



**QUEENSTOWN
LAKES DISTRICT
COUNCIL**

Order Paper for a meeting of the

QUEENSTOWN LAKES DISTRICT COUNCIL

**HEARING OF SUBMISSIONS:
ANNUAL PLAN HEARING 2026/27**

Wednesday, 13 May 2026

commencing at 10.00am

in the Armstrong Room, Lake Wānaka Centre

Ardmore Street, Wānaka

and

Thursday, 14 May 2026

commencing at 10.00am

in the Council Chambers, 10 Gorge Road,

Queenstown

**ANNUAL PLAN HEARING OF SUBMISSIONS
13 & 14 MAY 2026**

Agenda for a Hearing of Submissions on the Queenstown Lakes District Council Annual Plan 2026/27, to be held:

- in the Armstrong Room, Lake Wānaka Centre, Ardmore Street, Wānaka on Wednesday 13 May 2026 commencing at 10.00am, and
- in the Council Chambers, 10 Gorge Road, Queenstown on Thursday 14 May 2026 commencing at 10.00am.

Item	Report Title	Page
	Apologies	
	Declarations of Conflict of Interest	
	Confirmation of Agenda	
1.	Annual Plan Submissions Report 2026/27	1
	Attachment A: Schedule of Speakers	22

Circulated separately:

Tables of Feedback:

Attachment B: User Fees and Charges - Table of Feedback

Attachment C: Wānaka-Upper Clutha Community Board priority projects -Table of Feedback

Attachment D: Long Term Plan (LTP) 2027-2037-Table of Feedback

Attachment E: Other Feedback on Annual Plan 2026/27- Table of Feedback

Attachment F: Let's Talk Supporting Submissions

Submissions:

Attachment G: Annual Plan Submissions 2026/27 (4 separate packs and the Let's Talk Supporting Submissions pack)

Attachment H: Late Submissions Pack

Annual Plan / Mahere ā tau

2026
2027

/ Submissions Report /
/ 13–15 May 2026 /

**LET'S
TALK**
KŌRERO MAI

 QUEENSTOWN
LAKES DISTRICT
COUNCIL

Contents

Purpose and navigation of the report	3
Introduction	4
Responses to consultation questions	9
Proposed Changes to User Fees and Charges	9
Do you support the proposed changes to user fees and charges?	9
Submitter comments and Responsible Officer Feedback	11
Wānaka-Upper Clutha Community Board priority projects	12
Do you support the proposal for Council to bring forward funding or allocate resourcing to priority projects recommended by the Wānaka-Upper Clutha Community Board?	12
Submitter comments and Responsible Officer Feedback	14
Our progress to develop the Long-term Plan 2027–2037	15
Let us know if there’s anything else you think we need to consider when developing the LTP 2027-2037?	15
Submitter comments and Responsible Officer Feedback	16
Do you have any other feedback on the draft Annual Plan?	17
Submitter comments and Responsible Officer Feedback	18
Supplementary documents attached to Let’s Talk submissions	19
Late submissions	20
Full submissions packs	21

Purpose and navigation of the report

The purpose of this report is to provide an overview of community submissions, supplementary commentary, and responsible officer responses to the consultation survey on Annual Plan 2026–2027, in advance of Council hearings and deliberations.

The consultation survey sought feedback on the following questions:

1. Proposed changes to user fees and charges
2. Wānaka-Upper Clutha Community Board priority projects
3. Our progress to develop the Long Term Plan 2027-2037

The report provides insight into community sentiment towards the proposed changes and supplementary community commentary received for each question, along with (where relevant) responsible officer responses to inform elected members' decision-making.

The report also provides:

- Summaries of the supplementary documents loaded into Let's Talk to support submissions, along with the responsible officer responses to inform elected members. To access the supplementary documents please refer to the links provided or these can also be found in the Full Submission packs.

The officer comments are designed to provide additional contextual information to support deliberations. The comments do not constitute recommendations.

Introduction

The community consultation period for the draft Annual Plan 2026–2027 ran from 24 March to 24 April 2026.

A comprehensive communication and engagement plan supported the consultation by building awareness and highlighting the opportunity for the community to share feedback. The activity focused on engaging Queenstown Lakes residents and ratepayers through print, digital and radio channels.

Below is a summary of communications and engagement activity:

Channel	Comment
Let's Talk	<p>Over the consultation period, our Let's Talk project page received approximately 5,000 visits, with a peak of 310 visitors in a single day.</p> <p>In total, 3,500 people became aware of the project, 1,400 took the time to review key information, and 270 actively contributed feedback. This reflects strong community reach and a solid level of interest, with around 40% of aware visitors becoming informed and 19% of those going on to participate.</p> <p>Overall, the consultation achieved broad visibility and generated meaningful, informed input to support Council decision-making.</p>
Let's Talk newsletter	The opportunity to submit on the draft Annual Plan was included in the Let's Talk consultation newsletter in April. This was sent to 2933 recipients and achieved an open rate of 64.7%.
Media releases	<p>Two media releases were distributed as part of engagement on the Draft Annual Plan 2026–2027.</p> <ul style="list-style-type: none"> The first, Council to consider draft Annual Plan for 2026–2027, was sent on 16 March 2026. The second, Your place, your rates, your say – community invited to have say on QLDC's Annual Plan 2026–2027, was sent on 25 March 2026, inviting the community to participate in the consultation process.
Radio ad	A radio ad was run through NZME and MediaWorks, targeting listeners within the district to encourage participation in the Draft Annual Plan 2026–2027 consultation and to prompt submissions.
Korero Mai	Consultation messaging was included in Kōrero Mai , QLDC's community magazine, published on 22 April 2026, helping to further promote awareness of the Draft Annual Plan 2026–2027 and encourage submissions from residents across the district.
Korero Mai standalone email	A newsletter was distributed on 11 April 2026 to 8,990 recipients as part of the Draft Annual Plan 2026–2027 engagement activity. The email achieved an estimated open rate of 63.01% (5,665 recipients) and a click rate of 4.18% (376 recipients), resulting in a click-to-open rate of 6.64%. This indicates strong initial engagement with the content and a moderate level of follow-through to linked information.
Stand up notice to all staff	The Draft Annual Plan 2026–2027 consultation was also highlighted in the organisation-wide staff stand-up on Friday 10 April 2026, which is delivered to all QLDC staff each Friday morning. This helped reinforce key messages internally and ensured staff awareness of the consultation and the opportunity for public submissions.
Public Notices	Public notices were placed for the Draft Annual Plan 2026–2027 consultation, approved on 24 March 2026. The notices ran in the week commencing 23–29 March 2026 across key local and regional publications, including <i>Wānaka Sun</i> , <i>Lakes Weekly Bulletin</i> , <i>Mountain Scene</i> , and the <i>Otago Daily Times</i> print edition. This ensured broad public visibility of the consultation opportunity across both local and wider district audiences.
Michelle's update to all staff	Consultation referenced in <i>The Short Report</i> , a friendly video update shared with all staff by Acting Chief Executive Michelle Morss. This helped further strengthen internal awareness and reinforce key messages about the consultation across the organisation.

