QUEENSTOWN LAKES DISTRICT COUNCIL

# Minutes of a Council Workshop

Tuesday 11 March, 2025
Council Chambers, 10 Gorge Road

| | | |
|---|---|---|
| **Present:** | Mayor G Lewers (Chair) | Councillor L Guy |
| | Councillor G Bartlett | Councillor Q Smith (online) |
| | Councillor B Bruce | Councillor C Tucker |
| | Councillor L Cocks | Councillor M Wong |
| | Councillor N Gladding (online) | Councillor M White |
| | Councillor E Whitehead | |
| | | |
| **Apologies:** | Councillor C Ferguson | Simon Flood (QAC Chair) |
| | | |
| **In attendance:** | Sophie Millar | Mike Theelen |
| | Meaghan Miller | Katherine Harbrow |
| | Naell Crosby-Roe | Carrie Williams |
| | Sara Irvine (QAC) | Jackie Cheyne (QAC) |
| | Glen Sowry (QAC) | Andrew Williamson (QAC) |
| | Paul Speedy | Dan Crosby |
| | Tony Avery | Roger Davidson |
| | Sean Gillespie | Michelle Morss |
| | Caleb Dawson-Swale | Diana Pietruschke |
| | Dave Wallace | Nathan Brown |
| **Media** | | |
| **General Public** | 1 | |

| No. | Agenda Item | Actions |
|---|---|---|
| 1. | <u>QAC Statement of Intent</u><br><br>Meaghan Miller (GM, Corporate Services) presented the item. The purpose of this item was to enable an opportunity to discuss the Draft Statement of Intent (SoI) with Queenstown Airport Corporation (QAC).<br><br>QAC staff gave overview of SoI and provided context leading into SoI. It was noted that Statement of Expectations (SoE) are reflected in the disclosure in Long Term Plan (LTP) adopted in 2024. SoE has been reflected in draft SoI.<br><br>Highlighted points included:<br>• Next step for QAC is to consider something formally in writing on SoI, will come back in June for Council to agree | QAC to amend SoI to explicitly state AFRC 'biannual' meeting, not 'regular'<br><br>Officers to amend wording on Northern precinct to 'undertake timely consultation on scope'<br><br>Officers to include explicit reference to protection of use of airspace by other operators, not just major airlines<br><br>Officers to collate public transport |

| No. | Agenda Item | Actions |
|---|---|---|
| | <ul><li>Capital development becoming quite well advanced. Extensive consultation with 4 airlines that operate at Queenstown Airport.</li><li>Announcing indicative pricing proposal next week to airlines – resetting aeronautical prices for airlines. Capital plan taking shape. QAC confident in alignment with airline expectations, next couple months will be sharing plan with Audit, Finance & Risk Committee (AFRC).</li><li>QAC has opportunity to pause progress if undue risk to shareholders is perceived</li><li>The second standalone sustainability report was published last year. Highlight is transition to airport carbon accreditation/ scope 3 greenhouse gas emissions. Deeper work this year on risks and scenarios.</li><li>Work with iwi relationships ongoing</li><li>Queenstown Airport had a busy summer, mix of domestic and international airport traffic has meant strong financial performance. Next year or two tracking well in providing dividend to Council.</li></ul>Questions and discussion focused on:<ul><li>The legal regulatory requirements with QAC as 'lifeline utility', Wānaka Airport is not considered a lifeline utility although this status may change</li><li>Emergency Management Act stipulates provisions for setting 'lifeline utility' status</li><li>QAC biannual meeting with AFRC reiterated</li><li>Discussion of increased dividends compared to lower profit. Last 12 months work in phasing capital programme has impacted profit levels</li><li>Northern Aviation Precinct land utility and timeline. Being used for itinerant leases</li><li>Council initiating plan review for Frankton flats, QAC as landowner will be submitting on it and has potential to enhance value/ use of land in future. Generating revenue off low intensity leasing activity until we know what zoning is in future</li><li>Members raised concerns over an apparent lack of commitment to general aviation outside of major airlines i.e. Airways and impacts on heli operations. Airspace to be used for many different purposes, recognition for other operators and protected use.</li><li>QAC owned land adjacent to Wānaka Airport. Members raised concerns over lack of detail on intended and current use of land. Officers indicated work on this would continue.</li></ul> | usage numbers and report back, refer to public transport innovation in SoI. |

| No. | Agenda Item | Actions |
|---|---|---|
| | • Special zones and the consultation process for Frankton flats were briefly discussed.<br>• QAC Capital Programme. Are airlines paying for it through take-off or landing fees? What will % increase be. Pricing works by regulated asset base. Formula and economic factors for working out pricing discussed.<br>• Major transactions clauses in Companies Act. How do we monitor situation to not exceed major transaction limit. Monitored through assessment of scale of organisation, strong internal governance processes. Advice received on this November 2023, councillors have governance oversight here.<br>• Challenges with Shotover wastewater treatment project. Challenges/ enabling disposal system on QAC land. This option was explored previously, as well as in Wānaka. Issues with attracting birds into airspace.<br>• Overall aeronautical revenue increase expected by 2032, what % is not 'aeronautical'. Core airport operations and non-aeronautical revenue makes up 40% of total revenue today. 'Non-aero' revenue can be indexed to aero revenue because if planes don't fly, non-aero revenue doesn't come in, revenue is always indexed to passenger volumes.<br>• International passenger numbers higher than domestic Significant growth post covid. QAC only airport to be back above pre covid passenger numbers. Airport reaching capacity<br>• Passenger availability changes by AirNZ, will this mean compromise? Queenstown airport has no reduction in domestic numbers.<br>• Capacity issues with afternoon international flights<br>• Birdstrike safety issues over Shotover. Operational issue, not SoI issue - water on dispersal field is a risk, need to look at attractiveness of ponds for birds<br>• Glenorchy airstrip. 51% of that community would be open to more development e.g. hangars, establishing lifeline thinking/ community access. What is the community's appetite for expansion?<br>• Use of public transport from Queenstown Airport. What are the actual usage numbers? Growth above 10%.<br>• Need to make bus more user friendly for international visitors, what is QAC doing to innovate this?<br>• Infrastructure capacity, how to recruit and maintain staff. QAC in discussions with Auckland airport. | |

| No. | Agenda Item | Actions |
| --- | --- | --- |
| | ***Attachments:***<br>***Attachment A:*** draft Statement of Intent (see workshop agenda) | |
| 2. | <u>Lakeview Update</u><br><br>Paul Speedy (Manager Strategic Projects) presented the item. The purpose of this item was the regular six-monthly Lakeview developer verbal update on their programme, including project timings and design documentation progress, and to enable Councillors the opportunity to raise questions directly with the developer.<br><br>Discussion points & Questions:<br>• Run through milestones and general update. Resource consent extended last year.<br>• Sales in 2024 were successful, high presales.<br>• Construction tendering. 2 contractors shortlisted (CMP and Naylor Love) – looking to start process April/May and let both builders compete for the project.<br>• Settlement of lot 8 next milestone - papers end of this month.<br>• CMP previous work in Queenstown – Hallenstein carpark<br>• Hallenstein road closure timeframes. Will happen in stages, make it public to market square, want to make it look and feel like a precinct – will this cause issues with freedom camping<br>• Procurement risks with only having 2 builders competing for the contract. QLDC in best position with a competitive process, challenge is each builder likes things their own way. No risk in builders talking to each other.<br>• Balance sheet considerations, current competitors are the only builders that can take on project of this scale financially, no point in getting more than two.<br>• Swale project & budget expectations. Still in draft, working under budget ceiling, won't be asking for more than budgeted. Getting close to best result consistent with RC.<br>• Lakeview sales at first stage, indications for future offerings? Factors to consider in future sales; push back on landscape characteristics: mountains & lake views, different buyer profiles in New Zealand compared to Australia<br><br>***Attachments:***<br><br>*None.* | Officers to come back with more detailed list of CMP prior projects |

| No. | Agenda Item | Actions |
|---|---|---|
| 3. | <u>Quality of Life Survey results</u><br><br>Nathan Brown (Policy data Analyst) presented the item. The purpose of the report was to provide Councillors with an overview of the results of the 2024 Quality of Life survey.<br><br>Mr Brown gave an overview of the survey results and answered questions throughout.<br><br>Questions and discussion focused on:<br>• Sample size normalised to 1,000 to reflect census results, 1,700 responses overall. Methodology tries to be as representative as possible, so one group doesn't dominate results<br>• Process for refining questions for future years. Same questions each year (7 years running), focus is on consistency and timely topics<br>• Can housing questions be refined, no subcategories available. Housing questions worked through with Queenstown Lakes Community Housing Trust, confident in robustness of questions.<br>• Community trust survey is also currently open for response. Councillors can't participate in survey but requested copy of questions.<br>• Electricity concerns, more black outs being experienced. Strategy session with key people in a few weeks. If regional deal falls through what will consequences be here?<br>• Methodology for survey. 6,000 Invitations sent all over. Aim for representative sample via electoral role<br>• Myth busting around short-term rentals appears necessary. Airbnb report doesn't have impacts many people perceive it to, doesn't mean we should take focus off short term rentals but keep an eye on empty holiday homes<br>• Impact of hotel infrastructure – no large hotels built for a while, if Queenstown didn't have short term rentals hospitality would really struggle<br>• Market drivers – what is it doing to hotel sector and decisions to invest/ not i.e. hotel investment unappealing if Airbnb is thriving.<br><br>***Attachments:***<br>***Attachment A:*** *Quality of Life Survey – Full Report (see attached)*<br>***Attachment B:*** *Quality of Life Survey – Summary Slides (see attached)* | Councillors to receive copy of community trust survey questions |

| No. | Agenda Item | Actions |
|---|---|---|
| 4. | <u>December 2024 Quarterly Performance Report</u><br><br>Diana Pietruschke, Dan Crosby, and Caleb Dawson-Swale presented the item. The purpose of this workshop is to present the Quarterly Report for December 2024 to Elected Members.<br><br>Key points of the report were highlighted, including:<br>• Issues with water network pressure. Water valves and pressure are ongoing issues<br>• Food inspections present risk. Does this risk need to be notified to Central Government – does QLDC have an obligation to inform an agency? Specialised roles being filled, following from risk-based approach. Katherine Harbrow responded to questions and advised of a recent audit from MPI which is standard for all Councils. QLDC results were better than most.<br>• Water consumption has increased. Is there any correlation with communications on water restrictions and reduced consumption? Meaghan Miller spoke to this and confirmed there is positive correlation between water messaging and consumption.<br>• Is the community aware that firefighting capacity is also built into conservation considerations? Could include this in communications.<br>• Target review timeline.<br>• Councillor enquiries higher than previous years, discussion on the time required to collate information and respond. Limited resources for answering requests, requests are triaged to see where it needs to go in organisation. Discussion on the processes through which Councillor queries are addressed, including the LGOIMA request process.<br>• Spatial Plan Housing Business Capacity Assessment (HBA) work – where is this at now, infrastructure capacity, how to treat wastewater issues. Close to being finalised.<br>• How do we treat issues within wastewater system, any temporal component to assessment? Will form part of infrastructure strategy in terms of forward program.<br>• Broad reconciliation between HBA and infrastructure strategy/ capital works program in Long Term Plan<br>• Consent compliance. Noted that this would be included twice yearly as part of December and June Quarterly Reports<br>• Hāwea wastewater treatment plant non-compliance a consistent issue over time<br>• Non-compliance issues with Glendhu Bay, not significant at this point | Consent compliance: Officers will include links to public communications where this exists, as part of future reports |

| No. | Agenda Item | Actions |
|---|---|---|
| | • Discussion on the benefit of providing links to any available public communications for reported consent compliance items.<br><br>***Attachments:***<br>***Attachment A*: December 2024 Quarterly Report (see workshop agenda)** | |

The workshop concluded at 12.33pm.

Attachment A: Quality of Life Survey 2024 - full report

# Queenstown Lakes District Council

## 2024 Quality of Life Survey

versus

QUEENSTOWN LAKES DISTRICT COUNCIL

# Key Highlights

## OVERALL QUALITY OF LIFE

**76%** rate their quality of life as good or extremely good

**34%** say their quality of life has decreased

**17%** say their quality of life has increased

**Top three reasons for an increase in quality of life**

1. Improved income
2. Improved employment
3. Housing and family changes

**Top three reasons for a decrease in quality of life**

1. Cost of living
2. Council services
3. Council performance

## HOUSING

**80%** of residents have a steady place to live

**66%** own their own home

**5%** have accessed insecure or emergency housing

**15%** have needed to move home in the past 12 months

**19%** rent their property to short-term paying guests

**Top three reasons for renting to short-term guests**

1. Additional income for mortgage or rent
2. Secondary source of income
3. Company of others

**Top three reasons for not renting to long-term tenants**

1. Need the space for family and friends
2. Only do it when away
3. Don't want to be locked into a long-term agreement

# Key Highlights

## JOBS & INCOME

**69%**
have some or a sufficient level of disposable income

**79%**
are in some form of paid employment

**Perceptions of current employment (% agree or strongly agree)**

**69%** Learnt something new

**53%** Skills utilised to full capacity

**41%** See a long-term career path

**38%** Opportunities for career development

**35%** See career options in the future

**31%** Opportunities for professional learning and development in the future

## HEALTH & ACCESS TO KEY SERVICES

**68%**
rate their physical health as excellent or mostly good

**63%**
rate their mental health as excellent or mostly good

**41%**
travel outside of the district for healthcare

**Top three barriers to seeing a healthcare professional**

1. Cost of appointment or treatment
2. Length of wait
3. Lack of trust or quality advice

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# Key Highlights

## ARTS & CULTURE

**59%**
have participated or attended an event in the district

**32%**
are very satisfied or satisfied with celebration of Māori culture in the district

**Perceptions of cultural connection (% agree or strongly agree)**

**57%** Can express culture
**47%** Participate in culture
**46%** Can use language to express culture
**43%** Strong connection to culture

## TRANSPORT

**14%**
agree or strongly agree that public transport meets the needs of residents

**42%**
use a petrol or diesel vehicle less by using alternate transport modes

**Perceptions of public transport (% agree or strongly agree)**

**47%** Affordable
**40%** Easy to get to
**28%** Accessible
**19%** Frequent enough
**19%** Reliable

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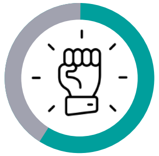
# Key Highlights

## NEIGHBOURHOODS

**63%**
are proud of the district



**59%**
would recommend the district to others

**Perceptions of neighbourhood (% agree or strongly agree)**

- **90%** Neighbourhood is safe
- **67%** Can rely on my neighbours
- **65%** Welcoming community
- **52%** Strong and active community
- **51%** Sense of community or belonging
- **43%** Participate in activities in neighbourhood

## ENVIRONMENT

**71%**
are concerned or very concerned about climate change

**Perceptions of recycling (% agree or strongly agree)**

- **87%** Worth taking the time to get it right
- **87%** Confident that I place items in the right bin
- **22%** Know what happens to recycling
- **15%** All recycling actually gets recycled

# Contents



*This report has been designed using icons from Flaticon.com*

# Project Background

## Background

Queenstown Lakes District Council (QLDC) is the local area authority responsible for delivering services to residents and partner organisations in the Queenstown Lakes district.

Since 2018, QLDC has conducted the Quality of Life Survey to gauge residents' overall quality of life. This is the seventh year that QLDC has conducted the survey, and the information helps build a long-term picture of how the district is faring. It also allows QLDC and public service providers to understand their community's significant issues and challenges so they can improve the district for local residents and ratepayers.

## Method

QLDC commissioned Versus Research to complete the Quality of Life Survey, and the details of participants for this year's survey were sourced via the electoral roll. A total of n=11,030 residents were invited to participate. Invitations were sent directly to residents via the post but were emailed to those whose contact details could be matched to the QLDC ratepayer database.

Overall, n=6,973 invitations were sent via post, and the remaining n=4,057 invitations were sent via email. QLDC also included a link to the survey on its social media channels and website.

A specific survey for non-resident ratepayers was designed and distributed alongside a survey for residents. All non-resident ratepayers were sent a survey invitation via email. QLDC supplied a database of contacts for non-resident ratepayers, and a total of n=5,798 were invited to participate in the survey.

### Sample

A total of n=1,709 completed responses were collected from residents. A breakdown of the number of surveys collected from each invitation method is shown in the table below.

| | Number collected | Proportion of total surveys collected | Response rate |
|---|---|---|---|
| Postal invitation | n=741 | 43% | 10.6% |
| Email invitation | n=579 | 33% | 14.2% |
| QLDC distributed link | n=389 | 23% | - |

The resident sample was stratified after the fieldwork was closed to achieve the most representative sample of respondents (based on area, gender, and age). The final reported sample is comprised of n=1,000 responses.

A total of n=613 non-resident ratepayer surveys were also collected, all of whom are included in the final non-resident sample.

# Project Background

## Questionnaire

The questionnaire content is reviewed yearly to ensure the project remains relevant and topical to the district's residents. New questions included this year primarily pertain to housing and the environment. Most notably, this year's survey does not contain content relating to residents' satisfaction with QLDC and its services and facilities; as of 2025, QLDC will collect feedback on these issues via a separate survey. Copies of the 2024 resident and non-resident surveys are included in the appendix.

## Margin of error

The margin of error (MoE) is a statistic that shows the amount of random sampling error present in a survey's results. The MoE is particularly relevant when analysing a subset of data as a smaller sample size incurs a greater MoE.

The final sample size for this study was n=1,000, which yields a maximum MoE of +/- 3.1%. That is, if the observed result on the sample of n=1,000 is 50% (point of maximum margin of error), there is a 95% probability that the true answer falls between 46.9% and 53.1%.

## Significance testing

Where year-on-year results have been presented, significance testing has been applied to identify statistically significant differences between 2023 and 2024 findings. Significant differences are shown throughout the report, with a square box for figures within the charts and annotated in the page footer.

## Weights

Age weightings have been applied to the final resident data set. Weighting is a standard research practice used to account for any skews in the data set, i.e., that each group is represented as it would be in the population.

The weighting proportions are based on the 2023 Census (Statistics New Zealand). These proportions are outlined in the table below:

| Age | Weighting proportion (%) |
|---|---|
| 18–24 | 9% |
| 25–39 | 40% |
| 40–54 | 24% |
| 55–64 | 12% |
| 65+ | 15% |

# Project Background

## Notes on reporting

This study's findings have been split and reported in nine topic sections, with the results for non-resident ratepayers shown in the appendix.

The following details should be considered when reviewing this report:

- The question and base size for each chart are shown at the bottom of the page.
- On certain charts, labels 2% or less have not been shown due to the overlapping of results, making it difficult to read.
- Due to rounding and multi-choice questions, not all percentages add up to 100%.
- Throughout this report, demographic variables were used to conduct the analysis. This analysis has been completed independently for the demographic variables, and correlations that may exist between these demographics have not been accounted for or reported on in this analysis. Readers should bear this in mind when reviewing these findings.

# Our District

*This section provides a demographic profile of the respondents included in the survey.*

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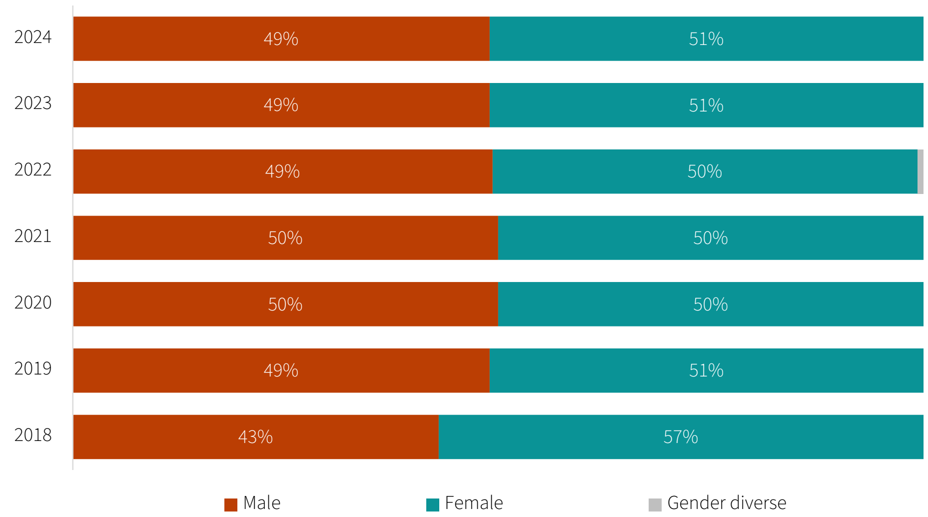
# Gender and Age

This year 49% of the sample identify as male and 51% identify as female. This is similar to the proportions from previous years.

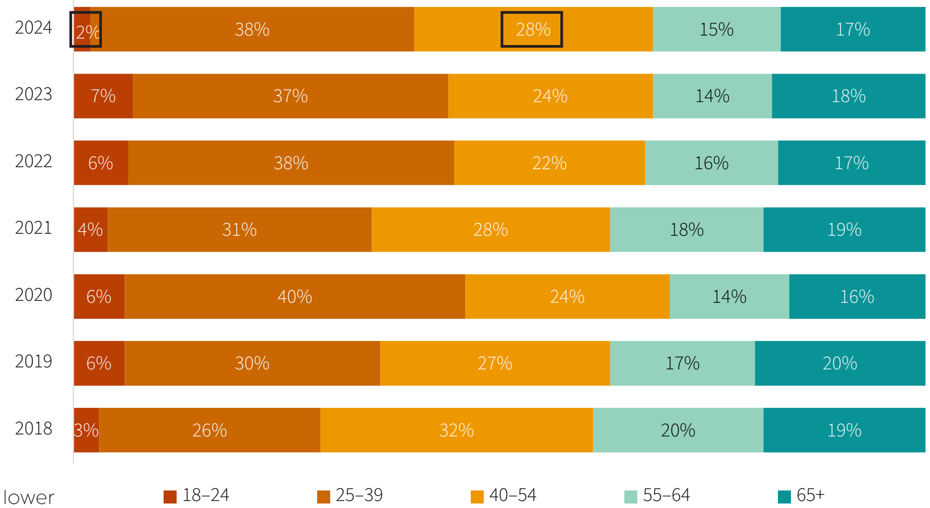
This year sees a decline in the proportion of respondents under 24 years of age with only 2% of respondents in this age group compared to 7% in 2023. This proportion is the lowest since monitoring commenced in 2018.

Comparatively, there is an increase in the proportion of respondents aged 40 – 54 years and a slight lift in the proportion of respondents aged 25 – 39 years and 55 – 64 years.

## Gender




## Age




A square box indicates the 2024 result is significantly higher or lower than the 2023 result.
Q: Which of the following best describes you? n=1000
Q What is your current age? n=1000

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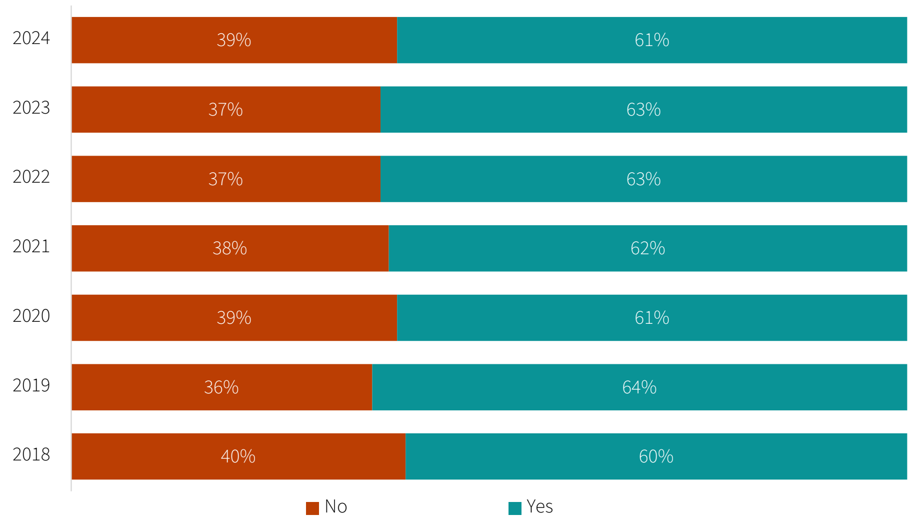
# Birth Country

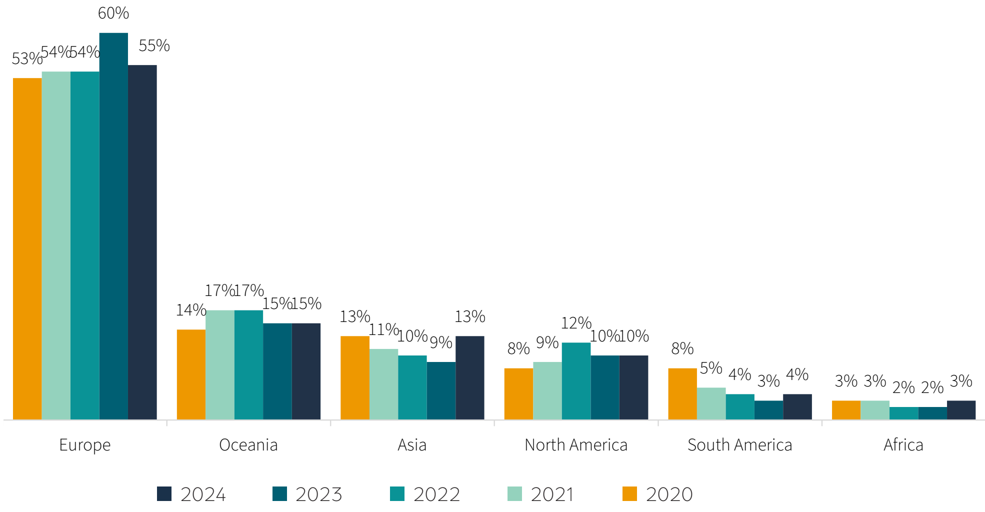
This year, 61% of respondents were born in New Zealand, while 39% were born overseas. Respondents aged 35 – 39 are more likely to indicate they were born overseas, as are those who live in Queenstown-Whakatipu Ward. Older respondents (over 65) and those living in Wānaka or Arrowtown suburbs are more likely to state they were born in New Zealand.

Fifty-five percent of respondents born outside of New Zealand were born in Europe, 15% in Oceania, and 13% in Asia. This year, the proportion of respondents born in Europe declined, and the proportion of respondents born in Asia increased. The proportions for all other areas remained relatively similar to previous years.

## Born in New Zealand




## Birth location




Q: Please write which country you were born in? n=1000

# Ethnicity and Tenure

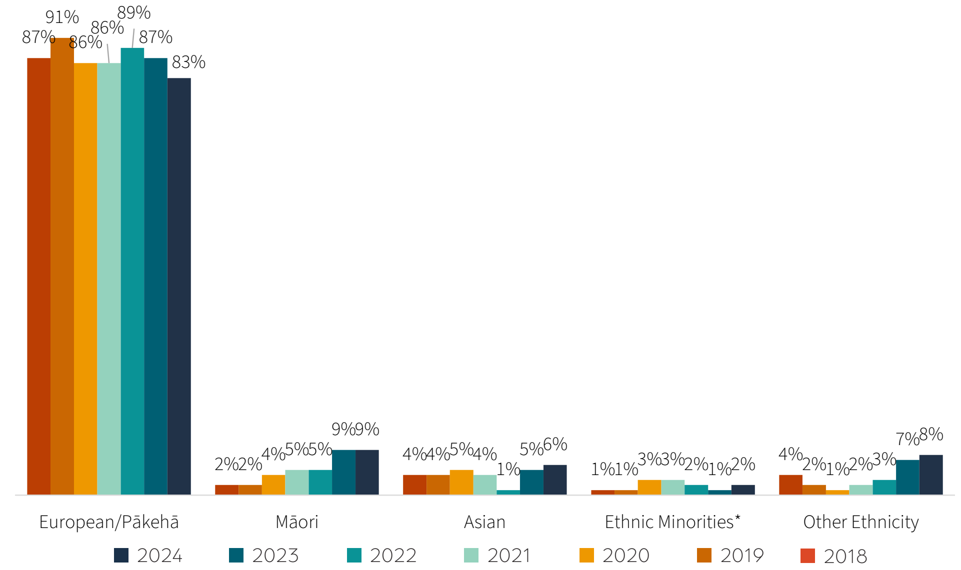
Eighty-three percent of respondents identify as European/Pākehā, while 9% identify as Māori and 6% identify as Asian. Only 2% identify as an ethnic minority, and 8% identify as another ethnicity. This year, the proportions of respondents identifying as European/Pākehā have declined slightly.

Just under half of respondents have lived in the district for more than 10 years, and one quarter have lived there between 5 and 9 years. Eighteen percent have lived in the district between 2 and 4 years, with only 7% living here for less than 2 years.

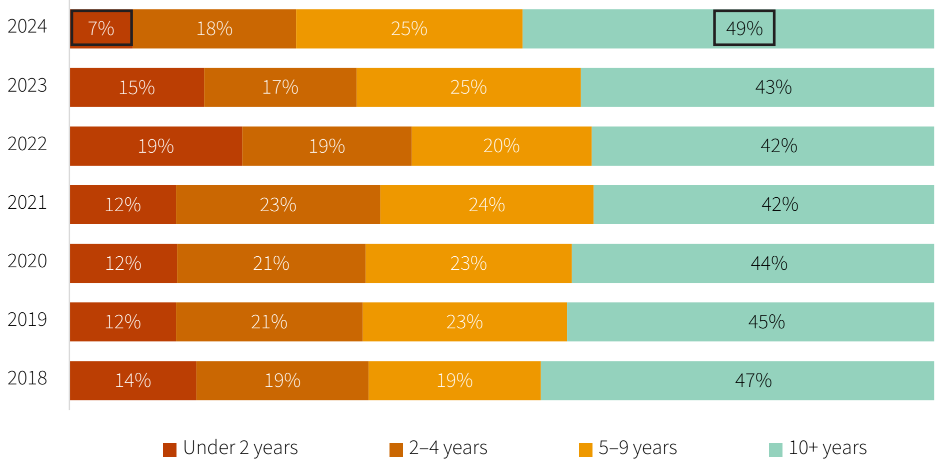
This year, a greater number of respondents have lived in the district for an extended period (more than 10 years), and significantly fewer respondents have lived here for less than 2 years.

Respondents who have lived in the district for a shorter period are more likely to live in Jack's Point and be under the age of 39 years. Those newer to the district are more likely to be employed full-time and are slightly more likely to work in the tourism sector.

## Ethnicity




## Years in district




*Includes Middle Eastern, Latin American, African
A square box indicates the 2024 result is significantly higher or lower than the 2023 result.
Q Which of the following ethnic groups do you belong to? (Please select all that apply)? n=1000
Q: How many years have you lived in the district? n=1000

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# District Location

The map to the right shows the wards where respondents reside. Forty-one percent reside in Queenstown-Whakatipu Ward, 32% in Wānaka-Upper Clutha Ward, and 27% in Arrowtown-Kawarau Ward.

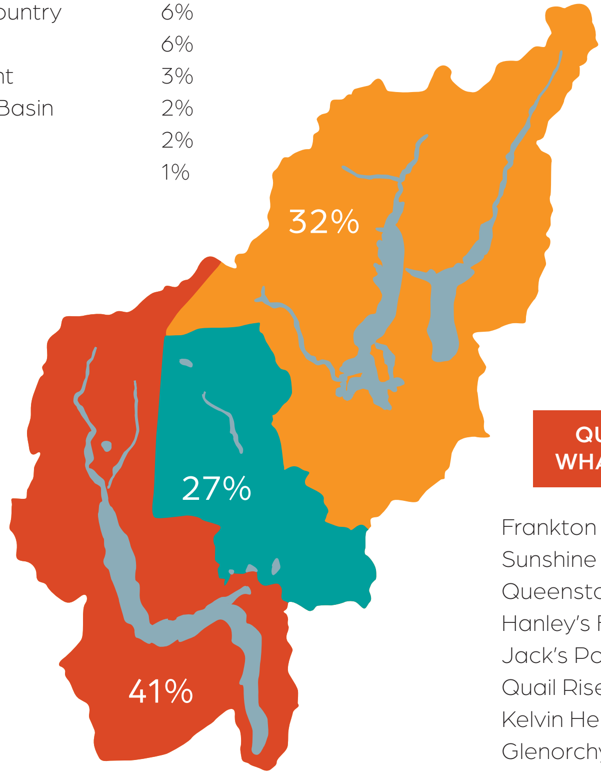
The areas below the ward titles demonstrate the breakdown of the communities in each ward.

**ARROWTOWN-KAWARAU WARD***

| | |
|---|---|
| Lake Hayes Estate | 7% |
| Shotover Country | 6% |
| Arrowtown | 6% |
| Arthurs Point | 3% |
| Whakatipu Basin | 2% |
| Lake Hayes | 2% |
| Gibbston | 1% |

**WĀNAKA-UPPER CLUTHA / MATA-AU WARD**

| | |
|---|---|
| Wānaka | 20% |
| Albert Town | 5% |
| Hāwea | 4% |
| Luggate | 2% |
| Hāwea Flat | 1% |




**QUEENSTOWN-WHAKATIPU WARD**

| | |
|---|---|
| Frankton | 11% |
| Sunshine Bay-Fernhill | 7% |
| Queenstown | 6% |
| Hanley's Farm | 5% |
| Jack's Point | 4% |
| Quail Rise | 3% |
| Kelvin Heights | 2% |
| Glenorchy | 2% |
| Closeburn/Wilson Bay | 1% |
| Kingston | 1% |
| Other Whakatipu** | 1% |

*Arrow Junction and Crown Terrace are allocated to Arrowtown-Kawarau Ward but comprise of less than 1% of the total sample.
**Includes Alpine Retreat, Ben Lomond, Bob's Cove, Drift Bay, and Tucker Beach.
Q Where in the district do you currently live? n=1000

# Housing

*Respondents' perceptions about housing in the district and their views on short-term rental behaviour.*

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# Emergency Housing

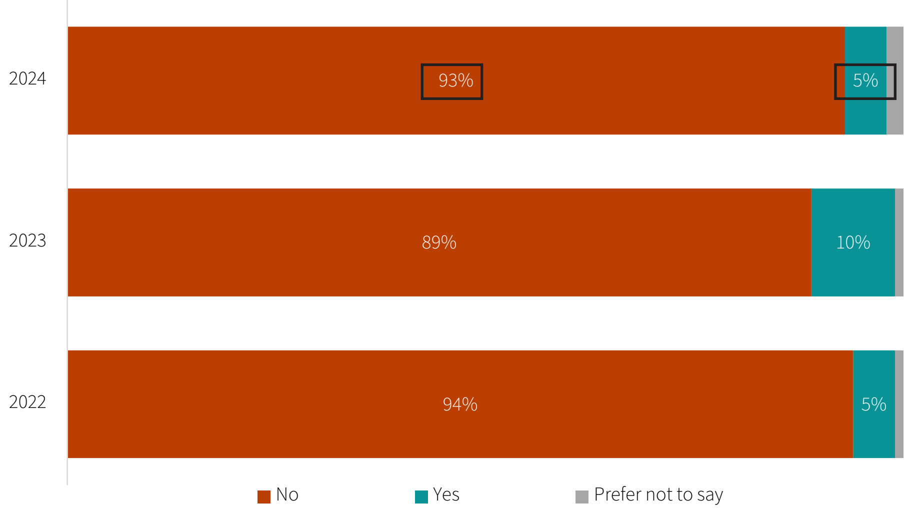
Respondents were asked if they had accessed insecure or emergency housing in the past 12 months and, if they had, how long they stayed in such accommodation.

Most respondents have not accessed insecure or emergency housing in the past 12 months; 5% have accessed such accommodation, and 2% preferred not to respond to this question. The proportion of respondents who have accessed this accommodation declined this year, similar to 2022.

Of those who had accessed this accommodation, 8% were in it for a month or less, while 35% were in it for between one and three months. This year, the proportions of respondents in this type of accommodation between one and three months and those who provide an 'other' response (generally indicating that they were in it multiple times) have increased.

Those who have accessed this accommodation were significantly more likely to be younger and identify as Middle Eastern, Latin American, or African.

