
MONTHLY HIGHLIGHT REPORT



JANUARY
2021

Key Performance Indicators – Traffic light status report

Health & Safety Summary

Key Priorities Update

Financial Management Report

Recovery Report



Monthly Highlight Report – January 2021

CORE INFRASTRUCTURE & SERVICES

Key Performance Indicators

WATER SUPPLY

WATER CONSUMPTION

Amount consumed per person per day

TARGET	RESULT
<470L	570.73 L

WATER SUPPLY COMPLAINTS

No. of complaints per 1000 connections

TARGET <4 PER ANNUM	MONTHLY RESULT	YTD RESULT
Odour	0	0
Clarity	0	0.81
Taste	0	0.12
Pressure/flow	0.23	1.08
Continuity of supply	0.31	1.82

TARGET <2 PER ANNUM

TARGET	RESULT
QLDC response to issues	0
	0.04

WATER SUPPLY FAULTS

Median response time to attend site (urgent and non-urgent)

TARGETS	RESULTS
<60 mins	26 mins
<1440 mins	607 mins

WATER SUPPLY FAULTS

Median response time to resolve problem (urgent and non-urgent)

TARGETS	RESULTS
<1440 mins	245 mins
<10,080 mins	1231.5 mins

STORMWATER

STORMWATER COMPLAINTS

No. of complaints per 1000 connections

TARGET <5 PER ANNUM	MONTHLY RESULT	YTD RESULT
	0.39	3.83

STORMWATER FLOODING

Median response time to attend site

TARGET	RESULT
<180 mins	0 mins

Results in **RED**
Target missed by >5%

Results in **AMBER**
Target missed by <5%

Results in **GREEN**
Target achieved

● DIA measures

WASTEWATER

WASTEWATER OVERFLOWS

Median response time to attend site

TARGET	RESULT
<60 mins	14 mins

WASTEWATER OVERFLOWS

Median response time to resolve problem

TARGET	RESULT
<240 mins	148.5 mins

WASTEWATER COMPLAINTS

No. of complaints per 1000 connections

TARGET <5 PER ANNUM	MONTHLY RESULT	YTD RESULT
Odour	0.32	0.87
Faults	0.2	2.7
Blockages	0.2	1.63

TARGET <2 PER ANNUM

TARGET	RESULT
QLDC response to issues	0
	0

SERVICE & \$\$\$

REQUESTS FOR SERVICE (RFS)

% customer RFS resolved on time

TARGET	RESULT
>95%	3 Waters 96% Solid Waste 99% Roading 92%

CAPEX

% within capital expenditure budget

TARGET	RESULT
80%-110%	49%

WASTE MANAGEMENT

WASTE DIVERTED FROM LANDFILL

Total waste diverted from landfill

TARGET	RESULT
>917t	691t

WASTE TO LANDFILL

Total waste to landfill

TARGET	RESULT
<3,417t	3421t

EXCEPTIONS

The following KPIs were not achieved and are shown to the left in red.

Water Consumption - The amount of water consumed per person per day was 571 litres. The target was not achieved. Typically demand is high over this time of year due to usage for irrigation.

CAPEX - \$35.8m spend against a year to date budget of \$72.5m. The total 2020/21 budget has now been adjusted per the September Reforecast from \$242.8m down to \$138.5m. The largest actual spends per project for January were Recreation Ground new Wastewater Pump Station \$671k, CROWN RANGE SPR - Sealed road resurfacing \$232k and Queenstown Town Centre Arterials - Crown Infrastructure Partners (CIP) Stage 1 \$227k.

Waste Diverted from Landfill - 691 tonnes of waste were diverted from landfill this month. The target for this reporting year (year 3 of the Ten Year Plan) has increased as it was set in line with the assumption of a step change associated with commencing the diversion of organics. The diversion initiatives for this are not in place as originally planned and therefore the 2020/21 target will be difficult to achieve. High contamination rates at the Materials Recovery Facility were observed for the month at 27.2%.



COMMUNITY SERVICES & FACILITIES

ACTIVE PARTICIPANTS

active sport and recreation participations per capita

TARGET	RESULT
>2,872	2400.59

LAKE HAYES PAVILION

% hours of community use per month

TARGET	RESULT
>35%	28.33%

LAKE WANAKA CENTRE

% hours of community use per month

TARGET	RESULT
>39%	10.08%

QUEENSTOWN EVENTS CENTRE (INDOOR)

% hours of community use per month

TARGET	RESULT
>39%	41.55%

QUEENSTOWN EVENTS CENTRE (ROOMS)

% hours of community use per month

TARGET	RESULT
>47%	51.07%

TRAIL USAGE

Average number of daily trail users

TARGET	RESULT
>1800	2182

QUEENSTOWN MEMORIAL CENTRE

% hours of community use per month

TARGET	RESULT
>59%	0%

ARROWTOWN ATHENAEUM HALL

% hours of community use per month

TARGET	RESULT
>38%	0%

ARROWTOWN COMMUNITY ROOMS

% hours of community use per month

TARGET	RESULT
>20%	21.09%

LIBRARY EVENTS

of community events held within libraries

TARGET	RESULT
>93	135

LIBRARY CIRCULATION

of items issued per month

TARGET	RESULT
>33,611	41,022

PARKS RFS

% RFS resolved within specified timeframe

TARGET	RESULT
>80%	95.12%



ENVIRONMENT

RESOURCE CONSENT TIME

% processed within the statutory timeframe

TARGET	RESULT
100%	98.04%



REGULATORY FUNCTIONS & SERVICES

BUILDING CONSENT TIMES


% processed within the statutory timeframe

TARGET	RESULT
100%	100%

FREEDOM CAMPING RFS

of freedom camping RFS per month

TARGET	RESULT
<26.5	4



SUPPORT

CUSTOMER CALLS

% answered within 20 seconds

TARGET	RESULT
>80%	90.5%

COMMUNITY ASSOCIATION MEETINGS

% attended by Elected Members/QLDC staff

TARGET	RESULT
>80%	73%

COMPLAINTS RESOLVED

% complaints resolved within 10 working days

TARGET	RESULT
>95%	100%

LGOIMA REQUESTS

% responded to within 20 days

TARGET	RESULT
100%	100%

COUNCILLOR ENQUIRIES

% responded to within 5 working days

TARGET	RESULT
>95%	100%

INTEREST RATES

Weighted average interest rate per month

TARGET	RESULT
<6.5%	2.65%

EXCEPTIONS

The following KPIs were not achieved and are shown to the left in red.

Active Participants - Participation is down especially in the gym area where there have been cancellations of gym memberships. In contrast pool visits are higher than expected.

Lake Hayes Pavilion - There was 28.3% occupancy of Lake Hayes Pavilion in January. The facility was closed for much of the month for the Provincial Growth Fund (PGF) upgrades.

Lake Wanaka Centre - The occupancy rate was 10.1% this month. The venue was very quiet this month with only a six-day booking for a book sale and a few smaller meetings.

Queenstown Memorial Centre - The facility was closed all month for the PGF work.

Arrowtown Athenaeum Hall - The facility was closed all month for the PGF work.

Community Association Meetings - Five meetings were held in the month of January 2021. Three of these were attended by elected members. This is an attendance of 73% which is below the 80% target.

To Note:

Resource Consent Time: There has been a significant improvement in the percentage of consents processed within the statutory timeframe with this month's result sitting within the 5% tolerance level. This has partly been due to a reduction in the number of Resource Consents being applied for allowing processing times to be reduced overall.



PREVENTION

Positive Safety Actions

TYPE	RESULT
Take 5's	1317
Inspections/Audits	21
Safety & Wellbeing	27
First Aid Training	12
H&S Meetings	14

DEPT. SAFETY BEHAVIOURS

Self-assessments from monthly safety activities

TYPE	RESULT
A	0
B	16
C	0
Target achieved	Yes

QLDC WORKPLACE INCIDENTS

Across All Groups

TYPE	RESULT
Employees	2
Contractors	4
Volunteers	0
Public	5

WORK EVENTS

Injury Frequency Rates

TYPE	TARGET	RESULT
TRIFR*	<9	5.5
LTIFR**	<5	4.12

*Total Recordable Injury Frequency Rate
**Lost Time Injury Frequency Rate

NOTIFIABLE EVENTS

Notifiable to Worksafe

EVENT TYPE	RESULT
N/A	0

EVENT DETAILS

There were no notifications to Worksafe in January 2021

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

MONTHLY COMMENTARY

Accidents - Lost Time Injury (LTI), Medical Treatment Injury (MTI), Restricted Work Injury (RWI):

There were two employee incidents in January 2021, four contractor incidents, all of which were their own incidents, and five public incidents involving a member of the public at a QLDC work place. None of these were significant or notifiable. There were no volunteer incidents and no notifications to Worksafe.

There was a decrease both TRIFR and LTIFR as there were no recordable incidents and no lost time injury incidents in January 2021.

HEALTH & SAFETY COMMITTEE CHAIR

New Zealand remains in Alert Level 1 in January. Council is keeping safety protocols in place around all council offices. Clear signage, Covid Tracer app and posters remain in place for visitors to QLDC sites.

As the summer here and staff have been made aware of hydration, heat stress and sun safety.

Department Safety Scoring: 0 A, 16 B's and 0 C's.

Staff wellbeing as part of QLDC's response to workload and stress and this remains a priority area, and the Wellbeing Calendar was a topic of discussion in the first committee meeting of the year.

QLDC Health and Safety Objectives Review

2020/21	
COMPLIANCE:	Health & Safety internal audit by each department to be conducted utilising the WSMP standard
WORK EVENTS:	TRIFR 9 - LTIFR 5
PREVENTION:	90% of all incidents reported each month closed within allocated timeframe 100% of all Positive Actions Safety Statistics reported each month 100% reporting of safety statistics for all volunteers involved in high risk work as defined in the QLDC Induction Pack for Volunteers.
IMPROVEMENT:	90% of Health & Safety Committee actions completed on time
BEHAVIOUR:	Behavioural self assessment - Twice the amount of A scores to be reported monthly compared to C scores
WELLBEING:	At least 60% participation across wellbeing activities

KEY CAPITAL PROJECT UPDATES

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
Project Manawa	<ul style="list-style-type: none"> - Chief Executive in discussions with Ngai Tahu Property regarding commercial terms and programme (under the Partnering Agreement). 	<ul style="list-style-type: none"> - Foundation Document report including progress with Ngai Tahu Property by end of June 2021. 	Amber
Wanaka Lakefront Development Plan	<ul style="list-style-type: none"> - Stage 2: Project team progressing with detailed design including civil elements. - Stage 3: Construction begun end of January and relevant communications sent. 	<ul style="list-style-type: none"> - Stage 2: Detailed design due for completion late March/early April 2021. Millennium tile group meeting to approve new tile content. - Stage 3: Construction will be complete August 2021. Ongoing monitoring by the project team and monthly works updates to be provided to the Wanaka Community Board. 	Green
Queenstown Gardens Development Plan	<ul style="list-style-type: none"> - Stage 1: Detailed design near complete with some minor features outstanding while project integration determined with Property & Infrastructure (P&I) Team. - Working on a signage and procurement plan for Stage 1 of the Gardens. 	<ul style="list-style-type: none"> - Working on incorporating designs for QT Gardens and Marine Parade with P&I integrated projects for the Rec Ground and Marine Parade pump station upgrade. - Determine opportunities for integrated delivery of all projects within the space. 	Green
Coronet Forest Harvest	<ul style="list-style-type: none"> - Canterbury University School of Forestry carried out a work/time study on the hauler operation in December 2020. - The crew started back at work on 7 January 2021. - As at January 2021; 38% of the forest has been harvested. 	<ul style="list-style-type: none"> - The Wilding Conifer Control Group will spray wilding spread around the forest in February 2021. - The sediment study by E3 Scientific will begin in February. - An article on the operation will appear in the next NZ logger magazine. 	Green

