

Q. COMMUNITY FUNDING GRANT SUBMISSION:

Please ensure your submission details how this investment supports both the Ten Year Plan vision and Vision 2050.

- Vision Beyond 2050 – as an overarching strategic vision for the remainder of our lifetimes and beyond, all these guiding statements rely on enhancing community wellbeing and resilience
- The Ten Year Plan's goals of Vibrant Communities and Bold Leadership in particular will be more achievable if our already-engaged community better understands the complexities of our growth issues and how they can participate in local democracy. Being better connected with each other means we are better able to collaborate and understand different points of view. Wanaka Town Centre Masterplan – a process we have already been very involved with, which highlights the need to understand and balance stakeholder input

LINK is aware of the work currently underway to create a Wellbeing Framework and Community Development Strategy within Council. Everything that LINK has done in the past three years, and what we propose to sustain in the coming year, supports and aligns with a strategic approach that depends on thriving communities.

- The "Our Community Spaces" report clearly points to next steps of coordination, collaboration, capacity building, and planning with community groups.
- Local Government Act Amendment to reinstate community wellbeings – while this is still making its way through Parliament, the goals of this amendment are supported through LINK's work.

Q. If you have a pre-prepared submission, you can upload it below. Please note that we can only accept .docx files.

PDF documents can be emailed to services@qldc.govt.nz

2019-20 QLDC Annual Plan submission - LINK Upper Clutha - 2019.04.11.docx - 133 KB



QLDC Annual Plan 2019-20

SUBMISSION FROM LINK UPPER CLUTHA,

an operating unit of the Alpine Community Development Trust

April 11 2019

THE REQUEST

\$60,000 in the 2019-20 financial year to support LINK's community development work in the Upper Clutha, facilitating activities that are building a connected, engaged, and resilient community in the face of growth.

THE PROPOSAL

LINK has been successfully facilitating community-led development in the Upper Clutha for the past three years. The Department of Internal Affairs' Community Development Scheme that has funded LINK's work is now finished. However the need for an effective local community development hub has not. Because Council is currently developing a strategy and framework for wellbeing, the need for this local funding is likely to be temporary. It is requested to maintain a level of activity so that when Council has decided its course of action, leaders don't need to start again in activating a community already progressing in this space. Continuing LINK's work in the next year will maintain essential connections and advance community development in alignment with an emerging district-wide wellbeing approach.

The community has identified the most valued and important activities to maintain, and we seek funding of \$60,000 to enable these in the 2019-20 financial year. This does not reflect the full support level we have been providing over the past three years, but we have prioritised those activities most likely to have an impact in building a resilient and strong community.

PLEASE SEE APPENDIX FOR LINK BACKGROUND AND 2018-19 UPDATE

2019-20 PROPOSED WORKPLAN

In our relationship with the DIA, we have always set, reviewed, and achieved objectives according to an agreed workplan. Accountability is important with ratepayer funds. With Council funding we propose the following activity, using existing staff and governance structures:

1. **Support community group collaboration and resilience through advice and skillbuilding.** LINK would continue our incubator approach – encouraging collaboration, offering resources, connection, and mentoring for groups and initiatives needing help with strategic planning, legal formation, marketing, financial reporting, funding. As noted in the QLDC *Our Community Spaces* report, "only 45% of groups and services have a written plan for the future direction of their organisation, highlighting the need to plan for future challenges and opportunities". We would also continue hosting larger scale skillbuilding sessions to efficiently offer learning from both local and visiting experts.
2. **Support youth engagement and citizenship.** Based on our early research that indicated a high level of interest in the ideas and energy of our young people (whose future we are planning), LINK was invited into an innovative partnership with Mt. Aspiring College. We have developed and currently teach a course on civics, citizenship, and community. Every week, all year long, LINK

Facilitator Kathy Dedo is at MAC, teaching the entire Year 11 group as part of their Life Skills class.

Now in its third year, the class has also led to new opportunities for youth to participate in local democracy. LINK has facilitated student participation at a Wanaka Community Board meeting, and enabled student input in the Town Centre Masterplanning, My Place, and other future-focused planning exercises. This has proven a useful engagement channel for Council – **one that only exists because of LINK's work**. Local primary schools have also asked for LINK's input into their understanding of future planning work.

With ongoing funding, LINK would continue teaching and evolving the course to reflect local, national, and global issues relevant to our community. We would continue facilitating local democracy opportunities for this key demographic segment, bringing youths' meaningful, well-considered thoughts to future planning.

3. **Support effective communication, engagement, and community relationships across all community segments.** LINK is uniquely placed at the grassroots heart of community conversations on growth and the Upper Clutha's future. Because we started our work by listening, understanding issues, and developing relationships; demonstrating value by offering useful information and resources to all; and by bringing people together, we have established trust. LINK is independent and doesn't have a political agenda. We are nimble thanks to the flexible funding arrangement that has provided scope to follow community energy.

That unique facilitative role is one that has proven valuable to Council colleagues. We are regularly consulted by Wanaka Ward Councillors and Community Board members to make connections among community groups and members who have not historically collaborated. We have partnered closely with Council communication professionals at their request to identify stakeholders, review documents, gain input from different demographic segments.

Because we feel a responsibility to help our community's voice be heard, we have proactively sought opportunities to support Council planning – hosting multiple face-to-face sessions, regularly promoting Council consultations, explaining Council processes, providing access to youth input.

With Council funding, we can continue in this uniquely supportive role – maintaining tools such as our popular Connection Cafes and online communication resources. Without it, we cannot.

LINK remains flexible in terms of taking on different projects than these proposed, in conversation with Council partners, should an investment be made.

ALIGNMENT WITH COUNCIL OBJECTIVES

LINK is aware of the work currently underway to create a Wellbeing Framework and Community Development Strategy within Council. Everything that LINK has done in the past three years, and what we propose to sustain in the coming year, supports and aligns with a strategic approach that depends on thriving communities. Our experience and expertise could actively support district-wide thinking on community development – this has been and continues to be an offer. Here are some specific areas LINK's work has and could, with funding, continue to support current Council work:

- Beyond 2050 – as an overarching strategic vision for the remainder of our lifetimes and beyond, all these guiding statements rely on enhancing community wellbeing and resilience
- The Ten Year Plan's goals of Vibrant Communities and Bold Leadership in particular will be more achievable if our already-engaged community better understands the complexities of our growth issues and how they can participate in local democracy. Being better connected with each other means we are better able to collaborate and understand different points of view.
- Wanaka Town Centre Masterplan – a process we have already been very involved with, which highlights the need to understand and balance stakeholder input
- The *Our Community Spaces* report clearly points to next steps of coordination, collaboration, capacity building, and planning with community groups.
- Local Government Act Amendment to reinstate community wellbeings – while this is still making its way through Parliament, the goals of this amendment are supported through LINK's work.

SUMMARY

In an ideal world, effective long-term strategic planning and community-led development would become "business as usual" for all parts of our diverse, vibrant, and growing community. Until that time, we suggest that a local resource at the centre is worth the investment. Therefore we have made this request to allocate \$60,000 from the 2019-20 Annual Plan to ensure LINK's continued operation at a focused level, serving the Upper Clutha and supporting district-wide thinking.

This submission focuses on community development in the Upper Clutha because that's where our work is already underway and where we currently have bandwidth to deliver. We are very open to work on district-wide thinking and approach, depending on level of investment.

