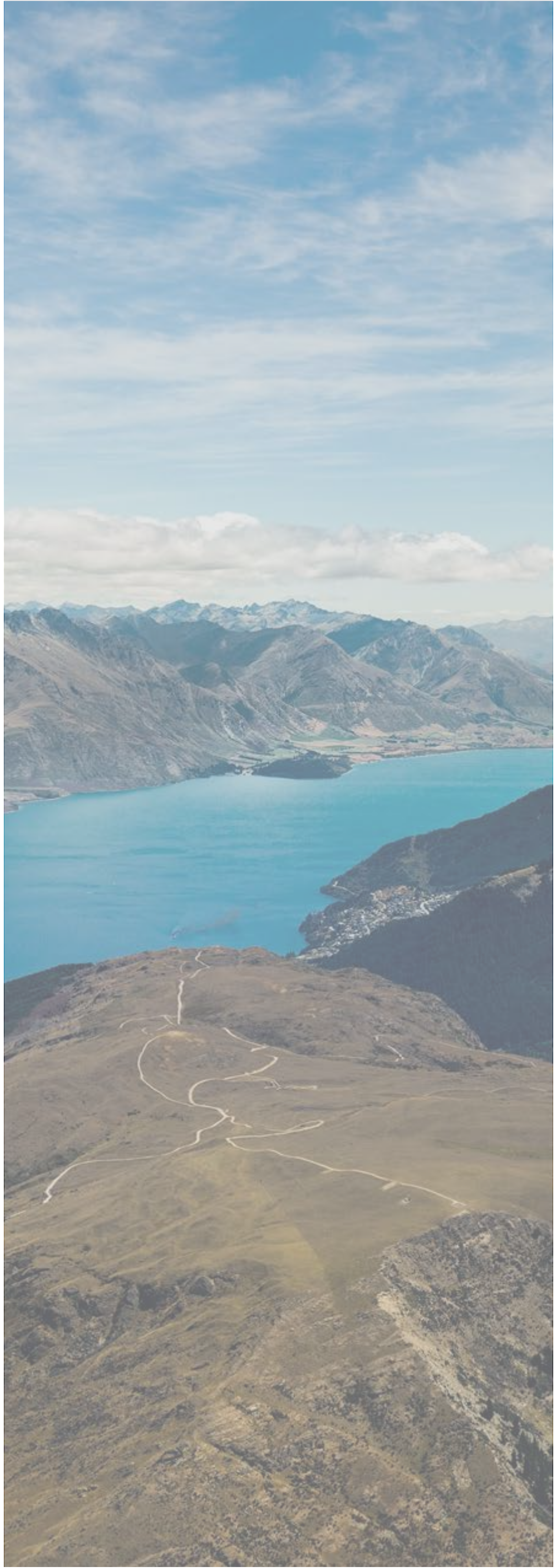
QUEENSTOWN LAKES DISTRICT COUNCIL

QUALITY OF LIFE REPORT

DECEMBER 2020



Versus
RESEARCH

CONTENTS

2 Project Background

6 About Us

17 Employment

26 COVID-19

36 Health

41 Community Support

48 Belonging

59 Environment

63 Transport

73 Preparedness and Safety

77 Facilities and Governance

86 Tourism

90 Quality of Life

95 Discussion of Findings

100 Age Profiles

112 Appendix

PROJECT BACKGROUND

OBJECTIVES

Queenstown Lakes District Council (QLDC) is the local area authority responsible for the Queenstown Lakes district. QLDC, along with other community partners, are responsible for the delivery of services to residents within the area.

In 2018, QLDC was interested in determining the quality of life of residents in the district and understanding how best to ensure all residents have a good quality of life. To this, QLDC wishes to create a relevant information set which will help them and other community partners to improve residents' quality of life throughout the district. This is the third year that the Quality of Life Survey has been completed.

The primary objectives guiding the project this year were to:

- Understand the overall impact COVID-19 has had on residents living in the district;
- Determine measures relating to residents' quality of life within the district;
- Understand what role QLDC and their partners could play in helping to improve residents' quality of life within the district.

METHOD

Versus Research (Versus) was commissioned by QLDC to complete a quantitative survey with Queenstown Lakes residents.

As with previous years, residents' contact details were obtained via the electoral roll, this helps to ensure access to a variety of residents throughout the district. This year, a total of n=12,500 residents were randomly selected to be invited to participate in the survey. Each of those selected were sent a letter inviting them to participate with a unique ID code to access the survey online.

In addition to the invitations sent through the electoral roll sample, QLDC employed some additional measures to generate participation. These measures included advertising the survey link on social media platforms as well as utilising relationships with various community partners. This additional promotion ensured a range of groups participated in the survey.

Any resident unable or unwilling to complete the survey online was able to request a paper copy. On request, a paper copy was sent out and upon completion, freeposted back to Versus for inclusion in the final dataset.

A copy of the survey can be found in the appendix.

PROJECT BACKGROUND

SAMPLE

A total of n=1,630 completed surveys were received. This was stratified to a final sample size of n=1,000 to ensure the final sample was representative of the area.

Please note that this report only contains the results of residents; non-resident ratepayers were also invited to participate in this project however, these results are reported in a separate document.

MARGIN OF ERROR

Margin of Error (MOE) is a statistic used to show the amount of random sampling error present in a survey's results. The MOE is particularly relevant when analysing a subset of the data as smaller sample sizes incur a greater MOE. The final sample size for the residents study was n=1,000. This gives a maximum margin of error of +/-3.1% at the 95% confidence interval. That is, if the observed result on the total sample of n= 1,000 is 50% (point of maximum margin of error), then there is a 95% probability that the true answer falls between 46.9% and 53.1%.

SIGNIFICANCE TESTING

Where applicable, significance testing has been applied to the results to indicate a statistically significant increase or decrease between 2019's and 2020's findings.

WEIGHTS

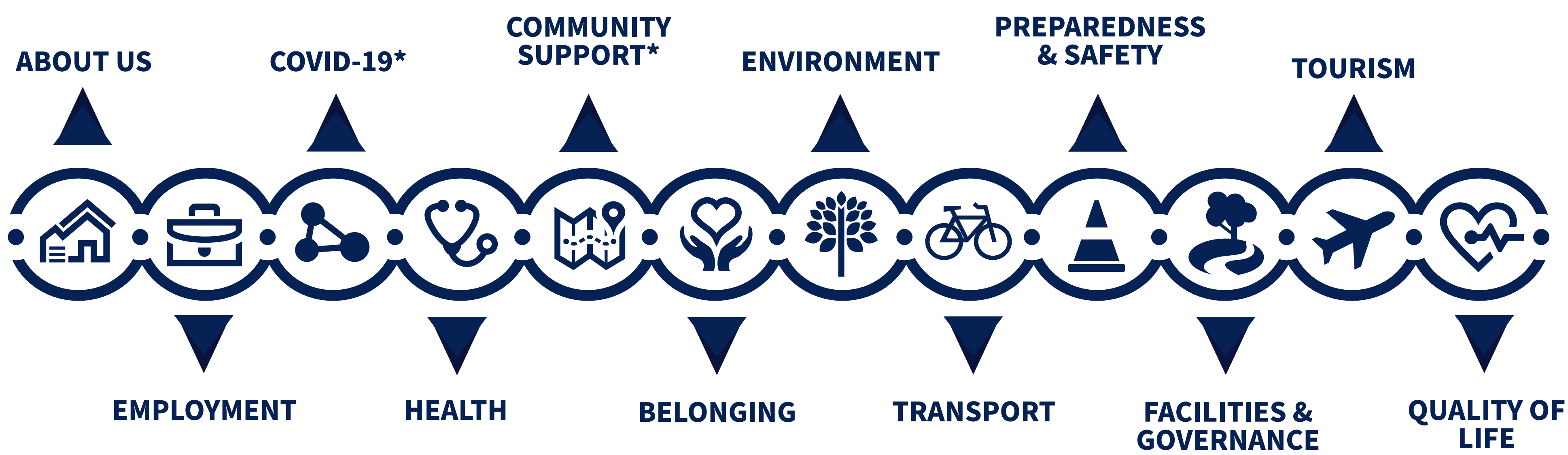
Age weightings have been applied to the final data set to ensure the sample is representative of the population. Weighting is a common practice in research and is used to ensure demographic groups are neither under nor over-represented in the final data set. That is, each demographic group proportionately reflects the demographic make-up of the Queenstown Lakes population.

The weighting proportions were taken from the 2018 Census. These proportions are outlined in the table below:

Age	%
18-24	10%
25-39	37%
40-54	23%
55-64	14%
65+	16%

HOW TO READ THIS REPORT

This report has been split into 12 sections as illustrated below. Where possible, the sections have remained consistent with previous years. However, due to the inclusion of new questions in 2020, there are additional sections included this year. These new sections are identified with an asterisk.

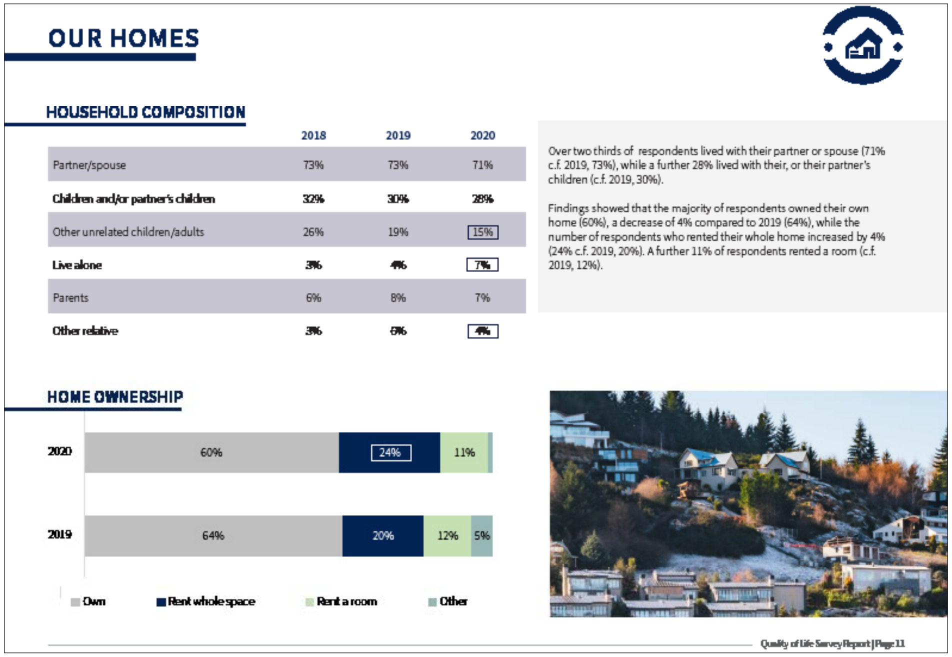


HOW TO READ THIS REPORT

All base sizes are n=1,000 unless otherwise indicated. Where the question was not answered by all residents and the base size is not n=1,000, a note has been placed on the page to indicate how many residents did answer that particular question.

Where results are shown in charts, data labels of less than 3% are not shown due to the overlapping labels making it difficult to read. Year on year comparisons have been completed where the questions and measures are comparable to previous years' results. Please also note that due to rounding, not all percentages add to 100%.

As aforementioned, significance testing has been included in this year's report. Any significance is shown by a square around the figure which is significantly different, an example of this is shown in the image below.



OUR HOMES

HOUSEHOLD COMPOSITION

	2018	2019	2020
Partner/spouse	73%	73%	71%
Children and/or partner's children	32%	30%	28%
Other unrelated children/adults	26%	19%	15%
Live alone	3%	4%	7%
Parents	6%	8%	7%
Other relative	3%	6%	4%

Over two thirds of respondents lived with their partner or spouse (71% c.f. 2019, 73%), while a further 28% lived with their, or their partner's children (c.f. 2019, 30%).

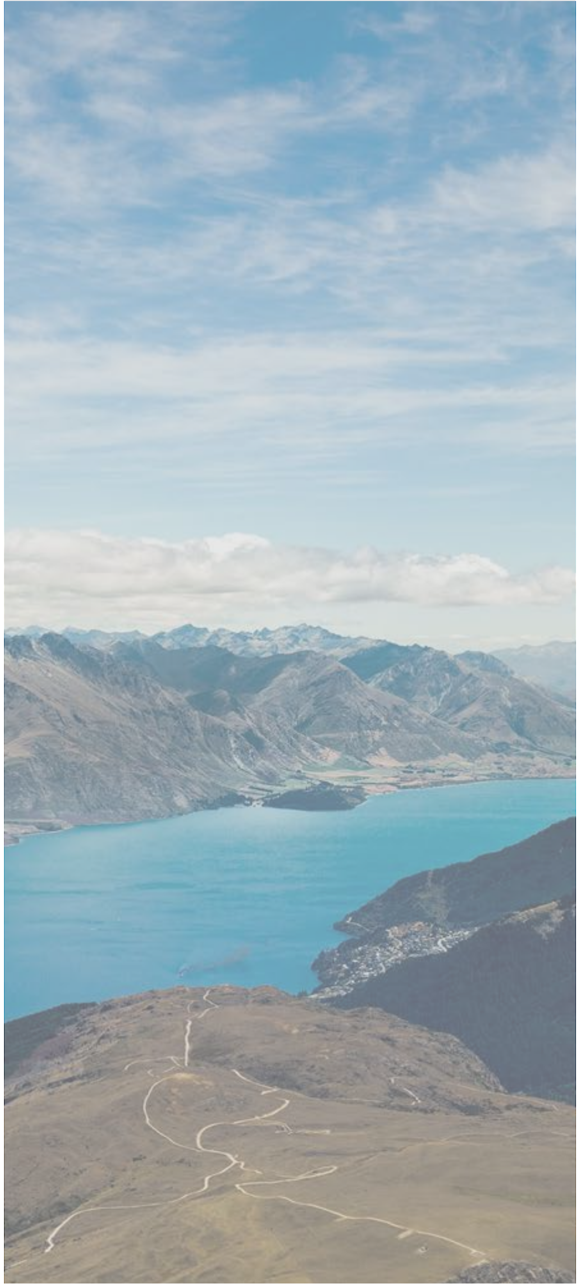
Findings showed that the majority of respondents owned their own home (60%), a decrease of 4% compared to 2019 (64%), while the number of respondents who rented their whole home increased by 4% (24% c.f. 2019, 20%). A further 11% of respondents rented a room (c.f. 2019, 12%).

HOME OWNERSHIP

Quality of Life Survey Report | Page 11

ABOUT US

This section profiles the respondents who participated in this year's project, while also looking at the housing trends and the living conditions of participants.

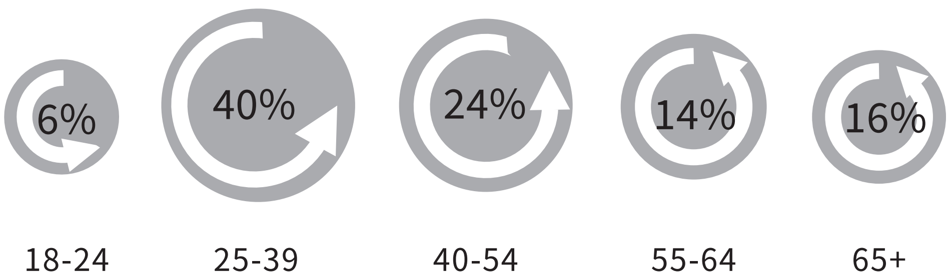


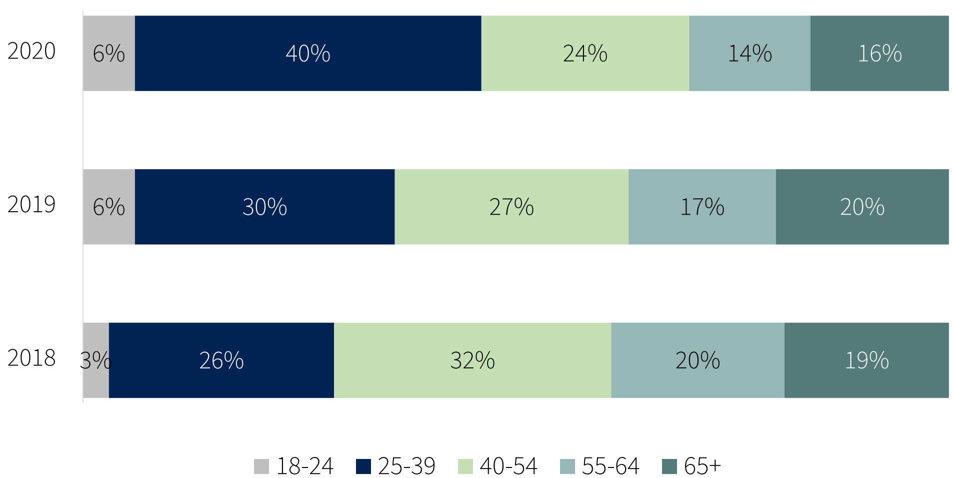
OUR DISTRICT*

Forty percent of respondents were aged 25-39 (c.f. 2019, 30%), followed by 24% who were aged 40-54 (c.f. 2019, 27%).

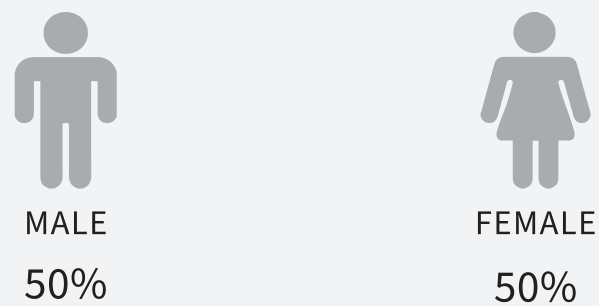
Half of the sample were male (c.f. 2019, 49%), while a further 50% were female (c.f. 2019, 51%).

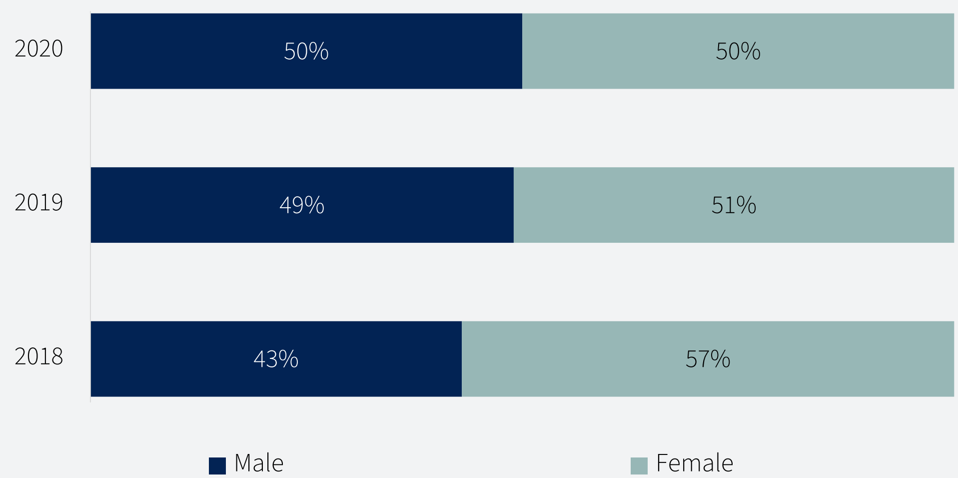
AGE





GENDER





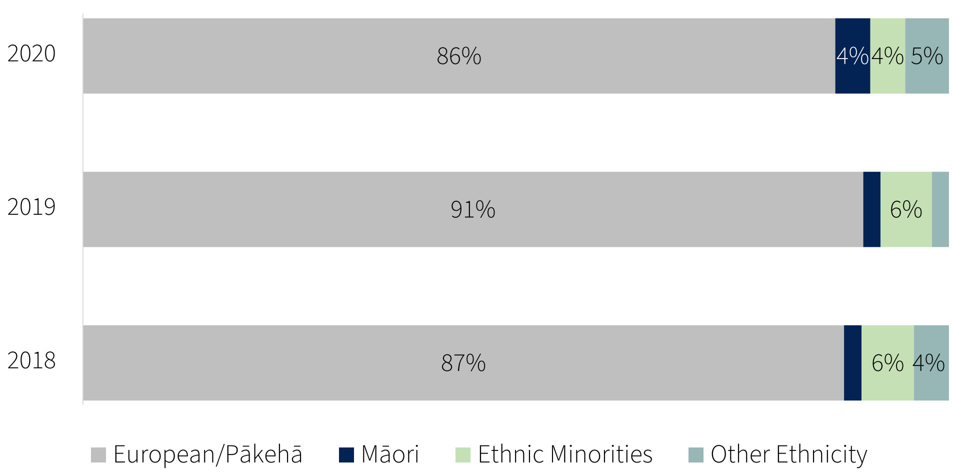
Please note the results displayed in this page are not weighted.

OUR DISTRICT*

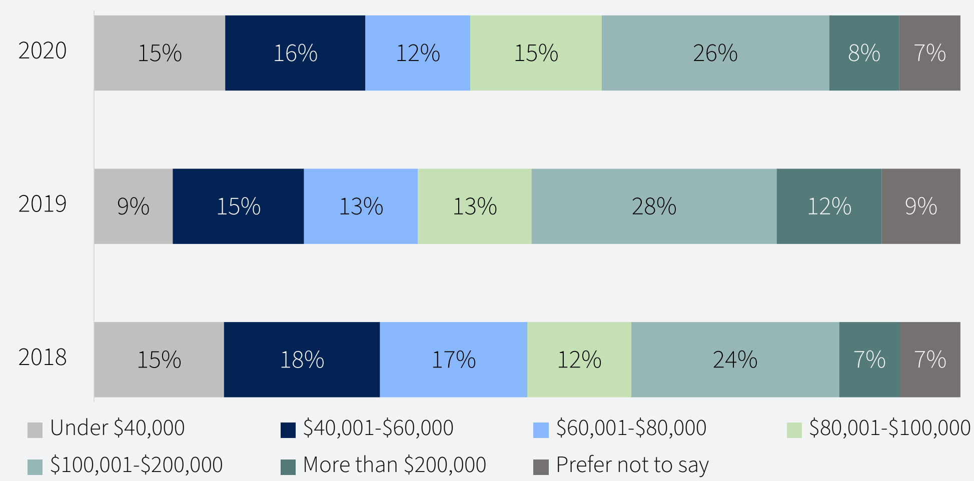
The highest proportion of respondents identified as European/Pākehā (86% c.f. 2019, 91%). Over one quarter of respondents received an annual income of $100,001-$200,000 (26% c.f. 2019, 28%).

Please note that the Ethnic Minorities grouping includes those who identified as Pacific Peoples, Middle Eastern, Latin American, and/or African.

ETHNICITY



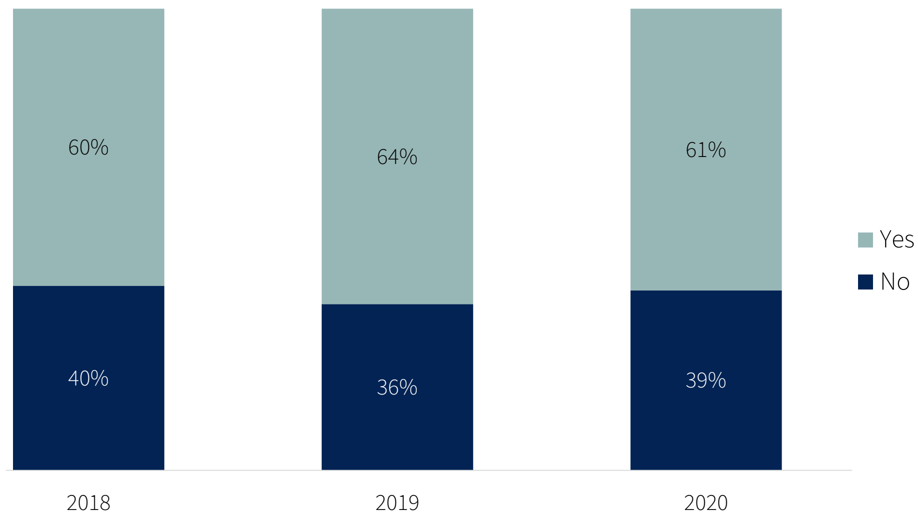
INCOME



**Please note the results displayed in this page are not weighted.*

OUR DISTRICT*

BORN IN NZ

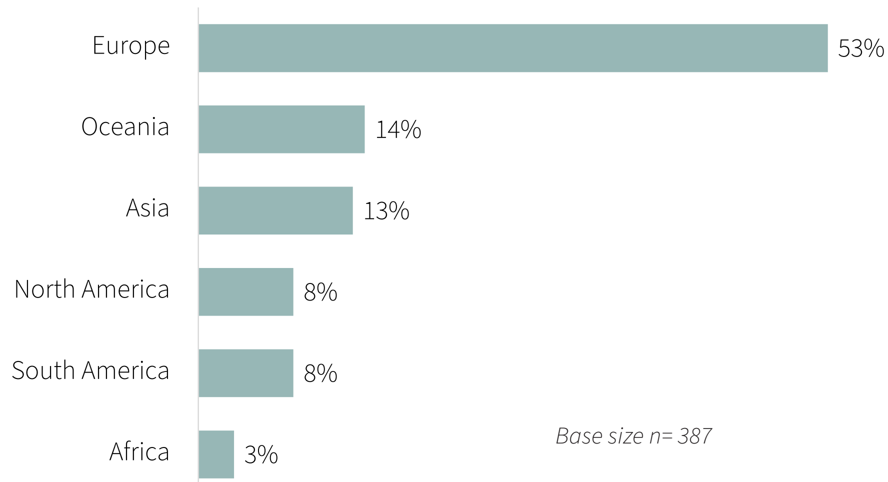


Sixty one percent of respondents were born in New Zealand (c.f. 64%, 2019), while 39% were born outside of New Zealand (c.f. 2019, 36%).

Of the respondents who were born elsewhere, over half (53%) were born in Europe, while a further 14% were born in alternative Oceania locations.

Ninety four percent of respondents were New Zealand permanent residents or citizens, while a further 3% were Australian residents or citizens.

PLACE OF BIRTH



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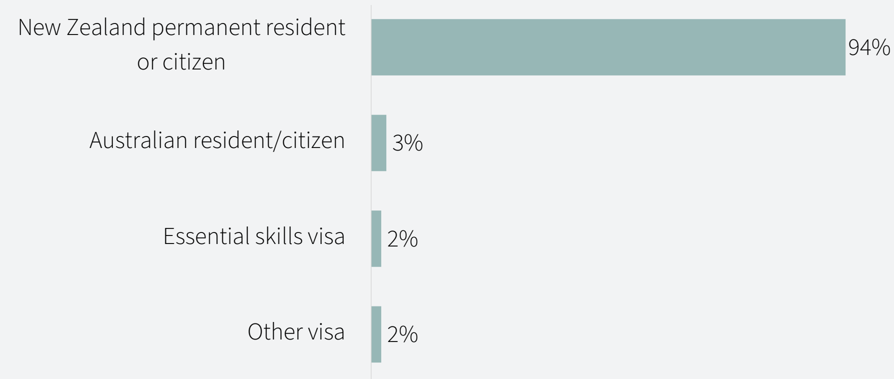
RESIDENCY STATUS

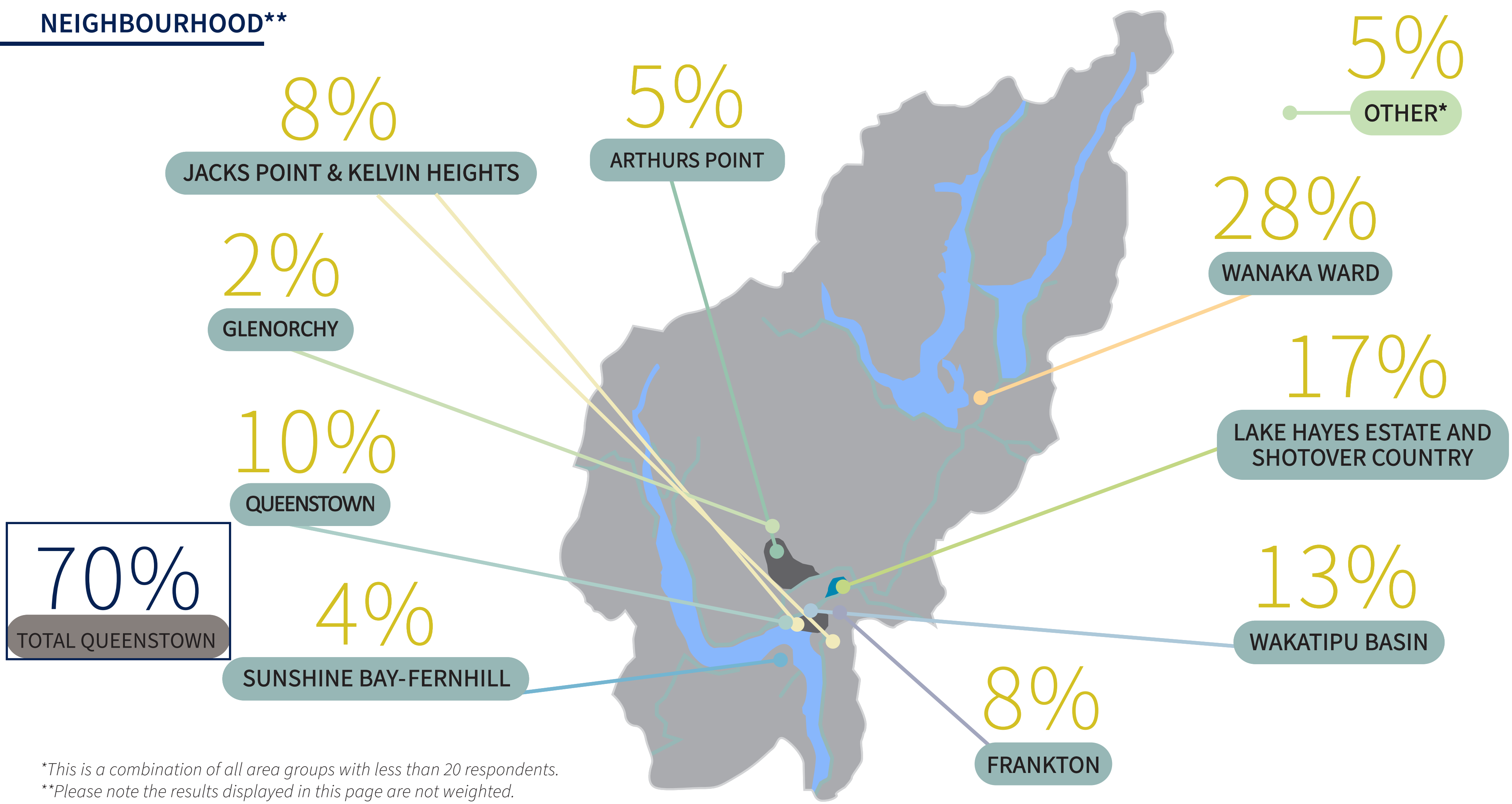


**Please note the results displayed in this page are not weighted.*

NEIGHBOURHOOD OVERVIEW

Twenty eight percent of respondents resided in Wanaka Ward, while a further 17% resided in Lake Hayes Estate and Shotover Country.

NEIGHBOURHOOD**

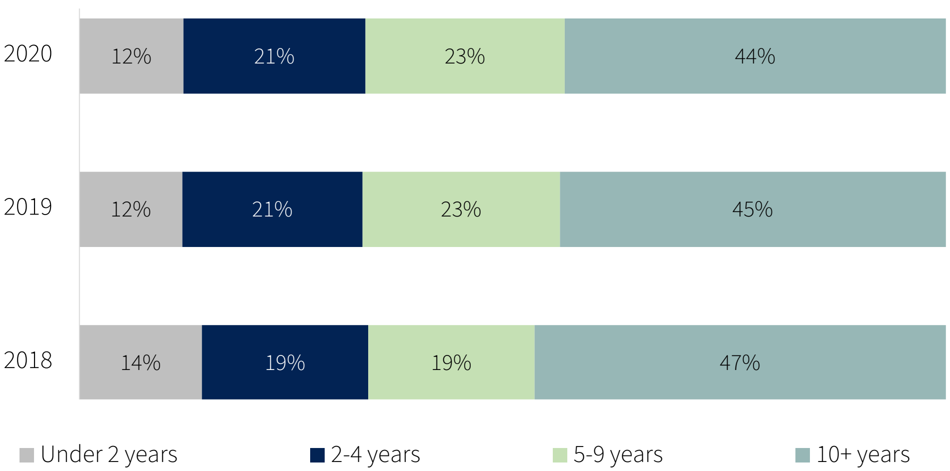


*This is a combination of all area groups with less than 20 respondents.
**Please note the results displayed in this page are not weighted.

RESIDING IN THE DISTRICT

The majority of respondents have resided in the district for 10 or more years (44%), followed by 5-9 years (23%), and 2-4 years (21%). Just 12% of respondents indicated that they have resided in the district for less than 2 years. These findings are on par with those seen in 2019.

YEARS IN THE DISTRICT



OUR HOMES

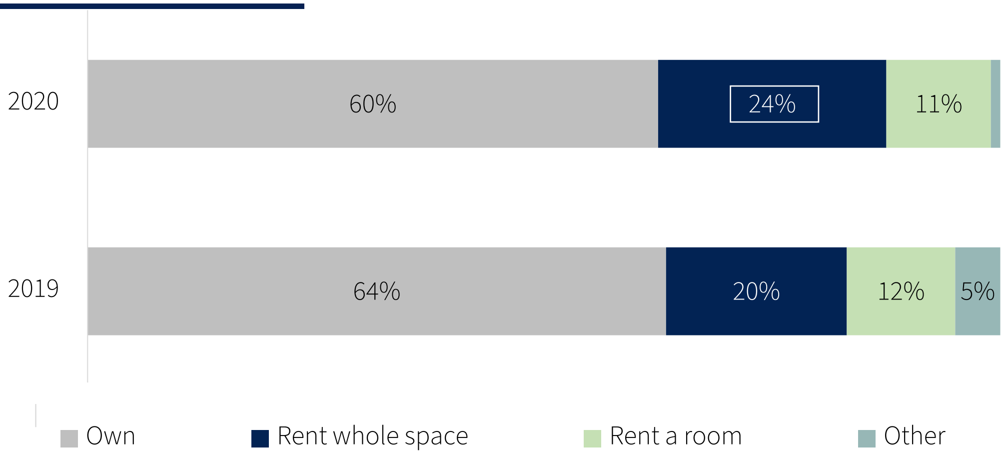
HOUSEHOLD COMPOSITION

	2018	2019	2020
Partner/spouse	73%	73%	71%
Children and/or partner's children	32%	30%	28%
Other unrelated children/adults	26%	19%	15%
Live alone	3%	4%	7%
Parents	6%	8%	7%
Other relative	3%	6%	4%

Over two thirds of respondents lived with their partner or spouse (71% c.f. 2019, 73%), while a further 28% lived with their children, or their partner's children (c.f. 2019, 30%). Significant changes were observed in the number of respondents who lived with unrelated people (15% c.f. 2019, 19%), lived alone (7% c.f. 2019, 4%), or lived with other relatives (4% c.f. 2019, 6%).

Findings showed that the majority of respondents owned their own home (60%), a decrease of 4% compared to 2019 (64%), while the number of respondents who rented their whole home increased by 4% (24% c.f. 2019, 20%). A further 11% of respondents rented a room (c.f. 2019, 12%).

HOME OWNERSHIP

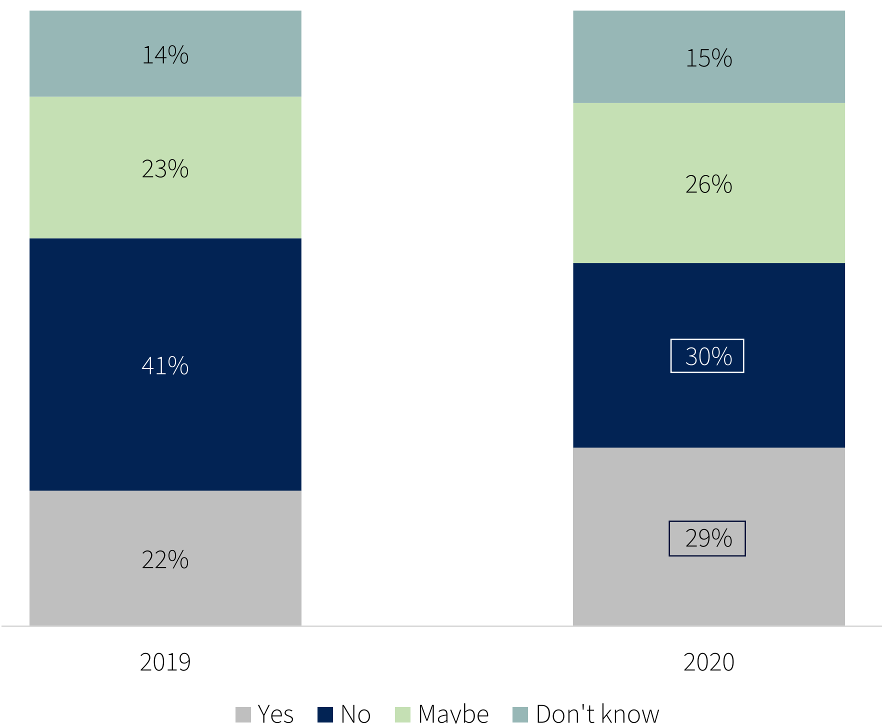


OUR HOMES

Fifty five percent of respondents who rented said they needed to move (29%) or may need to move (26%) within the next 12 months; this is a significant increase of 10% compared to 2019 (45%). Residents who indicated they will need to move were more likely to have resided in the district for less than 2 years (39%), be in full time paid employment (34%), and have accessed the QLDC Welfare Registration Form (49%).

These respondents were asked why they needed, or may need, to move. While the expiration of leases remains the leading reason (36%), this has decreased significantly since 2019 (66%). In contrast, the number of respondents reporting an inability to afford rent (26%) has increased significantly since 2019 (3%).

NEED TO MOVE WITHIN THE NEXT 12 MONTHS



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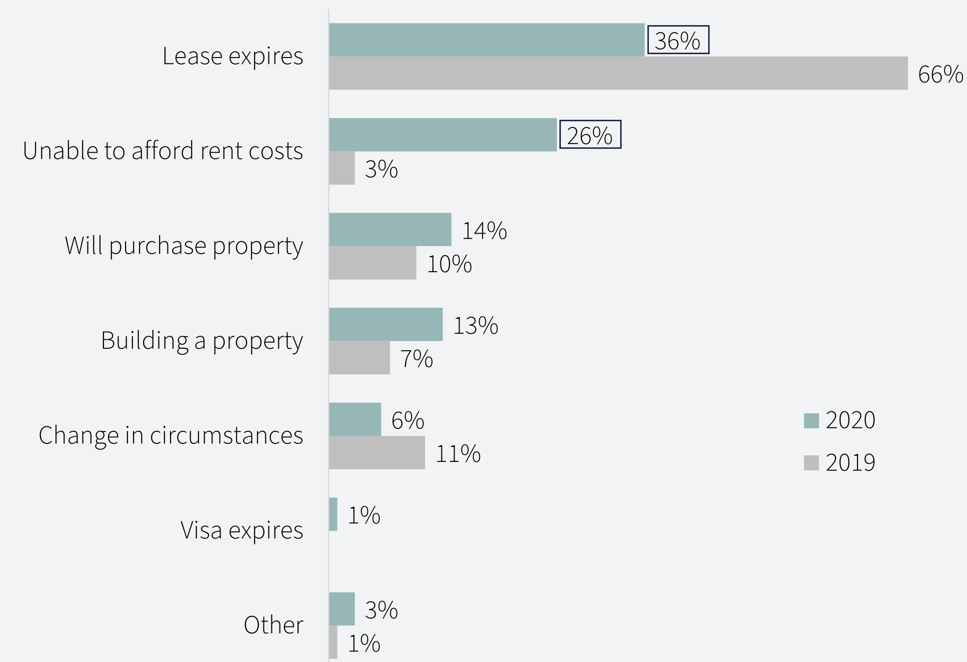
MOVING INFLUENCES



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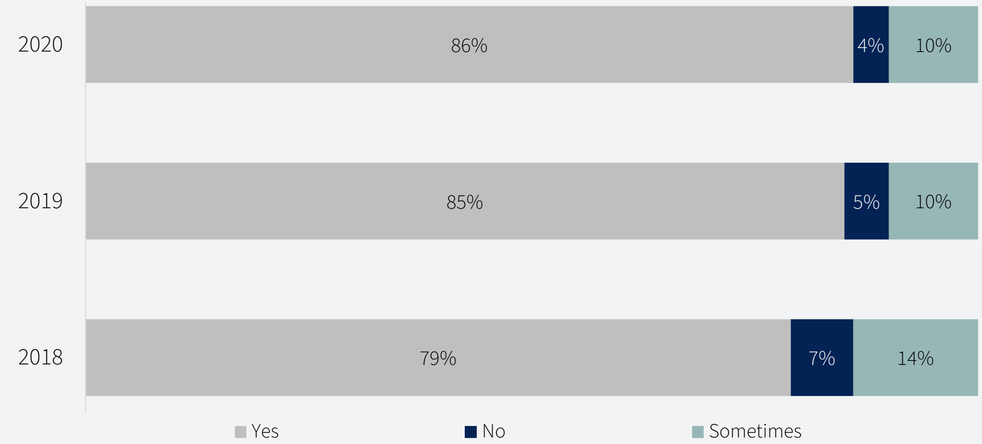
HEATING

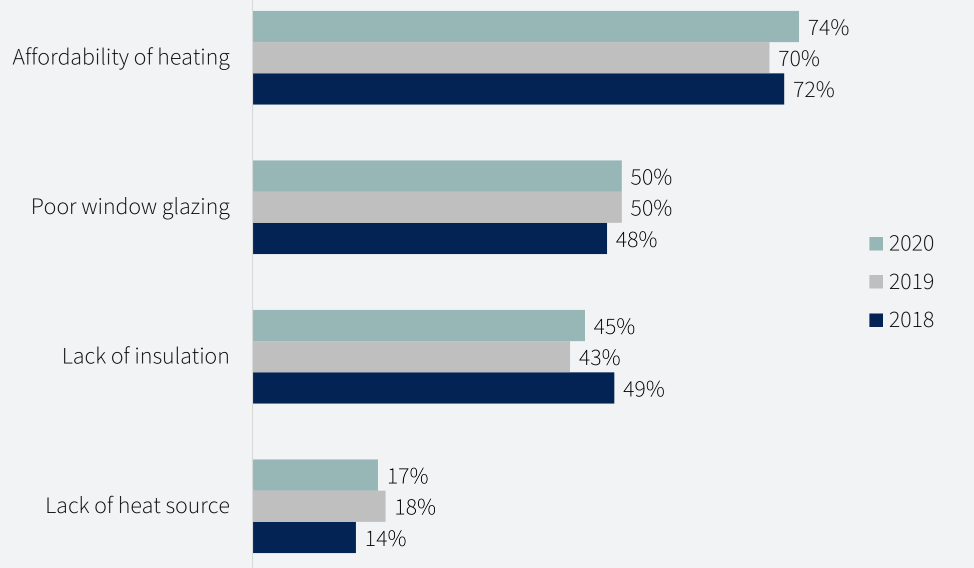
On par with results seen in 2019 (85%), 86% of respondents reported that they were able to heat their home, while 4% reported they were unable to (c.f. 2019, 5%), and a further 10% were sometimes able to (c.f. 2019, 10%).