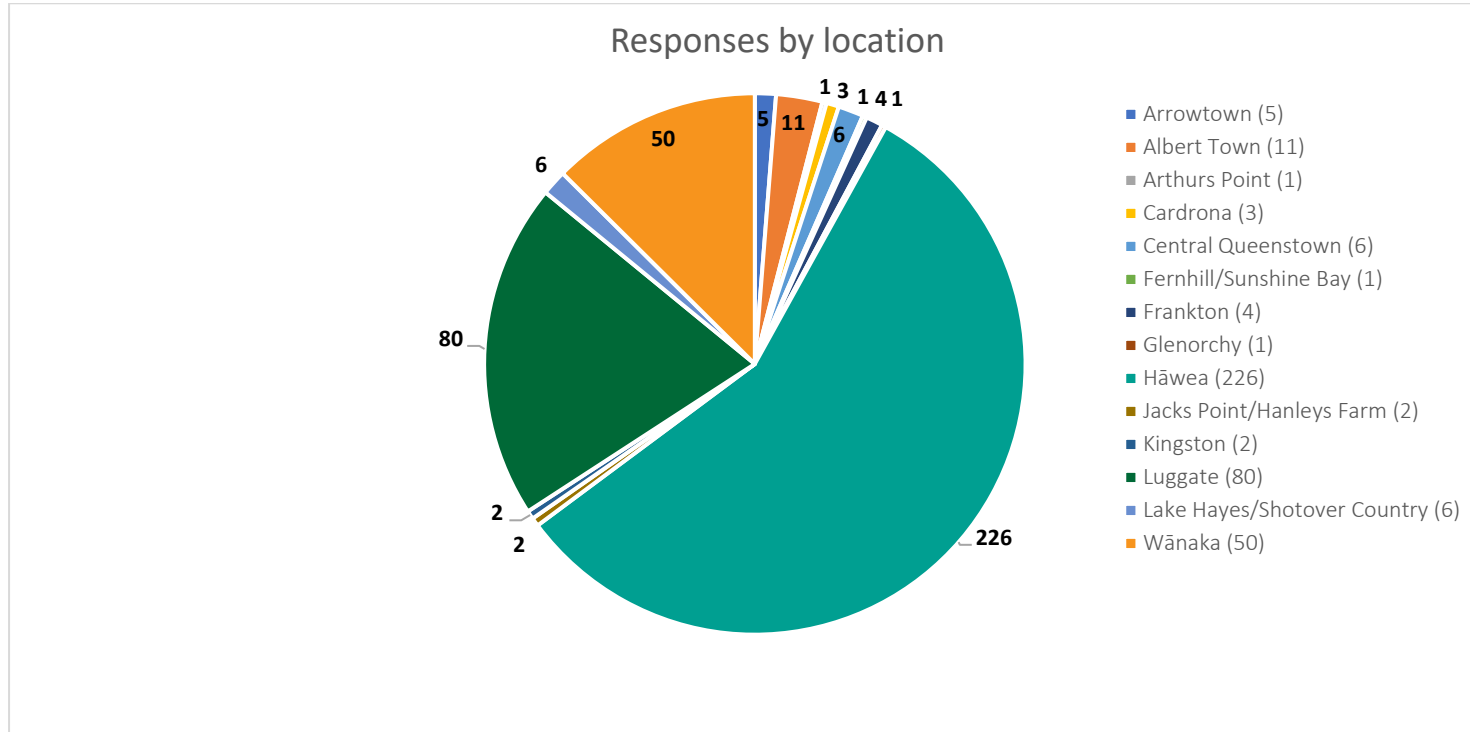
QLDC website	A page dedicated to the Annual Plan housed information for the community to refer to when considering making a submission to the draft Annual Plan.
Posters	Posters promoting the Draft Annual Plan 2026–2027 consultation were distributed across all QLDC facilities, offices, and libraries. This helped ensure consistent visibility of the consultation opportunity at key public-facing locations throughout the district and on the back of buses.
Fact sheets	<p>Fact sheets were developed for specific communities identified as being most impacted by rates increases. These provided clear, targeted information to help residents understand the context of the Draft Annual Plan 2026–2027 and the potential impacts relevant to their area, supporting more informed engagement with the consultation process.</p> <ul style="list-style-type: none"> • Luggate • Cardrona • Kingston • Lake Hāwea •
Documents	Printed copies of the Summary documents and full draft Annual Plan distributed across all QLDC public facing offices, libraries and recreation centres. This helped ensure consistent visibility of the consultation opportunity at key public-facing locations throughout the district.
Social media	<p>Campaign Overview</p> <ul style="list-style-type: none"> • Total Views: 117,480 • Total Reach: 72,283 • Total Interactions: 1,062 <p>Individual breakdown for reach platform below.</p> <p>Facebook (4 Posts)</p> <ul style="list-style-type: none"> • Total Views: 70,864 • Total Reach: 44,505 • Total Interactions: 241 <p>Note: This excluded shares into all local community groups as this information can't be tracked analytically.</p> <p>Instagram (2 Posts, 8 Stories)</p> <ul style="list-style-type: none"> • Total Views: 2,435 • Total Reach: 2,126 • Total Interactions: 26 <p>META Ads (3)</p> <ul style="list-style-type: none"> • Total Views: 37,455 • Total Reach: 18,926 • Total Interactions: 701 <p>LinkedIn (2 Posts)</p> <ul style="list-style-type: none"> • Total Reach: 6,726 • Total Interactions: 94