KEY CAPITAL PROJECT UPDATES CONTINUED

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
Tourism Infrastructure Fund (TIF) Projects	<p>TIF 2</p> <ul style="list-style-type: none"> - Lake Hayes Toilet near the rowing club installed and operational. - Glenorchy toilet construction in progress (incl. new pathway) - Queenstown Hill and Wanaka Lake front toilets have been ordered and delivery scheduled for end May 21 - Lake Hawea Boat Ramp septic tank replacement installed including new low flush toilets, push valves for urinal & taps. Down pipes connected to new soak pit <p>TIF 3</p> <ul style="list-style-type: none"> - Bendemeer Bay two pan toilet construction underway. Foundations has been prepped and sewer & water connected. - Peter Fraser Park toilet demolition underway. 	<p>TIF2</p> <ul style="list-style-type: none"> - Glenorchy toilet to be completed by the end of February 2021. - Glenorchy norski demolition to start end February <p>TIF 3</p> <ul style="list-style-type: none"> - Bendemeer Bay completion end of March 2021. - Peter Fraser Park completion end of March 2021. - Both toilets due to arrive 22 February 2021. 	<p>Green</p>
Frankton Campground	<ul style="list-style-type: none"> - Agreement to lease has now been fully signed by both parties and site possession due to take place 1 February. - Designation variation lodged and underway. - Outline Plan of Works being developed by lessee. 	<ul style="list-style-type: none"> - Consenting is underway and final design near. - Site possession planned for 1 February 2021. - Relocation of existing buildings planned for February. - Redevelopment to follow early March with camp reopening December 2021. 	<p>Green</p>
Artificial Turf	<ul style="list-style-type: none"> - Construction contract awarded to Polytan International as Design build contract in January 2021. - Design completed and initial site preparation underway. 	<ul style="list-style-type: none"> - Construction begins on site at Queenstown Events Centre 9 February. Expected Completion July 2021. - Sod turning 11 February. 	<p>Green</p>

KEY COMMUNITY ISSUES

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
<p>Responsible Camping</p>	<ul style="list-style-type: none"> - Phase 2 of Site Assessments project – Campgrounds and Dump stations. Completed. - Request for Proposal and Quotes – Site by Site Assessments (for bylaw review) – 7-11 December. - Project Control Group (PCG) Meeting – 11 December. 	<ul style="list-style-type: none"> - MBIE Mid- Season Report submitted by 12 February. - Invoice for second tranche of MBIE Responsible Camping Funding by 12 February. - Site by Site review project for Bylaw – respondents assessments completed, supplier contacted by 5 February (Draft report – by 12 March) - PCG Workshop re: Bylaw Site by Site Review draft report 19 March. 	<p>Green</p>
<p>Growth</p> <p>- Housing Infrastructure Fund</p>	<p>Kingston:</p> <ul style="list-style-type: none"> - Resource consent for development is granted. Design of the water supply scheme and wastewater scheme underway. Developer committed to proceed with the project. - Meeting held with with the Kingston Community Association (KCA) 4 November. <p>Ladies Mile:</p> <ul style="list-style-type: none"> - Council decided on the 30 May 2019 to proceed with a council-led plan change. - Work on the masterplan is underway. <p>Quail Rise:</p> <ul style="list-style-type: none"> - Wastewater and water supply work along State Highway is finished. - Zoning for site approved/confirmed by the Environment Court. - Draft developer agreement provided to three landowners affected by the road link from SH6/ Hawthorne Drive roundabout into Quail Rise. 	<p>Kingston:</p> <ul style="list-style-type: none"> - Public meeting postponed until more detailed information on funding and cost implications for community are available. - Preliminary design currently being completed alongside Pressure Sewer Policy finalisation. - Detailed design scheduled to proceed in April 2021. - Design of infrastructure to manage stormwater from the future Kingston Village (KVL) development is progressing and is the responsibility of the developer. <p>Quail Rise:</p> <ul style="list-style-type: none"> - Negotiation with developer for water main easement underway. - Valuation report complete. - Draft easement documents prepared and circulated - Awaiting feedback from landowners/developers. 	<p>Amber</p>
<p>Water Treatment/ Compliance</p>	<ul style="list-style-type: none"> - Meeting with Small Communities has been scheduled for April 2021. 	<ul style="list-style-type: none"> - On going meetings with Drinking Water Assessor 	<p>Green</p>

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
<p>Te Putahi Ladies Mile Masterplan and Plan Variation</p>	<ul style="list-style-type: none"> - Landowner and Stakeholder Meetings and Councillor briefings on draft masterplan concepts, visions and principles - October 2020 - Development of the three Spatial Masterplan Concepts for the public open days – October 2020 - 2 x Public Open Days – November 2020 - Transport modelling workshop with Waka Kotahi, Way to Go (WtG), Otago Regional Council(ORC) – November 2020. - Spatial Plan Steering Group workshop on the single DRAFT Masterplan Concept – December 2020 - Additional Transport modelling due and additional Transport modelling workshop with Waka Kotahi and WtG – January 2021 	<ul style="list-style-type: none"> - Development of the single DRAFT Masterplan Concept and variation supporting documentation – February 2021 - Full Council meeting to approve single DRAFT Masterplan Concept and variation supporting documentation – 22 April 2021 • Consultation and evaluation of options – April/May 2021 • Full Council meeting - Adoption of Masterplan – 29 July 2021 	<p>Green</p>

KEY STRATEGIC POLICIES

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
Future Development Strategy/Spatial Plan	<ul style="list-style-type: none"> - Stakeholder Feedback received by 26 January. - Consultation documentation being prepared. - Housing Capacity tenders received and evaluated. - Project team continues to meet weekly to review programme and progress. 	<ul style="list-style-type: none"> - Council Workshop on consultation process to be held 1 February. - Steering Group meeting to endorse the draft Spatial Plan to be held 16 February. - Wanaka Community Board briefing to be held 18 February. - Final documentation to be completed. 	Green
Climate Change Action Plan	<ul style="list-style-type: none"> - 'Health check' on the operation of the Climate Reference Group held (late January). - Future Climate Reference Group (CRG) meetings to be held on a six weekly basis. 	<ul style="list-style-type: none"> - Next CRG meeting to be held on 22 February. - Prepare submission on the Climate Commission Advice. - Develop KPIs. 	Green
Housing Strategy/HAT	<ul style="list-style-type: none"> - Internal and external stakeholder feedback complete. - Housing Needs Assessment has been completed. - Regular working group meetings have been set. - The communications planning is progressing. - ELT and Council review of first draft has been completed. 	<ul style="list-style-type: none"> - Final content is being completed. - Final key stakeholder work now being completed. - Council workshop tentatively set for 30 March. - Meeting set with Central Government Agencies in Wellington to discuss housing work 23 February. - Timeline being reviewed in light of new Government input. Tentatively April meeting requesting permission for public consultation on draft strategy. 	Green

KEY STRATEGIC POLICIES

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
<p>Wellbeing Strategy</p>	<ul style="list-style-type: none"> - Community Wellbeing Strategy – Draft strategy to Council on 28 January 2021. Council did not approve this document for community consultation; instead they have requested further development of the document before consultation takes place. - Welcoming Communities EOI submitted to Immigration NZ 30 Nov 2020. Formal acceptance to programme received from Immigration NZ (INZ). QLDC will officially commence programme 1 July 2021. 	<ul style="list-style-type: none"> - Further discussion planned with Councillors to identify elements they would like considered within the revised draft Community Wellbeing Strategy. - 16 Feb 2021: Meeting with Regenerative Recovery Advisory Group (RRAG) to discuss the topic of Community Wellbeing / The four “wellbeings” (social/cultural/environmental/economic) - 10 Feb 2021: Meet with INZ staff to discuss how to commence the project initiation for Welcoming Communities. - QLDC/CODC staff have agreed meet regularly over the coming year to ensure we identify and build on possible synergies in the development of our community Welcome Plans. 	<p>Green</p>
<p>Bylaw Process Update</p>	<ul style="list-style-type: none"> - Draft mapping of bylaw process commenced. - Live testing of processes through statutory Food Grading Bylaw review process and Shotover River Bylaw review process. 	<ul style="list-style-type: none"> - Collect feedback of the process from individual bylaw review leads - February. 	<p>Green</p>

% Of Year Completed 58%

Description	January 2021 Actual	Januray 2021 Adjusted Budget	Variance to Budget	Year to date		% Of Year Completed		YTD Actuals to Full Year Budget
				Actual	Adjusted Budget	Year to date Variance	Full Year Adjusted Budget	
REVENUE								
Operating Revenue								
Income - Rates	7,362,091	7,379,524	(17,434)	52,284,684	52,273,671	11,013	89,478,292	58%
Income - Grants & Subsidies	123,800	476,108	(352,308)	4,109,035	3,742,978	366,057	6,646,735	68% 1*
Income - NZTA External Cost Recoveries	560,918	405,219	155,699	3,121,932	2,836,535	285,397	4,862,632	64% 2*
Income - Consents	680,253	999,757	(319,504)	6,513,179	6,998,301	(485,122)	11,997,088	57% 3*
Income - External Cost Recovery	87,902	83,967	3,935	723,258	587,767	135,491	1,007,600	72% 4*
Income - Regulatory	441,720	547,665	(105,946)	2,822,565	3,032,915	(210,350)	5,257,036	54% 5*
Income - Operational	2,332,993	1,967,927	365,066	15,631,299	13,673,408	1,957,891	23,437,774	67% 6*
TOTAL OPERATING REVENUE	11,589,676	11,860,169	(270,492)	85,205,952	83,145,574	2,060,377	142,687,157	60%
EXPENDITURE								
Personnel Expenditure								
Expenditure - Salaries and Wages	2,229,525	2,884,235	654,710	19,792,275	20,780,127	987,852	35,582,476	56% 7*
Expenditure - Salaries and Wages Contract	218,562	270,162	51,601	1,986,420	1,891,137	(95,283)	3,241,949	61% 8*
Expenditure - Health Insurance	42,501	32,970	(9,531)	178,069	230,787	52,717	395,634	45%
TOTAL PERSONNEL EXPENDITURE	2,490,588	3,187,367	696,780	21,956,765	22,902,051	945,286	39,220,059	56%
Operating Expenditure								
Expenditure - Professional Services	187,535	488,361	300,826	2,615,504	3,418,525	803,020	5,476,994	48% 9*
Expenditure - Legal	141,676	289,323	147,647	2,374,308	2,025,262	(349,046)	3,471,877	68% 10*
Expenditure - Stationery	27,745	29,313	1,568	205,916	205,191	(725)	351,750	59%
Expenditure - IT & Phones	61,039	83,673	22,635	566,902	585,714	18,812	1,004,077	56%
Expenditure - Commercial Rent	242,034	235,524	(6,510)	1,576,485	1,648,670	72,185	2,826,260	56%
Expenditure - Vehicle	63,991	45,002	(18,989)	417,092	315,014	(102,078)	540,000	77%
Expenditure - Power	171,607	272,529	100,922	1,849,407	1,907,701	58,294	3,270,206	57%
Expenditure - Insurance	124,107	124,107	0	868,749	868,749	0	1,489,300	58%
Expenditure - Infrastructure Maintenance	2,464,700	2,399,505	(65,195)	19,774,099	17,983,356	(1,790,743)	30,916,520	64% 11*
Expenditure - Parks & Reserves Maintenance	971,935	1,105,473	133,538	6,768,743	7,010,160	241,417	12,020,791	56% 12*
Expense - External Cost On Chargeable	89,238	83,967	(5,271)	712,437	587,767	(124,671)	1,007,600	71%
Expenditure - Grants	499,110	510,125	11,015	4,398,773	4,286,839	(111,934)	7,812,157	56% 13*
Expenditure - Other	1,097,565	1,291,679	194,115	8,564,513	9,391,377	826,864	16,224,117	53% 14*
TOTAL OPERATING EXPENDITURE	6,142,281	6,958,581	816,300	50,692,929	50,234,324	(458,605)	86,411,650	59%
Interest and Depreciation								
Expenditure - Interest	364,652	746,507	381,855	2,747,048	5,225,550	2,478,502	8,958,086	31% 15*
Expenditure - Depreciation	2,931,679	2,931,681	2	20,521,753	20,521,769	16	35,180,174	58%
TOTAL INTEREST AND DEPRECIATION	3,296,331	3,678,188	381,857	23,268,801	25,747,319	2,478,518	44,138,260	53%
TOTAL EXPENDITURE	11,929,200	13,824,137	1,894,937	95,918,495	98,883,694	2,965,199	169,769,969	56%
NET OPERATING SURPLUS/(DEFICIT)	(339,523)	(1,963,968)	1,624,445	(10,712,543)	(15,738,119)	5,025,577	(27,082,812)	