Those who indicated they were not able to heat their home, or were only able to heat their home sometimes, were asked why. Consistent with previous years, a lack of affordability (74% c.f. 2019, 70%), and poor window glazing (50% c.f. 2019, 50%) were the key drivers of a respondent's inability to heat their home.

ABILITY TO HEAT HOME



REASON FOR INABILITY TO HEAT HOME



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HEATING

RESIDENTS WHO ARE UNABLE TO HEAT THEIR HOME

More likely to identify as Māori (13%) or as being on another visa (18%).

More likely to live in Makarora (24%) or Queenstown (10%), and to have lived in the district for 2-4 years (7%). More likely to rent the house, apartment, or studio (7%) they live in.

More likely to not currently be in paid employment (11%), and to earn under $40,000 annually (9%). More likely to be able cover expenses but have no disposable income (8%) or cannot cover expenses (13%). More likely to strongly disagree they are confident they would be able to find another job in the district if they needed to (15%), that their wellbeing is important to their employer (15%), and that their job is secure post COVID-19 (12%).

More likely to indicate the cost of prescriptions (13%), cost of treatment or appointment (6%), or inability to get time off work (10%) are barriers to accessing medical care. More likely to have used the emergency department for injury (7%), and exercise infrequently (13%) or don’t exercise (15%).

More likely to strongly disagree they can express their culture without feeling excluded from neighbourhood, community, or town (20%), and are very dissatisfied with cultural offerings in the district (16%). More likely to strongly disagree with neighbourhood characteristics measures, and are very dissatisfied with the opportunities provided to have their say (10%), as well as elected members (10%).

These residents are more likely to have poor (36%) or average (8%) quality of life.

SUMMARY

The proportion of respondents who owned a home has decreased since 2019, while a concurrent increase has been seen in the number of respondents who need to move within the next 12 months. Since 2018, the proportion of respondents who have resided in the district for 10 or more years has steadily decreased (albeit marginal). While all these observed changes have been slight and/or steady thus far, it should be noted that continual and constant changes in these areas could be a mark of decreased permanence amongst residents. That is, there are fewer motives to remain in the district if respondents do not, or are unable to, own a home and must continually move. Such barriers are likely to result in a more transient population (i.e. further decreases in the number of respondents who have lived in the district for 10 or more years).

As was seen in 2019, cost continues to be a real catalyst for housing-related troubles. Most notable was the increase in the respondents who had to move house due to their inability to afford rent. Meanwhile, the number of respondents who were unable to heat their home as a result of affordability this year increased.

Verbatim comments related to housing validated these findings. That is, respondents often expressed uncertainty about their future living circumstances, or made general comments on the expense of housing, particularly renting.

"It's seriously overpriced."

It should be noted, that while the trend and issue of cost remained consistent with that of 2019, the sentiment of the comments seemed to differ this year. While respondents' concerns were unchanged, their views were expressed with a greater sense of genuine worry as opposed to blame and anger at housing prices. Indeed, COVID-19 appeared to play a role in this shift, with many referencing concerns for 'normality' post COVID-19 and the consequential increase in housing/renting costs. Last year the cost dilemma was generally attributed to various parties or sectors (e.g. tourism sector, developers, Council, etc.). This year, these parties have been referenced less.

"My landlord had reduced the rent when I moved in due to COVID-19, but once it goes back, I might not be able to afford it."

Another distinction observed was that of heating and the lack thereof. Respondents, particularly those who rented, commonly referenced the issues they had with heating. While cost was commonly cited as a key barrier, there appeared to be a real issue with the lack and/or quality of insulation.

"People buy them (houses) up as investments intending to rent them out, and make no effort to heat them adequately and make sure they're suitable for tenants. Everyone deserves a warm, safe home."

Comments such as those above, and comments regarding price suggest that not only are Queenstown Lakes residents paying extremely high rent prices, but they are also not getting the corresponding value in paying those high costs.

"We built our house and invested in heating (rather than size). But I am aware that most houses (even the newer ones) are inadequate in those areas, with high power bills."

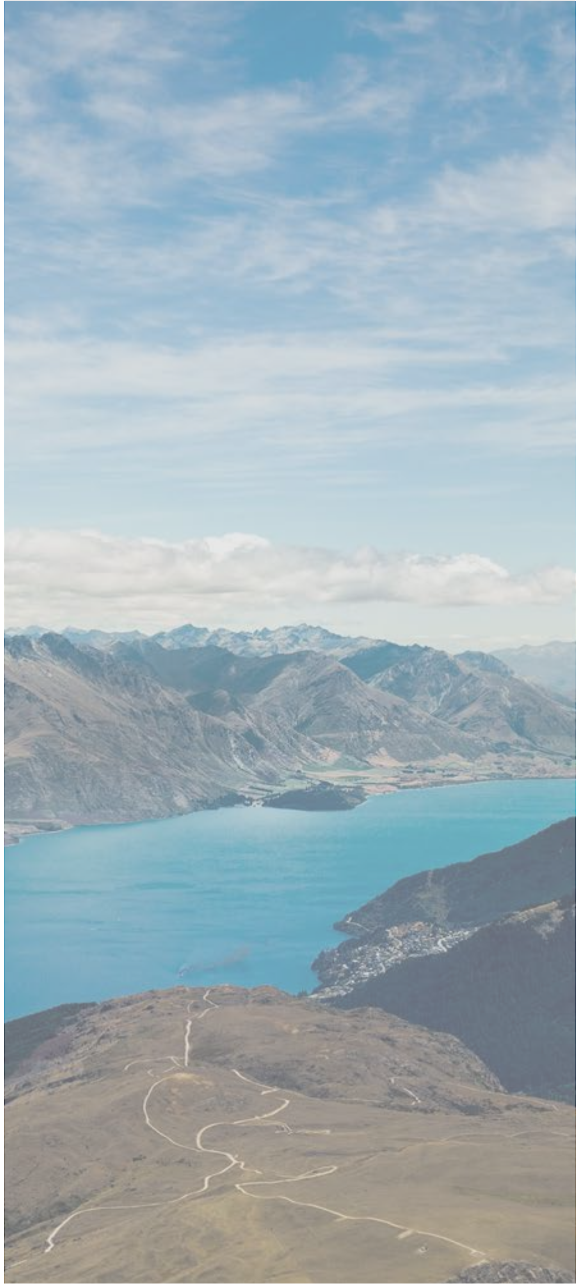
Comments like this illustrate that insulation requirements are a widely recognised issue for both those who are renting (who may struggle financially), and those who are in enough economic standing to own a home. While insulation may meet the government housing standards, it does not necessarily mean such standards are suitable for an area where cooler winters are expected and insulation and/or heating measures may need to follow different requirements.

**Total number of n=343 responses were made.*

EMPLOYMENT

This section focuses on elements relating to respondents' work situations such as what they do for work, the degree to which their income covers their expenses, and their level of satisfaction with their job.

This year, the employment section also looks at business ownership and the number of staff employed.



WORK AND INCOME

Forty three percent of respondents indicated that they were in full time paid work. This was a decrease of 5% compared to 2019 (47%). A further 22% of respondents said they were self employed, a significant increase since 2019 (18%), and 15% reported that they were in part time paid work (c.f. 2019, 13%).

The insights box to the right shows the industries that residents were more likely to work in based on their working status.

WORKING STATUS

	2019	2020
Full time paid work	47%	43%
Self employed	18%	22%
Part time paid work	13%	15%
Caring for children	3%	4%
Student	1%	4%
Volunteer work	2%	3%
Retired	13%	13%
Not currently in paid employment	-	6%

Full time paid employment
More likely to work in public administration and safety (13%) and electricity, gas, water and waste services (3%).

Self employed
More likely to work in professional, scientific, and technical services (13%), arts and recreation services (10%), and information media and telecommunications (8%).

Part time paid work
More likely to work in health care and social assistance (14%), education and training (14%), retail trade (13%), and administrative and support services (6%).

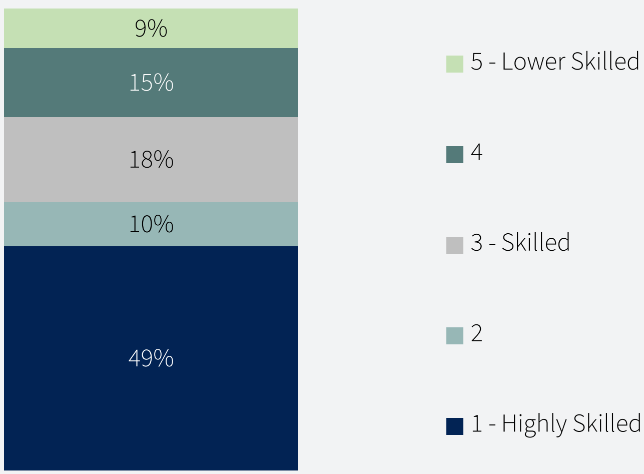
Not currently in paid employment
More likely to indicate they were previously working in accommodation and food services (25%) and transport, postal, and warehousing (9%).

WORK AND INCOME

This year residents were asked their occupation which was backcoded into ANZCO skill level's classifications. Forty nine percent of residents were considered highly skilled, a further 18% were skilled, and 9% worked in lower skilled jobs. It should be noted that those who were deemed highly skilled were significantly less likely to have seen changes made to their job as a result of COVID-19, while those who were in lower skilled roles were more likely to have seen such changes.

Findings showed that the Tourism and Hospitality sector remained the dominant industry where respondents were employed (27% c.f. 2019, 28%), followed by the Construction industry which has seen a significant increase (15% c.f. 2019, 10%), and the Professional, Scientific, and Technical services industry where a significant decrease has been observed (9% c.f 2019, 14%).

SKILL LEVEL



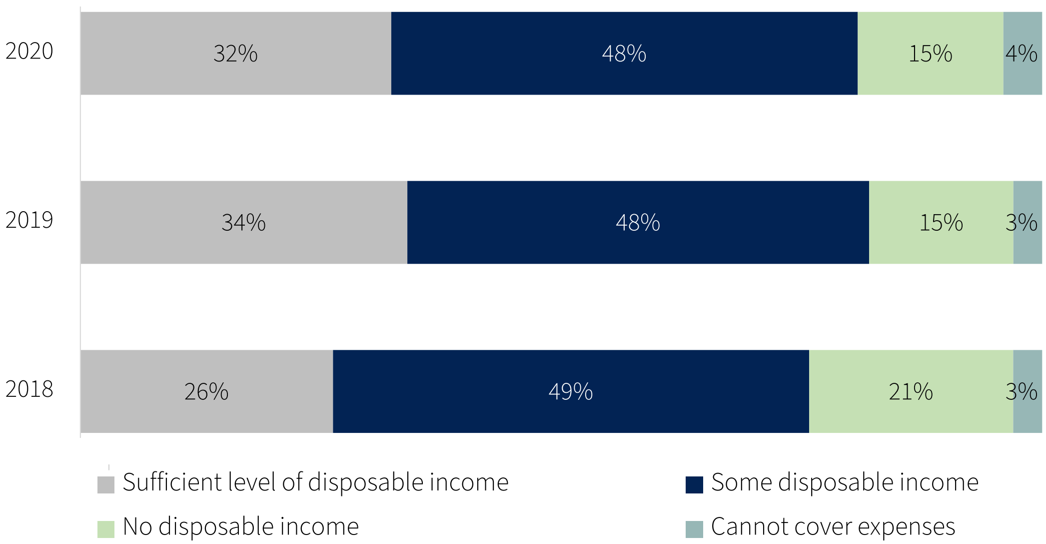
INDUSTRY*

	2018	2019	2020
Tourism and Hospitality	24%	28%	27%
Construction	9%	10%	15%
Professional, Scientific, and Technical services	10%	14%	9%
Retail Trade	8%	7%	8%
Health Care and Social Assistance	7%	5%	8%
Education and Training	8%	8%	7%
Public Administration and Safety	3%	8%	7%
Information, Media, and Telecommunications	3%	3%	4%
Agriculture, Forestry, and Fishing	5%	4%	4%
Arts and Recreation Services	4%	5%	4%

**Please note results below 4% are not shown*

WORK AND INCOME

INCOME TO NEEDS RATIO



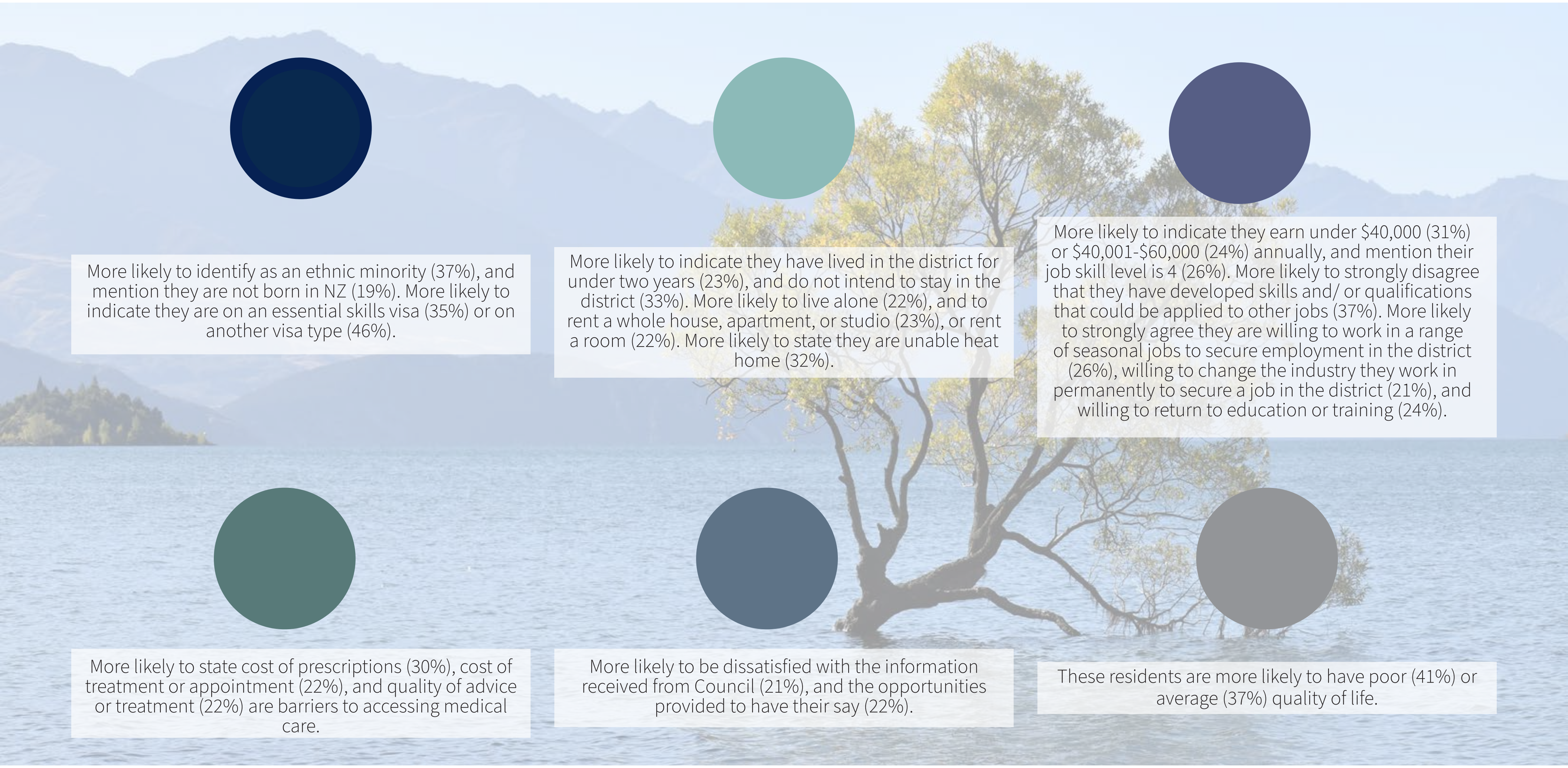
Respondents were asked about their level of disposable income after covering their basic living expenses.

On par with the 2019 findings, the majority of respondents reported they had some disposable income left after covering their expenses (48%), followed by 32% who indicated they had sufficient levels of disposable income (c.f. 2019, 34%).

At lower levels, and once again consistent with 2019, 15% of respondents reported they had no disposable income, while 4% reported they were unable to cover their expenses (c.f. 2019, 3%).

WORK AND INCOME

CAN COVER EXPENSES WITH NO DISPOSABLE INCOME



More likely to identify as an ethnic minority (37%), and mention they are not born in NZ (19%). More likely to indicate they are on an essential skills visa (35%) or on another visa type (46%).

More likely to indicate they have lived in the district for under two years (23%), and do not intend to stay in the district (33%). More likely to live alone (22%), and to rent a whole house, apartment, or studio (23%), or rent a room (22%). More likely to state they are unable heat home (32%).

More likely to indicate they earn under $40,000 (31%) or $40,001-$60,000 (24%) annually, and mention their job skill level is 4 (26%). More likely to strongly disagree that they have developed skills and/ or qualifications that could be applied to other jobs (37%). More likely to strongly agree they are willing to work in a range of seasonal jobs to secure employment in the district (26%), willing to change the industry they work in permanently to secure a job in the district (21%), and willing to return to education or training (24%).

More likely to state cost of prescriptions (30%), cost of treatment or appointment (22%), and quality of advice or treatment (22%) are barriers to accessing medical care.

More likely to be dissatisfied with the information received from Council (21%), and the opportunities provided to have their say (22%).

These residents are more likely to have poor (41%) or average (37%) quality of life.

WORK AND INCOME

CANNOT COVER EXPENSES

More likely to identify as an ethnic minority (14%).

More likely to indicate they are not able to heat their home (15%).

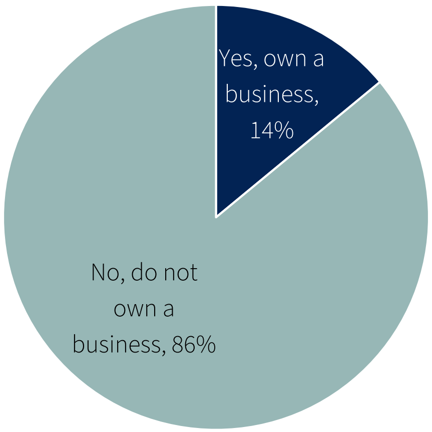
More likely to earn under $40,000 annually (16%) and indicate they work in a skill level 5 job (13%). More likely to strongly agree that they are willing to return to education or training (9%), and strongly disagree they are confident in their ability to find another job in the district if needed (13%). More likely to strongly disagree that their job is secure post COVID-19 (15%), and that their employer has offered them emotional and mental health support post COVID-19 (15%).

More likely to indicate they are very dissatisfied with Council performance measures and strongly disagree (16%) or disagree (11%) that they are proud of the district. More likely to be very dissatisfied with the information they receive from Council(17%), the opportunities provided to have their say (17%), elected members (10%), and Council's overall performance (11%).

More likely to have extremely poor (41%), poor (27%), or average (10%) quality of life.

BUSINESSES

BUSINESS OWNERSHIP



Eighty six percent of respondents did not own a business, while 14% reported they did.

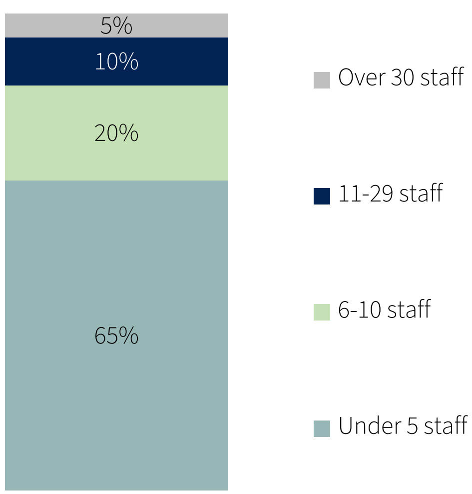
Of those respondents who owned a business, nearly two-thirds (65%) employed less than 5 staff, and just 20% had 6-10 employees. At a lower level, 10% of respondents who owned a business employed 11-29 staff members, while just 5% employed over 30 staff members.

Business owners
More likely to have resided in the district for 10 or more years (36%), own a home, and intend on staying in the district (95%)

Business owners
More likely to have a sufficient level of disposable income (46%) and agree or strongly agree that they find their work fulfilling (84%). More likely to work in the construction industry (24%).

Business owners
More likely to have children under 15 living at home (46%).
More likely to rate their quality of life as extremely good (40%).

NUMBER OF STAFF



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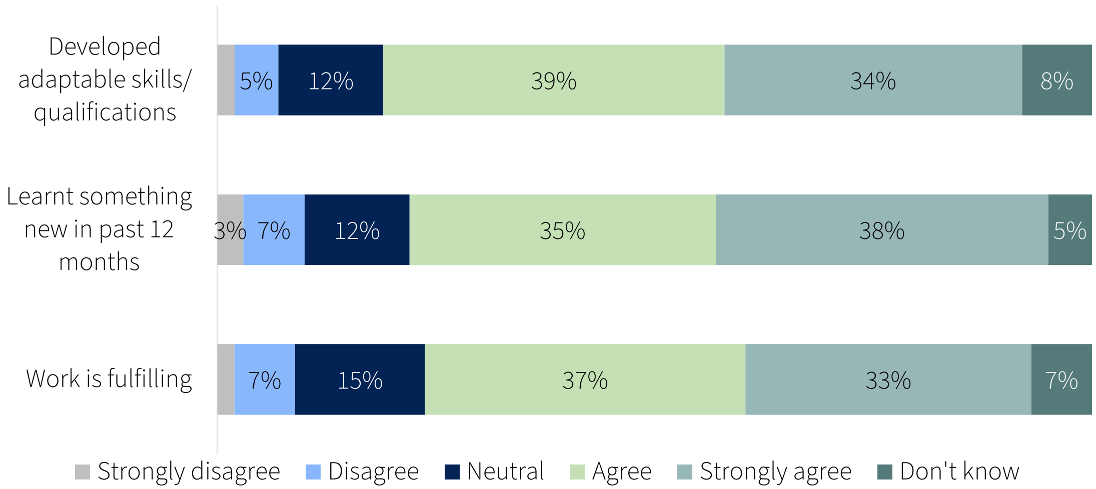
JOB SATISFACTION

SATISFACTION



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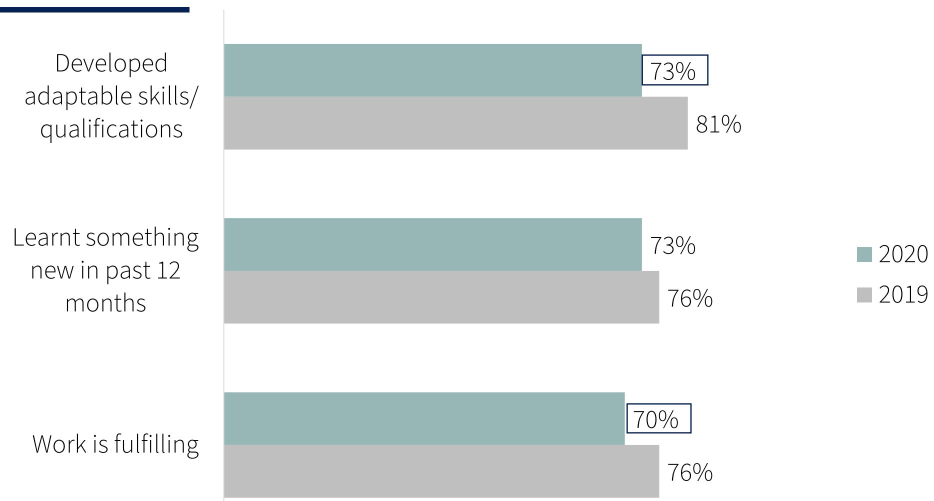
Compared to 2019, elements relating to job satisfaction have seen decreases across the board.

Whilst nearly three-quarters of respondents either agreed (39%) or strongly agreed (34%) that they had developed skills and/or qualifications that were adaptable for other job positions, overall agreement decreased by 8% (73% c.f. 2019, 81%).

A similar decrease of 6% was observed in overall agreement for respondents who found their work fulfilling (70% c.f. 2019, 76%), while a decrease of 3% was seen for the number of respondents who agreed they had learnt something new within the past 12 months (73% c.f. 2019, 76%).

TOTAL AGREE



SUMMARY

Data to date shows that minimal changes have been observed since 2019 when measuring respondents' income to needs ratios however, the impacts of COVID-19 may be yet to be realised.

Compared to 2019, there have been substantial drops in overall agreement levels for job satisfaction measures (i.e. development of adaptable skills/qualifications, learning something new within the 12 months, and finding work fulfilling). Not only did many residents spend less time at work this year (as a result of the nation-wide lockdown) which may have equated to time deficiency, but it is possible that employers were concerned about the mere livelihood of their businesses. Such factors were presumably a force behind decreased investment into staff. Nonetheless, many respondents expressed concern with the way many workers were treated by employers in the district. That is, they did not feel valued.

"Employees are just another number to the employers in this region. No loyalty whatsoever, everyone is 'replaceable.'"

As was seen in 2019, insufficient pay was highlighted by respondents. However, last year this was largely linked to an inability make ends meet. This year, it was frequently cited in conjunction with value. That is, respondents felt that residents' renumeration did not reflect the value that many hold in their workplace, to the point of being underpaid for the work they do.

"People need to start getting paid what they're worth and for the hard work they do. There are too many underpaid jobs and underpaid people."

COVID-19 and matters relating to employment appeared to be intrinsically linked for most respondents. For many, changes have been made to their employment.

"My role has changed significantly due to COVID, I am not doing my usual work which is depressing."

For others, their employment remained the same, yet worries of job security clouded their future.

"I love my job and my employer. I feel supported in my role and within the organisation. We saw a significant drop in business during and post COVID, I worry that my job might be in danger in the future."

Meanwhile, some respondents were doing all they could to find work however, due to an overwhelming number of job applications, they felt they were not being given a second look.

"Applying for jobs I'm more than qualified for, still not getting interviews… not enough jobs available… there is hardly any schooling in the district, so it makes it very difficult to re-educate oneself or upskill."

Comments made by business owners varied. A portion were pleasantly surprised that their business/es were not impacted to the degree they were expecting.

"We own our business and whereas we are expecting to lose money this year, it won't be as much as originally thought."

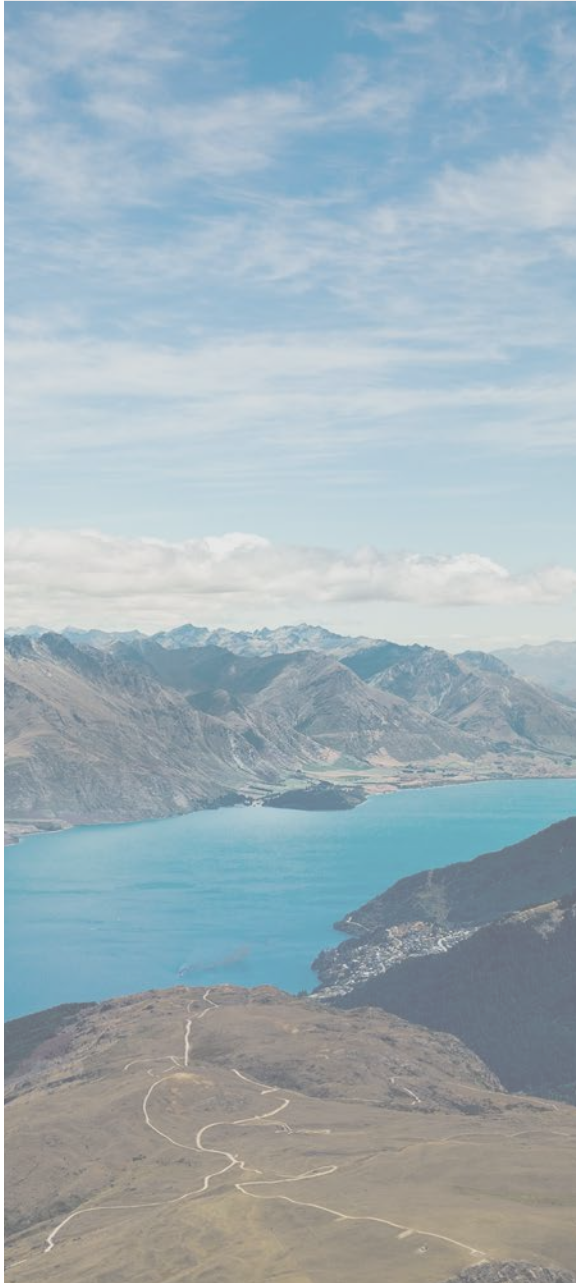
On the other hand, and for the most part, business owners shared what their businesses had endured as a result of COVID-19 and how they and/or their workers would like to be supported.

"I'd like to see continued support/immunity for good workers supporting small business in Queenstown. As an employer I still feel a bit anxious about the future of my business."

**Please note, comments were pulled from multiple sections.*

COVID-19

This section draws attention to various aspects of respondents' lives which may have been impacted by COVID-19, and highlights the degree to which these respondents have been affected. More specifically, areas relating to employment and wellbeing as a result of COVID-19 are discussed.

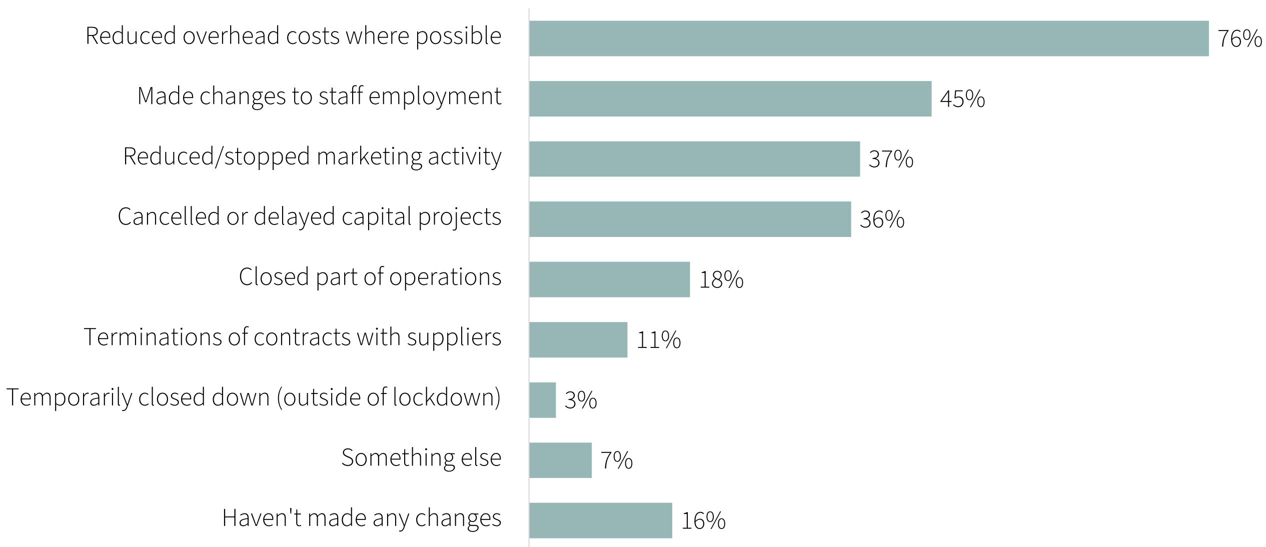


COVID-19 IMPACTS

Of the respondents who owned a business (14%), 76% reported that as a result of COVID-19, they had reduced overhead costs where possible. An additional 45% mentioned they had made changes to their staff employment levels, and 37% had reduced or stopped marketing activity. Just 16% of business owners reported they hadn't made any changes to their business as a result of COVID-19.

Changes made by specific industries are shown to the right.

CHANGES TO BUSINESS



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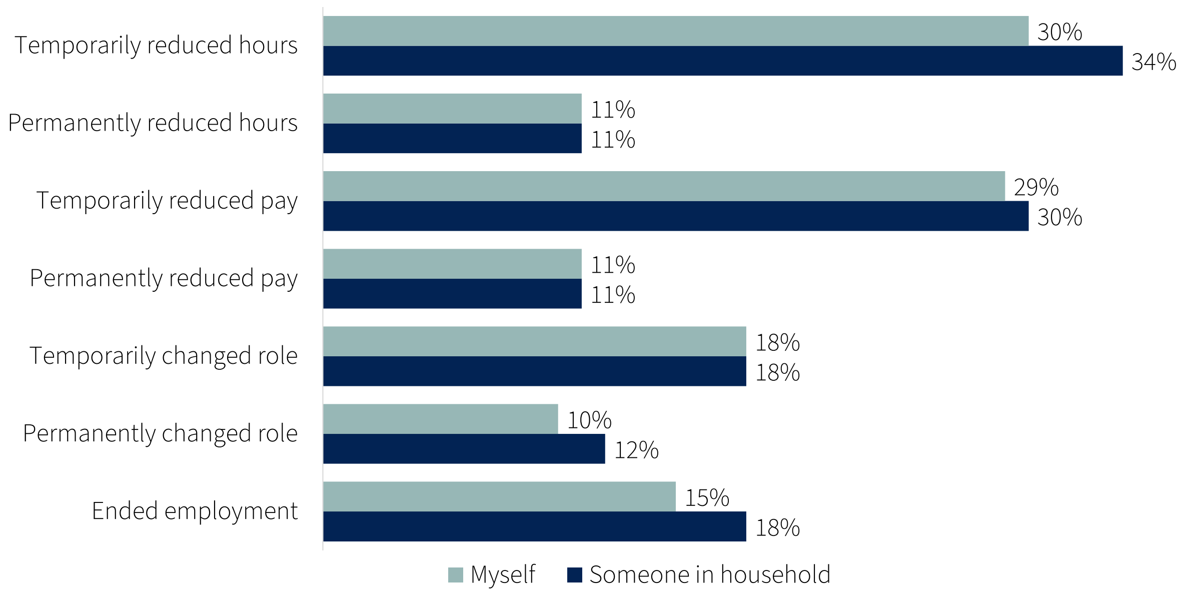
COVID-19 IMPACTS

Respondents were asked whether they themself, or someone in their household, had experienced any change in employment as a result of COVID-19. The most common change was that of temporarily reduced hours with 64% of respondents reporting that they themself (30%), or someone in their household (34%) had experienced such change. A further 22% of respondents indicated that their hours (11%), or the hours of someone in their household (11%) had been reduced permanently.

Fifteen percent of respondents indicated that their employment had ended as a result of COVID-19. A further 18% indicated that someone in their household's employment had ended due to COVID-19.

CHANGES TO EMPLOYMENT



Base size n= 869

COVID-19 IMPACTS

The table below shows the proportion of respondents per industry where employment levels have been impacted by COVID-19. Significance testing has been applied to these results, an upwards arrow next to a result indicates the result is significantly higher than the total result, while a downward arrow shows the result is significantly lower than the total result.

The Tourism and Hospitality industry has been the industry most affected by COVID-19. Notably, employees in this industry were more likely to see changes to their employment across all measures, with the highest proportion indicating they had their hours temporarily reduced (47%), followed by pay being temporarily reduced (45%). Over one quarter of those who worked in this industry acknowledged that their employment had ended due to COVID-19 (27%).

CHANGES TO EMPLOYMENT BY INDUSTRY (PERSONAL)

	Tourism and Hospitality	Construction	Professional, Scientific, and Technical Services	Retail Trade	Health Care and Social Assistance	Education and Training	Public Administration and Safety, including local government	Information Media and Telecommunications	Agriculture, Forestry, and Fishing
Temporarily reduced hours	47% ↑	32%	27%	40%	19% ↓	19%	6% ↓	30%	17%
Permanently reduced hours	21% ↑	8%	5%	13%	9%	6%	0% ↓	9%	6%
Temporarily reduced pay	45% ↑	31%	35%	30%	16% ↓	9% ↓	8% ↓	37%	20%
Permanently reduced pay	20% ↑	9%	9%	10%	2% ↓	7%	0% ↓	10%	6%
Temporarily changed role	29% ↑	12%	11%	21%	13%	12%	17%	12%	11%
Permanently changed role	18% ↑	7%	6%	12%	6%	4%	0% ↓	16%	3%
Ended employment	27% ↑	8% ↓	6% ↓	17%	9%	9%	0% ↓	16%	14%

Base size n= 869

COVID-19 IMPACTS

CHANGES TO EMPLOYMENT BY INDUSTRY CONTINUED (PERSONAL)

	Arts and Recreation Services	Transport, Postal, and Warehousing *	Administrative and Support Services *	Financial and Insurance Services *	Rental, Hiring, and Real Estate Services *	Manufacturing *	Electricity, Gas, Water and Waste Services *	Wholesale Trade*	Mining*
Temporarily reduced hours	34%	34%	33%	28%	19%	27%	15%	45%	25%
Permanently reduced hours	13%	14%	14%	9%	9%	7%	0%	18%	49% ↑
Temporarily reduced pay	37%	34%	27%	28%	32%	34%	15%	63% ↑	25%
Permanently reduced pay	10%	18%	18%	5%	5%	7%	0%	9%	49% ↑
Temporarily changed role	38% ↑	14%	18%	14%	14%	27%	23%	27%	49%
Permanently changed role	18%	26% ↑	8%	9%	5%	0%	0%	9%	25%
Ended employment	25%	21%	25%	9%	19%	13%	8%	9%	25%

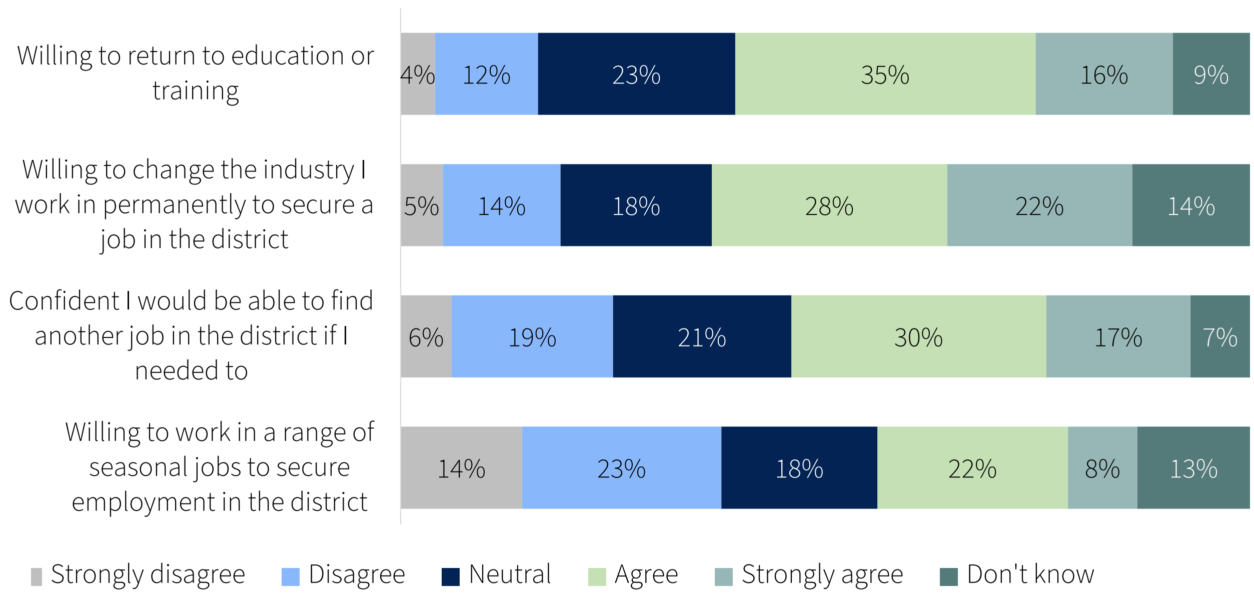
Base size varies
** Indicates a base size of fewer than n=30 residents*

COVID-19 IMPACTS

Respondents mostly agreed that they would be willing to return to education or training (51%). A further 50% of respondents agreed (38%) or strongly agreed (22%) that they would be willing to change the industry in which they worked to secure a job in the district.

Concurrently, findings showed that respondents were less willing to work in a range of seasonal jobs to secure employment in the district with 23% disagreeing and a further 14% strongly disagreeing that they would be willing to do so.

ABILITY TO FIND WORK/UPSKILL

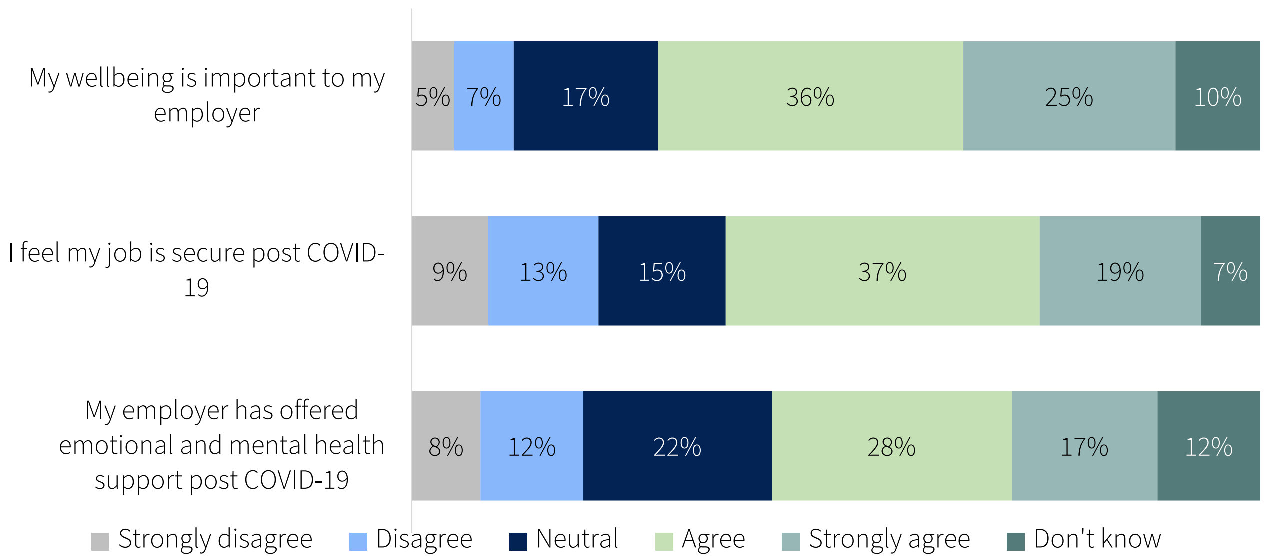


Residents working in Tourism Operations were more likely to agree or strongly agree they are willing to return to education or training (58%), that they would be willing to change the industry they work in to permanently secure a job in the district (66%), and that they would be willing to work in a range of seasonal jobs to secure employment in the district.