## Accessed insecure or emergency housing




## Duration in insecure of emergency housing

| | 2022 | 2023 | 2024 |
|---|---|---|---|
| Month or less | 40% | 17% | 8% |
| Between one and three months | 29% | 25% | 35% |
| Between three and six months | 18% | 23% | 19% |
| Seven months or more | 7% | 22% | 13% |
| All the time/ Indefinite | 6% | 10% | 12% |
| Other | – | 3% | 13% |

A square box indicates the 2024 result is significantly higher or lower than the 2023 result.
Q: In the last 12 months have you experienced insecure accommodation or accessed emergency accommodation? n=1000
Q How long were you in insecure or emergency accommodation? n=48

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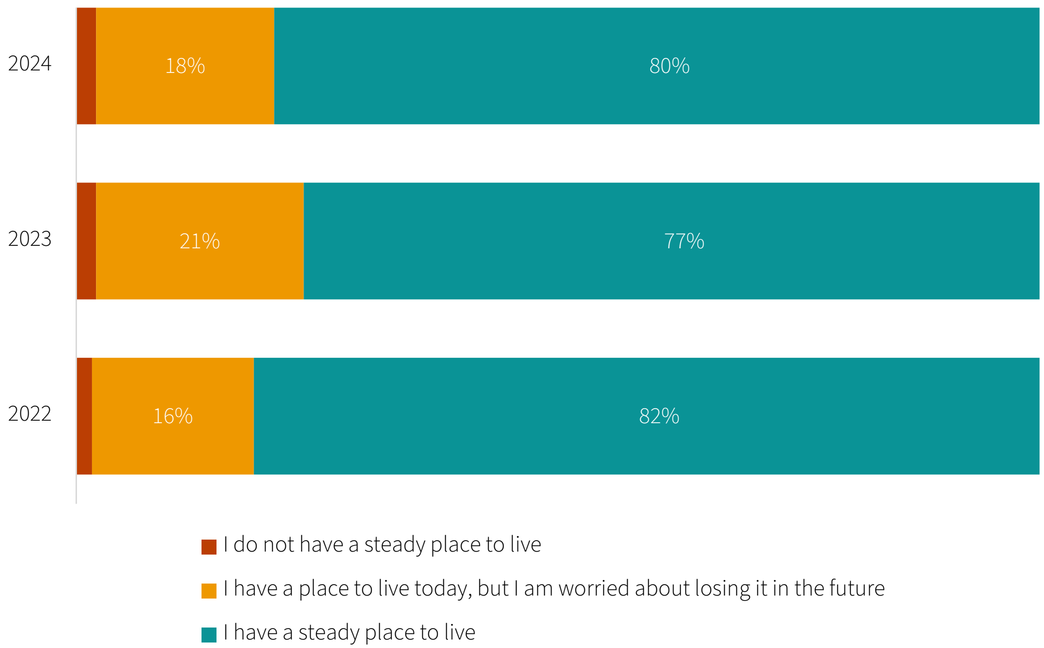
# Housing Stability

Respondents were asked about the stability of their current living situation.

The majority of respondents indicate they have a steady place to live, while 18% have a steady place today but are worried about the future. Only 1% of respondents do not have a steady place to live. These results are similar to those of previous years.

Those who have previously lived in insecure or emergency accommodation are significantly more likely to indicate they have ongoing housing challenges – 6% indicate they do not have a steady place to stay, 59% are concerned about losing their accommodation in the future, and only 35% indicate they have a steady place to live.

Current living situation




Q How would you best describe your current living situation? (Please select one answer) n=1000

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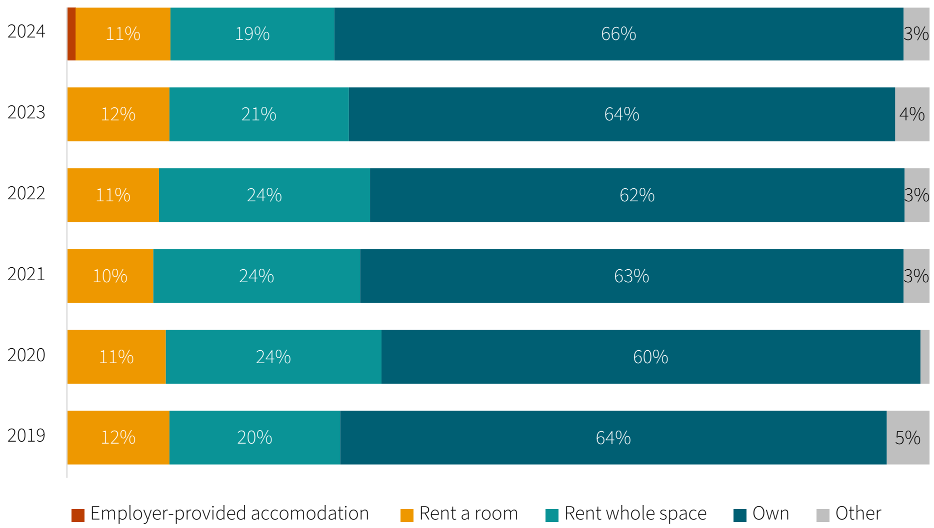
# Current Housing

Respondents were asked about their home ownership and if they had been required to move house in the past 12 months.

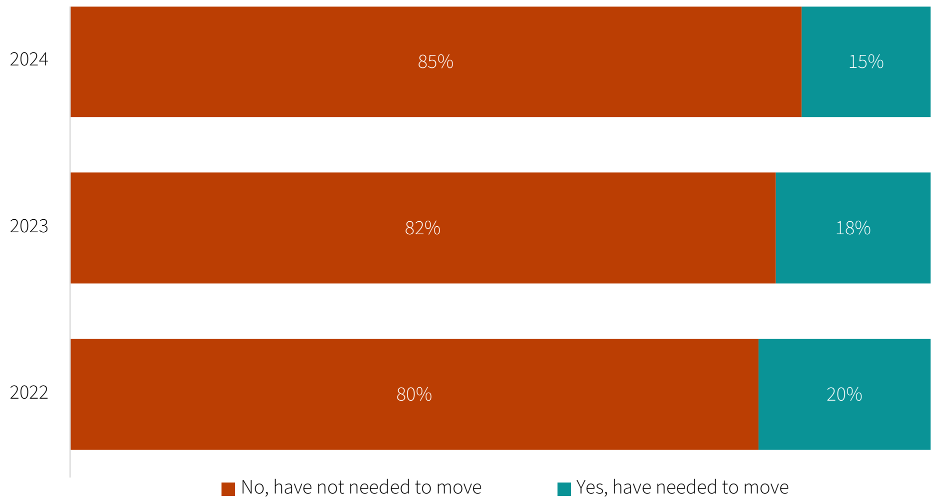
Sixty-six percent of respondents own their home (including partial and trust ownership). Nineteen percent rent a whole space, and the remainder rent a room (11%), have employer-provided accommodation (1%), or have other lodgings (3%). Three respondents were in temporary accommodation (included as part of the 'other' responses).

Only 15% of respondents have needed to move in the past 12 months. This mainly affects those who rent or who are in temporary accommodation.

## Home ownership




## Required to move homes in the last 12 months




Q Do you own or rent the home you currently live in? (Please select one answer) n=1000
Q Have you needed to move house within the district in the last 12 months? n=1000

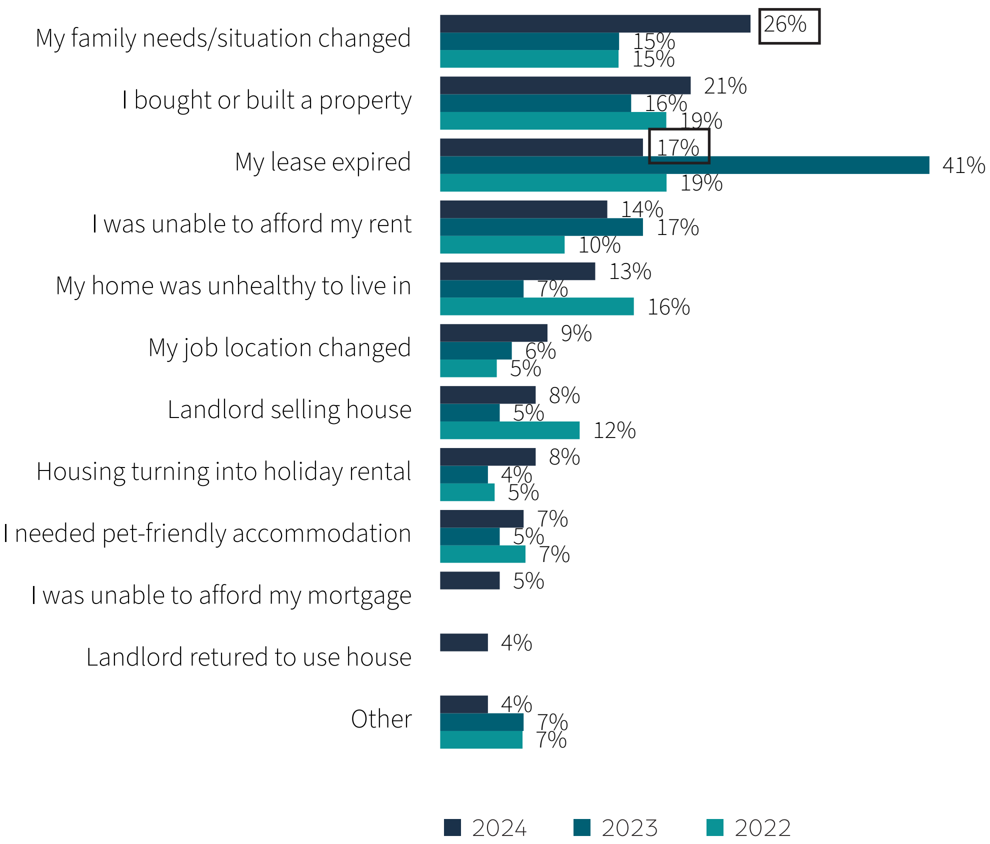
# Moving House

Respondents who had moved in the past 12 months were asked why they had moved.

The most common reason to move is a change in family situation or needs (26%), followed by building or buying a property (21%) or a lease expiring (17%).

For those who own their homes, the primary reason to move is building a new home (60%) or a change in family needs (20%). However, for those who do not own their own homes, the reasons for moving are different, with the most common reasons relating to a change in family needs (29%), lease expiration (21%), an inability to afford the rent (19%), an unhealthy home (14%), and the house being sold (13%).

Reason for needing to move house




A square box indicates the 2024 result is significantly higher or lower than the 2023 result.
Q Why did you need to move house? (Please select all that apply) n=133

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# Short-Term Accommodation

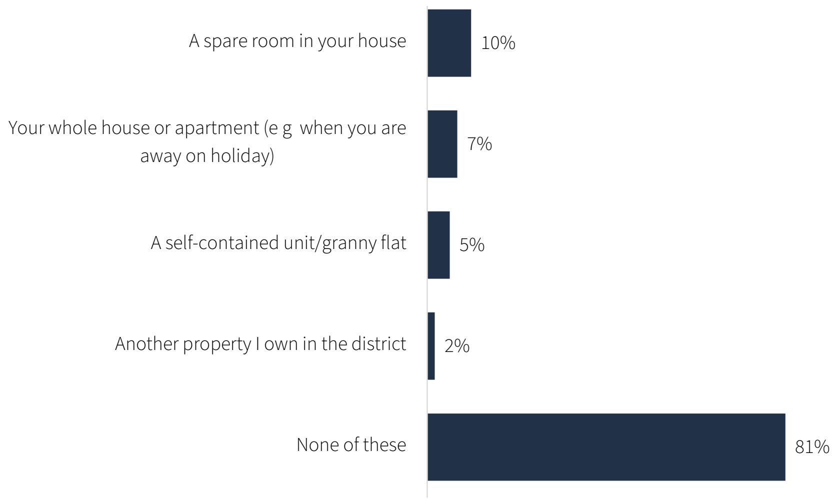
Respondents were asked if they had ever rented accommodation to short-term guests.

Most respondents have not rented accommodation to short-term guests. Among those who do, the most common form of renting is a spare room in the house (10%) or the whole house (7%).

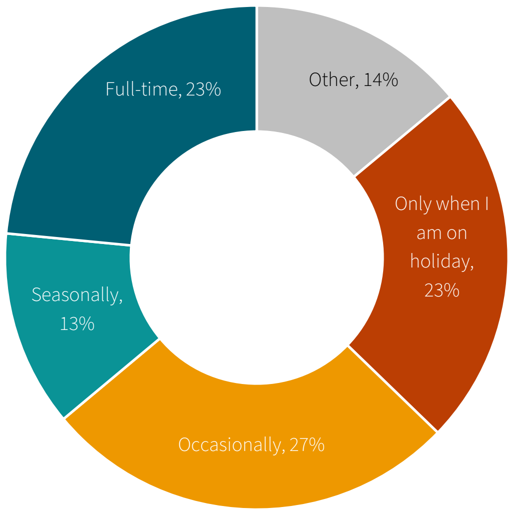
Twenty-three percent of respondents who rent some or all of their property to short-term guests indicate they do this full-time, with a further 40% indicating they rent seasonally or occasionally. Just under one quarter indicate they rent the property when they are away on holiday.

Respondents who own additional properties or granny flats are more likely to rent them full-time (52% and 32%, respectively), whereas those who rent their whole house are more likely to do this only when they are on holiday (50%).

## Rental of accommodation to short-term guests*




## Frequency of renting to short-term guests*




* New question in 2024.
Q: Have you rented any of the following types of accommodation to short-term paying guests in the past 12 months e.g. to AirBnB or other temporary paying guests? (Please select all that apply) n=1000
Q How often do you rent your accommodation to short-term paying guests? (Please select one answer) n=182

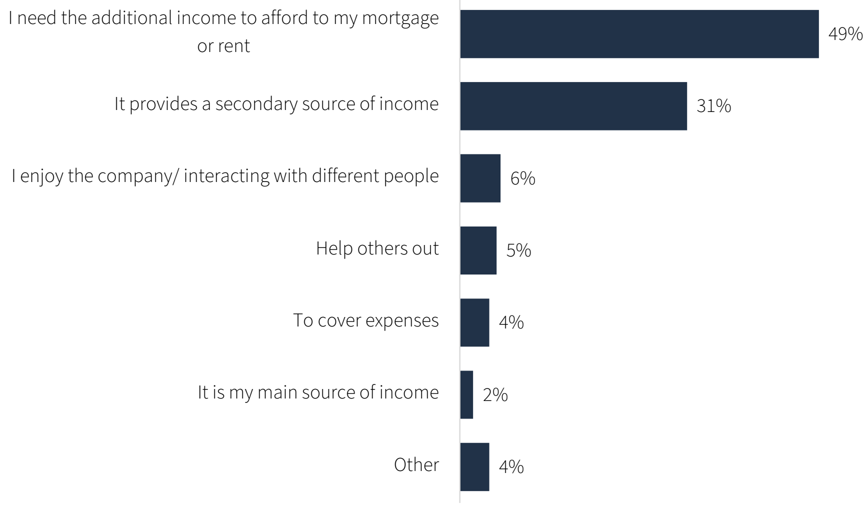
# Short-Term Accommodation

Respondents who rent to short-term guests were asked their reasons for doing so.

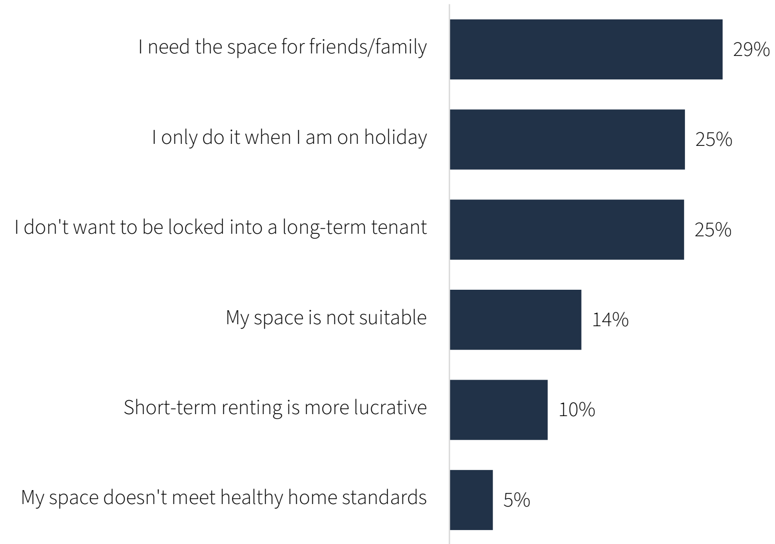
The primary reason that properties are rented to short-term guests is to provide additional income to support a mortgage or rent (49%). This is particularly true of those who rent a spare room. Additionally, the rental provides a secondary source of income for respondents (31%). This is less likely for those who rent a spare room and more likely for those who rent a whole property or unit.

The primary reasons for not renting to long-term tenants relate to needing space for friends or family (29%) and not wanting to be locked into a long-term tenant (25%). Those who rent their whole house are more likely to state that they only participate in a short-term rental when they are on holiday.

## Reasons for renting to short-term guests*




## Reasons for not renting to long-term tenants*




* New question in 2024.
Q: What is the main reason you choose to rent your accommodation to short-term paying guests? (Please select one answer) n=182
Q What prevents you from renting your accommodation to long-term residential tenants instead of to short-term paying guests? (Please select all that apply) n=182

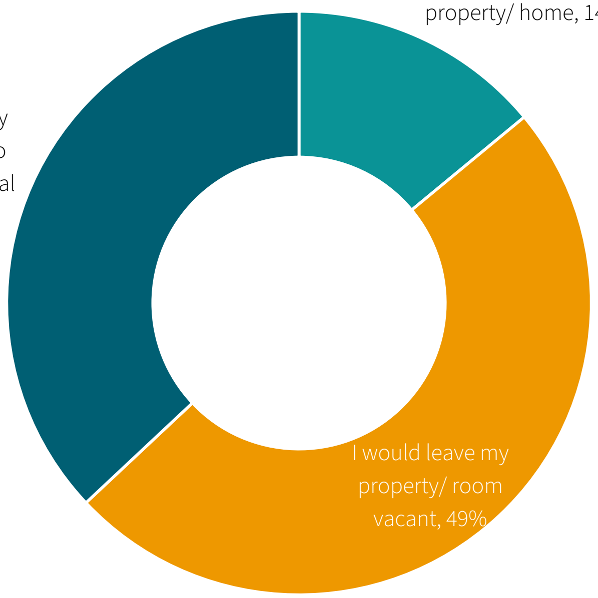
# Short-Term Accommodation

Respondents were asked what they would do with the property if they did not rent to short-term guests.

Just under half of respondents indicated they would leave the property or room vacant, while 14% would sell it, and 37% would rent it to long-term tenants.

Interestingly, those renting out an additional property in the district are more likely to indicate they would sell the property and are far less likely to leave it vacant.

## Alternative to renting to short-term guests*




## Alternative to renting to short-term guests: By rental type

| | A spare room in your house | A self-contained unit/ granny flat | Your whole house or apartment | Another property I own in the district |
|---|---|---|---|---|
| I would sell my property/home | 17% | 16% | 12% | **42%** |
| I would leave my property/room vacant | 44% | 49% | 58% | **16%** |
| I would rent out my property/rooms to long-term residential tenants | 39% | 34% | 31% | 42% |

* New question in 2024.
Bold figures indicate the 2024 result is significantly higher or lower than the 2023 result.
Q What do you think you would do if you were not renting your property/room to short-term paying guests? (Please select one answer)n=182

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# Housing in the District

The data in the image to the right shows some of the key statistics for housing in the district by ward. While there are no significant differences across the district, some relevant differences at the community level are outlined below.

Respondents who live in Queenstown are more likely to indicate that they have a steady place to live but are worried about losing this in the future (50%). Respondents from Queenstown have a much lower rate of home-ownership (37%).

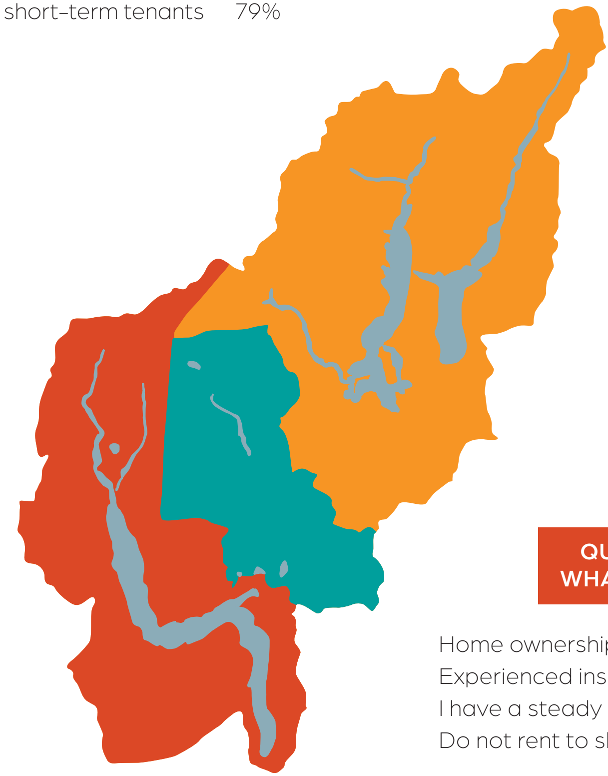
Although there are no significant differences, respondents from Whakatipu Basin or Arthur's Point are more likely to rent a space in their home (62% and 76% do not rent any spaces, respectively), most commonly a spare room. In comparison, respondents from Wānaka or Other Whakatipu appear less likely to rent out a space (92% and 90% do not rent any space out).

**WĀNAKA-UPPER CLUTHA / MATA-AU WARD**

| | |
|---|---|
| Home ownership | 72% |
| Experienced insecure housing | 5% |
| I have a steady place to live | 84% |
| Do not rent to short-term tenants | 81% |

**ARROWTOWN-KAWARAU WARD**

| | |
|---|---|
| Home ownership | 67% |
| Experienced insecure housing | 9% |
| I have a steady place to live | 82% |
| Do not rent to short-term tenants | 79% |



**QUEENSTOWN-WHAKATIPU WARD**

| | |
|---|---|
| Home ownership | 61% |
| Experienced insecure housing | 8% |
| I have a steady place to live | 76% |
| Do not rent to short-term tenants | 83% |

# Housing

Respondents were asked if they wished to provide any other comments about housing in the district. A total of n=378 respondents commented, with the main themes relating to affordability, the short-term rental market, future development needs, and compliance costs; these points are summarised below.

## Housing affordability and availability

Several respondents express frustration over the high cost of housing, both for renting and purchasing. Many feel that the current housing system is unsustainable and is pushing locals, especially younger people and families, out of the district. Respondents report that the housing challenges are exacerbated by a shortage of affordable housing options, driving up prices and making home ownership out of reach for many residents.

*"The only reason my quality of life isn't extremely good is due to the housing. It is nearly impossible to buy a house in the district, I came here as a traveller and have residency now but finding $250,000 for a deposit is impossible when you pay $700 rent a week between two. We are hoping to grow our family but are worried to do this as we can't afford a bigger house, not knowing if or when our landlord may sell the house is a worry it is just scary and unsettling. The housing trust can't help as we earn over the threshold, so I feel we are stuck".*

Complaints about increasing rental costs are common, with respondents stating that some residents need to share accommodation or rent out parts of their homes to afford to stay in the area.

## Short-term rental market

A key concern for respondents is the perceived prevalence of short-term rentals in the district. Many respondents perceive short-term rentals reduce the availability of long-term housing options, which inflates rental prices and increases housing costs for residents. Respondents feel there needs to be stricter regulations on short-term rentals in order to slow or control the short-term rental market.

*"While I rent to long-term seasonal workers, my next-door neighbour subdivided, and a chap put a tiny house on the property. He rents this out to AirBnB all the time. It's not appropriate to live next to what essentially is a hotel. It destroys the neighbourhood. The house behind it belongs to holidaymakers, and then the one next door is rented as an AirBnB, so along the street, 2 out of 4 houses are short-term rental accommodations. My other three neighbours are holiday homes, and I have one permanent neighbour...."*

## Housing developments

Several respondents perceive inadequate infrastructure planning, which does not support the rapid development in the district, particularly for new housing developments. The lack of infrastructure leads to congested roads, inadequate parking, and strained public services. There is also concern that such rapid growth is unchecked by QLDC and is damaging the environment and the quality of life in local communities, with some fearing the community will degrade.

*"So many fast tracks and new developments that the community and environment do not want!"*

# Housing

### QLDC's role in the housing market

Several respondents expressed frustration with QLDC regarding the perceived mismanagement of the housing market. Respondents noted rising rates, bureaucratic inefficiencies in the housing consent process, and a lack of support for long-term residents and workers who contribute to and live in the community. Some respondents felt QLDC was more focused on catering to wealthy holidaymakers and developers, rather than on addressing the housing needs of residents.

*"There is a shortage of housing, and it's hard, especially for young families. However, intensifying random areas, changing zoning, and clogging up areas that can't take this intensification simply by the stroke of a "planner's pen" is short-sighted and simplistic and doesn't reflect good practice. QLDC needs to get smarter, look for more appropriate areas that can take development, and be more transparent and open."*

# Jobs & Income

*Respondents' income, employment, and perceptions of their current role and future opportunities.*

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# Income

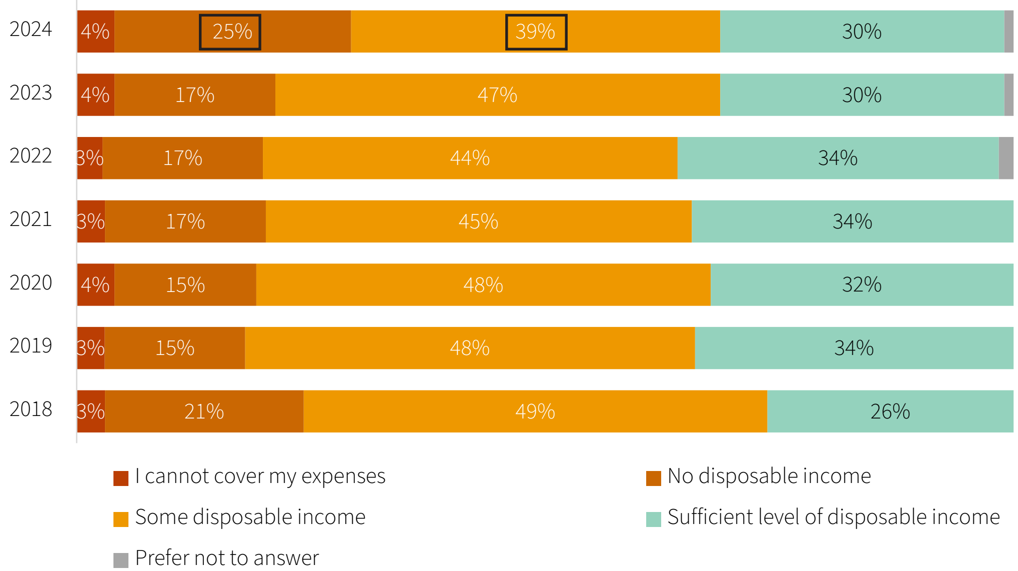
Respondents were asked about how well their income meets their basic spending needs.

This year, 30% of respondents have sufficient disposable income, and 39% have some disposable income. Twenty-five percent have no disposable income, and 4% cannot meet their basic needs. This year, the proportion of respondents with no disposable income has significantly increased, and the proportion of those with some disposable income has decreased.

Respondents with no disposable income are more likely to be female, under 39, worried about their housing stability, and renting out all or some of their property to short-term guests. Although not a significant difference, these respondents have lower employment levels and a higher proportion are caring for children. These respondents also have less favourable views of career progression or development in the district.

Respondents who cannot cover their expenses have a similar profile to respondents with no disposable income. However, they are more likely to have spent time in insecure accommodation and to not be in current employment.

## Ability to cover basic needs




A square box indicates the 2024 result is significantly higher or lower than the 2023 result.
Q We'd like to know how well your income meets your basic needs for accommodation, food, clothing, heating, bills and transport. Which one of the following statements best describes your household? (Please select one answer) n=1000

# Employment

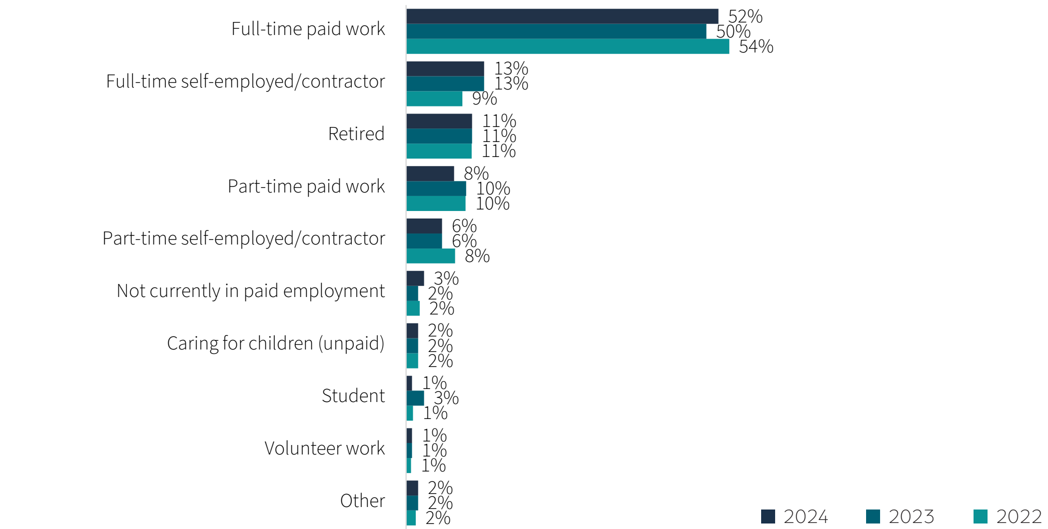
Respondents were asked about their current employment and sector of employment.

Just over half of respondents work in full-time paid employment, with a further 13% in full-time self-employment. Part-time employment accounts for 14% of respondents' occupations (either on wages or self-employed), and 11% of respondents are retired. These proportions are similar to previous years.

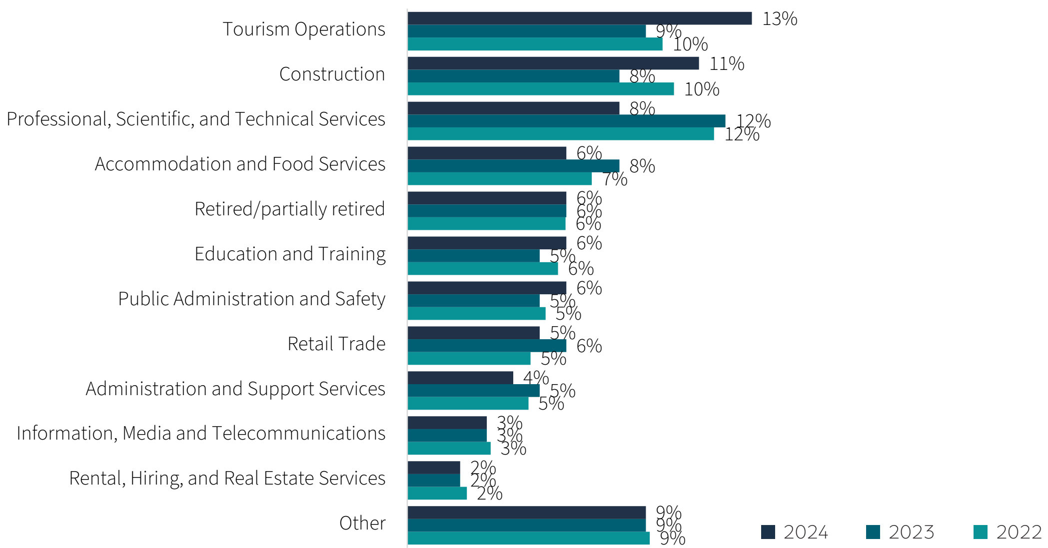
Regarding their employment sector, 13% of respondents work in tourism, 11% in construction, and 8% in professional services.

This year, employment in the construction and tourism sectors increased slightly, while the proportion of respondents who work in professional services declined. The proportion of respondents working in other sectors remains similar to previous years.

## Occupation




## Sector of employment




Q: Which BEST describes the kind of work you primarily do? n=1000
Q Which of the following categories does your current or most recent occupation fall into? n=1000

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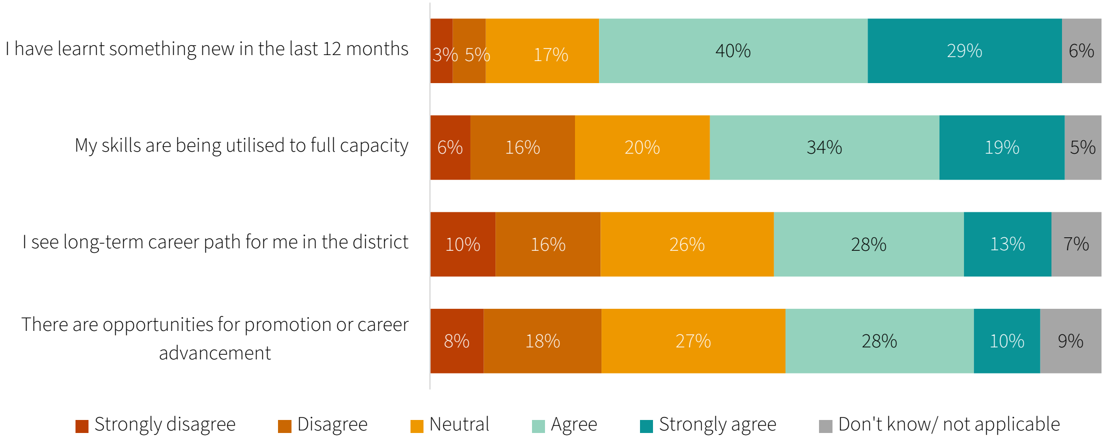
# Current Employment

Respondents who were currently working were asked about their views of their employment.

Sixty-nine percent of respondents agree that they have learnt something new in the past 12 months, while 53% agree that their skills are being used fully. At a slightly lower level, 41% of respondents agree there is a long-term career path in the district. Thirty-eight percent of respondents feel there are opportunities for promotion or career advancement, which is a significant decline from the 2023 result. This year sees a significant decline in the proportion of respondents who state they have learnt something new in the past 12 months.

Respondents working full-time are more likely to have positive views of their employment. However, many respondents provide a neutral rating for seeing long-term career paths in the district. Respondents in part-time employment are less likely to agree that there are opportunities for career advancement.

## Perceptions of current employment




## Perceptions of current employment: By year (total agree and strongly agree)

| | 2019 | 2020 | 2021 | 2022 | 2023 | 2024 |
|---|---|---|---|---|---|---|
| I have learnt something new in the last 12 months | 76% | 73% | 74% | 80% | 83% | **69%** |
| My skills are being utilised to full capacity | - | - | 57% | 50% | 53% | 53% |
| I see a long-term career path for me in the district | - | - | - | - | 45% | 41% |
| There are opportunities for promotion or career advancement | - | - | - | - | 43% | **38%** |

- Not measured this year.
Bold figures indicate the 2024 result is significantly higher or lower than the 2023 result.
Q Below are some statements relating to your employment in the last 12 months. Please indicate how much you agree with each of the following statements? n=887

# Training and Development

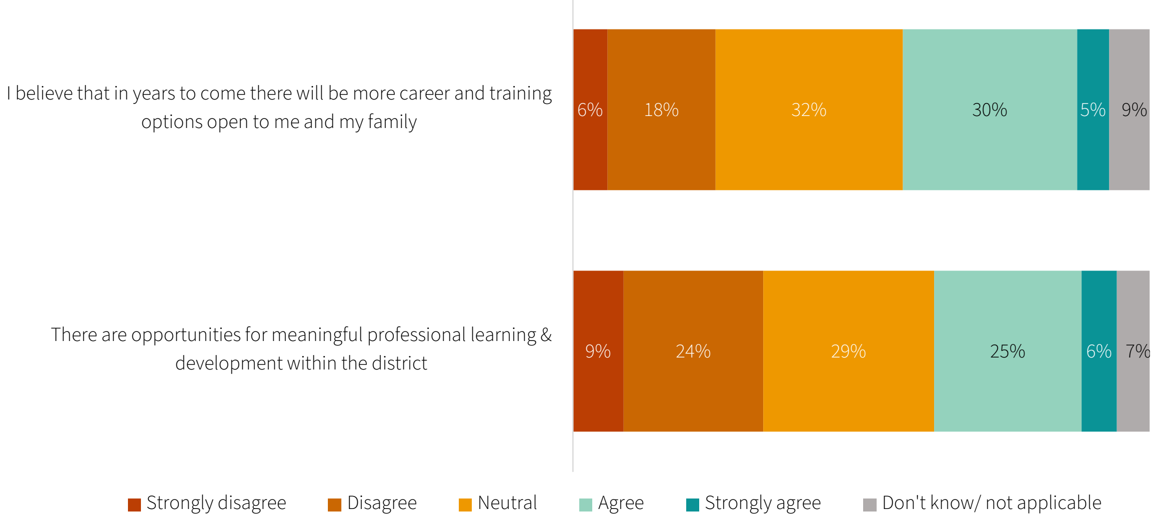
In a new question this year, respondents were asked about their views on the training and development options in the district.

Thirty-five percent of respondents agree that there will be more career and training opportunities in the district in the future, while 24% disagree and 32% provide a neutral rating.

Thirty-one percent of respondents agree that there will be opportunities for professional learning and development in the future, 33% disagree, and 29% provide a neutral rating.

Interestingly, there are no significant differences in the responses across employment sectors or employment status. However, respondents under 39 years are less likely to agree that the district has meaningful professional learning and development opportunities.

## Perceptions of training and development in the district*




*New question in 2024.
Q How much do you agree or disagree with each of the following statements. (Please select one answer for each row) n=887

# Jobs & Income

Respondents were asked if they wished to provide any other comments about jobs and income in the district. A total of n=270 respondents commented, with the main themes being the cost of living, economic diversity, local job opportunities, and working remotely. These points are summarised below.

## Cost of living

A strong and recurring theme relating to income across these surveys over the years is the disparity between the cost of living in the district and the wages offered. Many respondents express frustration that wages, particularly in tourism, hospitality, and other service industries, are too low to cover the high costs of housing, rent, food, and other essentials. Some respondents note that pockets of the community need to work multiple jobs or rely on second incomes just to make ends meet. Respondents also suggest that any wage increases which have been provided were insufficient to keep up with inflation and the rising cost of living.