LINK Upper Clutha is a proven entity, meeting our goals of facilitating connection and action in our region. We are building the community's capability to work together to preserve what's special about this place. Community-led development, within a wellbeing framework, is an essential tool we think Council should support in order to build resilient and strong communities across the district.

Please refer to www.link.org.nz for further information and resources related to LINK's work and community-led development in general.

APPENDIX

LINK BACKGROUND AND 2018-19 UPDATE

BACKGROUND

LINK Upper Clutha is a community development initiative, established by the Alpine Community Development Trust (ACDT) through a three-year grant from the Department of Internal Affairs, 2016-18. Identifying and addressing the key issues of growth were the driving forces behind the original application. Our stated challenge at the outset was a rapidly growing community, its future success threatened by fragmentation and a silo mentality across all segments. People and organisations were drifting apart, duplicating effort, and collaborating less as we grew.

Wanaka is at a crucial point in our development, needing to build a strategic, coordinated community infrastructure to accommodate our high growth rate and future-proof our success as a region. Our exponential growth is both our opportunity and our challenge. **The focus of the grant has been to connect and support our community and its resilience as it grows.**

Over the three year grant period, LINK has facilitated connection and action through a variety of projects large (eg 3 Question community research, community group expo, Community Growth Forum, civics education at the college, community collaboration incubator, supporting engagement with Council planning, skillbuilding) and small (monthly Connection Cafes, neighbourhood placemaking, Neighbours Day “have a cuppa” campaign, intergenerational connection, LINK Community Fund). **LINK has become embedded in the community fabric, making a difference as an action-oriented, vital hub for information, engagement, and support.**

After starting with foundation setting and relationship building in 2016, we conducted asset mapping and community research (3 Questions survey, Key Stakeholder interviews, available at www.link.org.nz/links-and-resources/). Based on this understanding of how the Upper Clutha defines community development, we established two main areas of activity: **facilitate connection** and **facilitate action**. A workplan was agreed, regularly reviewed and reported on.

2017 was about communication, engagement, and action – seeing results. Having become embedded in community conversations big and small, in 2018 the focus was on maintaining momentum.

YEAR 3 ACTIVITIES – 2018

- **6 Connection Cafes** – continued this popular drop-in networking session format, with a different focus each month. Topics included launching the LINK Community Fund, recruiting and retaining volunteers, building effective community groups, and Council planning.
- **5000 cups of tea for Neighbours Day Aotearoa** – created 2500 “Have a Cuppa” 2-teabag packs and distributed across the region – thereby offering 5000 cups of tea to encourage neighbourhood connection
- **20** community groups and initiatives supported through our **incubator services** – offering advice, information, networking; encouraging collaboration.
- **10** community groups supported through the **LINK Community Fund**. This financially supported grassroots, community-building initiatives that demonstrated collaboration and volunteer effort.
- Invited back for a second year of teaching the LINK-developed **Life Skills class, “Citizenship and Community Belonging”** at Mt. Aspiring College. Part of the Life Skills course all Year 11s take, we examine community-focused topics including local government, social services, volunteering, media, town planning, and leadership. This conversation has proven valuable for helping students develop

informed opinions on local issues, and for our community leaders to hear input from the people who will inherit this town as it grows.

- Major community skill-building event held June 2018 – **Get Dotted!** At these workshops, attendees gained an understanding of their own and other's communication styles, learn to work from their natural strengths, and take away tips for more effective communication and collaboration with others. These are key skills our community members need to develop effective relationships and plan for the future. Nearly 400 participants attended.
- Based on input from community groups who attended Connection Cafes, have begun developing a series of workshops on "**building resilient community groups**" – addressing the skill sets most needed to achieve groups' goals and exploring the idea of shared services.
- Discussions with Council about the development of a **district-wide community development** function.
- Continuing the **district-wide conversation on social enterprise** and the best way to support this emerging business sector
- Actively communicated with and supported community groups and leaders to engage with the **QLDC Ten Year Plan** process – what's in the plan, how to submit
- Actively communicated with and supported community groups and leaders to engage with the **QLDC Town Centre Masterplanning** process – hosted Connection Cafes on this topic, advised Council staff on effective local engagement, organised a specific youth session to give input.
- Two opportunities to represent community voice in QLDC-led processes – Kathy as LINK Facilitator as well as an individual community representative:
 - Mayor Boulton's "**Beyond 2050**" visioning forum
 - Wanaka Town Centre Master Plan **Community Reference Group**
- Continuing to connect across community segments via participating on **Chamber of Commerce** Executive Board and in **Lake Wanaka Tourism** strategic planning session. Always aiming to keep community development and wellbeing in the conversation.
- Key coordinating role in "**Towards 2050 Activations**" planning. An exciting exercise in tactical urbanism using short-term, low-cost, scalable interventions to inspire long-term change. (eventually downscaled and used during Town Centre Masterplanning process)
- Planning for LINK's future:
 - Major effort put into ACDT's submission to the QLDC Ten Year Plan in April 2018, writing a detailed long term proposal for potential LINK work short and longer term, meeting with senior management and elected members.
 - Applications and discussions with external funders about support for ongoing community development activity in the Upper Clutha
 - Participated extensively in ACDT strategic planning process, considering how LINK fits in to organisational design and function

YEAR 4 ACTIVITIES – early 2019

Due to conservative financial management, the LINK Steering Group has been able to extend the DIA three-year grant into the first quarter of 2019. In this time we have been able to achieve the following:

- **Upscaled Neighbours Day Aotearoa to cover the entire Upper Clutha region** – created 5000 "Have a Cuppa" 2-teabag packs and distributed across the region – thereby offering 10,000 cups of tea to encourage neighbourhood connection. Packs have printed tips for local connection and disaster preparedness information.
- Continuing to support community groups and their collaboration through our **incubator services** – offering advice, information, networking.
- Invited back for a third year of teaching the LINK-developed **Life Skills class, "Citizenship and Community Belonging"** at Mt. Aspiring College.
- **Expanded youth engagement** by hosting a QLDC My Place session at MAC, facilitated youth participation in Town Centre Masterplanning – both secondary and primary schools

- **Support for QLDC project team** and consultants in Wanaka Town Centre Masterplanning process, in particular communication and engagement
- Continuing to connect across community segments through participation on **Chamber of Commerce** Executive Board, relationships with Lake Wanaka Tourism, Community Networks Wanaka, Startup Queenstown Lakes.

YEAR 3-4 OUTCOMES

- LINK has become embedded as a key community organisation working with and across the entire community. Other entities look to us for direction and input.
- Close association with key stakeholders (eg QLDC, Chamber of Commerce, Lake Wanaka Tourism, Community Networks) has resulted in better understanding of key community issues, and collaborative work to address them. LINK has provided connection and information sharing among these groups in a way that wasn't happening before.
- Progress for grassroots community groups we have supported to achieve their objectives (through our incubator approach). Our advice and information have helped increased collaboration and efficiency.
- Financial support through the LINK Community Fund provided a tangible boost for recipients who struggled to find funding elsewhere for their community programmes.
- Increased participation in QLDC Ten Year Plan process and Wanaka Town Centre Masterplanning. Enabled face-to-face engagement through our channels.
- New opportunities for Mt. Aspiring College students to participate in local democracy. Through our teaching position, have enabled youth input into key future planning work (eg year-level session on Town Centre Masterplanning). Youth participation in Wanaka Community Board meeting. Youth believe they can make a difference!
- Better communication and collaboration directly resulting from *Get Dotted* skillbuilding workshops – people understanding better how to build relationships in their workplaces, community efforts, and personal circles.
- Akina has selected QLDC as a regional hub for social enterprise – this was what our application to the QLDC Economic Development Fund in 2017 was all about. LINK is the entity that uncovered community energy in the area of social enterprise, facilitated connection among those in that space, held events and conversations to connect and inform. Partnered with the CUBE, Akina, and QLDC to further develop the idea, which contributed to this current state where Akina is resourcing the hub concept. Startup Queenstown Lakes, which has evolved from the CUBE on a district-wide level, is now operating as the key entrepreneurial hub – not exclusively social enterprise but this is now a resource for them.