	Note: 5,718 reach and 69 interactions from LinkedIn were as part of a paid ad.
Wānaka and QTN app banner	A digital banner campaign promoting the Draft Annual Plan 2026–2027 ran on the Wānaka App from 30 March to 4 May 2026, achieving 231 views and a 3.463% click-through rate. Engagement was strongest on Thursdays, with peak viewing at 9am, and performance reached approximately 58 times the industry average. A similar banner ran on the Queenstown App over the same period, recording 100 views and a 4.0% click-through rate. Engagement peaked on Thursdays at 5pm.
Digital screen	Digital screens displaying key messaging about the Draft Annual Plan 2026–2027 consultation were installed across QLDC-owned libraries, offices, and facilities. This ensured consistent visibility of the consultation information in high-traffic public spaces and helped reinforce awareness among visitors to Council venues.
Local media ads	Full page advertisements promoting the Draft Annual Plan 2026–2027 consultation were placed in the <i>Mountain Scene</i> and <i>Wānaka Sun</i> editions published on 16–17 April 2026. These placements supported wider awareness of the consultation and encouraged community participation through submissions.
Stuff advertising	Annual Plan consultation: 15-24 April 2026 Geo Targeting Queenstown Lakes District Campaign Overview: The advertising campaign successfully achieved high visibility by delivering 103,822 impressions over a nine-day period, exceeding the booked quantity. This high delivery rate demonstrates efficient pacing and reliable execution, ensuring consistent brand exposure across cross-platform environments. By generating nearly 104,000 impressions the campaign effectively maintained a significant presence and successfully captured audience attention.
Videos of/from Councillors	Short video messages featuring Councillors John Mitchell, John Glover, Nicola Smith, and Cody Smith were produced and shared as part of the Draft Annual Plan 2026–2027 engagement. These videos provided councillor perspectives on the consultation and encouraged community members to take part by making submissions.
Drop in sessions	A series of drop-in sessions brought the community together across Arrowtown, Queenstown, Wānaka, and an afternoon at Pak'nSave, creating welcoming spaces for people to connect, ask questions, and share their views. Each session had a strong on-the-ground presence, with teams setting up accessible, informal environments that encouraged open conversation. With staff including Paddy Cribb from Finance attending every session, there was a consistent opportunity for meaningful, informed discussions, helping to make each event engaging, approachable, and worthwhile for those who took part.
Share with Us session	The Annual Plan was also promoted through existing community touchpoints, including Meet with Mel sessions held on 27 March, 11am–12pm at the Arrowtown Library and on 1 April, 12–1pm at the Lake Wānaka Centre (Armstrong Room). These sessions provided an additional opportunity to raise awareness and encourage discussion in a more informal setting.

Through the above activity, members of the community were invited to share feedback on the Draft Annual Plan 2026–2027 by completing the Let's Talk consultation survey. This process was facilitated through Let's Talk, QLDC's online engagement platform for gathering community feedback, or by submitting a completed consultation survey to a QLDC office.

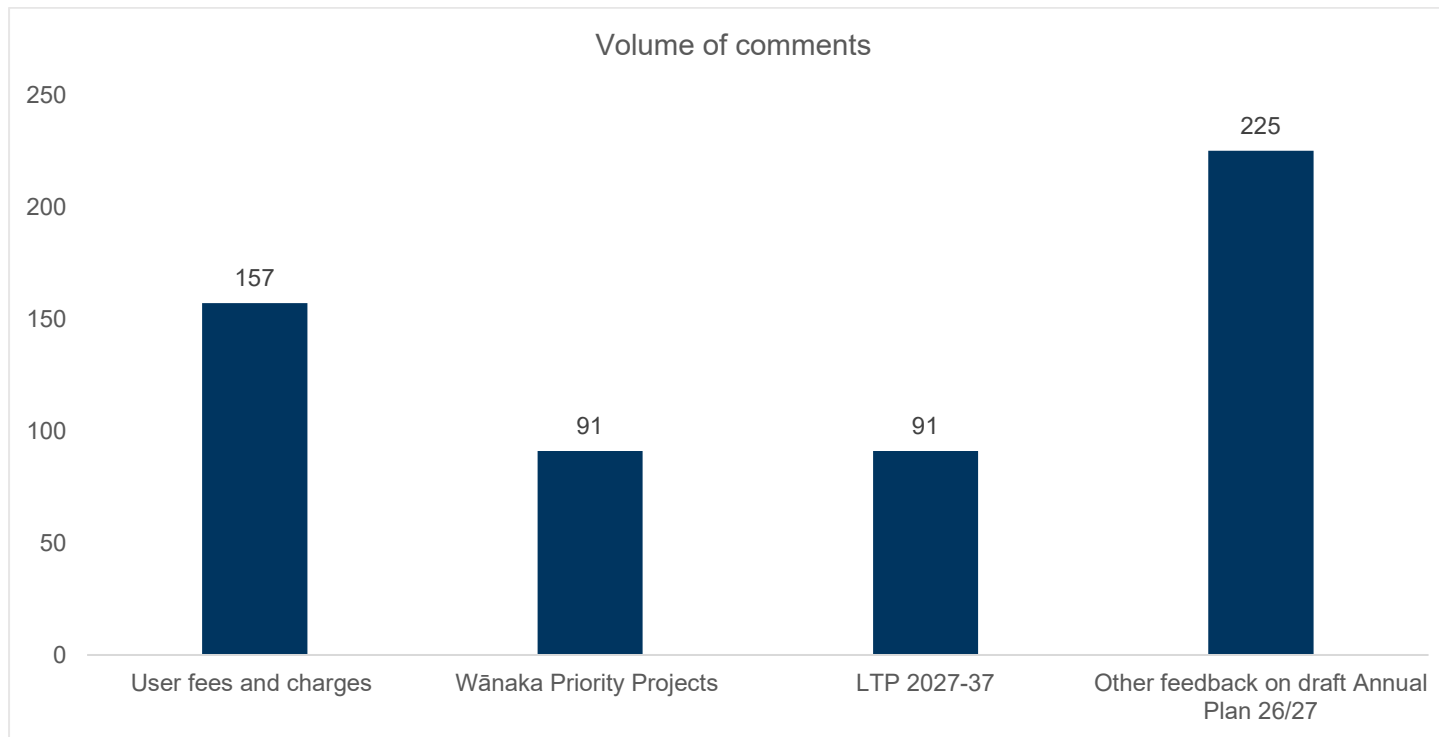
To ensure all feedback was captured and included in the analysis, any consultation survey responses received outside of Let's Talk were manually entered into the system.