*"There are mostly only two types of employment for regular people who are not professionals: hospitality or tourism operators. These jobs are so poorly paid that most work two jobs plus just to survive. It's no way to live and certainly not any kind of pleasant lifestyle, which is how the jobs are always advertised."*

While this theme has often been associated with lower-skilled jobs or particular sectors, this year, comments state that even higher-skilled/professional-level roles do not offer sufficient remuneration to keep pace with district living expenses.

*"Professional jobs are under the competitive pay bracket required in relation to cost of living."*

## Limited economic diversity

A second recurring theme concerns the local economy's current reliance on tourism, hospitality, and construction. The dominance of these industries has been well noted over the years as limiting the district's economic diversity and sustainability.

However, there is increasing concern from respondents that while there are several jobs available in these sectors, the majority of roles are lower paying, and any changes to the economic environment are intrinsically linked with the need for infrastructure which can accommodate more people.

*"I am aware QLDC is trying to diversify the industries in Queenstown. But I don't think there is enough long-term planning for the district about housing, transport and medical in place to accommodate with the potential increase in residents. I think Queenstown needs to have better infrastructure, to be able to open more job opportunities, and increase the median income in the region."*

Some respondents also note the limited ability to diversify their businesses within the current economic environment.

# Jobs & Income

Access to labour, suitable and affordable commercial premises, skill alignment, and a sufficient workforce make desired expansion difficult to achieve.

*"It's tough out there. I'm self-employed and I work in a niche area which has plenty of potential room for expansion however with the cost of leasing and the impossibility of finding staff (due to housing shortage) it's becoming difficult to see how I am going to be able to actually expand."*

## Lack of local career advancement

The lack of job diversity and heavy reliance on a few key sectors are perceived to push residents out of the area, particularly those in the younger demographic. Respondents also note that the district does not have much to offer regarding training or professional development, which again forces residents to travel outside the district to fulfill career advancement.

*"Too few jobs in Queenstown outside hospitality. Little for young adults to aspire to, with few career options available."*

*"There is no solid tertiary education in Upper Clutha, only online. There is currently limited job opportunities or career advancement opportunities. Focus heavy on tourism, as area population is growing am hopeful that this will branch out into further business growth in the area."*

Some respondents perceive a lack of opportunities for career growth, particularly in professional or specialised fields. Some report feeling "stuck" in their roles given the limited career advancement or training opportunities.

*"Unfortunately, our workforce remains mostly based around tourism, food and beverage, and accommodation and while some steps are being made to diversify our economy its decades away from being anything meaningful. This result, is a workforce that is transient, badly weighted to the sectors that are the low end of the pay spectrum, underpaid for the cost of living here and not vested in a career in the region."*

## Remote employment

To counter the challenges of finding meaningful local employment, some respondents mention they work remotely for organisations that are based outside the district. These respondents state that working remotely (from their organisation) allows them to earn a higher income, which can offset the district's higher cost of living. These respondents also acknowledge that similar jobs locally do not provide equivalent remuneration.

*"We are employed by businesses outside Queenstown as fully remote workers. If we were to secure similar positions in Queenstown, the salaries available would be significantly less. We see roles advertised with hourly rates less than the living wage with local businesses. There is a disconnect between salaries and living/*

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# Jobs & Income

*accommodation costs in Queenstown—not everyone can afford to be here "for the experience" and for a limited duration before they go back to "their real jobs in the real world"."*

Furthermore, some respondents expressed concern that remote work opportunities, while beneficial for individuals, do not support the local economy, nor do they support or develop long-term career pathways for residents. As such, the increase in out-of-district employment may actually prohibit long-term growth in the local economy.

# Health & Access to Key Services

*Respondents' views of healthcare within the district and how often people access services outside the district.*

# Health Perceptions

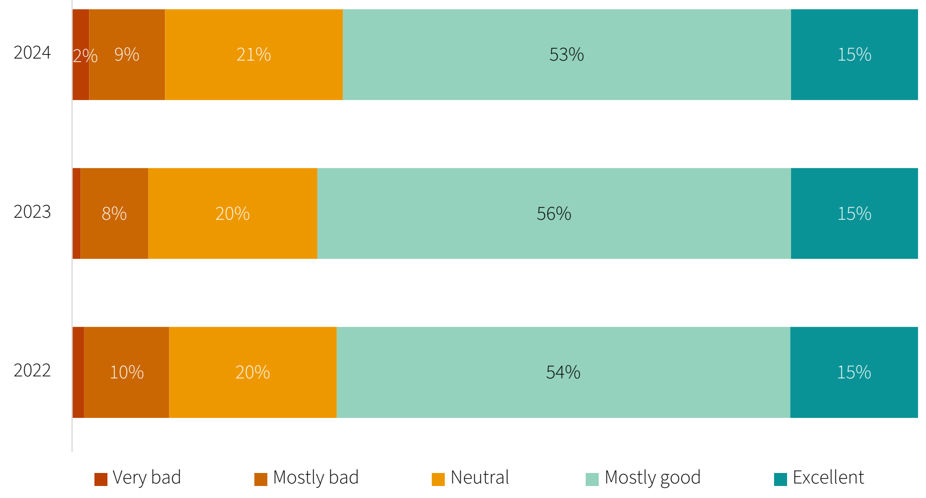
Respondents were asked about their physical and mental health over the past 12 months.

Sixty-eight percent of respondents state that their physical health is either good or excellent, 11% state it is poor, and 21% rate it as neutral.

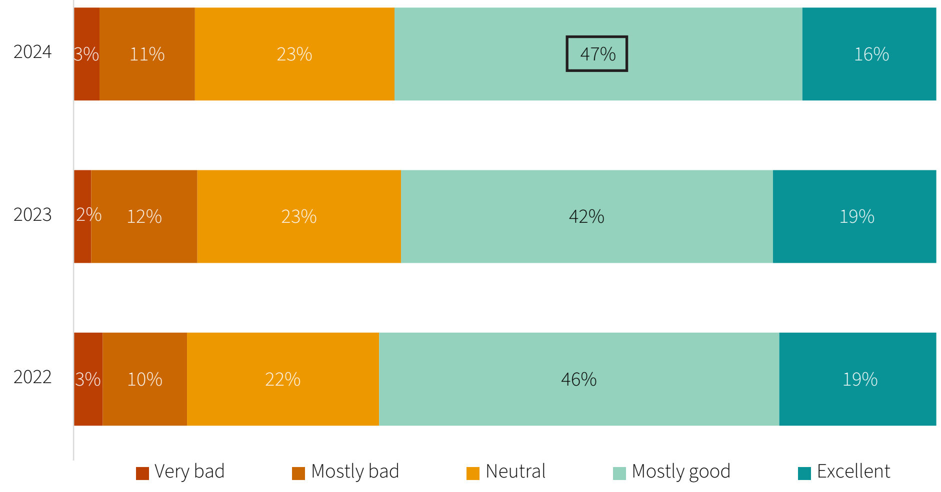
Regarding mental health, 63% of respondents state their mental health is either good or excellent, while 14% state it is poor, and 23% rate it as neutral.

Results for both physical and mental health remain similar to previous years. As with previous years, those with the poorest mental health are younger, have experienced insecure accommodation, have limited disposable income, and face a greater number of barriers to accessing healthcare professionals.

## Physical health




## Mental health




A square box indicates the 2024 result is significantly higher or lower than the 2023 result.
Q How would you describe your physical and mental health over the last 12 months? n=1000

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# Access to Healthcare

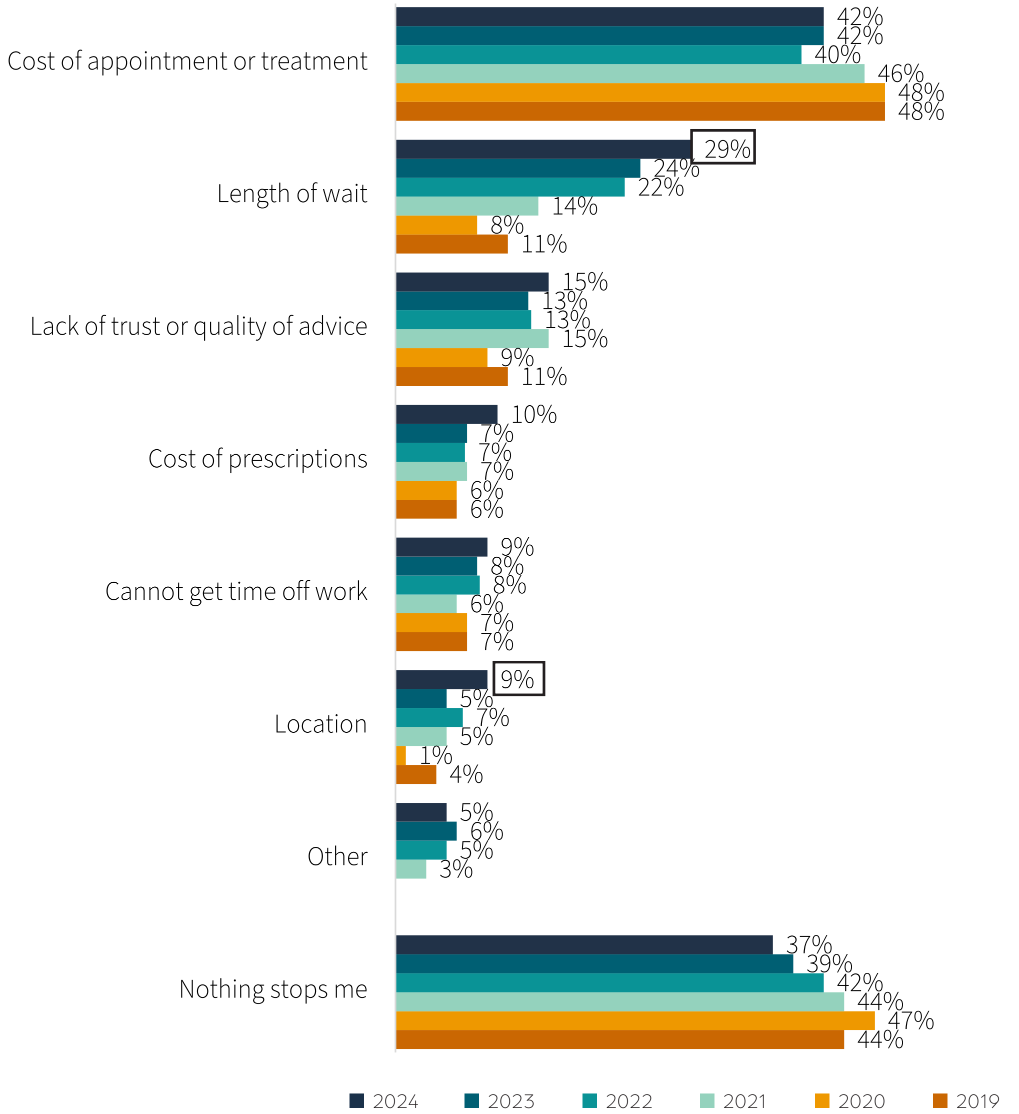
Respondents were asked if they faced any barriers to seeing a healthcare professional.

The primary barriers to seeing a healthcare professional relate to the cost of the appointment (42%), wait times (29%), lack of trust in the advice (15%), or the cost of prescriptions (10%). This year also sees a significant increase in the proportion of respondents who state that location is a barrier to accessing a healthcare professional. Although not shown, technological challenges and cultural barriers account for 1% and 2% of all barriers respectively.

This year, the proportion of respondents who state that nothing stops them from seeing a healthcare professional has continued to decline, and nearly all other barriers have increased over time.

Respondents under the age of 24 are more likely to state that the cost of prescriptions, an inability to get time off work, and cultural concerns are significant barriers. In contrast, those aged between 25 and 39 are more likely to indicate that the cost of the appointment, location, or a lack of trust in healthcare professionals are significant barriers. Cultural barriers are more likely to affect Māori, Pasifika, Middle Eastern, Latin American, or African respondents.

## Barriers to healthcare




A square box indicates the 2024 result is significantly higher or lower than the 2023 result.
Q Does anything stop you from seeing a healthcare professional? n=1000

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# Accessing Healthcare in the District

The image to the right shows the barriers to accessing healthcare in different wards in the district. The cost of the appointment or treatment is consistently the most significant barrier across all wards. However, the length of wait is significantly higher for those in Wānaka–Upper Clutha Ward and significantly lower for those in Queenstown–Whakatipu Ward.

There are also some significant community differences. Respondents in Hāwea and Hāwea Flat are significantly more likely to state the cost of the appointment or treatment is a barrier to accessing healthcare professionals (65%). In comparison, those in the Other Whakatipu state location is an issue (25%). Respondents from Wānaka face challenges with the length of wait (40%), and respondents in Whakatipu note challenges with using technology (12%) and are also more likely to cite cultural barriers as an issue (12%).

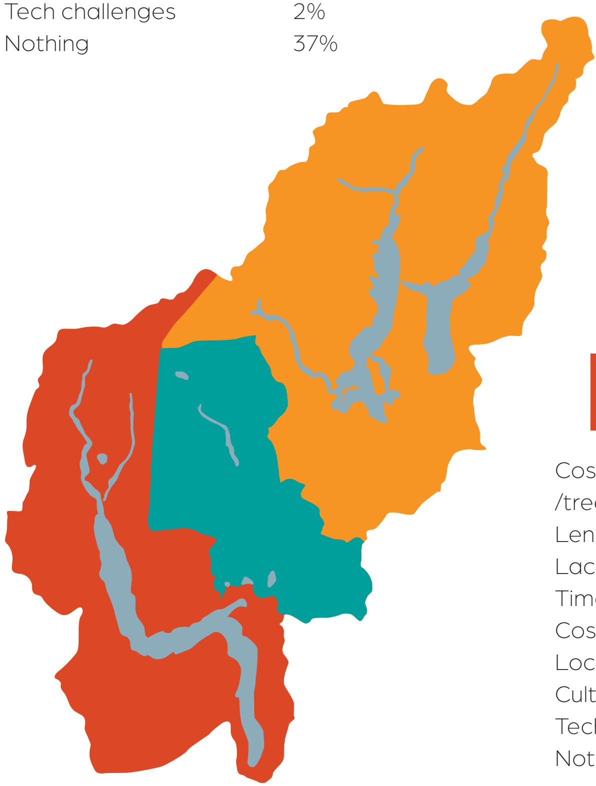
Interestingly, respondents from Frankton are significantly more likely to state that they do not face any barriers to seeing a healthcare professional (53%).

**ARROWTOWN–KAWARAU WARD**

| | |
|---|---|
| Cost of appointment /treatment | 40% |
| Length of wait | 27% |
| Lack of trust | 13% |
| Cost of prescriptions | 11% |
| Location | 8% |
| Time off work | 7% |
| Cultural barriers | 2% |
| Tech challenges | 2% |
| Nothing | 37% |

**WĀNAKA–UPPER CLUTHA / MATA-AU WARD**

| | |
|---|---|
| Cost of appointment /treatment | 41% |
| Length of wait | **40%** |
| Lack of trust | 15% |
| Location | 10% |
| Cost of prescriptions | 10% |
| Time off work | 8% |
| Cultural barriers | 1% |
| Tech challenges | 1% |
| Nothing | 33% |



**QUEENSTOWN–WHAKATIPU WARD**

| | |
|---|---|
| Cost of appointment /treatment | 43% |
| Length of wait | 22% |
| Lack of trust | 16% |
| Time off work | 11% |
| Cost of prescriptions | 10% |
| Location | 10% |
| Cultural barriers | 1% |
| Tech challenges | 1% |
| Nothing | 40% |

Bold figures indicate that the result for that ward is significantly higher than the results for all other wards.

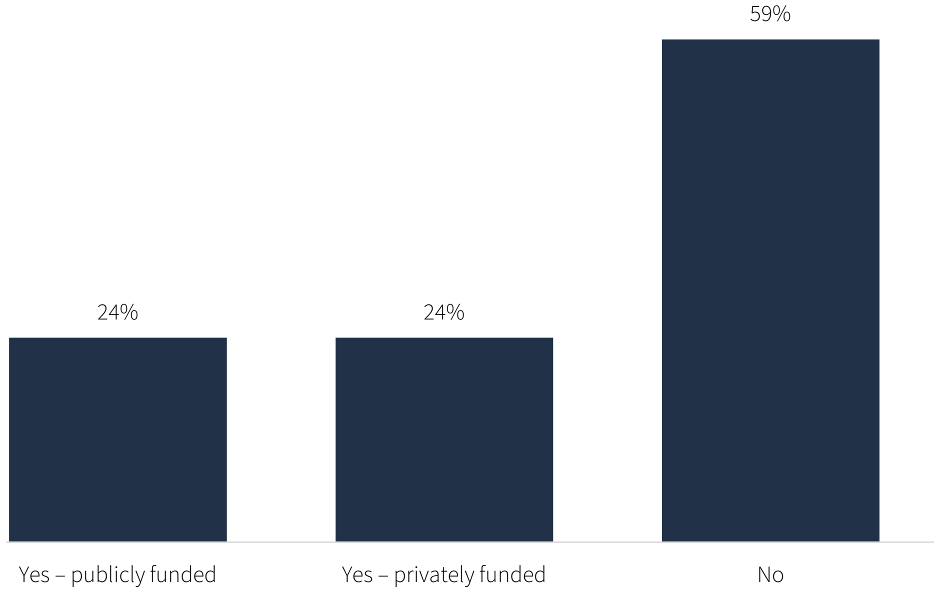
# Travel for Healthcare

Respondents were asked if they had needed to travel outside of the district for healthcare or disability services in the past 12 months.

This year, 41% of respondents had travelled outside the district for healthcare; 24% for publicly funded and 24% for private healthcare (responses are not mutually exclusive).

The proportion of respondents travelling for healthcare remains similar to that of previous years. Those over 65 years are more likely to have travelled for healthcare, specifically that which is privately funded.

## Travel for healthcare outside of the district*




## Travel for healthcare outside of the district: By year

| | 2021 | 2022 | 2023 | 2024 |
|---|---|---|---|---|
| Travelled outside of the district | 38% | – | 39% | 41% |
| Did not travel outside of the district | 62% | – | 61% | 59% |

* Question wording changed slightly in 2024 to include responses for public and private differentiation.
– Not measured this year.
Q In the last 12 months, have you travelled outside the district for any healthcare or disability services? n=1000

# Healthcare and Disability Services

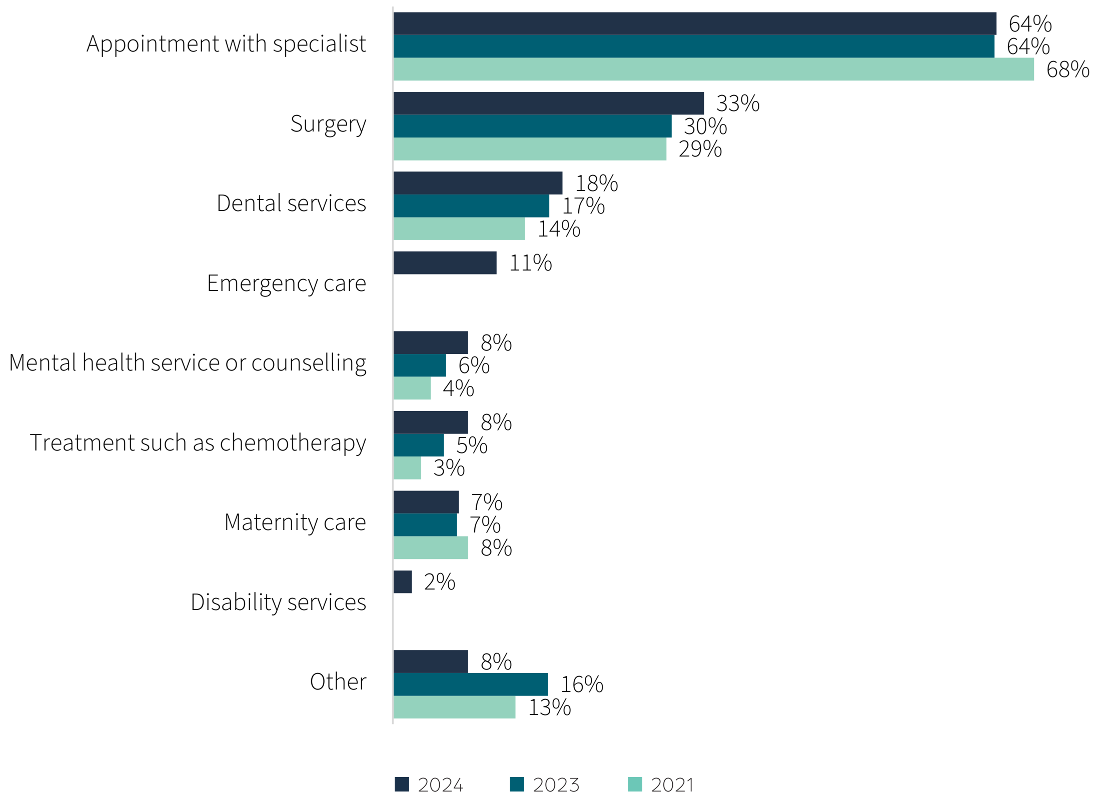
Respondents who travelled for healthcare were asked about the type of services they accessed outside the district.

The most common service is an appointment with a specialist (64%), followed by surgery (33%) or dental services (18%). In a new option this year, 11% noted they travelled for emergency care.

While the proportion of respondents who state they travel for specialist appointments has remained relatively consistent, the responses for most other services has slowly increased over the monitoring period.

Respondents under the age of 24 are more likely to indicate they travel for dental care or mental health services, while those aged between 25 and 39 are more likely to travel for maternity services. Respondents who are Middle Eastern, Latin American, or African are more likely to indicate they travel for mental health services.

## Healthcare and disability services accessed outside of the district



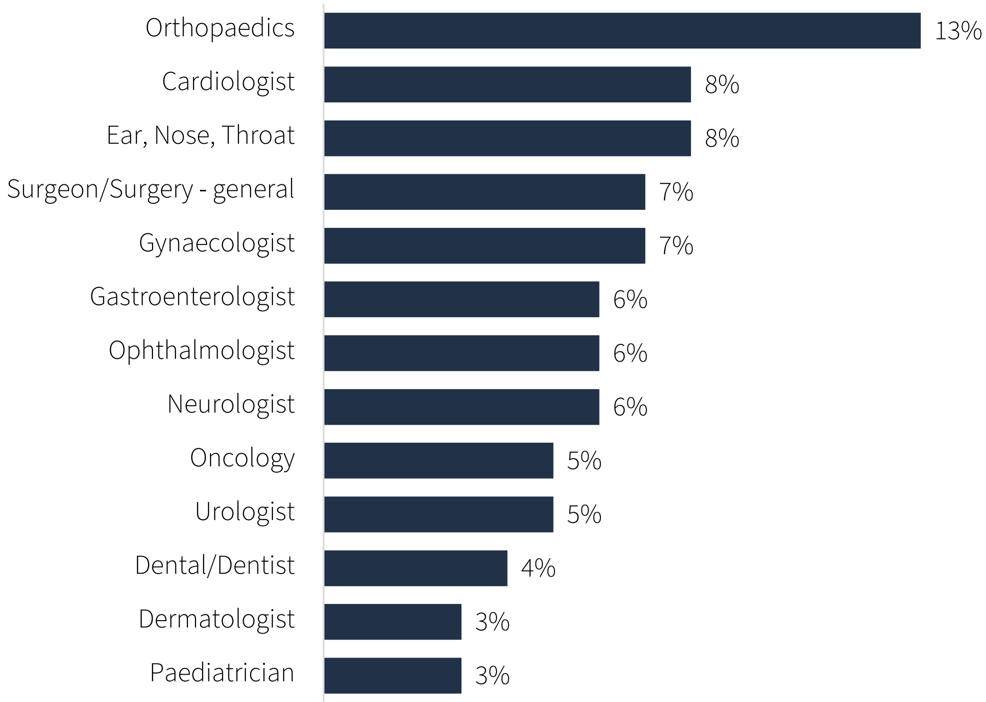

Not measured in 2022.
Q Which of the following healthcare or disability services did you require? (Please select all that apply) n=433

# Healthcare and Disability Services

Respondents who accessed a specialist outside the district were asked which specialist they required.

The most common specialist is an orthopaedic specialist (13%), followed by a cardiologist or an ear, nose, and throat specialist (8% each).

Specialists accessed outside of the district*




* New question in 2024.
Q Please specify the type of specialist. n=280

# Health & Access to Key Services

Respondents were asked if they wished to provide any other comments about healthcare in the district. A total of n=386 respondents provided comments with the main themes relating to healthcare infrastructure and access to services; these points are summarised below.

### Insufficient healthcare services and facilities

One of the primary and enduring concerns among respondents is the district's lack of essential healthcare facilities. Respondents expressed frustration with the inadequacy of the existing hospital, which is seen as outdated and insufficient for the growing population.

*"When are we getting a proper hospital and birthing unit. The population of the area is now one of the largest in the South Island and yet we are still so far behind it's laughable/dangerous to people's health."*

The lack of local hospital services and advanced healthcare facilities means many residents must travel long distances for appointments, treatments, and surgeries, usually in Dunedin, Invercargill, or Christchurch. The requirement to travel creates an additional and unwanted burden for those who are ill, but it is especially challenging for residents with higher needs, those who cannot drive long distances, or who can afford accommodation to stay out of the district.

*"The lack of appropriate health care services in a town of this size is appalling – it is a key stressor for family members who require medical treatment. The government's plans re Dunedin hospital are causing further stress."*

Key healthcare services that respondents mention are lacking in the district relate to mental health services, maternity services, surgeries, and treatments for severe illnesses. Unsurprisingly, respondents indicate that a new, fully-equipped hospital is needed to address these gaps.

### Inadequate emergency services

Respondents also note that the district lacks adequate emergency care facilities, per the above comments. Respondents appear concerned about the risk posed by the absence of a well-equipped emergency department, particularly for dealing with severe injuries or urgent medical situations. This point is particularly relevant given the district's focus on adventure tourism, which is perceived to be associated with greater incidences of trauma and injury.

Respondents note that helicopter services are frequently relied upon to transfer patients to emergency hospitals outside the district. A fully functioning emergency hospital that can handle severe conditions without transferring patients elsewhere is needed. Respondents also suggest that more ambulances and better emergency response infrastructure are necessary to meet the needs of the growing population.

# Health & Access to Key Services

## Access to healthcare generally

In addition to the above infrastructure issues, respondents also comment on the challenges around healthcare access generally. The primary areas respondents have concerns about are:

- **Higher cost of healthcare:** Many respondents perceive that healthcare costs are significantly higher than in other parts of New Zealand, making it difficult for people to access essential health services, particularly those without health insurance. Examples of services that are perceived as more expensive include blood tests, x-rays, dental care, GP visits, specialist appointments, and diagnostic tests.
- **Long wait times:** Respondents repeatedly comment on the wait times to see GPs; this particularly affects residents with severe or ongoing health conditions or those needing to see a GP quickly. Long wait times are also noted for specialist appointments and diagnostic procedures, e.g., MRIs, with respondents noting it can take months to access such appointments.
- **Staff shortages:** Some respondents note concerns about the stability and sustainability of the local healthcare workforce. Frequent changes in healthcare staff make it difficult for residents to maintain relationships with healthcare providers and have continuity of care. This point is particularly concerning for people with ongoing health issues or chronic conditions.


# Arts & Culture

*Respondents' views on arts and culture in the district, their connection to their culture, and their views on the celebration of culture.*

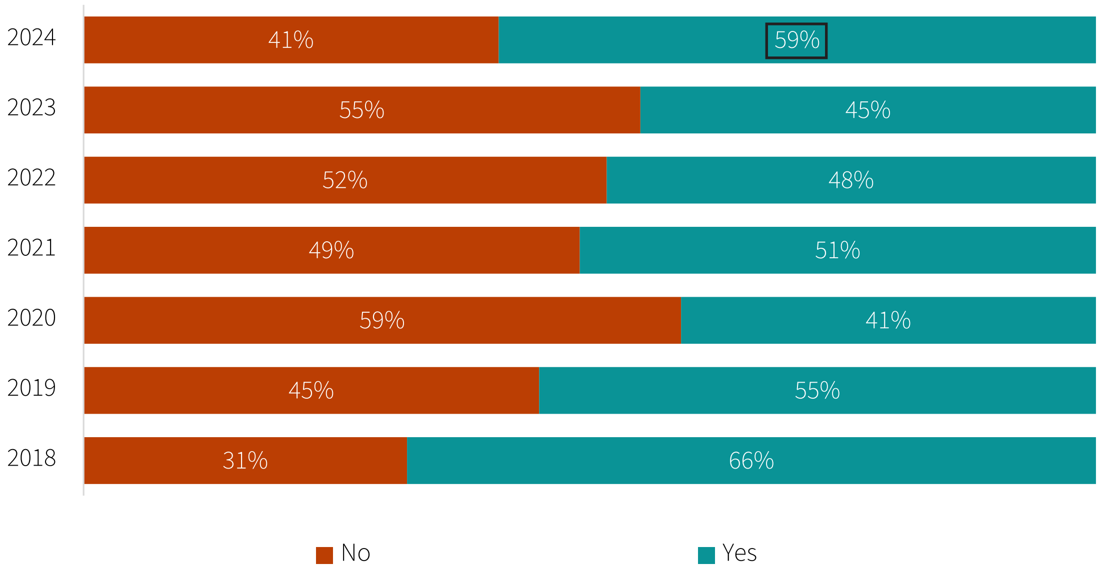
# Arts and Culture Events

Respondents were asked about their participation, performance, and attendance at events in the district.

This year, 59% of respondents indicate they have attended or participated in an event, a significant increase from the 2023 result and a reverse of the declining trend of recent years, although there has been a change in the question wording this year.

Respondents in Wānaka-Upper Clutha Ward are more likely to be involved in events in the district.

Participation, performance, or attendance at events in the district*




* Wording change in 2024; previous wording 'Have you participated in, performed at, or attended an arts or cultural event or place in the district in the last 12 months?'
A square box indicates the 2024 result is significantly higher or lower than the 2023 result.
Q Have you participated, performed at, or attended any events in the district in the last 12 months? n=1000

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# Preservation of Heritage Assets

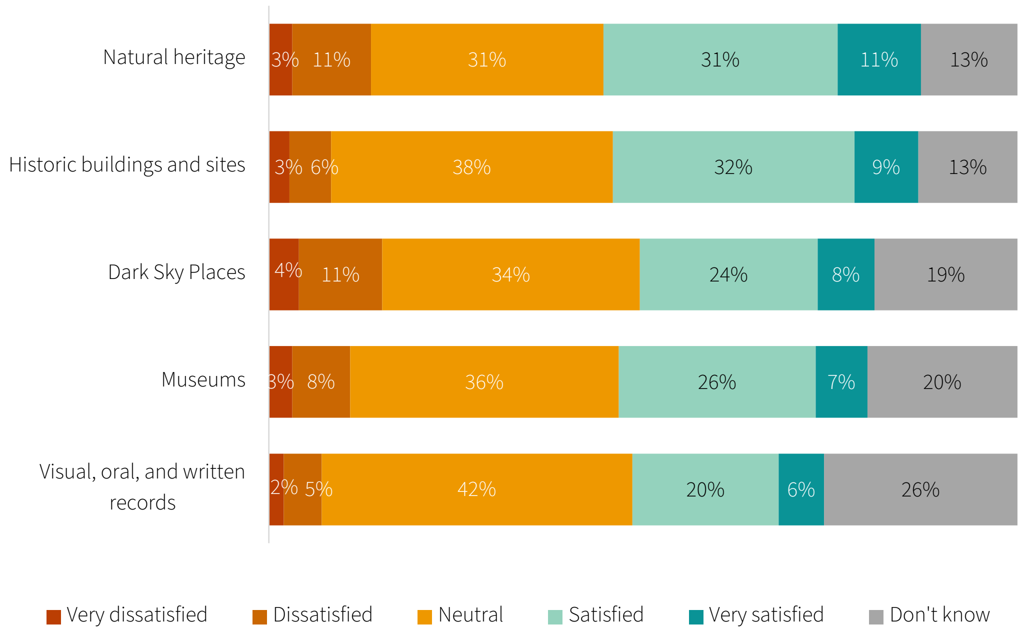
Respondents were asked about their views on preserving heritage assets in the district.

Respondents are most satisfied with the preservation of the district's natural heritage (42%) and historic buildings and sites (41%). Around one-third of respondents are satisfied with the preservation of Dark Sky Places and museums, with 26% satisfied with the preservation of visual, oral, and written records.

Generally, there are low levels of dissatisfaction across these measures, although a number of respondents provided a 'don't know' or neutral response.

The results for this year are similar to those from 2023. However, respondents' satisfaction with the preservation of Dark Sky Places increased.

## Preservation of heritage assets in the district*




## Preservation of heritage assets in the district: By year (total satisfied and very satisfied)

| | 2023 | 2024 |
|---|---|---|
| Natural heritage | 43% | 42% |
| Historic buildings and sites | 40% | 41% |
| Dark Sky Places | 22% | **32%** |
| Museums | 35% | 33% |
| Visual, oral, and written records | 22% | 26% |

* Wording change in 2024; Dark Sky heritage changed to Dark Sky Places, visual and written records changed to visual, written, and oral records.
Bold figures indicate the 2024 result is significantly higher or lower than the 2023 result.
Q How satisfied are you with the preservation of the following heritage assets in the district? (Please select one answer for each row) n=1000

# Personal Cultural Connection

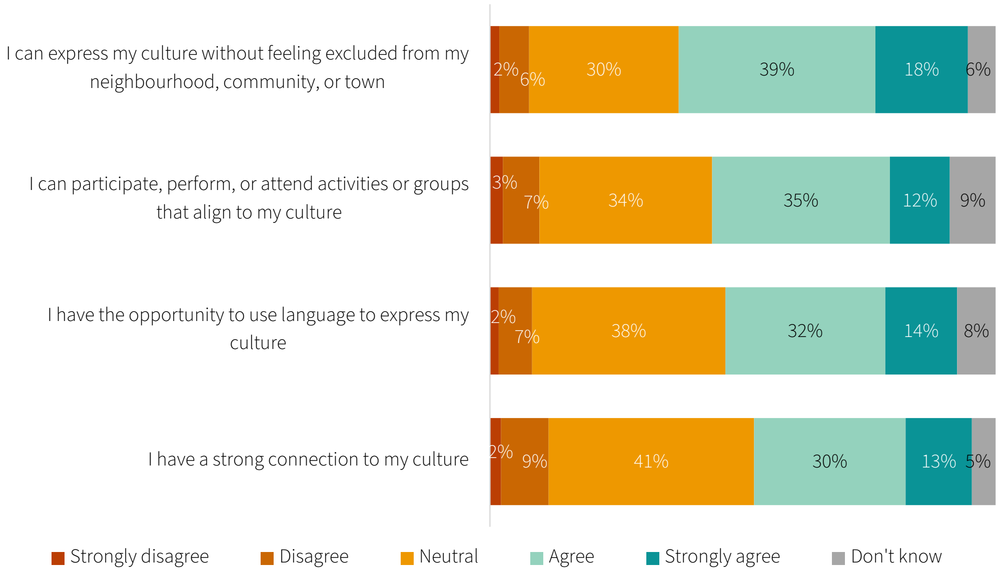
Respondents were asked about their views on a series of statements relating to their culture.

Fifty-seven percent of respondents agree that they can express their culture without feeling excluded from their community. Forty-seven percent agree they can participate in activities that align with their culture, and 46% can use language to express their culture. Forty-three percent agree they have a strong connection to their culture.

These results are similar to those of previous years; however, there seems to be a slow decline in net agreement regarding opportunities to use language to express culture.

The proportion of dissatisfaction ratings is relatively low for most statements. However, some notable differences exist within the data. Fifty percent of Pasifika respondents disagree that they can express their culture without feeling excluded, and 25% of Asian respondents disagree that they can participate in activities that align with their culture.

## Perceptions of personal cultural connections




## Perceptions of personal cultural connections: By year (total agree and strongly agree)

| | 2022 | 2023 | 2024 |
|---|---|---|---|
| I can express my culture without feeling excluded from my neighbourhood | 59% | 57% | 57% |
| I can participate, perform, or attend activities or groups that align to my culture | 49% | 49% | 47% |
| I have the opportunity to use language to express my culture | 50% | 48% | 46% |
| I have a strong connection to my culture | 43% | 40% | 43% |

Q Below are some statements relating to your culture. Please indicate how much you agree with the following statements. (Please select one answer for each row) n=1000

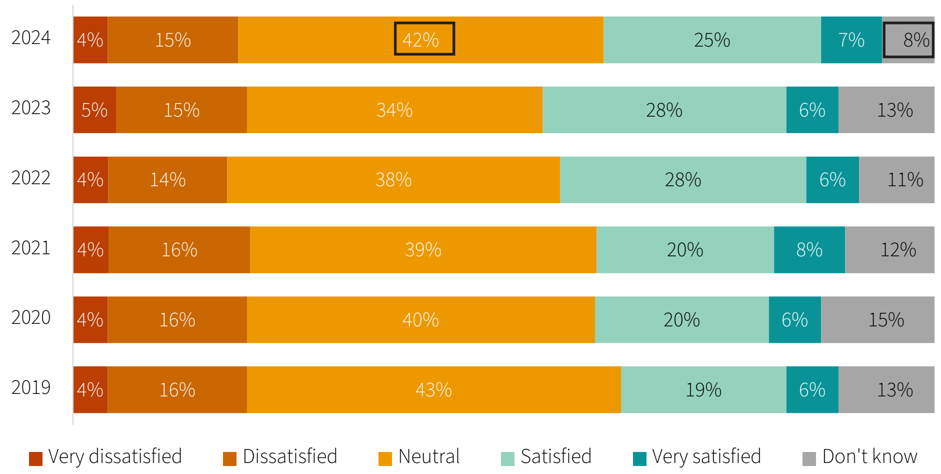
# Māori Culture

Respondents were asked about their level of satisfaction with the celebration of Māori culture in the district.