Residents working in Construction were more likely to indicate they are confident they would be able to find another job in the district (66%) while those working in Administrative and Support services were more likely to disagree with this (48%).

COVID-19 IMPACTS

WELLBEING AT WORK



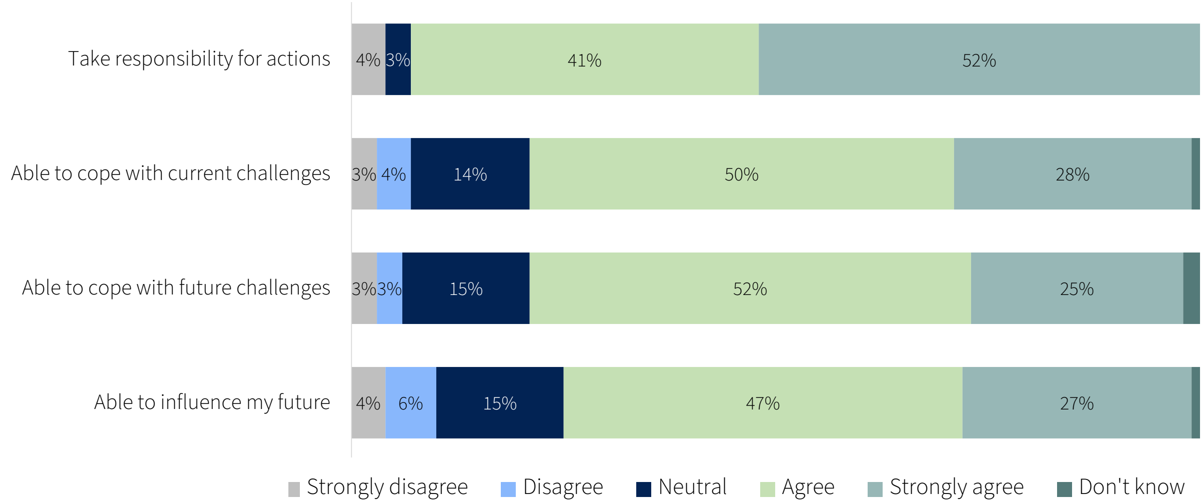
Base size n= 869

Respondents mostly agreed that their wellbeing was important to their employer (61%). However, when compared to 2019, overall agreement with this statement decreased by 13% (2019, 74%). It should be noted that the results for 2019 are not shown here.

Fifty six percent of respondents agreed (37%) or strongly agreed (19%) that they felt their job was secure post COVID-19, while under half (45%) of participants either agreed (28%) or strongly agreed (17%) that their employer had offered emotional and mental health support post COVID-19.

COVID-19 IMPACTS

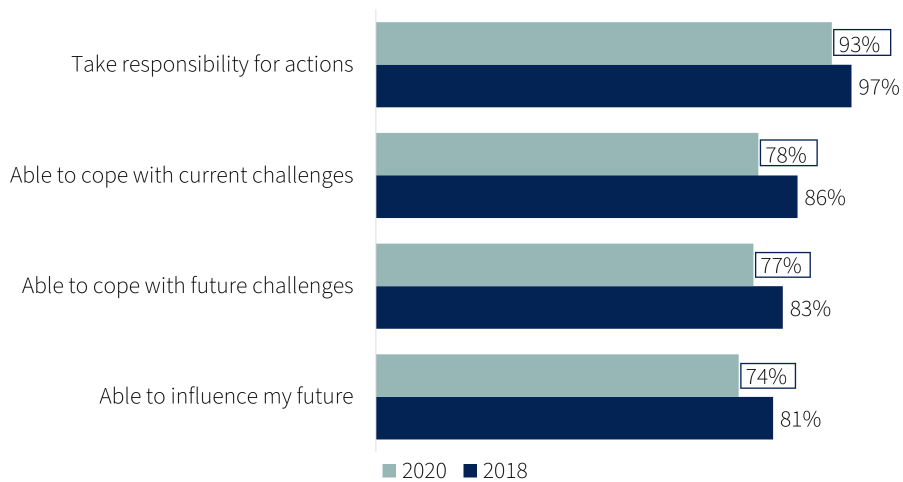
RESILIENCE: ACTIONS



Agreement across all resilience (action) measures have decreased significantly since 2018. The largest shifts in overall agreement were observed for respondents' abilities to cope with current challenges (78% c.f. 2018, 86%). This was followed by respondents' abilities to influence their future (74% c.f. 2018, 81%).

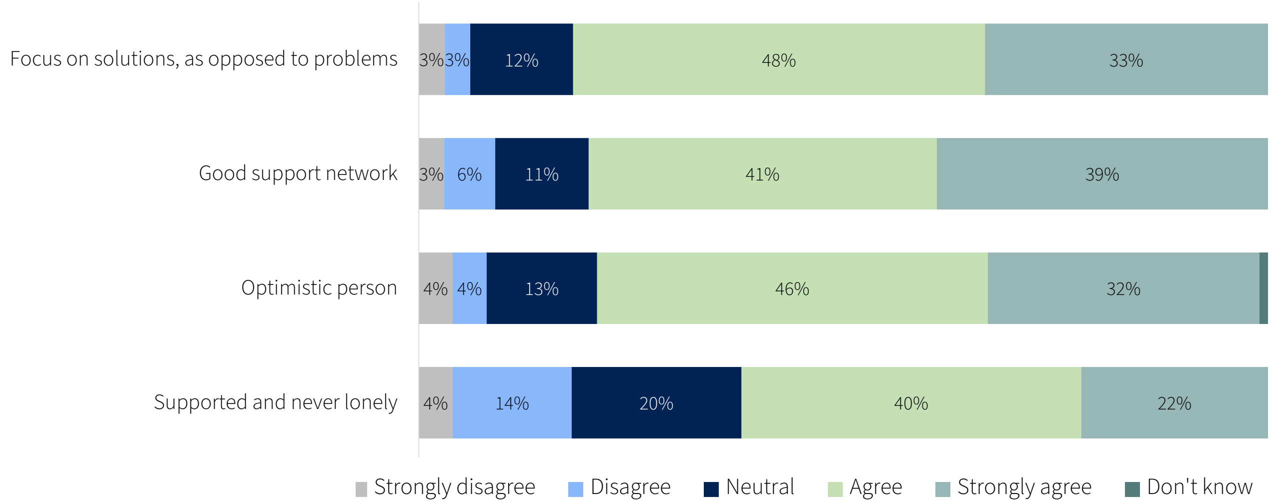
In reviewing the full scale results in 2018, it was a combination of slight to mid increases in strongly disagree, disagree, neutral, and don't know ratings which contributed to the large decreases in total agreement ratings.

YEAR ON YEAR: TOTAL AGREE



COVID-19 IMPACTS

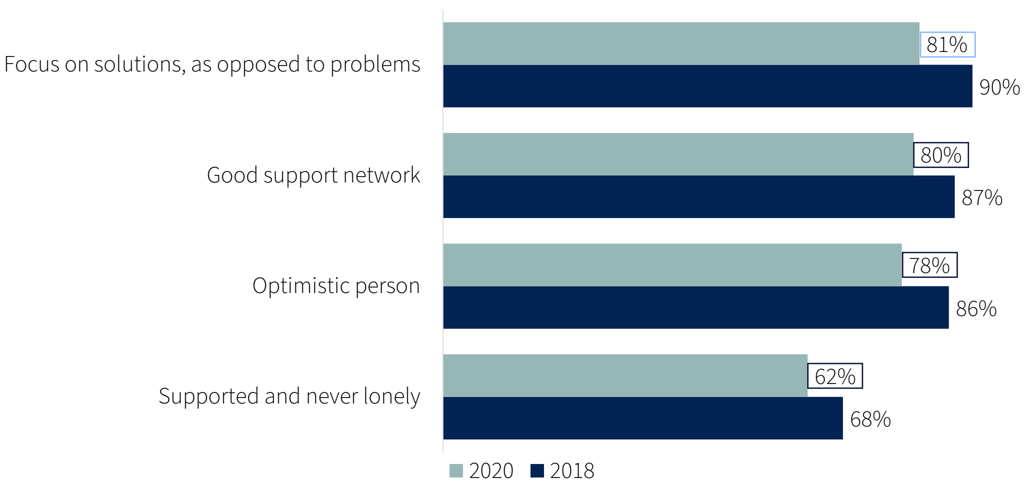
RESILIENCE: MENTAL/NETWORK



Agreement across all resilience (mental/network) measures have decreased significantly since 2018. Specifically, the largest shifts in overall agreement were observed for respondents' abilities to focus on solutions, as opposed to problems (81% c.f. 2018, 90%), and respondents being optimistic (78% c.f. 2018, 86%).

These shifts were due to a combination of slight to mid increases in strongly disagree, disagree, neutral, and don't know ratings, which drove substantial decreases in total agreement ratings.

YEAR ON YEAR: TOTAL AGREE



SUMMARY

Impacts of COVID-19 were generally synonymous with changes to employment.

The biggest change made by business owners was the reduction of overhead costs. The second largest change revolved around staff. Thus, not only did COVID-19 sway the way in which businesses minimised operating costs, this also indirectly affected residents. This was further validated by several respondents who reported that their employment had changed in some form, albeit the majority temporarily. Many respondents expounded on their experience, with comments such as:

"I have lost my business."

"Both lost job and have been working a mix of roles since."

Many comments like this illustrate a sense of hopelessness. There is no blame, nor a sentiment of anger or frustration. Rather, it is their reality and stated as such.

However, some employees felt anger towards their employers. More so, that some employers had abused the wage subsidy offered by the government, and not used it for its rightful purpose. Other respondents felt businesses had used the pandemic as an excuse to unjustifiably alter employees' positions.

"Employers are using COVID as an excuse for many things."

"My employer kept the wage subsidy they received for my colleagues and I."

The employment section showed that the level of investment into workers (updating skill sets etc.) had decreased since 2019. While to some extent, it is understandable that businesses have entered into 'survival mode' and reduced costs where possible, some respondents expressed concern that investment into workers and their overall wellbeing has been put on the back burner.

"Financial focus seems to override emotional and mental wellbeing focus."

"My employer couldn't care less about wellbeing of staff."

The overwhelming sense of job insecurity felt by many has likely added to a decline in people's overall sense of wellbeing. For some, it has lessened their confidence and ability to speak up for themselves, while others are merely on edge wondering what their future holds.

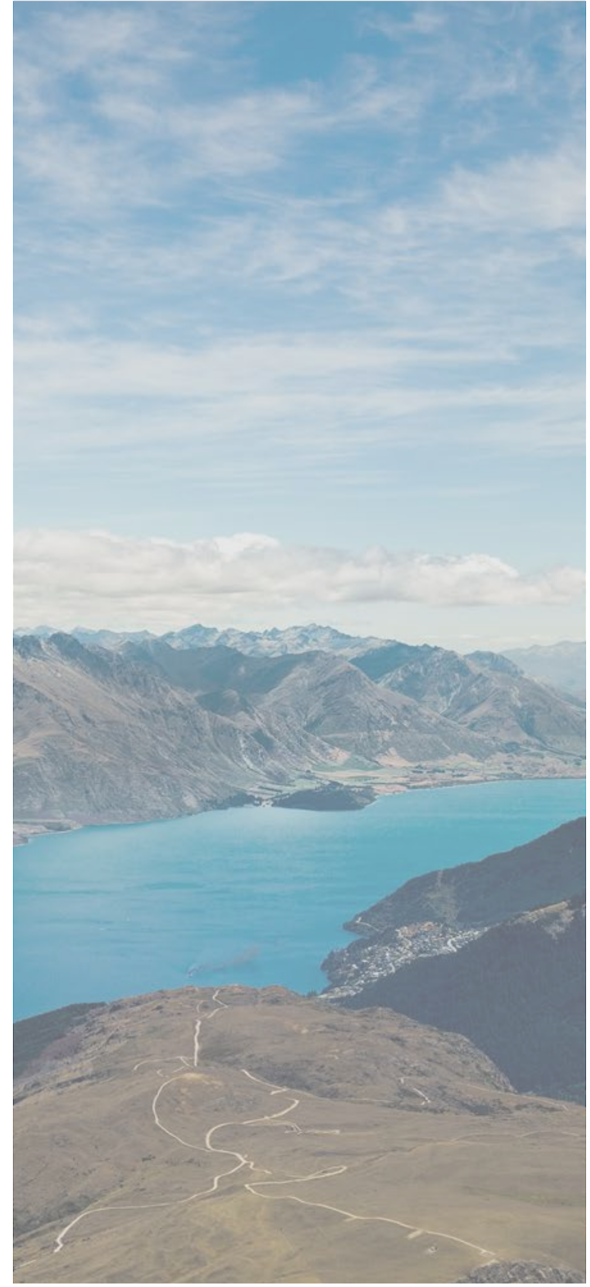
"Morale is incredibly low and people feel backed into a corner, unable to speak up for fear of losing their job in the current uncertain climate."

Much of the anxiety COVID-19 has brought appears to be based on the unknown. Many respondents have not been affected and have expressed that their job should be secure. Despite this, their insecurities largely stemmed from seeing what the effects have been for others and were merely acknowledging that no one can be completely sure.

**Please note, comments were pulled from multiple sections.*

HEALTH

The health section shows respondents’ abilities to access various medical services and facilities, along with the barriers they face when accessing these.

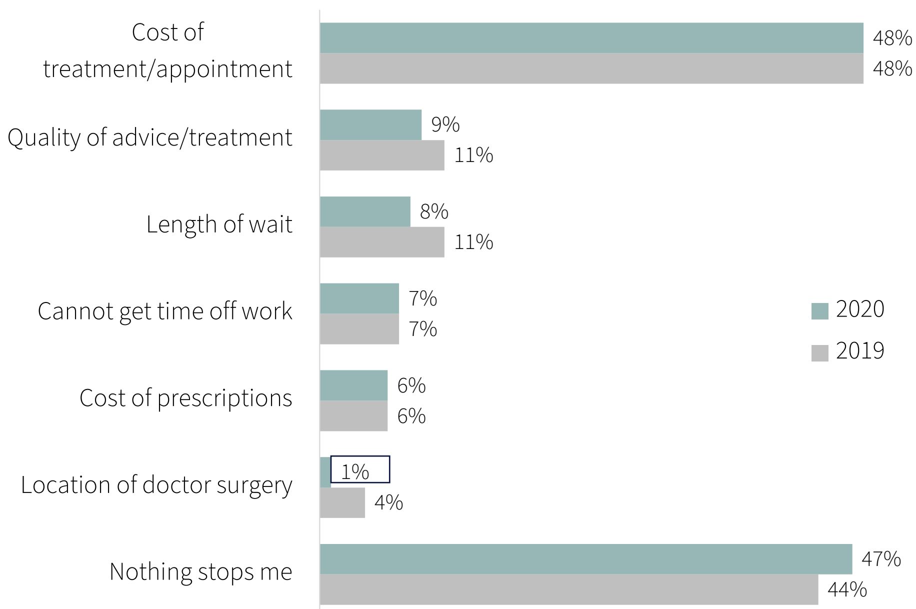


PROFESSIONALS

REGISTERED WITH A DOCTOR'S SURGERY

	2019	2020
Yes	89%	91%
No	9%	8%
Not sure	2%	1%

BARRIERS TO ACCESSING MEDICAL PROFESSIONALS

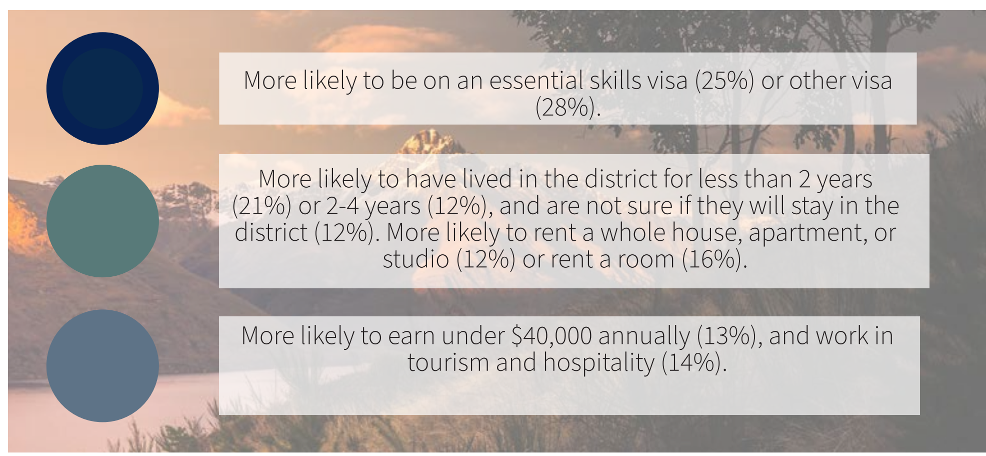


Findings showed that 91% of respondents were registered with a doctor's surgery, slightly more than 2019 (89%). Eight percent of respondents were not registered (c.f. 2019, 9%). A further 1% of respondents were unsure whether or not they were registered with a doctor's practice (c.f. 2019, 2%).

Respondents were asked to identify barriers in accessing medical professionals. For the most part, this year's findings replicated those seen in 2019. The cost of treatments and/or appointments remained the key barrier to such access (48%), followed by the quality of advice or treatment (9% c.f. 2019, 11%), and the length of wait (8% c.f. 2019, 11%). At a lower level, an inability to get time off work (7%), cost of prescriptions (6%), and location of the doctor's surgery (1% c.f. 2019, 4%) were also cited as barriers.

It should be noted that nearly half of all respondents (47%) reported that nothing stopped them from accessing medical professionals.

RESIDENTS WHO ARE NOT REGISTERED WITH A DOCTOR



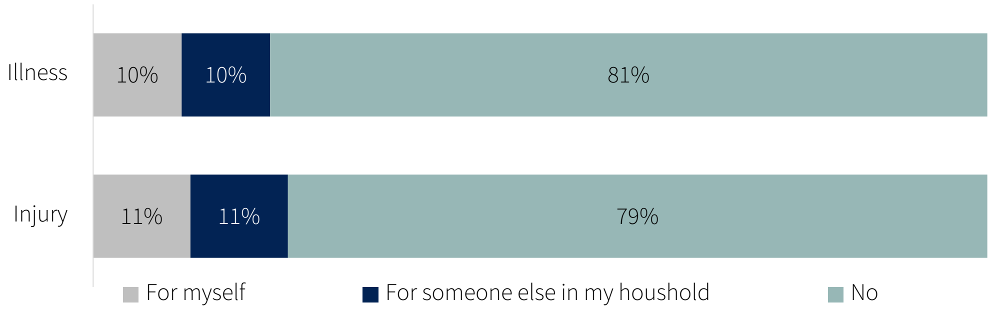
PERSONAL USE

One fifth (20%) of respondents used the emergency department for themselves (10%) or someone else in their household (10%) for an illness, while 22% used it for themselves (11%) or someone in their household (11%) for an injury.

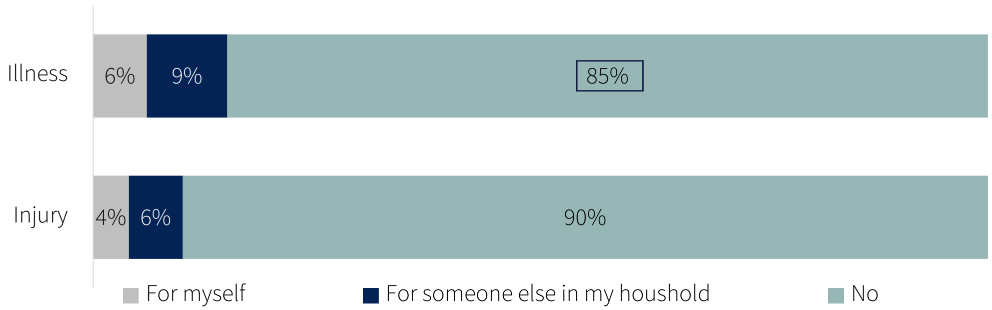
Fifteen percent of respondents reported use of after-hours services for themselves (6%) or someone else in their household in the case of an illness. Only 10% of respondents used it for themselves (4%), or someone else in their household (6%) for an injury.

Of the respondents who travelled outside the district for medical services, 29% did so for an appointment with a specialist (c.f. 2019, 32%), followed by 13% who did so for surgery (c.f. 2019, 14%).

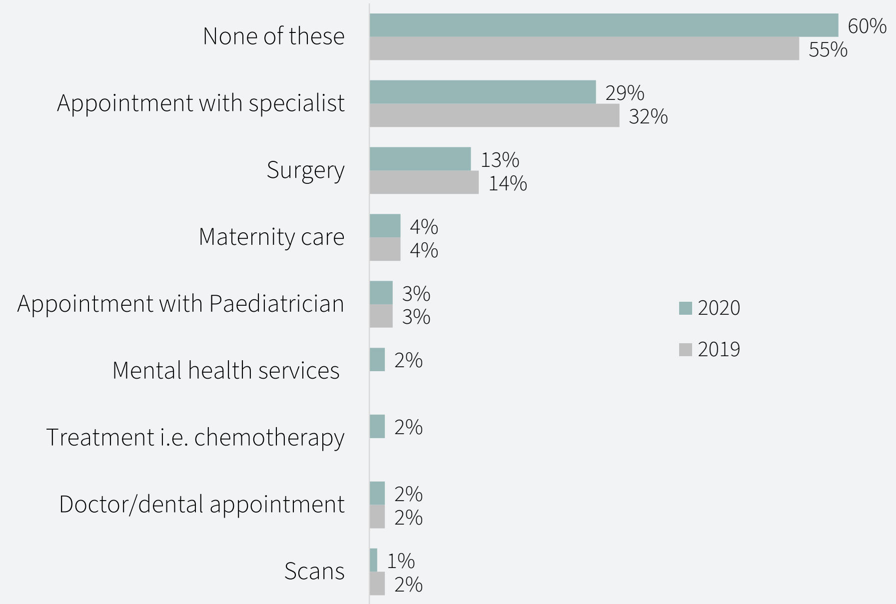
USE OF EMERGENCY DEPARTMENT



USE OF AFTER-HOURS SERVICES

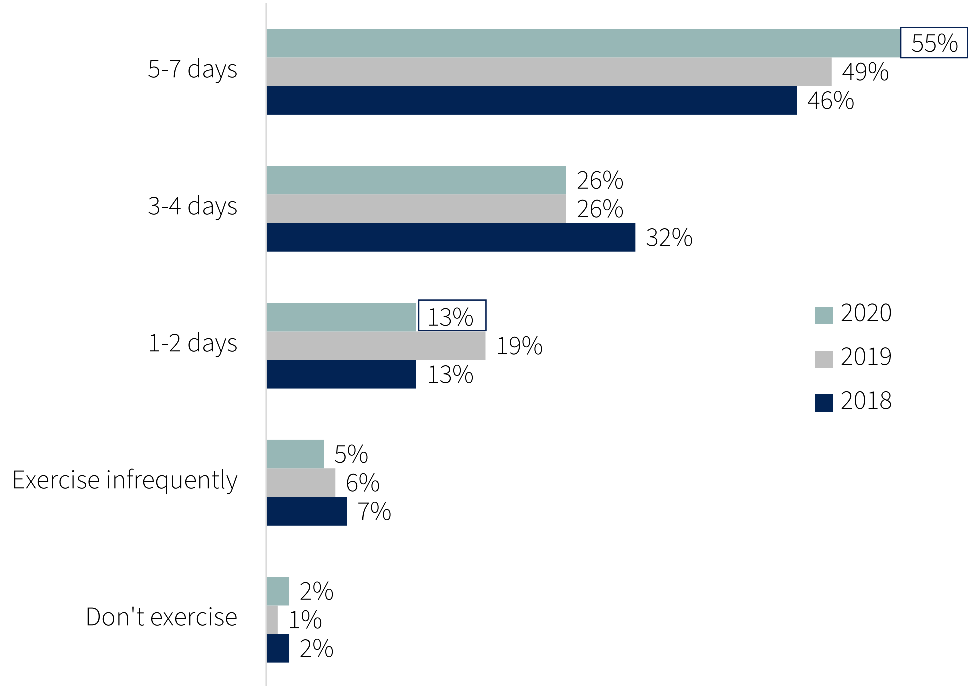


TRAVELLED FOR MEDICAL SERVICES



EXERCISE

DAYS SPENT EXERCISING



Over half of respondents indicated they exercised 5-7 days a week (55%). This is an increase of 6% since 2019 (49%), with growth seen since 2018. A further 26% of participants exercised 3-4 days a week, followed by 13% who exercised 1-2 days a week (c.f. 2019, 19%).

Year on year findings showed that the number of infrequent exercisers (5% c.f. 2019, 6%), and the number of those who do not exercise (2% c.f. 2019, 1%) are on par with 2019.

SUMMARY

It is positive that nearly half of respondents did not view anything as a barrier to accessing medical professionals. Further comments made by some respondents reiterated that many residents were well catered to.

"The doctor I have seen is really wonderful!"

That said, comments illustrated that for many other respondents, there was a perceived gap in health care. One particular comment (below) summarised this gap.

"For general health services the current facilities are adequate. However, for more specialised services given the population size and continued expansion, there needs to be an increased scope of services in the future."

Ultimately, comments and findings showed that the health care sector is perceived to be under performing in three key ways.

1. Variety of services.
As highlighted in the above comment, the perceived scope and variety of health care services and facilities are limited (e.g. specialists and maternity care etc.). The limited scope of services means that residents are required to travel for a number of medical related matters.

"We shouldn't have to travel four hours to get seen by a specialist for children's health needs. It means taking a day off work and the cost of travel. When you have young children it's hard."

"The need to travel to Invercargill or Dunedin for most surgery, maternity, or serious illness issues is ridiculous."

2. Amount of services.
Current available medical services and resources are perceived to be insufficient for the rate at which the district is growing, and is expected to grow.

"Would be great to have more services/specialists at the hospital."

3. Availability of services.
Likely a direct result of the aforementioned points, many respondents were concerned with the lack of availability and wait times to see medical professionals. It is interesting to note that limited access was negatively linked to time off work. That is, the insufficient variety and amount of services available often correlates with needing to take extensive time off work. Thus, the financial consequence was not only having to pay for the service, but also losing out on pay.

"Very difficult to get to see specialists with lots of time spent waiting to see each person and then waiting time for specialists."

"… Having to travel to Dunedin to see a specialist is a drain on resources, e.g. having to take time off work."

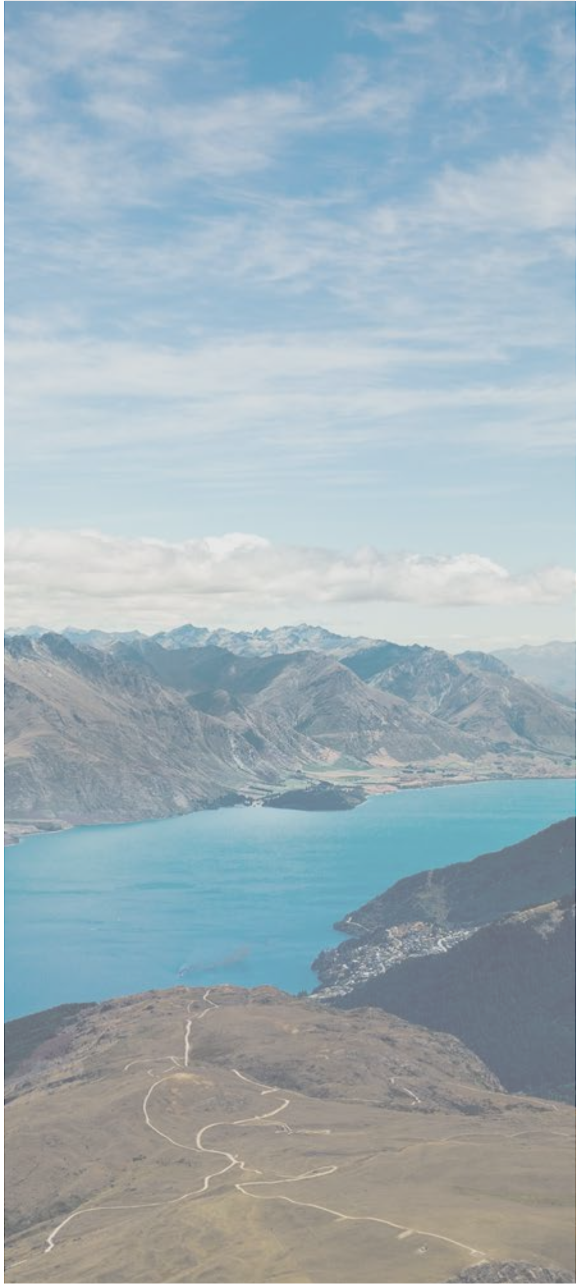
Indeed, it should be noted that cost continues to be a prominent barrier for many. Specifically, the likes of dental care were seen as a luxury as opposed to a basic form of health care.

"My partner and I both need to go to the dentist and need surgery on our wisdom teeth, but we can't afford it."

**Please note, a total number of n=275 responses were made.*

COMMUNITY SUPPORT

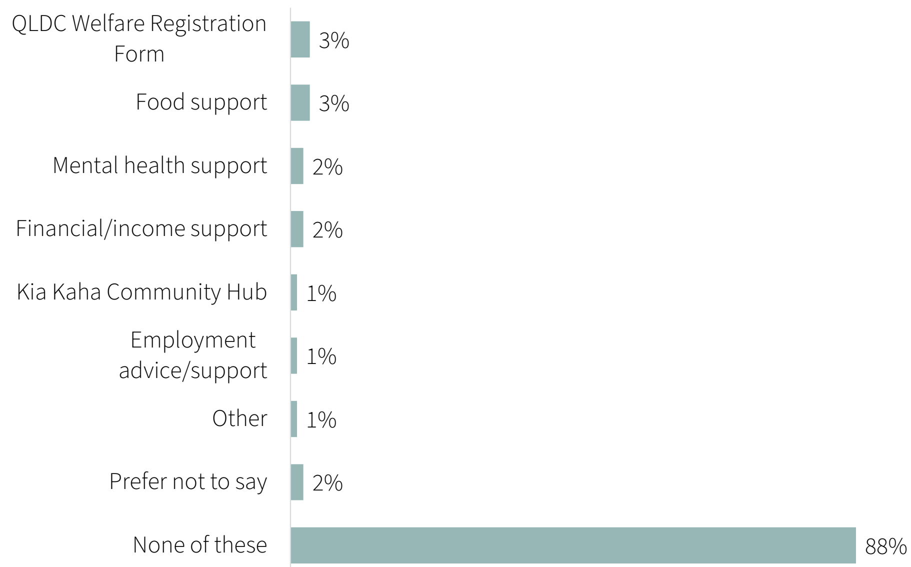
This section focuses on respondents' wellbeing and outlines the various mental health and community support services which have been accessed by participants. It also outlines the perceived barriers to accessing such services.



ACCESSED SERVICES

Respondents were asked which community support services they have accessed. While the majority indicated they had not accessed any such support (88%), key services accessed included QLDC Welfare Registration Form (3%) and food support (3%). Overall, 10% of respondents indicated they have accessed some form of community support.

ACCESS TO COMMUNITY SUPPORT



RESIDENTS WHO HAVE ACCESSED ANY COMMUNITY SUPPORT SERVICES

More likely to be aged 18-24 (21%), female (15%), on an essential skills visa (60%), and identify as Māori or as an ethnic minority (29%).

More likely to indicate they are not sure if they will stay in the district (19%). More likely to indicate they rent (19%), and are not able to heat their home (32%).

More likely to earn under $40,000 annually (26%), and have no disposable income (26%) or cannot cover their expenses (37%). More likely to mention they are not in paid employment (34%), and/or work in Tourism and Hospitality (18%). A range of changes have also been made to their jobs.

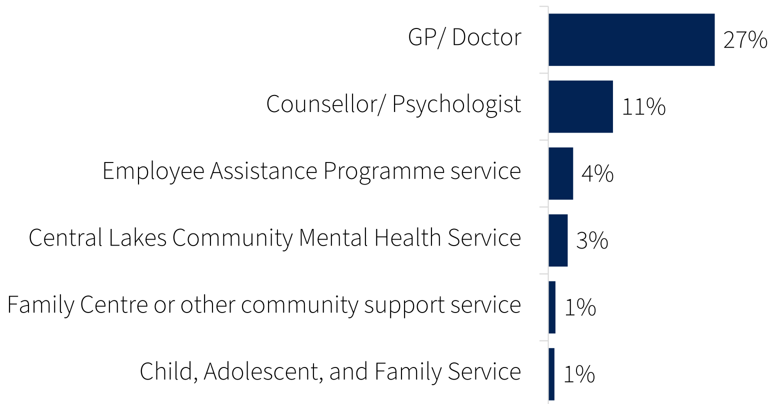
More likely to indicate barriers to accessing health care include cost (20%), quality (26%), length of wait (20%), and the location of doctors surgery (53%). More likely to exercise 1-2 (20%) days a week or infrequently (23%), and have accessed multiple mental health support services.

More likely to have a poor (50%) or extremely poor (25%) quality of life.

ACCESSED SERVICES

Participants were asked whether they or someone in their household had accessed mental health services. The most accessed service was that of a GP with nearly half of respondents stating they had accessed a GP for themself (27% c.f. 2019, 24%), or someone in their household (22% c.f. 2019, 16%). A further 20% accessed a counsellor or psychologist for themself (11% c.f. 2019, 10%), or someone in their household (9% c.f. 2019, 7%). Notably, the number of respondents aged 25-39 who accessed mental health services had increased by 7% to 41% (cf. 2019, 34%), and a 5% increase was seen in those aged 40-54 who have accessed such services (31% cf. 2019, 26%).

ACCESS TO MENTAL HEALTH SERVICES (PERSONAL)



RESIDENTS ACCESSING MENTAL HEALTH SERVICES (BY AGE)

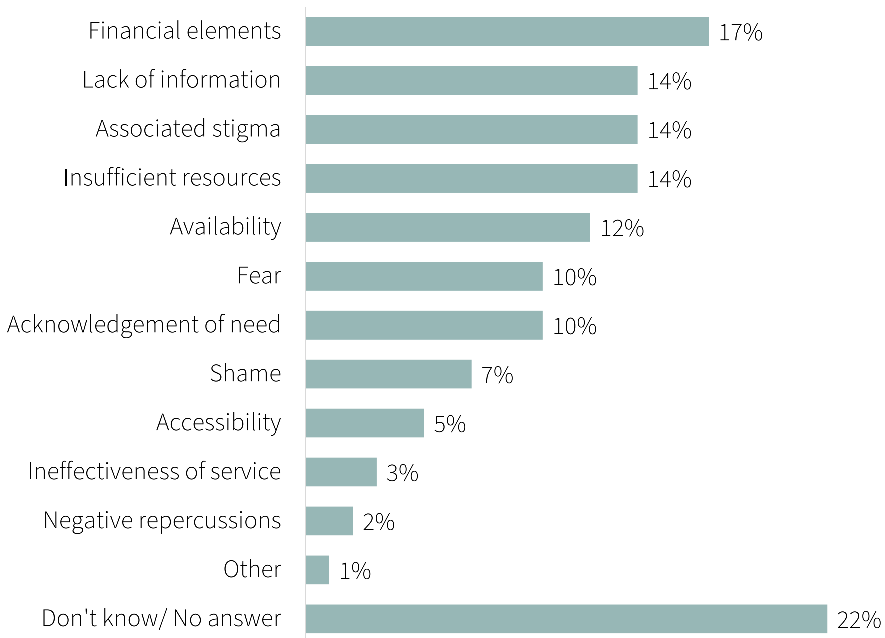
	18-24	25-39	40-54	55-64	65+
2020	45%	41%	31%	19%	18%
2019	45%	34%	26%	17%	15%

ACCESS TO MENTAL HEALTH SERVICES

	2019			2020		
	Myself	Household	Not at all	Myself	Household	Not at all
GP/Doctor	24%	16%	69%	27%	22%	60%
Counsellor/Psychologist	10%	7%	85%	11%	9%	79%
Employee Assistance Programme	3%	1%	97%	4%	2%	90%
Central Lakes Community Mental Health Service	1%	2%	97%	3%	4%	89%
Family Centre/other community support service	2%	4%	95%	1%	1%	93%
Child, Adolescent, and Family Service	1%	2%	97%	0%	1%	94%

BARRIERS AND ACCESSIBILITY

BARRIERS TO ACCESSING MENTAL HEALTH SERVICES



Respondents were asked what factors, if any, acted as barriers to accessing mental health services. Seventeen percent of respondents referenced financial elements as barriers to accessing such services. These included a lack of funding and/or lack of disposable income to obtain help privately.

Lack of information (e.g. awareness and/or where or how to access services), the stigma associated with accessing help, and insufficient resources (e.g. staff and/or general support) were also apparent barriers to accessing mental health services (14%).

It should be noted that shame (7%) was often linked to associated stigma and fear (10%). Respondents frequently mentioned the close knit nature of the Queenstown Lakes community, and thus consequential concerns around confidentiality in accessing these services. Furthermore, there appeared to be a real concern that accessing these services would have a negative impact on an individual's life circumstances (e.g. job and/or visa).

"We all know the mental health in Queenstown has been underfunded for years."

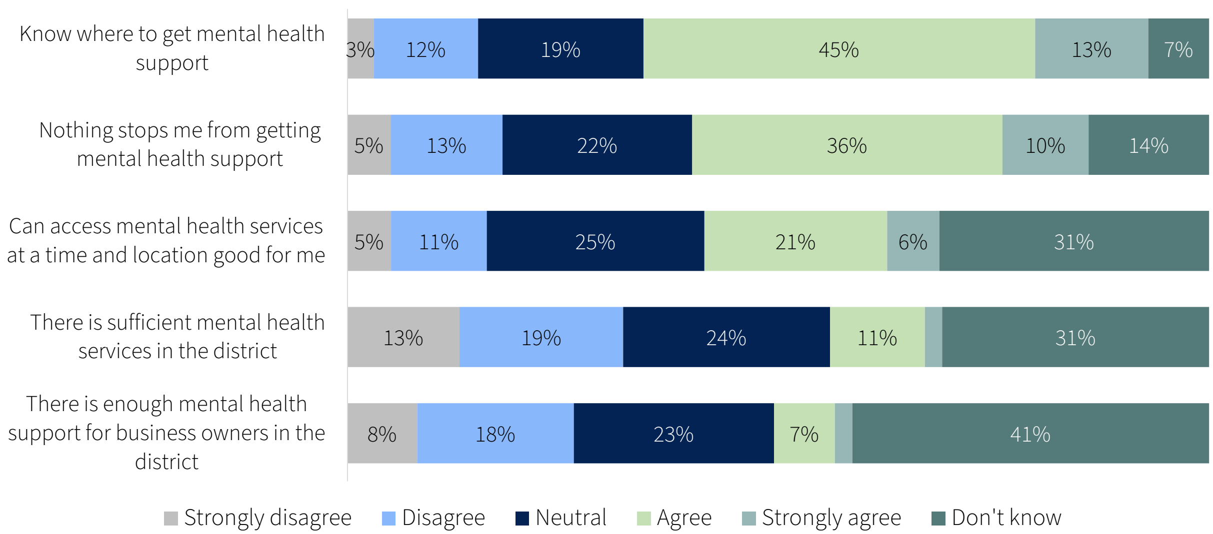
"Stigma, fear of appearing weak, restricted time and money."

"Lack of professional services for the population. We were told there is a 1-2 year waiting list to see a counsellor."

"Migrant workers are getting mental health support in the district and later having problems with Work and Income New Zealand. That is why they are very afraid to call for help."

BARRIERS AND ACCESSIBILITY

ACCESSING MENTAL HEALTH SERVICES



Respondents mostly agreed (45%) or strongly agreed (13%) that they would know where to get mental health support if they needed it. This is particularly interesting given that a lack of information was the second most identified barrier to accessing such services.

A further 46% of respondents agreed (36%) or strongly agreed (10%) that nothing stopped them from accessing mental health support.

It should be noted that lower levels of agreement for other measures were primarily onset by high levels of respondents who were unsure how to rate their agreement.

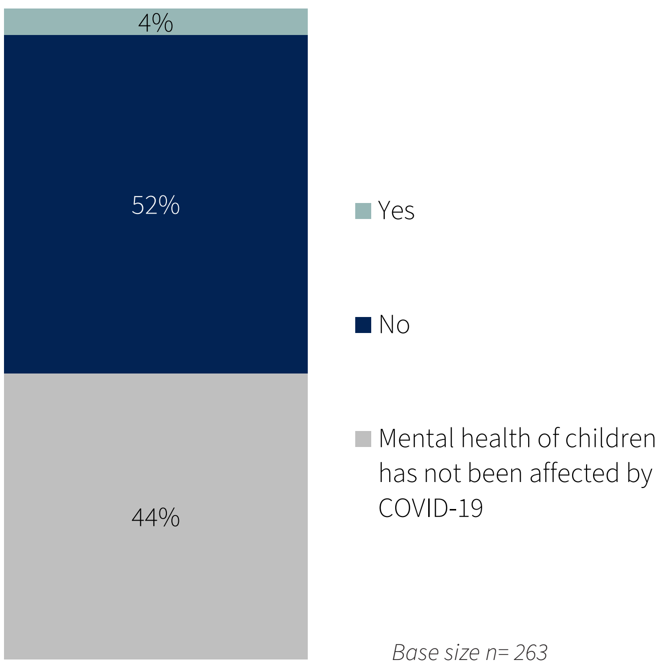
CHILDREN

Twenty five percent of respondents indicated that they had a child under the age of 15 in their household. Of these respondents, 43% had one child under 15, 48% had two, and a further 9% had three or more.