As a result of the engagement activities outlined above, 422 submissions were received for the draft Annual Plan 2026–2027 consultation. Of these, 47 community members expressed interest in participating in a public hearing.



The geographic distribution shows a strong concentration from Hāwea and Luggate. Hāwea accounts for 226 submissions, representing just over half of all responses, while Luggate contributed a further 80 submissions. Combined, these two communities make up approximately 73% of total submissions, indicating that engagement has been particularly high in these locations. Wānaka is the next highest contributor with 50 submissions, while all other locations recorded comparatively low submission numbers.

The consultation survey presented submitters with a series of non-mandatory questions regarding the proposed changes set out in the User Fees and Charges, Wānaka-Upper Clutha Community Board priority projects, and our progress to develop the Long-term Plan 2027–2037. Respondents were asked to indicate whether they supported, opposed, or were neutral towards these topics, or to provide feedback. The chart below indicates the volume of comments received for each question.



A total of 564 supplementary comments were received across the questions presented in the survey. 250 of these comments introduced a theme and were therefore passed to the relevant responsible officer to provide a response to support elected members' decision making.

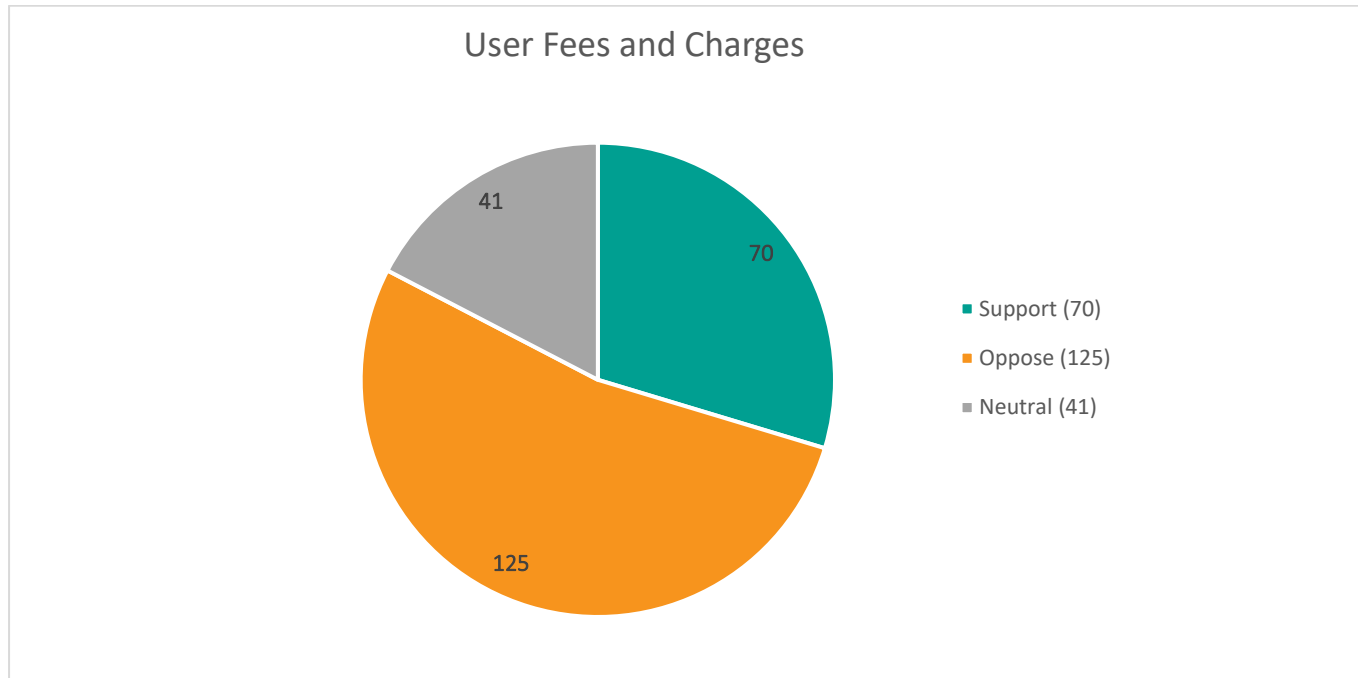
The question-level analysis presented in this report relates to submissions to the specific survey questions through the Let's Talk platform, as well as any manually added responses received via the Let's Talk inbox. Responsible officer commentary has been included where respondents' comments provided additional context to their sentiment.

Responses to consultation questions

Proposed Changes to User Fees and Charges

Do you support the proposed changes to user fees and charges?