- *1 Income - Grants & Subsidies** - The year to date favourable variance of \$746k includes additional income of \$512k for Roothing NZTA subsidised works for maintenance activities (offsets in Infrastructure maintenance costs - See Note.11 below). January includes an adjustment to transfer \$380k grants received for Responsible camping to the balance sheet, which will be offset with capex expenditure at year end.
- *2 Income - NZTA External Cost Recoveries** - Favourable month result includes \$60k catch up of Parks capex internal time recovery. The \$285k favourable year to date variance is due to additional OPEX (NZTA recoveries) of \$554k offset with lower internal time allocations to CAPEX projects of (\$219k) due to vacancies.
- *3 Income - Consents** - The unfavourable variance for the month mostly relates to (\$21k) Engineering consents, (\$186k) Building services and (\$103k) Resource consents. The YTD variance under budget in Resource Consents \$534k and \$186k Building Consents as fewer consents received/issued to date than budgeted resulting in lower labour recoveries. Engineering Consents \$204k above budget YTD due to higher labour recoveries with more consents received/issued than expected with the 20% reduced post Covid budget.
- *4 Income - External Cost Recovery** - \$183k favourable YTD in Resource Consents is due to more than budgeted on chargeable consultants. Favourable revenue variance offsets the unfavourable cost variance.
- *5 Income - Regulatory** - The January unfavourable variance includes (\$71k) Traffic & parking infringements and (\$81k) Campervan infringements. The \$210k unfavourable year to date variance includes \$223k provision for doubtful debts and \$149k Campervan infringements offset by \$138k favourable Traffic & parking infringements.
- *6 Income - Operational** - The favourable month result of \$289k includes \$179k for the second claim of Shotover Country Water Supply bridge crossing, \$58k MBIE Queenstown Trails Trust, \$72k Forestry net income and \$98k for Frankton campground upgrade. The \$2.0m favourable year to date variance includes \$279k insurance monies for the Thompson St water main claim, \$169k received from ORC for bus stop infrastructure, \$122k Net interest, \$343k for Entrusted Works Agreement for Shotover Country Bores Water Supply bridge Crossing and turnover rents is up \$289k due to timing of budget phasing and unbudgeted income from Mico Developments for an Airspace Licence at Hallenstein st. Additionally there is unbudgeted \$79k revenue invoicing for Brecon St car park associated with the surrounding construction activity and within Sport and Recreation there are favourable variances across Wanaka Pool and Recreation Centre \$97k, Alpine Aqualand \$152k and Golf Centre \$75k.
- *7 Expenditure - Salaries and Wages** - There is an actual year to date saving of \$988k which includes an allowance for vacancies. This is offset by an increase in contractor costs and lower capex recoveries. Month result mostly a result of reduced Annual leave liability with leave taken over January.
- *8 Expenditure - Salaries and Wages Contract** - There is an expected \$95k additional expenditure for increase use of contractors. This is partially to cover vacancies, and also consenting contractors (partially offset with income) and capital programme project management costs (largely offset with capex recoveries). There is also \$90k additional non-chargeable disbursements costs within P&D.
- *9 Expenditure - Professional Services** - The favourable year date variance of \$802k is due to timing of spend within Property & Infrastructure (\$407k), Corporate (\$199k) & P&D (\$174k) which is expected to be spent by the year end.
- *10 Expenditure - Legal** - Additional spend within Legal is related to Wanaka Airport Judicial Review \$173k, \$395k costs for defending Weather Tightness claims and \$252k Appeals & settlements.
- *11 Expenditure - Infrastructure Maintenance** - The unfavourable year to date variance of \$1.8m is largely within Roothing (\$1.5m) which includes additional \$593k of unbudgeted minor flooding/wind events and emergency reinstatement costs along with additional internal time allocations of \$614k (offset with additional NZTA External Cost Recoveries) and Downer roading maintenance contract costs of \$502k (due to timing of spend as expected to be within target cost by year end).
- *12 Expenditure - Parks & Reserves Maintenance** - The underspend includes an expected savings within the Open Spaces contract for toilet cleaning and timing of spend within building maintenance.
- *13 Expenditure - Grants** - The additional spend is relating to \$129k Lakeview affordable housing contribution which is offset with income received for Lakeview (see Note. 17 below).
- *14 Expenditure - Other** - The \$826k underspend includes \$579k on District Plan Commissioner costs due to timing of hearings, Cleaning \$162k, Staff Training \$154k, District Plan Private Plan Change \$65k. This is offset with an unfavourable variance of \$405k relating to Covid recovery costs (offset by MBIE & Charitable funding).
- *15 Expenditure - Interest** - Interest expense is favourable by \$2.5m due to lower than expected interest rates and timing of capex spend which is mainly within the Property & Infrastructure space where the interest budget is phased straight line and has not been adjusted for projects deferred timing of delivery.

Description	January 2021 Actual	January 2021 Adjusted Budget	Variance to Budget	Year to date Actual	Year to date Adjusted Budget	Year to date Variance	Full Year Adjusted Budget	YTD Actuals to Full Year Budget	
CAPITAL REVENUE									
Income - Development Contributions	183,239	1,274,726	(1,091,487)	9,291,236	8,923,084	368,151	15,296,716	61%	16*
Income - Vested Assets	0	0	0	0	0	0	11,095,087	0%	
Income - Grants & Subsidies Capex	436,159	1,382,565	(946,407)	3,773,763	9,677,958	(5,904,195)	19,884,183	19%	17*
Income - Grants & Subsidies 3 Waters Reform	300,000	0	300,000	5,140,293	0	5,140,293	0	0%	18*
Income - Development Property	0	0	0	1,343,727	0	1,343,727	7,080,000	19%	19*
TOTAL CAPITAL REVENUE	919,398	2,657,292	(1,737,894)	19,549,019	18,601,043	947,976	53,355,986	37%	
CAPITAL EXPENDITURE									
Projects/Asset Purchases	4,132,269	18,339,528	14,207,259	43,052,692	91,121,272	48,068,580	183,578,249	23%	20*
Debt Repayment	0	0	0	0	0	0	16,890,000		
TOTAL CAPITAL EXPENDITURE	4,132,269	18,339,528	14,207,259	43,052,692	91,121,272	48,068,580	200,468,249		
NET CAPITAL FUNDING REQUIRED	3,212,871	15,682,236	15,945,153	23,503,673	72,520,229	47,120,604	147,112,264		
External Borrowing									
Loans	150,508,000						275,777,333		
TOTAL BORROWING	150,508,000						275,777,333		

 COMMENTARY

***16 Income - Development Contributions** - Development contribution invoices across 20 applications around the District were generated in January totalling \$183k. Month result low due to timing of applicant invoicing. The largest was \$32k J MA - Three Lot subdivision and construction of three new dwellings, with associated earthworks. Totals for the year to date by programme are Transport \$2.6m, Parks and Reserves \$1.9m, Waste Water \$2.2m, Water Supply \$2.2m and Storm Water \$0.2m. To note, development contribution revenue is \$368k favourable YTD.

***17 Income - Grants & Subsidies Capex** - There has been \$3.7m claimed against a year to date budget of \$9.6m. Deferrals from the September Capex Reforecast total \$4.0m have been adjusted for in October. NZTA budgets not approved include Lakeview Development – Transportation (\$3.6m) and Arterials Designation (\$1.6m). Significant works are programmed over the coming months for the balance to be recovered including Minor Improvements and Ballantyne Road.

***18 Income - Grants & Subsidies 3 Waters Reform** - Tranche 1 government funding \$4.2m for 3 Waters Reform Stimulus offset with additional capital programme costs. \$896k for Installment 1 & 2 Provisional Growth fund - Hall upgrades. Installment 2 \$300k received in Jan.

***19 Income - Development Property** - Revenue to date includes gain on sale from Lakeview Lot 11 as part of a land exchange with Wellsmart Holdings Ltd.

***20 Projects - Capital Expenditure** - \$43m spend against a year to date budget of \$91m. The largest actual spends per project for January were Recreation Ground new WW Pump Station \$671k, CROWN RANGE SPR - Sealed rd resurfacing \$232k, Qtn Town Centre Arterials - CIP Stage 1 \$227k & Provincial Growth Fund Venue Renovations \$192k.



Queenstown Lakes District COVID-19 Recovery Intelligence Report

January 2021

Kia whakatōmuri te haere whakamua ‘I walk backwards into the future with my eyes fixed on my past’

Understanding where we have come from is as important as where we are going. This report tells the story of our district and the impact COVID19 has had on our communities. It looks to track how we recover against a number of economist predictions, but also consider the wider implications on overall quality of life.

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- We are tracking our progress to understand how we are weathering the storm.
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Queenstown Lakes was experiencing rapid growth.

Between 2015 and 2017 the district saw its highest rate of growth.



An increase in resident population of 2,000 people per year.



Around 1,000 new houses per year.



Over 1,000 accommodation units built or in construction.

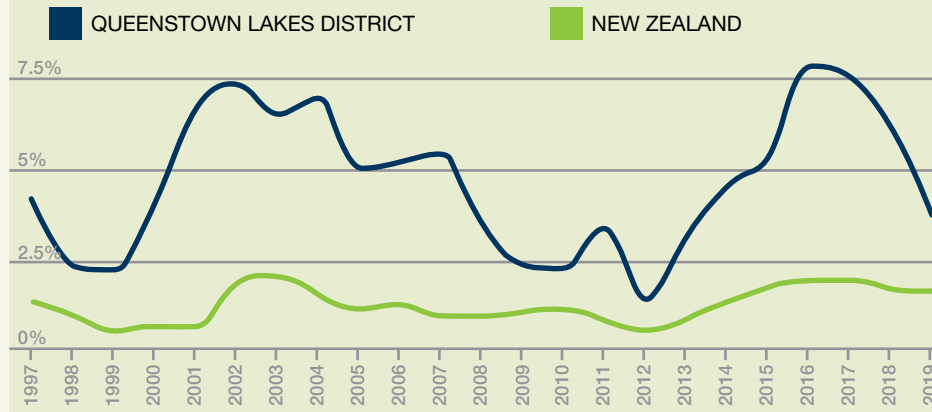
(Source: QLDC Population Projections, December 2018)

We were predicting the district would nearly double in size over the next 30 years.

Growing from the size of Napier to the size of Dunedin.

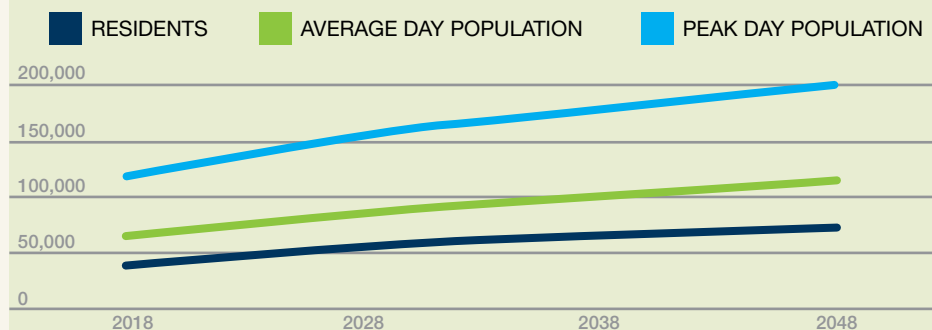
Growth in resident population peaked in 2016 at 7.8% annual change and dropped to 3.7% in 2019.

However, the annual percentage change was still over double the New Zealand average. *(Source: Infometrics)*



On a peak day, 2 in 3 people were visitors.

And we were predicting this trend would continue.



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Providing a good quality of life for the majority of people.

The purpose of local government is “to promote the social, economic, environmental, and cultural well-being of communities”. Using each of these elements, we can explore what a good quality of life meant for our communities.

SOCIAL

The number of people enrolled with a primary health organisation in the Queenstown Lakes District (year to September 2019) increased by

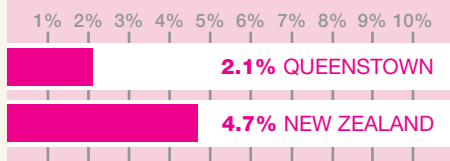
6.1%

compared with the previous year. Growth was higher relative to New Zealand, where the number of enrolments increased by only 2.0%.

SOCIAL

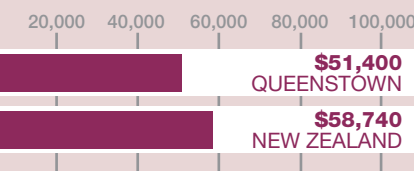
The percentage of people accessing a mental health service was 2.1%, compared to 4.7% for New Zealand.