Respondents with children under the age of 15 in their home (25%) were asked whether they had accessed mental health services for their children as result of COVID-19. Over half referenced they had not (52%), while 4% had. A further 44% said the mental health of their children had not been affected by COVID-19.

Respondents with children under 15 in their household were also asked whether they knew where to source support for their children. The majority of these people either did not know where to source such support (47%), or were unsure (32%). Just over one fifth of these participants knew about such support (21%).

ACCESSED MENTAL HEALTH SERVICES FOR CHILDREN



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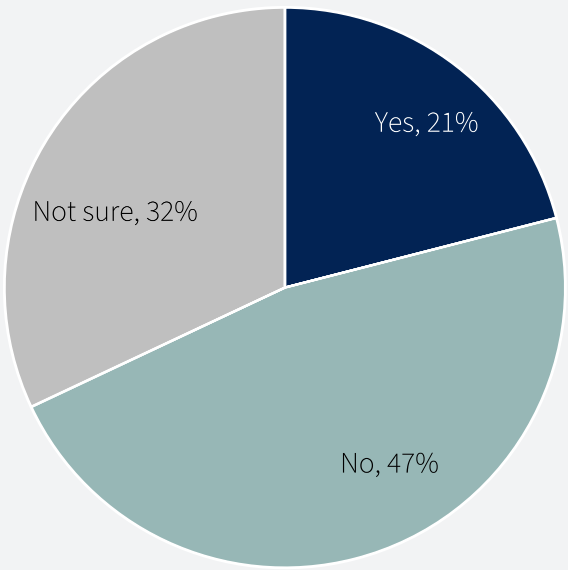
KNOWLEDGE OF SUPPORT FOR YOUNG PEOPLE



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SUMMARY

Although slight, and with a few exceptions, the number of respondents who accessed mental health services has increased since 2019, as have the number of respondents who reported others in their household had done so. Doctors continued to be the most accessed service, and it should be noted that beyond this, there appeared to be real difficulty for residents to access specialised services, at least publicly.

In reviewing the barriers to accessing mental health services, many respondents reflected on their own, or someone else's experience. That is, once receiving a referral to a specialist from a GP, the perceived wait times were excessively long.

Many respondents expressed that going privately was a luxury only the wealthy could afford. Thus, waiting, despite circumstances being urgent was their only option.

"You need a GP referral even if you've accessed them in the past. Then you still have to wait for an appointment."

"The cost. I am lucky mine is paid for. If it wasn't paid for, I wouldn't be able to go."

Interestingly, the barriers outlined by respondents in accessing mental health services all seemed interrelated. For example, limited accessibility and availability of services ultimately came down to resources and the perceived lack thereof. That is, demand (growing population) outweighed supply (the number of professionals and services available).

"There are more people looking for assistance than people who can assist. The services are limited."

On the other hand, lack of awareness (e.g., where/how to access services and what is available etc.) around mental health issues were likely linked to the negative stigma which was associated. That is, with a negative stigma, such matters were not freely advertised or openly discussed. This negative stigma presumably had an impact on people's abilities to accept a need for help, which was another key barrier identified by respondents.

"I wonder if people know when they should access it. How bad do you have to feel before you talk to someone? It's such a Kiwi thing to say, 'I am okay, I am doing good.' I wonder if people know how to self- check their mental health?"

From a community standpoint, there was a positive and supportive feel amongst resident to resident relationships.

"Surrounded by very supportive people in this community."

However, there was an observation that more could be done to foster this for the likes of foreign residents sooner. Various comments suggested that communities in general were extremely supportive however, for newcomers it can often take time for it to feel that way.

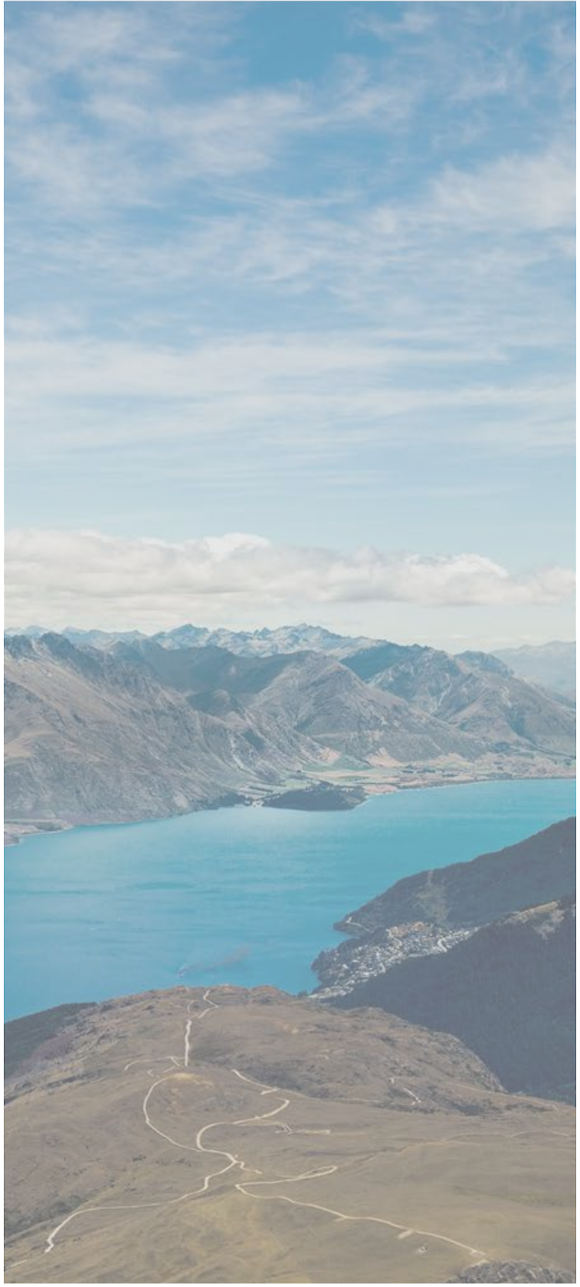
"I have a strong support network locally with family and friends in the district. I imagine others may not have a strong network if they have not been here for long, or are transient workers with uncertain futures."

"I've lived in the district for over 17 years, I have a solid group of core friends and I understand who to reach out to and when. My first five years or so in this district was the toughest, I expect that to be similar for other migrants who are trying to establish themselves."

**Please note, comments were pulled from multiple sections.*

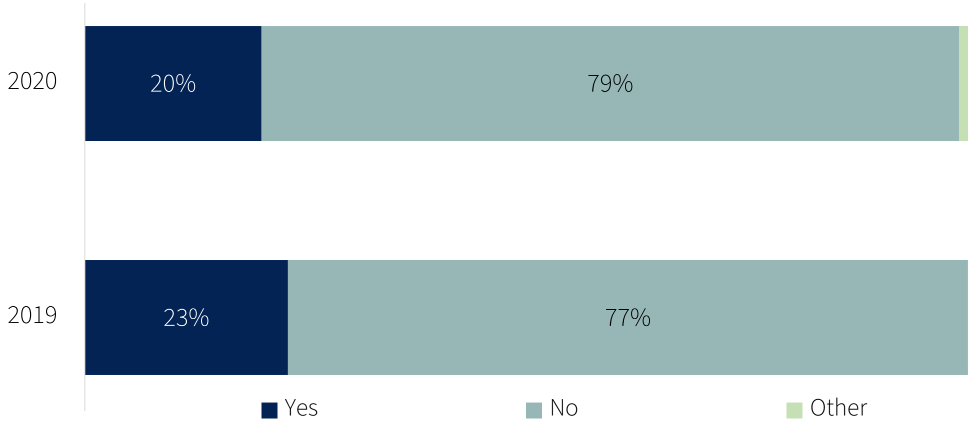
BELONGING

Elements that aid respondents' sense of belonging in a community are outlined in this section. More specifically culture, neighbourhood, and participants' pride in the district are discussed.



CULTURE

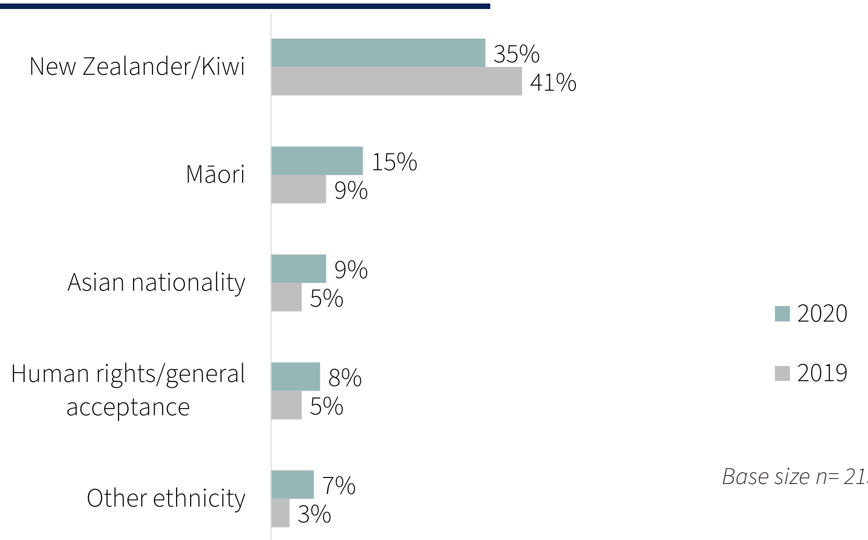
IDENTIFY WITH A CULTURE



Over three quarters of respondents reported that they did not identify with a culture (79% c.f. 2019, 77%), while 20% did (c.f. 2019, 23%).

Of those who identified with a particular culture, 35% identified with being a New Zealander/Kiwi (c.f. 2019, 41%), 15% identified as Māori (c.f. 2019, 9%), and a further 9% identified with an Asian nationality (c.f. 2019, 5%).

CULTURE IDENTIFIED WITH (TOP 5)



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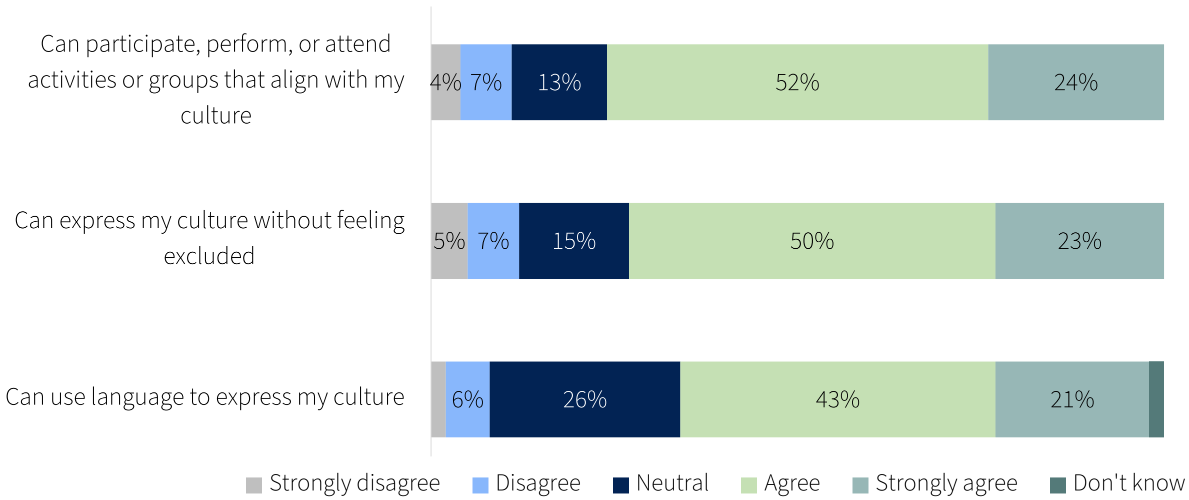
CULTURE

EXPRESSION OF CULTURE



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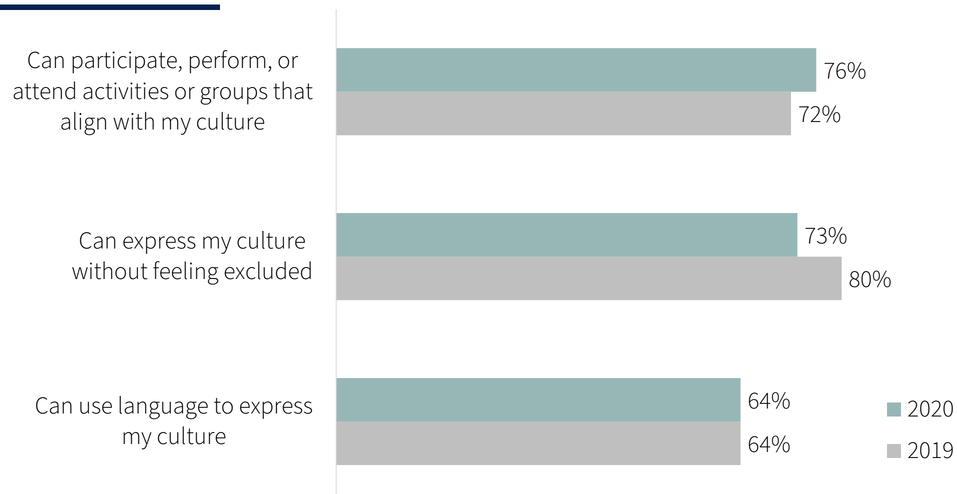
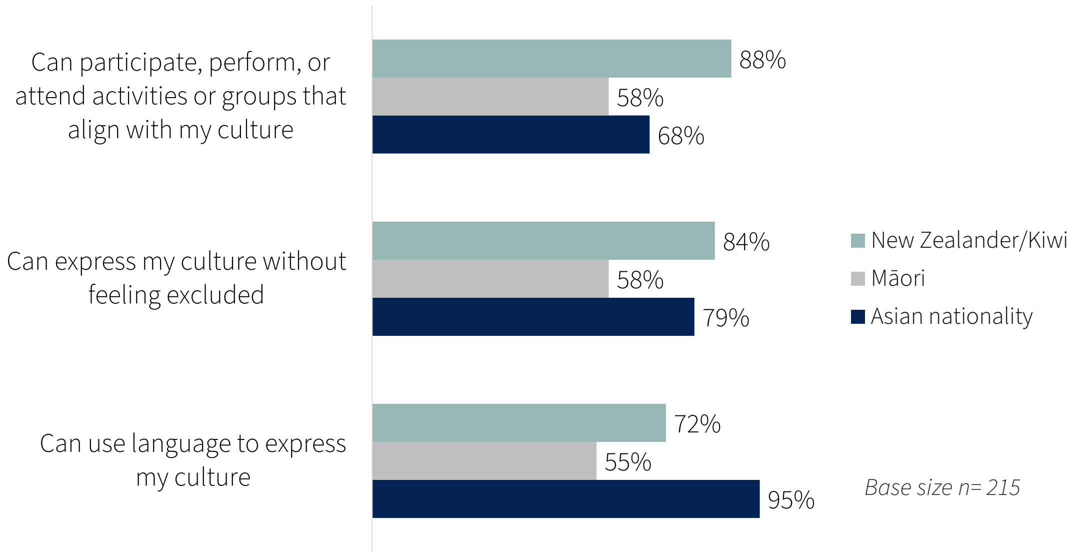
Of the respondents who answered 'yes' or 'other' to identifying with a culture, over three quarters agreed (52%) or strongly agreed (24%) that they could participate in activities or groups that aligned with their culture (76% c.f. 2019, 72%). A further 73% agreed (50%) or strongly agreed (23%) that they could express their culture without feeling excluded (c.f. 2019, 80%). Overall agreement was lowest for respondents' abilities to use their language as an expression of their culture (64%).

TOTAL AGREE



CULTURE

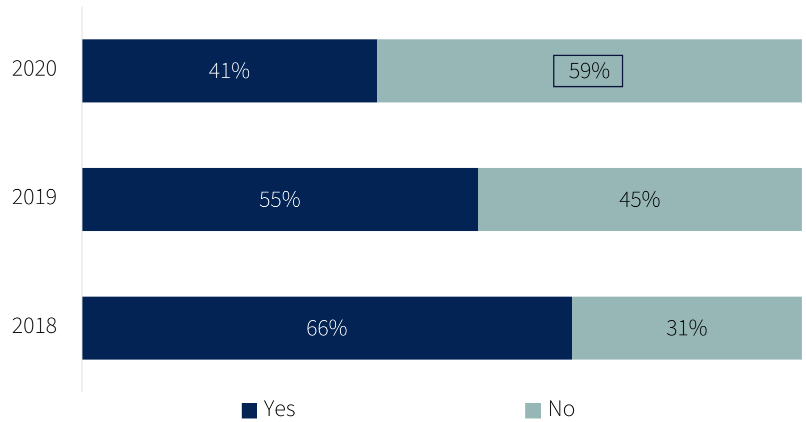
EXPRESSION OF CULTURE: TOTAL AGREE BY CULTURE



Findings showed that of the cultures respondents most commonly associated with, Māori had the greatest difficulty expressing their culture. That is, across all elements that measured respondents' abilities to express their culture, Māori had the lowest agreement levels across the board. Overall agreement was particularly low for Māori respondents' ability to use language to express their culture (55% c.f. New Zealander/Kiwi, 72% and Asian, 95%).

CULTURE

PARTICIPATION IN CULTURAL EVENTS

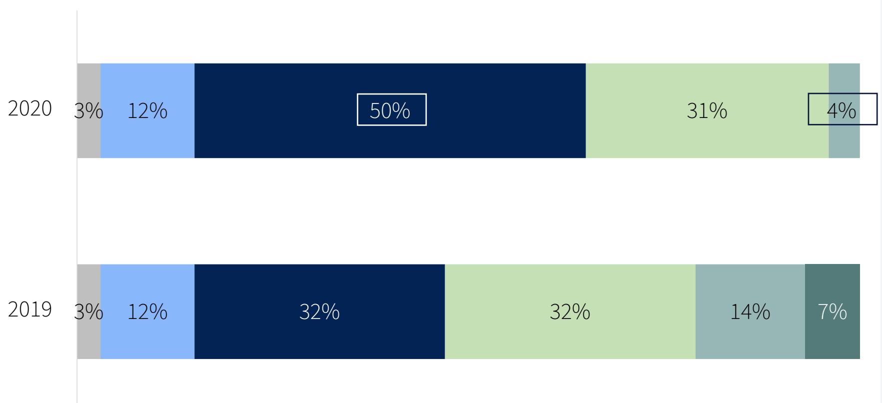


Year on year results showed that the number of respondents participating in cultural events has dropped significantly over time. Notably, there has been a 14% decrease this year since 2019 with just 41% of respondents reporting that they have participated in cultural events (c.f. 2019, 55%).

When asked about their satisfaction with cultural offerings in the district, 50% of respondents indicated a neutral stance (c.f. 2019, 32%), while 35% reported overall satisfaction (c.f. 2019, 46%). Whilst significant shifts were seen amongst overall satisfaction and neutral stances, overall dissatisfaction remained on par with 2019 (15%).

Satisfaction ratings for the celebration of tangata whenua remained similar to those seen in 2019. The highest proportion of respondents took a neutral stance (40% c.f. 2019, 43%), while 26% were either satisfied (20%) or very satisfied (6%) with the celebration of tangata whenua (c.f. 2019, 25%).

SATISFACTION WITH OFFERINGS IN THE DISTRICT



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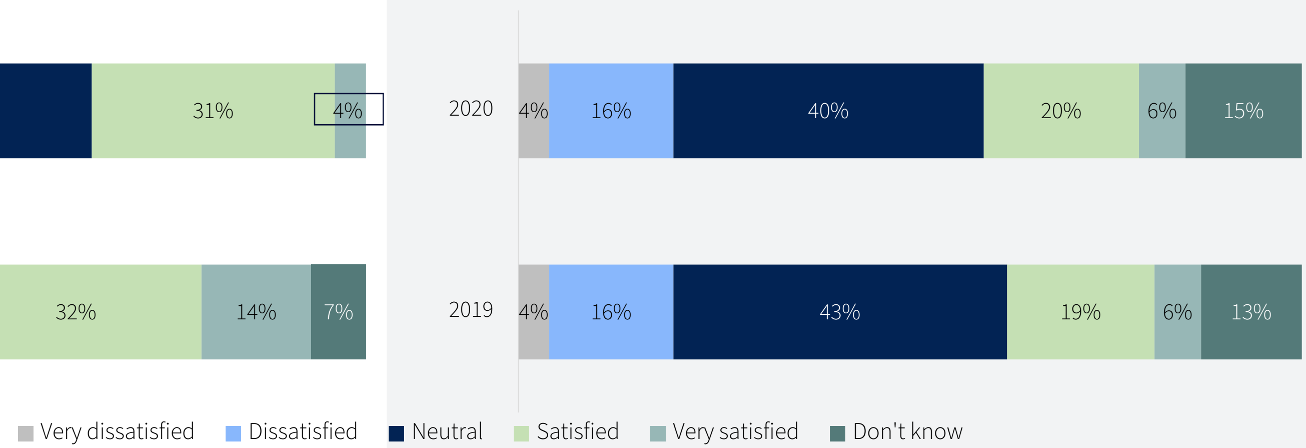
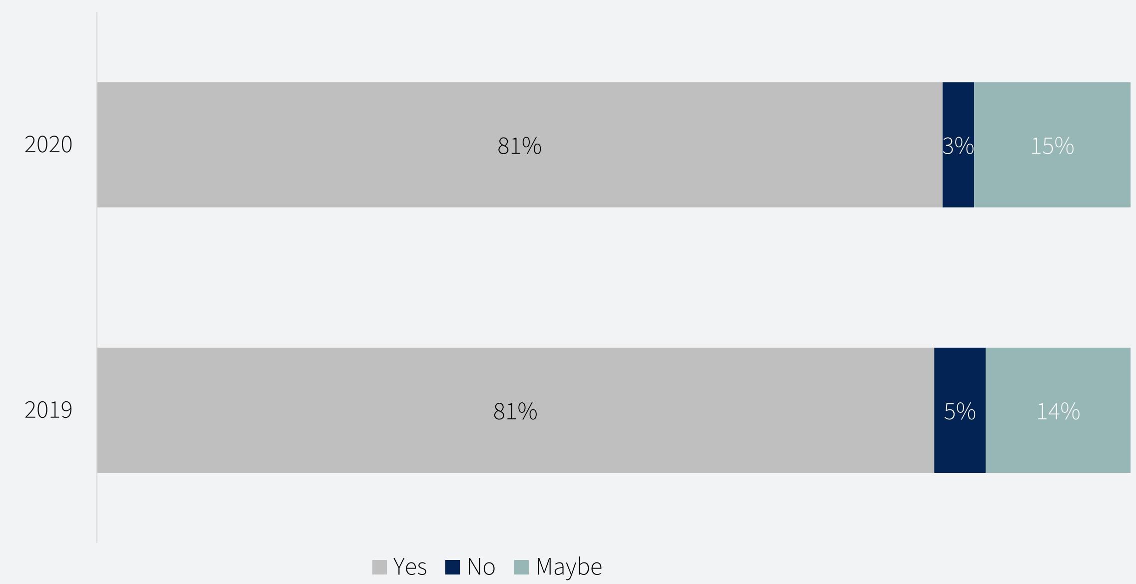
SATISFACTION WITH THE CELEBRATION OF TANGATA WHENUA



INTENTION TO STAY

Consistent with what was seen in 2019, 81% of respondents intend on staying in the district, while 3% do not (c.f. 2019, 5%). An additional 15% may stay in the district (c.f. 2019, 14%).

INTENDING TO STAY



INTENTION TO STAY

NOT INTENDING TO STAY IN THE DISTRICT

More likely to identify as an ethnic minority (14%).

More likely to live in Lake Hayes Estate and Shotover Country (7%), and to rent a whole house, apartment, or studio (6%), or rent a room (7%), or live with their parents (9%).

More likely to earn $40,001-$60,000 annually (7%), and can cover expenses but have no disposable income (7%). More likely to indicate they work in education and training (9%) or arts and recreation services (16%), and that they have permanently had their hours reduced (11%). More likely to strongly agree they would be willing to return to education or training (8%), and strongly disagree they are willing to work in a range of seasonal jobs to secure employment in the district (8%). More likely to strongly disagree that their wellbeing is important to their employer (18%), and that their employer has offered emotional and mental health support post COVID-19 (9%).

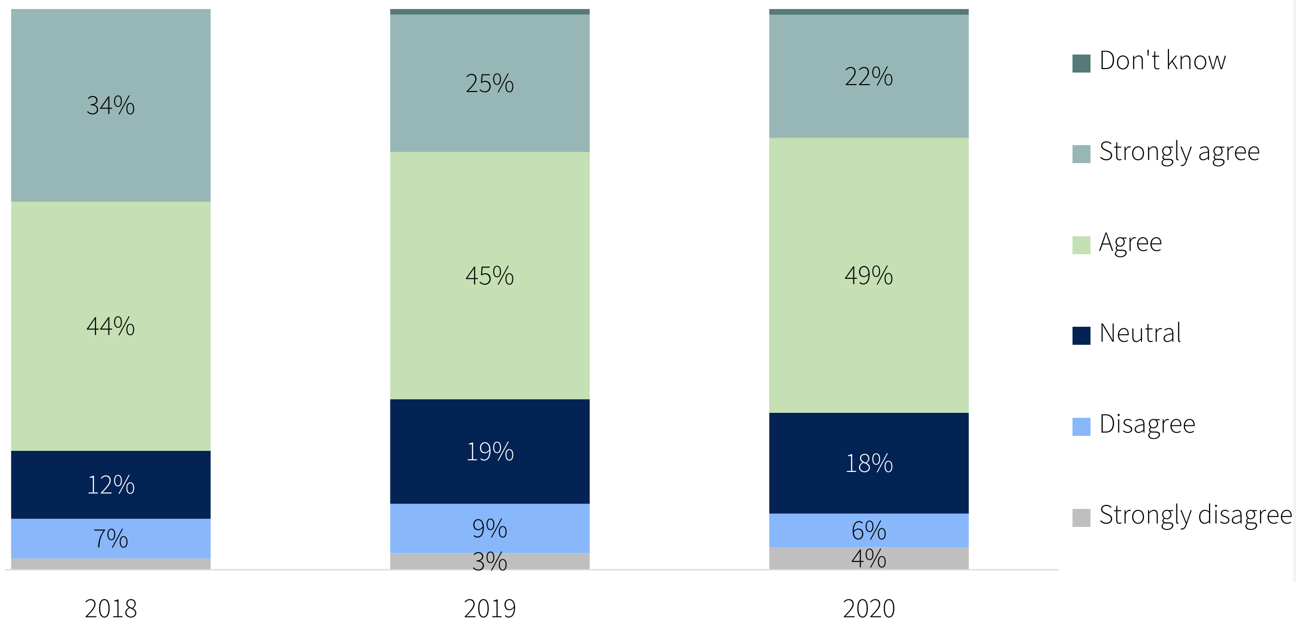
More likely to have accessed financial and income support (12%), and specifically to have personally accessed child, adolescent, and family services (36%).

More likely to indicate that they are very dissatisfied (11%) or dissatisfied (7%) with the celebration of tangata whenua, and to provide a disagree (9%) or neutral (6%) rating regarding their pride in the district.

These residents were more likely to have an average (6%) quality of life.

PRIDE

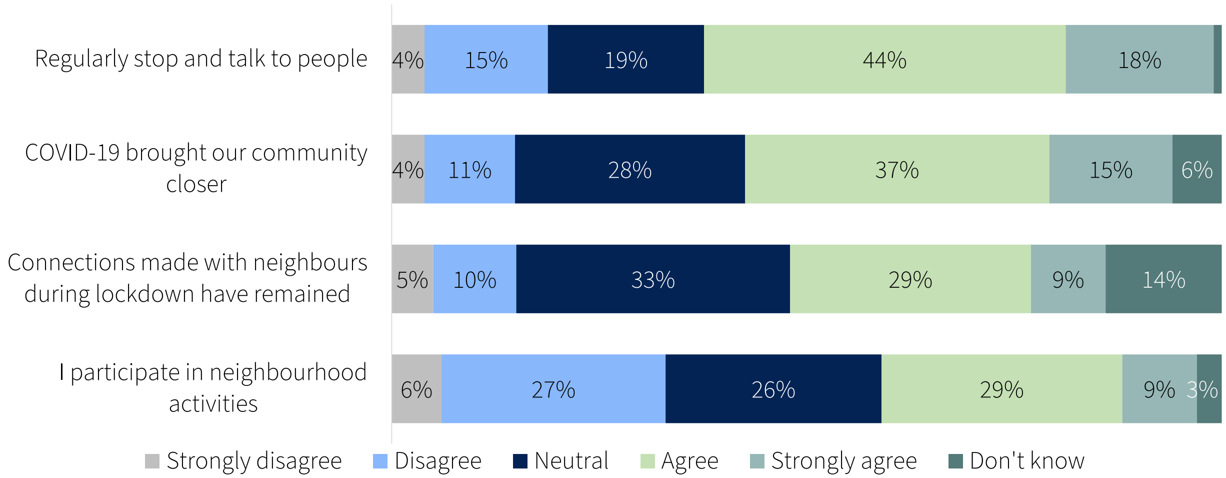
FEEL A SENSE OF PRIDE IN THE DISTRICT



Respondents were asked to what extent they agreed that they felt a sense of pride in the district. Seventy one percent of respondents agreed that they were proud of the district, consistent with 2019 (70%). Similar consistency was seen amongst neutral responses (18% c.f. 2019, 19%) and overall disagreement (10% c.f. 2019, 11%).

NEIGHBOURHOOD

NEIGHBOURHOOD CHARACTERISTICS: INTERACTIVE

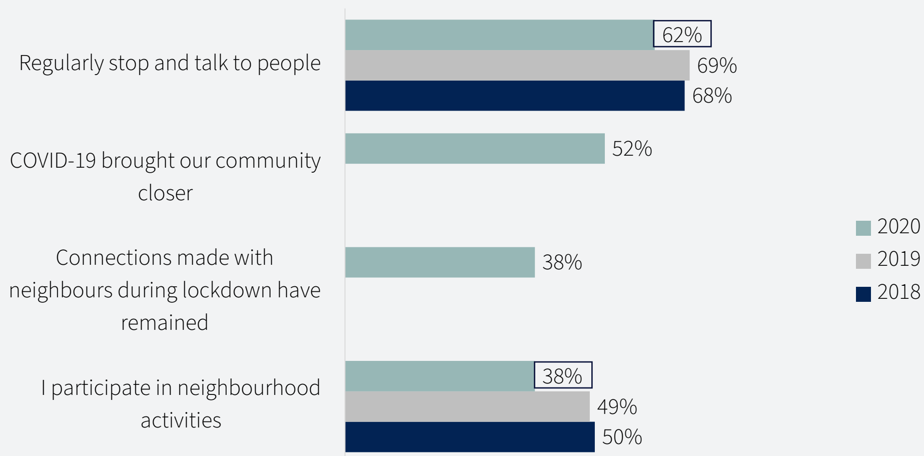


Findings showed that 62% of respondents either agreed (44%) or strongly agreed (18%) that they regularly stopped and spoke with people in their neighbourhood (c.f. 2019, 69%).

This year, interactive measures also focused on the impact COVID-19 had on neighbourhood connectedness. Over half of respondents agreed (37%) or strongly agreed (15%) that COVID-19 brought their community closer, while just 38% of respondents agreed (29%) or strongly agreed (9%) that connections made with their neighbours during lockdown had remained.

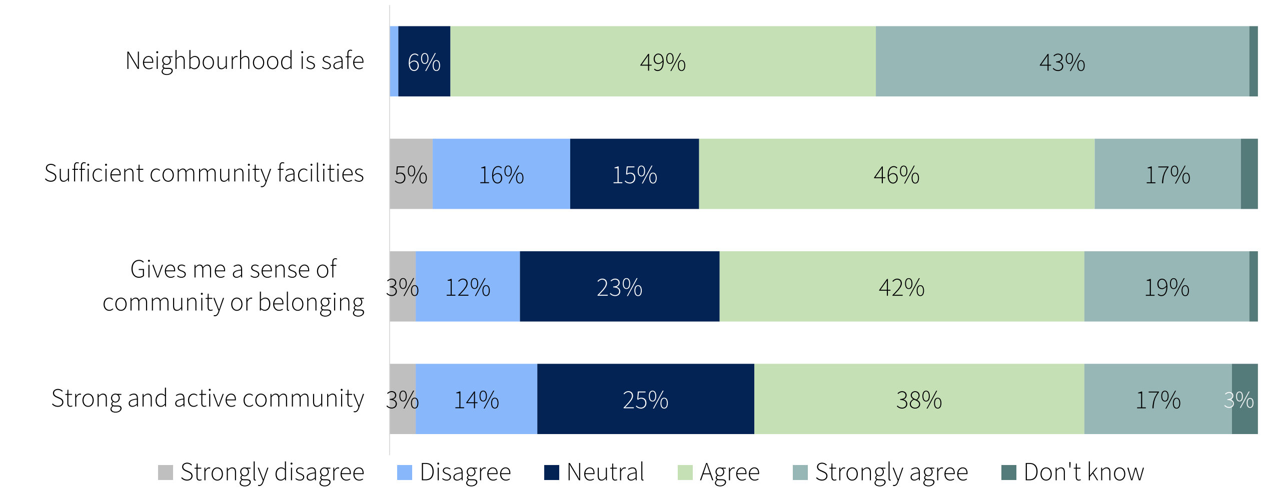
Where year on year comparisons were applicable, levels of neighbourhood interaction appeared to drop. Presumably, this was onset by COVID-19 and the corresponding social distancing requirements.

TOTAL AGREE: BY YEAR



NEIGHBOURHOOD

NEIGHBOURHOOD CHARACTERISTICS: WELLBEING

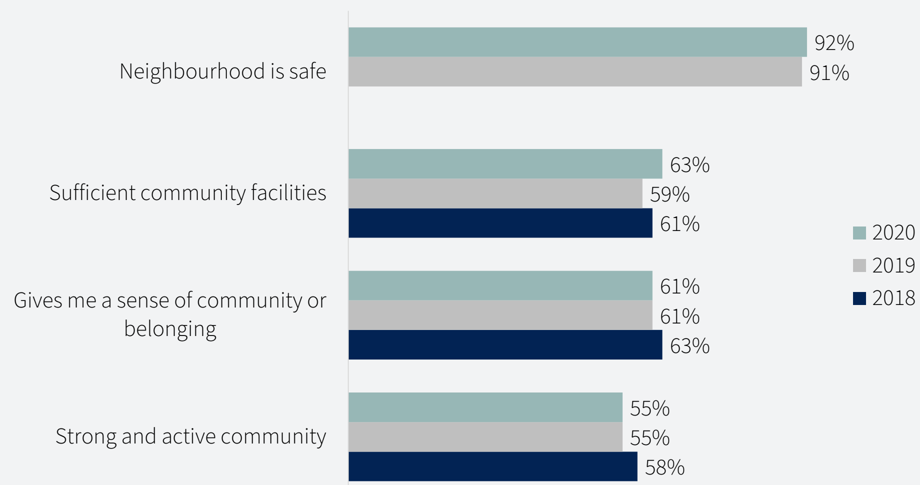


Respondents mostly agreed that their neighbourhood was safe (92% c.f. 2019, 91%), and that they had sufficient community facilities (63% c.f. 2019, 59%).

Lower levels of agreement were seen for their neighbourhood giving them a sense of belonging (61% c.f. 2019, 61%), and their neighbourhood offering a strong and active community (55% c.f. 2019, 55%).

Unlike the interactive measures, overall agreement with wellbeing elements saw minimal shifts since 2019. In fact, of the measures which did shift (neighbourhood safety and sufficient community services), agreement increased in both instances.

TOTAL AGREE: BY YEAR



SUMMARY

There was a slight decrease in the number of respondents who reported identifying with a culture. Consistent with what was seen last year, was the idea that culture is largely subjective, with many associating their culture with a nationality. One comment validated this notion and emphasised that culture has no bounds, and thus can be challenging to measure.

"Culture is not just about race. Culture is about beliefs, which can be almost anything."

Although not a significant number of respondents commented on this, there was certainly a greater focus this year on Māori culture. The majority of these comments encouraged greater integration of the Māori culture in the district. This was primarily encouraged through greater use of Te Reo and greater recognition of Māori culture generally.

"I would like Māori art/ language/culture represented more in public spaces and communication, similar to what North Island communities offer."

"We need to do more in respect to normalising Māori culture and making it part of everyday life."

It should be noted that many who were in support of normalising Māori culture, also suggested that some residents harbour prejudices towards Māori. Indeed, alternative comments revealed negative sentiments towards Māori culture and validated that such prejudices do exist in the district.

Overall, many respondents highlighted and appreciated the melting pot of culture and ethnic backgrounds that co-exist in the district. This defining characteristic of Queenstown Lakes District was often celebrated and viewed as a strength, as opposed to a challenge or weakness. Respondents would like to see more done to add to the cultural aspects of the district.

"There is a diverse and vibrant culture here."

"Markets throughout the year. Supporting all cultures and communities with proper festivals."

As highlighted under community support, communities and neighbourhoods appear unified and tight-knit.

"Awesome community of people, most folk know each other and are very supportive."

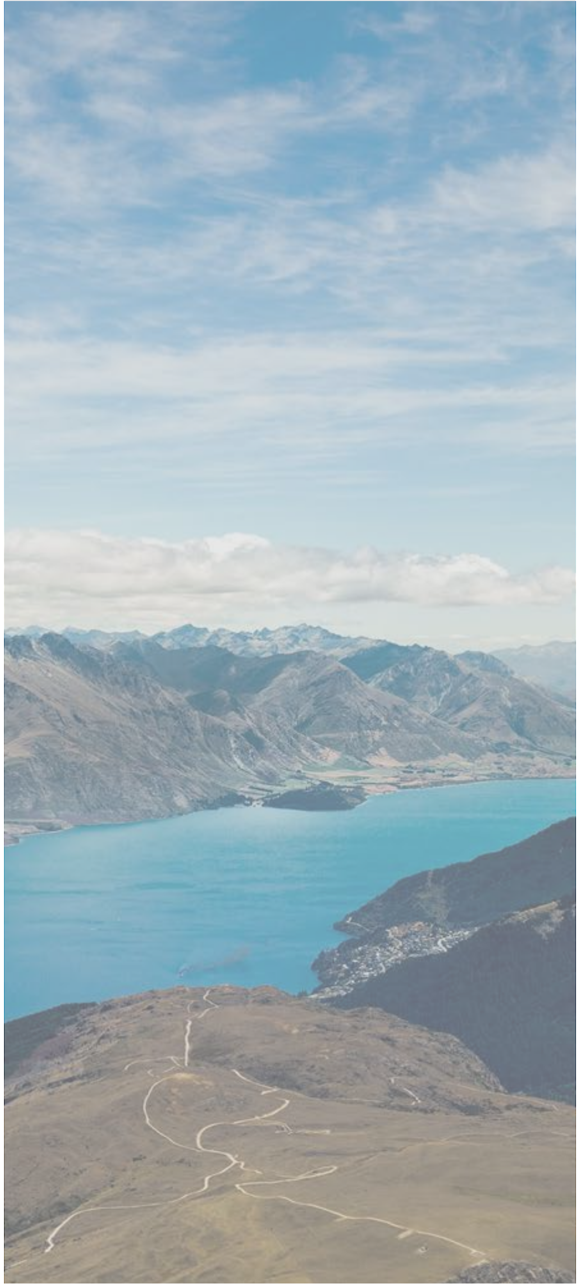
In fact, in reviewing the trends across many sections, respondents were extremely happy with the dynamics in their neighbourhoods and communities. Often, this added to their desire to remain in the district. However, as many have already expressed, leaving the district is not so much about wanting to leave, but rather it is about needing to leave. That is, many respondents are extremely happy and will do what they can to stay, though financial pressures (particularly in the height of COVID-19) have effectively forced individuals and families out of the area. Inabilities to make ends meet, afford living costs, or afford health care have all been highlighted trends.

Last year, numerous respondents expressed frustration with making neighbourhood connections due to the transient nature of people in the district (be it seasonal workers and/or tourists). This year, comments regarding such matters have been minimal and replaced with an overwhelming amount of positive comments towards community connectedness.

**Please note, comments were pulled from multiple sections.*

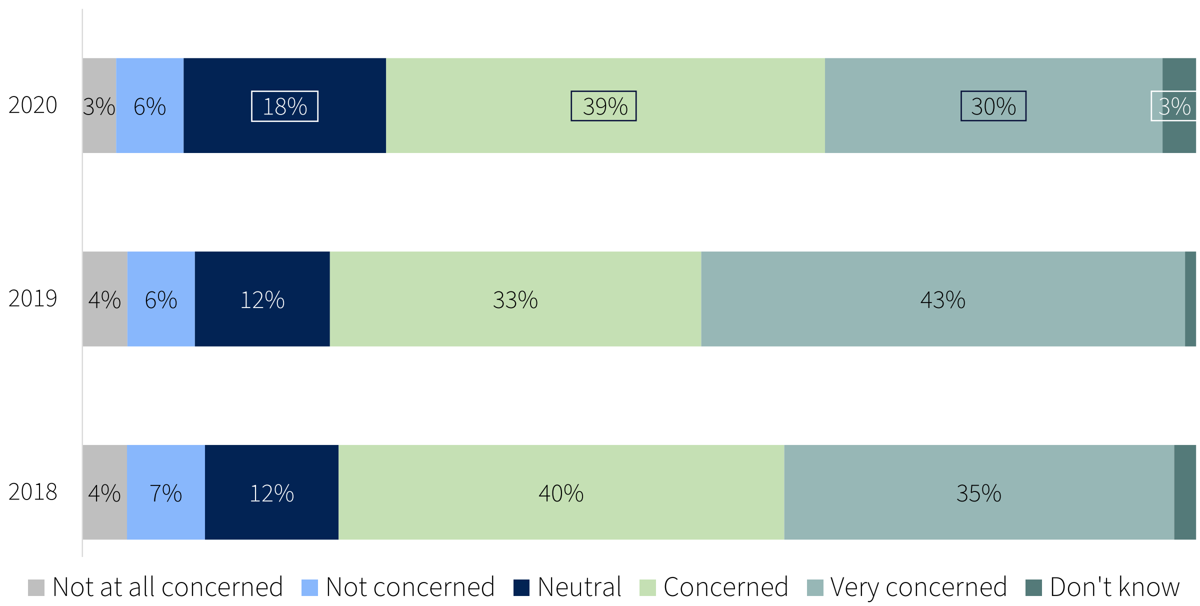
ENVIRONMENT

This section focuses on the degree to which respondents are concerned about climate change, along with their satisfaction with QLDC's actions to protect the environment.