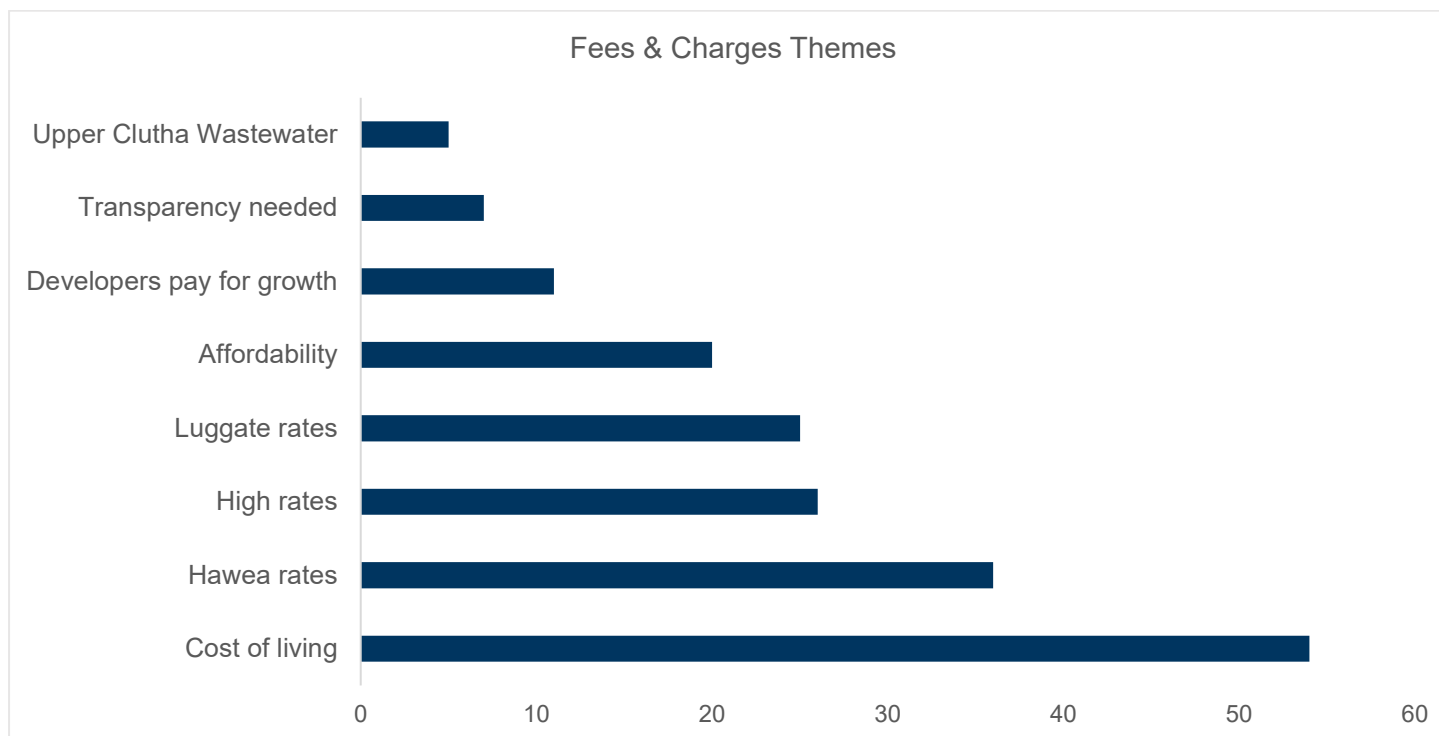
236 people responded to this question. 125 people opposed this proposal, 41 were neutral, and 70 were supportive.



There were 157 supplementary comments provided to this question, 95 of which were thematically analysed and passed to a responsible officer for comment.

Comments from submitters were thematically analysed where their contribution provided additional information to their sentiment. The graph below shows common themes that emerged.

Comments on fees and charges covered a wide range of views. Some submitters supported a user-pays approach, particularly where fees reflect service use and help reduce pressure on general rates. However, many comments responding to this question focused less on the specific fees proposed and more on broader affordability concerns, including the cumulative impact of rates increases and cost-of-living pressures. This was particularly evident in submissions from Luggate and Lake Hāwea, where submitters raised concerns about the scale and fairness of rates increases and how infrastructure costs are being allocated. Overall, feedback on fees and charges was closely linked to wider concerns about affordability, growth funding, and equity across communities.



Submitter comments and Responsible Officer Feedback

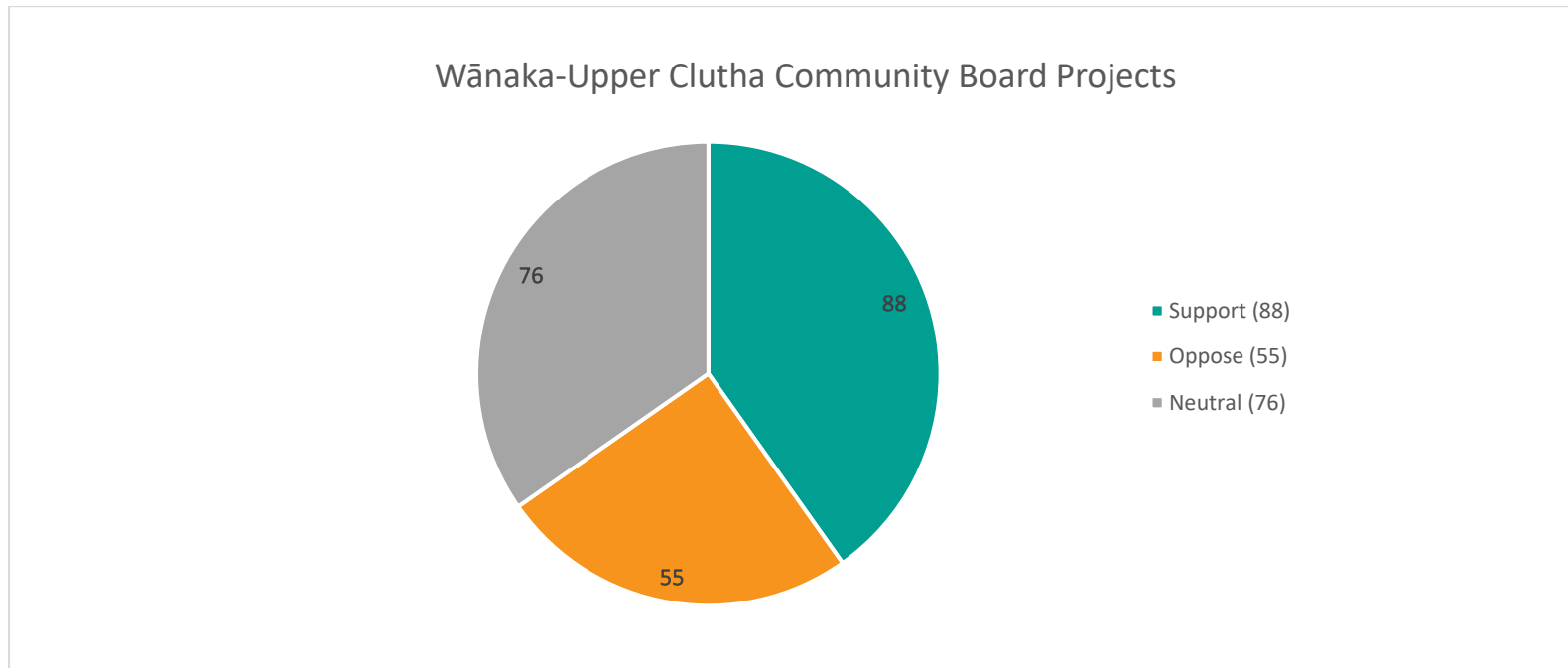
Please see Attachment 'User Fees and Charges - Table of Feedback'

The attachment includes all comments from submitters, not only the ones that were thematically analysed.