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Please ensure your submission details how this investment supports both the Ten Year Plan vision and Vision 2050.

Please see attached community funding grant submission



Queenstown Lakes District Council
Private Bag 191078
Queenstown 9348

Re Annual Plan Community Funding Submissions

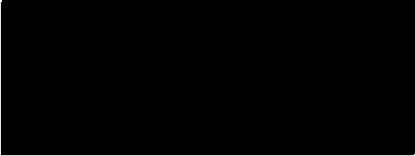
Attached please find a submission from the upper Clutha Historical Records Society for funding in the Annual Plan.

The Society would like to be heard in support of this submission at the hearing in Wanaka in Monday 20 May.

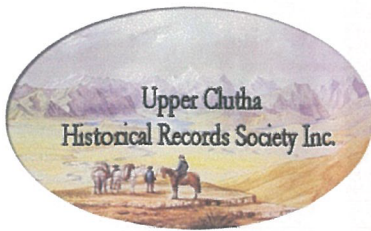
The submission is in this form as the online site refused to accept the submission as an attachment.

A handwritten signature in blue ink, appearing to read "Graham Dickson".

Graham Dickson
President Upper Clutha Historical Records Society



Upper Clutha Historical Records Society Inc.



The Chief Executive Officer,
Queenstown Lakes District Council,

Annual Plan Submission

The Upper Clutha Historic Records Society is an incorporated society, which has as its objectives:

1. To collect and preserve historical records in the Upper Clutha District,
2. That it uses its powers to advise concerning historic aspects of the district,
3. The preservation of, and the education in, all aspects of historic research.

The Society has an active membership of about 30, mainly older residents of Wanaka, who have been collecting and cataloguing records of the district since 1985.

Over time, the Society has amassed a considerable amount of material including farm records, family histories, letters, firms' account books, minutes of organisations, school records, maps and photographs. These form an invaluable and irreplaceable record of the district's history.

The Council has recognised the Society as the appropriate body for this function in the Upper Clutha Area and when the new Wanaka library was built, the council, appreciating the value of the collection and the importance of the work of the society, provided a dedicated fireproof room in the new library for the use of the society and storage of its records. These records are available to members of the public on request. There is considerable demand from the public for access to the records, often when there is commemoration of events such as centennials, or by people tracing their history. It is important that these local records remain local where they are accessible to this community.

The Society has purchased and installed "Past Perfect" as a database, the same as used by a number of Museums in Otago, and is in the on-going process of transferring the record system onto the database. The written records have now all been indexed onto the database, and work is proceeding on entering photos and maps. Members of the society have regular working sessions at the Records Room at the library, both working on the older records and on entering new material as it comes to hand. . It is estimated that close to 2,000 hours of volunteer work has been contributed in the last 12 months (actual figures will not be available until after the end of the financial year). The Society is now embarking on a major new phase of recording and securing the records. The project is to scan all documents held to give digital images. This will:

- mitigate the risk of loss of originals due to fire or other damage.
- mitigate risk of originals being mislaid
- allow researchers access on line
- enable a backup copy to be held off the premises
- avoid handling of often fragile original documents.

The equipment the Society is using for this is showing its age and some upgrading is needed urgently

Our scanner has recently been replaced and is considered adequate. Our computer screens have been upgraded recently with second hand screens from the council and although better than the old equipment we had, they will have a limited life.

The Society's computer is old and we are currently looking at our future computer needs, both to ensure reliability and to upgrade the system to meet modern expectations from the numerous public enquiries we get for information on the history and people of the district. We anticipate we will have to approach outside donors for the funds needed.

Apart from such capital expenditure, the Society with its small and elderly membership, has very limited access to funds to deal with the ongoing operating costs of maintaining and protecting the record collection and adding to it as new items are made available, and dealing with enquiries. If the collection is to be maintained and continue to be accessible to the Wanaka and wider communities, some additional funding in addition to membership income is needed to support the voluntary input of members.

It is possible that in the longer term, the collection may be incorporated into the library if the Society found itself unable to give the collection the care it needs. It is important that the collection and its cataloguing be not allowed to fall into a state of neglect.

It is therefore requested that the council consider providing a small grant to the Society to assist in its ongoing work: to help fund materials, operating costs and to assist with the cost of the needed equipment upgrades. Such grants have been received from time to time in the past.

It is considered that an annual grant of \$2000 would be appropriate and it is requested that such a sum be included in the Annual Plan.

Graham Dickson
President Upper Clutha Historic Records Society
15 March 2019

Q. FEEDBACK:

In terms of waste management, a 17% rate increase, as per your assumption; "We generally expect this component to be neutral to the overall household budget assuming that 1 blue bag per week or a refuse bin is currently in use." is way too high given we do not buy blue bags, hardly fill our recycling at all and are already continually upset for paying for QT things like the swimming pool. We will in effect be paying an additional \$200 plus to have an extra bin we will not need. The consultation should have been on the waste management contract all together, not the rate increase overall.

This to me is indicative of the overall disconnect between council and rate payers, especially in outlying areas like Kingston. Your race to fix infrastructure and prepare for a larger QT community continues to slap more costs on us while our income does not keep pace with your increases.

Solution: The Waste Management contract should allow rate payers to opt out of certain services keeping our costs with our real needs.

Q. FEEDBACK:

No to D.Q. increase in budget. Their budget automatically increases every 3 years due to increase in commercial property values. This has been much higher than CPI inflation over the last decade or two. Plus the overall number of commercial properties increases every year. Town infrastructure can barely cope now at peak periods. We do not need to tax business owners more to increase tourist numbers. Were non tourism businesses genuinely consulted prior to vote?!

Q. COMMUNITY FUNDING GRANT SUBMISSION:

Please ensure your submission details how this investment supports both the Ten Year Plan vision and Vision 2050.

The Wakatipu Heritage Trust has completed the restoration of the Arrowtown Gaol (Category 1) which belongs to QLDC. The current project is the construction of a replica building to cover and protect the machinery of the Bullendale Dynamo (Category 1) which is owned by DoC. We are currently in conversation with QLDC and QAC regarding the Arranmore Farm buildings in Grant Rd which are owned by QLDC and QAC.

DoC contributes an administrator.

QLDC's contribution is some funding to enable investigations - expert reports, for example - which must occur before applications can be made to major funders such as Central Lakes Trust, Community Trust of Southland, Lotteries Commission and so on.

It should be borne in mind that the Trust has no income and no assets, except currently \$5,500 in the bank. The trustees are volunteers.

I hope this is the information you need. If not, please let me know.

I'm sure that one of us, as well as Councillor Ferg, is willing to speak at the Annual Plan hearing.