CLIMATE CHANGE

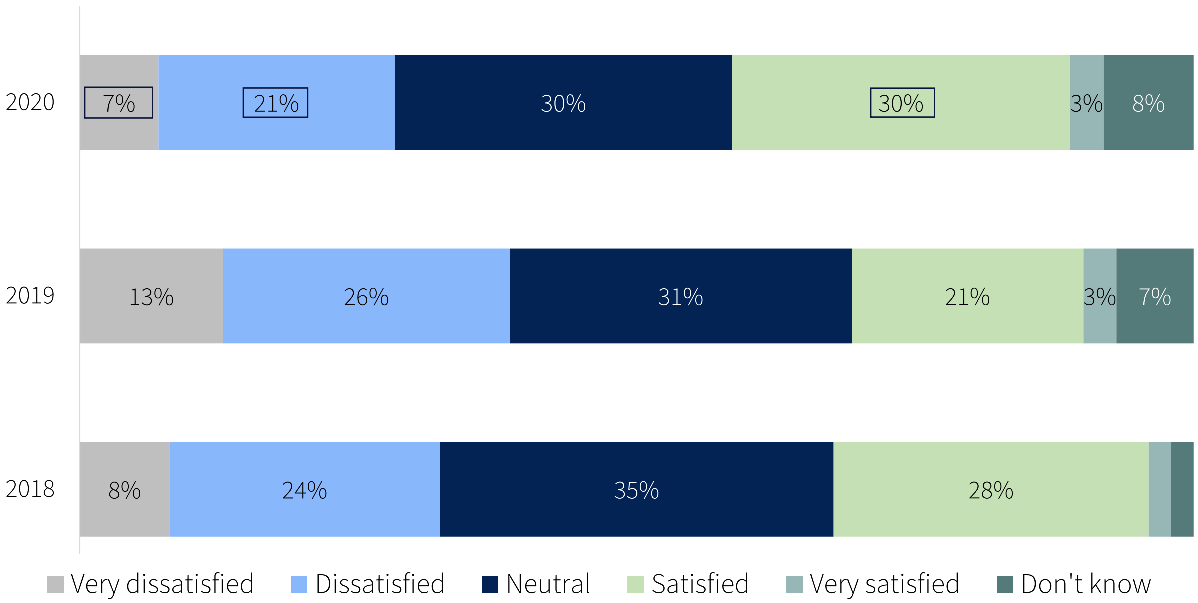
CONCERN WITH THE IMPACT OF CLIMATE CHANGE



Respondents were asked to indicate their level of concern with the impact of climate change. When compared to 2019, the largest shift was seen in very concerned ratings which decreased by 13% (30% c.f. 2019, 43%), with overall concern dropping by 7% (69% c.f. 2019, 76%). Comparatively, neutral ratings increased by 6% (18% c.f. 2019, 12%), while non-concerned ratings remained consistent (9% c.f. 2019, 10%).

COUNCIL INITIATIVES

QLDC MEASURES IN PROTECTING THE ENVIRONMENT



One third of respondents were either satisfied (30%) or very satisfied (3%) with Council's measures in protecting the environment. This was an increase of 6% in overall satisfaction compared to 2019 (24%). Concurrently, total dissatisfied ratings decreased by 11% since 2019, with 21% (c.f. 2019, 26%) reporting dissatisfaction and an additional 7% indicating they were very dissatisfied (c.f. 2019, 13%). Don't know (8% c.f. 2019, 7%) and neutral ratings (30% c.f. 2019, 31%) remained consistent with 2019.

SUMMARY

This year saw a substantial decrease in the number of respondents who expressed concern with the impact of climate change and an increase in satisfaction with the measures QLDC have taken to protect the environment.

While these changes were positive, it is difficult to determine the drivers for such changes. Recently there has been heightened media coverage regarding the benefits of reduced travel on global environments, and this may have played a role in shaping residents' local perceptions, particularly given the reduction in local tourism activity.

In line with this, 2019 saw comments which related to the environment often revolving around tourists. For example, depletion of the natural environment, excessive infrastructural development, and/or the impact of poor waste management, was often attributed to the number of tourists in the district. In reviewing the comments this year and by comparison, very few comments sought to place blame on the tourism industry. In fact, of the comments that mentioned tourism or tourists, the majority sought constructive feedback or proposals of how the district could work together to support sustainable tourism.

"...Given our environment-centric tourism industry perhaps a scheme could be the way to go, given our reliance on air travel."

Another theme that came to light this year related to that of waterway health.

"Rivers and lakes need our immediate action to protect them for the future."

"Sediment into the lake from building sites."

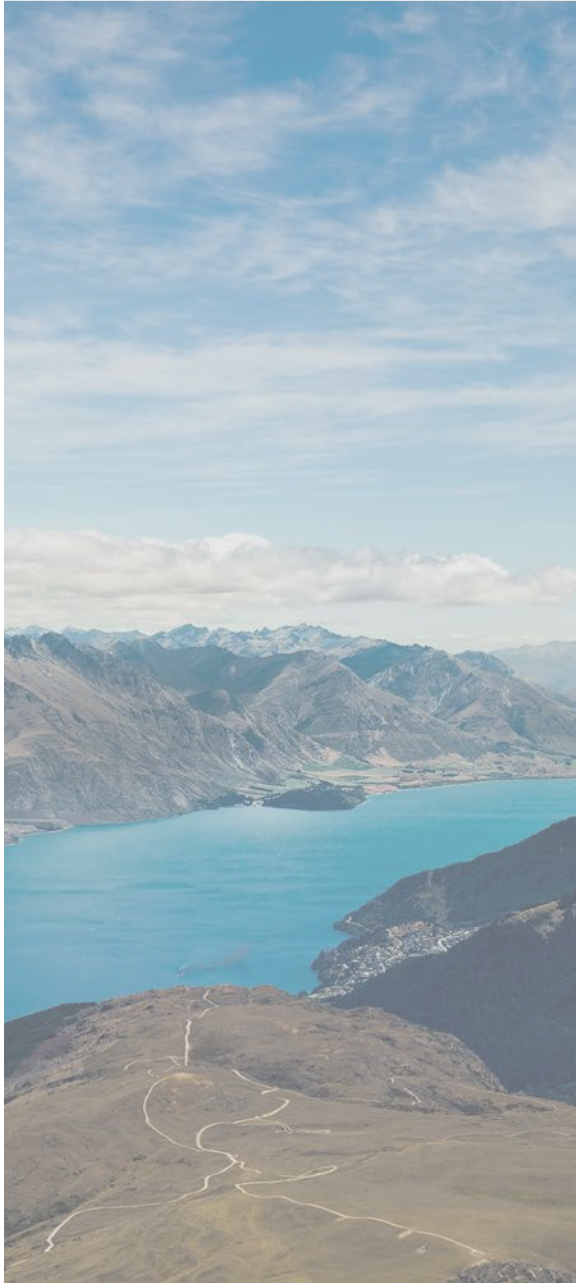
Amongst other key mentions (e.g. concern for climate change, general waste management etc.), there were calls to better equip the districts ability to combat environmental threats through greater planning and the implementation of those plans.

"Need more environmental protection embedded in the district plan."

**Please note, a total of n=369 comments were made.*

TRANSPORT

This section looks at the ways in which respondents move around the district. That is, alternative transport methods to a car, their perceptions of public transport, the town centres which are most regularly visited by participants, and their perception thereof.

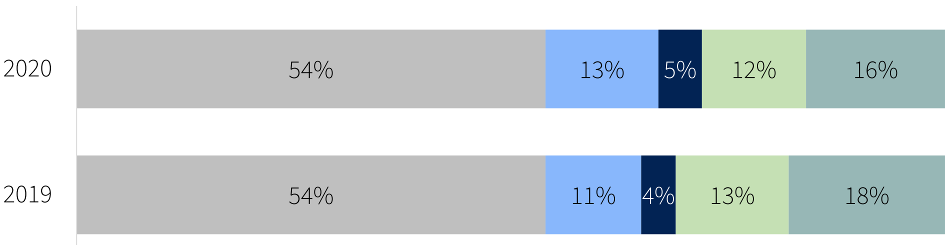


MODES AND REGULARITY

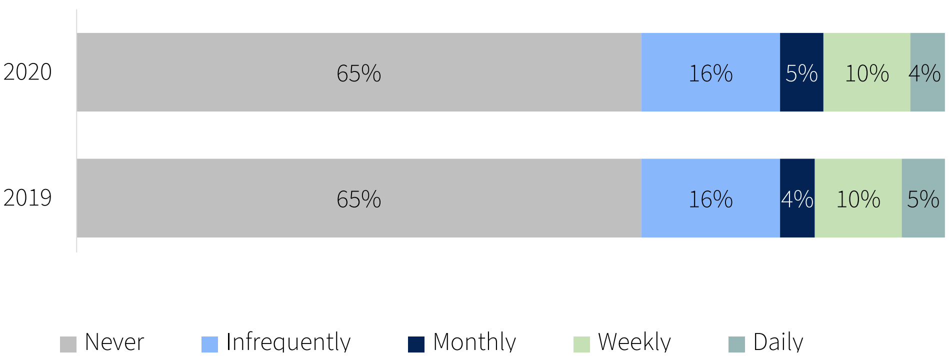
Results showed that walking was the most common alternative transport method to and from work, with 33% of respondents walking monthly (5% c.f. 2019, 4%), weekly (12% c.f. 2019, 13%), or daily (16% c.f. 2019, 18%). By comparison, the least used alternative transport method was water taxis, with 91% of respondents indicating that they never use this method (c.f. 2019, 91%).

ALTERNATIVE TRANSPORT METHODS: TO AND FROM WORK

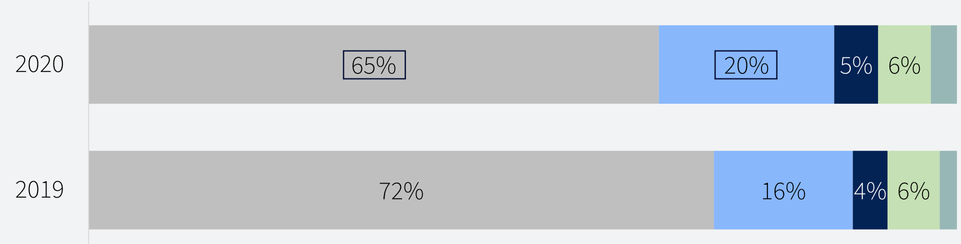
WALK



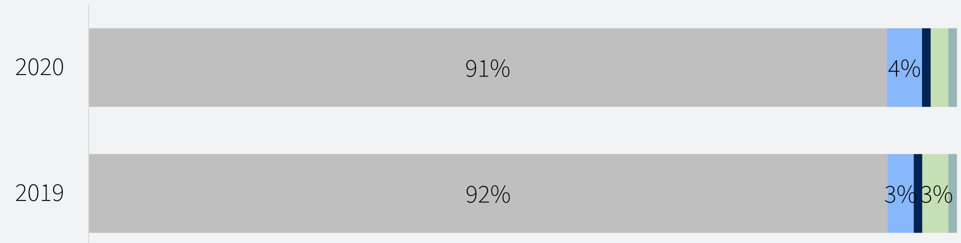
BIKE



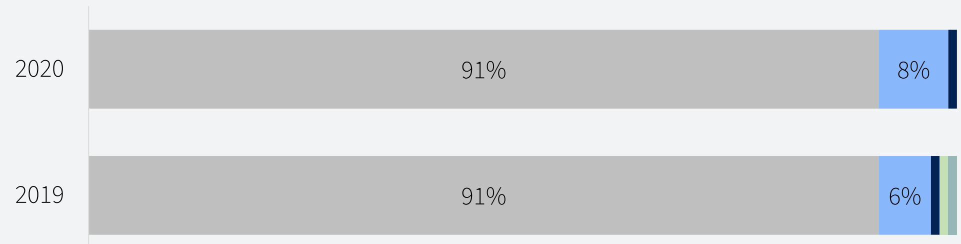
BUS



E-SCOOTER OR E-BIKE



WATER TAXI

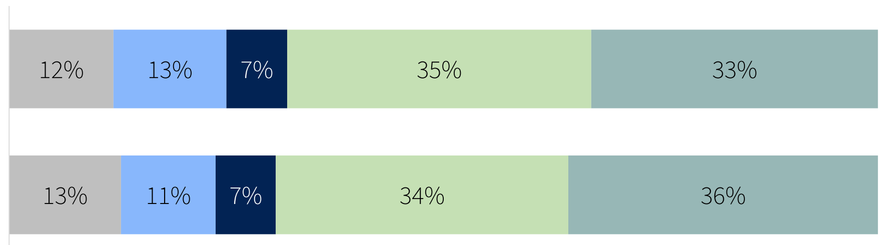


MODES AND REGULARITY

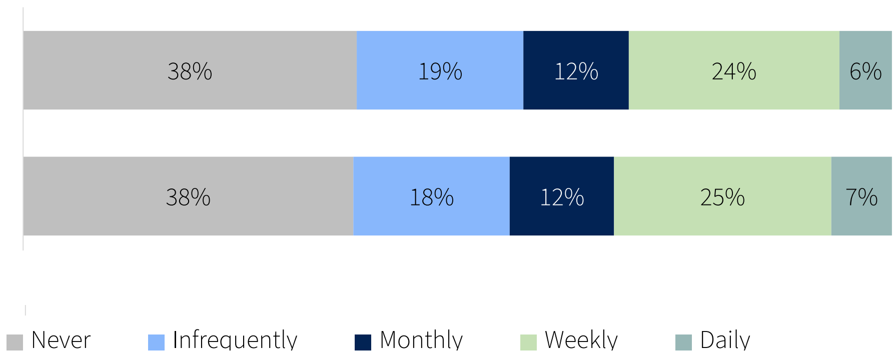
As was seen with the alternative transport methods for work, walking was the most common alternative transport method used by respondents in their spare time, with just 12% of respondents indicating they never walk as an alternative to driving (c.f. 2019, 13%). Water taxis were again the least used method, with 83% of respondents saying they never use this method (c.f. 2019, 84%).

ALTERNATIVE TRANSPORT METHODS: SPARE TIME

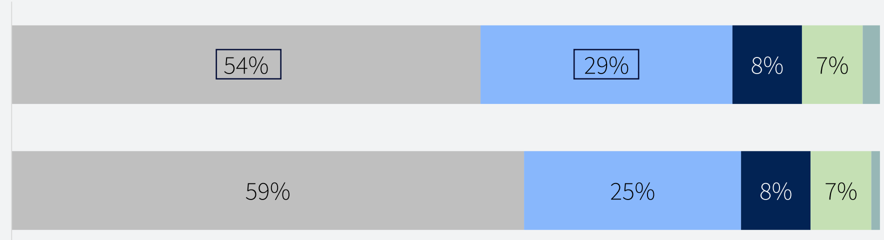
WALK



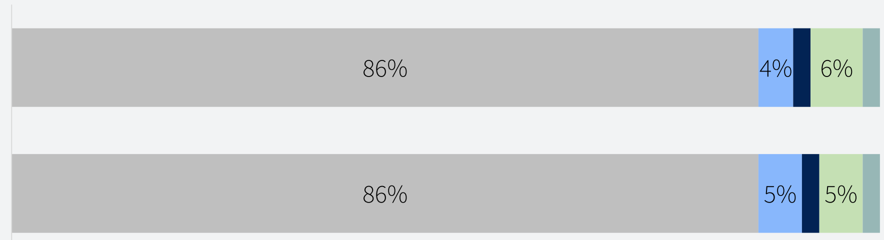
BIKE



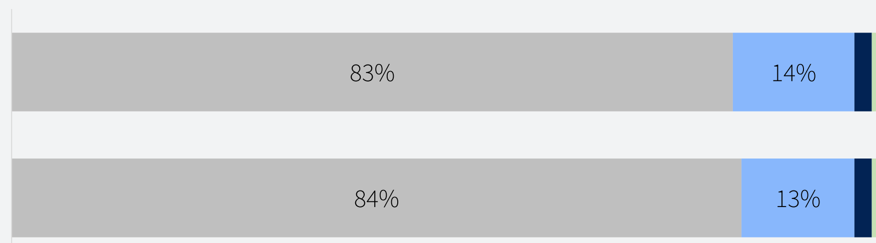
BUS



E-SCOOTER OR E-BIKE

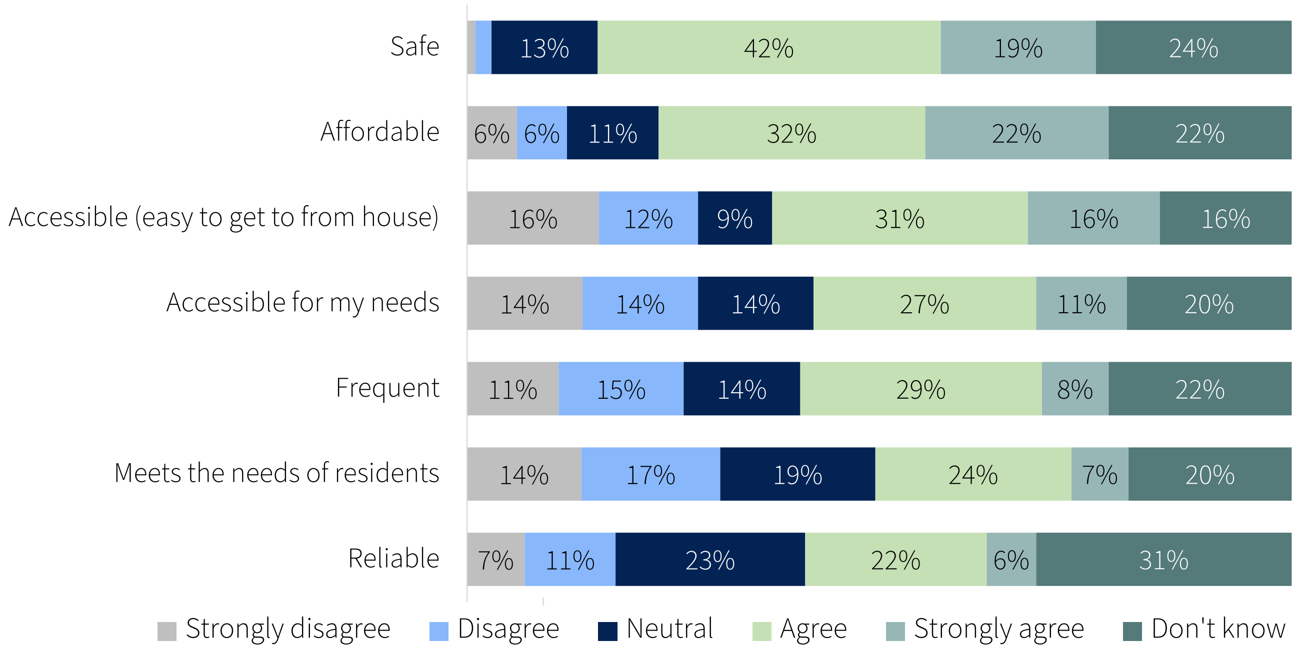


WATER TAXI



PUBLIC TRANSPORT

PUBLIC TRANSPORT IN THE DISTRICT



TOTAL AGREE

	2018	2019	2020
Safe	58%	59%	61%
Affordable	60%	57%	54%
Accessible (easy to get to from house)	46%	38%	47%
Accessible for my needs	38%	31%	38%
Frequent	40%	28%	37%
Meets the needs of residents	33%	22%	31%
Reliable	32%	25%	28%

Sixty one percent of respondents either agreed (42%) or strongly agreed (19%) that public transport was safe (c.f. 2019, 59%). Year on year findings showed that confidence in public transport's safety has grown steadily since 2018.

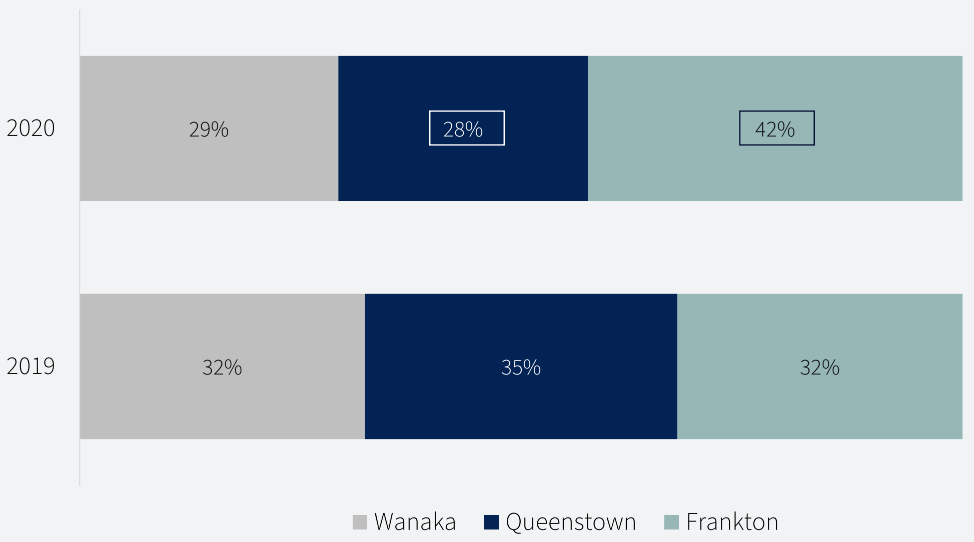
Reliability had the lowest level of overall agreement (28%). This was primarily offset by a high number of respondents who reported neutral (23%) ratings, or who were unsure how to rate the reliability of public transport (31%), as opposed to high levels of disagreement. Concurrently, respondents mostly disagreed that public transport meets the needs of residents with 31% of respondents either disagreeing (17%) or strongly disagreeing (14%) with this statement.

In reviewing the year on year findings, the largest shifts in agreement were seen for the accessibility of public transport (47% c.f. 2019, 38%), the frequency of public transport (37% c.f. 2019, 28%), and public transport's ability to meet the need of residents (31% c.f. 2019, 22%). Notably, there has been a steady decline since 2018 in the proportion of respondents who agreed that public transport is affordable.

TOWN CENTRES

Findings showed that Frankton was the most regularly visited town centre by respondents in 2020 (42% c.f. 2019, 32%), while the number of respondents who regularly visited Queenstown's town centre decreased by 7% (28% c.f. 2019, 35%). Concurrently, 29% of respondents indicated that they visited Wanaka's town centre most regularly (c.f. 2019, 32%).

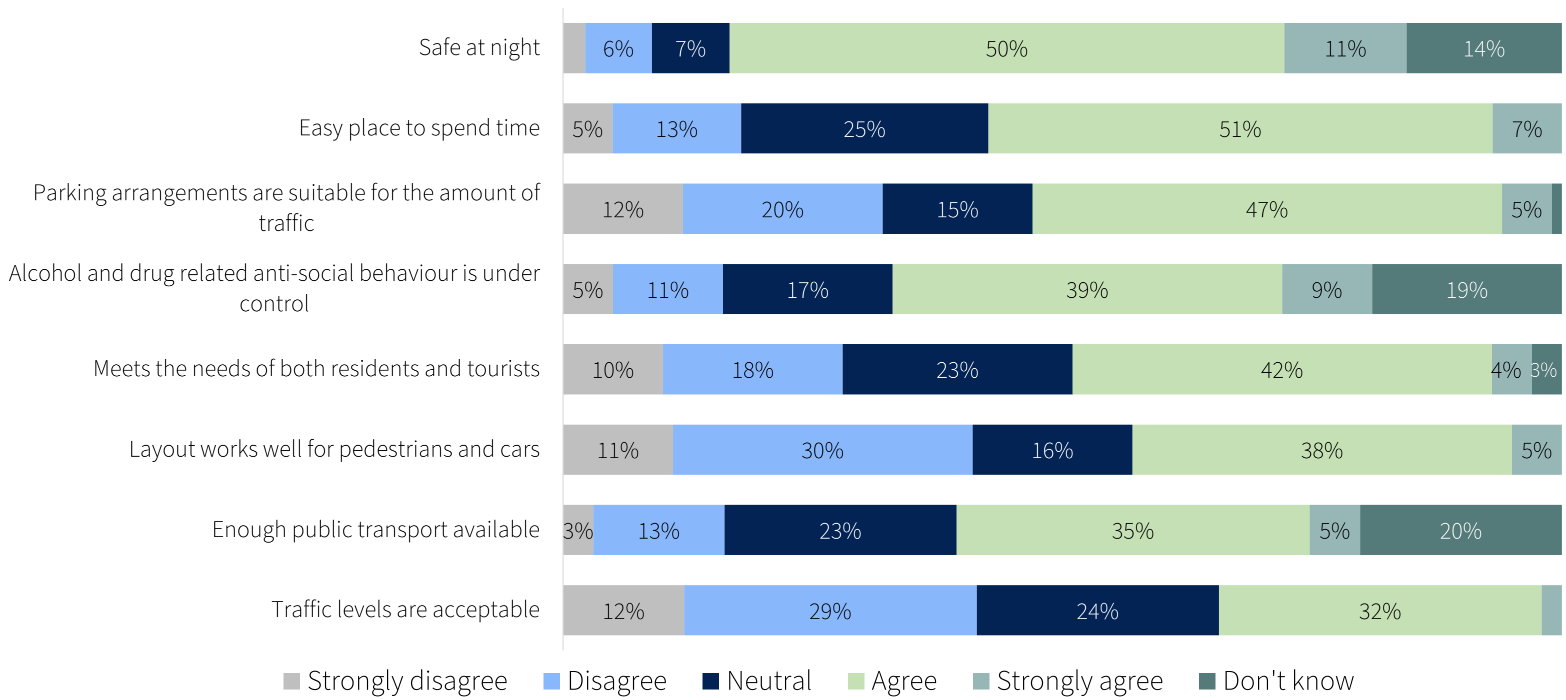
MOST REGULARLY VISITED TOWN CENTRE



TOWN CENTRES

Of the respondents who mostly visited Frankton's town centre (42%), 61% either agreed (50%) or strongly agreed (11%) that the town centre was safe at night. A further 58% reported that they agreed (51%) or strongly agreed (7%) that the town centre was an easy place to spend time. At a lower level these respondents also agreed that traffic levels were acceptable (34%) and that there was enough public transport available (40%).

TOWN CENTRE CHARACTERISTICS: FRANKTON



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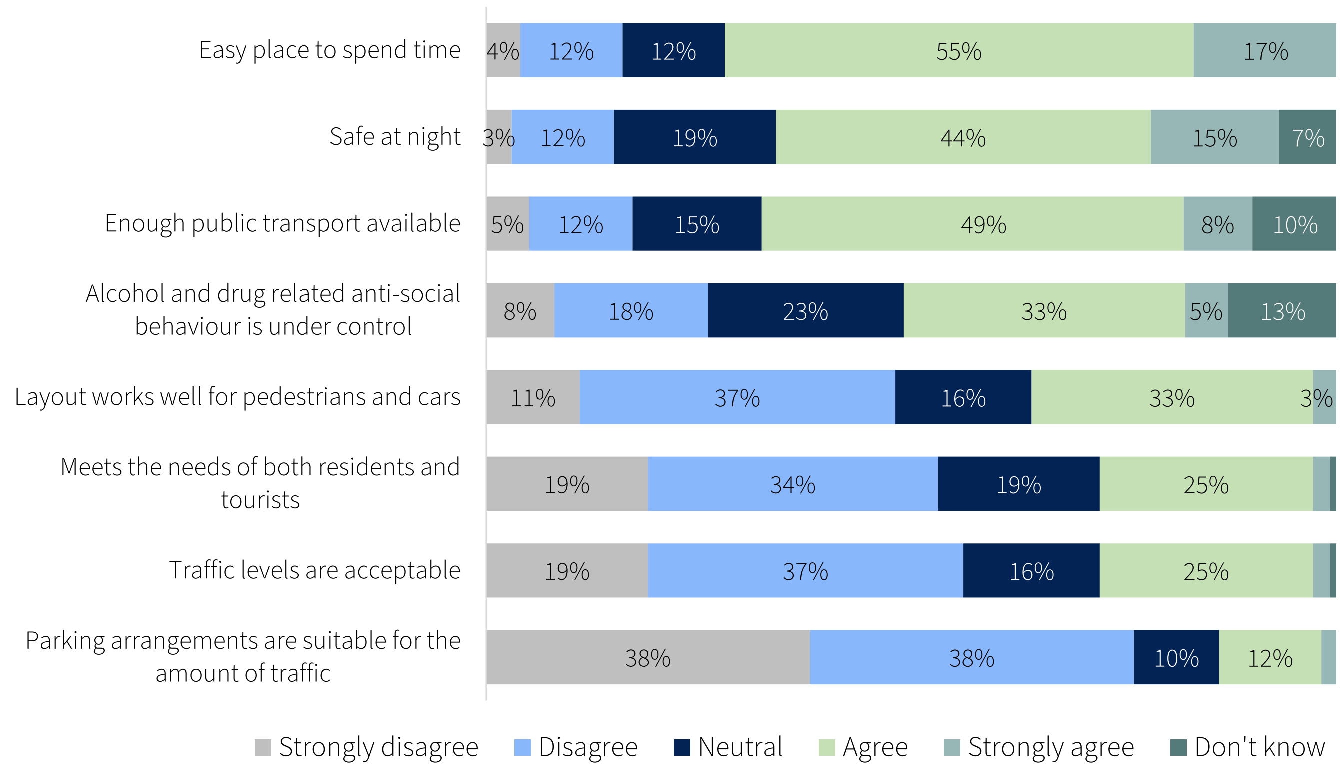
TOWN CENTRES

Of the respondents who mostly visited Queenstown's town centre (28%), 72% either agreed (55%) or strongly agreed (17%) that the town centre was an easy place to spend time. A further 59% either agreed (44%) or strongly agreed (15%) that the town centre was safe at night. By comparison, overall disagreement was highest for parking arrangements being suitable for the amount of traffic (76%) and traffic levels being acceptable (56%).

TOWN CENTRE CHARACTERISTICS: QUEENSTOWN



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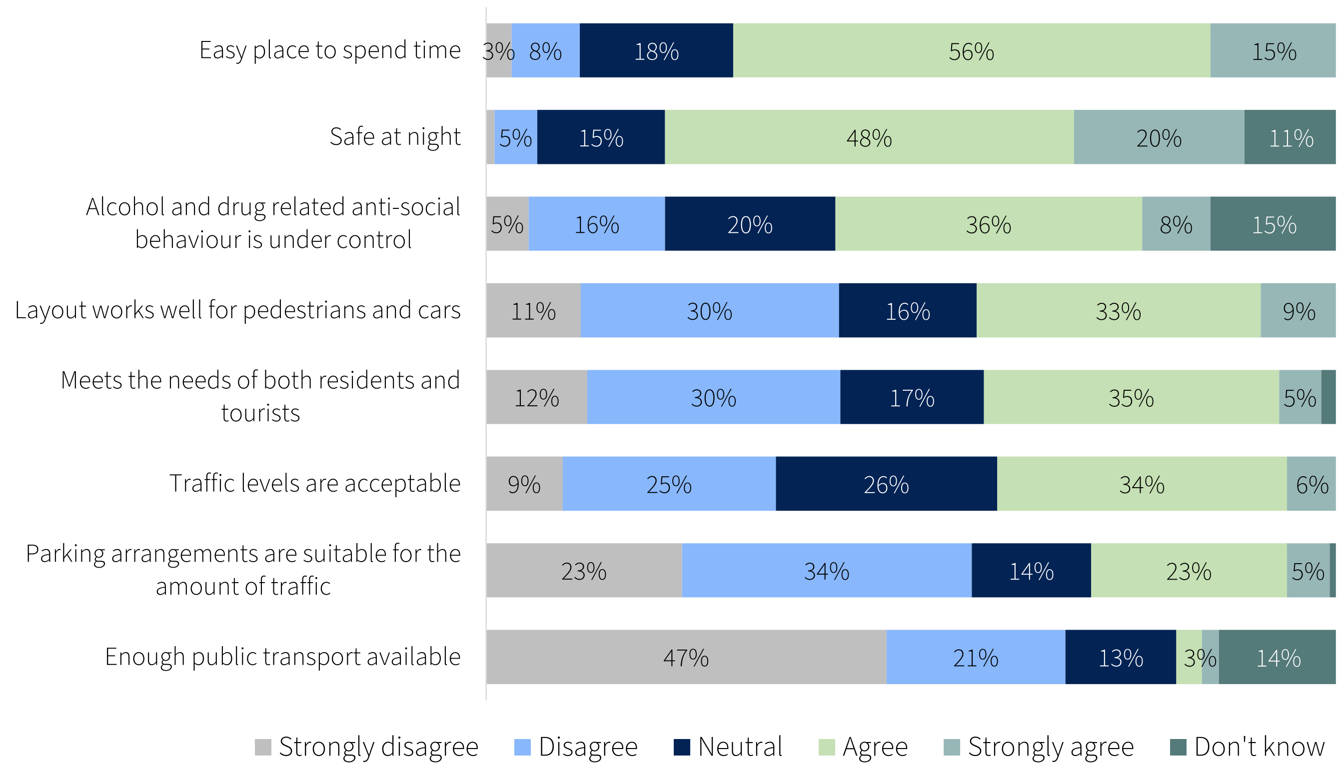
TOWN CENTRES

Of the respondents who mostly visited Wanaka's town centre (29%), 71% agreed (56%) or strongly agreed (15%) that the town was an easy place to spend time. This was followed by 68% of respondents who agreed (48%) or strongly agreed (20%) that it was safe at night. By comparison, overall disagreement was highest for public transport being adequate (68%) and parking arrangements being suitable for the amount of traffic (57%).

TOWN CENTRE CHARACTERISTICS: WANAKA



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TOWN CENTRES

Across all areas, overall agreement that traffic levels are acceptable has increased, with the greatest shift noted in Queenstown (27% c.f. 2019, 17%).

Notably, overall agreement that alcohol and drug related behaviour is under control has dropped for both Frankton (48% c.f. 2019, 59%) and Wanaka (44% c.f. 2019, 58%).

TOWN CENTRE CHARACTERISTICS: TOTAL AGREE

	FRANKTON*		QUEENSTOWN			WANAKA		
	2019	2020	2018	2019	2020	2018	2019	2020
Easy place to spend time	60%	58%	53%	64%	72%	65%	61%	71%
Safe at night	71%	61%	-	55%	59%	-	80%	68%
Alcohol and drug related anti-social behaviour is under control	59%	48%	-	36%	38%	-	58%	44%
Layout works well for pedestrians and cars	39%	43%	26%	25%	36%	26%	25%	42%
Meets the needs of both residents and tourists	54%	46%	-	25%	27%	-	31%	40%
Enough public transport available	47%	40%	47%	53%	57%	6%	4%	5%
Parking arrangements are suitable for the amount of traffic	49%	52%	9%	12%	14%	12%	12%	28%
Traffic levels are acceptable	28%	34%	13%	17%	27%	18%	35%	40%

Please note, Frankton was not measured in 2018.

SUMMARY

Transport findings replicated many of the trends identified in 2019. That is, for the most part, public transport is viewed as a safe alternative and continues to be the most used alternative form of transport to a car. Despite this, less than half of respondents felt that public transport was accessible for their needs, while even fewer felt that it meets the needs of all residents. This year's results re-iterated those of last year's. That is, a number of areas were not currently being serviced, or were not adequately serviced by public transport. As such, there was a proportion of respondents whereby public transport was not a viable option and offered no use. Key areas mentioned were Wanaka, Hawea, Albert Town, and Arthurs Point.

"No public transport from Hawea to Wanaka."

Even where public transport routes did service these areas, the other issues respondents faced were the complication of travel. Many of these routes required extensive transfers within one trip which was not only complex, but time consuming. Where issues were raised, respondents wanted a more simplistic approach to using public transport.

"The routes from where we live doesn't seem to be direct enough and takes too long."

"There needs to be a direct route from Arthurs Point to Arrowtown… it puts off so many people from using the bus because they have to spend 40 minutes travelling a route that normally takes 15 minutes on the back road."

Another theme that was equally dominant when discussing transport and town centres was that of parking. Again, this was a strong theme that was also identified in 2019. Discussions around parking often looked at the lack of parking in town centres.

"Hard to find a car park in the town."

Furthermore, there was a consensus amongst many respondents that campervans ought to be banned from parking in the town centre. The logic being that campervans only added to a parking shortage (due to their size taking up extra room), as well as visibility issues.

"It would be preferable not to have camper \vans in the town centre as they cause visibility issues."

A number of participants felt that resident parking should be offered and prioritised, with many parking spots being taken from temporary tourists and campervans.

"Need more parking spaces for residents."

"All parking should be free, especially for those who work in the town centre."

An emerging theme to combat this issue was that of a park and ride service or added public transport to relieve the heavy parking congestion identified by so many.

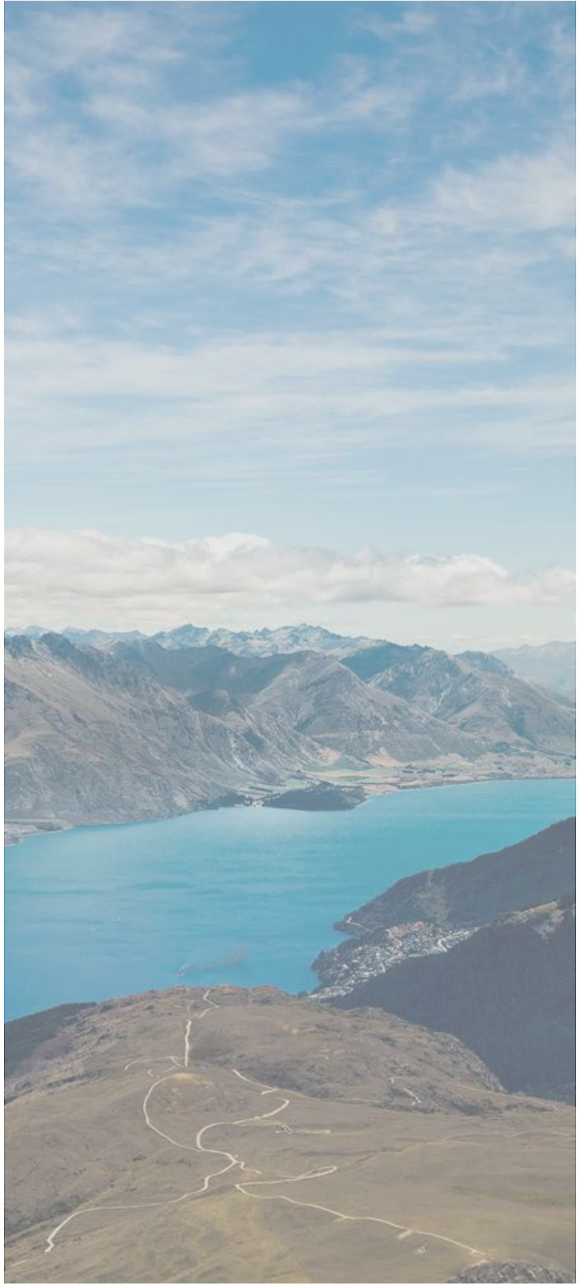
"I think having a city centre free bus loop, with large parking areas on the city's perimeters that the bus picks up from regularly."

Interestingly, there was a large increase in the number of respondents who mostly visited Frankton's town centre, while a concurrently substantial decrease was seen in the number of respondents who visited Queenstown's town centre. While there is no solid explanation for this shift, elements such as perceived fewer tourists and thus lower risk of COVID-19 infection and a more comprehensive shopping complex to access essential items (e.g. supermarkets) are possible reasons.

**Please note, a total of n=397 responses were made*

PREPAREDNESS & SAFETY

This section looks at respondents' levels of preparedness for an emergency at an individual or neighbourhood level.

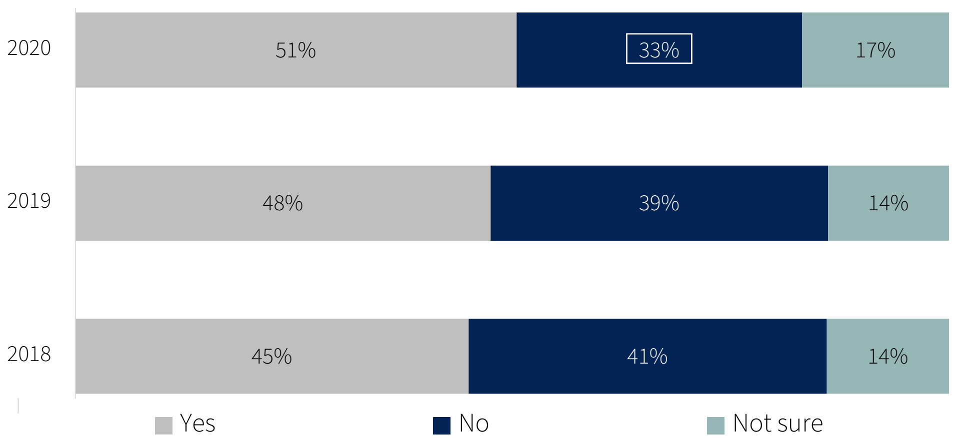


PREPAREDNESS

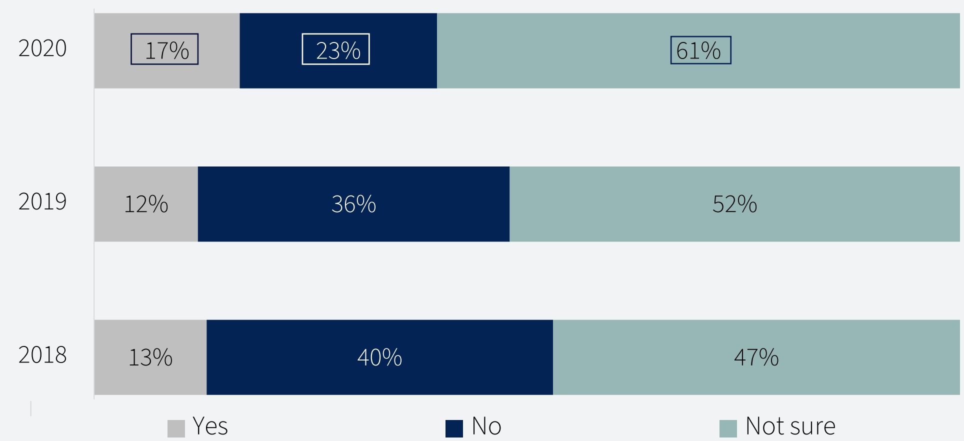
Just over half of participants indicated that they were prepared for an emergency (51% c.f. 2019, 48%), while 33% were not (c.f. 2019, 39%). A further 17% of respondents said they were unsure if they were prepared (c.f. 2019, 14%).