Wānaka-Upper Clutha Community Board priority projects

Do you support the proposal for Council to bring forward funding or allocate resourcing to priority projects recommended by the Wānaka-Upper Clutha Community Board?

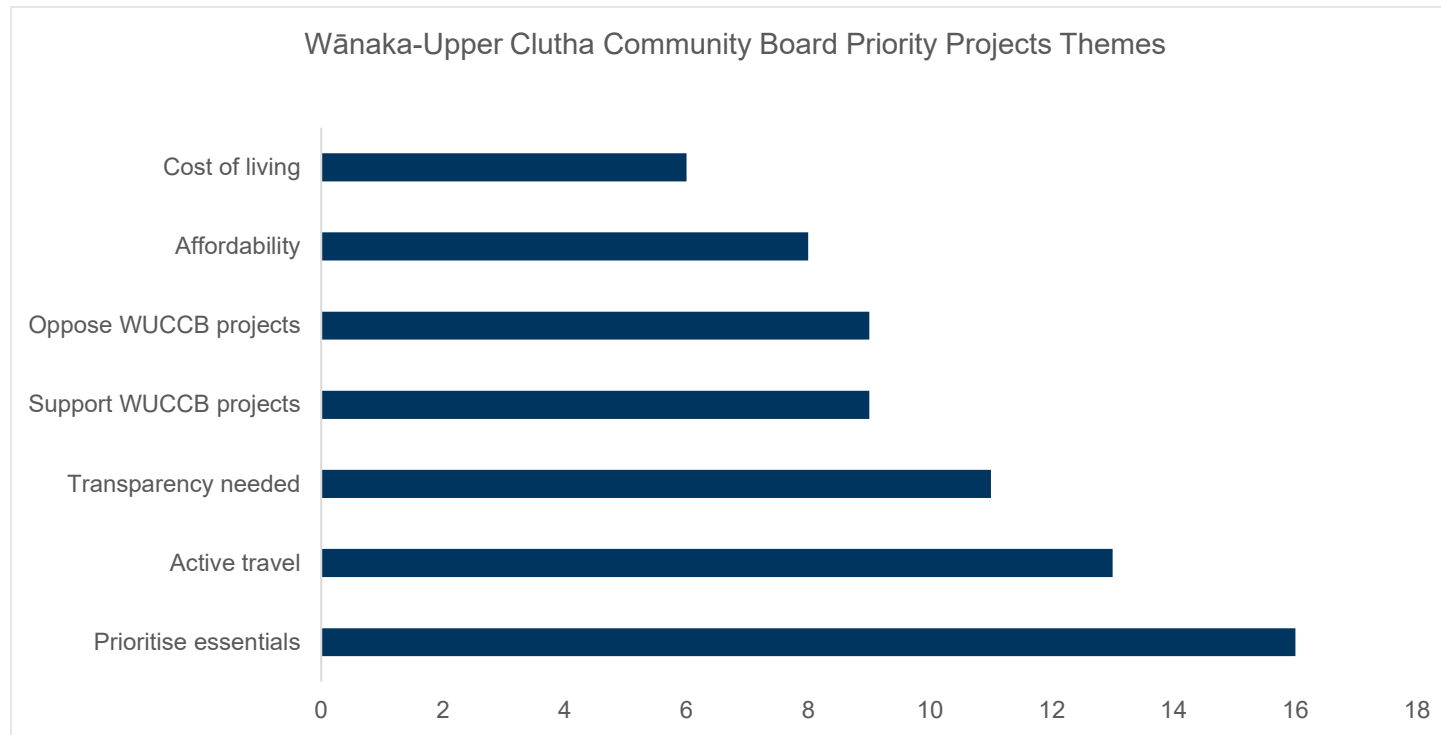
219 people responded to this question. 55 people are opposed to this proposal, 76 people are neutral and 88 are supportive.



There were 91 supplementary survey comments provided to this question, 25 of which were thematically analysed and passed to a responsible officer for comment.

Comments from submitters were thematically analysed where their contribution provided additional information to their sentiment. The graph below shows the themes that emerged.

Feedback on the Wānaka–Upper Clutha Community Board priority projects reflected a range of views. Some submitters supported progressing projects identified at a local level, particularly those related to essential infrastructure, active transport, and public transport. Others emphasised that, given current financial pressures, non-essential or discretionary projects should be deferred, with greater emphasis placed on core services and growth-related infrastructure. A recurring theme was the need for clear prioritisation and appropriate timing, alongside assurance that investment delivers equitable benefits across communities.



Submitter comments and Responsible Officer Feedback

Please see Attachment 'Wānaka-Upper Clutha Community Board priority projects -Table of Feedback'

The attachment includes all comments from submitters, not only the ones that were thematically analysed.