Regards,

Marion Borrell

Trustee

- Further submission document to be attached

WAKATIPU HERITAGE TRUST



The Wakatipu Heritage Trust wish to apply for an on-going annual grant of Five Thousand Dollars (\$5,000). The Trust was formed in 2012 with Debra Lawson, Chief Executive, Queenstown Lakes District Council, and, Greg Lind, Department of Conservation, appointed as Settlers of the Trust. The agreement at the time was that DOC would supply administration support and QLDC would provide a grant of \$5,000/year to go towards the running of the Trust.

See below email contact with former councillor Mel Gazzard for a record of what had previously transpired.

Email from Mel Gazzard dated 1 May 2014 'Have done a bit of research. While the annual grant of \$5k was in the recommendation to Council at the November 2011 meeting, the minutes of that meeting show that it was not an automatic grant. I have consulted Stewart Burns and he suggests a submission to the Annual Plan. We would have a good case for this to be granted. I am happy to prepare a submission, with the help of our books over the last couple of years, so the Councillors at the table when the decisions are made understand the good work that has been done'.

Grants received from QLDC for administration costs:

17th May 2012 \$5,000

21st July 2014 \$5,000

22nd July 2015 \$5,000

There was a bit of a gap and I suppose applying for the grant on an annual basis fell through the cracks. The trust wish to apply for the grant to be re-instated on an annual basis? Many thanks for your consideration.

Ferg

Queenstown Lakes District Councillor



Q. If you have a pre-prepared submission, you can upload it below. Please note that we can only accept .docx files.

PDF documents can be emailed to services@qldc.govt.nz

qldc annual plan submission - 2019.docx - 17 KB

Submission for Annual Plan 2019-2020

Background

Happiness House Trust (HHT) is the Wakatipu's only community support centre. Our mission is to provide and maintain a sustainable, accessible and helpful social resource for the residents of the Wakatipu region. One of our important roles in the community is to connect our visitors to Happiness House, with the various services in the Wakatipu. We have a number of projects like Garden Group and Produce day that not only encourage sustainability and self-sufficiency but assist families and individuals to live in this region. We are an inclusive, non-judgemental organisation that provides a warm friendly, relaxing and confidential environment where people can meet in a home-like setting and join various activities, if they choose. We offer activities that recycle goods like making t-shirts bags, using tin cans for Art, making beeswax wraps and cooking on a budget (using leftover produce donated by our supermarkets). We have a collaborative approach for instance, we will team up with other organisations to provide families and individuals with a more effective support service.

HHT guiding values are integrity, compassion, diversity, fairness and responsiveness to the changing needs of our community.

HHT has been operating from leased premises at 4 Park St Queenstown in the CBD for 13 years. The property changed hands recently and whilst the new owner is happy for HHT to continue to operate under a new lease until October 2020, with a rent review in October 2019 this has served to highlight the vulnerable nature of the current arrangement and prompted discussion on securing long term/permanent premises.

In discussions with other community organisations, we know that they too have similar issues and so perhaps there is the need for a wider discussion here that could incorporate the concerns and needs of these various groups. Several groups have identified Frankton as a logical location.

Submission

HHT would like to thank QLDC for their continued support of our community centre. We would also like to acknowledge the community wellbeing amendment bill being reintroduced into local government which acknowledges the absolute need **"to promote the social, economic, environmental, and cultural well-being of communities"** The Community Facilitation Survey and Quality of Life Survey suggests it is timely to understand the health and happiness of our region when introducing policies.

HHT submission therefore is to request QLDC contribute \$20,000 per annum to assist with ongoing rental of 4 Park Street. This will allow our centre to provide the high standard of care our centre provides to the community.

HHT asks that consideration be given to the purchase / allocation of land for the purpose of establishing a permanent area for agencies and community groups such as HHT thereby creating a more secure, collaborative, efficient and connected approach to serving the needs of what are often the more vulnerable members of our community.

These collective groups would be responsible for the maintenance and upkeep of individual buildings, community gardens, play areas and outdoor seating spaces for the purpose of engaging all demographics to this central location.

HHT submit that action of this nature be included in the One Year Plan

HHT would like to speak at the planned meeting.

Q. FEEDBACK:

I'm very concerned about Destination Queenstown (DQ) requesting more funds from Queenstown. My husband and I are commercial ratepayers and do not wish to have any more of our rates going to DQ. In fact we would like the amount allocated to DQ significantly reduced. Our preference is for DQ not to exist at all.

Apparently DQ have surveyed their members and asked if they support DQ requesting more funds from the Council and apparently they do. I don't know who they asked because they didn't ask us - we didn't know members had been surveyed. I don't know if we're members of DQ or not I can only presume we are as we contribute to the existence of DQ.

Queenstown district is suffering the effects of 'overtourism' and does not need to be promoted at this time. Council needs to take a deep breath and try to stem the flow of mass tourism in the area.

Council also needs to consider the effects of tourism on our water quality and that it is a significant contributor to climate change. Time for some responsibility to be taken by Council.

Regards

Trish

Q. COMMUNITY FUNDING GRANT SUBMISSION:

Please ensure your submission details how this investment supports both the Ten Year Plan vision and Vision 2050.

Please see the following excerpt from the QLDC-10-Year-Plan-2018-2028-Volume-1- page 38 which shows how this requested funding is relevant to the Ten Year Plan vision:

.....A good network of public open spaces and facilities play a vital role in making this area a great place to work and play. Open spaces, reserves and facilities provide opportunities for people to interact socially and improve their health, as well as providing cultural, landscape and ecological protection. It is also important to the district's tourism and events industries.

....Our mantra is, "more people, more active, more often".

Providing the funding to allow for an upgrade in the facilities at the Lismore Park Disc Golf Course in Wanaka would improve the facilities allowing more people to interact socially and improve their health in the park. This would lead to more people being more active, more often in Lismore Park.

Please also see the following excerpt from VISION BEYOND 2050 page 3 & 10 also showing how our funding requests are relevant to Vision 2050:

Page 3Our environments and services promote and support health, activity and wellbeing for all.

Page 10.....Pride in sharing our places

Again, provision of funding for an upgrade in the facilities at the Lismore Park Disc Golf Course would further allow our environments and services to promote and support health, activity and wellbeing for all. The quality upgrade of the facility would undoubtedly allow for greater pride in sharing this fantastic place.

Lismore Park Disc Golf Course Upgrade Funding Request.

i) Teepads.

The teepads installed on the course have proven too small. Players overrun contributing to erosion around the pads. We recommend:

- Enlarging the teepads on most holes (cost \$7,500)
- Combining the teepads for holes 6&14, 7&12
- Establishment of secondary teepads to make an easier and harder course on some holes (cost \$4000).

Total Cost \$11,500

We would also request some funds be put aside for the following suggested improvements.

ii) Amenities

Most players park and play from the Western end (Beaumont Street end). We recommend the following for this area

- Some organisation of the parking area
- Installation of a drinking water fountain
- Installation of a seat
- Installation of a toilet
- Upgrade of the existing rubbish bin (to deter household rubbish) and the addition of a recycling station near hole 7 teeoff area (SW corner).
- Installation of a doggie-bag dispenser somewhere on the park.

iii) Course maintenance

We recommend regular mowing. When the park is not being mowed the long grass traps accumulated rubbish, hides depressions and creates foot traps leading to many people avoiding playing the course.

iv) Signage

The large sign-board at hole 1 teeoff area at the Eastern end is in need of repair - straightening as it appears to have been kicked in.

v) Trees and plantings

We wish all existing trees to be retained as they add interest and variety to the course; whilst recognising that succession planting is necessary.

