,241	1,239,279	7,814,489	93%	*4
Income - Operational	2,945,862	2,802,302	143,559	24,545,267	23,055,840	1,489,428	32,581,102	75%	*5
Total Operating Revenue	19,607,755	18,589,229	1,018,527	169,457,494	166,707,960	2,749,534	225,019,746	75%	
EXPENDITURE									
Personnel Expenditure									
Expenditure - Salaries and Wages	4,510,614	4,324,494	(186,120)	40,005,774	40,364,205	358,430	53,843,411	74%	
Expenditure - Salaries and Wages Contract	463,510	502,308	38,799	3,900,702	4,220,776	320,074	5,607,701	70%	
Expenditure - Health Insurance	(8,176)	45,351	53,527	428,649	408,159	(20,490)	544,212	79%	
Total Personnel Expenditure	4,965,948	4,872,153	(93,795)	44,335,126	44,993,139	658,014	59,995,324	74%	*6
Operating Expenditure									
Expenditure - Professional Services	443,685	547,609	103,924	3,232,671	5,248,481	2,015,810	8,569,355	38%	*7
Expenditure - Legal	389,309	360,534	(28,775)	3,524,591	3,244,810	(279,782)	4,326,413	81%	*8
Expenditure - Stationery	35,027	32,594	(2,433)	443,250	293,347	(149,903)	391,130	113%	*9
Expenditure - IT & Phones	65,328	74,070	8,742	537,651	666,631	128,981	888,842	60%	*10
Expenditure - Commercial Rent	381,578	391,158	9,580	3,503,059	3,520,421	17,362	4,693,894	75%	
Expenditure - Vehicle	78,365	91,445	13,080	748,782	773,009	24,227	1,027,345	73%	
Expenditure - Power	387,422	359,259	(28,163)	4,311,315	3,640,865	(670,450)	4,893,774	88%	*11
Expenditure - Insurance	276,080	295,196	19,116	2,736,506	2,660,311	(76,195)	3,545,997	77%	*12

Operating Expenditure and Revenue

Financial Management Report

% of the year completed: 75%

DESCRIPTION	March 2025 Actual	March 2025 Adjusted Budget	Variance to Budget	Year to date Actual	Year to date Adjusted Budget	Year to Date Variance	Full Year Adjusted Budget	YTD Actuals to Full Year Budget	*
EXPENDITURE									
Operating Expenditure continued									
Expenditure - Infrastructure Maintenance	3,850,525	3,425,351	(425,174)	35,739,334	31,708,161	(4,031,173)	42,546,356	84%	*13
Expenditure - Parks & Reserves Maintenance	1,104,324	947,017	(157,307)	8,154,163	8,505,100	350,937	11,281,655	72%	*14
Expense - External Cost On Chargeable	138,029	101,163	(36,866)	1,029,868	910,470	(119,399)	1,213,960	85%	*15
Expenditure - Grants	634,502	662,475	27,973	7,042,200	7,218,091	175,890	9,205,516	76%	*16
Expenditure - Other	1,683,265	1,682,436	(829)	15,287,120	15,546,699	259,578	21,180,610	72%	*17
Total Operating Expenditure	9,467,440	8,970,309	(497,131)	86,290,511	83,936,396	(2,354,115)	113,764,847	76%	
Interest and Depreciation									
Expenditure - Interest	2,225,991	2,317,094	91,103	23,480,966	23,291,112	(189,854)	30,002,107	78%	*18
Expenditure - Depreciation	5,500,987	5,500,987	0	49,543,202	49,508,887	(34,315)	66,011,849	75%	
Total Interest and Depreciation	7,726,979	7,818,081	91,103	73,024,168	72,799,999	(224,169)	96,013,956	76%	
TOTAL EXPENDITURE	22,160,367	21,660,543	(499,823)	203,649,805	201,729,535	(1,920,271)	269,774,126	75%	
NET OPERATING SURPLUS (DEFECIT)	(2,552,611)	(3,071,315)	518,703	(34,192,311)	(35,021,575)	829,264	(44,754,380)		

*Commentary

*1 Income - Grants & Subsidies - \$0.1m favourable

The variance relates mostly to Landfill Levy received from MBIE which is offset by spend on waste management education.

