

ARLA Annual Report 2024-2025

Submitted 29 September 2025

1. Please provide the name of your District Licensing Committee.

Queenstown Lakes District Licensing Committee

2. Please provide the name, email, and contact phone number of your Committee's Secretary.

Anthony Hall, Anthony.Hall@qldc.govt.nz +64 3 450 0312

3. Please name each of your licensing inspectors and provide their email and contact phone number.

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4. The following questions relate to the number of licences and managers' certificates your Committee issued and refused in the 2024-2025 financial year. **Note: the 2024-2025 financial year runs from 1 July 2024 to 30 June 2025.**

Licences 2024-2025

4A: In the 2024-2025 year, how many total Applications did your committee grant for New 'on licences'?

34

4B: In the 2024-2025 year, how many total Applications did your committee refuse for New 'on licences'?

0

4C: In the 2024-2025 year, how many total Applications did your committee grant for New 'off licences'?

15

4D: In the 2024-2025 year, how many total Applications did your committee refuse for New 'off licences'?

0

4E: In the 2024-2025 year, how many total Applications did your committee grant for New 'club licences'?

0

4F: In the 2024-2025 year, how many total Applications did your committee refuse for New 'club licences' and to renew existing 'club licences'?

0

Managers' certificates 2024-2025

4G: In the 2024-2025 year, how many new managers' certificates did your Committee issue?

508

4H: In the 2024-2025 year, how many applications for managers' certificates did your Committee refuse?

3

Renewals 2024-2025

4I: In the 2024-2025 year, how many licence renewals did your Committee issue?

150

4J: In the 2024-2025 year, how many licence renewals did your Committee refuse?

0

4K: As of 30 June 2025, what is the total number of On-Licences (new and existing) in your licensing district?

317

4L: As of 30 June 2025, what is the total number of Off-Licences (new and existing) in your licensing district?

124

4M: As of 30 June 2025, what is the total number of Club-Licences (new and existing) in your licensing district?

21

4N: In the 2024-2025 year, how many managers' certificate renewals did your committee issue?

619

4O: In the 2024-2025 year, how many managers' certificate renewals did your committee refuse?

0

4P: In the 2024-2025 year, how many applications for managers' certificates were withdrawn?

28

5. Please comment on any changes or trends in the Committee's workload in 2024-2025.

- There has been a 2.2% decrease of Special Licence Applications (issued) from the previous year
- There has been a 11.6% increase in Temporary Authority Applications (issued) from the previous year
- There has been a 14.3% increase in New On Licence Applications (lodged)
- There has been a 16.3% decrease in New Managers Certificate Applications (lodged)
- Workload is generally increasing as people look to find workarounds and loopholes to legislation, and it feels the burden of proof on the agencies is getting even higher.

- Prices have increased for both food and beverage due to rising costs and inflation. Staff pressures continue, with competitive wages in the district. Immigration process regarding visas is taking a considerable amount of time resulting in frustrations with premises being short staffed and therefore open less hours.

6. Please comment on any new initiatives the Committee has developed/adopted in 2024-2025.

As the town was opening up again to tourists, licensees needed to employ new staff however they did not have the recommended six months experience to obtain a manager's certificate. The committee introduced the 'Managers Experience Policy' for an initial 12-month trial period from July 2022 to July 2023. The policy allowed a manager's certificate to be issued with less than six-month experience provided an undertaking was signed.

Currently this policy is temporarily still in place. The DLC do assess new managers applications against the premises risk versus the managers amount of experience using a matrix system.

7. Has your Territorial Authority developed a Local Alcohol Policy?

No

8. If the answer to 7 is yes, at what stage is your LAP?

N/A

9. A. If the answer to 7 is 'in force', what effect do you consider your Local Alcohol Policy is having?

N/A

B. If the answer to 9A is 'in force', when is your Local Alcohol Policy due for review – date?

N/A

10. Please comment on the ways in which you believe the Sale and Supply of Alcohol Act 2012 is, or is not, achieving its object. Note: the object of the Sale and Supply of Alcohol Act 2012 is that:

- a) the sale, supply, and consumption of alcohol should be undertaken safely and responsibly; and**
b) the harm caused by the excessive or inappropriate consumption of alcohol should be minimised.

8. We believe the object of the Act is mostly achieved within our district. The majority of licensees cooperate well with the agencies and are aware of their responsibilities towards the object of the Act.
9. All applications must meet a set criterion under the Act, making sure licensees are scrutinised before licences are issued.
10. We believe the Act fails to meet the object in relation to remote sales and the delivery of alcohol. Most remote sales licensees contract the delivery of alcohol to a third party who do not deliver the alcohol to a person but prefer to leave it at the door. There is no accountability to ensure the person who has ordered and received the alcohol is over 18 years of age. Also, with the increase of remote sales, the Act does not consider the instant delivery of the alcohol. There is no minimum time period that alcohol can be delivered.