We would welcome more trees and other plantings, while retaining the open space and landscape character.

We would wish for such plantings to be sympathetic to the disc golf course and seek to work with the council or other community planting organisation to this end.

We very much appreciate being given the opportunity to make this funding request.

Best regards,

Martin Galley

Chairperson (on behalf of Disc Golf Wanaka Incorporated).

Disc Golf Wanaka Submission to QLDC Annual Plan 2019-2020

Disc Golf Wanaka Incorporated would like to thank QLDC for their support and encouragement of the Lismore Park Disc Golf Course in Wanaka. This great, free to use, community recreational resource has been a success in attracting many casual players of all ages and building up a community of ardent disc golfers. The course is played at all times of year.

Due to the continued increase in popularity of this resource, we would like to suggest that some funding is set aside to allow for an upgrade in the facility to allow for the increased use.

Q. FEEDBACK:

With regards to the "water supply for smaller schemes - extending current targeted rates urban approach": I submit that in the case of Luggate the "assumption that larger properties tend to use more water" is in fact wrong. The larger 4000m² sections in Luggate are all connected to a private irrigation scheme and therefore only draw qldc reticulated water for house use. This is born out by the water meter readings (all Luggate properties have water meters) which show a average daily use for these larger properties of between 350 and 450 litres per day, compared with much higher figures for other sections.

It may be more prudent and equitable to base the targeted rates on historical usage or something more represantive of usage than section size. My understanding is that there are now in excess of five years of readings available, according to the meter reader. Perhaps it is time to put them to use, with the added bonus of promoting conservative water use as well!

Thank you.

Q. FEEDBACK:

Dear Sirs,

Submission of John and Toni Glover - Kinloch Lodge, Kinloch Road

We submit that Council ensure funds are allocated, if not already done so, to enable a business case to be developed for the works required to secure the long term resilience of the section of the Kinloch Road running between the Kowhai Bush and Kinloch Township.

We wish to speak to this submission.

Regards,

John & Toni Glover

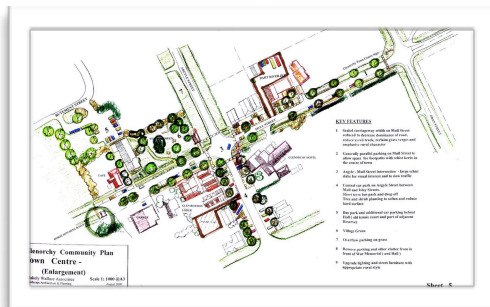
Q. COMMUNITY FUNDING GRANT SUBMISSION:

Please ensure your submission details how this investment supports both the Ten Year Plan vision and Vision 2050.

See attached

Submission of the Glenorchy Community Association in respect of QLDCs proposed annual plan 2019/20

Funding a town centre plan for Glenorchy.



Provide bus parking



Deliver the marina car park.



Urgent toilet repairs



Greenwaste facility upgrade.



Destination Queenstown budget increase



1. Funding a town centre plan for Glenorchy - Plan how to reduce traffic impact, encourage active transport, improve amenity.

2. Providing bus parking - reducing the impact of visitor growth

Aligns with the Beyond 2050 Vision statements:-

"meet the challenges of growth through innovation and thoughtful management"

"ensuring our experience is not diminished by growth"

"Our people are inspired to be active and well"

Aligns with 10 year plan INFRASTRUCTURE vision "efficient and effective infrastructure"

Aligns with 10 year plan ALL DISTRICT "improved community safety and accessibility through road design and speed limits"

Aligns with 10 year plan ALL DISTRICT "improved cycleways/walkways and well maintained, safe, accessible footpaths"

Fund from Infrastructure - transport - Glenorchy - minor improvements budget 2019/20 of \$997k

3. Deliver the marina car park - provide parking next to the new toilets

Plan for the car park is already approved by Council

Fund from Community Services - Glenorchy - new public toilet budget 2019/20 of \$250k as new toilets have been paid for by TIF funding and Community Services - Parks - open spaces minor improvements budget of \$41k and Community Services - Parks - Roading minor improvement budget of \$61k

4. Urgent toilet repairs - the public toilets by the Glenorchy Hall are failing to cope

Fund by bringing forward the Community Services - Glenorchy - existing toilet refurbishment budget allocation 2021/22 of \$263k

5. Greenwaste facility upgrade. Hardstanding, signage, segregation and fencing

Aligns with Beyond 2050 Vision statement:-

"We set the standard for regenerative and low-impact living"

Fund from Infrastructure - Waste management capitol works budgets - District wide waste minimisation budget 2019/20 of \$102k and Wakatipu waste diversion budget 2019/20 of \$204k

6. Destination Queenstown request for budget increase

The GCA opposes the increase requested but would support an RPI increase.

The GCA supports the moves to focus on domestic and Australian markets but believes the existing staff and financial resource are adequate.

The GCA believes DQ should measure, report and actively work to reduce the carbon footprint of Queenstown Inc.

Q. COMMUNITY FUNDING GRANT SUBMISSION:

Please ensure your submission details how this investment supports both the Ten Year Plan vision and Vision 2050.

Please refer to attached submission



Submission to Queenstown Lakes District Council Annual Plan 2019/20

Attachments:

- Shaping our Future submission for funding and update

1. Shaping our Future Funding Submission and Update

Shaping our Future Board seeks support for a \$60,000 grant included in the 2019-20 Annual Plan.

Shaping our Future has had another successful year of independent community consultation including:

- Freshwater Queenstown & Upper Clutha – taskforces in place in both Queenstown and Upper Clutha.
- Lake Hayes and Shotover Country Community Forum Report
- Frankton Masterplan Forum in collaboration with QLDC and Frankton Community Association.
- Queenstown Transport Update in collaboration with Wakatipu Way to Go
- Advanced planning for district-wide Climate Change Forum – 6th/7th May 2019

Please see the attached update for further information on our strategic direction and planned activity for 2019-20.

Executive support rate increased after four-year static period and remained at 20hrs per week. Shaping our Future has increased our activities in following up on reports, ensuring they remain relevant. Board members have been involved in a number of workshops, made submission and shared information with researchers and consultants. The budget for 2019/20 allows for two new forum topics and increased administration support for communication / taskforce support and online engagement. The \$60,000 grant would be applied as follows:

Projects Requiring Funding by QLDC	2018/19 Budget
Executive Services/Administration and specialist support	50,000
Forum Support	10,000
Total	60,000

Total spend for 2019/20 is forecast at \$108,000. The balance will be funded by member fees, grants and surplus funds. Further detail is set out in the attached report.

Shaping our Future appreciate the in-kind support received for use of QLDC facilities in 2018/19 and trust that QLDC operations will continue to accommodate Shaping our Future events and meetings in 2019/20.

For more information about the organisation and its future project planning please visit www.shapingourfuture.org.nz , see the [Annual Report 2018](#) or contact Chairman Alastair Porter on [REDACTED]

2. Annual Plan 2019-20

The Shaping our Future Transport Report 2017 recommendations align with the proposed amendments to the 10 Year Plan

3. How Shaping our Future alignment with the Ten-Year Plan Vision and Vision 2050

Shaping our Future's unique position providing an independent voice for the community supports the development of the Council's forward planning and visioning exercises by assisting Council in understanding the needs of the community.