(Source: Ministry of Health Programme for Integration of Mental Health Data PRIMHD)



ECONOMIC

On average, personal earnings were \$51,400, lower than the New Zealand average \$58,740 (measured quarterly by Linked Employer-Employee Data published by Statistics New Zealand). However, median household income was \$73,300, around \$10,000 higher than the rest of New Zealand.



SOCIAL

Life expectancy in the district is

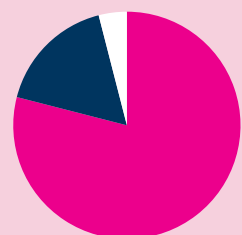
83.9 years

around 2 years more than the New Zealand average.

(Source: Infometrics three year grouped period – 2015-17)

SOCIAL

- 79% OF RESPONDENTS SAID THEIR QUALITY OF LIFE IS EXTREMELY GOOD OR GOOD
- 17% AVERAGE
- 4% POOR OR EXTREMELY POOR



(Source: Quality of Life Survey 2018 and 2019)

ECONOMIC

The annual average unemployment rate in Queenstown Lakes District was

1.1%

in September 2019.

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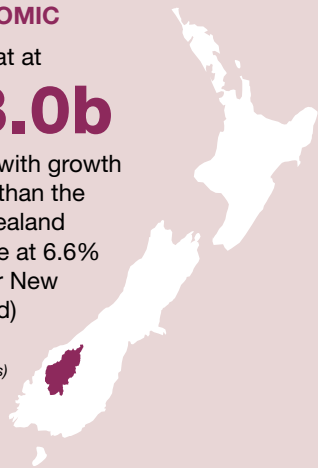
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ECONOMIC

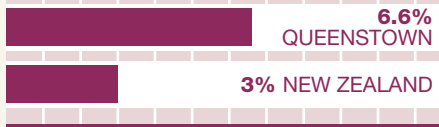
GDP sat at
\$3.0b

(2019) with growth higher than the New Zealand average at 6.6% (3% for New Zealand)

(Source: Infometrics)



1% 2% 3% 4% 5% 6% 7% 8% 9% 10% 11%



ENVIRONMENTAL

The district scores

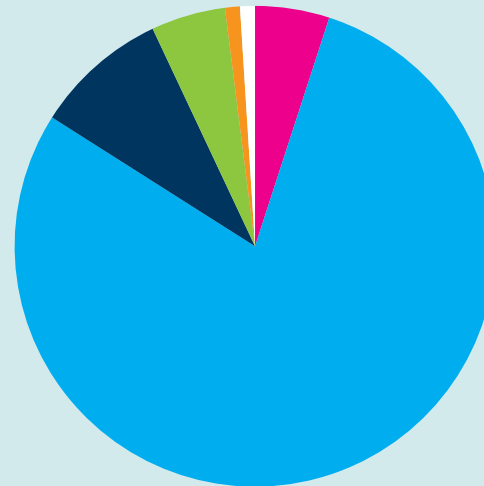
0.9

compared to the New Zealand average of 0.7, on the index that ranks performance on water quality.

(Source: Ministry of Health Annual Review of Drinking Water series. Presented by Infometrics. Summarised annually as part of the QLDC Annual Report)

CULTURAL: ETHNICITY

- MĀORI LIVING IN THE DISTRICT IS 2,094 OR 5% OF THE TOTAL POPULATION
- EUROPEAN IS THE LARGEST ETHNIC GROUP AT 32,739 OR 79% OF THE TOTAL POPULATION
- ASIAN IS THE SECOND LARGEST ETHNIC GROUP AT 3,870 OR 9% OF THE TOTAL POPULATION
- MIDDLE EASTERN/LATIN AMERICAN/AFRICAN ACCOUNTED FOR 5%
- PACIFIC PEOPLES 1%
- AND OTHER ETHNICITY 1%



(Source: Census 2018)

ENVIRONMENTAL

Over

1,800 daily

users of trails in Queenstown.

(Source: QLDC Annual Report 2018-2019)

CULTURAL: EXPRESSION OF CULTURAL IDENTITY

2%

of people (Census 2018) say they have difficulty communicating using their usual language, with a small percentage of those saying they cannot use their language at all

(Source: Quality of Life Survey 2019)

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We generated value well beyond the district...

‘Sustaining Tourism Growth in Queenstown’ (March 2018) suggests if an international tourist visits Queenstown, spending in the rest of the South Island is

more than three times higher

than if that tourist had not visited Queenstown. This spending added

\$988 million – \$1.10 billion

to the South Island’s GDP, and

9,600 – 11,600

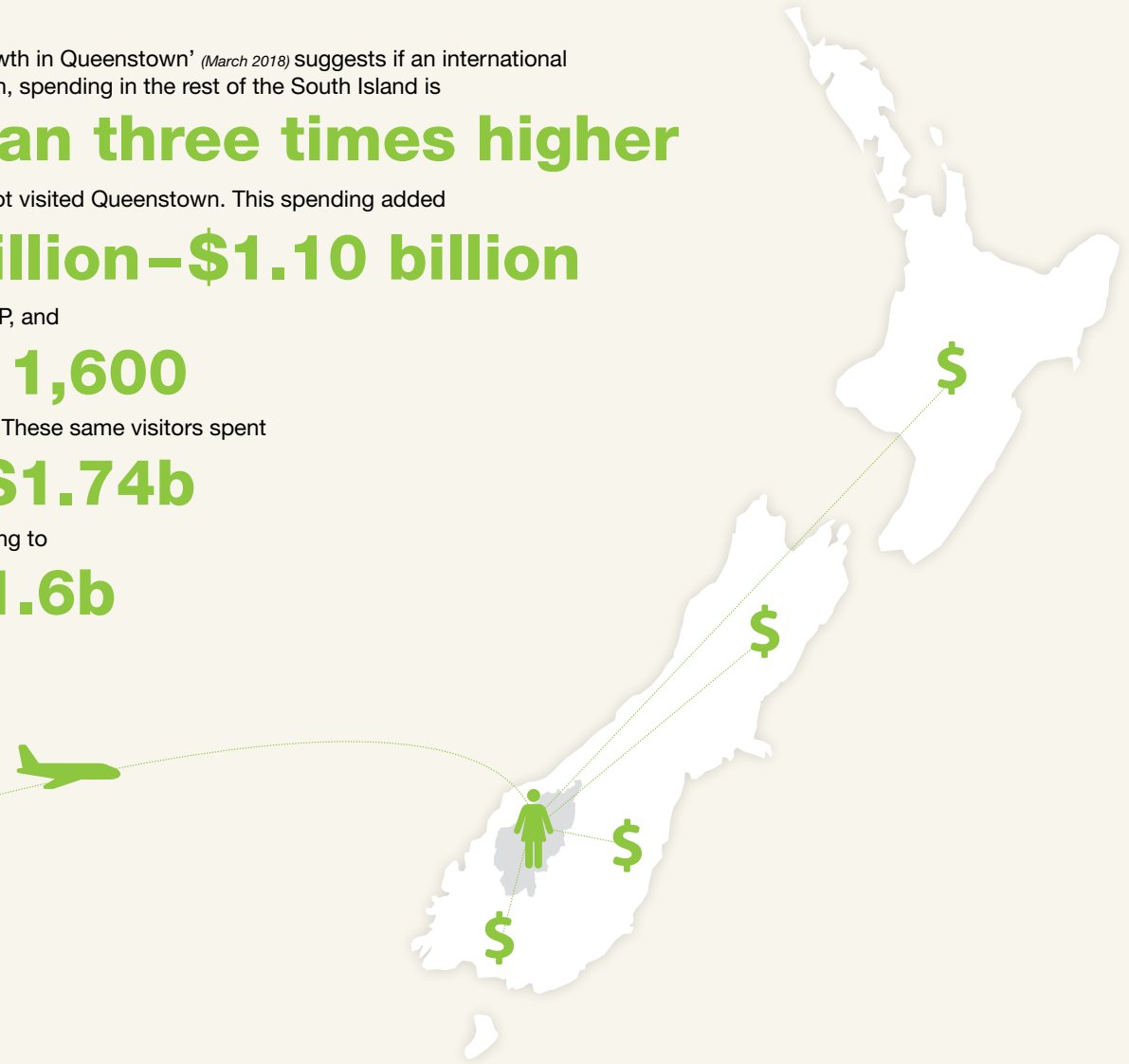
jobs in the South Island. These same visitors spent

\$1.44 – \$1.74b

per annum in NZ, equating to

\$1.3 – \$1.6b

in NZs overall GDP.



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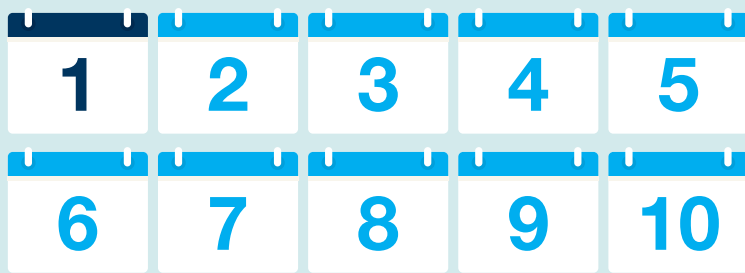
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Lonely Planet and TripAdvisor name Queenstown as one of the top experiences in NZ, as well as providing the gateway to other top spots such as Milford Sound.

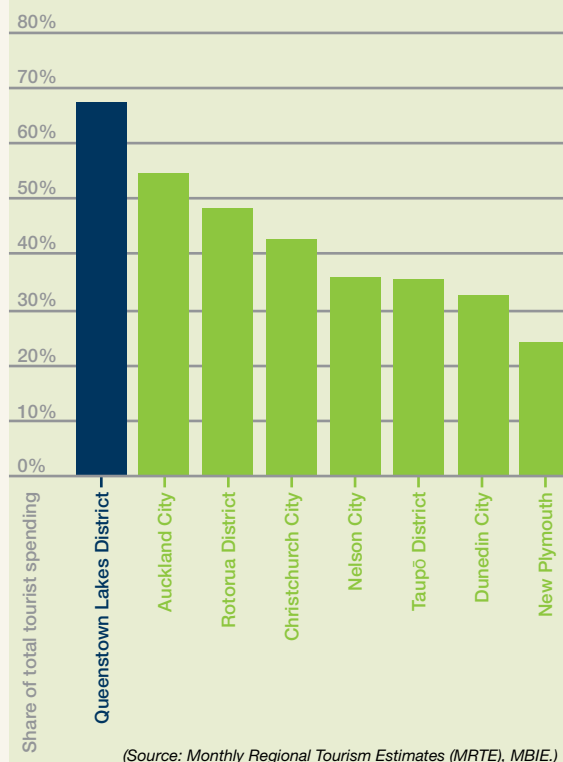
The 2019 '50 most beautiful cities in the world' list 2019 (survey of travel agents and bloggers) includes Queenstown - the only NZ city listed.

1 in every 10 international visitor guest nights were spent in Queenstown.



■ QUEENSTOWN

Spending per international visitor is markedly higher for international visitors to Queenstown than any other key tourist town.