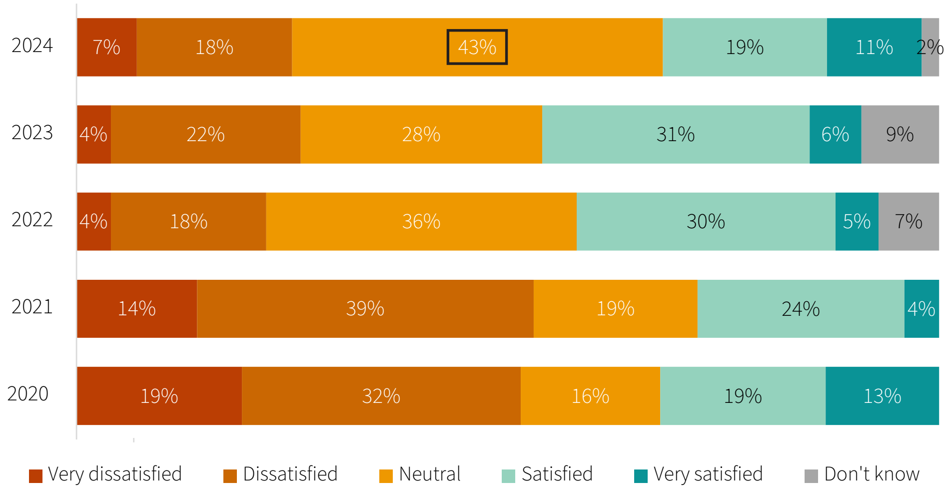
Thirty-two percent of respondents state they are satisfied with the celebration of Māori culture, while 19% are dissatisfied. Fifty percent provide either a neutral (42%) or 'don't know' (8%) response. This year's results show an increase in the proportion of neutral ratings, with slight shifts in other ratings, mostly the proportion of 'don't know' responses.

When responses are viewed among Māori respondents, 30% state they are satisfied with the celebration of Māori culture, while 25% are dissatisfied, and 45% provide either a neutral (43%) or 'don't know' (2%) response. This year's results show a marked decrease in the proportion of satisfied and 'don't know' responses and an increase in neutral and very dissatisfied responses.

## Celebration of Māori culture*




## Celebration of Māori culture: Among Māori respondents




* Wording change in 2024: removal of the term tangata whenua and Māori culture, replaced with Māori culture.
A square box indicates the 2024 result is significantly higher or lower than the 2023 result.
Q How satisfied or dissatisfied are you with the celebration of Māori culture in the district? n=1000, Māori base n=90

# Arts and Culture in the District

The image to the right shows the key statistics about arts and culture for the different wards within the district.

Respondents from Wānaka-Upper Clutha Ward have significantly higher participation in events, while those in Queenstown-Whakatipu Ward have much lower participation. Respondents from Wānaka-Upper Clutha Ward also have lower satisfaction with the preservation of historic buildings and museums. In comparison, respondents from Arrowtown-Kawarau Ward have much higher satisfaction with the preservation of historic buildings and museums.

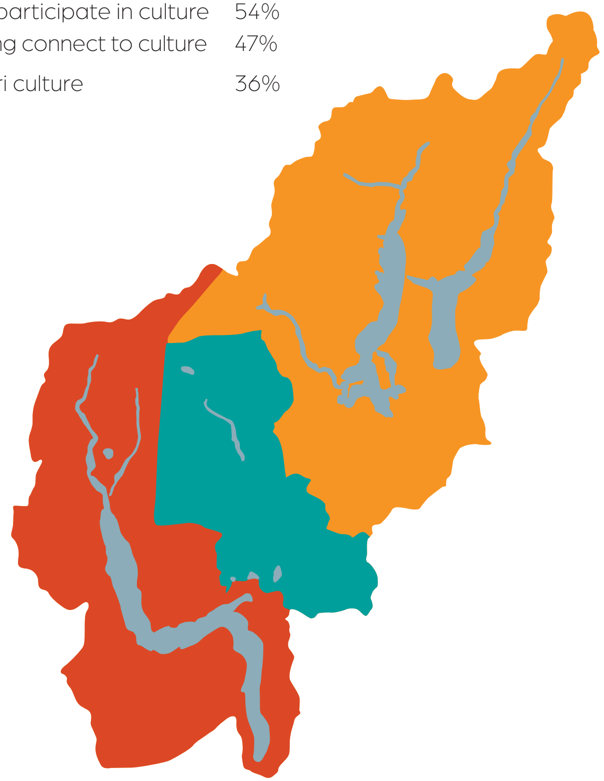
There are also some notable differences among communities. Respondents' event participation is lowest in Jack's Point (46%). Satisfaction with the preservation of heritage assets was much lower in Wānaka, particularly for buildings (25%), museums (16%), and Dark Sky Places (22%). However, satisfaction with the preservation of museums is significantly higher in Whakatipu Basin (66%).

## ARROWTOWN-KAWARAU WARD

| | |
|---|---|
| Participation | 61% |
| **Heritage perceptions** | |
| Buildings and sites | **49%** |
| Museums | **50%** |
| Visual, oral, and written | 31% |
| Natural heritage | 44% |
| Dark Sky Places | 34% |
| **Cultural perceptions** | |
| Can express culture | 59% |
| Can use language | 49% |
| Can participate in culture | 54% |
| Strong connect to culture | 47% |
| Māori culture | 36% |

## WĀNAKA-UPPER CLUTHA / MATA-AU WARD

| | |
|---|---|
| Participation | **66%** |
| **Heritage perceptions** | |
| Buildings and sites | 30% |
| Museums | 19% |
| Visual, oral, and written | 23% |
| Natural heritage | 39% |
| Dark Sky Places | 25% |
| **Cultural perceptions** | |
| Can express culture | 58% |
| Can use language | 47% |
| Can participate in culture | 45% |
| Strong connect to culture | 45% |
| Māori culture | 31% |



## QUEENSTOWN-WHAKATIPU WARD

| | |
|---|---|
| Participation | **53%** |
| **Heritage perceptions** | |
| Buildings and sites | 44% |
| Museums | 33% |
| Visual, oral, and written | 23% |
| Natural heritage | 44% |
| Dark Sky Places | 34% |
| **Cultural perceptions** | |
| Can express culture | 55% |
| Can use language | 43% |
| Can participate in culture | 44% |
| Strong connect to culture | 39% |
| Māori culture | 29% |

Bold figures indicate that the result for that ward is significantly higher than the results for all other wards.

# Arts & Culture

Respondents were asked if they wished to provide any other comments about arts and culture in the district. A total of n=241 respondents provided a comment, with the main themes relating to integrating Māori culture, cultural diversity, and the need for improved arts and cultural infrastructure; these points are summarised below.

## Māori culture integration

As seen in previous years, there continues to be a divide in perspectives on the place of Māori culture in the district. Some respondents strongly support increasing the visibility and celebration of Māori culture, with suggestions of more events, increased opportunities to learn te reo, and stronger representation in public spaces. Some note that this would enhance the visitor experience, while others feel that elevating Māori culture would help recognise the historical significance and rights of tangata whenua.

*"I would like to see more emphasis on things Māori, opportunities to learn te reo and weaving in particular."*

*"I think there needs to be more support for Te Ao Māori and Te Reo Māori kaupapa in the district. Mana Whenua are doing incredible mahi, and I know there are lots of mīharo QLDC staff in this area, too. kā mihi nui."*

However, other respondents consider Māori culture to be overly emphasised in the district, with concerns that it is being "forced" on the community at the expense of other cultural groups and the district's history.

*"Would welcome greater emphasis on celebrating Māori culture but not at the expense of the multicultural character of the population."*

*"I get a bit over the Māori culture being shoved in our faces. What about the other cultures and languages? One people – One country."*

The most notable example of this division in views relates to introducing te reo Māori signage or renaming places to reflect traditional Māori names. Some respondents view the use of te reo as unnecessary and confusing, especially for tourists, and state that English should be the sole language for such communications.

*"Regarding the Māori language changing of signs and name places – it is ridiculous and should be left as English and I am married to a Māori and my children are Ngāi Tahu, but I hate the māori words that are thrown around. Also, Wakatipu does not have a H in it."*

In contrast, other respondents advocate for a balance between Māori and English to reflect New Zealand's bicultural heritage.

*"I am Pākehā, but I think we need more evidence of Māori culture, including the naming of places, streets and so on."*

# Arts & Culture

Irrespective of the views, this is an enduring issue for the district and has presented itself in prior survey results. Some respondents feel there needs to be a softer approach to incorporating Māori culture into the community. In particular, an approach based on education and inclusivity for all cultures could assist in reducing the cultural divide.

*"I have always been interested in culture, specifically past and historic buildings. I have found that the strong focus on Māori language/culture and expectations on acquiring, understanding and acknowledging this has become very intense. It should be about choice and interest rather than feeling pressured. There are many cultures and languages within New Zealand and our district. I understand and acknowledge our early history, but let's be encouraging instead of demanding."*

## Cultural diversity and representation

In keeping with the above point, many respondents called for greater inclusivity and representation of all cultures within the district. Some respondents feel that the heritage and role of European, Chinese, and other immigrant communities are underrepresented across the cultural landscape, meaning that the district's multicultural character is not fully recognised. Events celebrating various cultures, including festivals for different ethnicities, are seen as necessary for fostering a more inclusive community.

*"I believe we should see more diversity from all cultures in our district."*

Several residents expressed concerns about the underrepresentation of local history, particularly the contribution of early European and Chinese settlers. Calls for more historical displays, better heritage building preservation, and increased museum funding are prevalent.

*"I am of Scottish heritage, and proudly so. The history of this district is closely aligned with my heritage which is why I grow increasingly dissatisfied with this district's lack of respect for its heritage. Buildings are neglected, and trees planted generations ago are removed. I would like to see more public celebrations of this district's heritage, which reflect its European/Chinese history and settlement. After all, it is those hardy early settlers who created the district we enjoy today. Additionally, we have a "district" museum established in Arrowtown, paid for by all ratepayers, which depicts virtually no history from the Upper Clutha. This needs to be remedied."*

There is a desire for more community events that celebrate diverse cultures, including child-friendly and family-oriented activities. While some residents appreciate events such as Matariki and cultural festivals, there is a desire for more local events that reflect the district's diverse cultural makeup.

## Arts and culture infrastructure

In addition to the comments about increased cultural events, respondents also call for greater support and investment in the arts generally. Many respondents highlighted the lack of public museums, art centres, and performance spaces, particularly in areas outside central Queenstown.

# Arts & Culture

There is a call for better facilities to host cultural events and exhibitions for local artists and attract national and international performers. In saying this, respondents recognise the value Te Atamira provides the district, which is seen as a positive addition to the community.

*"Would love to see more workshops at Te Atamira, especially over winter. Love Te Atamira as a whole, great asset for Queenstown."*

In addition to the physical infrastructure, respondents also note the importance of more funding and support for the arts community, such as music, theatre, and visual arts. Some respondents mention the importance of local government supporting such initiatives to encourage a wider range of artistic endeavours. Such financial investment is important to foster a vibrant arts scene now and in the future.

*"More emphasis/funding to enable the growth of Te Atamira and its projects as it is vital for an ongoing vibrant and engaged community....we [charitable foundation] are very appreciative of Council's support but continue to rely on donor support to keep our future generations in music lessons."*

# Transport

*Respondents' use of alternative transport modes and their views on public transport in the district.*

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# Transport Perceptions

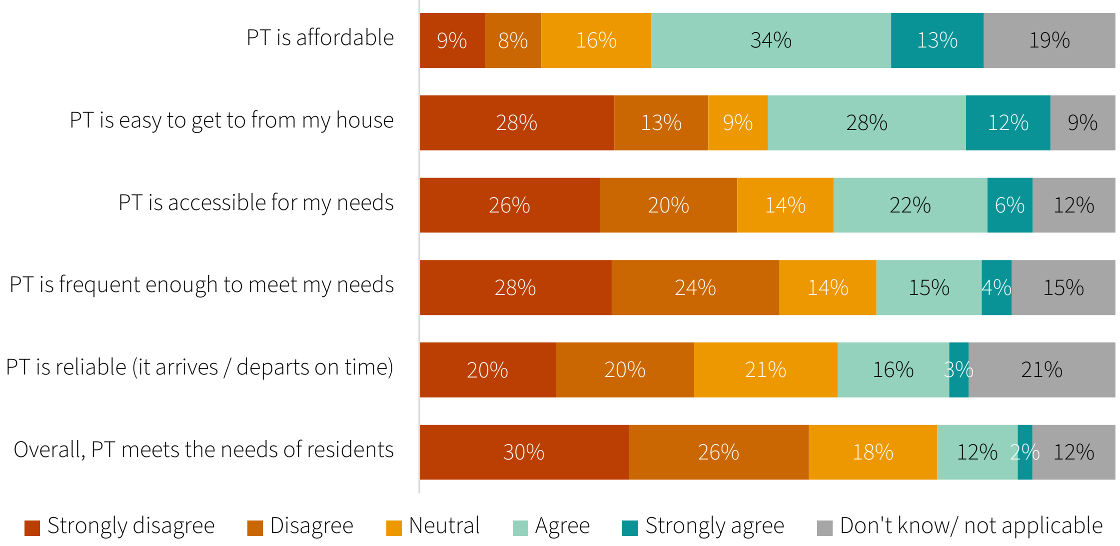
Respondents were asked for their agreement with a series of statements regarding public transport in the district.

Forty-seven percent of respondents agree that public transport is affordable, while 40% agree it is easy to access from their house.

Agreement with most other statements is much lower, with high levels of disagreement. The lowest levels of agreement relate to the frequency (19%) and reliability (19%) of the public transport system, with only 14% of respondents agreeing that the transport system meets the district's needs.

Perceptions of transport have declined over time, and although there have been slight lifts in perceptions this year for some measures, most views are markedly lower than when monitoring commenced in 2018.

## Perceptions of public transport (PT) across the district




## Perceptions of public transport (PT) across the district: By year (total agree and strongly agree)

| | 2018 | 2019 | 2020 | 2021 | 2022 | 2023 | 2024 |
|---|---|---|---|---|---|---|---|
| PT is affordable | 60% | 57% | 54% | 56% | 55% | 52% | **47%** |
| PT is easy to get to from my house | 46% | 38% | 47% | 39% | 40% | 43% | 40% |
| PT is accessible for my needs | - | - | - | - | 27% | 29% | 28% |
| PT is frequent enough to meet my needs | 40% | 28% | 37% | 22% | 14% | 17% | 19% |
| PT is reliable (it arrives/ departs on time) | 32% | 25% | 28% | 27% | 13% | 14% | **19%** |
| Overall, PT meets the needs of residents | 33% | 22% | 31% | 20% | 12% | 12% | 14% |

- Not measured this year.
Bold figures indicate the 2024 result is significantly higher or lower than the 2023 result.
Q Thinking about the public transport in the district, how strongly do you agree or disagree with the following statements? n=1000

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# Public Transport in the District

The image to the right illustrates the public transport perceptions of respondents from different wards in the district.

Respondents from Queenstown-Whakatipu Ward and Arrowtown-Kawarau Ward have more positive perceptions of public transport, while those in the Wānaka-Upper Clutha Ward have much poorer perceptions, most likely as there are no services in this area.

At a community level, results are much higher among respondents from Frankton and Arthur's Point, Lake Hayes and Shotover Country, Queenstown, and Sunshine Bay-Fernhill.

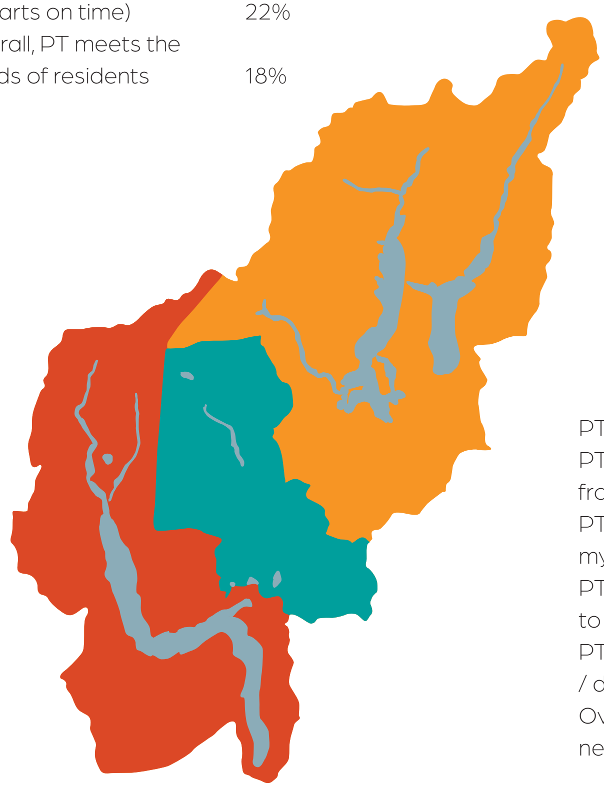
The results are significantly lower among respondents from Hāwea and Hāwea Flat, Albert Town, Wānaka, Other Wānaka, and Other Whakatipu areas.

**ARROWTOWN-KAWARAU WARD**

| | |
|---|---|
| PT is affordable | **66%** |
| PT is easy to get to from my house | **58%** |
| PT is accessible for my needs | **39%** |
| PT is frequent enough to meet my needs | 23% |
| PT is reliable (it arrives / departs on time) | 22% |
| Overall, PT meets the needs of residents | 18% |

**WĀNAKA-UPPER CLUTHA / MATA-AU WARD**

| | |
|---|---|
| PT is affordable | 9% |
| PT is easy to get to from my house | 4% |
| PT is accessible for my needs | 4% |
| PT is frequent enough to meet my needs | 3% |
| PT is reliable (it arrives / departs on time) | 8% |
| Overall, PT meets the needs of residents | 2% |



**QUEENSTOWN-WHAKATIPU WARD**

| | |
|---|---|
| PT is affordable | **65%** |
| PT is easy to get to from my house | **57%** |
| PT is accessible for my needs | **40%** |
| PT is frequent enough to meet my needs | **30%** |
| PT is reliable (it arrives / departs on time) | **25%** |
| Overall, PT meets the needs of residents | **20%** |

Bold figures indicate that the result for that ward is significantly higher than the results for all other wards.

# Safety Perceptions

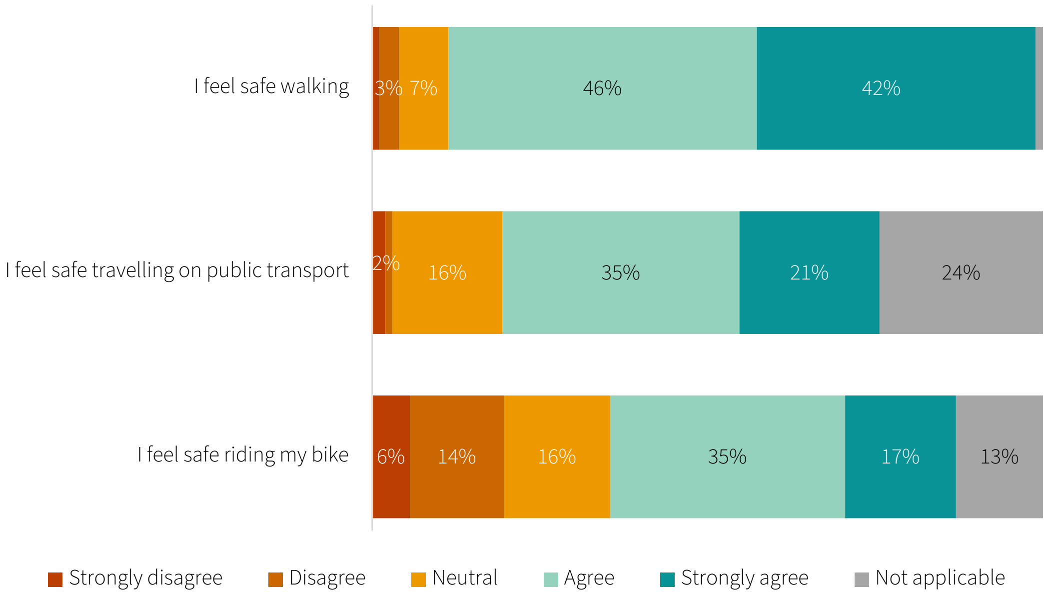
This year, a new question asked respondents about their views on the safety of alternative transport modes.

The majority of respondents, 88%, agree that they feel safe when walking, 56% agree that they feel safe travelling on public transport, and 52% state they feel safe riding their bike.

For those who do not feel safe travelling on public transport, 60% state that there is no transport or that it is irregular/unreliable (12%). Those who do not feel safe cycling state that the roads are unsafe for cyclists (45%), that there are no cycle lanes (12%), that there is a need for more bike trails (8%), and that dangerous drivers or constant road cones cause safety issues (7% each).

The top reasons for feeling unsafe walking are the lack of footpaths (23%), rude/entitled cyclists (17%), inconsiderate or dangerous drivers (12%), and bikers travelling on footpaths or walking trails (10%).

## Perceptions of safety of alternative transport means*




*New question in 2024.
Q Thinking about the following alternate modes of transport, how strongly do you agree or disagree with following statements as a means of transport? n=1000
Q What specifically about travelling on these transport modes makes you feel unsafe? (If there are multiple transport modes you feel unsafe on, please specify which you are referring to) Base walking n=28, public transport n=17, cycling n=125

# Use of Different Transport Modes

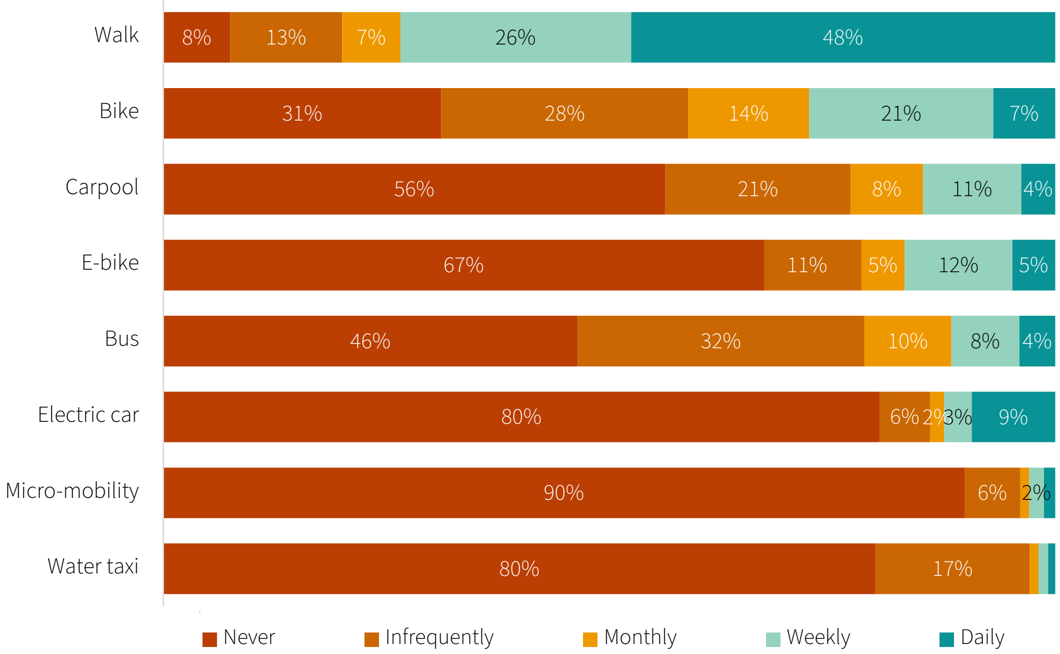
Respondents were asked how often they used alternative modes of transport.

The most common form of alternative transport is walking, with 81% of respondents undertaking it daily, weekly, or monthly. The next most commonly used transport modes are biking (42%), carpooling (23%), and e-biking or bussing (22% each).

This year, the proportion of respondents who walk at least monthly has significantly increased.

Respondents under 25 are more likely to carpool at least monthly, while respondents over 55 are more likely to e-bike at least monthly. Male respondents are more likely to use micro-mobility or bike at least monthly.

## Use of different transport modes*




## Use of different transport modes: By year (use at least monthly)

| | 2022 | 2023 | 2024 |
|---|---|---|---|
| Walk | 69% | 64% | **81%** |
| Bike | 37% | 41% | 42% |
| Carpool | 20% | 20% | 23% |
| E-bike | 15% | 14% | 22% |
| Bus | 22% | 22% | 22% |
| Electric car | 9% | 11% | 14% |
| Micro-mobility | – | – | 4% |
| Water taxi | 4% | 3% | 3% |

– Not measured this year.
* Question wording change in 2024, the term 'to a car' was removed from the end of the question.
Bold figures indicate the 2024 result is significantly higher or lower than the 2023 result.
Q How often do you typically use the following transport methods? n=1000

KEY HIGHLIGHTS
HOME
PROJECT BACKGROUND
OUR DISTRICT
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JOBS & INCOME
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ARTS & CULTURE
**TRANSPORT**
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# Transport Modes in the District

The image to the right shows the use of alternative modes of transport (combined monthly, weekly, and daily use) across the district's wards.

Respondents from all three wards are frequent walkers, with those in Queenstown-Whakatipu Ward also more likely to use a bus. Respondents from Wānaka-Upper Clutha Ward are significantly more likely to use an electric vehicle and far less likely to use a bus.

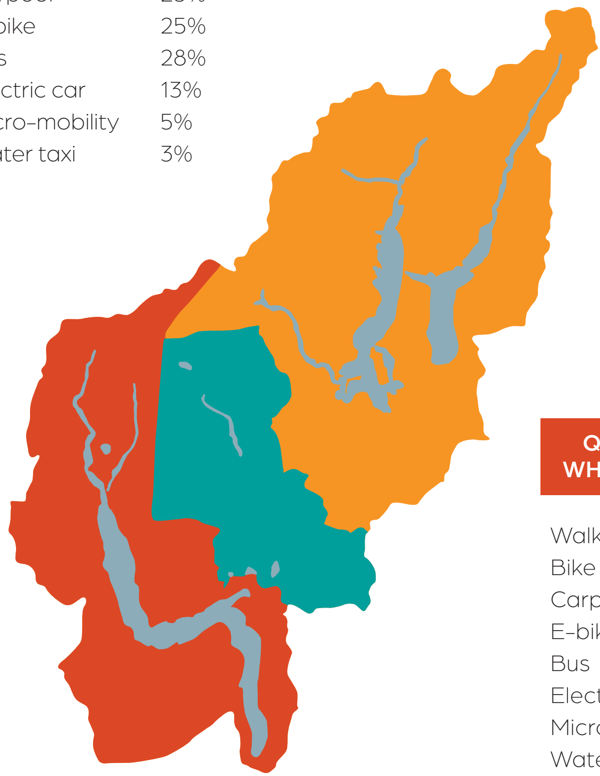
At a community level, respondents from Sunshine Bay-Fernhill (53%), Frankton, and Arthur's Point (49% each) are significantly more likely to use a bus. In comparison, respondents from Jack's Point are significantly more likely to use a water taxi (10%). Respondents from Whakatipu Basin are more frequent users of both e-bikes (51%) and micro-mobility options (23%).

**ARROWTOWN-KAWARAU WARD**

| | |
|---|---|
| Walk | 76% |
| Bike | 45% |
| Carpool | 23% |
| E-bike | 25% |
| Bus | 28% |
| Electric car | 13% |
| Micro-mobility | 5% |
| Water taxi | 3% |

**WĀNAKA-UPPER CLUTHA / MATA-AU WARD**

| | |
|---|---|
| Walk | 85% |
| Bike | 47% |
| Carpool | 24% |
| E-bike | 23% |
| Bus | 2% |
| Electric car | **19%** |
| Micro-mobility | 5% |
| Water taxi | 1% |



**QUEENSTOWN-WHAKATIPU WARD**

| | |
|---|---|
| Walk | 79% |
| Bike | 34% |
| Carpool | 23% |
| E-bike | 18% |
| Bus | **32%** |
| Electric car | 11% |
| Micro-mobility | 2% |
| Water taxi | 4% |

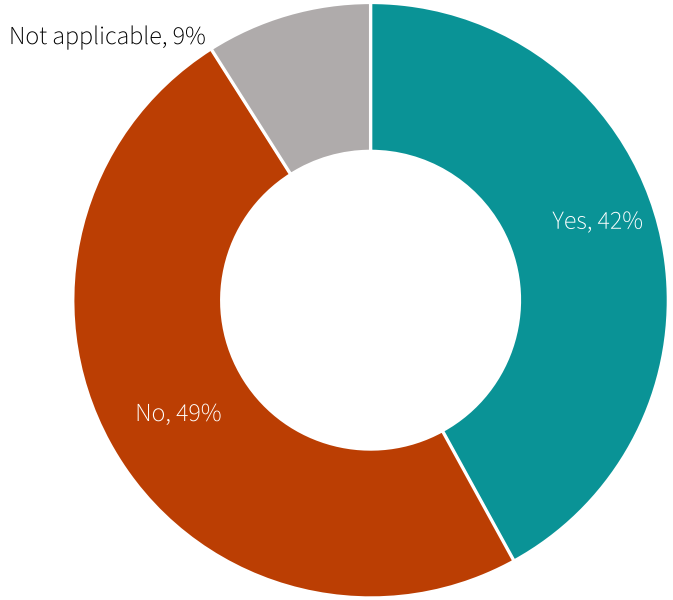
Bold figures indicate that the result for that ward is significantly higher than the results for all other wards.

# Use of Alternative Modes

Respondents were asked about their use of petrol or diesel vehicles.

Forty-two percent of respondents indicate that they have chosen to use their petrol or diesel vehicle less by using alternate modes of transport or active transport. Forty-nine percent indicate they have not used their petrol or diesel vehicle less, and 9% state this is not applicable.

Using petrol or diesel vehicles less by using alternate modes of transport*




* New question in 2024.
Q In the last 12 months, have you chosen to use your petrol or diesel vehicle less by using alternate modes of transport or active travel? (Examples of alternate modes of transport include bus, water taxi, carpool, electric car, while active travel examples include walking, biking, e-bike)? n=1000

# Transport

Respondents were asked if they wished to provide any other comments about transport in the area. A total of n=416 respondents provided a comment, with the main themes relating to public transport availability and scheduling, congestion, and the infrastructure required to encourage alternative and active modes of transport; these points are summarised below.

## Public transport availability and scheduling

A number of respondents commented on the inadequacy of public transport, particularly in the Wānaka and Hāwea areas. Respondents indicate a desire for more frequent, reliable, and accessible bus services throughout the district, with some stating that the lack of public transport results in greater reliance on travelling in private vehicles.

*"I want to drive less but struggle with the bus services—they don't come at the right times or frequently enough, and some of the routes take even longer now that new stops have been introduced. Express services should be introduced for peak times—we're not just a tourist town, so commuters and school families should be better catered for."*

Some respondents emphasise the need for more public transport options that accommodate various schedules, such as those of shift workers and school children. Others suggest expanding services like water taxis and introducing new transport solutions like gondolas or light rail. The key concerns revolve around the need for better planning and more diverse and reliable public transport modes to support the growing population and the increasing visitor numbers.

*"The ORC bus timetable is incredibly unreliable. I try to catch the 5PM bus from Arthur's to Arrowtown as often as possible, but it never shows up. Despite numerous calls, emails, and complaints to ORC, it seems like they make up the schedule on the spot and don't activate their trackers. This makes it impossible to rely on their service; I try to do the right thing by the district and catch the bus to reduce congestion and private vehicle use, but it's impossible."*

## Increased congestion in the central city

This year, there have been a significant number of comments about how poor traffic flow and increased congestion are affecting residents' travel in the district. Some respondents state they avoid the central area, while others note the need to account for delays when travelling around the district.

*"Love the bike trails for travel to work and for recreation. I'm happy to donate to trails trust to keep the access available. Travel at peak times is a problem so I avoid the roads at those times. Bus is no longer direct to Queenstown so is not an efficient way to travel to work and is unreliable due to amount of traffic on roads, it's never on time."*

# Transport

Respondents attribute the increased congestion to a combination of insufficient public transport options and poor infrastructure management, resulting in continual road works. Comments in this area suggest a simmering frustration among respondents about the impact of poor traffic flow on their lives. These feelings are compounded by the often-publicised infrastructure maintenance cost, leading to negative impressions of the council's fiduciary management.

*"The congestion on the roads, constantly exacerbated by the roadworks, is awful and makes one reconsider where and when to go somewhere. When roading is incorrectly sealed then ripped up weeks later is beyond comprehension. Incompetence causing money wastage, inconvenience for those living alongside the affected area and negatively impacts acceptable traffic flow. The way the public is ruthlessly ticketed by QLDC via Cougar Security is cause for concern. The backlash over this is rippling through the community. Much negativity is being felt over this!!!"*

## Alternative transport modes

Across the responses, there was a call for greater investment in alternative transport infrastructure, such as cycling and walking paths. Respondents note that these are especially needed between suburbs and key destinations. Some respondents note the difficulty of biking or walking safely around their area due to the lack of infrastructure or insufficient safety features on the infrastructure that is in place.

*"There needs to be a bike and walking bridge across from Quail Rise to the other side of the main road, or an underpass. It is a matter of time before someone is killed. It is easily avoidable and relatively cheap."*

Some respondents suggest that more consideration must be given to transport around the district where main routes must accommodate vehicles and those using active transport modes. Future planning needs to account for an inevitable increase in traffic so that cars and bikes can safely utilise the route.

*"Ensure active transport paths are completed along main routes; when roundabouts are developed, the bike/walk path stops and doesn't continue beside the highway so the bike path can be connected to the bike path on side roads nearby."*

*"A bike path between Jack's Point and Frankton needs to be constructed urgently. Biking on SH6 is dangerous given the amount of traffic and the condition of the road."*


# Neighbourhoods

*Respondents' views on the their neighbourhood's dynamics and how well their neighbourhood is prepared for an emergency.*

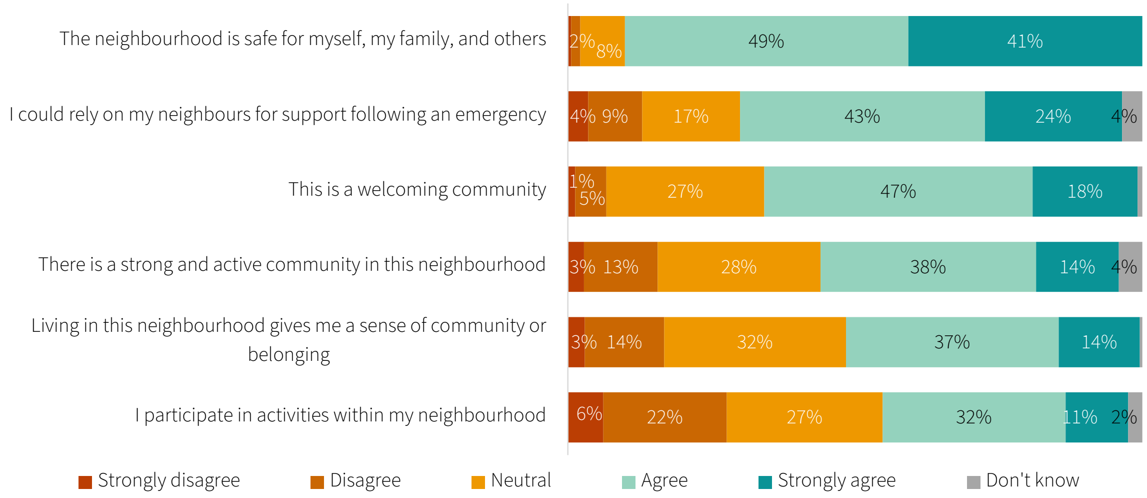
# Neighbourhood Perceptions

Respondents were asked about their perceptions of their neighbourhood dynamics.

Most respondents (90%) agree that their neighbourhood is safe. Just over two-thirds of respondents agree they can rely on their neighbours, and 65% agree they have a welcoming community. Around half of respondents agree there is a strong and active community in their area (52%) and that they have a sense of belonging (51%). At a lower level, 43% agree that they participate in activities in their neighbourhood.

Older respondents (65+) and Pākehā respondents are more likely to agree that their neighbourhood is safe, they have a sense of belonging, and they can rely on their neighbours in an emergency. Respondents under 39 years are less likely to agree that they feel a sense of community or participate in community activities. Asian respondents are less likely to agree they can rely on their neighbours in an emergency.

## Perceptions of neighbourhood dynamics




Q Thinking about the neighbourhood where you live, please indicate how strongly you agree or disagree with the following statements? n=1000

# Neighbourhood Perceptions continued

This year's results are similar to those from 2023. However, there has been a slow decline over time in agreement with statements relating to having an active community, having a sense of belonging, and participating in community activities.