Shaping our Future submitted on behalf of the community on both the 10 Year Plan and Vision 2050. The work that we do with the community applies to a number of the elements within the visions including, but not limited to:

- By bringing people together from within a community, or for a specific topic we are assisting in forging connections and discussion amongst the community. This assists with creating *vibrant, thriving, resilient communities* that feel connected to not only their district but to each other.
- With every forum or interaction we have the environment comes through as strong theme of importance to the community – each report includes information and recommendations around our environment and our people – what is of concern and what needs to be done, raising awareness and motivation to change.
- Of particular relevance is our current work on freshwater in Queenstown and the Upper Clutha which related directly to the elements included in a "*Deafening dawn chorus*" and we have representatives from *Ngai Tahu* sitting on each taskforce.
- Our upcoming Climate Change / Carbon Positive Forum relates directly to the "*Zero carbon communities*" and we look forward to assisting to set the district on the path to a zero-carbon community.

Shaping our Future would like to be heard in support of our submission

Yours sincerely

Alastair Porter

Chairman Shaping our Future Board

Shaping Our Future

Shaping Our Future Inc.

Report to Queenstown Lakes District Council April 2019

OPERATING ENTITY

Shaping our Future Inc has been operating for eight years and has completed over 11 forum topics. During this time Shaping our Future's forum and taskforce processes have been refined and adapted to tackle not only major issues (including freshwater, events and transport) but also to assist communities to shape their futures (Arrowtown, Lake Hayes / Shotover Country).

Shaping our Future organisation has been approached to run further community issue forums and to use its processes to help communities (and QLDC) to plan for their futures.

Shaping our Future acts as an independent and ongoing entity to enable the community to express their views with respect to matters that will assist to shape the future of the district. As such, it provides a valuable role to give the community a voice and for council to be objectively informed through a balanced and independent process.

GOVERNANCE

Shaping Our Future is a not-for-profit incorporated society with tax exemption. It is governed by an annually elected volunteer Board. In late 2017 Shaping our Future engaged McCulloch and Partners and moved its accounting systems to Xero. Shaping our Future is GST registered.

SHAPING OUR FUTURE HIGHLIGHTS 2018 – 2019



WATER FORUM

Queenstown & Upper Clutha Taskforces in place
Collaboration with UCLT



LHE / SC COMMUNITY FORUM

August 2018 - 132 responses
Forum report produced and being refined by local community association.



FRANKTON COMMUNITY FORUM

25 September 2018 - 100 attendees in conjunction with QLDC on Frankton masterplan



TRANSPORT UPDATE

April 2019 - 70 attendees for Wakaitpu Way to Go
Board representation at workshops



CLIMATE CHANGE FORUM 2019

May 6th / 7th 2019
Collaboration with community groups.



BOARD 2018/19

Shaping our Future held their Annual General Meeting on 1 November 2018 in Queenstown.

Full Board: Alastair Porter (Chair), Barry Bruce (Deputy Chair), Julie Perry (Treasurer), AJ Mason, Reece Gibson, Guy Hughes, Maree Baker-Galloway, Matthew Day, Michael Sly and Sean Gilbertson (newly elected).

Co-option: Jessica Evers was co-opted to the board in early 2019.

Resignation: The Board reluctantly accepted the resignation of Michael Sly in January 2019 for personal reasons. A replacement board member is currently being recruited.

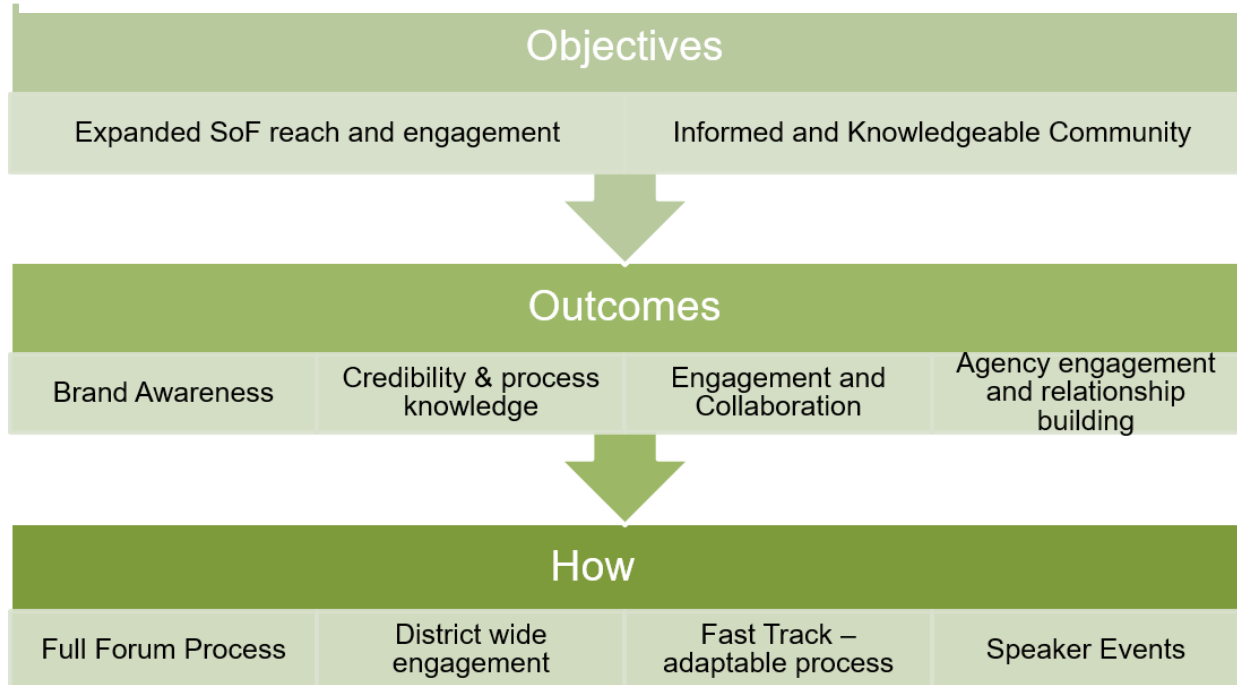
Seven board members are from Queenstown and four from Wanaka.

STRATEGIC PLAN 2018-2020

The Shaping our Future Board has reviewed the Strategic Plan and updated objectives, strategies and planning for the coming financial year. A summary of the Strategic Plan is below:

Strategic Planning 2018-2022

SHAPING OUR COMMUNITIES' FUTURE PROACTIVELY, EQUITABLY AND SUSTAINABLY



FORUM UPDATE:

Shaping our Future has continued to increase the amount of community engagement they undertake year on year since formation.

2011	2012-13	2014-15	2016-17	2018 /19
<i>Shaping our Future Formed</i>	<i>Events Forum</i>	<i>Visitor and Tourism Industry Forum</i>	<i>Queenstown & Upper Clutha Transport Forum</i>	<i>Queenstown & Upper Clutha Freshwater Forum</i>
<i>District Wide Consultation</i>	<i>Economic Futures Forum</i>	<i>Upper Clutha Conservation Forum</i>	<i>Glenorchy Community Forum</i>	<i>Lake Hayes – Community Values (fast track)</i>
	<i>Energy Forum</i>	<i>Speaker Series</i>	<i>Arrowtown Community Forum</i>	<i>Frankton Masterplan Collaboration</i>
			<i>Trustpower Community Award</i>	<i>Lake Hayes Estate & Shotover Country Forum</i>
			<i>Urban Planning Masterclass</i>	<i>Queenstown Wakatipu Way to Go Update</i>

The following is a more detailed update on Shaping our Future's most 'active' reports. Our older reports are still in use and relevant to assist in building an overall picture of our community.