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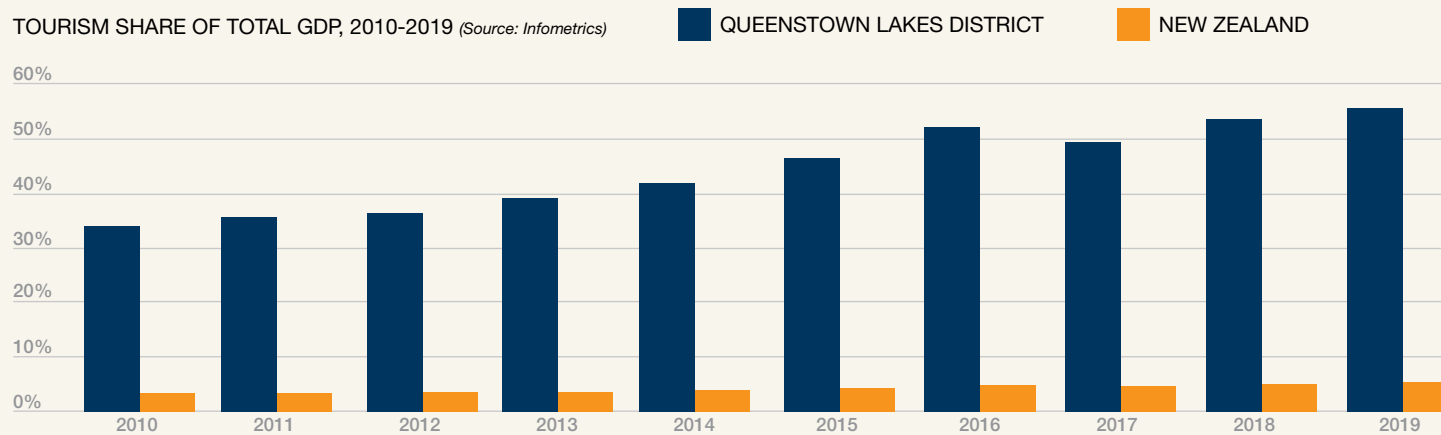
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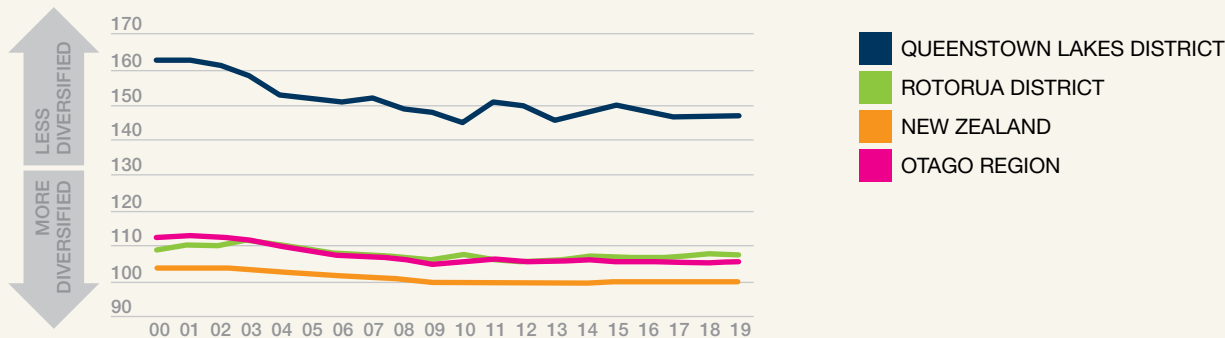
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Tourism contributed \$1.7b out of a total \$3.062b in 2019, more than half our district's GDP and 63.5% of jobs (seven times higher than the NZ average of 9%).



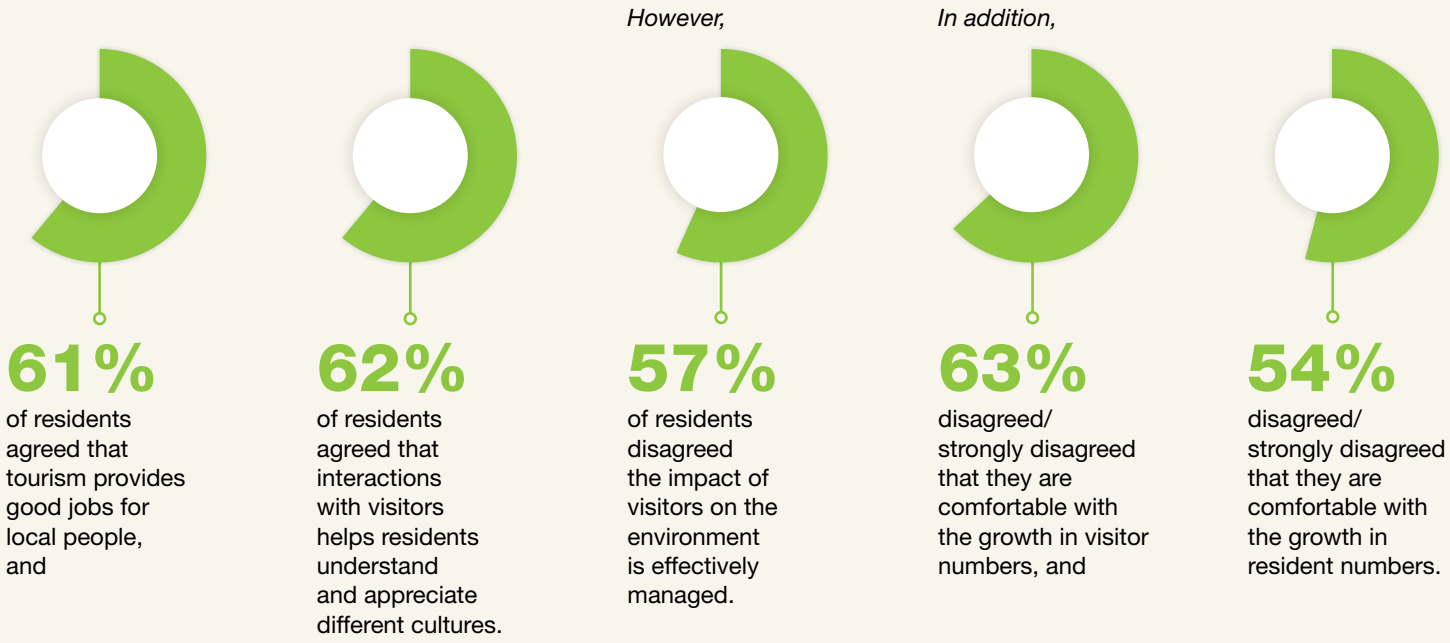
DIVERSIFICATION FOR QUEENSTOWN-LAKES, OTAGO, ROTORUA AND NEW ZEALAND. EMPLOYMENT DIVERSIFICATION INDEX. ANZSIC LEVEL 1 INDUSTRIES, RELATIVE TO REBASING NZ TO 100 IN 2019 (Source: Benje Patterson)



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Communities were starting to push back against growth, despite acknowledging the positive impact of the tourism industry on the local economy (measured by Quality of Life survey 2018 and 2019)



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SOCIAL

25%

of people said they had accessed a mental health service in the last 12 months (QoL 2018). The percentage is similar for the 2019 survey, with

24%

saying they had accessed mental health services through their doctor.

16%

of these respondents also said that someone else in their household was also accessing mental health services through their doctor.

10%

have accessed a counsellor or psychologist.

(Source: Quality of Life Survey 2018 and 2019)

ECONOMIC

10%

of people living in the district were living in crowded households.

(Source: Census 2013. Presented by Infometrics)

ECONOMIC

The housing affordability index (the ratio of the average current house value to average annual earnings) shows that for Queenstown Lakes the index was 20.3,

double than the rest of New Zealand.

A higher ratio, suggests that median houses cost a greater percentage of incomes, meaning lower housing affordability.

ECONOMIC

Average weekly rent at March 2018 was \$526 per week, compared to a national average of \$398 per week. The rental affordability index was 0.5, compared to 0.3 nationally.

\$300 \$600 \$900 \$1,200



ECONOMIC

18%

of resident said they have no disposable income and a further

18%

have more than one paid job

(Source: Quality of Life Survey 2019)

CULTURAL

Those who rated their Quality of Life

as poor or extremely poor

were more likely to be from an ethnic group.

ENVIRONMENTAL

75%

of people are concerned or very concerned about the impact of climate change on the district.

30%

were satisfied or extremely satisfied with the steps council is taking to protect the environment.

(Source: Quality of Life Survey 2018)

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Data from the QLDC welfare registration form recorded the following data.



On Wednesday 1st July, welfare provision to migrants transitioned to the Visitor Care Manaaki Manuhiri programme operated by the Department of Internal Affairs and the Red Cross. This required a transition away from the QLDC/CDEM welfare registration form, on which much of the data in this report is based.

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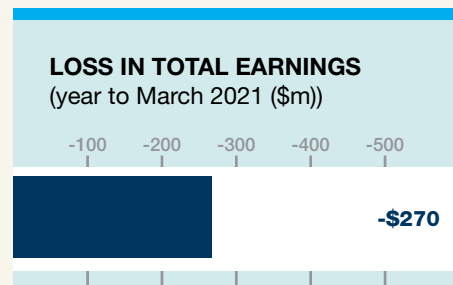
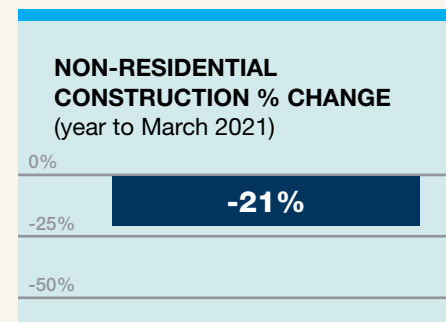
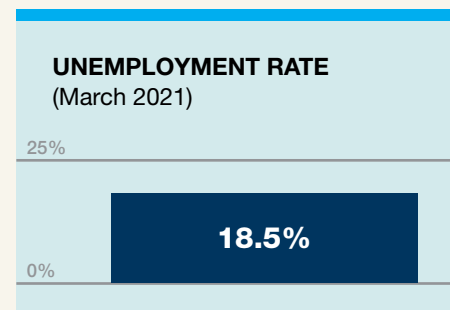
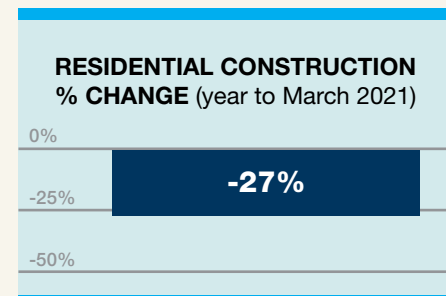
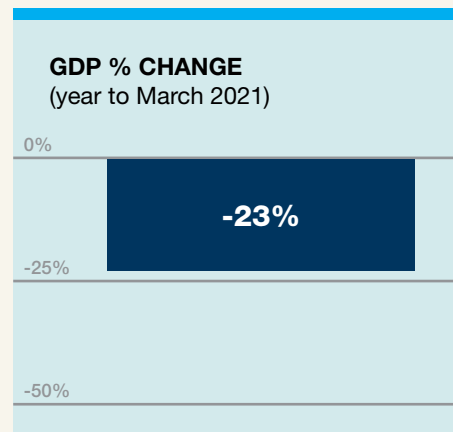
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The following summarises the Infometrics report, 'Economic Impacts of COVID19 on the Queenstown Lakes Economy – Early Estimates' May 2020. These numbers demonstrate a 'do nothing' scenario and can be adjusted to capture the impact of a trans-tasman bubble, as well as a greater share of domestic tourism.

QUEENSTOWN LAKES DISTRICT



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Tracking recovery

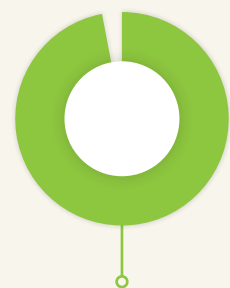
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According to the New Zealand Institute of Economic Research, our communities rank the highest for resilience despite the most significant change in employment. This methodology is based on a numbers of indicators from Census 2018. The limitation with this research is that it does not explore or discuss the capacity of the social sector within the district to support communities.

[View the research here.](#)

IN ADDITION, THE QUALITY OF LIFE SURVEY 2018 INCLUDED A NUMBER OF QUESTIONS REGARDING RESILIENCE AND FOUND THAT:



97%

The majority of residents agreed they take responsibility for their own actions



87%

Have a good support network



86%

The majority agree that they are an optimistic person



68%

Lowest levels of agreement are seen in residents agreeing that they feel supported and never lonely

RECOVERY PROJECTS HAVE SEEN GOVERNMENT, SOCIAL SECTOR AND BUSINESS WORKING TOGETHER IN PARTNERSHIP. These have included Community Trusts, Social Agencies, Business Groups, MOH, MSD, MBIE, MHUD and DOC.

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We have a vision for the future...

We aspire to be a community that holds true to the values that collectively define what is unique about Queenstown Lakes District – our home. ‘A unique place. An inspiring future. He Wāhi Tūhāhā He Āmua Whakaohoho. Vision Beyond 2050.’ Has been developed as a vision for the community and is underpinned by the following vision statements.



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The following summarises the short to medium term goals for COVID-19 recovery in the district. The initiatives to support these goals are listed below.