*2 Income - NZTA External Cost Recoveries - \$0.4m favourable

Favourable variance relates to recharging of Community Services internal time to capital projects.

*3 Income - Consents - \$0.5m unfavourable

Unfavourable variance mainly due to lower level of resource consents issued compared to budget. This is offset by a corresponding underspend in Salaries & Wages.

*4 Income - Regulatory - \$1.2m favourable

Favourable variance in Traffic & Parking Infringements of \$775 YTD (net of doubtful debts). Whilst the number of infringements issued is decreasing, revenue is higher due to increased unit pricing set by central government in Oct 2024; \$290k favourable variance relates to parking meters, due to increased volume over the summer period, and new parking available at Stanley Street carpark.

*5 Income - Operational - \$1.5m favourable

Lease income \$0.8m favourable due to higher than anticipated revenue sharing with Parks & Reserves turnover leases & due to timing of receipt of annual outdoor dining fee charges; favourable variance of \$0.4m re sports & recreation activities; \$0.1m re an unbudgeted Paper Road sale; \$0.2m in Other Income re reimbursement for weather events from Skyline.

*Commentary

*6 Expenditure - Personnel Expenditure - \$0.7m underspent

Favourable variance represents vacancies across the organisation, partially offset by accrued annual leave.

*7 Expenditure - Professional Services - \$2.0m underspent

\$1.2m favourable variance in Other Consultants which is expected to remain favourable at year end due to some expenditure being deferred to next financial year; \$0.6m favourable variance in Infrastructure Network Investigations, which is being carried forward to 2025/26; \$0.2m relates to District Plan, which will now be spent in 2025/26.

*8 Expenditure - Legal Fees - \$0.3m overspent

Overspend mainly relates to spend on settlement costs relating to weather tightness cases. Legal fees are forecast to remain overspent by year end.

*9 Expenditure - Stationery \$0.1m overspent

The overspend relates to postage costs due to the LTP consultation documents being posted for all ratepayers.

*10 Expenditure - IT & Phones \$0.1m underspent

The variance is in IT support services which are lower than anticipated to date.

*11 Expenditure - Power - \$0.7m overspent

Overspend is mainly on electricity due to new assets this year not included in budget such as new wastewater treatment plants. Some existing water plants are also seeing increased usage vs prior year. Gas is also overspend and this relates to pool heating and is due to increased unit prices. Power will remain overspent at year end.

*12 Expenditure - Insurance \$0.1m overspend

Overspend due to actual insurance costs being higher than anticipated.

*13 Expenditure - Infrastructure Maintenance - \$4.0m overspent

Roading is overspent by \$1.3m which relates to roading emergency work from heavy rainfall events, and in road maintenance internal time being ahead of schedule.

Three waters is overspent by \$0.6m, due to Frankton Road mains burst, September rain event and Shotover WWTP remedial work.

Waste management is \$1.0m overspent due to increases in contract management costs & emissions trading costs.

Landfill Costs are \$1.1m overspent due to increased volumes of sludge cartage.

Infrastructure Maintenance overspend will remain overspent at year end.

*14 Expenditure - Parks & Reserves Maintenance - \$0.4m underspent

Mainly relates to lower number of events at Queenstown Event Centre over the summer period than originally anticipated.

*15 Expenditure - External Cost On Chargeable - \$0.1m overspent

External Cost on Chargeable YTD overspent in Planning & Development with increased spend in Resource Consents and District Planning of \$0.1m. The net impact on the P&L is offset by Income - External Cost On Chargeable.

*16 Expenditure - Grants - \$0.2m underspent

Underspend mainly in Community Grants due to timing of spend which due to its nature, is difficult to estimate.