Perceptions of neighbourhood dynamics: By year (total agree and strongly agree)

| | 2018 | 2019 | 2020 | 2021 | 2022 | 2023 | 2024 |
|---|---|---|---|---|---|---|---|
| The neighbourhood is safe for myself, my family, and others | – | 91% | 92% | 92% | 91% | 91% | 90% |
| I could rely on my neighbours for support following an emergency | – | – | – | – | – | – | 67% |
| This is a welcoming community | – | – | – | 66% | 64% | 66% | 65% |
| There is a strong and active community in this neighbourhood | 58% | 55% | 55% | 57% | 54% | 55% | 52% |
| Living in this neighbourhood gives me a sense of community or belonging | 63% | 61% | 61% | 57% | 53% | 51% | 51% |
| I participate in activities within my neighbourhood | 50% | 49% | 38% | 45% | 43% | 46% | 43% |

– Not measured this year.

KEY HIGHLIGHTS
HOME
PROJECT BACKGROUND
OUR DISTRICT
HOUSING
JOBS & INCOME
HEALTH & ACCESS TO KEY SERVICES
ARTS & CULTURE
TRANSPORT
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# Neighbourhoods in the District

The image to the right details the neighbourhood perceptions across different wards in the district.

The majority of respondents in each ward agree that their neighbourhood is safe and that they can rely on their neighbours. However, this sentiment is particularly true among respondents in Wānaka-Upper Clutha Ward; these respondents are also more likely to participate in activities in their community. Respondents in Queenstown-Whakatipu Ward are much less likely to agree that they can rely on their neighbours or participate in neighbourhood activities.

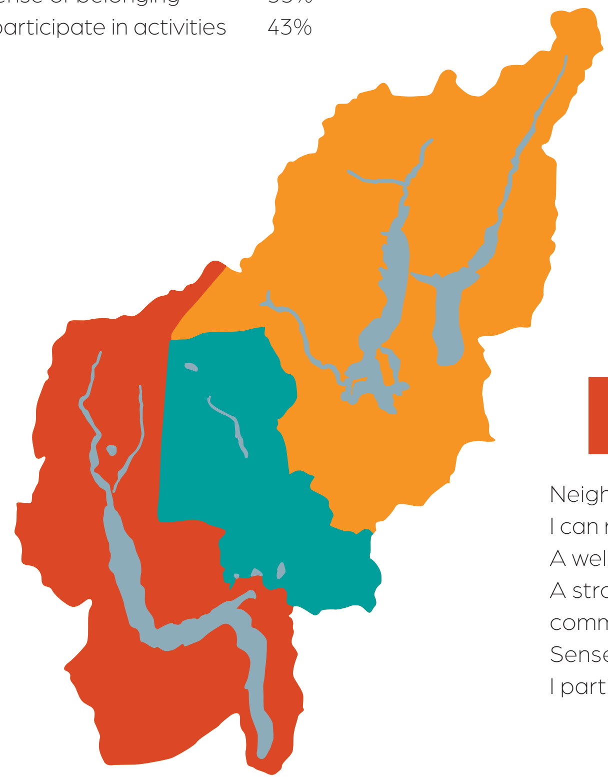
At a community level, respondents from Albert Town, Arthur's Point, and Other Whakatipu are more likely to agree with several statements about their community. In comparison, Lake Hayes Estate, Shotover Country, and Queenstown respondents are less likely to agree with several statements about their community. These results are shown in tabulated format overleaf.

**ARROWTOWN-KAWARAU WARD**

| | |
|---|---|
| Neighbourhood is safe | 89% |
| I can rely on my neighbours | 67% |
| A welcoming community | 66% |
| A strong and active community | 51% |
| Sense of belonging | 55% |
| I participate in activities | 43% |

**WĀNAKA-UPPER CLUTHA / MATA-AU WARD**

| | |
|---|---|
| Neighbourhood is safe | **95%** |
| I can rely on my neighbours | **73%** |
| A welcoming community | 70% |
| A strong and active community | 58% |
| Sense of belonging | 54% |
| I participate in activities | **50%** |



**QUEENSTOWN-WHAKATIPU WARD**

| | |
|---|---|
| Neighbourhood is safe | 87% |
| I can rely on my neighbours | 60% |
| A welcoming community | 61% |
| A strong and active community | 48% |
| Sense of belonging | 47% |
| I participate in activities | 37% |

Bold figures indicate that the result for that ward is significantly higher than the results for all other wards.

# Neighbourhoods in the District

Perceptions of neighbourhood dynamics: By community (total agree and strongly agree)

| | Albert Town | Arrowtown | Arthurs Point | Frankton | Hāwea and Hāwea Flat | Jacks Point | Lake Hayes Estate and Shotover Country |
|---|---|---|---|---|---|---|---|
| The neighbourhood is safe for myself, my family, and others | 98% | 98% | 96% | 92% | 87% | 86% | 84% |
| I could rely on my neighbours for support following an emergency | **86%** | 69% | 83% | 59% | 76% | 60% | 61% |
| This is a welcoming community | **87%** | 68% | 90% | 57% | 68% | 69% | 60% |
| There is a strong and active community in this neighbourhood | **77%** | 62% | **84%** | 40% | 55% | 58% | **36%** |
| Living in this neighbourhood gives me a sense of community or belonging | 68% | 69% | **80%** | 46% | 49% | 47% | 41% |
| I participate in activities within my neighbourhood | 60% | 56% | 62% | 39% | 45% | 36% | **25%** |

| | Other Wanaka | Other Whakatipu | Queenstown | Sunshine Bay–Fernhill | Wānaka | Whakatipu Basin |
|---|---|---|---|---|---|---|
| The neighbourhood is safe for myself, my family, and others | 96% | 98% | 84% | **74%** | **96%** | 87% |
| I could rely on my neighbours for support following an emergency | 83% | **92%** | 52% | 54% | 69% | 73% |
| This is a welcoming community | 76% | 80% | **41%** | 62% | 65% | 62% |
| There is a strong and active community in this neighbourhood | 79% | **82%** | **25%** | 47% | 51% | 60% |
| Living in this neighbourhood gives me a sense of community or belonging | 76% | **82%** | **32%** | 41% | 49% | 58% |
| I participate in activities within my neighbourhood | 53% | **71%** | **18%** | 31% | 48% | **68%** |

Bold figures indicate that the result for that community is significantly higher than the results for all other communities.

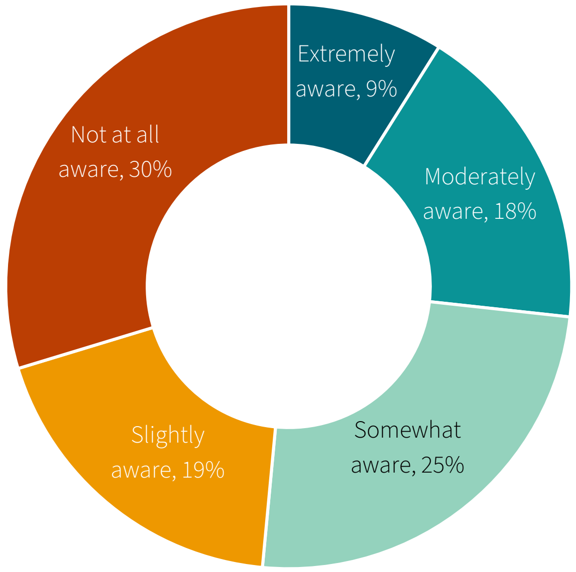
# Community Associations

This year, a new question asked respondents about their awareness of the community associations in their area.

Overall, 27% of respondents are extremely or moderately aware of the work the organisations undertake, with 25% stating they are somewhat aware. Nineteen percent are slightly aware of their local community association's work, and only 30% are not aware of the work at all.

Respondents from Arthur's Point and Glenorchy have the highest levels of awareness, while those in Hanley's Farm, Queenstown, or Wānaka have the lowest levels of awareness.

Awareness of local community association's work*




* New question in 2024.
Q How aware are you of your local community association and the work they do? (Community associations actively represent and advocate for the needs and interests of their local community) n=1000

# Emergency Resilience

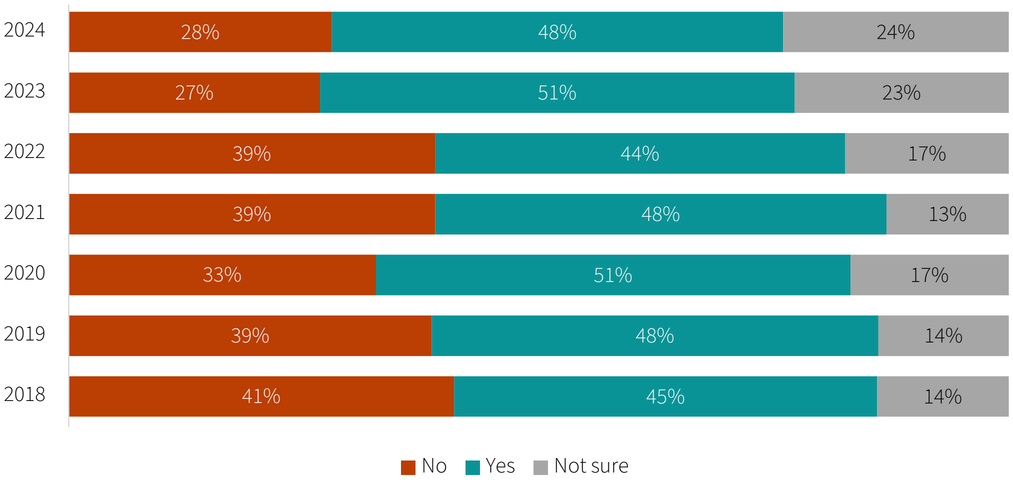
Respondents were asked about their views on their personal and neighbourhood emergency resilience.

This year, 48% of respondents consider themselves to be personally resilient in an emergency, while only 20% state that their neighbourhood is resilient.

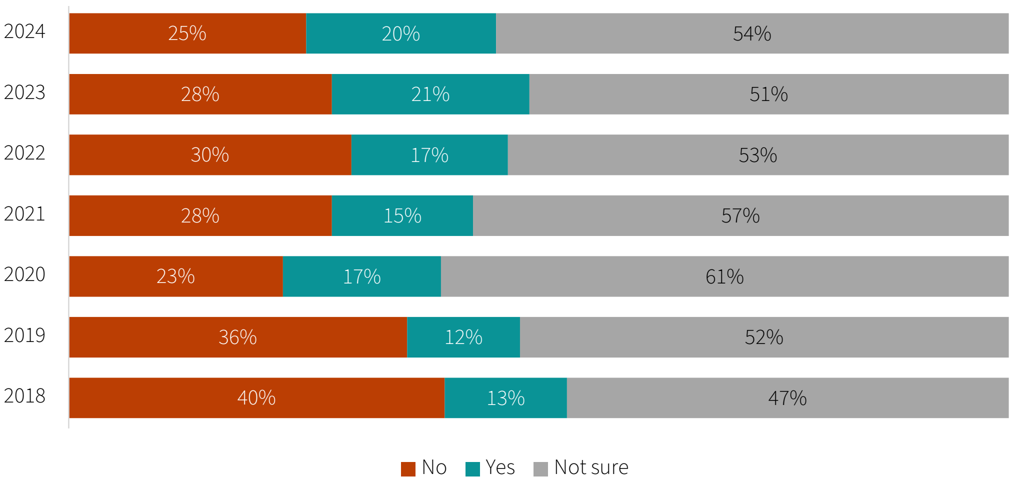
These results are similar to those from 2023, although perceptions of neighbourhood resilience have increased slowly over time.

Respondents from the Other Whakatipu community are significantly more likely to consider themselves and their neighbourhood resilient and prepared for an emergency.

## Personal resilience




## Neighbourhood resilience




Q Do you consider yourself and your neighbourhood resilient and prepared for an emergency event? n=1000

# Recommendation and Pride

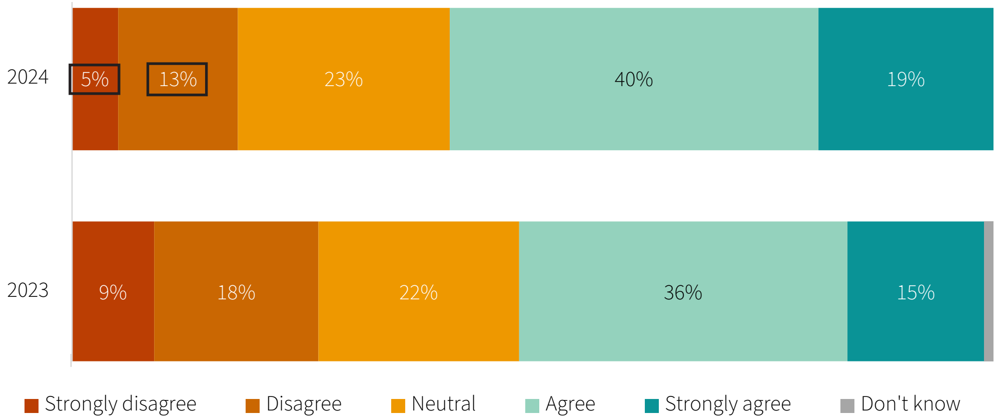
Respondents were asked about their views on recommending the district to others and their pride in the district.

Overall, 59% of respondents agree that they would recommend living and working in the district to others, while 18% disagree and 23% provide a neutral rating. These results show a slight improvement from the 2023 results, with 8% more respondents agreeing and fewer disagreeing (9%).

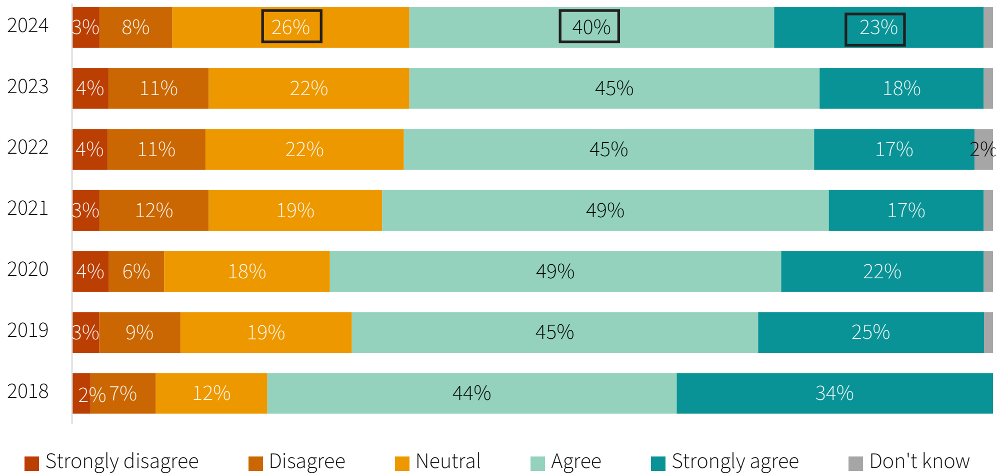
Regarding pride in the district, 63% of respondents agree they are proud of the district, while only 11% disagree, and 26% provide a neutral rating. This year's results show a decline in the proportion of respondents who disagree and an increase in the proportion who strongly agree.

The strongest agreement with both of these statements is among respondents over the age of 65 years. There are no significant differences in either pride or recommendation of the district among respondents in different wards or communities.

## Recommendation of the district




## Pride in the district




A square box indicates the 2024 result is significantly higher or lower than the 2023 result.
Q How much do you agree or disagree with the following statement: 'I feel a sense of pride in the district'? n=1000
Q How much do you agree or disagree with the following statement: 'I would recommend living and working in the district'? n=1000

# Neighbourhoods

Respondents were asked if they wished to provide any other comments about their neighbourhood. A total of n=245 respondents commented, with the main themes relating to the declining community feel and social connections, and the council's management of neighbourhood infrastructure; both of these points are covered below.

It should also be noted that a number of comments were also made in relation to the district's housing cost. The cost of housing has been an enduring theme for a number of years and is explored in greater detail in the housing section.

## Community and social connection

Many respondents note their neighbourhoods seem to be losing the "close-knit " feeling they once had. This sentiment is particularly strong in areas with a high concentration of holiday homes and short-term rentals, where properties are often empty or occupied by different people week-to-week, making it difficult to establish relationships with neighbours. This creates a sense of transience in the community and reduces the feeling of social cohesion, with residents describing their neighbourhoods as "unfriendly" or "detached."

*"The main problem with this neighbourhood is that half of the homes are sitting empty for most of the year, except in peak holiday seasons. We have no regular neighbours. Our friends are spread out over the wider area."*

In contrast, a few respondents stated they have a strong sense of community, often citing active community associations and clubs contributing to this feeling. Such associations offer events and create opportunities for neighbours to connect, making residents feel more secure and supported. However, these examples are often in smaller or more remote areas and are less common than those relating to the impact of holiday homes.

## Council management of neighbourhood infrastructure

Several respondents expressed frustration with the infrastructure in their community. Specific comments relate to poorly designed parking areas, narrow roads, increasing traffic congestion, and inadequate facilities in new housing areas. Many feel that infrastructure planning has not kept pace with the area's growth, creating issues for local residents.

*"I am deeply concerned about several 'fast-track' housing developments in our district, in Gibbston and the Malagan's Village in particular."*

Some respondents state that QLDC prioritises the interests of tourists and developers over residents, with a growing focus on creating high-density development and pursuing housing growth. Some respondents feel the emphasis on growth erodes the area's natural charm and negatively affects the community's general wellbeing, which they feel QLDC has failed to adequately prioritise.

# Neighbourhoods

*"With the amount of badly planned housing and lack of infrastructure, we are losing a lot of the quality we had... The council is more interested in tourists than residents."*

Furthermore, some respondents perceive QLDC to be unresponsive to local concerns, e.g., road maintenance, particularly from those who live in smaller communities. Some state their views are not taken on board or are ignored in favour of projects that benefit tourists more.

# Environment

*Respondents' views around climate change, their awareness of different environmental initiatives, and their perceptions of recycling in the district.*

# Climate Change

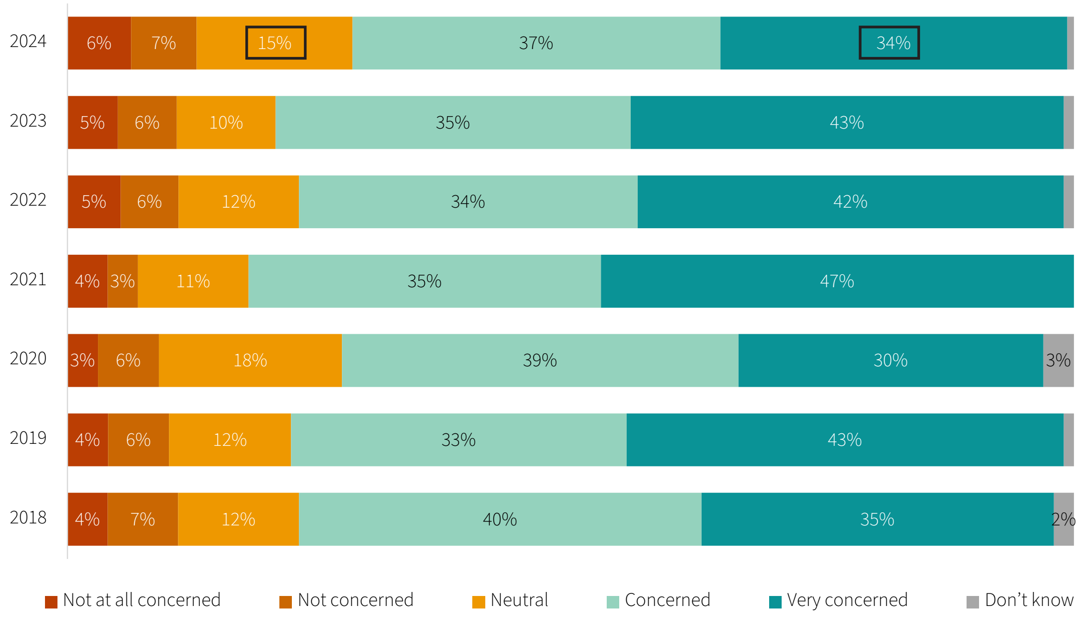
Respondents were asked about their concerns regarding the impacts of climate change.

Seventy-one percent of respondents are concerned about the impacts of climate change, with 13% stating they are not concerned and 15% providing a neutral response.

These results show a slight decline from the 2023 results, with fewer respondents indicating they are concerned about the impacts of climate change and a slightly greater proportion providing a neutral response. Interestingly, while the proportion of concerned and neutral responses has shifted over time, there appears to be a core set of respondents who are unconcerned with these impacts.

Female and younger respondents show more significant concern about the impacts of climate change, while male respondents are less concerned.

## Concerns about the impacts of climate change




A square box indicates the 2024 result is significantly higher or lower than the 2023 result.
Q How concerned are you about the impacts of climate change? (Please select one answer) n=1000

KEY HIGHLIGHTS
HOME
PROJECT BACKGROUND
OUR DISTRICT
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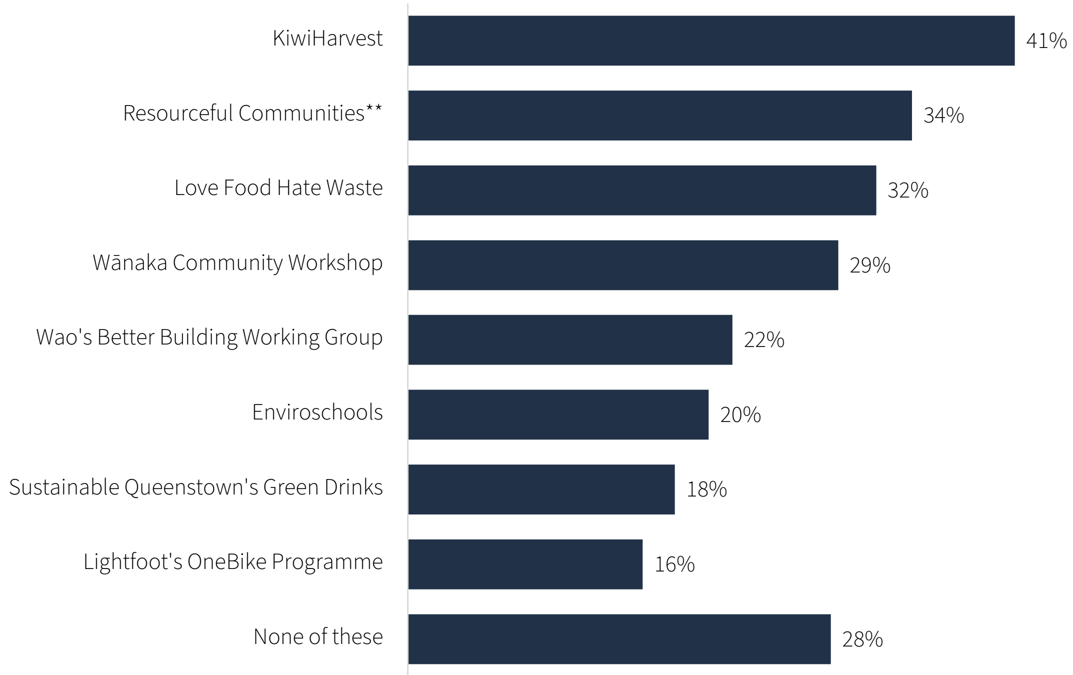
# Environmental Initiatives

This year, a new question asked respondents about their awareness of the initiatives that QLDC supports.

The most well-known initiative is KiwiHarvest (41%), followed by Resourceful Communities (34%), Love Food Hate Waste (32%), and the Wānaka Community Workshop. Twenty-eight percent of respondents are not aware of any of the initiatives.

Female respondents have a much higher awareness of all initiatives, with 39% of male respondents not aware of any initiatives (compared to 19% of female respondents).

Awareness of environmental initiatives that Council supports*




* New question in 2024.
**Includes: Repair Cafes, Slow Fashion, Plastic Free July, Low Waste Living
Q Do you recall seeing or hearing any information on the following initiatives that Council support? n=1000

# Recycling Changes

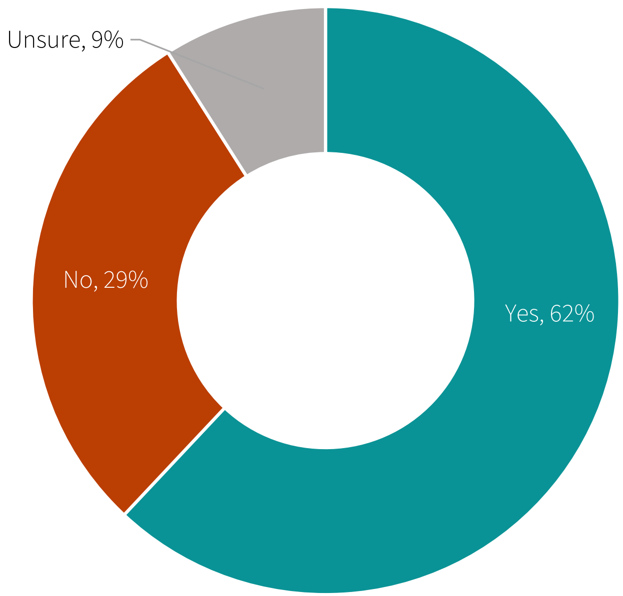
Respondents were asked about their awareness of the kerbside recycling changes in a new question this year.

Sixty-two percent of respondents are aware of these changes, with 29% unaware and 9% stating they are unsure if they have heard of them.

Awareness of the changes is highest among those over 65 years and lowest among those under 39 years.

Awareness is consistent across the different wards within the district.

Awareness of kerbside mixed recycling changes*




* New question in 2024.
Q Is your household aware of the kerbside mixed recycling changes that came into effect in February 2024? (This included allowing a wider range of PET and clean pizza boxes to be put in your yellow recycling bin)? n=1000

KEY HIGHLIGHTS
HOME
PROJECT BACKGROUND
OUR DISTRICT
HOUSING
JOBS & INCOME
HEALTH & ACCESS TO KEY SERVICES
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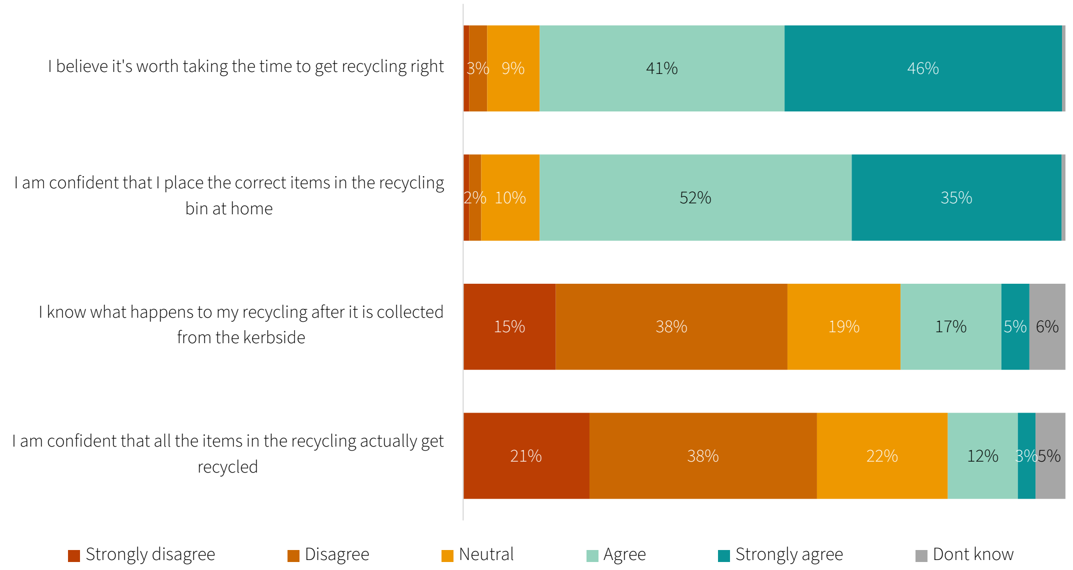
# Perceptions of Recycling

This year, a new question asked respondents about their agreement with a series of statements about recycling in the district.

Respondents demonstrate strong agreement with statements relating to the worth of recycling and that they place the correct items in the recycling bin (87% agreement for each statement). However, strong levels of disagreement are evident for statements relating to awareness about where recycling goes after it is collected (53% disagreement) and that all items in the recycling bin are recycled (59% disagreement).

Responses are consistent across the wards in the district.

## Perceptions of recycling in the district*




* New question in 2024.
Q How much do you agree or disagree with the following statements about recycling? (Please select one answer for each row) n=1000

# Environment

Respondents were asked if they wished to provide any other comments about the environment. A total of n=259 respondents commented, with the main themes relating to household recycling and waste practices, the impact of development on the environment, and diverging views on climate change; these points are summarised below.

## Household recycling and waste practices

Respondents note that clearer guidelines and signage are needed to help residents manage recycling and waste effectively. Many respondents also note the need for greater recycling and waste management education, with suggestions such as community composting initiatives and workshops to increase public awareness and understanding.

*"I am very aware that most people don't seem to take much care when it comes to putting the correct waste items in the bins. When I drive around the neighbourhood, I see all sorts of incorrect items sticking out of the yellow recycling bins. Things such as soft plastics, polystyrene, and bottles that still have the lids on when the lids are supposed to go in the red bins for landfill. It is clearly apparent that most people don't take enough care when separating their items for landfill/recycling. Also, it appears that most people don't bother to wash/rinse the bottles, jars, etc., before putting them in the recycling. I have had numerous conversations with people regarding this. It seems to fall on deaf ears!"*

Regarding improving habits, respondents call for better recycling infrastructure to practically improve household practices, with requests for soft plastic or food scrap/green waste recycling options at kerbside collections to reduce landfill usage. Reducing plastic use, particularly single-use plastic bags, is also seen as a necessary step toward improving household waste disposal in the district. Interestingly, some respondents appear sceptical about the recycling process, and there is a strong demand for more transparency regarding what happens to recycled materials.

*"I'm not confident about what happens to my recycling once it gets collected. I've read in the papers that sometimes it just gets all put in the rubbish."*

## Development impact on the environment

Many comments indicate respondents' concerns about the environmental impact of rapid development in the district. Respondents state that the increase in the resident population and tourism numbers strains local resources, specifically mentioning the increased traffic, waterway pollution, and pressure on strained waste and stormwater systems, which contribute to further environmental degradation.

*"I believe too much growth in the area is having a negative impact on our environment."*

# Environment

There is also concern about the loss of rural landscapes due to large construction projects. Some respondents call for stricter regulations on development to prevent or reduce the environmental effects, e.g., land erosion, and stronger environmental protections for lakes, wetlands, and green spaces. There is a strong sense that more needs to be done to protect the district's natural environment and that sustainability should be a core focus of future planning efforts.

*"I am very concerned that QLDC's investment in infrastructure (community assets and stormwater) is continually being deferred within their annual and long-term plans. Consents for development are being granted by QLDC where there is no capacity within their stormwater assets to treat the increase in redirected stormwater, and the environment and community are becoming increasingly vulnerable to contamination and flooding – such as the recent Aubrey Road flooding."*

### Diverging views on climate change

The environmental comments indicate a mix of views on climate change and sustainability. Some respondents believe climate change is a natural cycle that does not require intervention. These respondents appear exhausted by what they perceive as excessive messaging on climate change and would prefer practical, achievable solutions rather than "greenwashing" initiatives.

*"The earth has been going through climate cycles for millions of years – remember the ice age?! There is nothing we can do to stop it. When you travel overseas (we have just returned from Asia) and see the rubbish and the lack of care for the environment, you realise we are never going to change anything with all the ridiculous climate initiatives here in our small country. We do our bit with recycling and try not to waste unnecessarily, but initiatives like paper bags in supermarkets is nothing but annoying – where do all the single use paper bags go? Too much money is spent on ideological nonsense instead of real answers like low-emission burning of waste (see Singapore for examples)."*

In contrast, other respondents are highly concerned about the district's growing impact on climate change and call for stronger action in this space. Suggestions for practical solutions include increasing public transport options, expanding electric vehicle charging stations, and improving water management practices.

*"Climate change and biodiversity destruction is the #1 issue we all face in this district and need wider community awareness and resilience. Water usage is probably the biggest driver followed by reckless fossil pollution. Be BOLD QLDC – be the change we want to be and take ambition and comms up a few notches."*

# Quality of Life

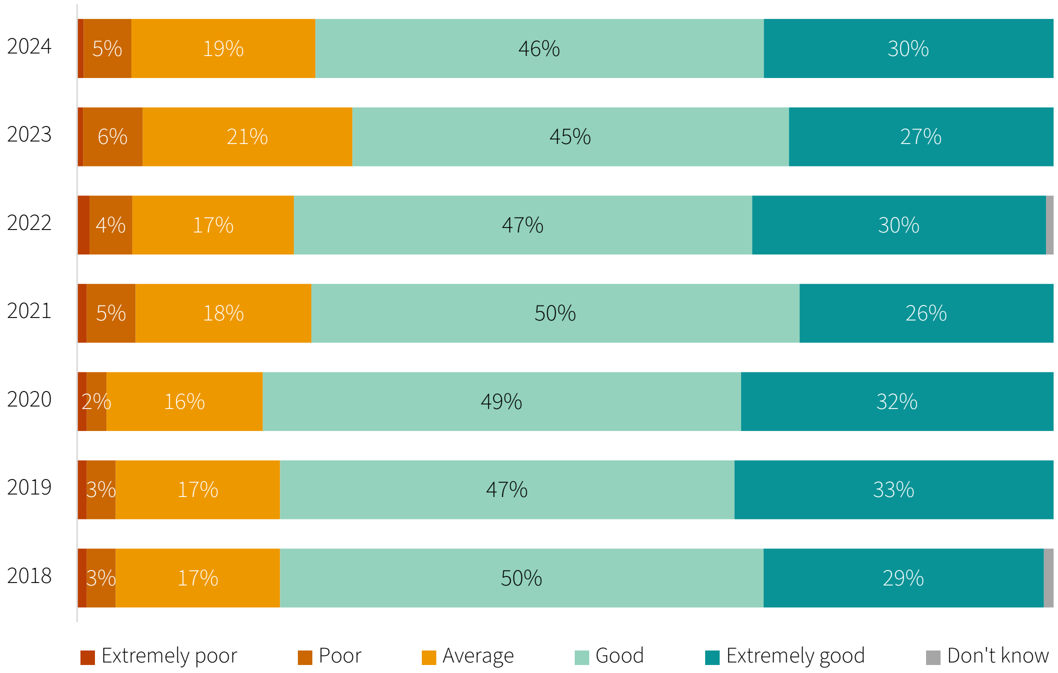
*Respondents' views about their quality of life in the district, how their quality of life has changed, and the reasons for these changes.*

# Quality of Life

Respondents were asked to rate their overall quality of life. This year, 76% of respondents rate their quality of life as either good or extremely good, 19% as average, and 6% as poor or very poor.

These results show a slight improvement from the 2023 results, with a greater proportion of respondents stating they have a good or extremely good quality of life (4% net increase from 2023) and slightly fewer respondents stating they have a very poor, poor, or average quality of life.

Overall quality of life*




*Question placement moved to start of the survey for 2024.
Q How would you currently rate your overall quality of life? (Please select one answer) n=1000

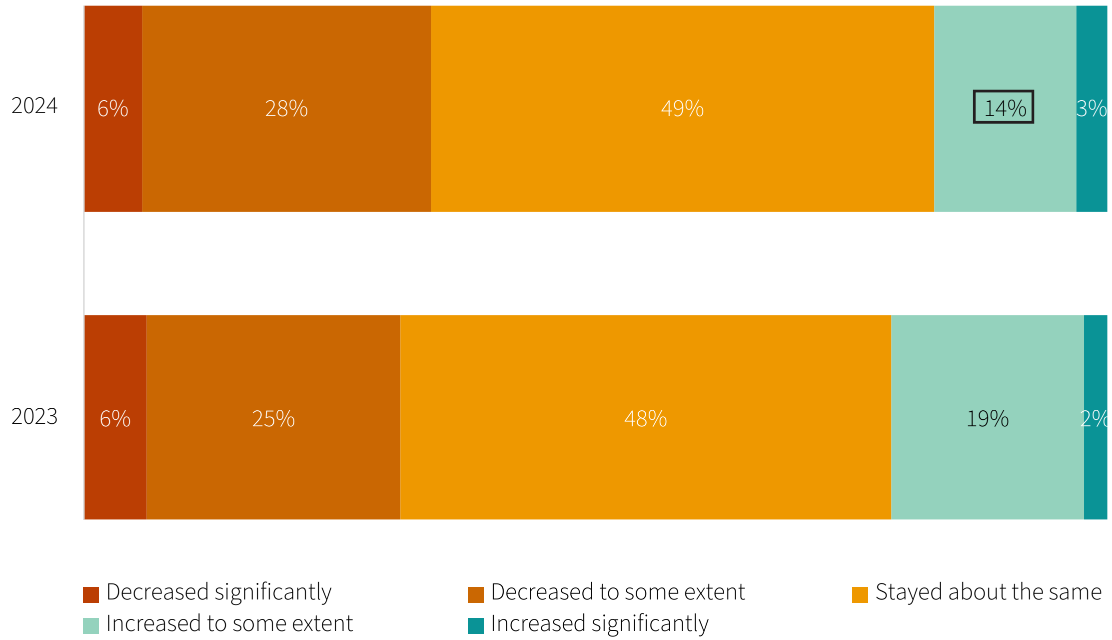
# Change in Quality of Life

Respondents were asked if their quality of life had changed compared to 12 months prior.

This year, just under half of respondents (49%) state their quality of life remains the same as the 12 months prior, 17% state it has increased, and just over one-third of respondents state it has declined.