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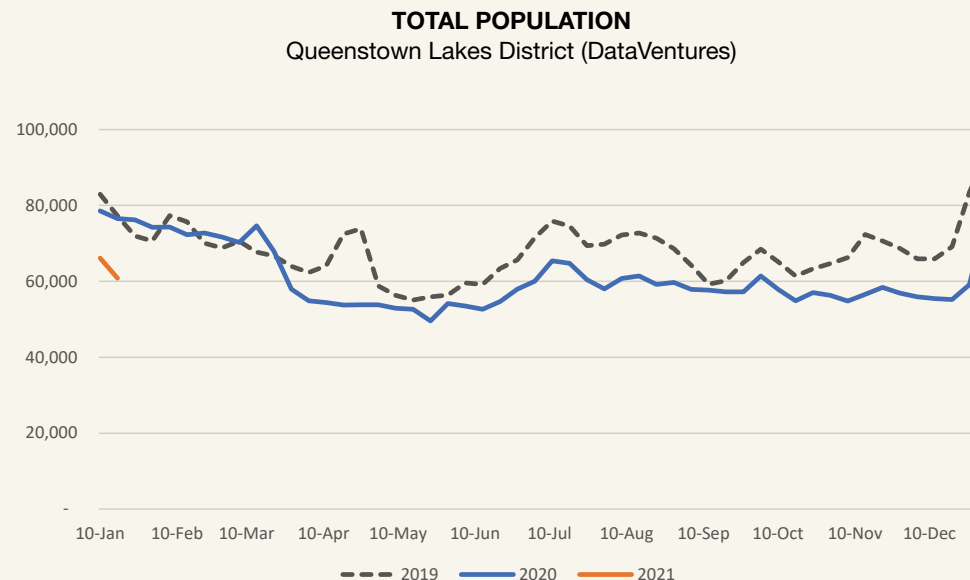
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The following indicators will be updated monthly, or when data is available. Earnings and economic diversification will be reported annually with data from Infometrics.

1. POPULATION

Population is estimated using mobile phone signal data. The data helps us understand the flow of both residents (determined as someone spending more than 7 days in any 14 day period in the district) and visitors in and out of the district. Since 1 May 2020 the resident population has averaged 43,377, with a low of 36,114 and a high of 47,607. The stability in resident population likely demonstrates the permanence of a greater proportion of residents, where previously this data reflected seasonal fluctuations of workers.



Or particular interest this month are the numbers of domestic visitors for Christmas and New Year. This year the number of domestic visitors averaged 28,376 (24 Dec-2 Jan), 20% higher than the same period in 2019/20. However, the district did not have the 20,000 international visitors that were here over the 2019/20 holiday period.

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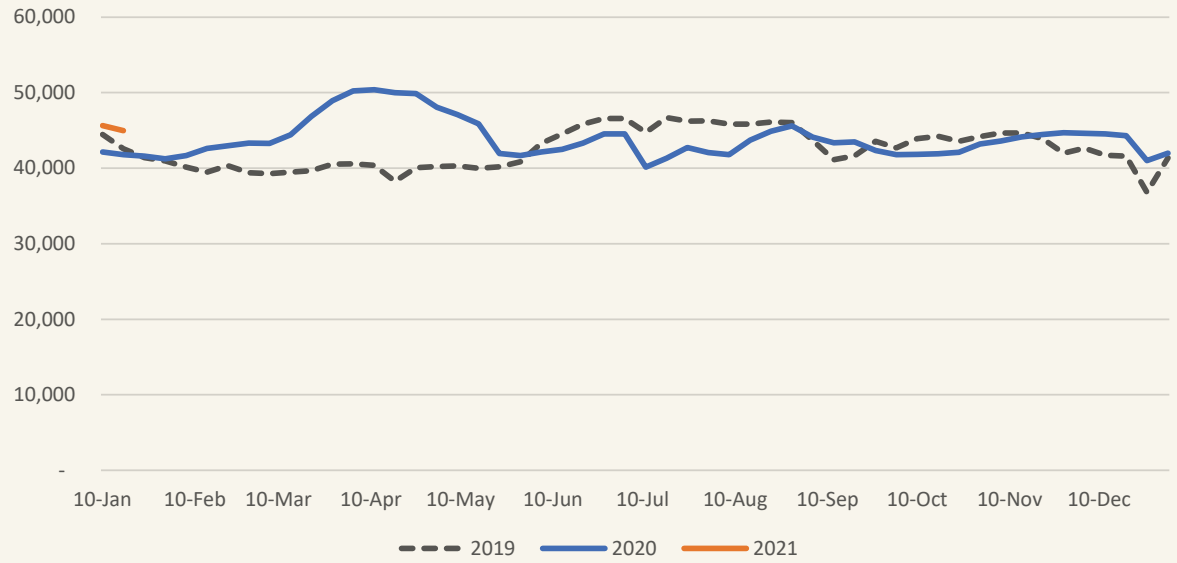
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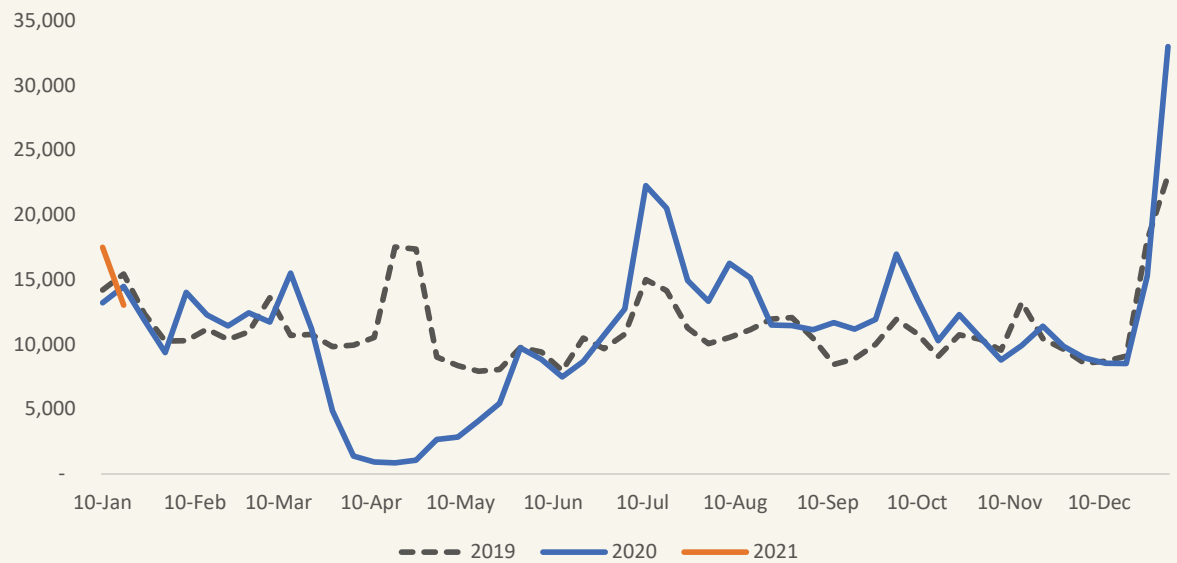
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LOCAL RESIDENT POPULATION Queenstown Lakes District



DOMESTIC VISITOR POPULATION Queenstown Lakes District



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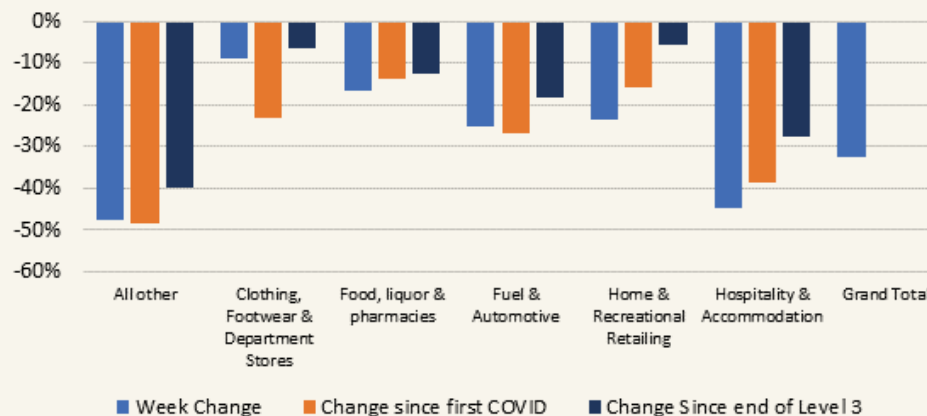
2. CONSUMER SPENDING

Weekly spending data is provided by Marketview. The absence of international tourists has been most noticeable over the last summer holiday period, ordinarily the peak season for the district. The two weeks prior to Christmas (ending 27th Dec) saw spending 36% lower than the same period last year. However, the subsequent week (ending 3rd Jan) picked up and closed the gap compared with last year to -22%. Spending on hospitality, accommodation and tourism activities (in the “all other” category) took the biggest hit but picked up around new year. We note that total spending in the district over the New Year peak exceeded the peak observed during the July school holidays, reflecting the higher number of domestic visitors present than in July (see previous page).

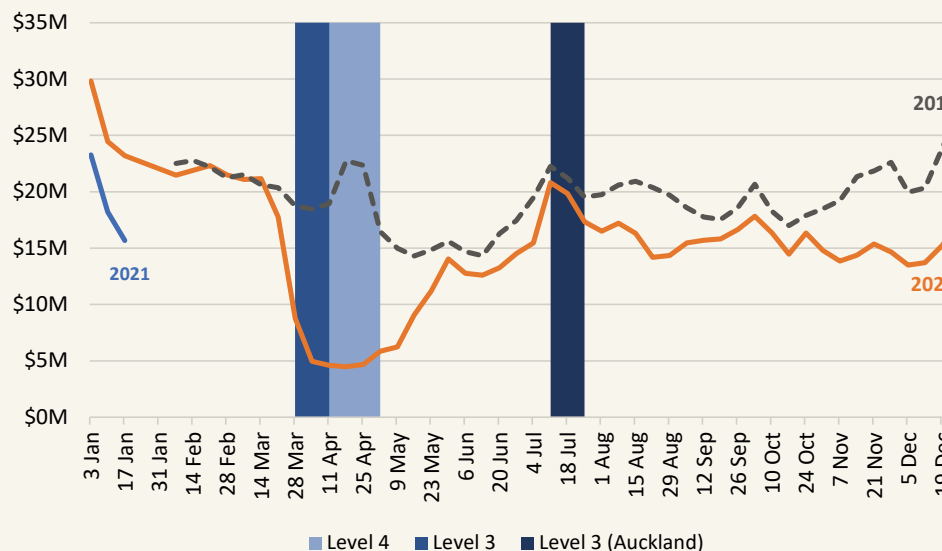
3. AVERAGE MONTHLY SPEND BY DOMESTIC TOURISTS

The Monthly Regional Tourism Estimates (MTREs) released by MBIE and currently being revised. The model and its assumptions are based on a stable tourism industry. New data will be available mid 2021 to reflect the impact of COVID-19 on tourism spending.

YEAR ON YEAR CHANGE IN CONSUMER SPENDING VS 2019
Queenstown Lakes District, Paymark Data (~75% EFTPOS) 17th January 2021



TOTAL WEEKLY CONSUMER SPENDING
Queenstown Lakes District, Paymark Data (~75% EFTPOS) 17th January 2021



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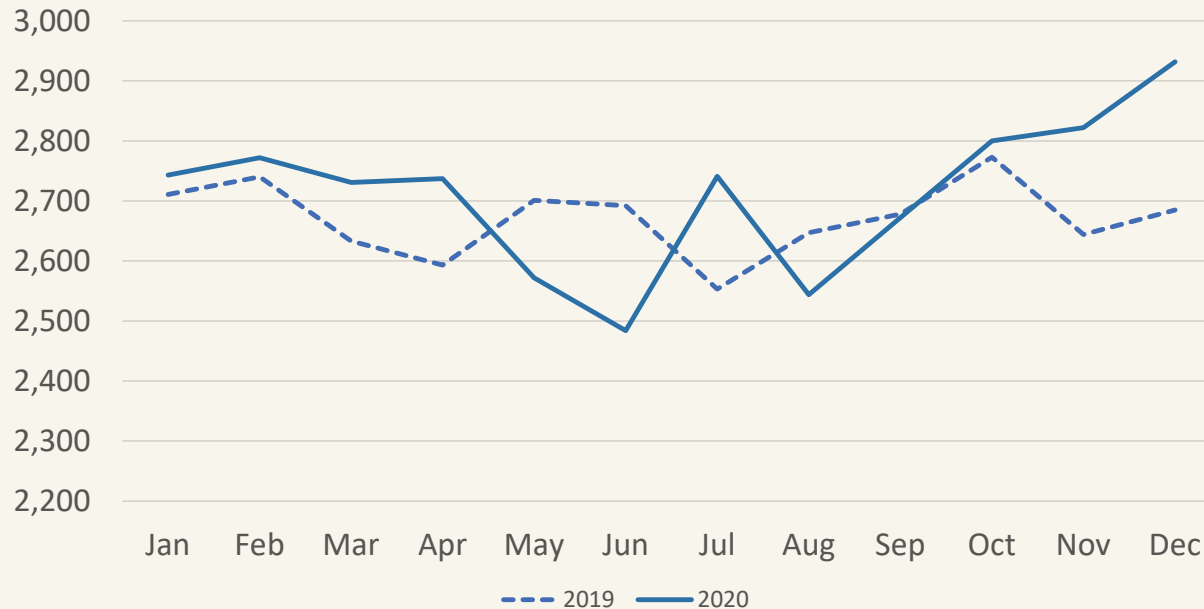
4. HOUSING

Infometrics have based their scenarios on a prediction that New Zealand will observe an 11% drop in average house prices between mid-2020 and the end of 2021.