When asked whether their neighbourhood was prepared for an emergency, 17% of respondents said it was (c.f. 2019, 12%), 23% said their neighbourhood was not (c.f. 2019, 36%), and a further 61% were unsure (c.f. 2019, 52%).

EMERGENCY PREPAREDNESS: YOURSELF



EMERGENCY PREPAREDNESS: NEIGHBOURHOOD



PREPAREDNESS

RESIDENTS THAT ARE PERSONALLY UNPREPARED FOR AN EMERGENCY

More likely to be on an essential skills visa (60%).

More likely to have lived in the district for less than 2 years (51%) or 2-4 years (40%). More likely to rent the house they live in (46%), live with people unrelated to them (56%), and are unable to heat their home (57%).

More likely to mention they are employed full time (40%) in a skill level 5 job (50%). More likely to strongly disagree they feel their job is secure post COVID-19 (49%).

More likely to indicate they have not participated in cultural activities (36%). They are also more likely to strongly disagree (53%) or disagree (41%) that they participate in neighbourhood activities, and to strongly disagree (55%) or disagree (42%) that their neighbourhood gives them a sense of community or belonging.

SUMMARY

While there has been a gradual increase in the number of respondents who report personal emergency preparedness since 2018, there has also been a concurrent increase in the number of respondents who are unsure about their neighbourhood's emergency preparedness.

Findings showed that key areas where emergency plans are non-existent, or where respondents lack knowledge of such plans included Frankton, Arthurs Point, and Sunshine Bay-Fernhill.

Profiling around respondents who did not have an emergency plan revealed similar findings to that of 2019, in that these residents have resided in the district for fewer than five years and are living in the district on a visa. Thus, they are likely to still be settling into the district.

It is particularly interesting that there appeared to be a disconnect between these respondents and the community in that unprepared respondents were less likely to interact and engage with their communities and neighbourhoods.

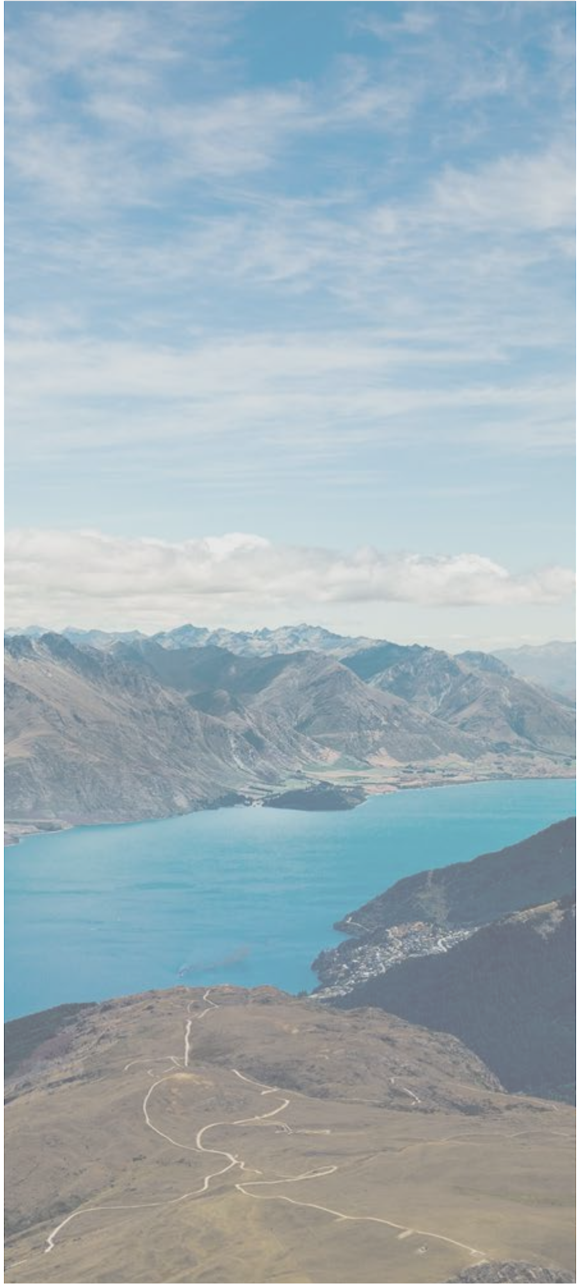
Few responses were made pertaining to civil defence. However, of the ones that were made, there was recognition that more could be done to better equip themselves, particularly in regards to neighbourhood preparedness. Many of these comments elaborated on residents' unfamiliarities with any neighbourhood plans in place and called on Council to assist.

"More direct Council support is required to help local communities for establishing emergency response plans/ groups."

**Please note, comments were pulled from alternative section.*

FACILITIES & GOVERNANCE

This section shows the frequency of respondents' use of various facilities, as well as their satisfaction levels with both the quality and quantity of these facilities.
It also outlines respondents' satisfaction with Council's performance.



FACILITIES

The following pages outline the use rate of facilities in the district, along with respondents' levels of satisfaction with the quality and quantity of these facilities. Year on year findings of overall satisfied ratings can be found at the conclusion of these pages.

Findings showed that the facility which had the greatest regular use (daily, weekly, or monthly) were trails, walkways, and cycleways (88%), while parks, reserves, and gardens had the highest satisfaction ratings amongst respondents for both quality (91%) and quantity (83%).

TRAILS, WALKWAYS, AND CYCLEWAYS

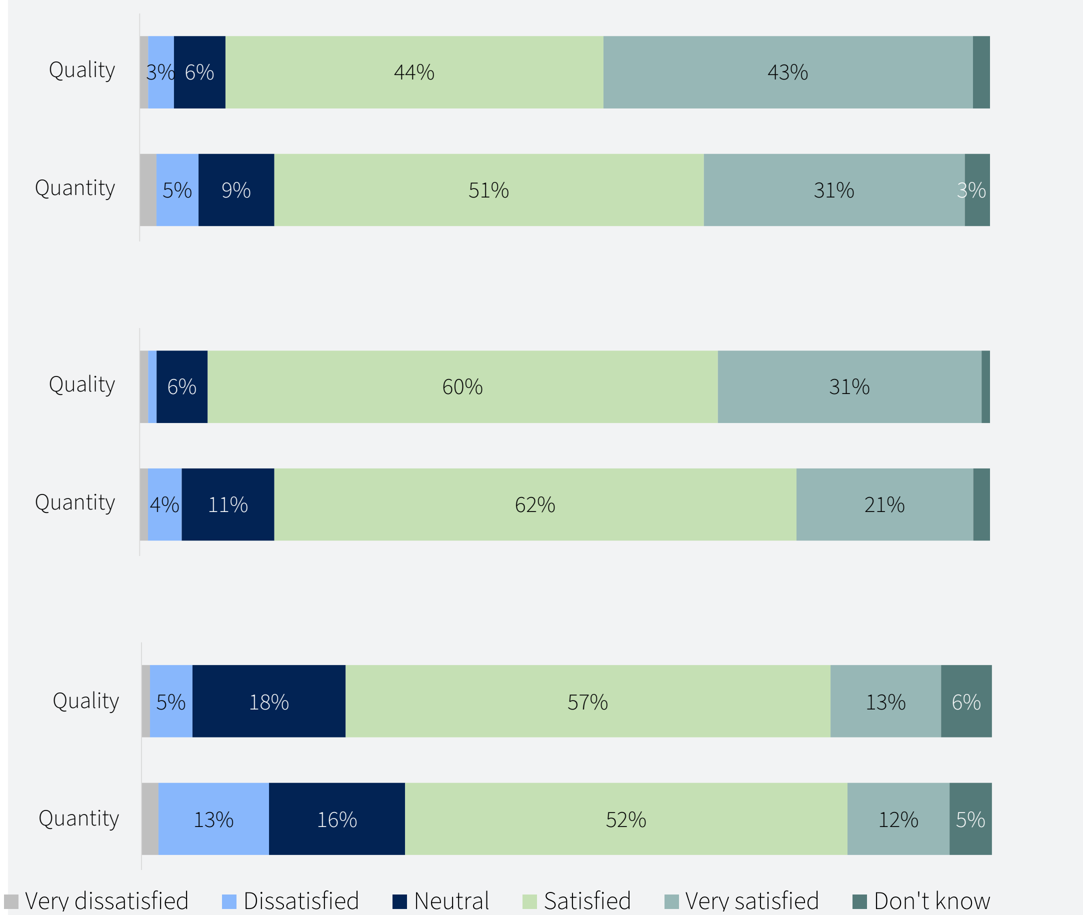
Daily	Weekly	Monthly	Few times a year	Never
25%	49%	14%	9%	2%

PARKS, RESERVES, AND GARDENS

Daily	Weekly	Monthly	Few times a year	Never
14%	45%	23%	17%	1%

PUBLIC TOILETS

Daily	Weekly	Monthly	Few times a year	Never
2%	23%	25%	43%	7%



FACILITIES

LIBRARIES

Daily	Weekly	Monthly	Few times a year	Never
1%	12%	20%	33%	34%

INDOOR SPORTS FACILITIES

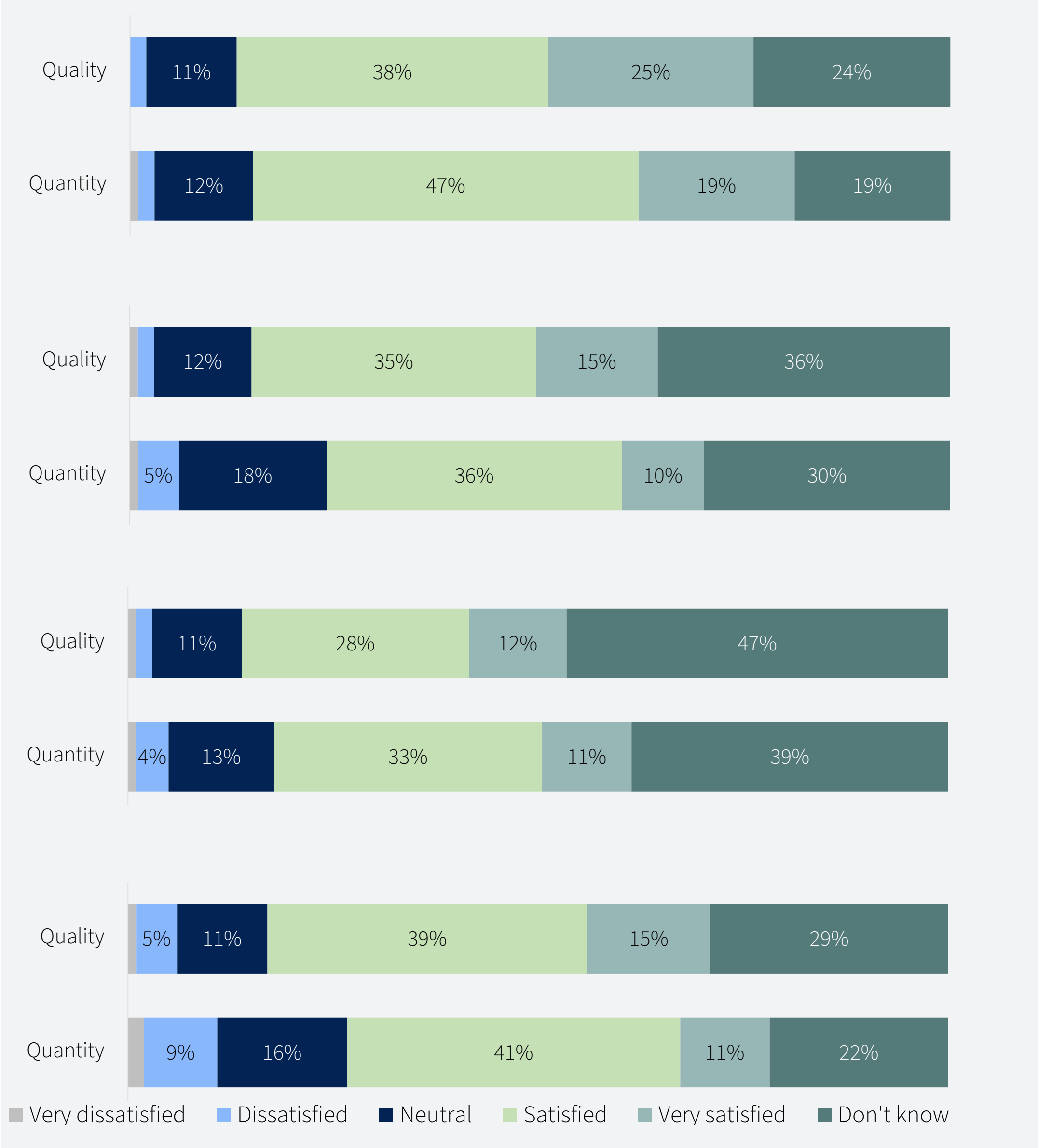
Daily	Weekly	Monthly	Few times a year	Never
3%	17%	9%	32%	39%

GYMS

Daily	Weekly	Monthly	Few times a year	Never
9%	14%	3%	15%	59%

SWIMMING POOLS

Daily	Weekly	Monthly	Few times a year	Never
2%	13%	11%	33%	42%



FACILITIES

PLAYGROUNDS

Daily	Weekly	Monthly	Few times a year	Never
2%	13%	10%	25%	50%

SPORTS GROUNDS

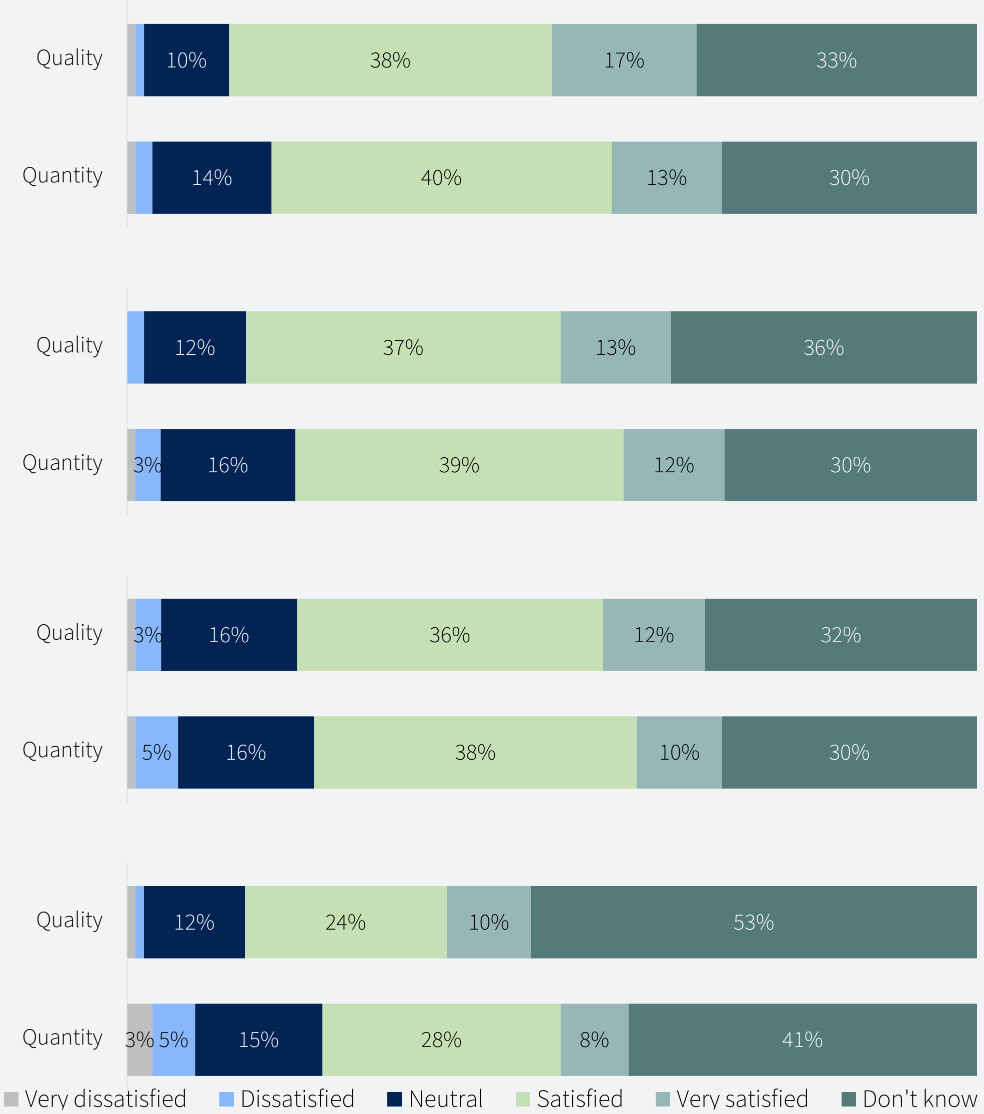
Daily	Weekly	Monthly	Few times a year	Never
0%	11%	11%	34%	44%

COMMUNITY HALLS

Daily	Weekly	Monthly	Few times a year	Never
0%	3%	6%	51%	40%

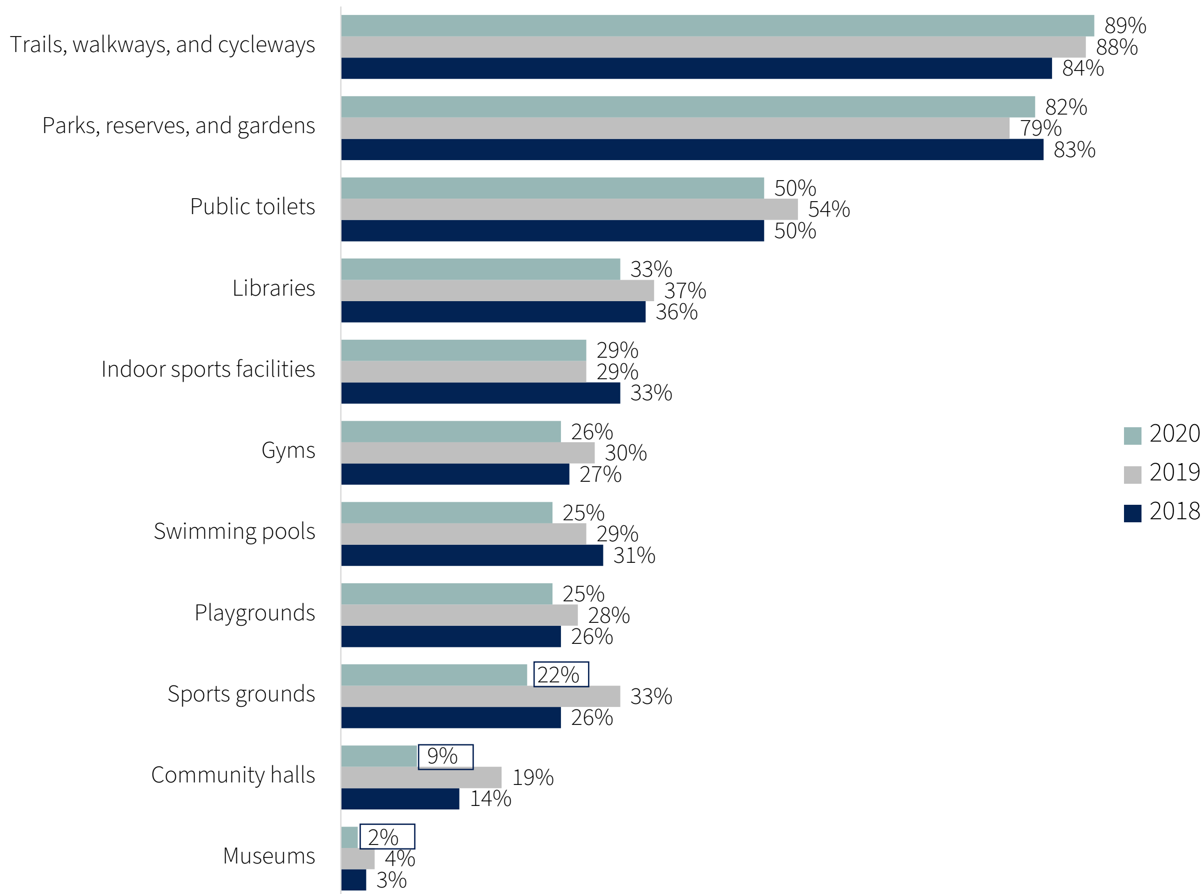
MUSEUM

Daily	Weekly	Monthly	Few times a year	Never
0%	0%	2%	31%	66%



FACILITIES

REGULAR USE*



Results showed that trails, walkways, and cycleways were the most regularly used facility amongst respondents (89%), on par with what was seen in 2019 (88%).

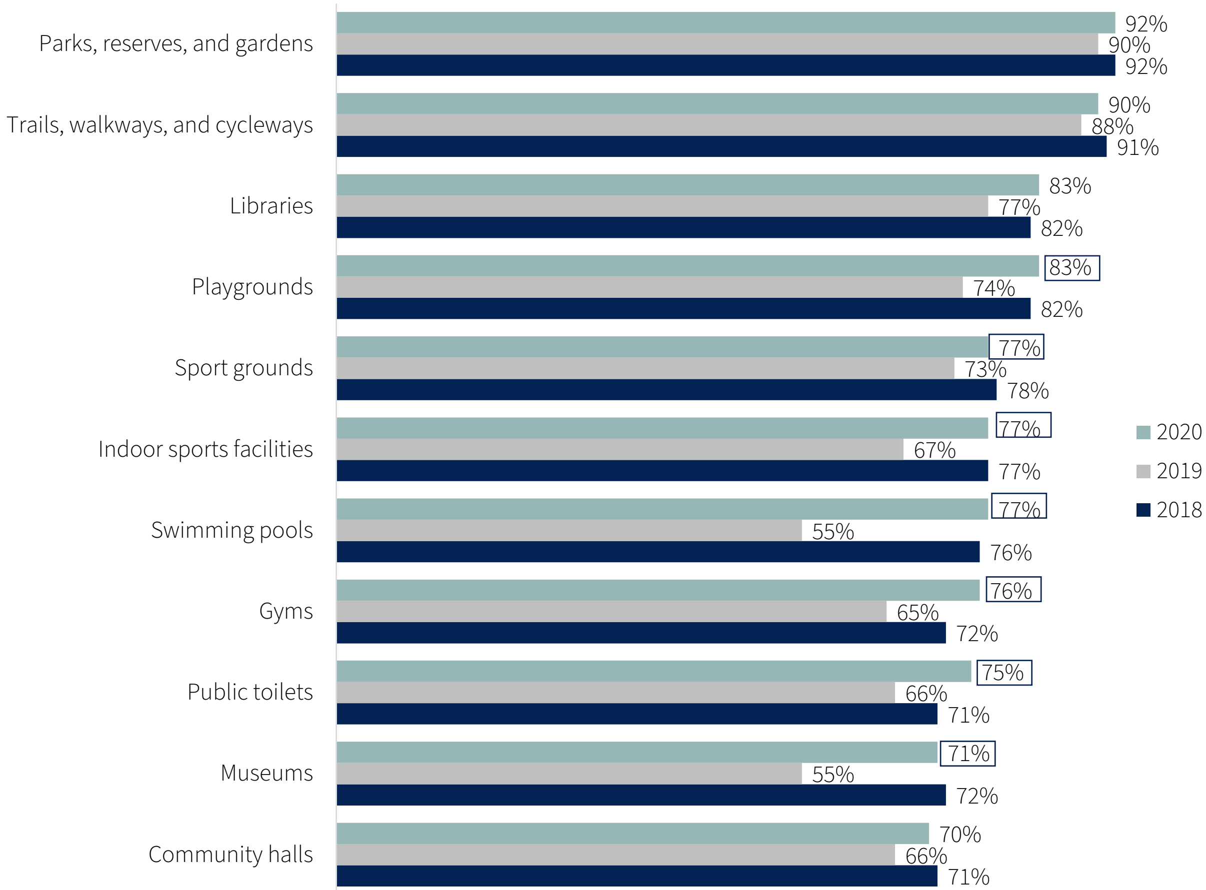
Regular use of sports grounds has seen the largest shift with just 22% of respondents indicating they had used sports grounds this year. This could be a direct result of the lockdown period, further regulations, and/or encouragement of social distancing practices.

Museums remained the least visited facility with just 2% reporting regular use (c.f. 2019, 4%).

**Please note the results shown are the combination of daily, weekly and monthly users.*

FACILITIES

QUALITY: TOTAL SATISFACTION*



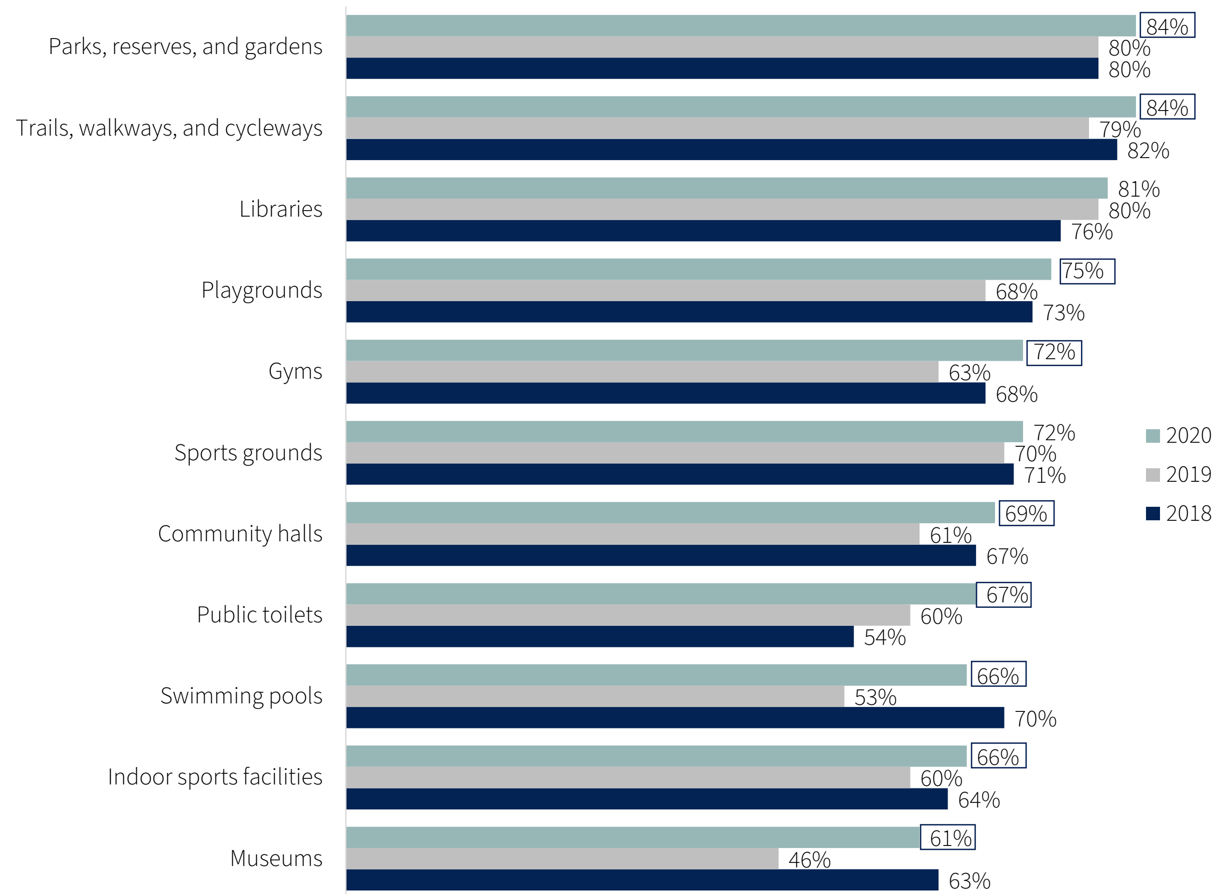
Year on year findings showed that there were no negative changes in respondents' perceptions of the quality of local facilities since 2019. Rather, in all instances overall satisfaction with facility quality increased.

Most notably, swimming pools incurred the largest increase in satisfaction, with 77% of respondents indicating overall satisfaction (c.f. 2019, 55%). Comparatively, satisfaction with the quality of parks, reserves, and gardens (92% c.f. 2019, 90%), and trails, walkways, and cycleways (90% c.f. 2019, 88%) saw the smallest increase of just 2% each when compared to 2019.

Please note that 'don't know' responses have been removed, and results have been reproportioned accordingly.

FACILITIES

QUANTITY: TOTAL SATISFACTION*



Overall satisfaction with the quantity of local facilities was highest for parks, reserves and gardens (84% c.f. 2019, 80%), and trails, walkways, and cycleways (84% c.f. 2019, 79%).

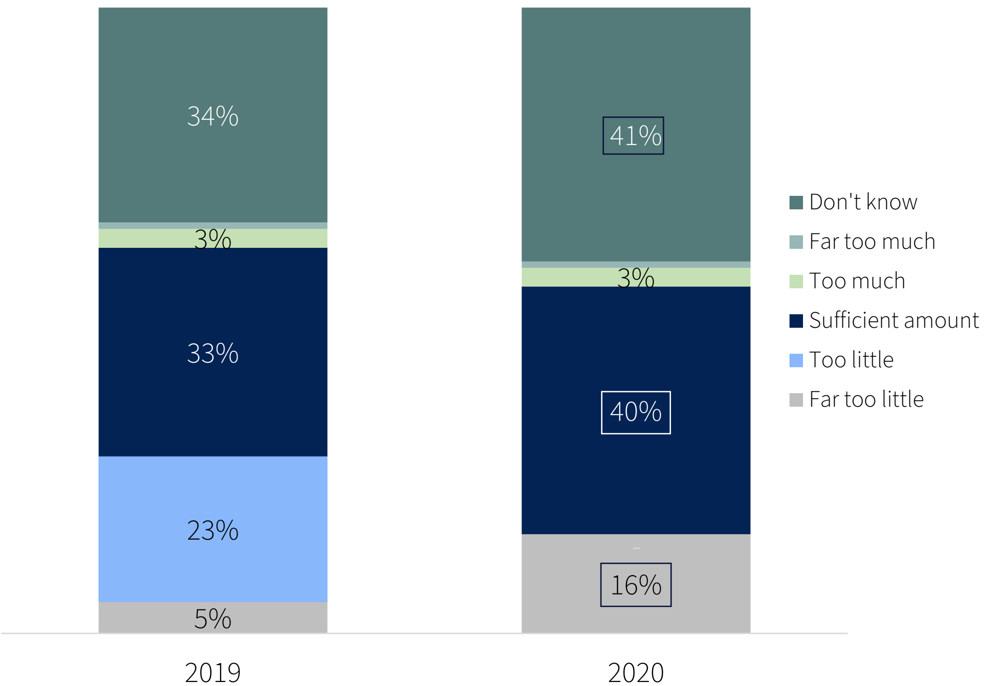
The largest shift in overall satisfaction was observed for museums where 61% of respondents reported they were satisfied with the number of museums in the district; a 15% increase since 2019 (46%).

**Please note that 'don't know' responses have been removed, and results have been reproportioned accordingly.*

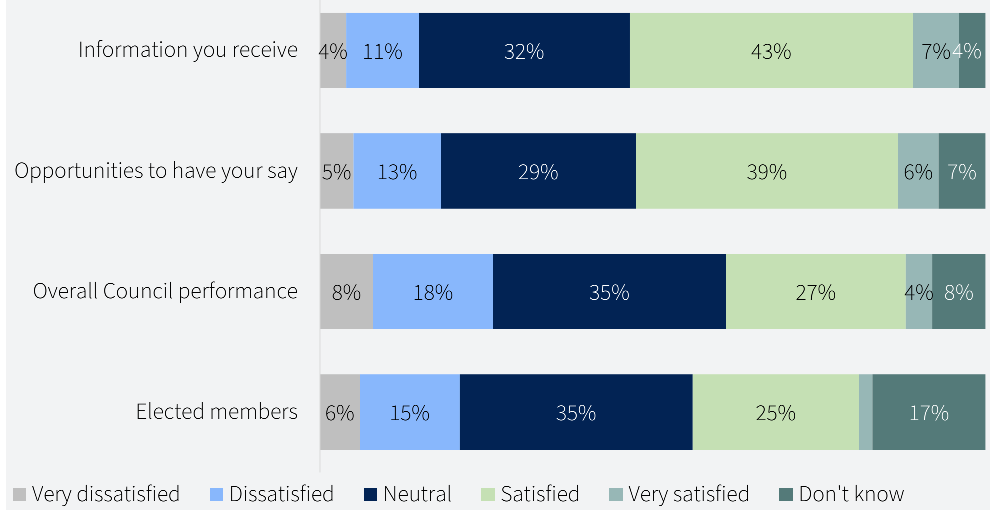
COUNCIL INPUT

The largest proportion of respondents were unsure whether the money contributed towards community groups by Council was too much, too little, or sufficient (41% c.f. 2019, 34%). This was followed by 40% who felt a sufficient amount was being contributed (c.f. 2019, 33%).
Respondents were mostly satisfied with the information they received from Council, with 50% indicating they were either satisfied (43%) or very satisfied (7%). Thirty one percent of respondents were either satisfied (27%) or very satisfied (4%) with Council overall.

MONEY TOWARDS COMMUNITY GROUPS



COUNCIL PERFORMANCE MEASURES



COUNCIL PERFORMANCE MEASURES: TOTAL SATISFIED*

	2018	2019	2020
Information you receive	59%	50%	52%
Opportunities to have your say	58%	48%	49%
Overall Council performance	43%	37%	34%
Elected members	44%	38%	33%

**Please note that these results have had don't know responses removed, and have been reproprtioned accordingly.*

SUMMARY

Comments pertaining to community facilities were extremely fragmented. Requests or remarks relating to specific facilities and services differed greatly amongst respondents. In saying this, there was an overarching theme of wanting more community facilities.

This theme was expressed through a number of different ways. Respondents either wanted more of them (e.g. public toilets, swimming pools), or they wanted outstanding ones improved or expanded to enhance their capacity.

"New sports facilities are often compromised in size, like the ridiculous situation of ¾ sized hockey field. Not nearly enough grounds provided for soccer, a popular sport for children."

Respondents observed that the district is expanding, so services and facilities need to evolve with this expansion. Thus, respondents were not necessarily dissatisfied with the current facilities, they were primarily concerned with the continual planning and advancements to ensure that such facilities can cater for further growth.

"They [facilities] are adequate, but because of population growth, facilities like the library and community centre are now too small."

Expanding on this comment, there were a number of references made to expansion in Wanaka. It seems there are areas in the district where such expansion is not only needed (due to growth), but also desired by residents.

"Wanaka town hall needs to be bigger given the population now, and this time think about the future as it was already too small when it opened."

Respondents often expressed concern with planning in relation to community facilities. There was an underlying sentiment that residents' voices were not heard or valued when it came to executing the district's future directions.

"The Council could listen to the residents' long term concerns more."

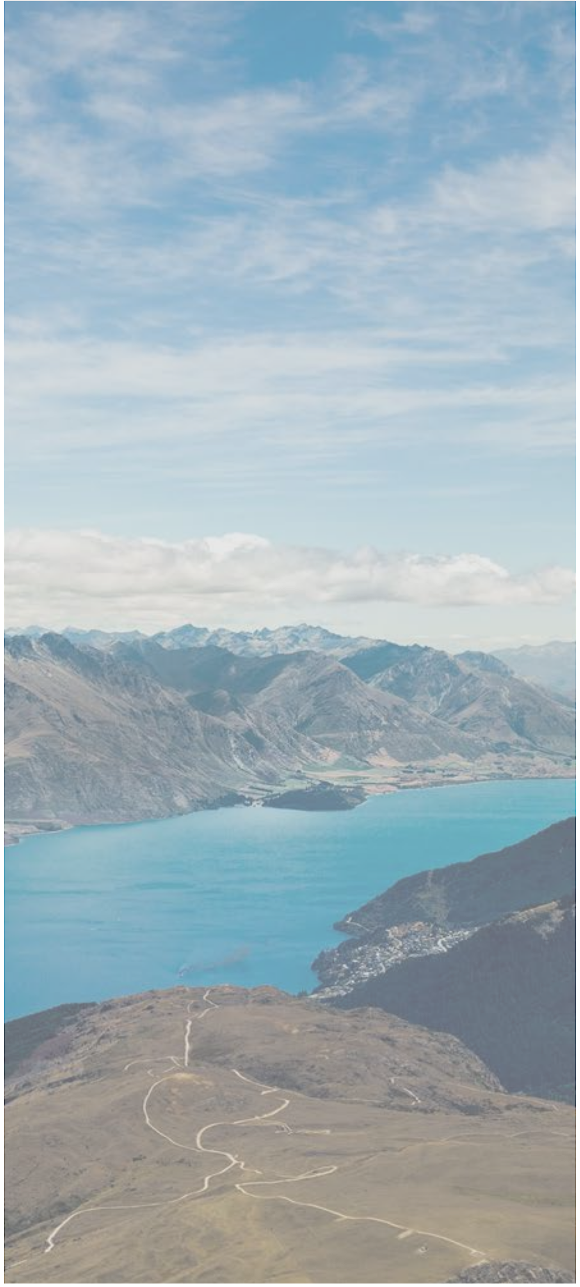
This issue was particularly highlighted regarding a proposed new airport in the district. Respondents indicated they are made their feelings very clear, whereby they were not in favour of the possible addition. Specifically, there was a perceived issue around Council's transparency with this matter.

"They are providing us opportunities to have our say, but then they do not listen to the Wanaka locals. We say 'no jet airport in Wanaka', but they do not listen and they are hiding information from us residents."

**Please note, comments were pulled from multiple sections.*

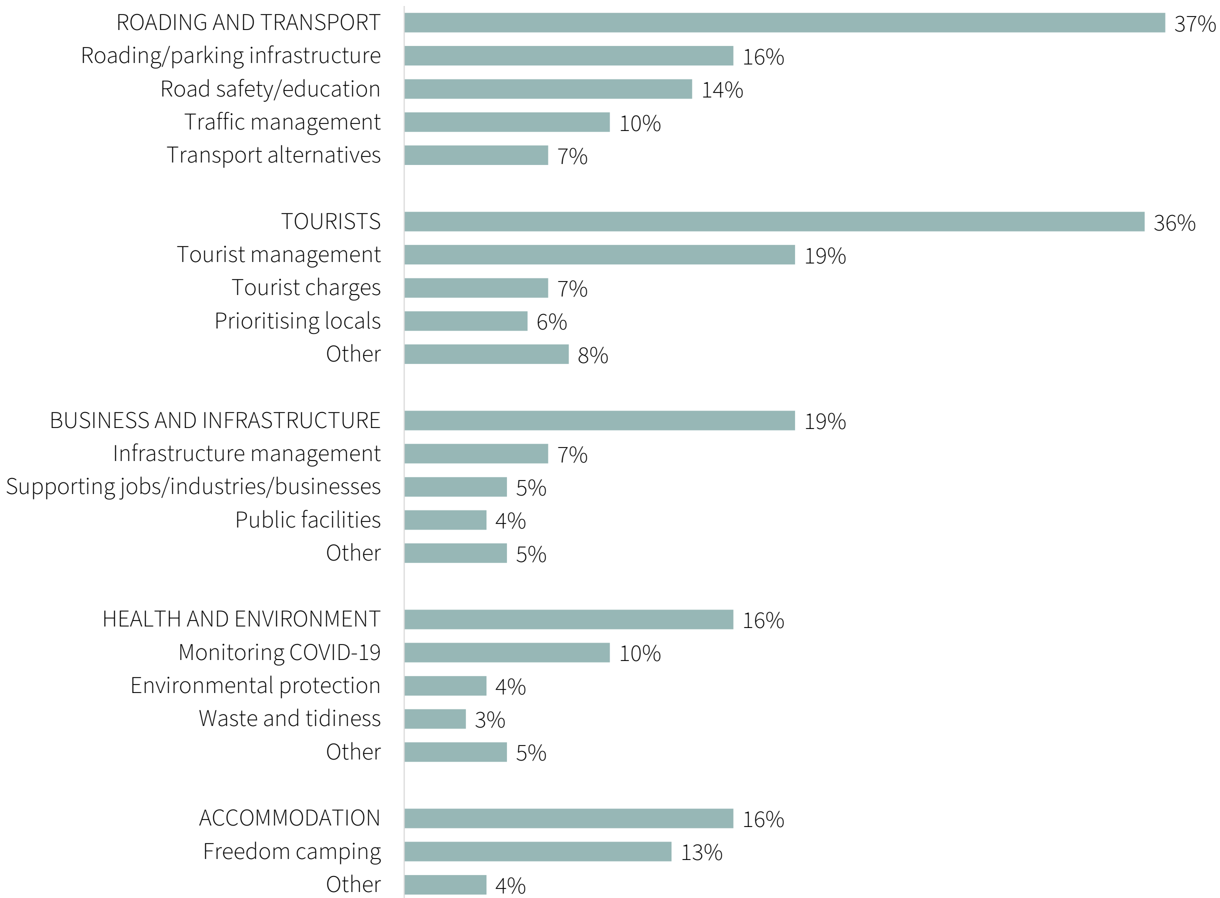
TOURISM

This section focuses on respondents' perceptions of tourism, specifically whether their views have changed as a result of the pandemic. It also looks at how participants would like the see tourism managed in the future.



INTERNATIONAL TOURISTS

FUTURE TOURISM IN THE DISTRICT*



This year, respondents were asked how they would like to see tourism managed, or initiatives they would like to see put in place when international tourists are permitted to visit the region again.

Findings showed that roading and transport was the area respondents most wanted managed. Of those who mentioned roading and transport (net**, 37%), 16% were specifically concerned with roading and/or parking infrastructure, while an additional 14% were particularly concerned about road safety and education.

Of those who referenced matters relating to tourists (net**, 36%), 19% referenced tourist management (i.e. capping numbers and/or quality over quantity), while a further 7% mentioned they would like to see tourists incur more taxes and charges for visiting the region.