These results indicate that slightly more respondents experienced a decline in their quality of life this year, and fewer have experienced an increase.

Change in quality of life*




*Question placement moved to start of the survey for 2024.
A square box indicates the 2024 result is significantly higher or lower than the 2023 result.
Q Compared to 12 months ago, would you say your quality of life has...n=1000

# Change in Quality of Life

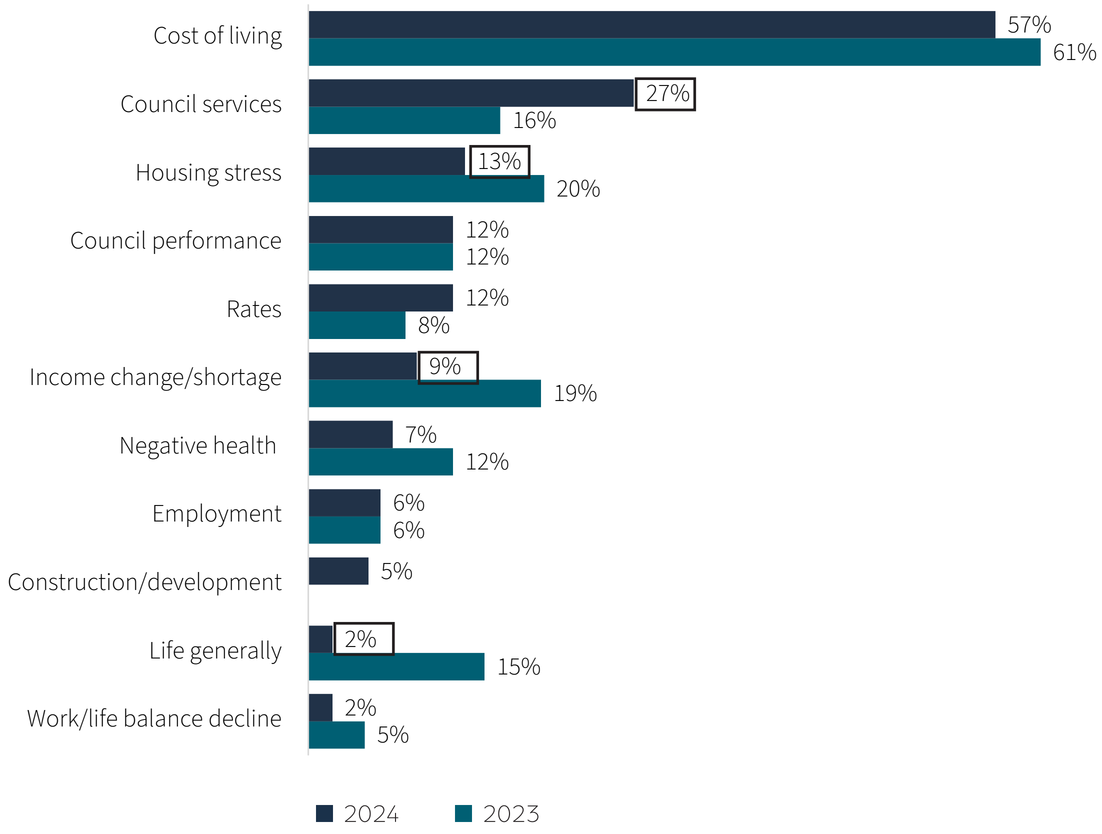
Respondents who had experienced a decreased quality of life were asked why they felt their life had changed. Their responses were recorded verbatim and grouped into themes.

The primary reason for a decline in a respondent's quality of life is the cost of living (57%), similar to the 2023 result.

The next most significant factors are the council's services (27%) and performance (12%). Council services mainly relate to roading/traffic issues but also infrastructure issues. Rates account for 12% of respondents' perceptions about the decline in their quality of life.

This year, there has been a decline in mentions of housing (13%), health (7%), and income changes (9%), but there has been a new mention of the negative impacts of construction and development in the district (5%).

## Reasons for a negative change in quality of life*



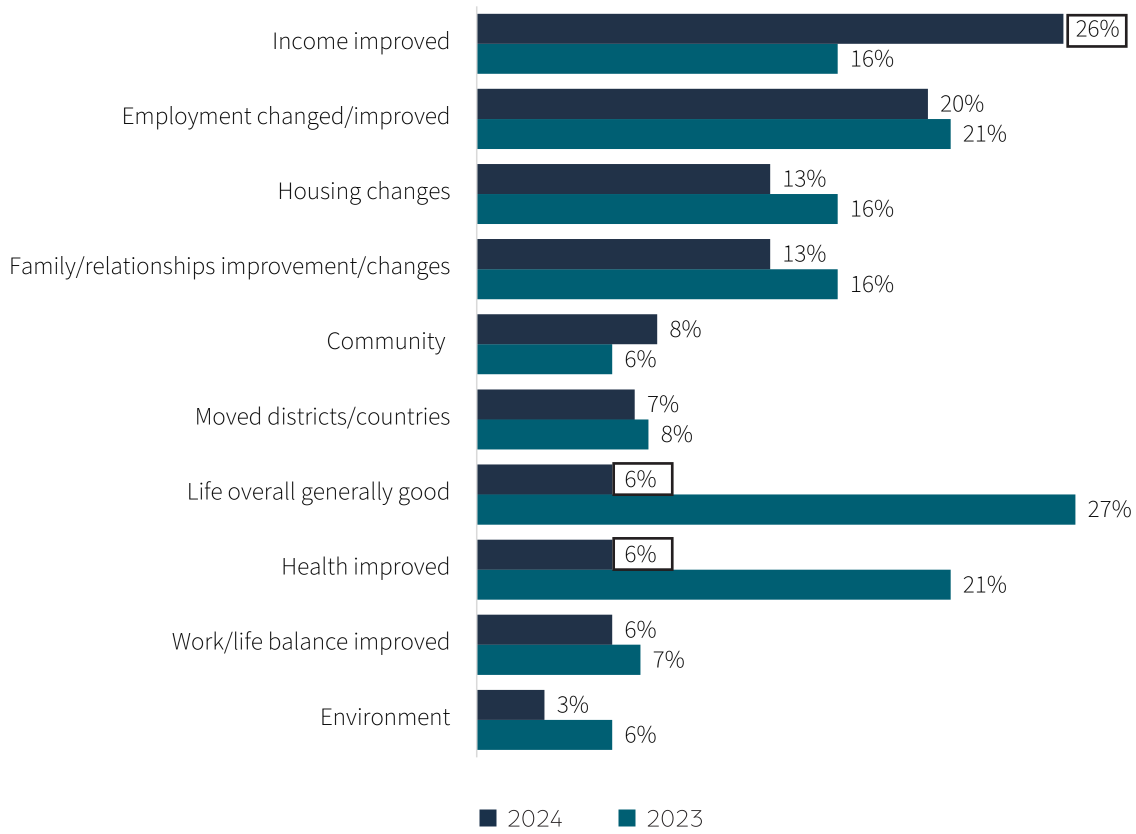

*Question placement moved to start of the survey for 2024.
A square box indicates the 2024 result is significantly higher or lower than the 2023 result.
Q Why do you say your quality of life has changed? n=349

# Change in Quality of Life

Respondents who had experienced an improvement in their quality of life were asked why they felt their life had changed. Their responses were recorded verbatim and grouped into themes.

The primary reasons for the improvement in respondents' lives are improved income (26%), followed by enhanced employment (20%), housing changes (13%), and improved family relationships (13%). These responses show a similar trend to that of 2023.

### Reasons for a positive change in quality of life*




*Question placement moved to start of the survey for 2024.
A square box indicates the 2024 result is significantly higher or lower than the 2023 result.
Q Why do you say your quality of life has changed? n=159

# Quality of Life: Poor/Extremely Poor

The figures to the right show the key statistics for the 6% of respondents who rated their quality of life as poor or extremely poor. This group has a higher proportion of respondents identifying as Māori or Asian. Although not statistically significant, there are a greater number of younger respondents within this group.

This group is much more likely to say that their quality of life has decreased significantly, largely due to the increasing cost of living in the district. Housing also appears to be a key challenge for this group. A significant number of this group have needed to move within the past 12 months, and nearly three-quarters of these respondents have no disposable income or cannot cover their expenses. This group reports having poorer mental and physical health than other respondents, with cost being a significant barrier to accessing healthcare professionals.

This group is less likely to recommend the district to others and is also less likely to state they are proud of the district. They also have poorer perceptions about their neighbourhood, with significantly lower ratings provided for neighbourhood safety, being able to rely on neighbours, and having a sense of community.

## Demographics

| | | | |
|---|---|---|---|
| Male | 57% | Māori | **29%** |
| Female | 43% | NZ European/ Pākehā | 63% |
| 19 – 24 | 21% | Asian | **15%** |
| 25-39 | 23% | MELAA | 2% |
| 40-54 | 32% | Other | 8% |
| 55-64 | 19% | | |
| 65+ | 5% | | |

## QOL in the past 12 months

| | | | |
|---|---|---|---|
| Decreased | **88%** | Increased | 7% |
| The same | 5% | | |

## Housing

| | |
|---|---|
| Insecure accom. (yes) | **22%** |
| Have a steady place to live | 45% |
| Own your own home | 52% |
| Moved in past 12 months | **31%** |
| Rent to short-term guests | 25% |

## Health & access to key services

Health (net good)

| | |
|---|---|
| Physical health | 28% |
| Mental health | 19% |

Barriers to healthcare

| | | | |
|---|---|---|---|
| Cost | **69%** | Time off work | 10% |
| Wait time | 33% | Culture | **9%** |
| Lack of trust | **29%** | Tech. | 5% |
| Cost of prescriptions | **30%** | Nothing | 10% |
| Location | 13% | | |

## Neighbourhood

District views (net agree)

| | |
|---|---|
| Pride in district | 30% |
| Recommend district | 20% |

Neighbourhood perceptions (net agree)

| | |
|---|---|
| The neighbourhood is safe | 66% |
| Can rely on my neighbours | 39% |
| Welcoming community | 54% |
| Strong and active community | 45% |
| Sense of community | 32% |
| Participate in activities | 34% |

## Jobs & income

| | |
|---|---|
| Can cover expenses, sufficient income | 10% |
| Can cover expenses, some income | 14% |
| Can cover expenses, no income | **47%** |
| Cannot cover expenses | **27%** |

| | | | |
|---|---|---|---|
| Full-time work | 65% | Other | 5% |
| Part-time work | 13% | Not in work | **14%** |
| Retired | 3% | | |

Employment perceptions (net agree)

| | |
|---|---|
| I have learnt something new | 51% |
| Skills utilised to full capacity | 28% |
| See a long-term career path | 20% |
| Promotion or advancement options | 20% |

## Art & Culture

Cultural perceptions (net agree)

| | |
|---|---|
| I can express my culture | 34% |
| I can use cultural language | 35% |
| I can participate cultural activities | 29% |
| Strong connection to my culture | 47% |

Bold figures indicate that the result for this group is significantly higher than the results for all other groups.

# Quality of Life: Average

The figures to the right show the key statistics for the 19% of respondents who rated their quality of life as average. This group has an even spread of males and females but a slightly lower proportion of respondents over the age of 65. This group has a significantly higher proportion of respondents identifying as Asian.

Fifty-five percent of respondents in this group indicate that their quality of life declined in the past year, largely due to the cost of living. Forty-six percent indicated they have no disposable income or cannot cover their expenses, despite 82% of these respondents being in either full-time or part-time work. This group are less likely to agree with all employment statements and are less likely to be positive about their career advancement.

This group provide slightly lower ratings for physical and mental health than those who rate their quality of life positively, with a greater proportion rating this as neutral. Cost and wait times present significant barriers to accessing healthcare.

Thirty-nine percent of respondents in this group indicate they are proud of the district, while 28% would recommend it to others.

## Demographics

| | | | |
|---|---|---|---|
| Male | 52% | Māori | 12% |
| Female | 48% | NZ European/ Pākehā | 78% |
| 19 - 24 | 10% | Asian | **12%** |
| 25-39 | 44% | MELAA | 5% |
| 40-54 | 28% | Other | 7% |
| 55-64 | 9% | | |
| 65+ | 8% | | |

## QOL in the past 12 months

| | | | |
|---|---|---|---|
| Decreased | **55%** | Increased | 6% |
| The same | 40% | | |

## Housing

| | |
|---|---|
| Insecure accom. (yes) | **10%** |
| Have a steady place to live | 62% |
| Own your own home | 48% |
| Moved in past 12 months | 20% |
| Rent to short-term guests | 17% |

## Health & access to key services

Health (net good)

| | |
|---|---|
| Physical health | 38% |
| Mental health | 32% |

Barriers to healthcare

| | | | |
|---|---|---|---|
| Cost | **61%** | Time off work | **15%** |
| Wait time | **41%** | Culture | 4% |
| Lack of trust | **23%** | Tech. | 4% |
| Cost of prescriptions | **16%** | Nothing | 18% |
| Location | 12% | | |

## Neighbourhood

District views (net agree)

| | |
|---|---|
| Pride in district | 39% |
| Recommend district | 28% |

Neighbourhood perceptions (net agree)

| | |
|---|---|
| The neighbourhood is safe | 80% |
| Can rely on my neighbours | 51% |
| Welcoming community | 48% |
| Strong and active community | 41% |
| Sense of community | 35% |
| Participate in activities | 34% |

## Jobs & income

| | |
|---|---|
| Can cover expenses, sufficient income | 13% |
| Can cover expenses, some income | 38% |
| Can cover expenses, no income | **40%** |
| Cannot cover expenses | 6% |

| | | | |
|---|---|---|---|
| Full-time work | 72% | Other | 2% |
| Part-time work | 10% | Not in work | 1% |
| Retired | 8% | | |

Employment perceptions (net agree)

| | |
|---|---|
| I have learnt something new | 53% |
| Skills utilised to full capacity | 37% |
| See a long-term career path | 26% |
| Promotion or advancement options | 27% |

## Art & Culture

Cultural perceptions (net agree)

| | |
|---|---|
| I can express my culture | 41% |
| I can use cultural language | 31% |
| I can participate cultural activities | 32% |
| Strong connection to my culture | 34% |

Bold figures indicate that the result for this group is significantly higher than the results for all other groups.

# Quality of Life: Good/Extremely Good

The image to the right shows the key statistics for the 76% of respondents who rated their quality of life as good or extremely good. This group has a significantly higher proportion of respondents over the age of 65 years. A greater proportion of respondents in this group identify as Pākehā, with significantly fewer identifying as Asian or Māori. Over half of these respondents state that their quality of life had remained the same over the past 12 months, with a further 20% indicating it had improved, largely due to income, employment, lifestyle, or relationship changes.

Eighty-seven percent of this group have a steady place to live, with 72% owning their homes. Over three-quarters of these respondents have some or sufficient disposable income. Those who are employed have positive perceptions of their workplace and see good opportunities for career advancement.

This group has positive mental and physical health, and 44% state that nothing stops them from seeing a healthcare professional. This group has higher ratings about their neighbourhood, with particularly high responses for their community's welcoming nature and the ability to rely on their neighbours.

## Demographics

| | | | |
|---|---|---|---|
| Male | 47% | Māori | 7% |
| Female | 53% | NZ European/ Pākehā | **87%** |
| 19 – 24 | 6% | Asian | 4% |
| 25-39 | 41% | MELAA | 3% |
| 40-54 | 23% | Other | 7% |
| 55-64 | 13% | | |
| 65+ | **17%** | | |

## QOL in the past 12 months

| | | | |
|---|---|---|---|
| Decreased | 25% | Increased | **20%** |
| The same | **55%** | | |

## Housing

| | |
|---|---|
| Insecure accom. (yes) | 3% |
| Have a steady place to live | **87%** |
| Own your own home | **72%** |
| Moved in past 12 months | 13% |
| Rent to short-term guests | 19% |

## Health & access to key services

Health (net good)

| | |
|---|---|
| Physical health | **78%** |
| Mental health | **73%** |

Barriers to healthcare

| | | | |
|---|---|---|---|
| Cost | 35% | Time off work | 7% |
| Wait time | 26% | Culture | 1% |
| Lack of trust | 12% | Tech. | 0% |
| Cost of prescriptions | 7% | Nothing | **44%** |
| Location | 9% | | |

## Neighbourhood

District views (net agree)

| | |
|---|---|
| Pride in district | **71%** |
| Recommend district | **69%** |

Neighbourhood perceptions (net agree)

| | |
|---|---|
| The neighbourhood is safe | **94%** |
| Can rely on my neighbours | **72%** |
| Welcoming community | **70%** |
| Strong and active community | **55%** |
| Sense of community | **56%** |
| Participate in activities | **46%** |

## Jobs & income

| | |
|---|---|
| Can cover expenses, sufficient income | **36%** |
| Can cover expenses, some income | 41% |
| Can cover expenses, no income | 20% |
| Cannot cover expenses | 2% |

| | | | |
|---|---|---|---|
| Full-time work | 64% | Other | 2% |
| Part-time work | 15% | Not in work | 2% |
| Retired | 13% | | |

Employment perceptions (net agree)

| | |
|---|---|
| I have learnt something new | **74%** |
| Skills utilised to full capacity | **59%** |
| See a long-term career path | **47%** |
| Promotion or advancement options | **42%** |

## Art & Culture

Cultural perceptions (net agree)

| | |
|---|---|
| I can express my culture | 63% |
| I can use cultural language | **50%** |
| I can participate cultural activities | **52%** |
| Strong connection to my culture | **45%** |

Bold figures indicate that the result for this group is significantly higher than the results for all other groups.

# Concluding Comments

# Concluding Comments

This report provides an overview of the elements that affect Queenstown Lakes' residents' quality of life. This is the seventh year that the survey has run. Over three-quarters of respondents rate their quality of life positively, demonstrating a 4% increase in positive results from 2023. Respondents note that the natural environment, the people in their community, and the lifestyle the area offers are key contributors to locals' wellbeing.

However, Queenstown Lakes is one of the fastest growing districts in New Zealand, and this growth has exacerbated a number of challenges for the community. Specifically, the interconnected issues of housing, cost of living, employment, and infrastructure are all key themes within this year's findings.

A frequently mentioned issue across these results is the district's declining affordability. The increasing costs for housing, both rental and purchasing, coupled with the cost-of-living issues facing all of New Zealand, have made living in the district increasingly unaffordable for some residents. These issues appear to be increasing economic disparity in the district as this year sees a significant climb in the proportion of respondents who state they have no disposable income.

*"The cost of living and house prices has made it impossible for us to buy a property. With a young family we cannot save any money after rent, bills, general living costs. It does make us regularly consider moving away from our closest friends and cherished community."*

Those who are particularly exposed to increasing costs are families and those who work in lower-paid industries, namely tourism and service-based sectors. There is a feeling among respondents that these larger employment sectors do not offer wages that can support the increasing cost of living, forcing the more financially vulnerable residents to find workarounds to support their living costs. For some, this workaround requires employment in multiple jobs, while others leverage housing as a source of income. Just under 20% of respondents indicate they rent out a portion of their property to short-term tenants, and a subset of them are undertaking these practices simply to remain afloat and keep pace with mortgage and rental costs.

The proliferation of such short-term rentals has created a layer of transience within pockets of the community. Some respondents suggest this change in housing has altered the social dynamics of their neighbourhood and reduced community cohesion in the long term. Indeed, while most neighbourhoods are still viewed as safe, welcoming, and active, there have been continued declines in participation in community activities and a weakening sense of belonging, especially in areas with high tourist activity.

*"I have lived here for over 49 years and there have been additional homes built but these new pint-sized sections used for holiday homes and rented to guests is not a community I want. How has this occurred! It greatly reduces the connectivity of our community in a negative way."*

# Concluding Comments

However, active community groups and events in smaller or more rural neighbourhoods have fostered a strong sense of social connection and acts as a counter to community fractions. This year saw an increase in participation in community events at a district-wide level and positive comments about the workshops and events at venues such as Te Atamira, which support cohesion and connection at a broader community level.

*"I've appreciated seeing an emphasis placed on the arts and creative communities over the last few years. This contributes to my sense of belonging and wellbeing in the community and I'd love to see more of it."*

Another widely discussed and growing issue is that of infrastructure and development, as residents keenly feel the effects of growth in their day-to-day lives. Over time, there has been an increase in the prevalence of concerns about poorly planned infrastructure, traffic congestion, and inadequate public transport. Such deficits are cited as concerns that directly affect a resident's quality of life, and respondents indicate growing frustration at the district's continual roadworks and traffic delays, which add to travel times and stress when travelling around the district.

*"With a growing number of development and housing in the pipeline, the roads and congestion is getting worse by the day. Desperately need to increase public transport options in and around the district to help with this!"*

There is also growing concern about the inadequate healthcare system within the district, which is seen as increasingly unsuitable for a district the size of Queenstown Lakes. This year, an increasing number of respondents state that there are barriers for them to access healthcare, and 41% of respondents have travelled outside of the district to access healthcare services. The lack of a nearby hospital and limited public transport options compound healthcare issues, and there are concerns about the inadequacy of emergency services in a district with a significant adventure tourism sector.

Several respondents note their dissatisfaction with QLDC, with 27% stating that council services have a negative impact on their quality of life. Some perceive that Council decisions lack transparency and are not always community-centric.

Several respondents also commented on the district's safety, their strong ties to the area, and easy access to the outdoors. These positive aspects greatly enhance a respondent's quality of life and are highly valued by the wider community. Respondents express a strong desire to balance these elements with the challenges of a growing community.

*"I love our environment- it's nature that drew me here and I worry as more and more development occurs, less green space, more paving (even bike paths paved!). Green space, rural areas need to be preserved, considered in planning."*

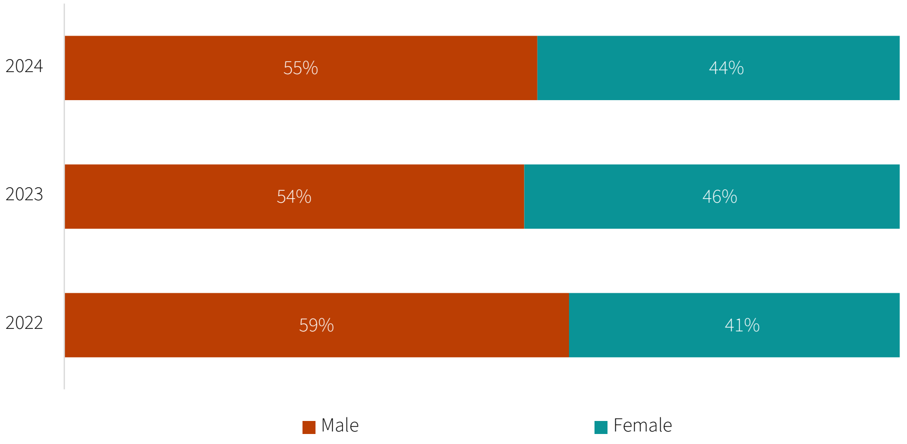
# Appendix 1: Non-Resident Results

# Gender and Age

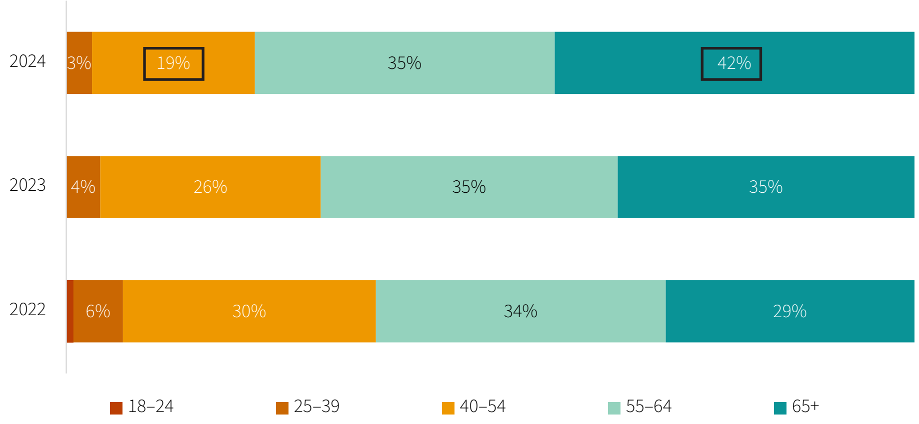
This year, 55% of the non-resident sample identify as male, and 44% identify as female. This result is similar to the profile from previous years.

Forty-two percent of respondents are 65 years or older, 35% are aged between 55 and 64, and the remainder are under 55. This year's sample has more respondents aged over 55 than in previous years.

## Gender




## Age




A square box indicates the 2024 result is significantly higher or lower than the 2023 result.
Q: Which of the following best describes you? n=613
Q What is your current age? n=613

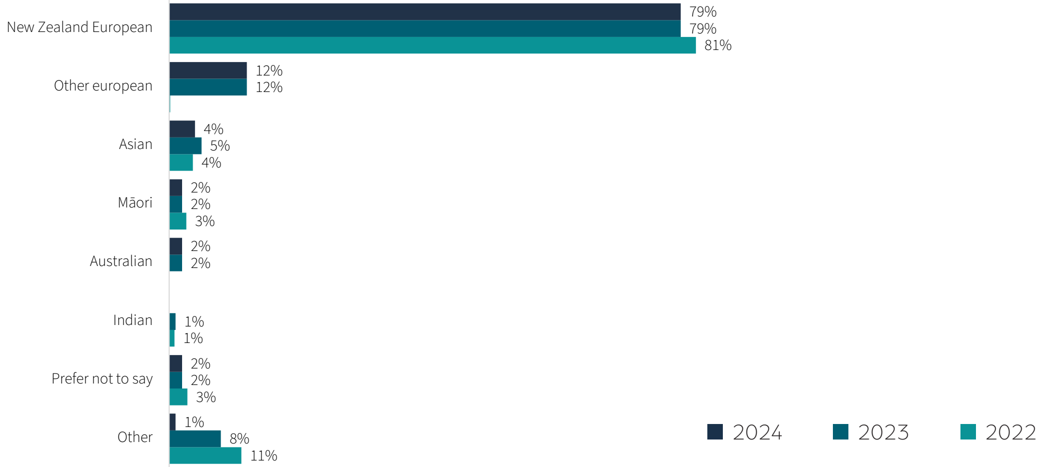
# Ethnicity and Hometown

Seventy-nine percent of non-resident respondents identify as New Zealand European, comprising the majority of the responses. Twelve percent identify as Other European, and 4% identify as Asian. These proportions are similar to those from previous years.

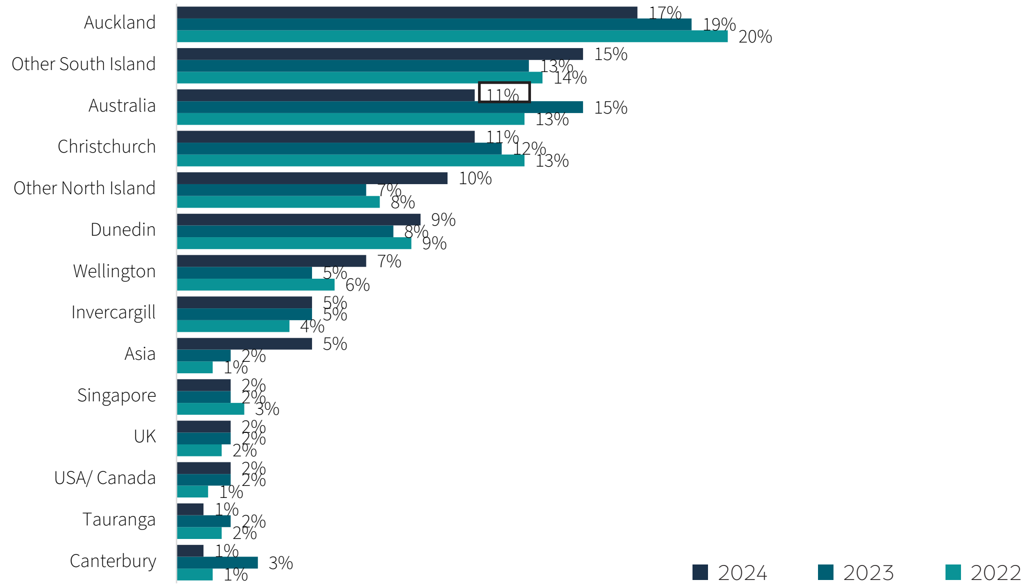
This year, 17% of respondents state that their usual residence is in Auckland, with 15% stating they usually live elsewhere in the South Island. Eleven percent state they live in Australia with a further 11% stating they live in Christchurch.

This year, the proportion of residents from Auckland and Christchurch has declined, with an increase in the proportion of respondents from other parts of New Zealand or overseas.

## Ethnicity




## Usual place of residence




A square box indicates the 2024 result is significantly higher or lower than the 2023 result.
Q: Which of the following ethnic groups do you belong to? n=613
Q Where is your usual place of residence? n=613

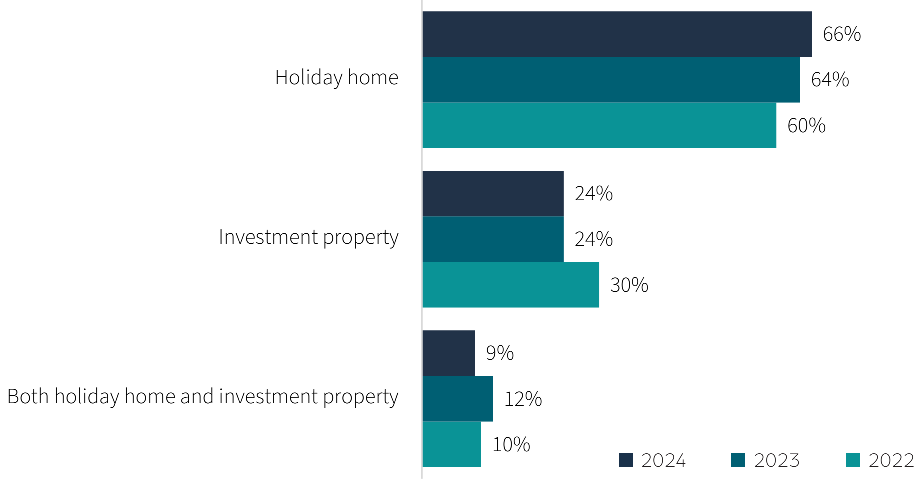
KEY HIGHLIGHTS
HOME
PROJECT BACKGROUND
OUR DISTRICT
HOUSING
JOBS & INCOME
HEALTH & ACCESS TO KEY SERVICES
ARTS & CULTURE
TRANSPORT
NEIGHBOURHOODS
ENVIRONMENT
QUALITY OF LIFE
CONCLUDING COMMENTS
APPENDIX 1-3

# Home Ownership

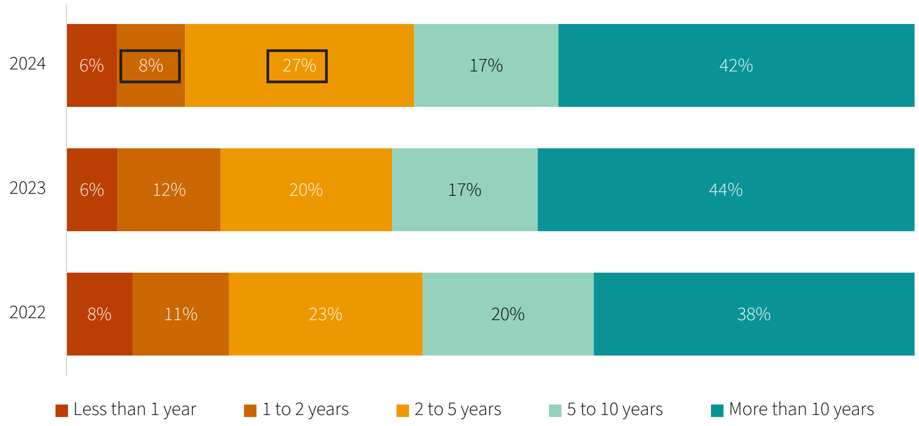
This year, 66% of respondents indicate they own a holiday home in the district, 24% state they own an investment property, and 9% state they own both. The proportion of respondents who own a holiday home has increased over time.

Most non-resident respondents have owned their property in the district for more than 5 years, with 27% indicating they have owned it for between 2 and 5 years and 14% owning it for less than 2 years. This year, there is an increase in the proportion of respondents who have owned their property for between 2 and 5 years.

## Property type




## Duration of ownership




A square box indicates the 2024 result is significantly higher or lower than the 2023 result.
Q: Do you own either a holiday home or investment property in the Queenstown Lakes District? n=613
Q How long have you owned your holiday home/investment property? n=613

# Use of Property

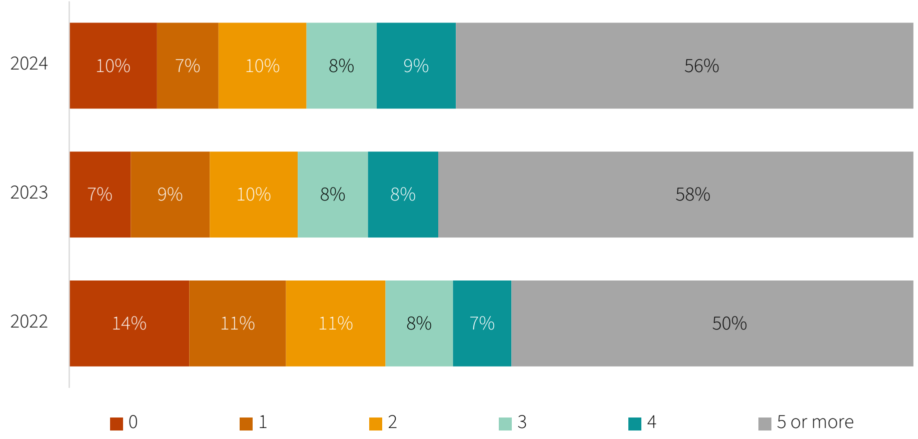
Non-resident respondents were asked about their visitation to the district.

Most non-resident respondents have visited their property 5+ times in the past 12 months.

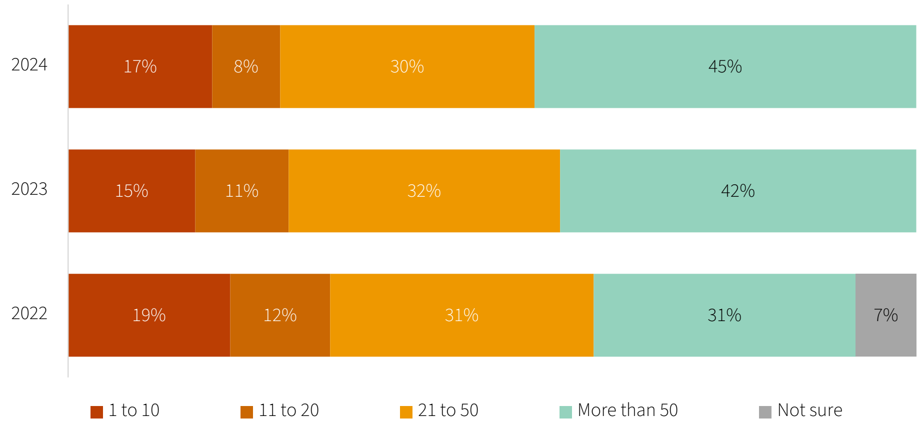
Respondents from South Island areas are significantly more likely to visit the property more often; 76% visit 5+ times per year. Fifty percent of those from Auckland and 40% from Australia visit 5+ times per year. Those overseas (excluding Australia) visit less frequently; 30% never visit, 23% visit once, 18% visit twice, and only 14% visit 5+ times per year.

Forty-five percent of non-resident respondents spend more than 50 days at their property. Interestingly, there are no significant differences in the number of nights spent at the property for people from different locations. For example, 43% of those from overseas spend 50+ days at their property. In comparison, 47% of those from the South Island spend 50+ days at their property, suggesting that those from further away visit for fewer but longer stays, while those close by visit more frequently but have shorter stays.

## Visits to property in past 12 months




## Days spent at property




Q: How many times in the last 12 months have you or your family/friends visited your property? n=613
Q And how many days in total did you or your family/friends spend at the property over the last 12 months? n=613

# Frequency of Renting Property

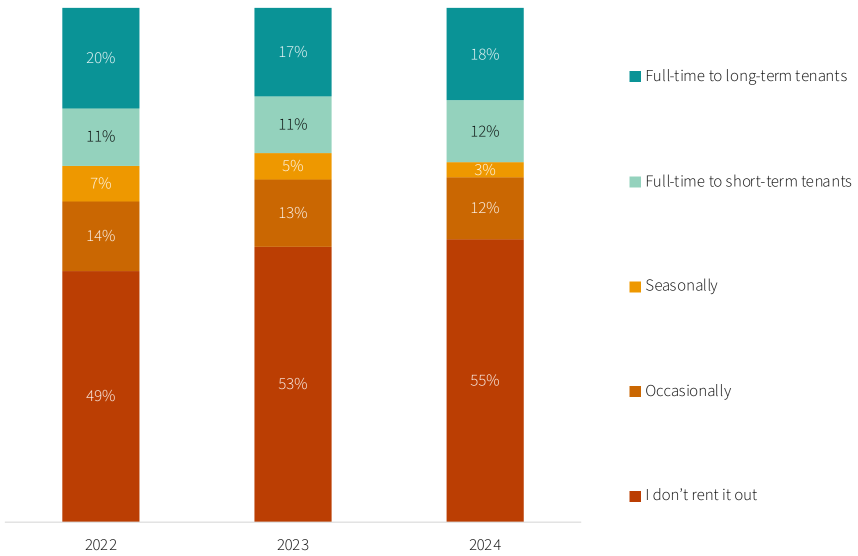
Non-resident respondents were asked how often they rent their property out.