*17 Expenditure - Other - \$0.3m underspent

\$0.5m relates to Commissioner cost underspend relating to District Plan. Hearing & appeals will be next financial year and budget underspend will be carried forward. Overspend in Cleaning of \$0.2m due to increased provider costs.

*18 Expenditure - Interest - \$0.2m overspent

The average interest rate is now within that budgeted in the Long Term Plan. Interest expense is expected to reduce throughout the remainder of the year and be back within budget by the end of the year.

*19 Income - Development Contributions - \$14.6m unfavourable

Due to its nature, the timing of this income is difficult to estimate. Higher contribution rates commenced on 1 October 2024, but there is still a risk of an unfavourable variance at year end.

Capital Expenditure and Revenue

Financial Management Report

% of the year completed: 75%

DESCRIPTION	March 2025 Actual	March 2025 Adjusted Budget	Variance to Budget	Year to date Actual	Year to date Adjusted Budget	Year to Date Variance	Full Year Adjusted Budget	YTD Actuals to Full Year Budget	*
Capital Revenue									
Income - Development Contributions	1,730,458	3,276,204	(1,545,746)	14,897,835	29,485,832	(14,587,997)	39,314,442	38%	*19
Income - Vested Assets	0	0	0	14,398,020	14,398,020	0	30,235,437	48%	
Income - Grants & Subsidies Capex	1,541,864	1,119,813	422,051	10,905,870	10,078,313	827,557	16,386,331	67%	*20
Income - Dividends received	0	0	0	15,905,871	10,737,000	5,168,871	10,737,000	148%	
Income - Gain/(loss) on disposal of property, plant & equipment	1,633,538	0	1,633,538	1,222,931	0	1,222,931	0	0%	*21
Total Capital Revenue	4,905,859	4,396,016	509,843	57,330,527	64,699,165	(7,368,638)	96,673,210	59%	
Capital Expenditure									
Projects/Asset Purchases	12,238,965	14,220,479	1,981,514	95,812,273	110,843,173	15,030,899	152,544,508	63%	*22
Total Capital Expenditure	12,238,965	14,220,479	1,981,514	95,812,273	110,843,173	15,030,899	152,544,508		
Net Capital Funding Required	7,333,106	9,824,463	1,471,671	38,481,746	46,144,008	22,399,537	55,871,298		
External Borrowing									
Loans	0			689,131,000			712,449,000		
Total Borrowing	0			689,131,000			712,449,000		

*Commentary

*20 Income - Grants & Subsidies Capex \$0.8m favourable

\$10.9m year to date funding received vs budget of \$10.1m. \$2.4m unfavourable for NZTA/Waka Kotahi Capex subsidy (late timing of approved NZTA/NLTP subsidised projects along with reduced funding and in some cases no funding approved for LTP projects anticipated) offset with \$2.0m favourable for CIP projects due to timing of subsidised roading construction works and \$1.2m received for other capital grants.

*21 Gain/Loss on Sale of Property, Plant & Equipment - \$1.2m favourable

\$1.6m re sale of land to NZTA re SH6A Intersection project; \$0.8M favourable for NZTA contribution to land at SH6/GA Intersections; unfavourable asset disposal costs of \$0.2M for street sweepers and \$0.6M for storm water assets; \$0.3M loss related to disposal of Elderly Housing (passed on to the Queenstown Lakes Community Housing Trust).

*22 Expenditure - Capital Projects \$15.0m underspent

\$95.8M spend vs YTD budget of \$110.8M (86%). Main project spend this month includes \$2.4M for Queenstown Town Centre Arterials - Stage 1, \$1.2M for Project Shotover Wastewater Treatment Plant Upgrade, \$0.9M for Upper Clutha Minor Improvements, \$1.1M for Kingston new Water Supply, \$0.8M for Compliance Response UV Treatment, \$0.7M for Sealed Road Resurfacing Wanaka and \$0.6M for Project Pure Aeration Grid Renewal.