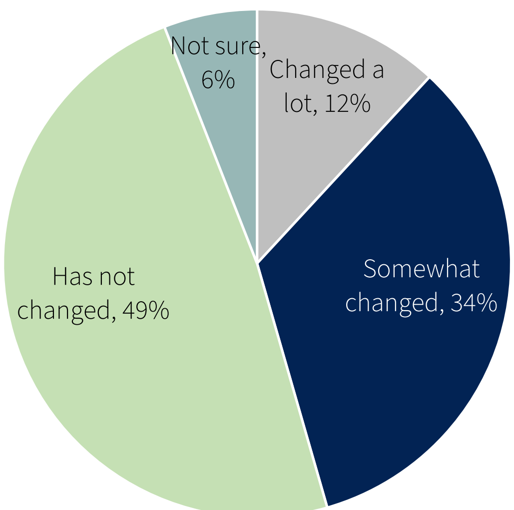
**Please note, all 'other' categories includes all codes with fewer than 3% of mentions.*
*** Please note net refers to the total number of respondent who mentioned something within the specified category.*

VIEWS ON TOURISM

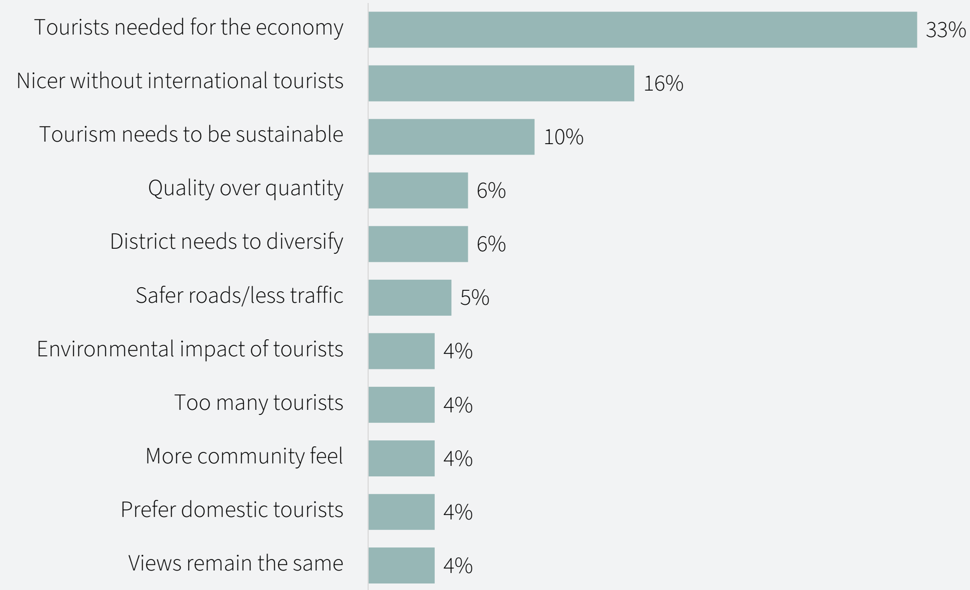
This year respondents were asked whether their views regarding tourism had changed. Forty nine percent of respondents said they have not changed their views of tourism, while an additional 34% said they had only somewhat changed their views, and 12% had changed their views a lot. Six percent of respondents were unsure.

When asked why their views had or had not changed, key reasons included acknowledgment that tourists were needed for the economy (33%), that the district was nicer without tourists (16%), and that tourism needed to be sustainable (10%).

CHANGE IN VIEWS OF TOURISM



REASONS FOR CHANGED VIEWS*



Please note only percentage 4% and higher are shown.

SUMMARY

Last year, respondents attributed many challenges faced by residents to tourists and/or tourism. Due to COVID-19, international travel was halted and as such, tourism operations in the district have looked a little different. Questions surrounding tourism this year provided greater context and insight into some of the negative sentiments expressed by respondents in 2019.

There was an interesting distinction made between campers and other tourists through the theme of quality versus quantity. A number of respondents wanted regulation around the number of tourists entering the district at one time, while also attracting those who will leave the district in a better position.

"Plan to attract high-value tourists. We don't want our district swamped with freedom campers who don't spend money."

"Focus on better quality tourism versus quantity."

These comments, and more like them, suggested that respondents are not necessarily against tourism/tourists. Merely, there is a notion that specific types of tourists (campers) are 'all take and no give.' That is, a proportion of tourists were visiting the district, benefiting few local businesses with minimal spending, being irresponsible with their waste management, and adding to unsafe roads due to poor education around driving habits. In fact, many respondents felt that when it came to camping tourists, residents bore the brunt of funding campers' holidays.

"More care for Queenstown itself as a place and the land… people take too much from the land here and give nothing back."

"Make them pay a tax for coming to the areas so we pay less for that. They get to come and enjoy the area for free while we pay."

Ultimately, the responses showed that respondents were accepting of tourism, so long as they, the district, and/or the local businesses were benefiting from tourists being there.

Indeed, the issues surrounding tourism in the district may not be as simplistically put as the above. However, responses this year certainly added context and understanding around the sentiments identified last year.

Consistent with 2019, participants still feel that residents' needs ought to be put at the forefront, with many confirming the notion that tourism and tourists are often catered to before those who live in the district.

"I would like to see less reliance and focus on visitors to the areas, and more focus on meeting the needs and preferences of the local population."

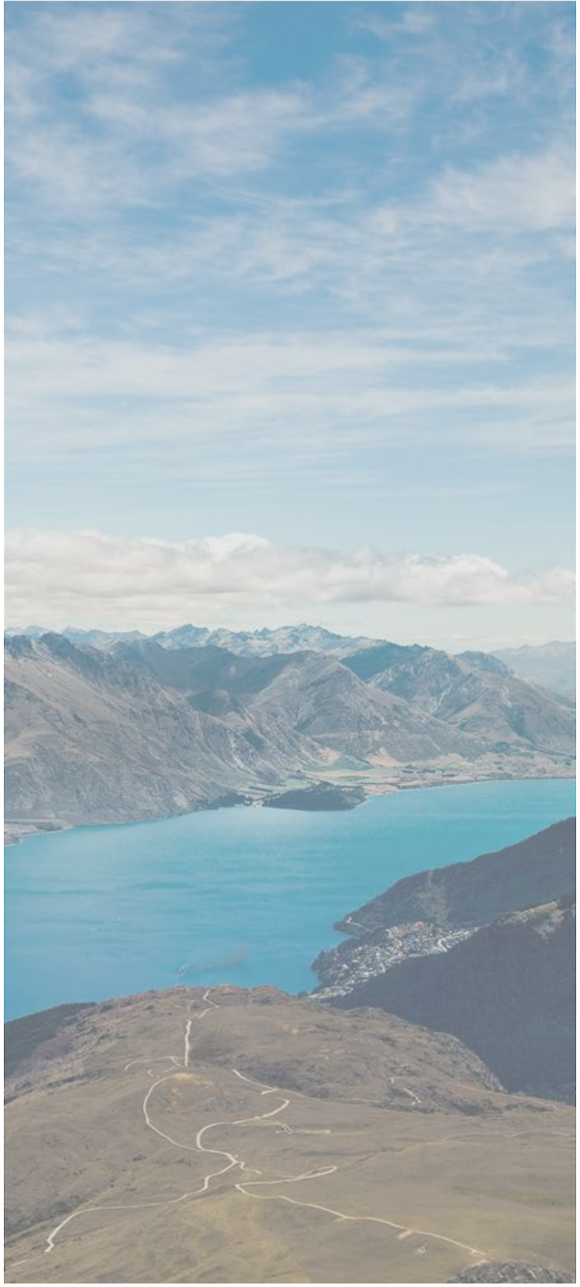
Many respondents also highlighted that COVID-19 has acted as a reset button for the tourism sector, whereby plans should be set in place and articulated to better manage the challenges which the tourism sector/tourists often posed. To this, there was often discussion around diversifying the district's economy to reduce the current level of dependence on the tourism sector.

"While it's [tourism] an important part of the Queenstown economy, it shouldn't be the only part. This imbalance has been growing for a long time, and COVID-19 has almost bought Queenstown to its knees."

**Please note, comments were pulled from multiple sources.*

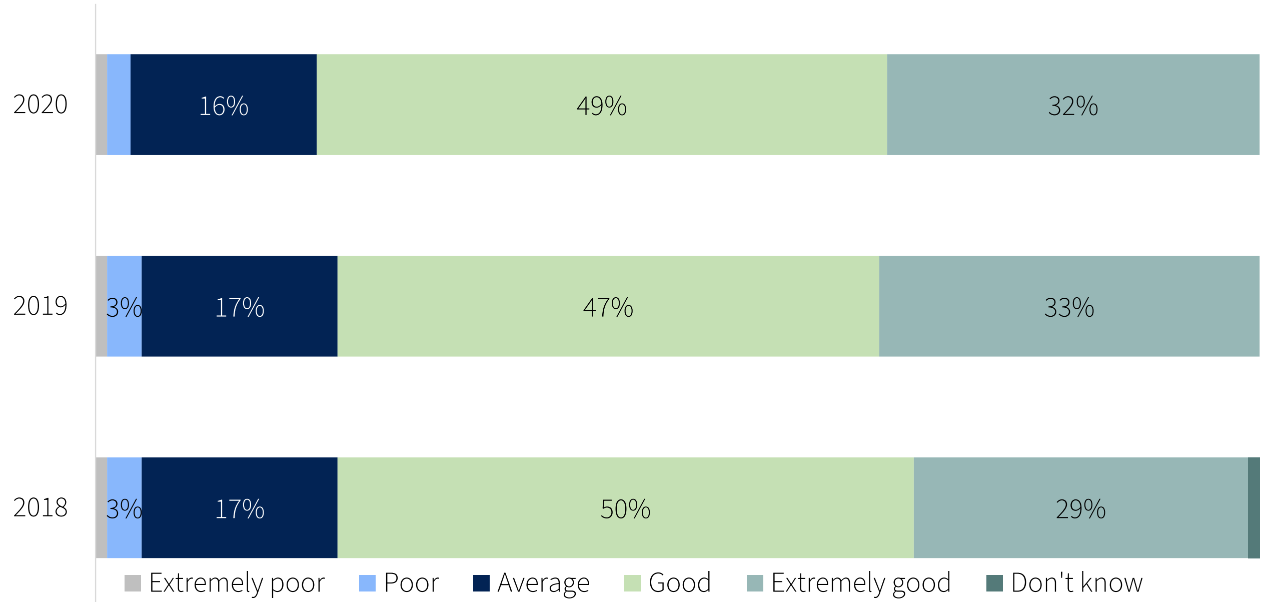
QUALITY OF LIFE

This section reveals respondents' ratings of their overall quality of life.



QUALITY OF LIFE

OVERALL QUALITY OF LIFE



Year on year findings showed that for the most part, quality of life ratings have remained somewhat consistent since 2018. This year, the number of respondents who rated their overall quality of life as good (49%) or extremely good (32%) increased by 1% (81% c.f. 2019, 80%), while those who rated it as poor (2%) or extremely poor (1%) decreased by just 1% (3% c.f. 2019, 4%). The proportion of respondents who rated their overall quality life as average decreased by 1% (16% c.f. 2019, 17%).

QUALITY OF LIFE

DRIVERS OF POOR OR VERY POOR QUALITY OF LIFE

Respondents with an overall poor quality of life appeared to struggle in many aspects of their lives. Ultimately, the pressures of these struggles had a cumulative effect on their quality of life.

The elements which contributed to a lower quality of life are outlined below.

Financial

Financial strains and the flow on effects thereof, were the most dominant trends relating to those with an overall poor quality of life. With an increased likelihood of having a low income and/or having had their employment terminated as a result of COVID-19, these respondents were under financial pressures to merely survive in the district. Basic elements such as renting and heating were compromised due to costs, while access to healthcare and mental health services were also limited due to costs being a key prohibitor. Ultimately, these respondents' financial circumstances made it difficult to afford necessities and access key services, which are essential in aiding their survival and ensuring an overall sense of wellbeing.

Employment and COVID-19

Findings showed that employment situations were less than ideal for respondents with a poor quality of life, presumably offering added stress to everyday life. Higher proportions of these respondents had changes made to their job, with a high number having had their employment ended permanently.

Respondents with a poor quality of life did not feel secure in their job, and should they need to, did not feel confident in their likelihood to source work elsewhere. Findings also revealed that these respondent's perceived that their wellbeing was not valued by their employers, nor had their employers offered emotional and mental health support post COVID-19. These respondents appeared concerned with the unknown surrounding their future employment.

Social wellbeing

Those with a poor quality of life seemed disconnected from happenings both within their local neighbourhood, as well as the wider district. Across a range of measures, they had proportionately lower engagement levels within their neighbourhood and with Council. Lower levels of neighbourhood engagement appeared to be self-driven (e.g. they did not stop and talk to people or participate in neighbourhood activities etc.), while the disconnect between these respondents and Council did not appear to be self-driven. That is, they felt there was not an adequate amount of information supplied by Council, nor did they feel they had enough opportunities to have their say. These issues likely had a flow on effect to the poor ratings they gave elected members and Council performance overall. Ultimately, while these respondents lived in the district, they did not appear to be connected to, and a part of it.

QUALITY OF LIFE

DRIVERS OF AVERAGE QUALITY OF LIFE

Those with an average quality of life shared many obstacles encountered by those with poorer quality of life. Notably, these respondents were more likely to be on a visa and born overseas. Thus, not only do these respondents have a stark contrast (i.e. life in their home country) for comparison, but the excitement of being in a new, foreign setting likely creates a rose-tinted perception of their perceived quality of life. Assumably, despite the difficulties they encountered, they appear to be able to look past these, possibly due to the contrast and excitement of being somewhere new.

The elements which drove an average quality of life rating are outlined below.

Employment fulfilment
This group had the highest proportion of respondents whose jobs were temporarily impacted by COVID-19. Furthermore, they were more likely to be insecure in the stability of their employment. Most notably, employment for these respondents appeared to lack fulfilment. That is, they had limited growth opportunities, with many of these respondents disagreeing that they had developed adaptable skills and/or qualifications, and/or learnt something new in their role. Those with an average quality of life were working to survive, as opposed to an intrinsic desire and/or interest in what they are actually doing. That is, work was merely a source of income for respondents with an average quality of life, as opposed to something that adds value and meaning to their lives.

Marginalisation
Respondents with an average quality of life felt marginalised when it came to culture, and their subsequent ability to co-exist and thrive within the district. While they had the smallest proportions of respondents who identified with a culture, those who did were more likely to feel limited in their abilities to express and celebrate their culture. That is, they were unable to use their language, associate with like-minded parties who shared their cultural tendencies, and express their culture without feeling excluded. Ultimately, these respondents felt there was an outward exclusion from the district and/or residents which made embracing their culture difficult. Indeed, this is likely linked to the higher proportion of respondents that were from overseas, whereby innate language and cultural barriers do exist.

Community and mental health services
This group had high numbers of respondents who had accessed various forms of community support and mental health services. While access to mental health services do not necessarily correspond to a greater need, it does suggest there is real demand to cater accordingly. When reviewing barriers to accessing these services, those with an average quality of life were more likely to cite financial elements. This group also had higher proportions of respondents that cited stigma, availability, and accessibility as barriers. Ultimately, there could be a greater need of such services than what is currently presenting itself.

QUALITY OF LIFE

DRIVERS OF GOOD OR EXCELLENT QUALITY OF LIFE

The words secure and ease best portray respondents who have an overall good quality of life. Key indicators showed that these respondents have a sense of security in their everyday life, while ease refers to elements which do not strain those who have a good quality of life, the same way they do for respondents with a lower quality of life (e.g. sufficient levels of disposable income meaning easier access to health care facilities).

Factors which contributed to a higher quality of life are outlined below.

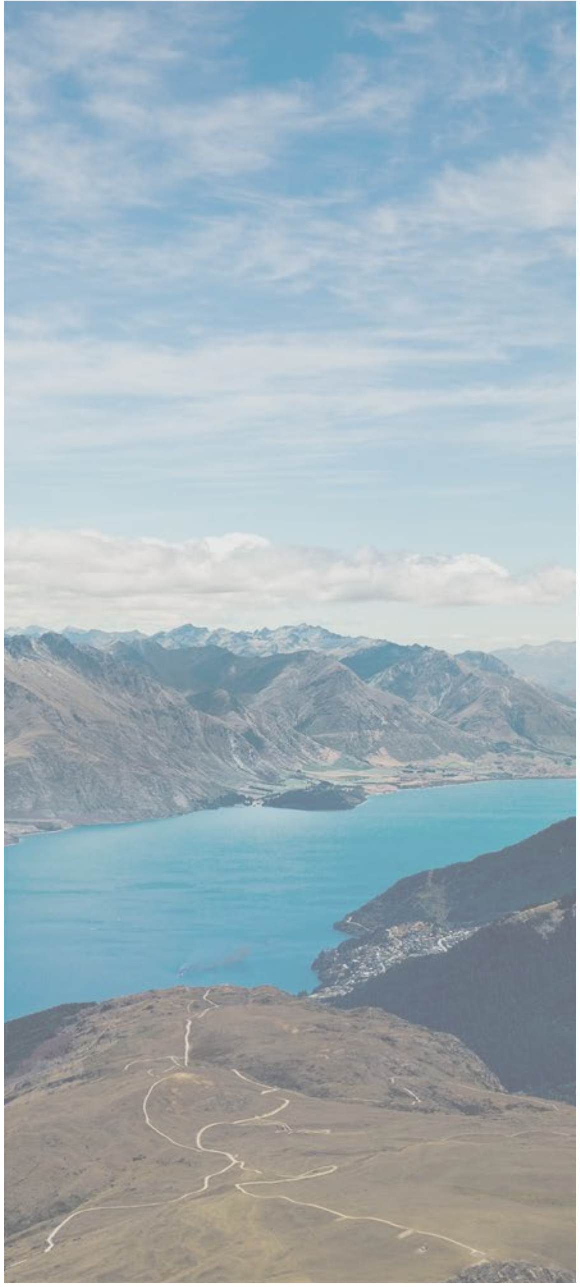
Financial security
Higher likelihood of home ownership, sufficient disposable income, and a higher income bracket were all elements which validated that respondents with a high quality of life typically experienced economic freedom. Concurrently, these respondents had lower proportions of respondents who cited cost-related barriers to accessing various services (e.g. medical care or mental health services, heating etc.). While overall quality of life entails much more than being financially stable, these findings validated that having economic stability has a flow on effect into other aspects of an individual's life. Ultimately, it alleviates day-to-day pressures of accessing critical services and resources (e.g. housing, food, heating, healthcare etc.).

Employment environment
Respondents with a higher quality of life were more likely to be retired. However, of those that were still in paid employment, they appeared to have a more positive work environment than others with a lower quality of life. That is, they were more likely to find their work fulfilling, with greater development and learning opportunities. Concurrently, there was greater attention to their overall wellbeing at their workplace, and they were more likely to feel that their job was secure. Where work merely acted as income for respondents with a lower quality of life, for those with a higher quality of life, the environment in which they worked added value and meaning to their lives.

Community connectedness
Greater proportions of respondents who could express their culture in a range of ways, interact with their neighbourhood, were happy with the wellbeing of their neighbourhood, and were satisfied with their interactions with Council, indicated that those with a good quality of life were better connected to their community and the district in a positive way. That is, they felt as though they belong (i.e. do not feel excluded due to their culture), and were comfortable enough to engage with their neighbourhood and Council. Such elements add to a sense of belonging.

DISCUSSION OF FINDINGS

Discussion of 2020 Quality of Life findings.



DISCUSSION

The following analysis discusses key themes observed from the 2020 QLDC Quality of Life Study at both a general level, and within the context of the wellbeing framework. Greater detail and explanation of the wellbeing framework is offered further below.

Most residents continue to experience a high quality of life.
Consistent with both 2018 and 2019, a high proportion of residents reported that they enjoyed a high quality of life in the Queenstown Lakes district. Respondents with a high quality of life were more likely to be retired and reside in Wanaka Ward or Jacks Point and Kelvin Heights. Furthermore, there was a common sense of ease in the day-to-day life of those who rated their quality of life as good or very good. Specifically, these respondents enjoyed greater financial prosperity, a more pleasant, thriving work environment, and an increased community presence.

"My quality of life is extremely good because I have a good income and own my own home (and no debt)…"

Residents with a lower quality of life are experiencing an increasing number of social issues.
The key social issues for respondents who experienced a lower quality of life included an inability to access critical services (mental health and health services), difficulty affording rent and heating, a greater disconnect to the local community, and lower job satisfaction. Such trends were closely linked to a typically much lower income. That is, accessibility to critical services were predominantly hindered due to cost related barriers, as was their difficulty to afford rent and heating.

"It is hard to have a great quality of life when you are just getting by as opposed to thriving."

Despite common social issues amongst residents experiencing a lower quality of life , there were some key distinctions between those with a poor quality of life and those with an average quality of life. Namely, those with an average quality of life appeared to be temporary residents in that they were on a visa and did not intend on staying in the district. Furthermore, a higher proportion of these respondents were employed by the tourism sector. Thus, the short-term intentions of respondents with an average quality of life likely combatted their ability to persevere and/ or manage the daunting social issues (such as financial hardships), which they shared with those who experienced a poor quality of life.

The onset of COVID-19 aggravated outstanding issues seen in previous years.
Findings showed that COVID-19 had several impacts on the Queenstown Lakes District. Initial predictions from Infometrics anticipated a -23% drop in economic activity and a rise of 18.9% in unemployment. However, the findings from this study showed that the onset of COVID-19 caused residents to observe the existing issues through a different lens.

The key industry that the district relies on, tourism, has been hugely restricted due to COVID-19. Unsurprisingly, such restrictions resulted in higher proportions of job losses/changes to jobs in the tourism sector compared to other industries. Naturally, the flow-on effects of income loss were greater social issues. For

DISCUSSION

example, a higher proportion of these respondents had accessed mental health services, while social resilience measures revealed that compared to 2018, residents were much less resilient.

"I have had numerous conversations with people in this area who are desperate and struggling. We have serious problems across the ages and need extremely good support locally for our people."

To this, many respondents voiced their concern regarding the district's dependence on the tourism sector. This was often stated with an urge to diversify the district's economy.

"…The over reliance on tourism has cost the district dearly and should be moved away from as much as possible in the future."

This call to diversification comes at a time where growth in the district was rapidly occurring. However, real concern looms on the way in which such growth will be managed and how sustainable it is. That is, does the current mono-economy system have the capacity to provide an array of financially stable jobs both to current, and future residents? This is particularly important to consider because other findings prove that financial stability is fundamental to experiencing a high quality of life in the Queenstown district.

"As long as there is a reliance on tourism based jobs… there will never be large moves towards greater incomes… to achieve an above minimum economy, there needs to be diversity and investment…"

In light of these findings, there will be implications on the district at a social, economic, environmental, and cultural level. While this study was not purposed to analyse the impact of COVID-19, the global pandemic has had an axiomatic impact on residents' day-to-day lives. As such, it is imperative that it be discussed within the wellbeing framework that local governments within New Zealand operate within. The points below outline the key social, economic, environmental, and cultural observations from this year's study.

Social

This year, resilience-based elements measured in 2018 were re-measured. Ultimately, these elements determined respondents' emotive abilities to remain adaptable in everyday life (e.g. their ability to influence their future or remain positive etc.). Findings showed that compared to 2018, residents were substantially less resilient across all elements measured, with the obvious explanation being COVID-19. That is, the concurrent impact it has had on respondents' abilities to 'bounce back.'

"I feel COVID-19 has affected everybody including me. Especially when it returned, I felt very stressed."

Indeed, the economic impacts of COVID-19 on residents' jobs have had a concurrent effect on their social wellbeing. While those who have lost jobs are likely bearing the brunt of stress due to the unknown, findings showed that those who do still have work are not exempt from feeling anxious about the uncertain future. This year, results indicated that individuals' wellbeing at work has decreased. Verbatim responses further highlighted this with some respondents feeling as though the financial aspirations of various employers were

DISCUSSION

prioritised over the wellbeing of staff. As would be expected, many businesses likely resorted to survival mode during these trying times. Nonetheless, the side-effect of this was lower job satisfaction.

"At my place of employment, morale is very low and people feel backed into a corner, unable to speak up for themselves."

Findings showed there was a growing reliance on, or use of, mental health services by residents in the district. This has been accompanied by an overwhelming perception that current available services (particularly public ones) are being exacerbated and are unable to cope with demand levels. Wait times to access such services, the availability of these services (e.g. ability to access them outside of work hours), and the accessibility of these services (e.g. locality of services) were examples used by respondents to exemplify their perceived notion that the mental health space is under-serviced. These very examples were also cited as key barriers to accessing such services. It should be noted that lack of awareness around where or how to source help was also a major barrier. Thus, if outstanding services are in fact sufficient to service residents' needs in this space, perhaps more could be done to promote awareness.

"Insufficient support for people with mental health issues."

Economic

Results indicated that COVID-19 was most commonly linked to employment and the impacts thereof. The highest proportion of respondents had their hours temporarily reduced, and though not as alarming, a fair number of respondents lost their job. Consequently, some individuals have experienced, or are continuing to experience, the stress of a decreased income, where many may have already been struggling to make ends meet. It should be noted that some respondents observed unjust changes made to either their roles, or roles of people they know. That is, they perceived COVID-19 was used as an excuse by some employers to make unsolicited changes to some residents' jobs.

"…COVID-19 was an excuse for mismanagement of funding."

There was an overwhelming awareness or perception around the extent to which the district depends on the tourism sector. These respondents suggested the need to diversify what is currently viewed as a mono-economy. Certainly, a singular focus on one sector limits the economy's ability to bounce back and be resilient, particularly in times like these.

"We need to have alternative industries and not just rely on tourism."

Environmental

While it is positive that overall concerned ratings with the impact of climate change saw a substantial decrease, there is still a high proportion of respondents who expressed concern. This year, and due to COVID-19, there has been a greater emphasis on social and economic matters, possibly diverting top of mind attention from environmental issues which have been prevalent in past studies. Heightened media coverage

DISCUSSION

which suggested improvements to the environment due to decreased economic activity could also explain the reduced attention on environmental issues this year. Thus, positive shifts seen in measures related to the environment do not necessarily mean issues identified in previous years have been resolved. More so, the issues are still relevant and require attention, but other areas (economic and social) are dominating for the time being.

Cultural
This year saw a decline in the number of respondents who felt they could express their culture without feeling excluded. This was met by a significant decrease in the proportion of respondents who participated in cultural events. The latter, likely being a direct result of COVID-19 limiting community gatherings. The melting pot of cultures which co-exist in the district is something most respondents celebrated. Thus, the inability to actively celebrate this diversity during 2020 likely impacted the vibrancy within the district.

Interestingly though, this year saw an increased desire amongst respondents to see more undertaken locally with regards to an increased integration of Maori culture and language. Ultimately, many observed a need to normalise these aspects by making them a part of everyday life.

"More effort regarding Maori and bringing that culture into our town."

This strong call comes at a time when other political movements have occurred in similar spaces internationally. Likely, the intense media coverage and mere existence of these movements have prompted respondents to question the equivalent in New Zealand.

It should be noted that amongst the respondents who identified an individual desire to play their part in embracing Maori culture, some felt that there was a resistance by other residents in the district to do so. That is, the reluctance or defiance of some residents created a barrier to such normalisation.

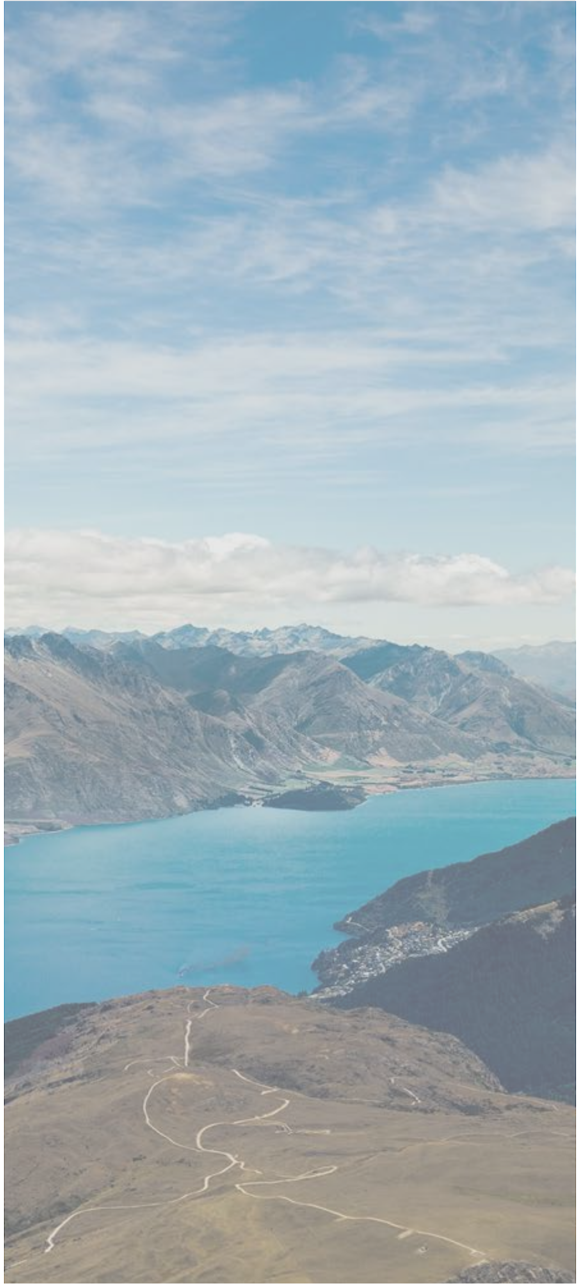
"Maori culture is very hidden and could add so much more richness. Unfortunately, a lot of locals don't like it."

Alternative comments validated that these prejudices do indeed exist. Thus, while the majority appeared to promote an inclusive approach to embracing Maori culture, there was a very real sense of apprehension amongst a minority that could hinder this movement.

Final Comments
Indeed, the efforts to overcome the challenges within each of these dimensions requires a collective effort beyond Council alone. Rather, various organisations and parties within the district ought to use these findings from this study to understand how they can assist in driving the district forward and support a path for recovery.

AGE GROUP PROFILES

This section details responses based on respondents' age.

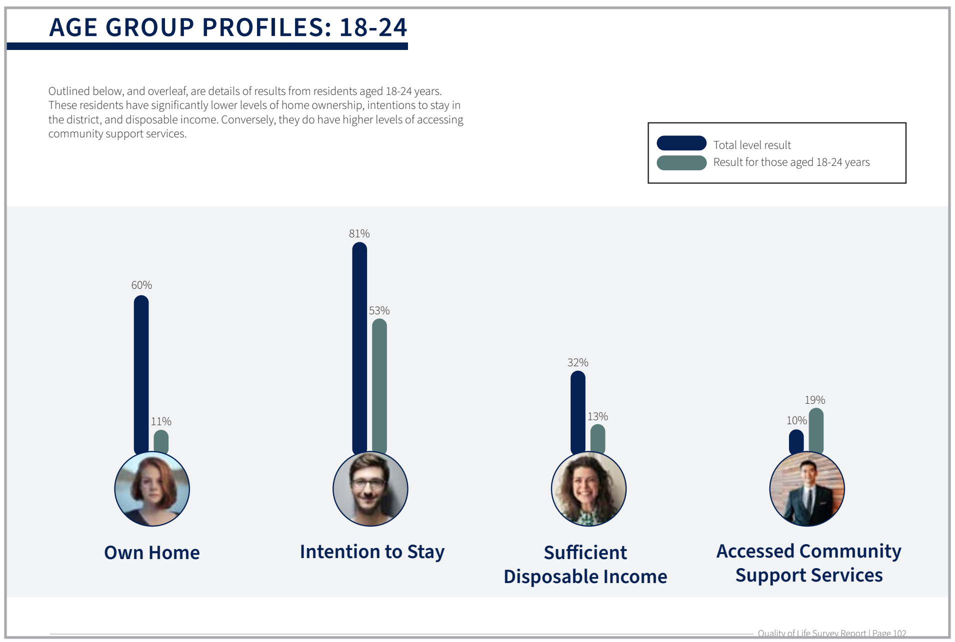


AGE GROUP PROFILES

ABOUT THIS SECTION

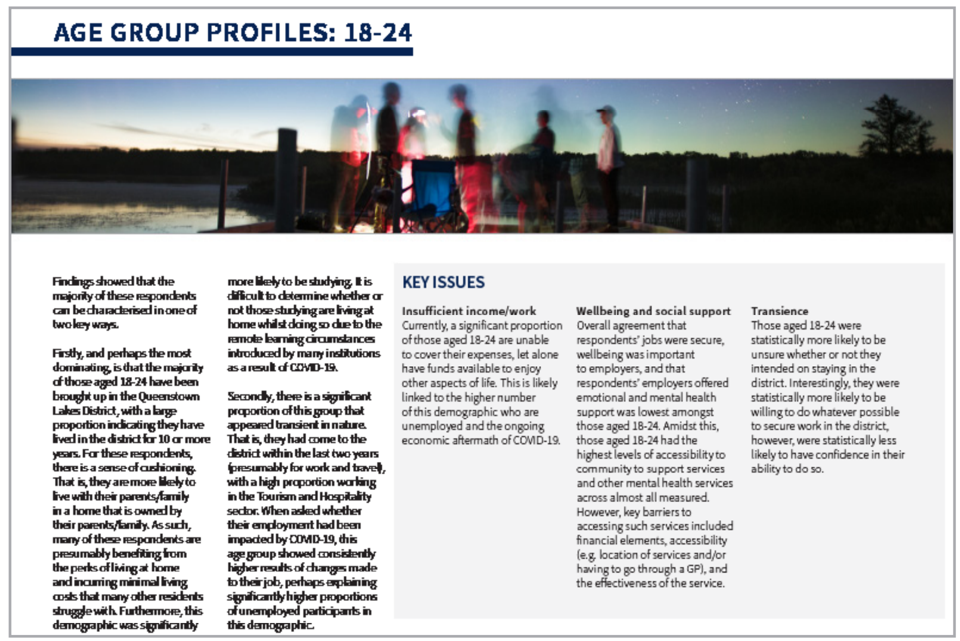
The following pages show the results based on age groups, namely 18-24, 25-39, 40-54, 55-64, and 65+. Each age group has two pages, the first shows the results for that age group compared to the total result for owning their home, intention to stay in the district, sufficient disposable income, and personal access to community support. The second page discusses the significant results for each age group, and highlights the key issues shown throughout the results this year.

An example of each page is shown below.



AGE GROUP PROFILES: 18-24

Outlined below, and overleaf, are details of results from residents aged 18-24 years. These residents have significantly lower levels of home ownership, intentions to stay in the district, and disposable income. Conversely, they do have higher levels of accessing community support services.



AGE GROUP PROFILES: 18-24

Findings showed that the majority of these respondents can be characterised in one of two key ways.

Firstly, and perhaps the most dominating, is that the majority of those aged 18-24 have been brought up in the Queenstown Lakes District, with a large proportion indicating they have lived in the district for 10 or more years. For these respondents, there is a sense of cushioning. That is, they are more likely to live with their parents/family in a home that is owned by their parents/family. As such, many of these respondents are presumably benefiting from the perks of living at home and incurring minimal living costs that many other residents struggle with. Furthermore, this demographic was significantly more likely to be studying. It is difficult to determine whether or not those studying are living at home whilst doing so due to the remote learning circumstances introduced by many institutions as a result of COVID-19.

Secondly, there is a significant proportion of this group that appeared transient in nature. That is, they had come to the district within the last two years (presumably for work and travel), with a high proportion working in the Tourism and Hospitality sector. When asked whether their employment had been impacted by COVID-19, this age group showed consistently higher results of changes made to their job, perhaps explaining significantly higher proportions of unemployed participants in this demographic.

KEY ISSUES

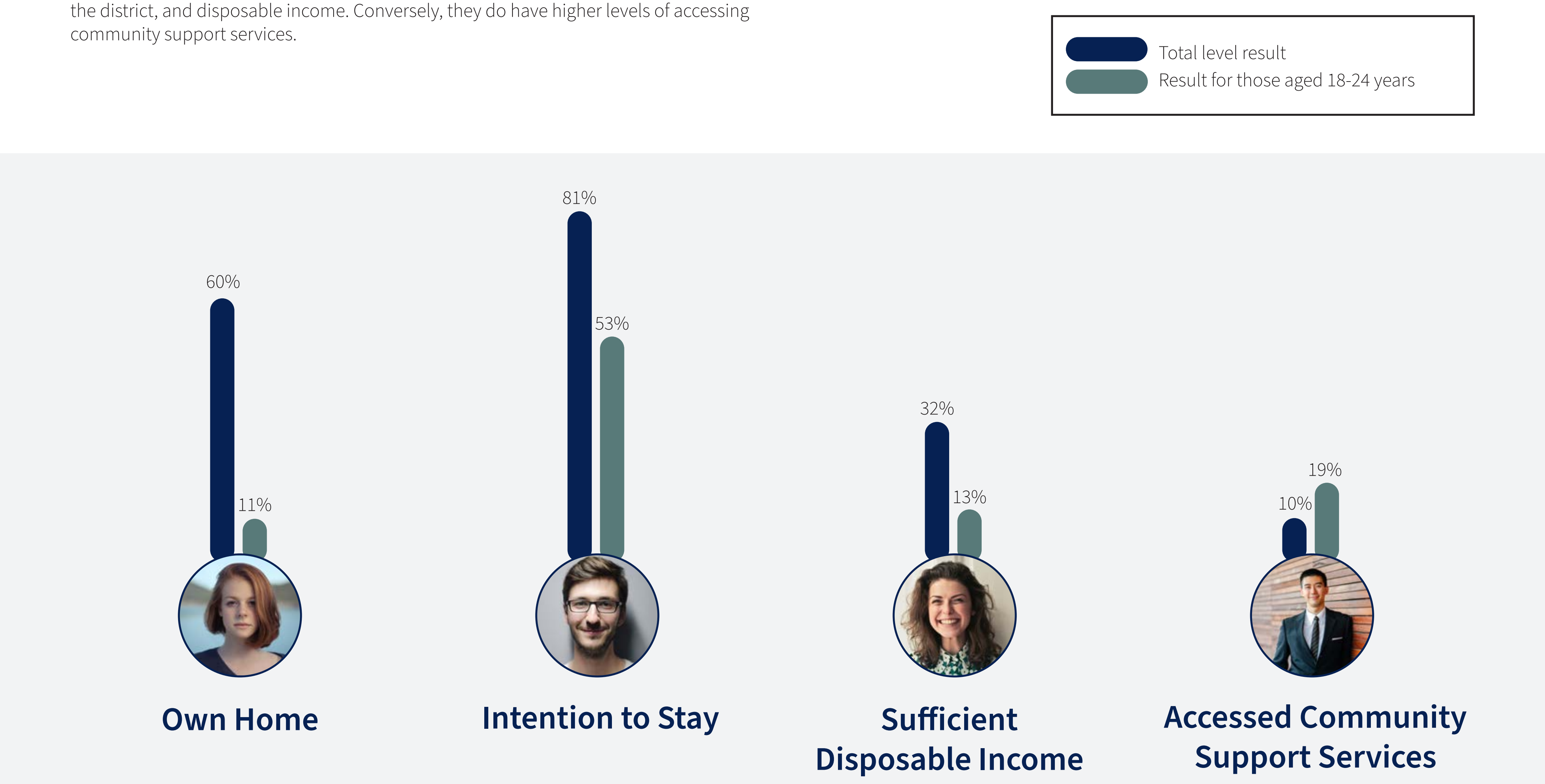
Insufficient income/work
Currently, a significant proportion of those aged 18-24 are unable to cover their expenses, let alone have funds available to enjoy other aspects of life. This is likely linked to the higher number of this demographic who are unemployed and the ongoing economic aftermath of COVID-19.

Wellbeing and social support
Overall agreement that respondents' jobs were secure, wellbeing was important to employers, and that respondents' employers offered emotional and mental health support was lowest amongst those aged 18-24. Amidst this, those aged 18-24 had the highest levels of accessibility to community to support services and other mental health services across almost all measured. However, key barriers to accessing such services included financial elements, accessibility (e.g. location of services and/or having to go through a GP), and the effectiveness of the service.

Transience
Those aged 18-24 were statistically more likely to be unsure whether or not they intended on staying in the district. Interestingly, they were statistically more likely to be willing to do whatever possible to secure work in the district, however, were statistically less likely to have confidence in their ability to do so.

AGE GROUP PROFILES: 18-24

Outlined below, and overleaf, are details of results from residents aged 18-24 years. These residents have significantly lower levels of home ownership, intentions to stay in the district, and disposable income. Conversely, they do have higher levels of accessing community support services.



AGE GROUP PROFILES: 18-24

Findings showed that the majority of respondents aged 18-24 years can be characterised in one of two key ways.

Firstly, and perhaps the most dominating, is that the majority of those aged 18-24 have been brought up in the Queenstown Lakes District, with a large proportion indicating they have lived in the district for 10 years or more. For these respondents, there was a sense of cushioning. That is, they were more likely to live with their parents/family, and in a home that is owned by their parents/family. As such, many of these respondents were presumably benefiting from the 'perks' of living at home; incurring minimal living costs that many other residents struggle with. Furthermore, this demographic was significantly more likely to be studying. It is difficult to determine whether or not those studying were living at home whilst doing so due to the remote learning circumstances introduced by many institutions as a result of COVID-19.

Secondly, there was a significant proportion of this group who appeared transient in nature. That is, they had come to the district within the last two years (presumably for work and travel), with a high proportion working in Tourism and Hospitality. When asked whether their employment had been impacted by COVID-19, this age group showed consistently higher results regarding changes being made to their job, perhaps explaining the significantly higher proportions of unemployed participants in this group.

KEY ISSUES

Insufficient income/work
A significant proportion of those aged 18-24 were unable to cover their expenses, let alone have funds available to enjoy other aspects of life. This seems likely to be linked to the higher number of this demographic who were unemployed, and the ongoing economic aftermath of COVID-19.

Wellbeing and social support
Overall agreement that respondents' jobs were secure, wellbeing was important to employers, and that respondents' employers offered emotional and mental health support was lowest amongst those aged 18-24. Amidst this, those aged 18-24 had the highest levels of accessibility to community to support services and other mental health services across almost all measures. However, key barriers to accessing such services included financial elements, accessibility (e.g. location of services and/or having to go through a GP), and the perceived effectiveness of the service.

Transience
Those aged 18-24 years were statistically more likely to be unsure whether or not they intended to stay in the district. Interestingly, they were statistically more likely to be willing to do whatever possible to secure work in the district, however, they were statistically less likely to have confidence in their ability to do so.

AGE GROUP PROFILES: 25-39

Outlined below, and overleaf, are details of results from residents aged 25-39 years. These residents have significantly lower levels of home ownership, however their intention to stay in the district is on par with total level results. They are below the average result for disposable income, and are slightly more likely to have accessed community support.

AGE GROUP PROFILES: 25-39

Those aged 25-39 years have typically moved to the district from overseas. Notably, they were more likely to have come to New Zealand on a visa of some sort. Despite their international status, these respondents generally showed signs of wanting to make their life in the district somewhat permanent, with a high proportion of them saying they intended on staying.