Fifty-five percent of respondents do not rent their property out, while 18% rent to long-term tenants. The proportion of non-resident respondents who do not rent their property has increased slightly over the past three years.

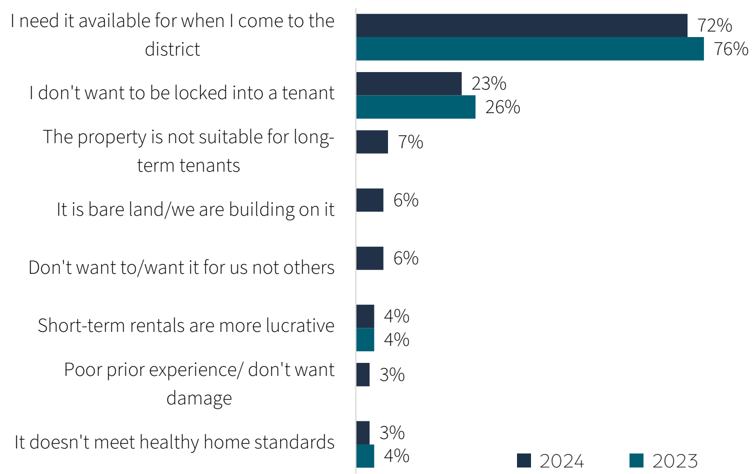
Those who live in the South Island are less likely to rent their property out (63% do not rent it at all), while those from overseas are more likely to do so. Twenty-three percent of overseas respondents (excluding Australia) rent their property out full-time to short-term tenants, and 10% rent the property seasonally.

Non-resident respondents who do not rent to long-term tenants indicate they need the property when they visit the district (72%) and don't want to be locked into a tenant (23%). These reasons are consistent with responses from previous years.

## Frequency of renting property out




## Reasons for not renting property to long-term tenants




Q: How often do you rent your property out? n=613
Q What prevents you from renting out your property to long-term tenants? n=504

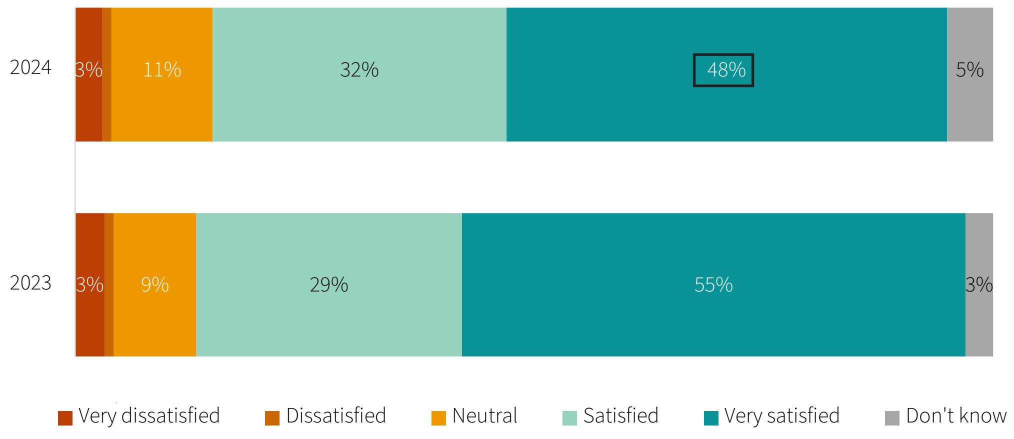
# Satisfaction with Facilities

Non-resident respondents were asked about their satisfaction with the community facilities in the district.

This year, 80% of respondents are satisfied with the community facilities, with only 4% dissatisfied and 11% providing a neutral rating. The net satisfaction ratings are similar to those from 2023, although slightly fewer respondents provided a very satisfied response.

Respondents from overseas (excluding Australia) provide lower satisfaction ratings (68%) and are more likely to give a 'don't know' rating (10%).

## Non-resident satisfaction with community facilities




A square box indicates the 2024 result is significantly higher or lower than the 2023 result.
Q How satisfied are you with the range of community facilities that are available in the district (libraries, parks, trails, sports venues, arts centres, community halls etc.)? n=613

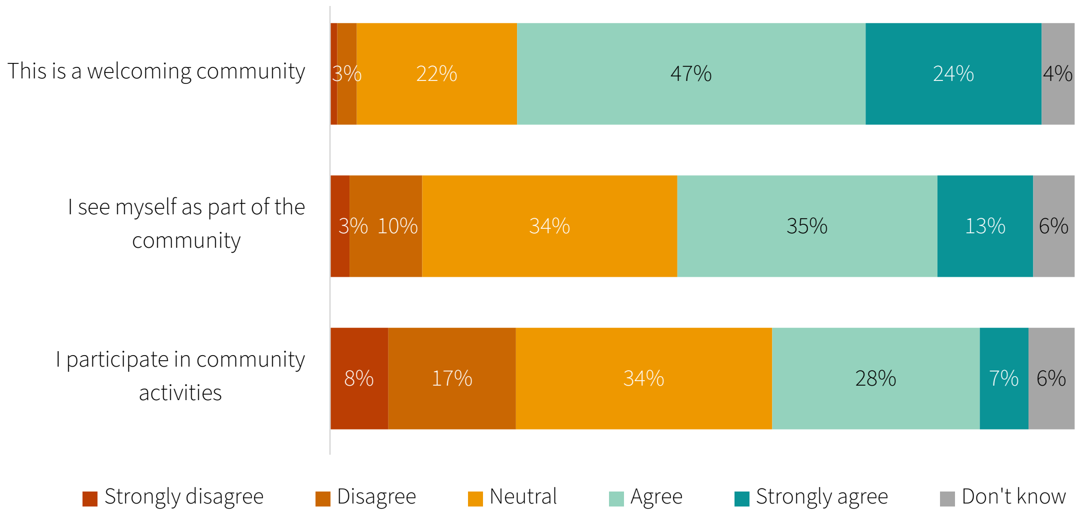
# Neighbourhood Perceptions

Non-resident respondents were asked about their level of agreement with a range of statements about the neighbourhood in which their property is located.

The majority of respondents agree that their neighbourhood has a welcoming community (71%), and 48% agree that they see themselves as part of the community. Thirty-five percent agree that they participate in community activities.

These results are similar to those from previous years. However, the number of non-resident respondents involved in community activities has steadily increased.

## Perceptions of neighbourhood dynamics




## Perceptions of neighbourhood dynamics: By year (total agree and strongly agree)

| | 2022 | 2023 | 2024 |
|---|---|---|---|
| This is a welcoming community | 70% | 68% | 71% |
| I see myself as part of the community | 48% | 50% | 48% |
| I participate in community activities | 21% | 31% | 35% |

Q Thinking about the neighbourhood where you live, please indicate how strongly you agree or disagree with the following statements? n=613

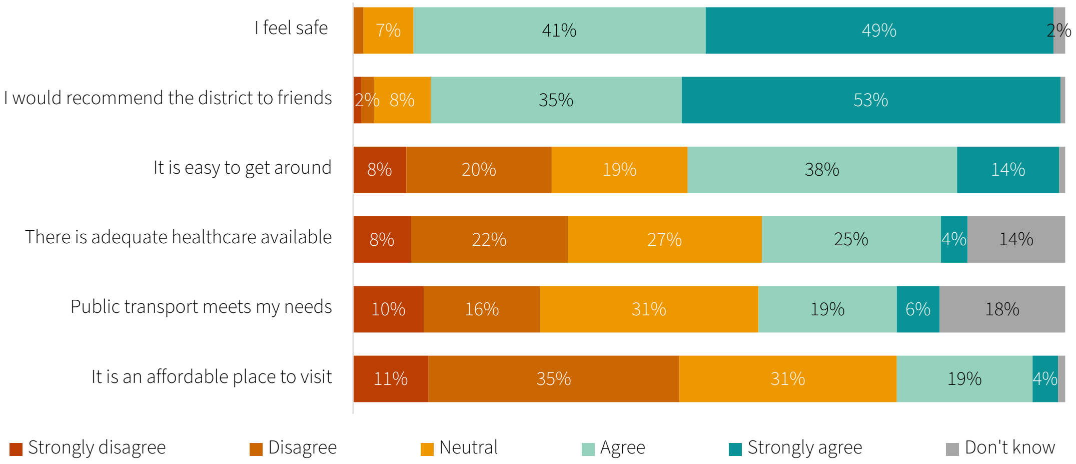
# District Perceptions

Non-resident respondents were asked their level of agreement about a range of statements relating to the district.

Ninety percent of respondents agree that the district is safe, and 88% agree that they would recommend the district to friends. At a lower level, only 23% agree that the district is affordable, 25% agree that the public transport system meets their needs, and 29% agree there is adequate healthcare (although there is a high proportion of don't know responses for the latter statements).

Non-resident respondents from the North Island are significantly more likely to agree that they feel the district is safe and would recommend it to friends. In comparison, respondents from the South Island are far less likely to agree that the district is safe and that they would recommend it to friends.

## Perceptions of the Queenstown Lakes District




## Perceptions of the Queenstown Lakes District: By year (total agree and strongly agree)

| | 2022 | 2023 | 2024 |
|---|---|---|---|
| I feel safe | 92% | 90% | 90% |
| I would recommend the district to friends | 92% | 91% | 88% |
| It is easy to get around | 58% | 58% | **52%** |
| There is adequate healthcare available | - | - | 29% |
| Public transport meets my needs | 35% | 24% | 25% |
| It is an affordable place to visit | 22% | 24% | 23% |

- Not measured in this year.
Bold figures indicate the 2024 result is significantly higher or lower than the 2023 result.
Q Thinking about the Queenstown Lakes area in general, please indicate how strongly you agree or disagree with the following statements? n=613

# Non-Resident Ratepayers

Non-resident respondents were asked if they wished to provide any further comments about the Queenstown Lakes district. A total of n=351 non-resident respondents provided a comment, with many points being similar to those made by resident respondents.

The primary themes from the comments provided by non-resident respondents relate to traffic congestion, over-development, high rates, and public transport deficits. These points are briefly outlined below

### Traffic congestion

One of the most common issues raised by non-resident respondents is traffic, particularly along Frankton Road and into the Queenstown Central area. Respondents cite bottlenecks, limited road access, a lack of parking, and significant and enduring roadworks as key challenges. Furthermore, some respondents state the growth in the Hanley's Farm, Jack's Point, and Frankton areas will only add to the current traffic pressure in the future.

*"Frankton Road's traffic is beyond frustrating. We need serious investment in bypass routes and alternative transport options, or Queenstown will grind to a halt."*

### Over-development of the district

Non-resident respondents also appear concerned about the district's increasing development and its impact on the area's natural character and charm. The perceived "urban sprawl" and increased high-density housing are of concern to non-resident respondents, particularly those who have property in the smaller communities outside of the central area and come to the district to escape larger cities.

*"The rapid expansion of Wānaka is starting to degrade the quality of the experience. If this is not managed, the 'value' of Wānaka for visitors as well as residents will continue to decline. The experience that is desired is not a city. We've seen what has happened to Queenstown and it's a travesty. Wānaka being Queenstown 2.0 would be even worse. It's not about a new park or library, it's maintaining what has been here all along."*

Some non-resident respondents note that some developments lack adequate infrastructure, particularly large-scale housing developments. Although the district's growth has led to increased housing demand, the pace of the expansion has not allowed for sufficient infrastructure planning or developer contributions.

*"The residential development does not seem well planned and urban sprawl is negatively impacting the area. I doubt that the developers involved contribute sufficiently to QLDC to enable QLDC to manage the ever-increasing sprawl and other issues that go hand in hand with such significant and fast urban growth. They should."*

### Increasing rates and QLDC spending

Several non-resident ratepayers perceive the council's rates as too high, with some noting that they receive limited returns for what is paid. Specifically, there are issues with core services such as roads, water, and sewerage. Some perceive the rates to have been inappropriately spent on unnecessary upgrades , repeated work, or projects.

# Non-Resident Ratepayers

*"Spending needs to be prioritised, too much money spent on unnecessary traffic control measures i.e. Rata Street speed-humps and concrete works, traffic lights immediately before roundabout coming into town, traffic lights near golf course on Ballantyne Road, 40km v 50km speed limits in suburban areas (agree with 40km limit in town and school areas only). Majority of people are mature and apply common sense, no need to treat them like children by spending so much unnecessary money on traffic control infrastructure. Spend this money on continuing to develop and preserve our natural landscape, bike and walking trails. Preserve the Sticky Forest from development, it's a beautiful natural asset with incredible biking and walking trails."*

## Public transport

Given the area's growth and the increasing traffic issues, there are calls for improved public transport across the district. One of the primary issues is the lack of coverage in areas that have experienced growth. Key areas mentioned by non-resident respondents include Jack's Point, Hanley's Farm, and Hāwea. However, respondents also noted the need for improvements across the district, calling for improved connections between the Wānaka and Queenstown communities.

Non-resident respondents also state that the current public transport system in the area needs to be more frequent to be a realistic alternative to travelling in a private vehicle. Some respondents also note that the continued limited investment in public transport development reinforces car dependency, further adding to the district's traffic issues.

*"There's no regular bus between Wānaka and Queenstown. Better public transport would ease traffic and help the environment."*

Despite the above concerns, a number of non-resident respondents commented about the area's beauty and lifestyle and their love of visiting the district. Like residents, they wish to see sustainable solutions to the area's issues so that the lifestyle they enjoy can be preserved and balanced with the district's growth.

*"Queenstown and Wānaka are special places. We must slow growth, protect green spaces, and focus on keeping these towns unique and liveable for future generations."*

# Appendix 2: Resident Questionnaire

# Resident Survey

## QLDC QUALITY OF LIFE SURVEY 2024

**Q1. Welcome to the 2024 Queenstown Lakes District Council Quality of Life survey.**

We've run a Quality of Life survey every year since 2018. Your responses help us better understand community challenges and opportunities and to plan for the future. Past findings have helped shape the district's Long Term Plan, supported advocacy with government agencies, and guided projects such as the Joint Housing Action Plan and the Climate and Biodiversity Action Plan.

This survey is being conducted by Versus Research. If you have any questions or difficulties completing the survey due to a disability or language barrier, please contact them directly on 0800 837787 or email info@versus.co.nz.

If you would like to complete the survey online please use a smart device camera to scan the QR code OR visit versus.co.nz/surveys. If you do not have access to a device, free computers and internet access are available at our public libraries.

We appreciate your time and feedback.

**Q2. Do you primarily live in the Queenstown Lakes District? (Please select one answer)**

| | |
|---|---|
| Yes | ○ |
| No | ○ |

## ABOUT YOU

**Q3. Which of the following best describes you? (Please select one answer)**

| | |
|---|---|
| Male | ○ |
| Female | ○ |
| Gender diverse | ○ |

**Q4. What is your current age?**

.................................................................................

**Q5. Please write which country you were born in?**

.................................................................................

**Q6. Which of the following ethnic groups do you belong to? (Please select all that apply)**

| | | | |
|---|---|---|---|
| Māori | ○ | Middle Eastern | ○ |
| European/ Pākeha | ○ | Latin American | ○ |
| Other European | ○ | African | ○ |
| Pacific peoples | ○ | Other, please specify: ........................................ | ○ |
| Asian | ○ | Prefer not to say | ○ |

**Q7. Where in the district do you currently live? (Please select one answer)**

| | | | | | |
|---|---|---|---|---|---|
| Arrowtown | ○ | Hāwea | ○ | Quail Rise | ○ |
| Albert Town | ○ | Hāwea Flat | ○ | Queenstown | ○ |
| Arthurs Point | ○ | Jacks Point | ○ | Shotover Country | ○ |
| Cardrona | ○ | Kelvin Heights | ○ | Sunshine Bay-Fernhill | ○ |
| Closeburn/Wilson Bay | ○ | Kingston | ○ | Wakatipu Basin | ○ |
| Frankton | ○ | Lake Hayes | ○ | Wānaka | ○ |
| Gibbston | ○ | Lake Hayes Estate | ○ | Other, please specify: ........................................ | ○ |
| Glenorchy | ○ | Luggate | ○ | | |
| Hanleys Farm | ○ | Makarora | ○ | | |



## ABOUT YOU

**Q8. How many years have you lived in the district? (Please select one answer)**

| | | | |
|---|---|---|---|
| Less than 1 year | ○ | 21 - 30 years | ○ |
| 1 year to just under 2 years | ○ | More than 30 years | ○ |
| 2 years to just under 5 years | ○ | Other, please specify: ........................................ | ○ |
| 5 years to just under 10 years | ○ | | |
| 10 - 20 years | ○ | | |

## QUALITY OF LIFE

**Q9. How would you currently rate your overall quality of life? (Please select one answer)**

| Extremely poor | Poor | Average | Good | Extremely good | Don't know |
|---|---|---|---|---|---|
| ○ | ○ | ○ | ○ | ○ | ○ |

**Q10. Compared to 12 months ago, would you say your quality of life has...**

| Decreased significantly | Decreased to some extent | Stayed about the same (Go to Q12) | Increased to some extent | Increased significantly |
|---|---|---|---|---|
| ○ | ○ | ○ | ○ | ○ |

**Q11. Why do you say your quality of life has changed?**

.................................................................................

.................................................................................

.................................................................................

**Q12. Is there anything else you would like to add regarding your quality of life in the district?**

.................................................................................

.................................................................................

.................................................................................

## HOUSING

**Q13. In the last 12 months have you experienced insecure accommodation or accessed emergency accommodation? (Please select one answer)** *Insecure accommodation includes temporary accommodation with no secure tenure, poor quality or overcrowded accommodation, couch-surfing, makeshift shelter or vehicles.*

| | |
|---|---|
| Yes | ○ |
| No (Go to Q15) | ○ |
| Prefer not to say (Go to Q15) | ○ |

**Q14. How long were you in insecure or emergency accommodation?**

.................................................................................

**Q15. How would you best describe your current living situation? (Please select one answer)**

| | |
|---|---|
| I have a steady place to live | ○ |
| I have a place to live today, but I am worried about losing it in the future | ○ |
| I do not have a steady place to live | ○ |
| Prefer not to say | ○ |

KEY HIGHLIGHTS
HOME
PROJECT BACKGROUND
OUR DISTRICT
HOUSING
JOBS & INCOME
HEALTH & ACCESS TO KEY SERVICES
ARTS & CULTURE
TRANSPORT
NEIGHBOURHOODS
ENVIRONMENT
QUALITY OF LIFE
CONCLUDING COMMENTS
APPENDIX 1-3

# Resident Survey

## HOUSING

**Q16. Do you own or rent the home you currently live in? (Please select one answer)**

- Own (including part-own or in a trust) ○
- Rent whole house/ apartment/ studio ○
- Rent a room ○
- Employer-provided accommodation ○
- Temporary accommodation (i.e. hostel, campground) ○
- Other, please specify: ........................................ ○

**Q17. Have you needed to move house within the district in the last 12 months? (Please select one answer)**

- Yes ○
- No (Go to Q19) ○

**Q18. Why did you need to move house? (Please select all that apply)**

- My lease expired or was terminated ○
- My house was converted into short-term accommodation ○
- I was unable to afford my rent ○
- I was unable to afford my mortgage ○
- My home was unhealthy to live in ○
- I bought or built a property ○
- My family needs or situation changed ○
- I needed pet-friendly accommodation ○
- My job location changed ○
- Other, please specify: ........................................ ○
- None of these ○

**Q19. Have you rented any of the following types of accommodation to short-term paying guests in the past 12 months e.g. to AirBnB or other temporary paying guests? (Please select all that apply)**

- A spare room in your house ○
- A self-contained unit/granny flat ○
- Your whole house or apartment (e.g. when you are away on holiday) ○
- Another property I own in the district ○
- None of these (Go to Q24) ○

**Q20. How often do you rent your accommodation to short-term paying guests? (Please select one answer)**

- Full-time ○
- Seasonally ○
- Occasionally ○
- Only when I am on holiday ○
- Other, please specify: ........................................ ○

**Q21. What is the main reason you choose to rent your accommodation to short-term paying guests? (Please select one answer)**

- It is my main source of income ○
- I need the additional income to afford to my mortgage or rent ○
- It provides a secondary source of income ○
- I enjoy the company/interacting with different people ○
- Other, please specify: ........................................ ○

**Q22. What prevents you from renting your accommodation to long-term residential tenants instead of to short-term paying guests? (Please select all that apply)**

- Short-term renting is more lucrative ○
- I don't want to be locked into a long-term tenant ○
- I only do it when I am on holiday ○
- I need the space for friends/family ○
- My space doesn't meet healthy home standards ○
- My space is not suitable ○
- Other, please specify: ........................................ ○

**Q23. What do you think you would do if you were not renting your property/room to short-term paying guests? (Please select one answer)**

- I would sell my property/home ○
- I would leave my property/room vacant ○
- I would rent out my property/rooms to long-term residential tenants ○

**Q24. Is there anything else you would like to add about housing?**

........................................
........................................
........................................
........................................



## JOBS AND INCOME

**Q25. We would like to know how well your income meets your basic needs for accommodation, food, clothing, heating, bills, and transport. Which one of the following statements best describes your household? (Please select one answer)**

- I can cover my expenses and have sufficient level of disposable income ○
- I can cover my expenses and have some disposable income ○
- I can cover my expenses but have no disposable income ○
- I cannot cover my expenses ○
- Prefer not to answer ○

**Q26. Which BEST describes the kind of work you primarily do? (Please select one answer)**

- Full-time paid work ○
- Part-time paid work ○
- Full-time self-employed / contractor/ business owner ○
- Part-time self-employed / contractor/ business owner ○
- Caring for children (unpaid) ○
- Volunteer work ○
- Not currently in paid employment ○
- Student ○
- Retired ○
- Other, please specify: ........................................ ○

**Q27. Which of the following categories does your current or most recent occupation fall into? (Please select one answer)**

- Tourism Operations e.g. adventure tourism, ski operator, tour operator ○
- Accommodation and Food Services ○
- Construction ○
- Retail Trade ○
- Agriculture, Forestry, and Fishing ○
- Mining ○
- Manufacturing ○
- Electricity, Gas, Water and Waste Services ○
- Wholesale Trade ○
- Transport, Postal, and Warehousing ○
- Information Media and Telecommunications ○
- Financial and Insurance Services ○
- Rental, Hiring, and Real Estate Services ○
- Professional, Scientific, and Technical Services ○
- Administrative and Support Services ○
- Public Administration and Safety, (including Local Government) ○
- Education and Training ○
- Health Care and Social Assistance ○
- Arts and Recreation Services ○
- Stay at home parent/ carer (Go to Q30) ○
- Retired/partly retired (Go to Q30) ○
- Other please specify: ........................................ ○
- Not currently in employment (Go to Q30) ○

**Q28. Below are some statements relating to your employment / business in the last 12 months. Please indicate how much you agree or disagree with each of the following statements. (Please select one answer for each row)**

| | Strongly disagree | Disagree | Neutral | Agree | Strongly agree | Don't know/ not applicable |
|---|---|---|---|---|---|---|
| I have learnt something new in my occupation in the last 12 months | ○ | ○ | ○ | ○ | ○ | ○ |
| My skills are being utilised to full capacity | ○ | ○ | ○ | ○ | ○ | ○ |
| There are opportunities for promotion or career advancement | ○ | ○ | ○ | ○ | ○ | ○ |
| I see a long-term career path for me in the district | ○ | ○ | ○ | ○ | ○ | ○ |

**Q29. How much do you agree or disagree with each of the following statements. (Please select one answer for each row)**

| | Strongly disagree | Disagree | Neutral | Agree | Strongly agree | Don't know/ not applicable |
|---|---|---|---|---|---|---|
| There are opportunities for meaningful professional learning and development within the district | ○ | ○ | ○ | ○ | ○ | ○ |
| I believe that in years to come there will be more career and training options open to me and my family | ○ | ○ | ○ | ○ | ○ | ○ |

# Resident Survey

## JOBS AND INCOME

**Q30. Is there anything else you would like to comment on regarding jobs and income?**

............................................................................................................................................

............................................................................................................................................

............................................................................................................................................

## HEALTH AND ACCESS TO KEY SERVICES

**Q31. How would you describe your physical and mental health over the last 12 months? (Please select one answer for each row)**

| | Very bad | Mostly bad | Neutral - neither good nor bad | Mostly good | Excellent |
|---|---|---|---|---|---|
| Mental health | ○ | ○ | ○ | ○ | ○ |
| Physical health | ○ | ○ | ○ | ○ | ○ |

**Q32. Does anything stop you from seeing a healthcare professional? (Please select all that apply)**

| | | | |
|---|---|---|---|
| Cost of appointment or treatment | ○ | Length of wait | ○ |
| Cannot get time off work / won't be paid if I take time off during the day | ○ | Cultural barriers | ○ |
| Cost of prescriptions | ○ | Other please specify: ............................................................ | ○ |
| Location | ○ | | |
| Unable to use technology options (e.g. telehealth) | ○ | | |
| Lack of trust in medical professionals or quality of advice | ○ | No, nothing stops me from seeing a healthcare professional | ○ |

**Q33. In the last 12 months, have you travelled outside the district for any healthcare or disability services? (Please select all that apply)**

| | |
|---|---|
| Yes - publicly funded | ○ |
| Yes - privately funded | ○ |
| No (Go to Q35) | ○ |

**Q34. Which of the following healthcare or disability services did you require? (Please select all that apply)**

| | | | |
|---|---|---|---|
| Surgery | ○ | Disability services | ○ |
| Dental services | ○ | Appointment with specialist (please specify type of specialist): ............................................................ | ○ |
| Maternity care | ○ | | |
| Treatment (such as chemotherapy) | ○ | | |
| Mental health service or counselling | ○ | Other please specify: ............................................................ | ○ |
| Emergency care | ○ | | |

**Q35. Is there anything else you would like to add regarding health and access to key services?**

............................................................................................................................................

............................................................................................................................................

............................................................................................................................................



## ARTS, CULTURE AND HERITAGE

**Q36. Have you participated in, performed at, or attended any events in the district in the last 12 months? (Please select one answer)**

| | |
|---|---|
| Yes | ○ |
| No | ○ |

**Q37. How satisfied or dissatisfied are you with the preservation of the following heritage assets in the district? (Please select one answer for each row)**

| | Very dissatisfied | Dissatisfied | Neutral | Satisfied | Very satisfied | Don't know |
|---|---|---|---|---|---|---|
| Historic buildings and sites | ○ | ○ | ○ | ○ | ○ | ○ |
| Museums | ○ | ○ | ○ | ○ | ○ | ○ |
| Visual, oral, and written records | ○ | ○ | ○ | ○ | ○ | ○ |
| Natural heritage | ○ | ○ | ○ | ○ | ○ | ○ |
| Dark Sky Places | ○ | ○ | ○ | ○ | ○ | ○ |

**Q38. Below are some statements relating to your culture. Please indicate how much you agree or disagree with each of the following statements. (Please select one answer for each row)**

| | Strongly disagree | Disagree | Neutral | Agree | Strongly agree | Don't know |
|---|---|---|---|---|---|---|
| I have a strong connection to my culture | ○ | ○ | ○ | ○ | ○ | ○ |
| I can participate, perform, or attend activities or groups that align to my culture | ○ | ○ | ○ | ○ | ○ | ○ |
| I have the opportunity to use language to express my culture | ○ | ○ | ○ | ○ | ○ | ○ |
| I can express my culture without feeling excluded from my neighbourhood, community, or town. | ○ | ○ | ○ | ○ | ○ | ○ |

**Q39. How satisfied or dissatisfied are you with the celebration of Māori culture in the district? (Please select one answer)**

| Very dissatisfied | Dissatisfied | Neutral | Satisfied | Very satisfied | Don't know |
|---|---|---|---|---|---|
| ○ | ○ | ○ | ○ | ○ | ○ |

**Q40. Is there anything else you would like to add regarding arts, culture, and heritage?**

............................................................................................................................................

............................................................................................................................................

............................................................................................................................................

# Resident Survey

## TRANSPORT

**Q41. Thinking about public transport in the district, how strongly do you agree or disagree with the following statements? (Please select one answer for each row)**

| | Strongly disagree | Disagree | Neutral | Agree | Strongly agree | Don't know |
|---|---|---|---|---|---|---|
| Public transport is afforable | ○ | ○ | ○ | ○ | ○ | ○ |
| Public transport is frequent enough to meet my needs | ○ | ○ | ○ | ○ | ○ | ○ |
| Public transport is reliable (it arrives / departs on time) | ○ | ○ | ○ | ○ | ○ | ○ |
| Public transport is easy to get to from my house | ○ | ○ | ○ | ○ | ○ | ○ |
| Public transport is accessible for my needs | ○ | ○ | ○ | ○ | ○ | ○ |
| Overall, the public transport available in the district meets the needs of residents | ○ | ○ | ○ | ○ | ○ | ○ |

**Q42. Thinking about the following alternate modes of transport, how strongly do you agree or disagree with the following statements as a <u>means of transport?</u> (Please select one answer for each row)**

| | Strongly disagree | Disagree | Neutral | Agree | Strongly agree | Don't know |
|---|---|---|---|---|---|---|
| I feel safe travelling on public transport | ○ | ○ | ○ | ○ | ○ | ○ |
| I feel safe riding my bike | ○ | ○ | ○ | ○ | ○ | ○ |
| I feel safe walking | ○ | ○ | ○ | ○ | ○ | ○ |

**Q43. If you answered 'strongly disagree' or 'disagree' to any statement at Q42, what specifically about travelling on these transport modes makes you feel unsafe? If there are multiple transport modes you feel unsafe on, please specify which you are referring to.**

........................................................................................................................
........................................................................................................................
........................................................................................................................

**Q44. How often do you typically use the following transport methods? (Please select one answer for each row)**

| | Daily | Weekly | Monthly | Infrequently | Never |
|---|---|---|---|---|---|
| Bus | ○ | ○ | ○ | ○ | ○ |
| Walk | ○ | ○ | ○ | ○ | ○ |
| Bike | ○ | ○ | ○ | ○ | ○ |
| E-bike | ○ | ○ | ○ | ○ | ○ |
| Micro-mobility (e.g. e-scooters, e-skateboards) | ○ | ○ | ○ | ○ | ○ |
| Electric car | ○ | ○ | ○ | ○ | ○ |
| Water taxi | ○ | ○ | ○ | ○ | ○ |
| Car-pool | ○ | ○ | ○ | ○ | ○ |

**Q45. In the last 12 months, have you chosen to use your petrol or diesel vehicle less by using alternate modes of transport or active travel?** *(Examples of alternate modes of transport include, bus, water taxi, car-pool, or electric car, while active travel examples walking, biking, or e-bike.)*

| | |
|---|---|
| Yes | ○ |
| No | ○ |
| Not applicable | ○ |



## TRANSPORT

**Q46. Is there anything else you would like to add regarding transport?**

........................................................................................................................
........................................................................................................................
........................................................................................................................

## YOUR NEIGHBOURHOOD

**Q47. Thinking about the neighbourhood where you live, please indicate how strongly you agree or disagree with the following statements? (Please select one answer for each row)**

| | Strongly disagree | Disagree | Neutral | Agree | Strongly agree | Don't know |
|---|---|---|---|---|---|---|
| This is a welcoming community | ○ | ○ | ○ | ○ | ○ | ○ |
| Living in this neighbourhood gives me a sense of community or belonging | ○ | ○ | ○ | ○ | ○ | ○ |
| There is a strong and active community in this neighbourhood | ○ | ○ | ○ | ○ | ○ | ○ |
| I participate in activities within my neighbourhood | ○ | ○ | ○ | ○ | ○ | ○ |
| The neighbourhood is safe for myself, my family, and others | ○ | ○ | ○ | ○ | ○ | ○ |
| I could rely on my neighbours for support following an emergency | ○ | ○ | ○ | ○ | ○ | ○ |

**Q48. How aware are you of your local community association and the work they do? (Community associations actively represent and advocate for the needs and interests of their local community. Details of these can be found on the QLDC website.)**

| Not at all aware | Slightly aware | Somewhat aware | Moderately aware | Extremely aware |
|---|---|---|---|---|
| ○ | ○ | ○ | ○ | ○ |

**Q49. Do you consider yourself and your neighbourhood resilient and prepared for an emergency event? (Please select one answer for each row)**

| | Yes | No | Not sure |
|---|---|---|---|
| Yourself | ○ | ○ | ○ |
| Your neighbourhood | ○ | ○ | ○ |

**Q50. How much do you agree or disagree with the following statements? (Please select one answer for each row)**

| | Strongly disagree | Disagree | Neutral | Agree | Strongly agree | Don't know |
|---|---|---|---|---|---|---|
| I feel a sense of pride in the district | ○ | ○ | ○ | ○ | ○ | ○ |
| I would recommend living and working in the district | ○ | ○ | ○ | ○ | ○ | ○ |

**Q51. Is there anything else you would like to add regarding your neighbourhood?**

........................................................................................................................
........................................................................................................................
........................................................................................................................

KEY HIGHLIGHTS
HOME
PROJECT BACKGROUND
OUR DISTRICT
HOUSING
JOBS & INCOME
HEALTH & ACCESS TO KEY SERVICES
ARTS & CULTURE
TRANSPORT
NEIGHBOURHOODS
ENVIRONMENT
QUALITY OF LIFE
CONCLUDING COMMENTS
APPENDIX 1-3

# Resident Survey

## ENVIRONMENT

**Q52. How concerned are you about the impacts of climate change? (Please select one answer)**

| Not at all concerned | Not concerned | Neutral | Concerned | Very concerned | Don't know |
|---|---|---|---|---|---|
| ○ | ○ | ○ | ○ | ○ | ○ |

**Q53. Do you recall seeing or hearing any information on the following initiatives that Council support? (Please select all that apply)**

| | | | |
|---|---|---|---|
| Love Food Hate Waste | ○ | Lightfoot's OneBike Programme | ○ |
| KiwiHarvest | ○ | Wao's Better Building Working Group | ○ |
| Sustainable Queenstown's Green Drinks | ○ | Wānaka Community Workshop | ○ |
| Resourceful Communities - Repair Cafes, Slow Fashion, Plastic Free July, Low Waste Living | ○ | Enviroschools | ○ |
| | | None of these | ○ |

**Q54. Is your household aware of the kerbside mixed recycling changes that came into effect in February 2024?**
*(This included allowing a wider range of PET and clean pizza boxes to be put in your yellow recycling bin.)*

| | |
|---|---|
| Yes | ○ |
| No | ○ |
| Not sure | ○ |

**Q55. How much do you agree or disagree with the following statements about recycling? (Please select one answer for each row)**

| | Strongly disagree | Disagree | Neutral | Agree | Strongly agree | Don't know |
|---|---|---|---|---|---|---|
| I believe it's worth taking the time to get recycling right | ○ | ○ | ○ | ○ | ○ | ○ |
| I am confident that I place the correct items in the recycling bin at home | ○ | ○ | ○ | ○ | ○ | ○ |
| I am confident that all the items in the recycling actually get recycled | ○ | ○ | ○ | ○ | ○ | ○ |
| I know what happens to my recycling after it is collected from the kerbside | ○ | ○ | ○ | ○ | ○ | ○ |

**Q56. Is there anything else you would like to say in relation to the environment?**

........................................................................................................................................................................

........................................................................................................................................................................

........................................................................................................................................................................

**Q57. Would you like to enter the prize draw for one of four $250 Prezzy Cards?**

| | | | |
|---|---|---|---|
| Yes - I would like to enter the prize draw | ○ | No - I do not want to enter the prize draw | ○ |

**Q58. Queenstown Lakes District Council will be conducting a specific annual survey regarding satisfaction with Council facilities and residents' trust in Council early in 2025. If you would like to be notified when this survey is taking place, please indicate below.**

| | | | |
|---|---|---|---|
| Yes - please contact me about this survey | ○ | No - do not contact me about this survey | ○ |

**Q59. If you answered 'yes' to either Q57 or Q58, please enter your contact details below.**

**First Name** ........................................................................ **Last Name** ........................................................................

**Email address** ........................................................................................ **Phone**........................................................

**THANK YOU FOR TAKING OUR SURVEY. YOUR RESPONSE IS VERY IMPORTANT TO US.**



**FREEPOST**
Once you have filled in this paper copy, fold the pages so the Versus Research address is visible, and put it in your nearest postbox.

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Versus Research Ltd
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Hamilton
Waikato 3242

# Appendix 3: Non-Resident Questionnaire

# Non-Resident Survey

QUEENSTOWN LAKES DISTRICT COUNCIL | Versus RESEARCH | HOW'S LIFE? KEI TE PĒHEA TŌU AO?