11. What changes or trends in licensing have you seen since the Act came into force?

11. There has been an increase in internet sales to purchase alcohol resulting in the increase of instant delivery of alcohol (less than 30 minutes).
12. On-licence premises are struggling due to inflation and cost of living.
13. Starting to see more interest in premises from Immigration and issues arising from audits they carry out for the accredited employer checks.
14. Uncertainty around Buy Now Pay Later services such as “Afterpay” offered in licensed premises to pay for alcohol. Caselaw around this is limited with no guidance yet from ARLA.
15. Concerns around supermarkets and their E-lockers and deliveries to residential addresses. It seems there are limited and ineffective measures in place to prevent minors collecting alcohol and or being delivered alcohol.

12. What changes to practices and procedures under the Act (if any) would you find beneficial?

16. Objections received which are preformatted and submitted in bulk (in the 100's) has caused significant resource burden and inflates the hearing process to multiple days and increases costs to the applicant and to Council (inspectors time, hearing staff, DLC costs). The costs for applications do not cover sufficiently days long hearings. Our DLC also have other employment obligations making it difficult to participate in lengthy hearings.
17. Revision of standing and location considerations for objectors as currently it is too liberal i.e. a bar in central Queenstown has received one public objection from a person residing in Wellington.
18. Fees need to be revised and increased in relation to alcohol licensing applications, DLC payments for service (as set by Cabinet). Consideration to fees relating to hearings should be considered as an additional charge i.e. for hearings more than 1 day or over a certain threshold of objector numbers.
19. Changes to the DLC fees and alcohol Fees Reg's needed to account for cost of living and inflation. With this needs to be consideration to split the Class 1 special fee out to cater specifically for events where there will be more than ~ 5,000 people attending. Large scales events such as Electric Avenue, Juicy Fest, Greenstone Summer Concerts in Whitianga, Taupo and Queenstown, all cater to over 15,000 attendees per event and take considerable time and effort on all agencies to process the applications, hold pre-event and post-event meetings, monitoring of these events, and in most cases hearing attendance, \$575 does not go far to cover these costs with limited ability for TA's to implement their own fees for an a significantly large event of this scale under a Fees Bylaw.
20. Practice directive or clarity in law on remote sales and where the delivery can take place; examples of restaurants using iPads to take orders and give people product at the restaurant with the sale then processed at another address listed on the remote sales licence.

21. Remote sellers licence provisions need to be further reviewed to set greater parameters around location of sales vs the location of the vineyard for example, we have a business who's vineyard is located in the Bay of Islands and they live 50% of their time in Queenstown and hold their remote sellers' licence here, lifting the corporate veil on situations like this is very difficult.
22. Other legislative changes must be made in order to keep up with the evolving online business models such as "Delivereasy", "Milk Run", and "Uber Eats", where these delivery companies have a licence issued in one district and are delivering in another district, in some cases outside the parameters of any LAP which may be in place.
23. Greater powers need to be provided to police and inspectors when considering suitability around matters such as lifting the corporate veil and employment/migrant worker exploitation. Trying to tie a person who is running a business but who's name is not included on any documentation due to criminal past dealings and is by far and away not suitable is a difficult undertaking.
24. Decisions from ARLA need to be uploaded as soon as possible to public sites (either NZLII or the Justice decisions webpage) in order for agencies, lawyers and other interested parties to be able to keep up to date with important case law which may be able to be applied to other relevant situations. The delays over the last few years in having decisions issued has caused the effect of "justice delayed, is justice denied" which has not helped the agencies with their enforcement strategies for problem premises. It is appreciated that this is being to be rectified, however there has never been a problem previously with putting the issued decisions online and making these available in a timely manner.
25. Mandatory qualifications of training of DLC members and chairs needs to be provided for in the legislation. It is key that DLC members are trained in and understand the interpretation of law, inquisitorial processes, hearing processes, it is also important to no longer allow Councillors to be members of the DLC during their tenure on Council. This will go some way to eliminating political influence placed on inspectors, non-councillor DLC members, and DLC secretaries where contentious applications are being considered.
26. Strengthen the independence of inspectors from pressures placed on them by employers, DLC members, and DLC secretaries to write reports in certain ways and to ignore ongoing issues with certain premises in order to keep businesses in the community, essentially issues with problem premises are being swept under the rug with inspector's employment placed on the line if they "decent".
27. A practice directive from the authority clarifying the fact that Chief Licensing Inspectors are unable to sign off licences which are granted, inspectors are unable to write DLC decisions, making it clear the role of inspectors, secretaries and Chief Licensing Inspectors.
28. Longer lodgement period for class 1 specials – not feasible for large scale events to be processed within 20 working days.

Change to the procedure for calling a hearing for DLC/ARLA for time sensitive applications like a special licence. If an application only needs to be submitted 20 working days before the event, there is no time to call a hearing, even an emergency hearing, this also removes the ability for any appeals to ARLA to take place prior to the event. To ensure natural justice, the applicant should be entitled to a hearing rather than think they are required to accept all suggestions by any one of the three agencies.

29. Aligning the reporting time frame for both the agencies and objectors to 25 working days. It is considered this alignment would allow the agencies adequate time to talk to public objectors if their views are similar and allow the agencies time to provide sufficient evidence to back up their opposition to applications.
30. Section 222(c) – Criteria for Manager’s Certificates – clarifying what is meant by ‘controlling’ a licensed premises – this may only be possible if they have been appointed temporary or acting manager which may not be the case for all applicants.