The following data is sourced from the Real Estate Institute of New Zealand (REINZ) monthly reports. REINZ recommend monitoring the Housing Price Index (HPI), which was developed in partnership with the Reserve Bank of New Zealand and provides a more complete picture of the New Zealand housing market. Data on median and average house prices can be skewed by market composition changes. This means observed changes in these values could be almost entirely due to the changed nature in the underlying sample (e.g. an unusually large representation of high-end housing sales) rather than changes in the true market value. The REINZ HPI takes many aspects of market composition (as land area, floor area, number of bedrooms etc) into account resulting in greater accuracy. This stratification of housing by common groups avoids distortions when there are sudden shifts in the type of houses being sold, especially during times of low volumes.

The HPI chart shows that there has been an increase of 5.1% on last month and 8.9% on December 2019, indicating continued growth in the market. Investors and owner occupiers remain the dominant force, with first time home buyers feeling the stress as the market shows no sign of easing. The median house price is up 8.2% year on year to \$1,050,00 in December 2020, up from \$970,000 in December 2019. The number of days to sell is also down eight days from 45 in December 2019 to 37 days in December 2020.

REINZ HOUSE PRICE INDEX (2019 VS 2020)
Queenstown Lakes District



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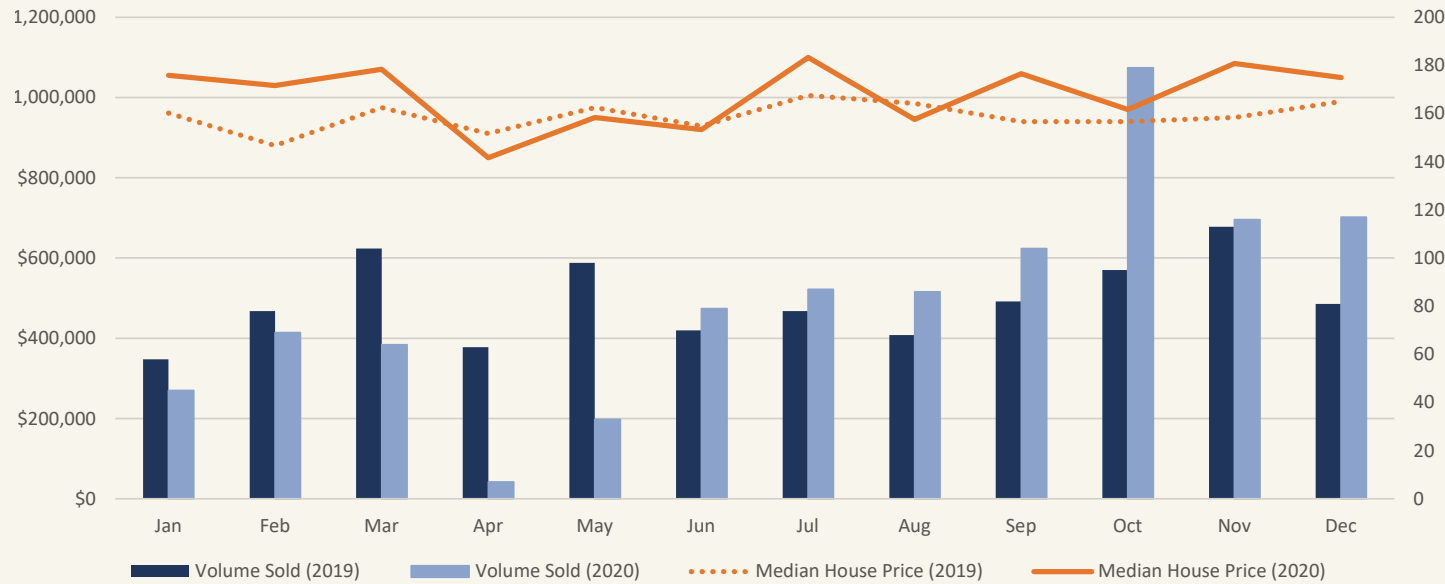
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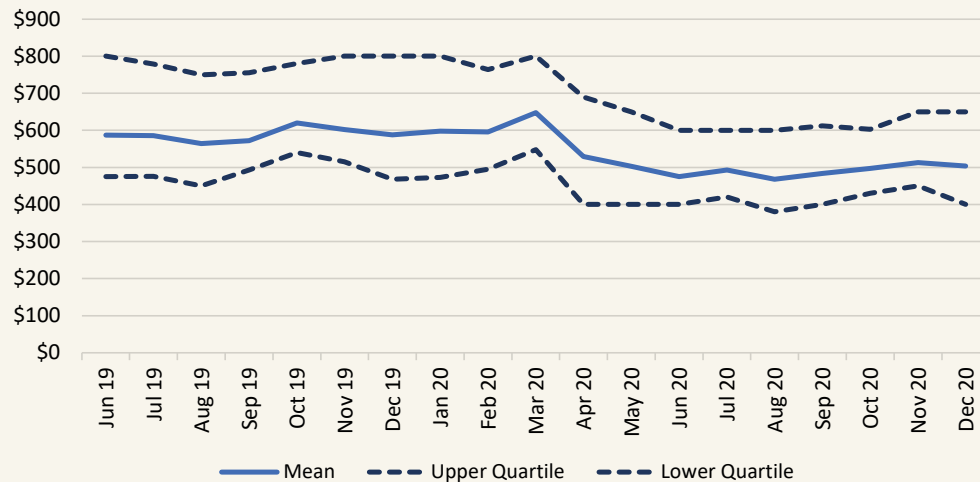
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REINZ MEDIAN HOUSE PRICE VS VOLUME SOLD (2019 VS 2020)
Queenstown Lakes District



MBIE PRIVATE SECTOR RENTS
Queenstown Lakes District



The following data is sourced from the Ministry of Business, Innovation and Employment (MBIE). Mean rents dropped slightly this month, with the lower quartile falling by \$50.

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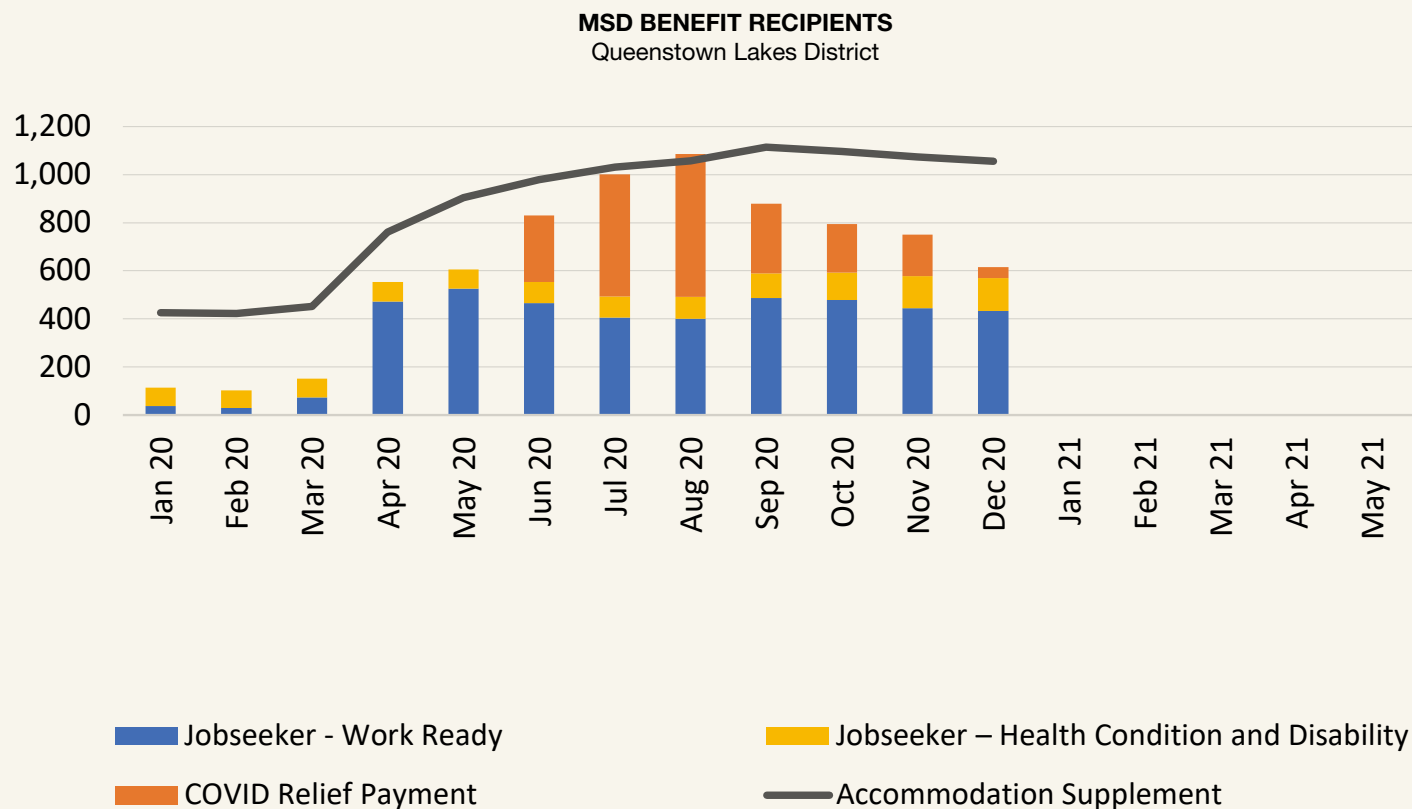
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5. UNEMPLOYMENT

Pre-COVID, unemployment sat at 1% and is based upon job seeker numbers from the Ministry of Social Development (MSD). Using the figures presented for Nov 2020, unemployment now sits at 3%. This figure does not take into account job seekers who are migrant workers. Following a survey of migrant workers who applied for welfare during the Alert Level 4 Lock-down period, we estimate the total unemployment rate to be around 6%. Data from Quality of Life survey 2020 (report to be released in January) also confirms unemployment at 6%. It is likely that since the recent job fairs, and with the onset of a busy summer period, this figure will reduce in the short term.

The number of benefit recipients dropped by 130 in December, although this was almost exclusively due to the rolloff of recipients of the 12-week COVID Income Relief Payment. Other benefit numbers remained stable.