**NON-RESIDENT SURVEY**

1. Where is your usual place of residence?

   ___________________________

2. Do you own either a holiday home or investment property in the Queenstown Lakes District? (Please select all that apply)

| | |
|---|---|
| Holiday home | |
| Investment property | |

3. How long have you owned your holiday home/investment property? (Please select one answer)

| | |
|---|---|
| Less than 1 year | |
| 1 to 2 years | |
| 2 to 5 years | |
| 5 to 10 years | |
| More than 10 years | |

4. Where in the district is your property located? (Please select one answer)

| | |
|---|---|
| Arrowtown | |
| Albert Town | |
| Arthurs Point | |
| Cardrona | |
| Closeburn/Wilson Bay | |
| Frankton | |
| Gibbston | |
| Glenorchy | |
| Hāwea | |
| Hanleys Farm | |
| Hāwea Flat | |
| Jacks Point | |
| Kelvin Heights | |
| Kingston | |
| Lake Hayes | |
| Lake Hayes Estate | |
| Luggate | |
| Makarora | |
| Quail Rise | |
| Queenstown | |
| Shotover Country | |
| Sunshine Bay-Fernhill | |
| Wakatipu Basin | |
| Wānaka | |
| Other, please specify: | |



QUEENSTOWN LAKES DISTRICT COUNCIL | Versus RESEARCH | HOW'S LIFE? KEI TE PĒHEA TŌU AO?

5. How many times in the last 12 months have you or your family/friends visited your property? (Please select one answer)

| | |
|---|---|
| 0 (Skip to Q7) | |
| 1 | |
| 2 | |
| 3 | |
| 4 | |
| 5 or more | |

6. And how many days in total did you or your family/friends spend at the property over the last 12 months? (Please select one answer)

| | |
|---|---|
| 1 to 10 | |
| 11 to 20 | |
| 21 to 50 | |
| More than 50 | |

7. How often do you rent your property out? (Please select one answer)

| | |
|---|---|
| Full-time to long-term tenants (Skip to Q9) | |
| Full-time to short-term tenants | |
| Seasonally | |
| Occasionally | |
| I don't rent it out | |

8. What prevents you from renting out your property to long term tenants? (Please select all that apply)

| | |
|---|---|
| I need it available for when I come to the district | |
| Short term rentals is more lucrative | |
| I don't want to be locked into a tenant | |
| The property doesn't meet healthy home standards | |
| The property is not suitable for long term tenants | |
| Other: please specify | |

9. How satisfied are you with the range of community facilities that are available in the district (libraries, parks, trails, sports venues, arts centres, community halls etc.)? (Please select on answer)

| Very dissatisfied | Dissatisfied | Neutral | Satisfied | Very satisfied | Don't know |
|---|---|---|---|---|---|
| | | | | | |

# Non-Resident Survey

QUEENSTOWN LAKES DISTRICT COUNCIL Versus RESEARCH HOW'S LIFE? KEI TE PĒHEA TŌU AO?

10. Thinking about the neighbourhood in which your Queenstown-Lakes property is located, please indicate how strongly you agree or disagree with the following statements? (Please select one answer for each row)

| | Strongly disagree | Disagree | Neutral | Agree | Strongly agree | Don't know |
|---|---|---|---|---|---|---|
| This is a welcoming community | | | | | | |
| I participate in community activities | | | | | | |
| I see myself as part of the community | | | | | | |

11. Thinking about the Queenstown Lakes area in general, please indicate how strongly you agree or disagree with the following statements? (Please select one answer for each row)

| | Strongly disagree | Disagree | Neutral | Agree | Strongly agree | Don't know |
|---|---|---|---|---|---|---|
| It is easy to get around | | | | | | |
| Public transport meets my needs | | | | | | |
| I feel safe | | | | | | |
| It is an affordable place to visit | | | | | | |
| There is adequate healthcare available | | | | | | |
| I would recommend the district to friends | | | | | | |

12. Is there anything else you would like to say about your experiences of the Queenstown Lakes District?
______________________________

3

versus

# QUALITY OF LIFE SURVEY 2024 RESULTS

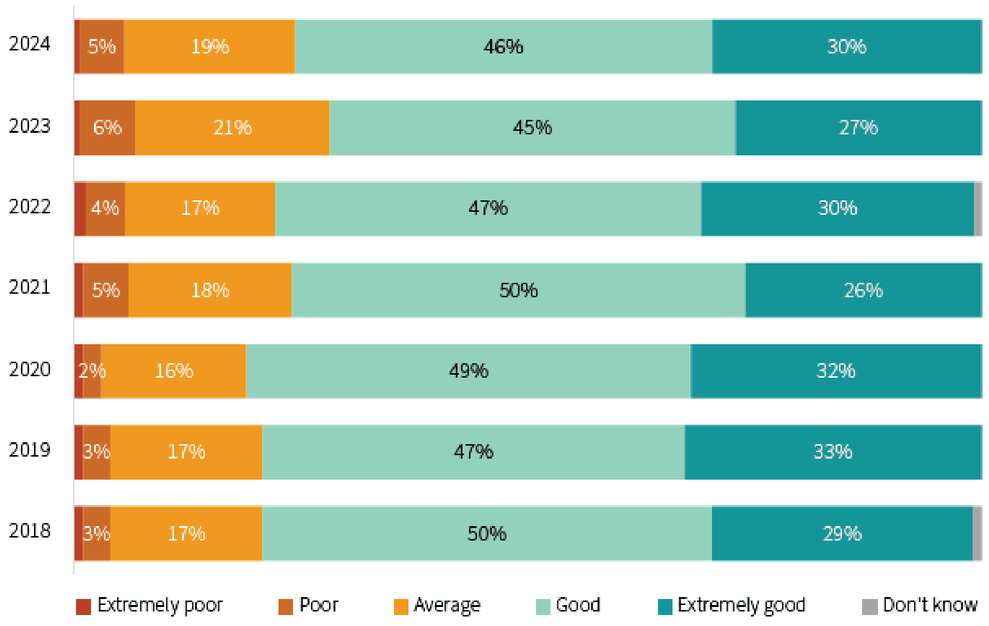
QUEENSTOWN LAKES DISTRICT COUNCIL

# KEY RESULTS

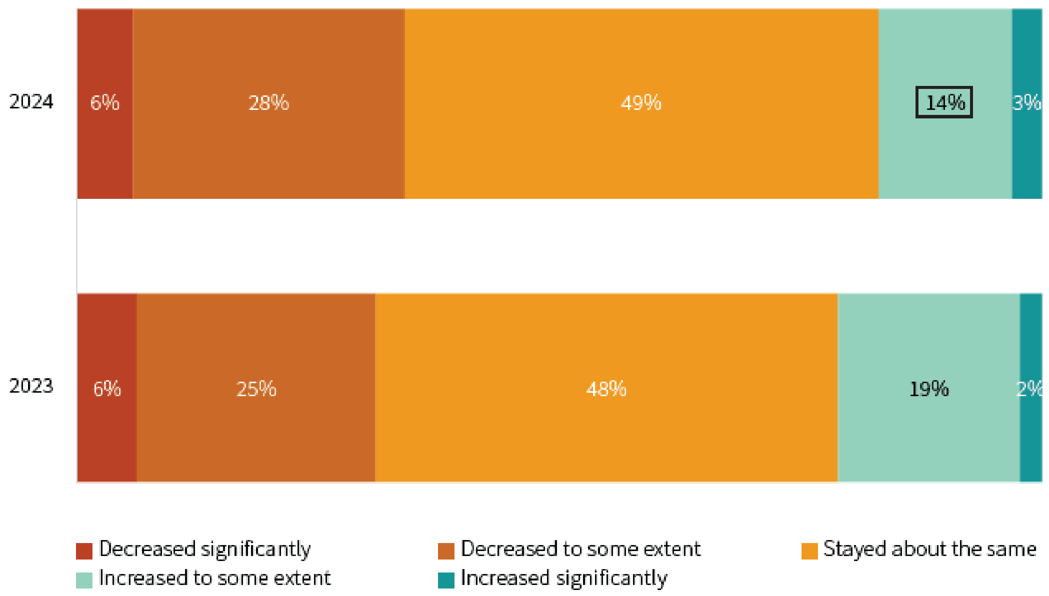
QUEENSTOWN LAKES DISTRICT COUNCIL

- Quality of life of residents is still high, with 76% rating it extremely good or better.
- 34% responded that their quality of life had decreased in the past year. Cost of living was a major factor in declining quality of life.
- Affordability, housing and infrastructure continue to be the primary challenges in the district.
- Secondary issues include inadequate healthcare and a weakening sense of belonging.

Overall quality of life

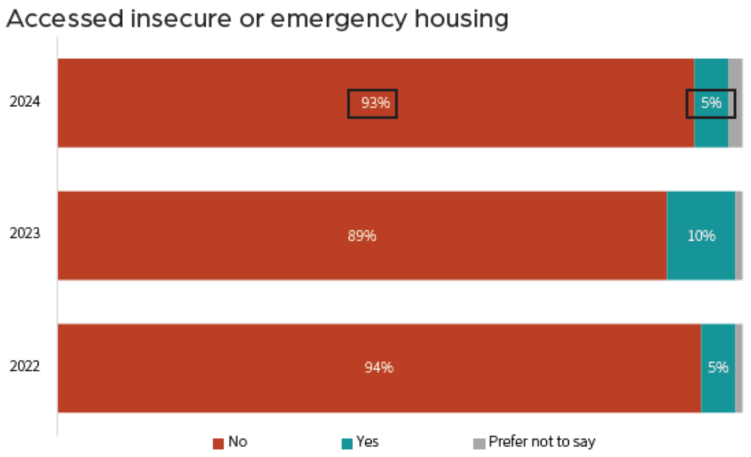


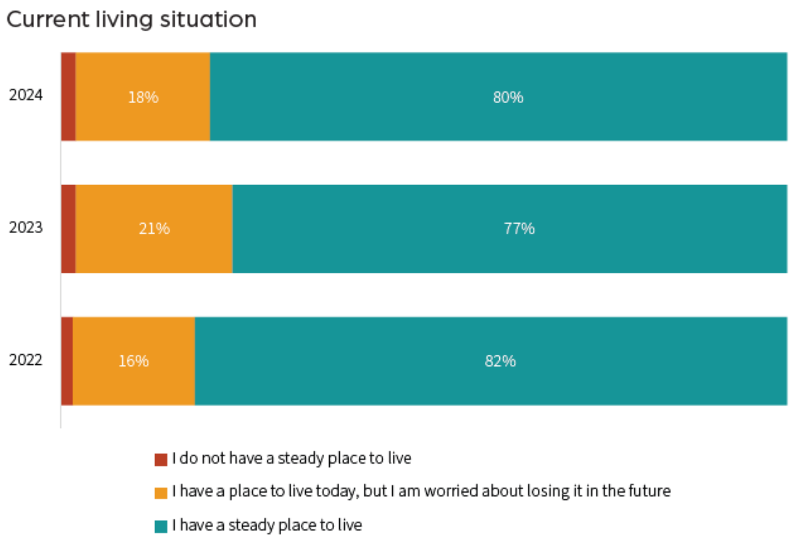

Change in quality of life

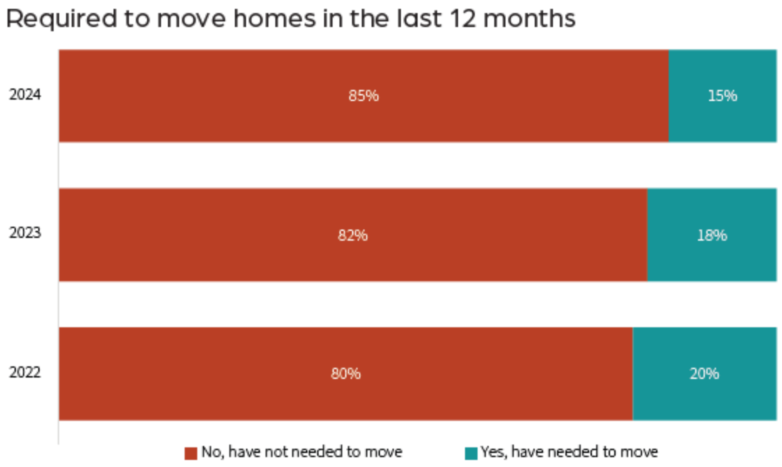


# HOUSING

> Many of the housing results have improved year on year, including residents experiencing insecure housing, those without a steady pace to live, and those needing to move house.



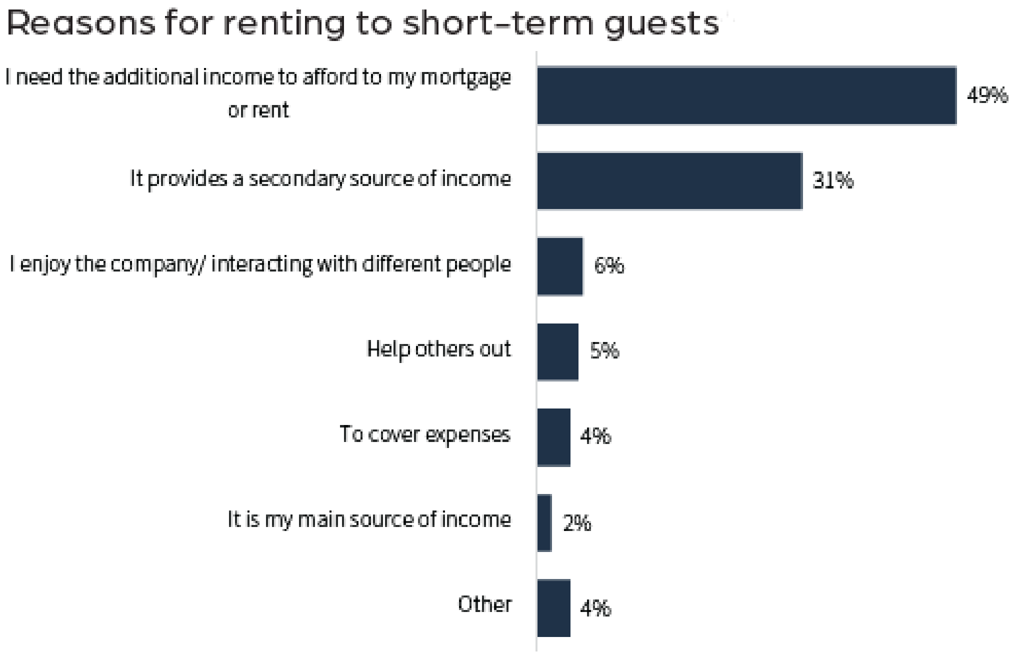



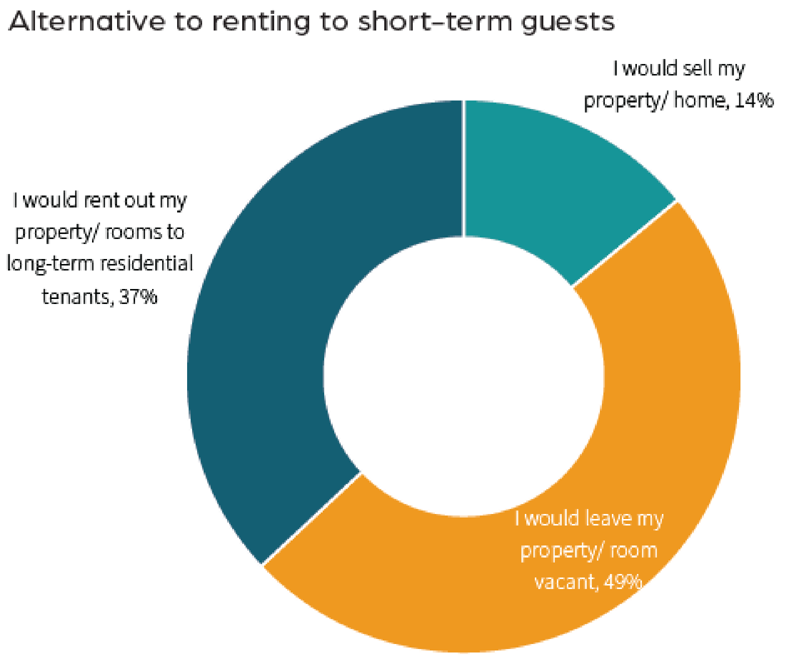



# HOUSING

> A number of new questions were asked this year to gather further data regarding short term letting.

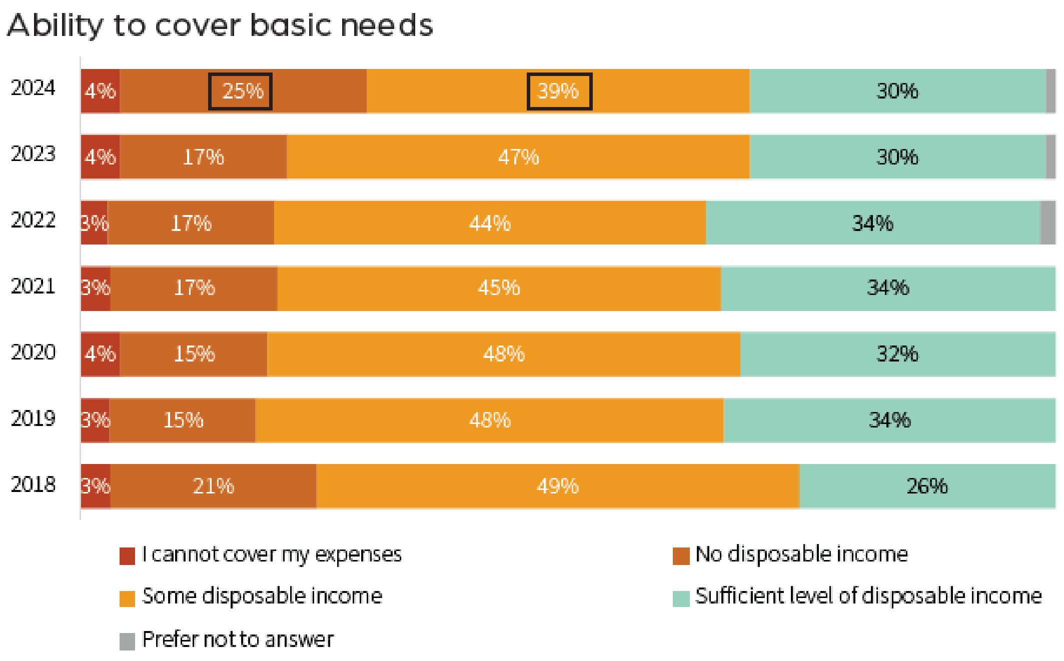
> 49% who rent to short term guests do so because they need the money to afford their mortgage or rent, while 49% also stated they would leave their property vacant if they couldn't rent it out short-term.

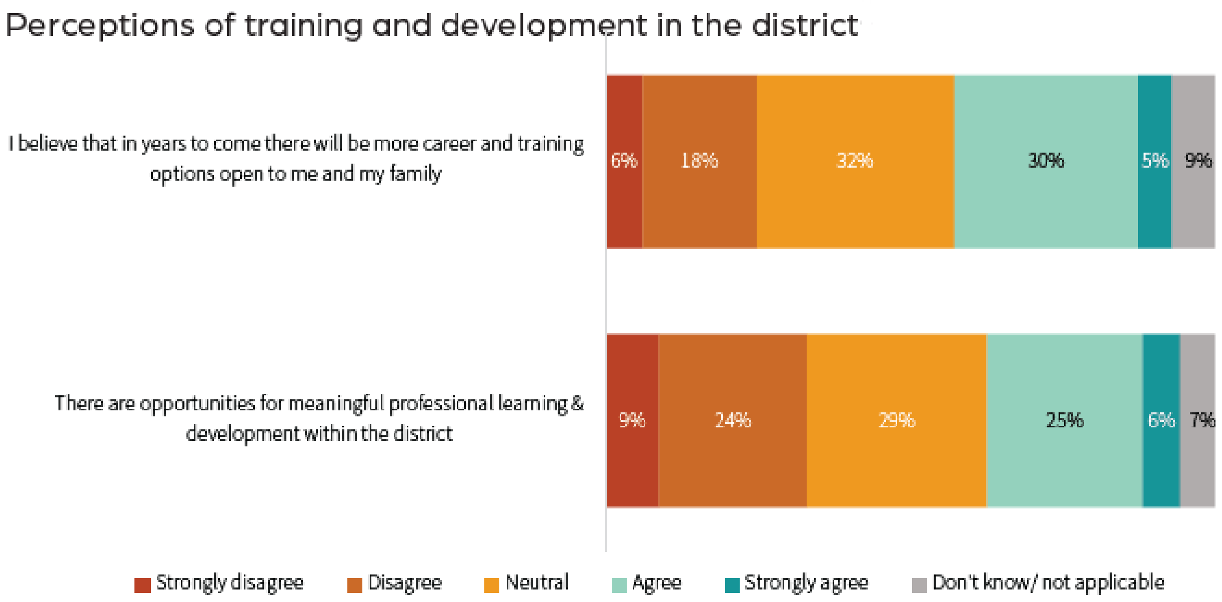


# JOBS AND INCOME

- Disparity between cost of living and wages continues to be a main theme.
- Residents reporting no disposable income or being unable to cover expenses increased from 21% to 29%.
- 35% agreed there would be more career opportunities for them in the future.
- 31% thought there were opportunities for learning and development currently.



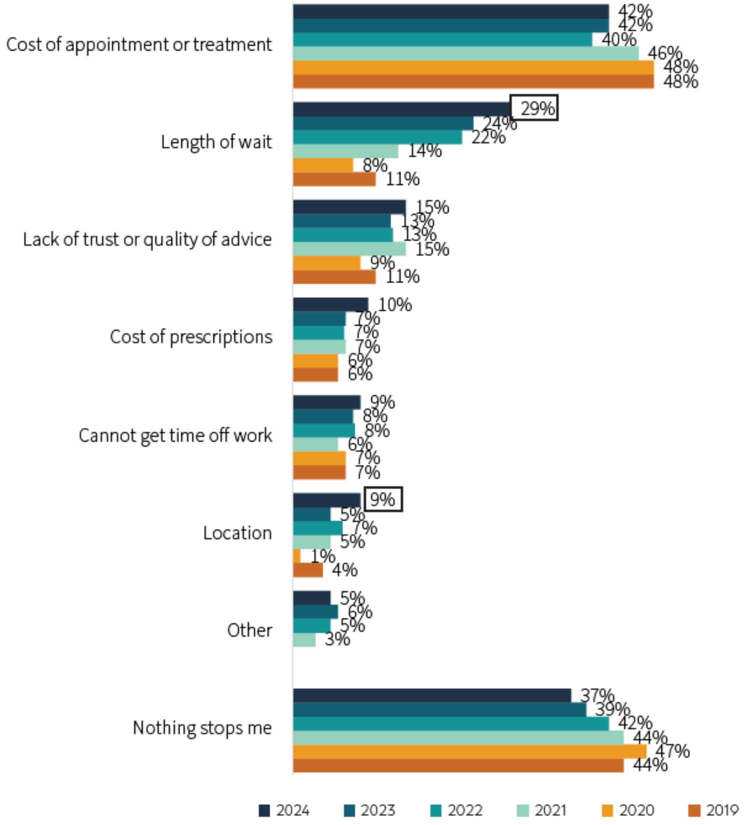
# HEALTH

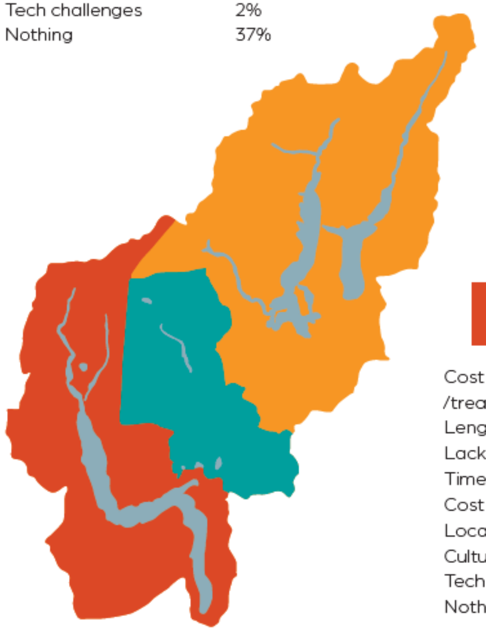
QUEENSTOWN LAKES DISTRICT COUNCIL

> Insufficient healthcare and a lack of services continues to be the main concern.

> Residents reporting no barriers to seeing a medical professional continues to decrease.

Ability to see healthcare professionals



**ARROWTOWN-KAWARAU WARD**

| | |
|---|---|
| Cost of appointment /treatment | 40% |
| Length of wait | 27% |
| Lack of trust | 13% |
| Cost of prescriptions | 11% |
| Location | 8% |
| Time off work | 7% |
| Cultural barriers | 2% |
| Tech challenges | 2% |
| Nothing | 37% |

**WĀNAKA-UPPER CLUTHA / MATA-AU WARD**

| | |
|---|---|
| Cost of appointment /treatment | 41% |
| Length of wait | **40%** |
| Lack of trust | 15% |
| Location | 10% |
| Cost of prescriptions | 10% |
| Time off work | 8% |
| Cultural barriers | 1% |
| Tech challenges | 1% |
| Nothing | 33% |

**QUEENSTOWN-WHAKATIPU WARD**

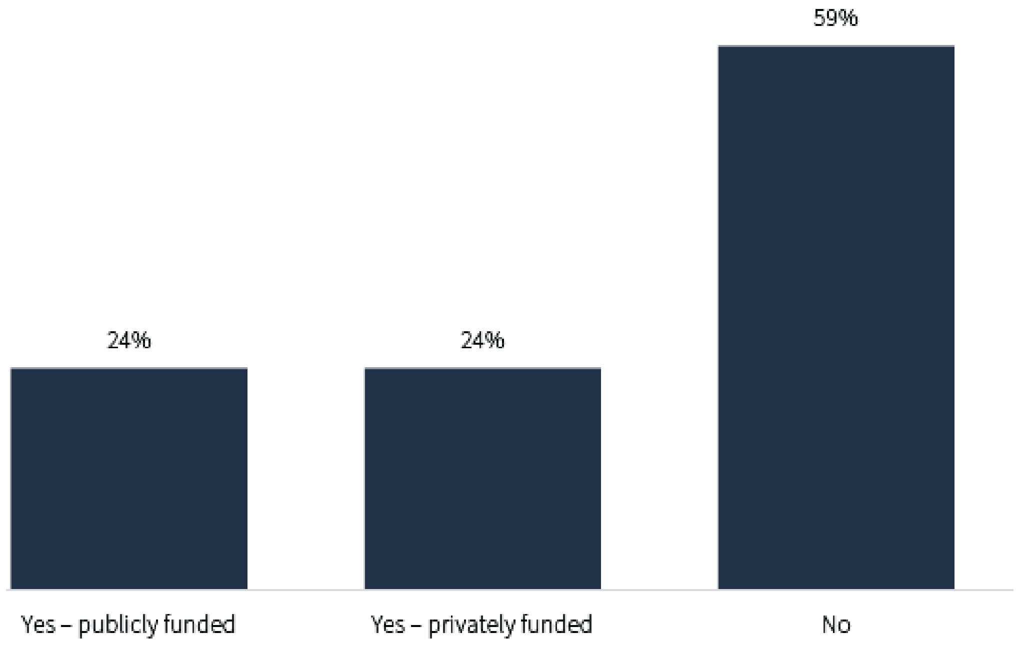
| | |
|---|---|
| Cost of appointment /treatment | 43% |
| Length of wait | 22% |
| Lack of trust | 16% |
| Time off work | 11% |
| Cost of prescriptions | 10% |
| Location | 10% |
| Cultural barriers | 1% |
| Tech challenges | 1% |
| Nothing | 40% |

# HEALTH

QUEENSTOWN LAKES DISTRICT COUNCIL

> 41% of residents stated they needed to travel outside of the district for healthcare

Travel for healthcare outside of the district




Travel for healthcare outside of the district: By year

| | 2021 | 2022 | 2023 | 2024 |
|---|---|---|---|---|
| Travelled outside of the district | 38% | – | 39% | 41% |
| Did not travel outside of the district | 62% | – | 61% | 59% |

# TRANSPORT

QUEENSTOWN LAKES DISTRICT COUNCIL

> Residents continue to find public transport inadequate.

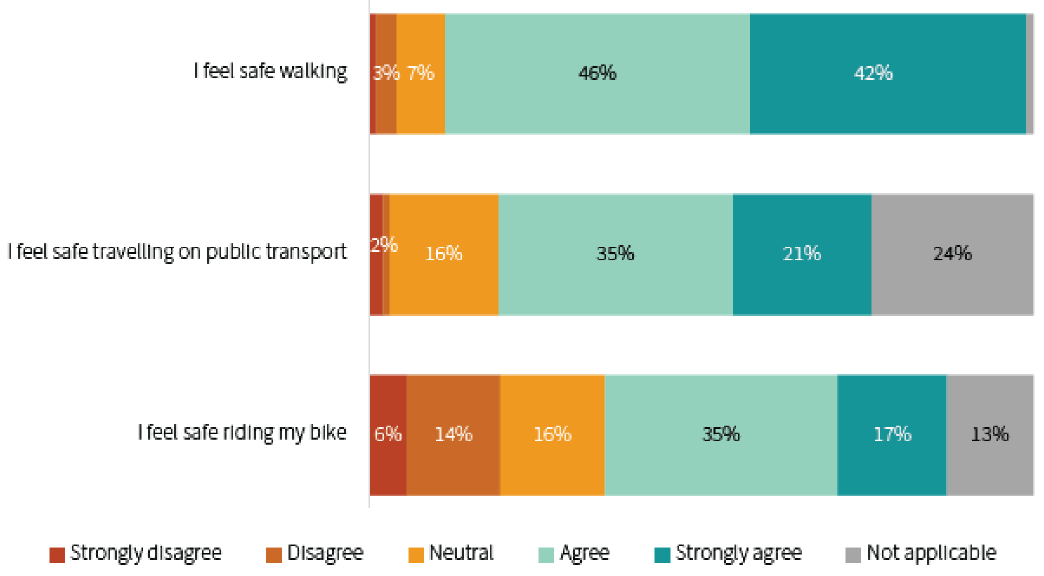
> There was a significant increase in residents who walked at least monthly as a form of transport.

> While very few feel unsafe walking or on public transport, 20% of residents feel unsafe riding a bike.

Use of different transport modes: By year

| | 2022 | 2023 | 2024 |
|---|---|---|---|
| Walk | 69% | 64% | **81%** |
| Bike | 37% | 41% | 42% |
| Car-pool | 20% | 14% | **23%** |
| E-bike | 15% | 22% | 22% |
| Bus | 22% | 20% | 22% |
| Electric car | - | 9% | **14%** |
| Micro-mobility | - | - | 4% |
| Water taxi | 4% | 11% | 3% |

Perceptions of safety of alternative transport means



# TRANSPORT

| Percentage of residents who feel unsafe... | On public transport | Riding a bike | Walking |
|---|---|---|---|
| Queenstown | 0% | 18% | 2% |
| Frankton | 2% | 16% | 5% |
| Jacks Point | 4% | 39% | 11% |
| Sunshine Bay-Fernhill | 4% | 21% | 0% |
| Glenorchy | 0% | 19% | 0% |
| **Queenstown-Whakatipu** | **3%** | **25%** | **5%** |
| Arrowtown | 3% | 8% | 7% |
| LHE and SC | 0% | 13% | 3% |
| Arthurs Point | 0% | 23% | 7% |
| Whakatipu Basin | 0% | 23% | 13% |
| **Arrowtown-Kawarau** | **1%** | **15%** | **6%** |
| Other Whakatipu | 3% | 35% | 6% |
| Wānaka | 6% | 17% | 2% |
| Hāwea and Hāwea Flat | 4% | 16% | 2% |
| Luggate | 0% | 21% | 0% |
| Albert Town | 6% | 24% | 4% |
| Other Wānaka | 11% | 56% | 11% |
| **Wānaka-Upper Clutha** | **5%** | **19%** | **2%** |

- Residents of Jacks Point were more likely to say they felt unsafe riding their bike, followed by residents in some of the smaller communities.
- Whakatipu Basin residents were more likely to say they felt unsafe walking in their neighbourhood, followed by Jacks Point residents.

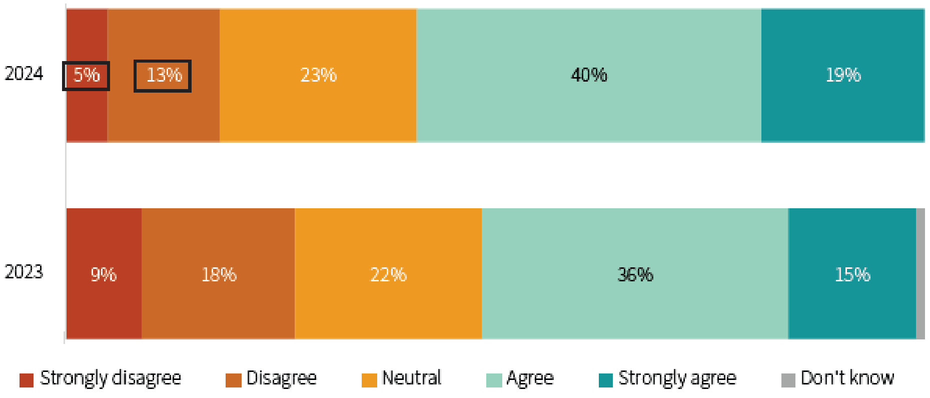
# NEIGHBOURHOODS

> Residents commented that their neighbourhoods are losing a sense of community. Others provided feedback that new developments were poorly designed.

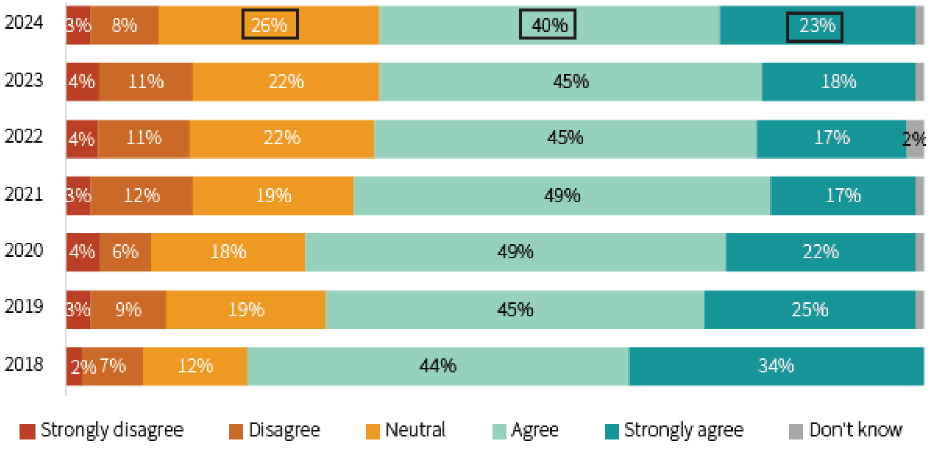
> Residents recommending the district increased significantly from last year.

> Those expressing a sense of pride in the district was unchanged, however fewer residents disagreed with the statement.

Recommendation of the district




Pride in the district



# NEIGHBOURHOODS

**Perceptions of neighbourhood dynamics: By community (total agree and strongly agree)**

| | Albert Town | Arrowtown | Arthurs Point | Frankton | Glenorchy | Hāwea and Hāwea Flat | Jacks Point | Lake Hayes Estate and Shotover Country |
|---|---|---|---|---|---|---|---|---|
| This is a welcoming community | 87% | 68% | 90% | 57% | 81% | 68% | 69% | 60% |
| Living in this neighbourhood gives me a sense of community or belonging | 68% | 69% | 80% | 46% | 94% | 49% | 47% | 41% |
| There is a strong and active community in this neighbourhood | 77% | 62% | 84% | 40% | 100% | 55% | 58% | 36% |
| I participate in activities within my neighbourhood | 60% | 56% | 62% | 39% | 81% | 45% | 36% | 25% |
| The neighbourhood is safe for myself, my family, and others | 98% | 98% | 96% | 92% | 100% | 87% | 86% | 84% |
| I could rely on my neighbours for support following an emergency | 86% | 69% | 83% | 59% | 94% | 76% | 60% | 61% |

| | Luggate | Other Wānaka | Other Whakatipu | Queenstown | Sunshine Bay-Fernhill | Wānaka | Whakatipu Basin |
|---|---|---|---|---|---|---|---|
| This is a welcoming community | 79% | 67% | 79% | 41% | 62% | 65% | 62% |
| Living in this neighbourhood gives me a sense of community or belonging | 84% | 56% | 76% | 32% | 41% | 49% | 58% |
| There is a strong and active community in this neighbourhood | 95% | 44% | 74% | 25% | 47% | 51% | 60% |
| I participate in activities within my neighbourhood | 58% | 44% | 68% | 18% | 31% | 48% | 68% |
| The neighbourhood is safe for myself, my family, and others | 100% | 89% | 97% | 84% | 74% | 96% | 87% |
| I could rely on my neighbours for support following an emergency | 89% | 67% | 91% | 52% | 54% | 69% | 73% |

# NON-RESIDENT RATEPAYER RESULTS

QUEENSTOWN LAKES DISTRICT COUNCIL

- Key results include;
  - 66% of non-residents own a holiday home, 24% an investment property, and 9% both.
  - 55% do not rent their house out, while 18% rent it full-time to long-tern tenants and 12% full-time to short-term tenants.
  - 72% of those that don't rent their property out state that they need it available for when they come to the district, while 23% don't want to be locked into a tenant
  - 81% are satisfied with the community facilities in the district, 71% agree it is a welcoming community and 88% would recommend the district to friends.
  - There was a significant decrease in those that think the district is easy to get around (58% to 52%).
  - 29% agreed there was adequate healthcare (vs 30% disagree), 25% that public transport met their needs, and 23% that the district was affordable.

# QUESTIONS/FEEDBACK

- Final report along with previous reports can be found at: https://www.qldc.govt.nz/community/community-research
- Any further questions or feedback?