Queenstown Transport Report – update

- Actioning and monitoring for the Queenstown Transport Report continues with the numerous projects underway.
- Shaping our Future was provided an update from Tony Pickard, QLDC Transport Strategy Manager, in August 2018 on the different projects underway and board members have been involved in a number of workshops with the various business cases.
- Shaping our Future co-hosted the Wakatipu Way to Go update in April 2019 attended by 70 people. Feedback has been positive with an appreciation for being able to access information on progress to date on the projects currently underway.

Upper Clutha Transport Report Update:

- We continue to support Active Transport Wanaka with information and contacts and advocate for an active transport strategy for the Upper Clutha.
- We continue to engagement with Queenstown Airport regarding the Air Vision section of the report and have met with them a number of times over the past year. The signing of the management agreements between QLDC and QAC and acquisition of additional land.
- SoF remains conscious of the need to continue working on the land transport area of the Upper Clutha report and is actively involved in the Wanaka Masterplan consultation currently underway.

Glenorchy Community Visioning Update:

- Glenorchy Community Association voted to adopt the report and are actively working through the recommendations with support from SoF where needed.
- The community taking ownership of the report and its recommendations was an ideal outcome from the Shaping our Future process.
- We regularly connect with the community association to hear progress and share information, providing support or contacts where needed.

Arrowtown Community Visioning Update:

- The Arrowtown Village Association formally voted to adopt the report in early 2018 and take responsibility for actioning the recommendations.
- The report provided a valuable high-level guide for the community association which they have been able to utilise in a number of submissions and to help guide their actions.
- Shaping our Future maintains regular contact with the association for updates and to provide assistance where necessary.

Water Forums – Queenstown and Wanaka – 9th/10th April 2018

- Over 200 people engaged at forum or online on the topic of Freshwater.
- Taskforces were established in May 2018 in the Upper Clutha and Queenstown – working independently but sharing information. Both taskforces include representatives of Ngai Tahu and we have been working actively to ensure engagement and collaboration with community groups.
- The taskforces are nearing the completion of their draft reports, the Upper Clutha are slightly ahead in their progress – it is a complex topic.
- Shaping our Future are working closely with the Upper Clutha Lakes Trust, which is preparing an Integrated Catchment Management Plan for the Upper Clutha as part of the Wanaka Water Project funded by the Ministry of the Environment's Freshwater Improvement Fund.
- The information and subsequent taskforce work have also been shared with freshwater ecologist Dr. Simone Langhans who is managing the concurrent SABER Cultural Project on Lake Wanaka.

Lake Hayes and Shotover Country Community Report

- Despite being widely publicised through active online channels, advertising and utilising the Shotover Country Ltd databases there was a very poor turnout at the forums. This can be attributed to a number of factors:
 - Demographic and time constraints of target community (mainly younger families with time constraints).
 - A large number of residents are fairly 'new' to the area and not yet feeling a sense of "community", or feeling able to contribute.
 - As an indication of disengagement, the school (580 pupils) held an evening for parents the following week with 19 attendees.
- A final push online resulted in over 120 responses in addition to information from local primary and secondary students.
- The decision was made not to take the forum to taskforce stage. The information has been collated and is inclusive of previous work (10-year plan information gathering) and online engagement undertaken by the local community association to provide a draft report outlining top level priorities for the community.
- The report is being worked through with the local community association.

Frankton Masterplan in association with QLDC and Frankton Community Association – 25th Sept 2018

- Over 100 attendees to gather information to inform the Frankton Masterplan process.
- Approx. 50% were Frankton residents with the remaining 50% from surrounding areas e.g. Lake Hayes Estate, Queenstown.
- Shaping our Future facilitated the discussion around the future of Frankton and used its communication channels and networks to reach local residents. Full results will be available shortly.

ENGAGING OUR COMMUNITY

Shaping our Future is in a unique position of being able to engage with our community independently and without pre-determined outcomes. In addition, we are increasingly engaging with consultants, researchers and community groups that are interested in our information.



REPRESENTING THE COMMUNITY

Board members and the Executive are spending increasing amounts of time representing the views of the community through a number of channels, including official workshops, connecting people, community groups and individuals. Examples of key engagements include:



FY 18/19 FINANCIAL FORECAST

The QLDC grant is used to cover the cost of the Executive (currently 20hrs per week) and administration together with direct Forum costs including advertising, facilitation and venue hire. The Executive rate increased in 2018/19 after being static for 4 years. Other costs for the 2018/19 financial year included the engagement of McCulloch Partners and ongoing costs for the use of Xero for financial reporting.

SoF is a lean organisation run by a volunteer Board and taskforces. The Board members have considerable skills and experience across a range of sectors. SoF rarely pays meeting venue expenses, using either Council facilities or donated boardrooms for meetings. SoF provides tea/coffee and minimal refreshments at forums and events.

Profit and Loss
Shaping Our Future Inc
For the 12 months ended 30 June 2019

	Actual	Estimated	
	9 months	Projected	Budget FY
	March	FY Jun	2018/19
	2019	2019	
Income			
Event Income	-	-	\$6,000
Funding	\$30,000	\$60,000	\$60,000
Interest Income	-	-	\$50
Membership Income	-	\$3,600	\$4,500
Grants	-	\$40	\$5,000
Total Income	\$30,000	\$63,640	\$75,550
Less Operating Expenses			
Accounting Fees	\$700	\$700	\$1,500
Audit Fees	-	-	-
Event Costs	-	-	\$10,000
Executive Support	\$36,726	\$58,282	\$60,000
Forum Costs, Facilitation & AGM	\$6,837	\$12,000	\$13,500
General Expenses	\$399	\$850	\$1,006
Marketing/Advertising	\$729	\$1,545	\$12,000
Seminars, Conferences & Meetings	\$349	\$349	-
Subscriptions	\$677	\$860	-
Website/Online engagement	\$45	\$60	\$5,000
Total Operating Expenses	\$46,462	\$74,646	\$103,006
Operating Surplus (Deficit)	\$(16,462)	\$(11,006)	\$(27,456)
Cash movement			
Opening Cash Balance 1/7/18	\$36,137	\$36,137	\$31,658
Closing Cash Balance	\$16,444	\$22,471	\$4,202

Notes:

- Planned event income / expenditure has been deferred to 2nd quarter of FY 19/20.

- Marketing / Advertising costs were greatly reduced due to using free advertising and utilising online methods
- Plans to open the online forum discussion part of the SoF website were put on hold as the website needs upgrading.

PLANNED ACTIVITIES FOR FY 2019/20

- Water forum completion and follow up. In the past Shaping our Future identified the need to take a more active role in following up with our reports when they relate to a specific topic. Resource will be allocated to ensure the reports are presented to the correct agencies and support community groups to carry out the recommendations.
- Lake Hayes Estate and Shotover Country Community Visioning – although this did not continue to taskforce stage, resource will be allocated to assist the community association with carrying out the recommendations and priorities for the community.
- Climate Change / Carbon Positive – planned for May 2019, the taskforce work will continue into 2019/20. As a complex topic with a large number of stakeholders, resource is being set aside to assist the taskforce with understanding the topic and may include accessing experts where necessary. Initial contact has been made with relevant community groups who are very supportive of the initiative.
- Conference 2nd quarter of 2019. Initial discussions are underway to co-host speakers in the third quarter of 2019, speakers would be relevant, future thinking and present topics unique to Queenstown Lakes in order to attract a wide audience.
- Community – we are in initial discussion with Lake Hawea and Arthurs Point, two smaller communities in the Queenstown Lakes district, about undertaking community forums.
- The Shaping our Future website has experienced some technical trouble and an upgrade / update of the systems and design is needed to make it easier to navigate, update and be more user friendly.