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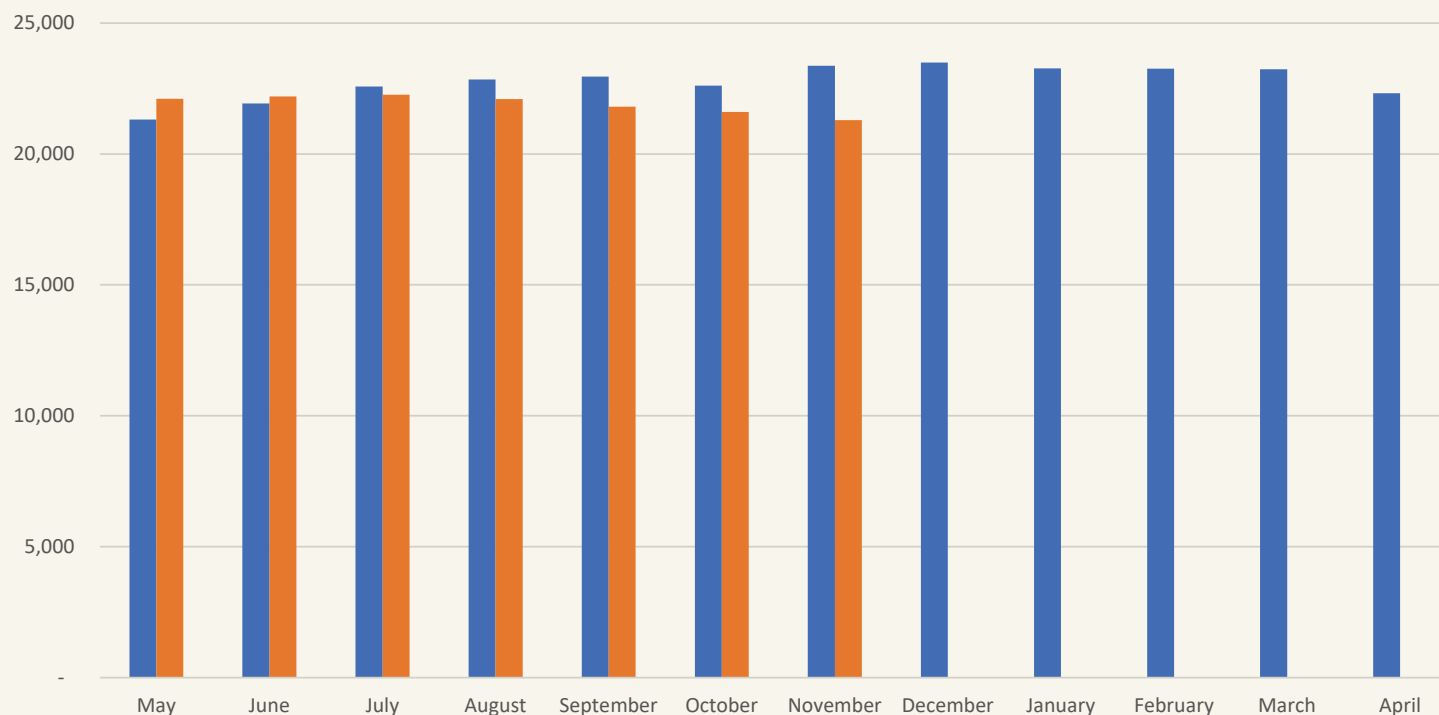
6. FILLED JOBS

Infometrics predict a loss of 7,900 jobs by March 2021. 6,812 of these are predicted in filled jobs (represented in the data below) and 1,088 are self employed.

Filled jobs are reported through StatsNZ monthly employment indicator which collates data from pay day filing. The most recent filled jobs data is for November 2020. Compared to March 2020, there are 1950 fewer filled jobs, a similar decrease compared to the same time last year. Young people are disproportionately represented in the jobs that have been lost, as has also been observed nationally.

The newly released business employment data series from StatsNZ looks at comparing filled jobs by employer address and employee address. The quarterly series will next be released at the end of February reflecting the last quarter of 2020.

STATSNZ FILLED JOBS
Queenstown Lakes District



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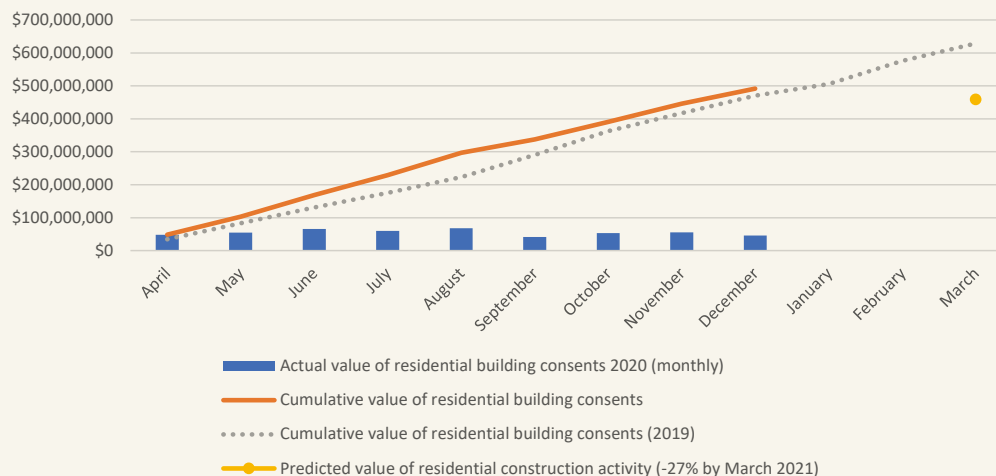
7. CONSTRUCTION

Construction activity reached a peak of \$901m in the year to March 2020 as the industry built hotels, visitor attractions, retail space and residential housing. According to the Infometrics Regional Construction Outlook, both residential and non-residential building activity is expected to steadily decline in the coming years as existing consented projects are completed. From 2023 onwards, construction activity is expected to sit just over \$400m, about half the previous peak.

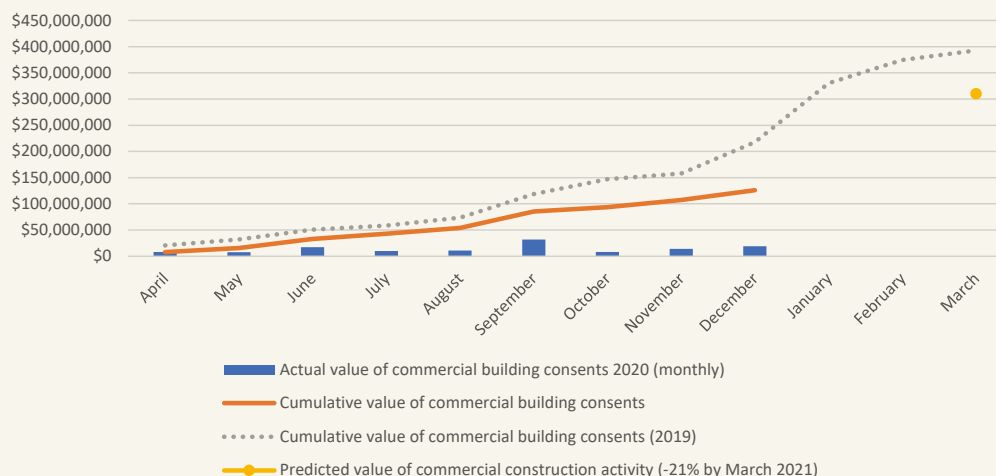
The value of residential consents is sitting \$21m above last year, however there is significant decline in commercial consents now at -\$98m compared to last year. Given the recent boom in commercial activity was driven by the demands of the tourism industry, it is not surprising that activity has slowed considerably.

Please note that the measurement of this indicator is derived from internal reporting and puts the baseline slightly higher at just over \$1bn (residential and commercial).

CONSTRUCTION ACTIVITY – RESIDENTIAL BUILDING CONSENTS Queenstown Lakes District



CONSTRUCTION ACTIVITY – COMMERCIAL BUILDING CONSENTS Queenstown Lakes District



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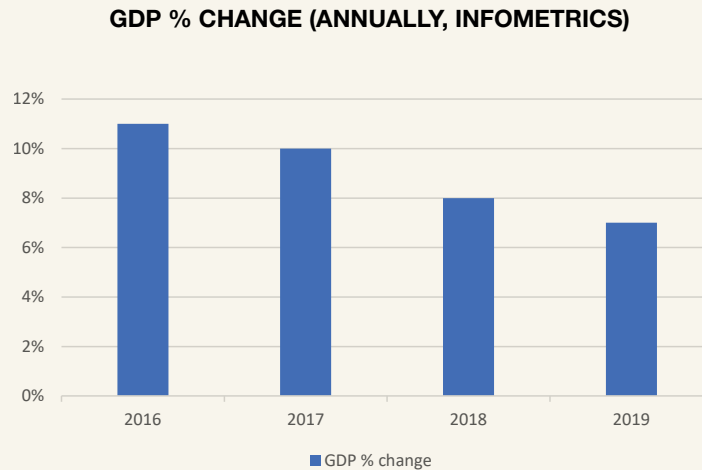
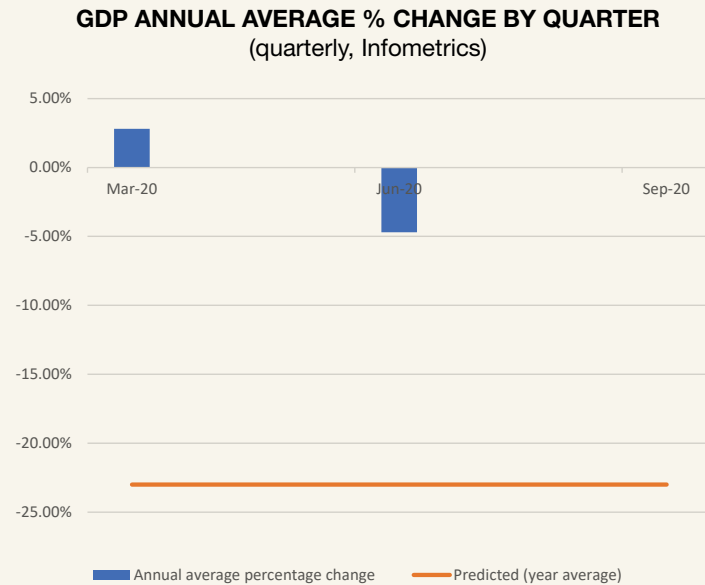
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8. GDP

GDP is averaged over the year to remove noise in the data. GDP for the June quarter was actually -26%. However, we quote this number with caution as it is reflective of the drop in activity during the seven weeks of lock-down. Gross Domestic Product (GDP) is the standard measure of the value of final goods and services during a period. Consumer spending is one component of GDP.



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Ensuring initiatives are aligned with recovery goals.

	 Meet basic needs	 Support job and business creation	 Restore community stability	 Increase diversity and productivity	 Strengthen community and partnerships	 Enhanced natural environment
Kia Kaha QL Hub	●●●	●	●		●●	
In the Wild Partnership					●●	●●●
Workforce Alliance		●●●	●			●
Key Talent Retention		●●			●●	
Infrastructure projects		●●●			●	●
Diversification Plan		●●		●●●		
Torokiki idea portal (Challenges 1-3)		●●●	●●●		●●	●●●
Mayoral Short-Term Taskforce	●●	●●●			●●	
Regenerative Recovery Advisory Group				●●●	●●	●●●

Underpinned by best-practice data, analysis and modelling.

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To complement the recovery indicators, we have a programme of survey work that will enrich the picture with qualitative data on our communities. The three surveys we will use are:

Quality of Life survey

The survey explored the impact of COVID-19 on the wellbeing of communities. Results are due early 2021. The survey this year will explore the impact of Covid19 on the wellbeing of our communities.

Social Sector Capacity Study

The results of this survey are available on our website. The study looks at the increased demand that social agencies are experiencing, along with their capacity to deliver.

Welfare follow up survey

We have contacted individuals who registered for welfare to understand their current circumstances, as well as provide information regarding options for welfare under the Visitor Care Manaaki Manuhiri programme. The results from this survey are available on our website.

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QLDC has issued a 2020 update to the demand projections. These state that, “2020 projections indicate that by 30 years QLDC will have the same growth as indicated by 2018 projections”.

The 2018 projections indicated

high growth in first 10 years, slowing down over remaining 20 years

The revised 2020 projections indicate

slow growth in first 10 years, speeding up in remaining 20 years

As in the past, the Queenstown Lakes brand is imperative to national tourism. The slow down affords us time to test approaches to destination management, diversification and climate action, which can then be replicated across New Zealand.

This creates a unique value proposition for both kiwis and visitors alike who recognise the outstanding opportunities the district presents to live, work and play.

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- When COVID-19 shut our borders, it cut off the bloodstream to the district...
- ...and it could get worse if we ‘do nothing’.
- We are united by resilience and a desire to achieve more by working together.
- We have a vision for the future...
- ...and for recovery.

● Tracking recovery

- We are tracking our progress to understand how we are weathering the storm.
- Ensuring initiatives are aligned with recovery goals.
- ...and develop an understanding of how COVID-19 has changed our communities.
- Ultimately, these outcomes matter because what made the district a jewel before, remains.