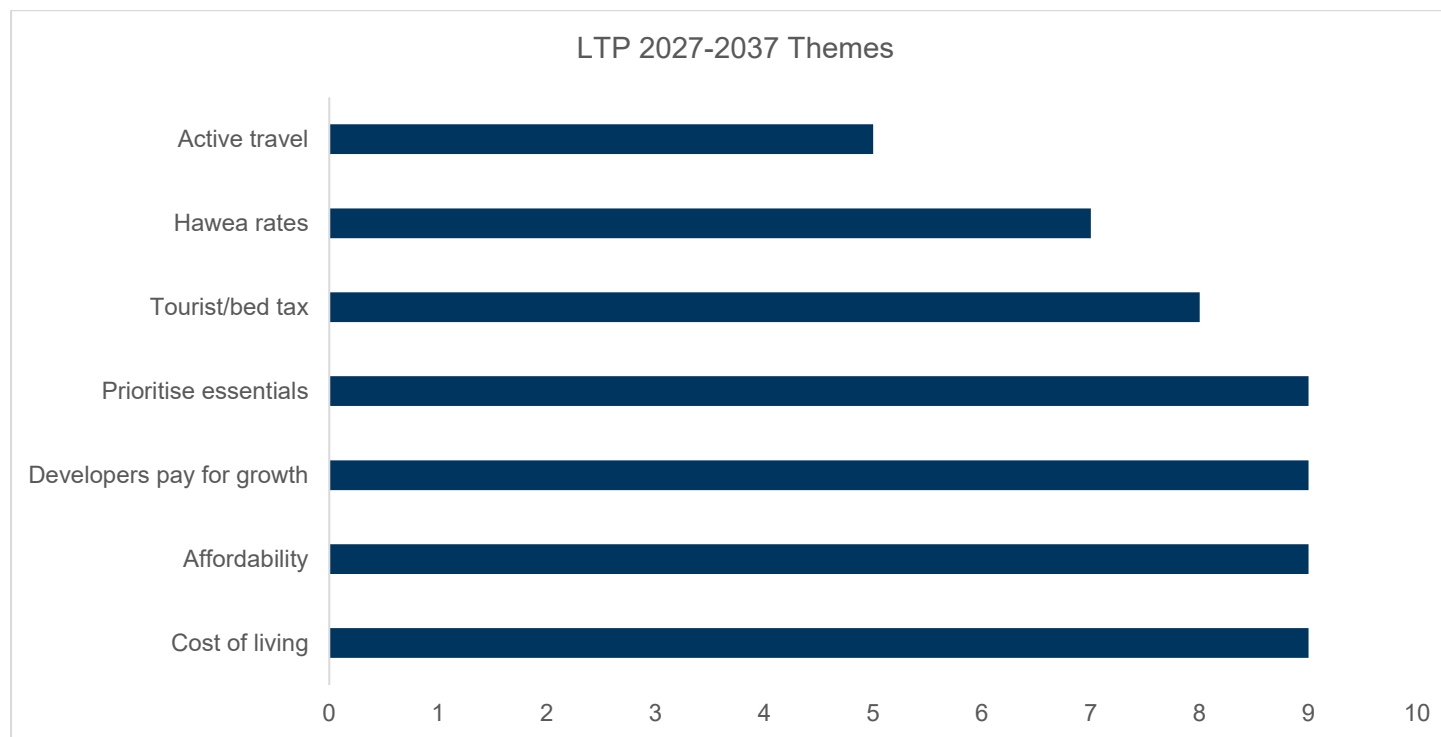
Our progress to develop the Long-term Plan 2027–2037

Let us know if there's anything else you think we need to consider when developing the LTP 2027-2037?

There were 91 supplementary survey comments provided to this question, of which 41 were thematically analysed and passed to a Responsible Officer for comment.

Feedback received highlighted strong interest in how Council balances future investment with affordability. Submitters consistently emphasised the cumulative impact of rates increases and cost-of-living pressures, alongside the need for a strong focus on essential infrastructure, growth-related investment and clear long-term prioritisation. Overall, feedback reinforced expectations that the Long Term Plan clearly demonstrate affordability, transparency, and a fair distribution of costs and benefits across communities.

Comments from submitters were thematically analysed, the graph below shows the themes that emerged.



Submitter comments and Responsible Officer Feedback

Please see Attachment 'LTP 2027-2037-Table of Feedback'

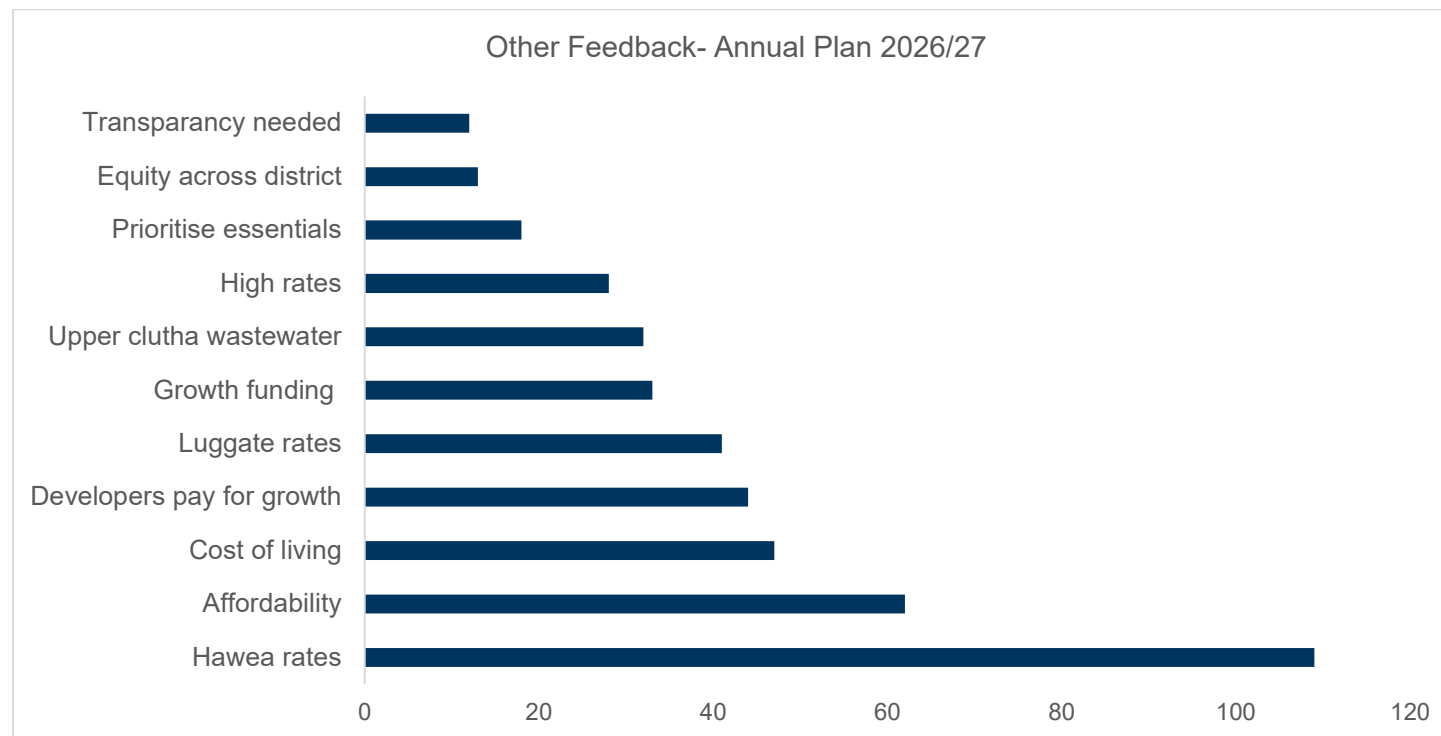
The attachment includes all comments from submitters, not only the ones that were thematically analysed.