Findings showed that those aged 25-39 were more likely to be in a flatting type situation. That is, they were more likely to be living with people they were not related to and were more likely to be renting their entire space or room. Financially, these respondents seem somewhat sturdy in that a significant proportion were more likely to be earning $80,001-$100,000 per annum. While they were also likely to be on the lower earning end ($40,001-$60,000), unlike those aged 18-24, this group was more likely to be in a position to cover their expenses with small amounts of disposable income available after expenses were accounted for.

In terms of tenure, they tend to have resided in the district short to mid-term (i.e. anywhere between 2 and 9 years). Findings showed they were less likely to be fulfilled with their work, but given their motives and short to mid-term intentions of residing in the district (i.e. experience living in a foreign setting), this is not necessarily a significant deterrent.

KEY ISSUES

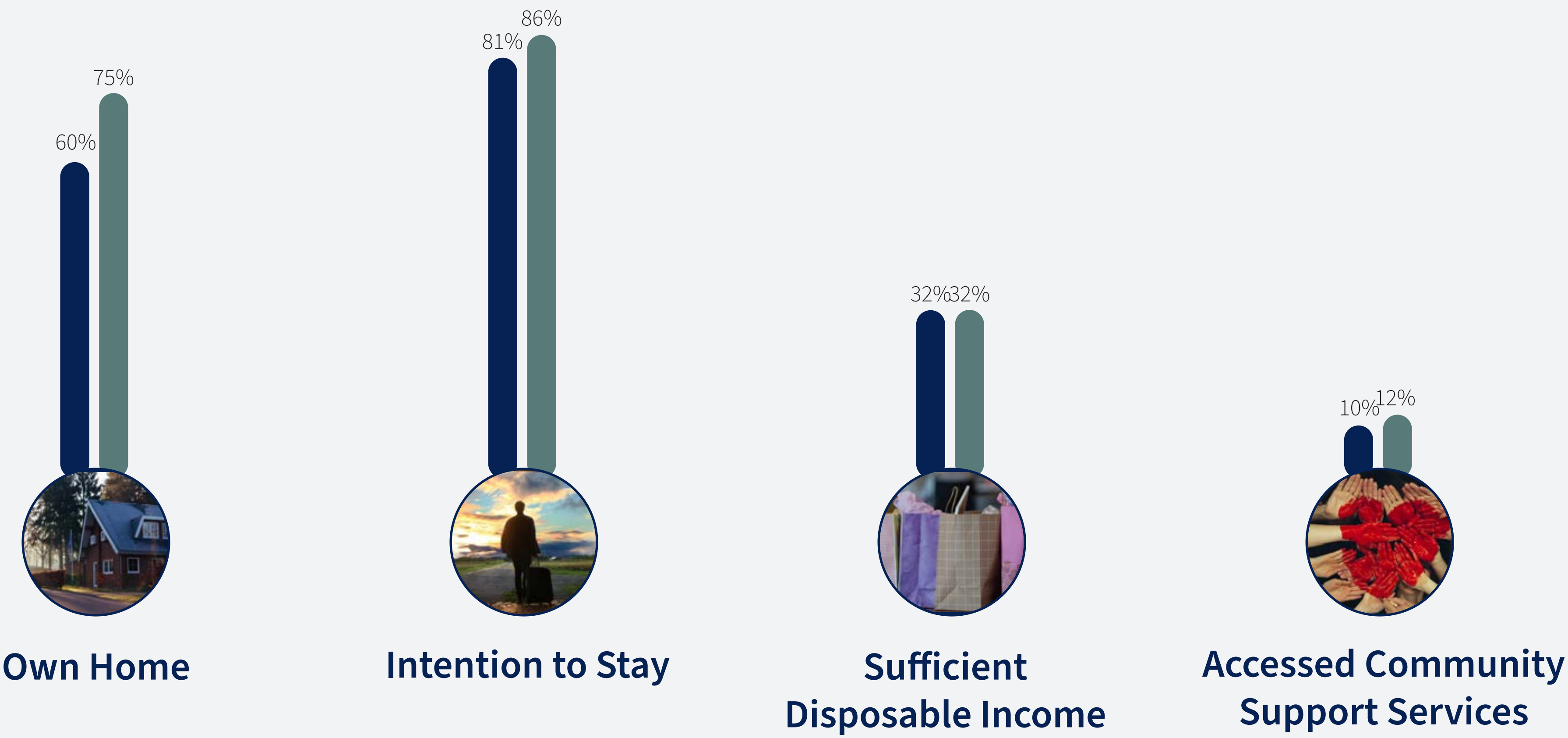
Community dissonance
There appeared to be a real disconnect between those aged 25-39 and their communities. This group had comparatively lower agreement levels with measures relating to their neighbourhood (e.g. sense of belonging, strong and vibrant community, and closeness with neighbourhood due to COVID-19). This disconnect was primarily driven by their own levels of engagement, as opposed to outward rejection by neighbourhoods and communities. Higher proportions of this age group indicated that culturally they felt accepted and as though they could express themselves. However, they were significantly less likely to actually participate in cultural and neighbourhood activities or interact with people in their neighbourhoods.

Cost-related barriers
Those aged 25-39 years were more likely to have accessed a range of mental health services (GP, EAP, and counsellor/psychologist), yet relatively lower levels were registered with a doctor. When barriers to accessing both mental health and medical professionals were addressed, they were more likely to cite money related issues as key barriers. When it came to basic living expenses, this age group was generally able to cover costs. Beyond this, it appeared the likes of accessing services to benefit health and wellbeing were challenging due to their limited disposable income.

AGE GROUP PROFILES: 40-54

Outlined below, and overleaf, are details of results from residents aged 40-54 years. These residents have significantly higher levels of home ownership and were more likely to indicate they will stay in the district. These residents indicated they had sufficient levels of disposable income and they were slightly more likely to indicate they had accessed community support.

Total level result
Result for those aged 40-54 years



AGE GROUP PROFILES: 40-54

The most defining, typical trait of those aged 40-54 years was that these respondents had a family, with a significant number living with children under the age of 15 in their household. Presumably, the very element of having children, and the corresponding responsibilities associated with this, acted as an onset to other trends. For example, those aged 40-54 showed signs of generally being in a good economic standing (i.e. more likely to earn an income of more than $100,000, and to own their own home). However, they were also the age group that had higher proportions of respondents who cited an inability to afford living costs as a reason for needing to move house, as well as cost related factors for an inability to heat their home. Despite the propensity for a higher income, a high proportion of those aged 40-54 reported that they only had some disposable income left after covering their expenses, with their domestic responsibilities and children's needs contributing to this. These respondents were also more likely to own their own business and/or be self-employed. Thus, their financial responsibilities extended beyond themselves and their families, and on to their business and staff as well.

Despite the pressures of being self-employed and owning a business, these respondents enjoyed much higher levels of job satisfaction compared to other age groups. Furthermore, they experienced greater job security compared to other respondents despite the uncertainty which COVID-19 has caused others.

KEY ISSUES

Family centredness
Those aged 40-54 were more likely to have children under the age of 15 in their household. While not an issue per se, family centredness and security appear to be a priority when it comes to community. That is, higher ratings of neighbourhood safety imply the need for a safe family home and concurrently, a safe neighbourhood environment.

Governance disconnect
These respondents were very satisfied with their opportunities to have their say regarding Council or governance related matters in the district. However, when it came to rating the actual actions of Council (e.g. performance, elected members, and measures to protect the environment), findings showed that those aged 40-54 were generally unhappy. While respondents were given the opportunity to have their voice heard, there was a sentiment amongst this group that their opinions were not being implemented through Council's actions or changes.

AGE GROUP PROFILES: 55-64

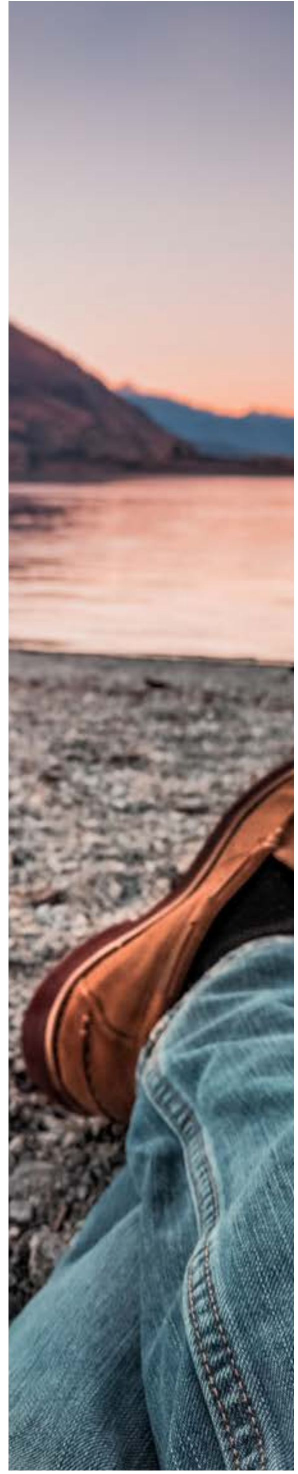
Outlined below, and overleaf, are details of results from residents aged 55-64 years. These residents have significantly higher levels of home ownership and disposable income. They were also more likely to indicate they intend to stay in the district and less likely to have accessed community support.

AGE GROUP PROFILES: 55-64

Those aged 55-64 were more likely to just be living with their spouse or partner (not their children), and appeared to be at their peak earning capacity, being more likely to earn over $200,000.

Their typically high-income bracket suggests that those in this group were likely highly trained, qualified, and thus valued professionally. However, comparatively lower proportions of these respondents felt their job was secure. This was likely onset by a high proportion who have had their role permanently changed as a result of COVID-19. Despite their uncertainties around job security, high proportions of respondents mentioned they were unsure whether they would be willing to do what it takes to secure employment in the district. More specifically, they were less likely to be willing to change the industry in which they worked. Given their age and earning capacity, this stage of life is a preparatory phase for retirement. Thus, such reluctance could be a case of feeling as though drastic change is too late, or they are merely set in their ways.

Those aged 55-64 were much more engaged in their community. They appeared to have greater concern when it comes to the ongoings of their community but were also more involved. That is, they were more likely to have participated in cultural activities and various neighbourhood events. Concurrently, results showed that those aged 55-64 years were less likely to have accessed mental health services. Furthermore, they were more inclined to be unsure what the barriers were in accessing such services. It could be that this age group were less likely to suffer from forms of mental illness. However, such findings could also highlight the identified 'old school' stigma around mental health, and that those aged 55-64 years either do not know enough about the topic to have an opinion, or do not offer an opinion, because it is seen as a taboo or shameful topic.



KEY ISSUES

Dissonance towards Council matters

Higher levels of those aged 55-64 tended to poorly rate QLDC across a range of Council performance measures (i.e. elected members, overall performance, measures in protecting the environment). This is likely linked to the higher levels of engagement, and thus presence of this age group in the community, which on the flip side is a positive. However, this greater presence warrants more voices and opinions towards how and/or what things are done within the district.

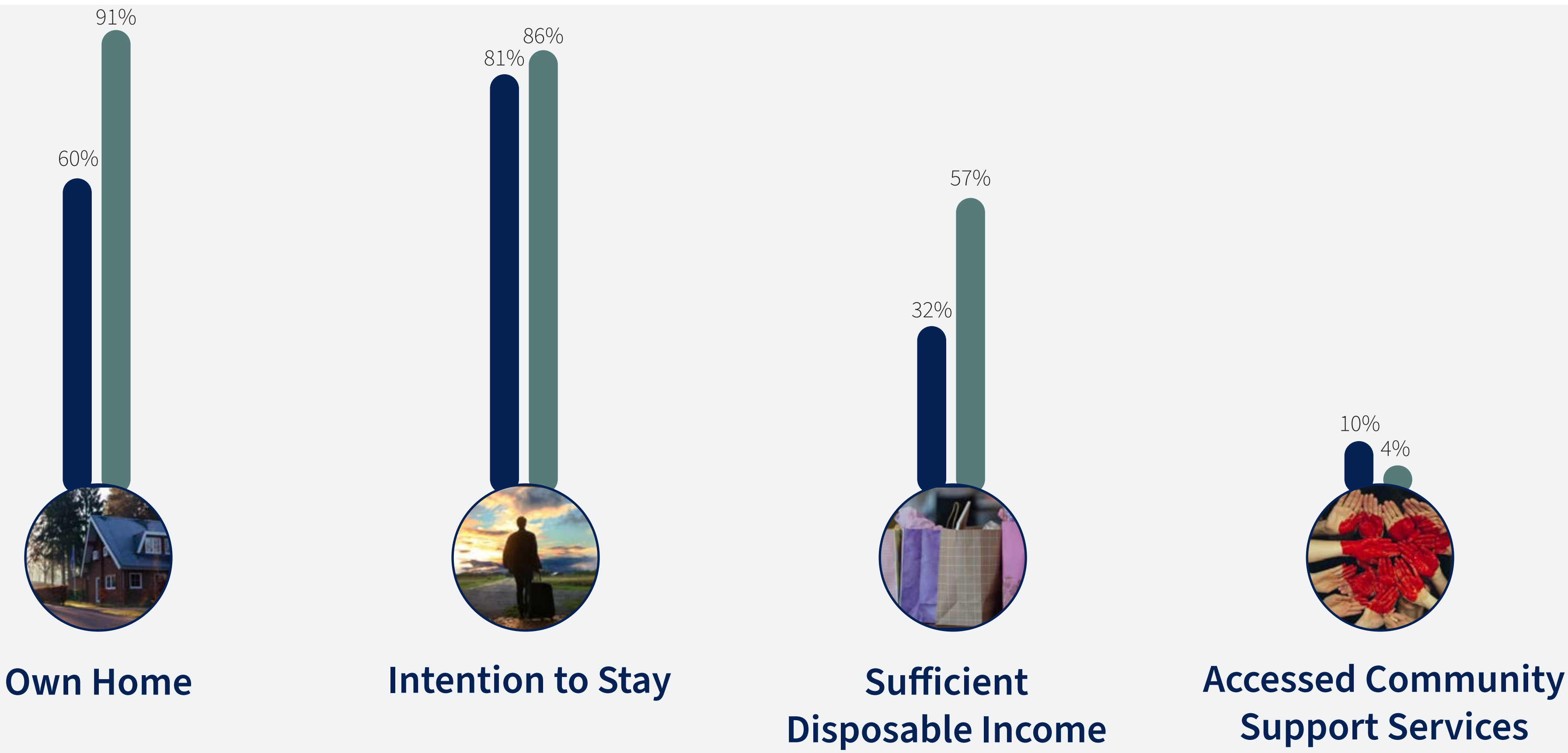
Accepting Change

Those aged 55-64 either showed a sense of resistance towards, or were unsure about, their willingness to make changes to their employment for the sake of securing work. Furthermore, they were more likely to have not accessed mental health services or acknowledge barriers to doing so. Again, it is unclear whether this is because they do not suffer from mental health issues as much. Nonetheless, it does raise issues observed by many others. Those are, the issues of a long-rooted, negative stigma or difficulty accepting help, thus preventing a change in attitudes and acceptance of such problems. Nonetheless all these findings suggested that those aged 55-64 do struggle with accepting change. To a degree, this is understandable given the age bracket, and the sense of comfort that comes with a sense of routine and familiar territory which these respondents have likely been acquainted with for many years.

AGE GROUP PROFILES: 65+

Outlined below, and overleaf, are details of results from residents aged 65+ years. These residents had significantly higher levels of home ownership and sufficient disposable income. They were also significantly less likely to have accessed community support services.

Total level result
Result for those aged 65+ years



AGE GROUP PROFILES: 65+

Respondents aged 65 and over are best described as long-term or permanent residents. These participants were more likely to have resided in the district for 10 or more years and were more likely to say they were not intending on moving within the next 12 months. Notably, these respondents were more likely to have retired.

Whilst these respondents were more likely to have a lower income (less than $40,000), they were more likely to report sufficient levels of disposable income.
Given their retired stage of life, these respondents are time rich. This likely contributes to comparatively higher levels of participants who volunteer, and exercise 5-7 times a week.

Following trends seen amongst 55-64 year olds, this demographic also has fewer respondents who have accessed mental health services. Again, this does not necessarily correspond with lower levels of mental health issues, but could instead reflect a long standing stigma around accessing such services.

It should be noted that amidst their higher needs to travel outside of the district for healthcare and their lower income bracket, those aged 65 and older have a high quality of life. That is, they were more likely to rate their quality of life as good or very good.

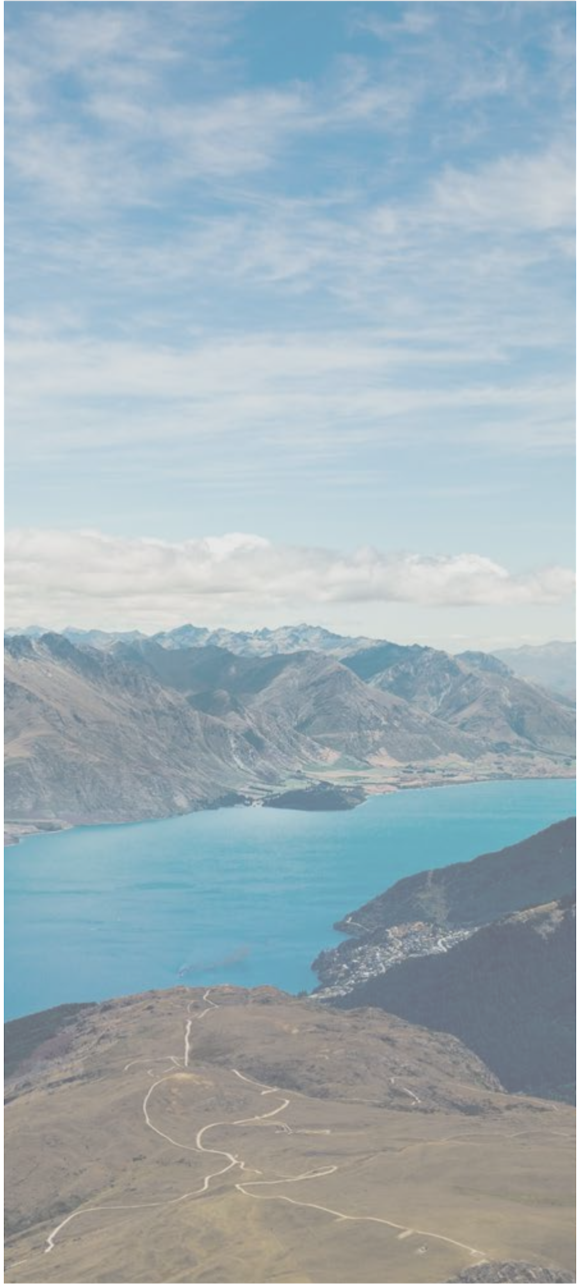
KEY ISSUES

Dissonance towards tourists/ tourism

Findings showed that those aged 65 tended to have more negative attitudes towards tourists. That is, they were more likely to say that the district was a nicer place without them. Based on other results, the crowdedness which tourists bring and the perceived behaviour of tourists, are reasons why there is a notable dissonance towards tourists amongst this age group. For example, those aged 65 and older were more likely to say there were too many tourists, and that tourist numbers and/ or the types of tourists coming to the district needed better management.

APPENDIX

2020 Quality of Life questionnaire



APPENDIX

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QUEENSTOWN LAKES DISTRICT COUNCIL

QUALITY OF LIFE SURVEY 2020

How's life? Queenstown Lakes District Council wants to know.

Our district has changed this year, what impact has this had on us all? This survey aims to find out by asking you about a range of subjects such as income, employment, community connections, mental health, and personal resilience, just to name a few.

Thank you for your willingness to participate in the 2020 Queenstown Lakes Quality of Life Survey.

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.

This survey is being conducted by an independent company, Versus Research, on our behalf. You can contact them directly with any questions or difficulties you have with the survey (info@versus.co.nz or 0800 837787).

Please return to:
Versus Research Ltd
Freepost 172567
PO Box 5516
Frankton
Hamilton
Waikato 3242

SECTION 1: ABOUT YOU

LOGIN CODE:

Q1. Which of the following best describes you? (Please select one answer)

- Male
- Female
- Gender diverse

Q2. Please write the year you were born:
....

Q3. What is your ethnicity? (Please select one answer)

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

Q4. Were you born in New Zealand? (Please select one answer)

- Yes (Go to Q6)
- No (Answer Q5)

Q5. Please write where you were born:
....

Q6. Which of the following best describes you? (Please select one answer)

New Zealand permanent resident or citizen	Student/ study visa
Australian resident/ citizen	Work to residency visa
Essential skills visa	Tourist/ visitor visa
Working holiday visa	Interim visa
Employer assisted work visa	Post study work visa
Open search work visa	Other, please specify ....
Partner and children visa	Prefer not to say

SECTION 2: HOUSING

Q7. Are you a resident in the Queenstown Lakes District? (Please select one answer)

- Yes (Go to Q11)
- No (Answer Q8)

Q8. Where do you live? (Only answer if you are not a resident)
....

Q9. Do you live outside the district but travel to the Queenstown Lakes District for work? (Select one only) (Only answer if you are not a resident)

- Yes
- No (includes holiday home owners)
- Other, please specify ....

Q10. What are your reasons for not living in the Queenstown Lakes District? (Select all that apply) (Only answer if you are not a resident)

- Affordibility
- Lifestyle
- My house in Queenstown Lakes District is a holiday home
- Other, please specify ....

Q11. Where do you currently live? (Select one only)

Arrowtown	Lake Hayes
Albert Town	Lake Hayes Estate
Arthurs Point	Luggate
Cardrona	Makaroa
Closeburn–Wilson Bay	Quail Rise
Frankton	Queenstown
Gibbston	Shotover Country
Glenorchy	Sunshine Bay-Fernhill
Hawea	Wakatipu Basin
Hawea Flats	Wanaka
Jacks Point	Central Otago District
Kelvin Heights	Other, please specify ....
Kingston	

APPENDIX

SECTION 2: HOUSING

Q12. How many years have you lived in the district? (Select one only)

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

Q13. Do you intend to stay in the district? (Select one only)

- Yes ○
- No ○
- Maybe/ not sure ○

Q14. Do you rent or own the home you currently live in? (Select one only)

- Own (Go to Q17) ○
- Rent whole house/ apartment/ studio (Answer Q15) ○
- Rent a room (Answer Q15) ○
- Other, please specify (Go to Q17) .... ○

Q15. Will you need to move house within the district in the next 12 months? (Select one only) (Only answer if you rent your home or a room)

- Yes (Answer Q16) ○
- No (Go to Q17) ○
- Maybe (Answer Q16) ○
- Don't know (Go to Q17) ○

Q16. Why will you need to move? (Select one only) (Only answer if you will or may need to move house within the district in the next 12 months)

- Lease expires ○
- Visa expires ○
- Have purchased land and will be building on the property ○
- Will purchase a property to live in ○
- Unable to afford the rent costs ○
- Other, please specify .... ○

Q17. Who lives in your household? (Please select all that apply)

- Partner/ spouse ○
- Children and/ or partner's children ○
- Parent/s ○
- Parent's partner ○
- Other family relative (grandparent, siblings, or in-law) ○
- Other unrelated children/ adults ○
- I live alone ○
- Other, please specify .... ○
- Prefer not to say ○

Q18. Are you able to heat your home adequately? (Select one only)

- Yes (Go to Q20) ○
- No (Answer Q19) ○
- Sometimes (Answer Q19) ○

Q19. What are the primary reason(s) you are unable to adequately heat your home? (Please select all that apply)

- The affordability of heating i.e. heating bills are too expensive ○
- Lack of insulation ○
- Poor window glazing ○
- Lack of heat source i.e. there is nothing in your home to heat it ○
- Other, please specify .... ○

Q20. Is there anything else you would like to add regarding housing?

....

SECTION 3: EMPLOYMENT

Q21. Which of the following best describes your full household income, before tax, annually? (Only include income that applies to you and your dependants, and select one only)

- Under $40,000 ○
- $40,001 - $60,000 ○
- $60,001 - $80,000 ○
- $80,001 - $100,000 ○
- $100,001 - $200,000 ○
- More than $200,000 ○
- Prefer not to say ○

Q22. 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 best describes your current situation? (Select one only)

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

Q23. Which of the following BEST describes the kind of work you do? (Select all that apply)

- Full time paid work ○
- Part time paid work ○
- Part time self employed/ contractor ○
- Full time self employed/ contractor ○
- Caring for children (unpaid) ○
- Volunteer work ○
- Not currently in paid employment ○
- Student ○
- Retired (skip to Q33) ○
- Other, please specify .... ○

Q24. Do you own a business that employs staff in the Queenstown Lakes district? (Select one only)

- Yes (Answer Q25) ○
- No (Go to Q27) ○

Q25. Including yourself, how many (full time equivalent) staff do you employ? (Only answer if you own a business at Q24)

....

Q26. Have you made any of the following changes to your business as a result of COVID-19? (Select all that apply) (Only answer if you own a business at Q24)

- Reduced overhead costs where possible ○
- Reduced/ stopped marketing activity ○
- Cancelled or delayed capital projects ○
- Temporarily closed down (outside of lockdown) ○
- Closed part of our operations ○
- Terminations of contracts with suppliers ○
- Made changes to staff employment ○
- Something else, please specify .... ○
- We haven't made any changes ○

Q27. What is your current or most recent occupation?

....

Q28. And which of the following industries does your current, or most recent occupation, fall in? (Select all that apply)

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

APPENDIX

SECTION 3: EMPLOYMENT

Q29. As a result of COVID-19, what changes have been made to your job, or others in your household's jobs, by an employer? (Select all that apply)

	Myself	Someone in my household	No change for myself or anyone in my household
Ended employment	○	○	○
Temporarily changed role	○	○	○
Permanently changed role	○	○	○
Temporarily reduced hours	○	○	○
Permanently reduced hours	○	○	○
Temporarily reduced pay	○	○	○
Permanently reduced pay	○	○	○

Q30. Below are some statements relating to your employment. Please indicate how much you agree with each of the following statements? (Select one per row)

	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree	Don't know
I find my work fulfilling	○	○	○	○	○	○
In my current job, I have developed skills and/ or qualifications that could apply to other jobs	○	○	○	○	○	○
I have learnt something new in the last 12 months (this could be a formal course or some learning you've done informally and doesn't necessarily have to be work related)	○	○	○	○	○	○

Q31. Thinking about your employment post COVID-19, please indicate how much you agree with each of the following statements (Select one per row)

	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree	Don't know
I would be willing to change the industry I work in permanently to secure a job in the district	○	○	○	○	○	○
I would be willing to work in a range of seasonal jobs to secure employment in the district	○	○	○	○	○	○
I am confident I would be able to find another job in the district if I needed to	○	○	○	○	○	○
I am willing to return to education or training	○	○	○	○	○	○

Q32. And thinking about your employer, please indicate how much you agree with each of the following statements (Select one per row) (Only answer if you do not own a business at Q24)

	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree	Don't know
I feel my job is secure post COVID-19	○	○	○	○	○	○
My wellbeing is important to my employer	○	○	○	○	○	○
My employer has offered emotional and mental health support post COVID-19	○	○	○	○	○	○

Q33. Is there anything else you would like to add regarding employment?

....

....

....

SECTION 4: HEALTH AND ACCESS TO KEY SERVICES

Q34. Are you registered with a doctor surgery/ medical practice in the district? (Select one only)

Yes	○
No	
Not sure	○

Q35. Does anything stop you from seeing a medical professional either a doctor or dentist? (Select all that apply)

Cost of an appointment (doctor)	○
Cannot get time of work/ won't be paid if I take time off during the day	○
Cost of prescriptions	○
Cost of treatment (dentist)	○
Location of doctor surgery	○
Length of wait	○
Quality of advice given	○
Other please specify	○
No, nothing stops me from seeing a medical professional	○

Q36. In the last 12 months, have you personally used the Emergency Department at Lakes District Hospital for an illness or injury? (Select one per row)

	Yes, for myself	Yes, for someone in my household	No
Injury	○	○	○
Illness	○	○	○

Q37. In the last 12 months, have you personally used after hours services in Queenstown or Wanaka for an illness or injury? (Select one per row)

	Yes, for myself	Yes, for someone in my household	No
Injury	○	○	○
Illness	○	○	○

Q38. In the last 12 months, have you travelled outside the district for any of the following medical services? (Select all that apply)

Maternity care	○
Surgery	○
Appointment with a Paediatrician (children's doctor)	○
Appointment with a specialist	○
Treatment such as chemotherapy	○
Mental health service or counselling	○
Other, please specify	○
I have not needed to travel for medical services	○

APPENDIX

SECTION 4: HEALTH AND ACCESS TO KEY SERVICES

Q39. On average, how many days per week do you spend time outdoors either exercising or doing another leisure activity e.g. gardening, fishing, walking, boating etc? (Select one only)

1 day a week	◯
2 days a week	◯
3 days a week	◯
4 days a week	◯
5 days a week	◯
6 days a week	◯
7 days a week	◯
I exercise but infrequently	◯
I don't exercise	◯

Q40. Is there anything else you would like to add regarding your health and access to key health services?

....

....

....

SECTION 5: COMMUNITY SUPPORT

The next few questions are around mental health and the impacts of COVID-19. We are interested in gaining an understanding of how our communities are coping, this information is important as it helps organisations to work together to support communities better.

If you or anyone you know needs immediate support there are a range of numbers you can call:

- **1737, Need to talk? – Free call or text 1737 to talk to a trained counsellor**
- **Lifeline.org.nz (open 24/7) – 0800 543 354**
- **Depression.org.nz – 0800 111 757 or text 4202**
- **Suicide Crisis Helpline – 0508 828 865 (0508 TAUTOKO)**
- **Youthline.co.nz – 0800 376 633, free text 234, email talk@youthline.co.nz**
- **Kidsline.org.nz – 0800 54 37 54 for people up to 18 years old. Open 24/7**
- **thelowdown.co.nz – Web chat, email chat or free text 5626**
- **Supporting Families in Mental Illness - 0800 732 825**

Q41. Have you personally accessed any of the following services so far in 2020? (Select all that apply)

QLDC Welfare Registration Form	◯
Kia Kaha Community Hub	◯
Visitor Care Manaaki Manuhiri programme operated by the Department of Internal Affairs and the Red Cross	◯
Food banks, food parcels or meals provide by community groups	◯
Another type of support, please specify	◯
None of these	◯
Prefer not to say	◯

Q42. In the past 12 months, have you or anyone else in your immediate family accessed any of the following mental health services? (Select all that apply)

	Yes, myself	Yes, someone else in my household	No, not at all	Prefer not to say
Central Lakes Community Mental Health Service	◯	◯	◯	◯
Child, Adolescent and Family Service (CAFS)	◯	◯	◯	◯
Family Centre or other community support service	◯	◯	◯	◯
GP/ Doctor	◯	◯	◯	◯
Counsellor/ Psychologist	◯	◯	◯	◯
Employee Assistance Programme (EAP) service through work	◯	◯	◯	◯
Online therapies, please specify	◯	◯	◯	◯
App based, please specify which	◯	◯	◯	◯

Q43. Thinking about access to mental health services in the district, particularly relating to COVID-19, how much do you agree with the following? (Select one per row)

	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree	Don't know
I know where to get mental health support	◯	◯	◯	◯	◯	◯
There is sufficient mental health services in the district	◯	◯	◯	◯	◯	◯
There is enough mental health support for business owners in the district	◯	◯	◯	◯	◯	◯
Nothing stops me from getting mental health support if I needed to	◯	◯	◯	◯	◯	◯
I can access mental health services at a time and location good for me	◯	◯	◯	◯	◯	◯

APPENDIX

SECTION 5: COMMUNITY SUPPORT

Q44. In your opinion, what stops people in the district accessing mental health services (this could be related to the services or feelings related to getting help)?

....

....

....

Q45. Are there any children under the age of 15 currently living in your household? (Select one only)

- Yes – how many? ____ (Answer Q46) ○
- No (Go to Q48) ○
- Prefer not to say (Go to Q48) ○

Q46. Thinking about the impact of COVID-19 on the mental health of children in your household, have you accessed support for them? (Select only one)

- Yes (Answer Q47) ○
- Yes - on a waiting list (Answer Q47) ○
- No (Answer Q47) ○
- The mental health of children in my household has not been affected (Answer Q47) ○
- Prefer not to say (Answer Q47) ○

Q47. Do you know what support is available for young people? (Select one only)

- Yes ○
- No ○
- Not sure ○

Q48. Please choose the appropriate response to the following: (Select one per row)

	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree	Don't know	Prefer not to say
I am an optimistic person	○	○	○	○	○	○	○
I focus on solutions, as opposed to problems	○	○	○	○	○	○	○
I take responsibility for my own actions	○	○	○	○	○	○	○
I have a good support network (friends/ family)	○	○	○	○	○	○	○
I feel able to cope with current challenges	○	○	○	○	○	○	○
I feel able to influence my future	○	○	○	○	○	○	○
I feel able to cope with future challenges	○	○	○	○	○	○	○
I feel supported and never lonely	○	○	○	○	○	○	○

Q49. Is there anything else you would like to add regarding community support?

....

....

....

SECTION 6: ARTS AND CULTURE

Q50. Do you identify with a particular culture i.e. customs, practices, languages, values or world views? (Select one only)

- Yes, my culture is ....(Answer Q51) ○
- No (Go to Q52) ○
- Other, please specify ....(Answer Q51) ○

Q51. Below are some statements relating to your culture. Please indicate how much you agree with the following statements. (Select one per row) (Only answer if you answered yes or other in question 50)

	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree	Don't know
I can participate, perform, or attend activities or groups that align with my culture	○	○	○	○	○	○
I can use language to express my culture e.g. Te Reo Māori, Spanish etc.	○	○	○	○	○	○
I can express my culture without feeling excluded from my neighbourhood, community, or town	○	○	○	○	○	○

Q52. Have you participated in, performed at, or attended, an arts or cultural event or place in the district in the last 12 months? (Select one only)

- Yes ○
- No ○

Q53. How satisfied are you with the arts, culture, and heritage offering available in the district? (Select one only)

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

Q54. How satisfied are you with the celebration of tangata whenua and Māori culture in the district? (Select one only)

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

Q55. Is there anything else you would like to add regarding culture?

....

....

....

SECTION 7: TRANSPORT

Q56. Thinking about the public transport available in the district, how strongly do you agree or disagree with the following statements? (Select one per row)

	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree	Don't know
Public transport is affordable	○	○	○	○	○	○
Public transport is frequent (a regular service)	○	○	○	○	○	○
Public transport is reliable (it arrives/ departs on time)	○	○	○	○	○	○
Public transport is safe	○	○	○	○	○	○
Public transport is accessible (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	○	○	○	○	○	○

APPENDIX

SECTION 7: TRANSPORT

Q57. How regularly do you use alternative modes of transport to a car (bus, walk, or bike) to travel to and from work? (Select one per row)

	Daily	Weekly	Monthly	Infrequently	Never
Bus	○	○	○	○	○
Walk	○	○	○	○	○
Bike	○	○	○	○	○
E-bike or scooter	○	○	○	○	○
Water Taxi	○	○	○	○	○

Q58. How regularly do you use alternative modes of transport to a car (bus, walk, or bike) in your spare time e.g. other than work? (Select one per row)

	Daily	Weekly	Monthly	Infrequently	Never
Bus	○	○	○	○	○
Walk	○	○	○	○	○
Bike	○	○	○	○	○
E-bike or scooter	○	○	○	○	○
Water Taxi	○	○	○	○	○

Q59. Which town centre do you visit most regularly (Select one only)

Wanaka **(Answer Q60)**	○
Queenstown **(Answer Q60)**	○
Frankton **(Answer Q60)**	○
None of these **(Go to Q61)**	○

Q60. Thinking about the town you visit most, how much do you agree or disagree with each of the following statements? (Select one per row) (Only answer if you indicated Wanaka, Queenstown, or Frankton in Q59)

	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree	Don't know
The town layout works well for both pedestrians and cars	○	○	○	○	○	○
The town is an easy place to spend time	○	○	○	○	○	○
The parking arrangements are suitable for the amount of traffic in the town	○	○	○	○	○	○
There is enough public transport available in the town	○	○	○	○	○	○
Generally, traffic levels are acceptable in town	○	○	○	○	○	○
The town meets the needs of both residents and tourists	○	○	○	○	○	○
The town is safe at night	○	○	○	○	○	○
Alcohol and drug related anti-social behaviour is under control within the town centre	○	○	○	○	○	○

Q61. Is there anything else you would like to add regarding transport or town centres?

....

....

....

SECTION 8: YOUR NEIGHBOURHOOD

Q62. Thinking about the neighbourhood which you live in, please indicate how strongly you agree or disagree with the following statements. (Select one per row)

	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree	Don't know
Living in this neighbourhood gives me a sense of community or belonging	○	○	○	○	○	○
There is a strong and active community in this neighbourhood	○	○	○	○	○	○
I regularly stop and talk to people in my neighbourhood	○	○	○	○	○	○
I participate in activities within my neighbourhood	○	○	○	○	○	○
There are sufficient community facilities that I can walk or cycle to (sports, café, meeting places, playgrounds)	○	○	○	○	○	○
The neighbourhood is safe for myself, my family and others	○	○	○	○	○	○
COVID-19 and lockdown brought our community closer together	○	○	○	○	○	○
The connections I made with neighbours during lockdown have remained	○	○	○	○	○	○

Q63. Do you consider yourself and your neighbourhood resilient and prepared for an emergency such as an earthquake, flood, landslide, or severe weather event e.g. you have sufficient emergency supplies including water and food for seven days, have a plan with family/friends and have read the emergency response plan for your neighbourhood? (Please select one answer for each row)

	Yourself	Neighbourhood
Yes	○	○
No	○	○
Not sure	○	○

Q64. Is there anything else you would like to add regarding your neighbourhood?

....

....

SECTION 9: COMMUNITY SERVICES AND FACILITIES

Q65. How often do you use the following facilities? (Select one per row)

	Daily	Weekly	Monthly	A few times a year	Never
Public toilets	○	○	○	○	○
Parks, reserves, and gardens	○	○	○	○	○
Trails, walkways, and cycleways	○	○	○	○	○
Indoor sports facilities	○	○	○	○	○
Sports grounds	○	○	○	○	○
Playgrounds	○	○	○	○	○
Swimming pools	○	○	○	○	○
Gym(s)	○	○	○	○	○
Community halls	○	○	○	○	○
Libraries	○	○	○	○	○
Museum(s)	○	○	○	○	○

APPENDIX

SECTION 9: COMMUNITY SERVICES AND FACILITIES

Q66. Please indicate how satisfied you are with the QUALITY of the following services (Select one per row)

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	Don't know
Public toilets	○	○	○	○	○	○
Parks, reserves, and gardens	○	○	○	○	○	○
Trails, walkways, and cycleways	○	○	○	○	○	○
Indoor sports facilities	○	○	○	○	○	○
Sports grounds	○	○	○	○	○	○
Playgrounds	○	○	○	○	○	○
Swimming pools	○	○	○	○	○	○
Gym(s)	○	○	○	○	○	○
Community halls	○	○	○	○	○	○
Libraries	○	○	○	○	○	○
Museum(s)	○	○	○	○	○	○

Q67. Please indicate how satisfied you are with the amount of the following facilities (Select one per row)

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	Don't know
Public toilets	○	○	○	○	○	○
Parks, reserves, and gardens	○	○	○	○	○	○
Trails, walkways, and cycleways	○	○	○	○	○	○
Indoor sports facilities	○	○	○	○	○	○
Sports grounds	○	○	○	○	○	○
Playgrounds	○	○	○	○	○	○
Swimming pools	○	○	○	○	○	○
Gym(s)	○	○	○	○	○	○
Community halls	○	○	○	○	○	○
Libraries	○	○	○	○	○	○
Museum(s)	○	○	○	○	○	○

Q68. Each year Queenstown Lakes District Council provides approximately $2.8 million to community groups as grants or in kind. Do you think this amount is: (Select one only)

Far too little	Too little	A sufficient amount	Too much	Far too much	Don't know
○	○	○	○	○	○

Q69. Thinking about Queenstown Lakes District Council, how satisfied are you with the following? (Select one per row)

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	Don't know
Information you receive	○	○	○	○	○	○
Opportunities to have your say	○	○	○	○	○	○
Elected members	○	○	○	○	○	○
Overall Council performance	○	○	○	○	○	○

SECTION 9: COMMUNITY SERVICES AND FACILITIES

Q70. How much do you agree or disagree with the following statement: "*I feel a sense of pride in the district*"? (Select one only)

Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know
○	○	○	○	○	○

Q71. Is there anything else you would like to add regarding community services and facilities?

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SECTION 10: TOURISM

Q72. Thinking about when international tourists will return to the district, what would you like to see managed or put in place prior to this happening?

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Q73. Results from last year's survey showed that residents have both positive and negative attitudes towards tourism in the district. Has the impact of COVID-19 caused you to change your views on tourism and tourists in the district? (Select one only)

Yes – changed my views a lot	Yes – somewhat changed my views	No – has not changed my views	Not sure
○	○	○	○

Q74. Why is that?

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SECTION 11: ENVIRONMENT

Q75. Overall, how satisfied are you with the steps Queenstown Lakes District Council is taking to protect the environment? (Select one only)

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

Q76. How concerned are you with the impact of climate change on the district? (Select one only)

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

Q77. Is there anything else you would like to add regarding the environment?

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APPENDIX

SECTION 12: QUALITY OF LIFE

Q78. Thinking about all the factors we have asked about, how would you currently rate your overall quality of life in the district? (Select one only)

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

Q79. Is there anything else you would like to add regarding your quality of life in the district?

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This is the end of the survey. Thank you for your time, your responses are extremely valuable to the Queenstown Lakes District Council. If you would like to go in the draw to win one of 4x $250 prezzy cards please enter your name and contact number in the spaces below.

Name .... **Contact number** ....

Queenstown-Lakes District Council run other surveys and research within the community from time to time. Would you be interested in participating in future research with QLDC?

Yes	○
No	○

SECTION 13: LOOKING TO THE FUTURE

QLDC is currently developing its Ten Year Plan, which outlines the priorities and projects for the next ten years. The plan defines how the council will contribute towards the community vision, Vision Beyond 2050 – A Unique Place, An Inspiring Future | He Wāhi Tūhāhā. He Āmua Whakaohooho.

You can read the vision document, or watch the vision video here: https://www.qldc.govt.nz/your-council/our-vision-mission.

QLDC would like to know what you think the key priorities should be within the plan, as well as your thoughts on the vision. To give us this feedback follow this link: https://letstalk.qldc.govt.nz/ten-year-plan-2021-31/survey_tools/ten-year-plan-2021-2031-survey.

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