Do you have any other feedback on the draft Annual Plan?

225 supplementary comments were analysed, of which 156 were passed to a responsible officer for comment.

These comments reinforced many of the themes raised elsewhere in submissions. Submitters commonly raised concerns about rates affordability, cost-of-living pressures and prioritised spending. Many comments focused on the cumulative impact of recent and proposed rates increases, the need for greater transparency around decision-making, and expectations that essential services and infrastructure should be prioritised ahead of discretionary investment.

The chart below shows the count of each sub-theme that emerged, with Hāwea rates and affordability emerging most frequently.



Submitter comments and Responsible Officer Feedback

Please see Attachment 'Other feedback on Annual Plan 2627 -Table of Feedback'

The attachment includes all comments from submitters, not only the ones that were thematically analysed.

Supplementary documents attached to Let's Talk submissions

Survey responders were given the opportunity to provide a supporting document to their submission in Let's Talk. There were 62 supplementary documents loaded into Let's Talk to support submissions and 59 of these were passed to a Responsible Officer for comment. To view the supplementary documentation please refer to attachment 'Let's Talk Supporting Submissions' or refer to Full submissions packs.

Late submissions

There was 1 late submission in response to Annual Plan 2026–2027 consultation.
[Late Submissions pack – attached separately]

Full Submission Packs

[Submissions packs– attached separately due to size]

The submissions packs contain all public submissions received on Annual Plan 2026/2027 Consultation.

Attachment B: Schedule of Speakers (Provisional)

Annual Plan 2026/27 Hearing of Submissions Speaker Schedule - Day 1

Wednesday 13 May 2026, commencing at 10.00am in the Armstrong Room, Lake Wānaka Centre, 89 Ardmore Street, Wānaka

Provisional List of Speakers

Time	Submitter	Confirmed	Pack/Page
10.05am	Barbara Beable (Aspiring Athletics Club)	In person	001-100, p. 31
10.10am	Andre Meyer (individual)	In person	201-301, p. 45
10.15am	Ant Howard (online) & Oliva Egerton (in person) (Lake Wānaka Arts & Culture Charitable Trust)	In person & Zoom	101-200, p. 73
10.20am	Jennifer Moss (individual)	In person	201-301, p. 60
10.25am	Gina Dempster (Wastebusters)	In person	001-100, p. 112
10.30am	Jo Knight (Sport Central)	Zoom	101-200, p. 94
10.35am	Michael Norrie	In person	201-301, p. 74
10.40am	Hamish Bell (individual)	Zoom	001-100, p. 36
10.45am	Judy Thompson (Luggate Community Association)	In person	302-423, p. 83
10.50am	Ron Sasse (individual)	In person	302-423, p. 24
10.55am	Dan Pugsley	Zoom	201-301, p.111
11.00am	BUFFER		
11.05am	Thomas Cull (individual)	Zoom	001-100, p. 105
11.10am	Ross Nimmo (individual)	In person	201-301, p. 66
11.20am	Rebecca Sarginson (individual)	In person	301-423, p. 22
11.25am	Erica Allen (individual)	In person	001-100, p. 13
11.30am	Deirdre Wither (individual)	In person	301-423, p. 129
11.35am	Nancy Latham (individual)	In person	101-200, p. 100
11.40am	Daniel Hamilton (individual)	In person	101-200, p. 52
11.45am	Ruth Heath (Te Atamira Whakatipu Community Trust)	In person	101-200, p. 63
11.50am	Danny Mollan (individual)	In person	201-301, p. 50
11.55am	Estimated finish time		

This schedule is subject to change.

Note: supporting submissions can be accessed by viewing the Let's Talk Supporting Submission Pack

Annual Plan 2026/27 Hearing of Submissions Speaker Schedule - Day 2

Thursday 14 May 2026, commencing at 10.00am in Council Chambers, 10 Gorge Road, Queenstown

Provisional List of Speakers

Time	Submitter	Confirmed	Pack/Page
10.05am	Nicola Busst (Arrowtown Promotion & Business Association)	In person	001-100, p. 66
10.10am	Aaron Scott (Elite Safety Limited)	In person	301-423, p. 34
10.15am	Ben Sherriff (Southern Infrastructure)	Zoom	001-100, p. 91
10.20am	Gemma Smith (Kincardine Angus Limited)	In person	301-423, p. 49
10.25am	Karen & Michael Radley (individual)	Zoom	201-300, p. 113
10.35am	Brendan Kearns (individual)	Zoom	101-200, p. 87
10.40am	Michael Rewi & Julie Scott	In person	301-423, p. 38
10.45am	Julie Scott (Queenstown Lakes Community Housing Trust)	In person	301-423, p. 38
10.50am	Charlotte Clouston (on behalf of 812 Developments)	In person	001-100, p. 83
10.55am	Charlotte Clouston (on behalf of JE & A)	In person	001-100, p. 84
11.00am	BUFFER		
11.05am	Sarah O'Donnell (on behalf of Wakatipu Pony Club)	In person	201-300, p. 86
11.10am	Claire Turnham (OWL Foundation)	In person	301-423, p. 95
11.15am	Chloe Gordon (Property Council NZ) Samantha Lay Yee (Property Council NZ)	In person Zoom	101-200, p. 103
11.20am	Jennifer Lamm (Alcohol Healthwatch)	Zoom	101-200, p. 99
11.25am	Graeme Hall (Otago Conservation Board)	Zoom	101-200, p. 49
11.35am	Grant Hensman (Whakatipu Wilding Control Group)	In person	301-423, p. 16 (Suzanne Rose)
11.40am	Hemi Bedggood (Federated Farmers of NZ)	Zoom	001-100, p.33
11.45am	Angela Spackman (Lakes Sports Trust)	In person	301-423, p. 53
11.50am	Marian Krogh (Protect Our Winters Aotearoa)	Zoom	001-100, p. 18
11.55am	Mat Woods (on behalf of Destination Queenstown & Lake Wānaka Tourism)	In person	201-300, p. 79 (S O'Donnell)
12.00pm	Brett Giddens (J2B Limited)		101-200, p. 36
12.05pm	Humphrey Tapper (Recreation Milford)	Zoom	301-423, p. 74
12.05pm	Estimated finish time		

This schedule is subject to change.

Note: supporting submissions can be accessed by viewing the Let's Talk Supporting Submission Pack