FY 19/20 – PROPOSED BUDGET

Shaping our Future has a lot of activity planned for the 1st / 2nd quarters of FY 2019/20. SoF is aiming to be able to deliver forums faster and more efficiently, benefiting both the community and QLDC in being able to receive timely, informative and focused reports. We are focussed on collaboration and assisting our community to work together towards common goals.

Shaping our Future Proposed Budget 2019/20

Income	
Event Income	6,000
Funding	60,000
Membership	4,500
Grants	5,000
Total Income	75,500
Expenses	
Xero and Accounting Fees	-1,500

Event Costs	-10,000
Executive	-67,000
Forums	-12,000
Miscellaneous	-1,000
Marketing/Advertising	-5,000
	<hr/>
Website/ On line engagement	-10,000
AGM	-1,500
Total Operating Expenses	<u><u>-\$108,000</u></u>
 Operating Surplus (Deficit)	 -\$32,500
Surplus 18/19	\$22,471

Notes:

- Allows for two new forum topics in 2019/20 and the completion of Climate Change / Carbon Positive
- Increased administration / executive support to ensure a more timely finishing of taskforces and to provide support for following up reports, increased communication.
- Increased website funding to upgrade / update SoF website to be more user friendly and suited for purpose.

BACKGROUND – SHAPING OUR FUTURE PROCESS

A key function of Shaping our Future is the forum process – it's how Shaping our Future engages with community members on different topics. Shaping our Future encourages collective community future thinking and working towards a long-term vision. As an independent organisation Shaping our Future is in a unique position to be able to gather information.

The conversations and discussion that happen throughout the forum process or SoF events enables the community to connect, engage and discuss in a safe and open manner their thought on the future direction for the Queenstown Lakes District.



Q. FEEDBACK:

It'd be great to have a facility for green waste. Allwaste used to collect our green waste bins for a fee or about \$15 but they recently had to stop that service. I know lots of people in Shotover Country who just upgraded their red lid bin to a 240l so they could include their green waste in with their general waste after Grass clippings and things won't fit in the new small bins. ??

Q. FEEDBACK:

Please refer to attached submission

SUBMISSION FORM PUKA TĀPAETAKA

All submissions will be made public.

Name: WPTH ONE HOTEL AND APARTMENTS QUEENSTOWN LAKEVIEW

Organisation: HOSPITALITY SERVICES LIMITED

Email or postal address:

Locations: ☐ Arrowtown ☐ Albert Town ☐ Frankton ☐ Glenorchy ☐ Hawea
☐ Kingston ☐ Luggate ☐ Makarora ☐ Queenstown ☐ Wānaka

Do you wish to speak at a hearing? ☒ Yes ☐ No

If yes, please provide a contact telephone number:

Please use this space to comment on any aspect of the draft 2019-2020 Annual Plan or Council-related issues you want to provide feedback on. This is also your opportunity to seek community funding or grants.

PLEASE SEE THE ATTACHED SUBMISSION

Submissions close
at 5.00pm on Friday
12 April 2019

Please attach
additional sheets if
you run out of space.



Freepost to: No stamp required.
 Queenstown Lakes District Council,
 Freepost 191078, Private Bag 50072,
 Queenstown 9348.



QUEENSTOWN
LAKES DISTRICT
COUNCIL



SUBMISSION TO QUEENSTOWN LAKES DISTRICT COUNCIL ON THE 2019-2020 ANNUAL PLAN ON BEHALF OF HOSPITALITY SERVICES LIMITED (TRADING AS COPTHORNE HOTEL & APARTMENTS QUEENSTOWN LAKEVIEW)

Our submission deals with the 2019-2020 Annual Plan and the proposed referendum on a visitor levy.

Queenstown Town Centre Capital Programs:

We have read through both the Consultation Document and the Draft Annual Plan. While a reduction in expenditure might be seen as a cost saving, we note the following:

--Stage 1 of the Queenstown Town Centre Capital Program provides for significant roading upgrades to key arterials and provision for new multi-storey parking facilities as well as measures to reduce traffic in the city centre. We look forward to further updates about the Wakatipu to Go project from April 2019;

--However, if further time is needed to complete NZTA processes, does this mean that Stage 1 will be delayed or will all Stages be delayed? We note in the Consultation Document that the business case for the arterial routes will not be completed by October 2019 followed by an "NZTA approval process". As Stages 1 and 4 have the potential to be the most disruptive to the Hotel, we would like more information and clarity on timing and the nature of the works;

--What further information is required by NZTA and can this be shared with ratepayers? Both the draft Annual Plan and the Consultation Document refer to matters "as detailed above" but there are no references to the relevant issues and information provided so far has been vague.

--Will this also mean that additional expenditure will be required in future years or under future annual plans and what will the financial impact be for QLDC? Will this mean that the ten year plan will need to be amended?

Changes to the Destination Queenstown Tourism Promotion Rate:

A 25% increase in the proposed rate is not appropriate in our opinion for the simple reason that the region is so busy that it really does not need more promotion, particularly around the high seasons.

Given that Mayor Boulton is highlighting the fact that the region cannot cope with more visitor unless a visitor levy is imposed, perhaps Destination Queenstown might be advised to reduce its activities in order to lessen the burden on QLDC ratepayers by having less visitors to the area?

Over the last few years, there have been significant increases in commercial rates and another charge is not warranted especially where we now have a visitor levy being discussed by both QLDC

and central government. In this context, the funding model for DQ looks either out of touch or irrelevant in relation to what it does. With that in mind, Council should look either to assume the functions carried out by Destination Queenstown itself and look to make savings that way by not having a separate board and management or disassociate itself completely from it and allow the private sector to assume all of DQ's functions.

Proposed referendum and Visitor levy:

With Mayor Boulton's announcement of the referendum on the visitor levy earlier in March, we have several questions relating to how this would work and how effective the process will be:

-- We would note that the cover page of the consultation document was unnecessarily provocative and actually goes against what Mayor Boulton has been saying in the past about there being 34 visitors to the region for every resident. The figure of 5.5 million annual would mean a daily average of 15,000 visitors per day which would give 0.6 of a visitor for every resident. The majority of these visitors would be staying in commercial accommodation premises which pay higher council rates than residential ratepayers in any event and this highlights the inaccurate messaging and lack of facts that we fear will be a feature of the referendum campaign in the coming weeks and months.

--What is the question that will be put in the referendum and when will we know it? Will it be a straight "yes or no" question or will it provide for options? Mayor Boulton's press statement referred to a "*sustainable growth partnership*" with central government and suggested that this is what the referendum is about. That being the case, is it really possible to have a useful referendum on what sounds like a detailed proposal? The obvious risk here is that the question to be voted on will be so biased or skewed that there really is only a pre-determined result or that details of the partnership were so vague and unclear that a vote would be meaningless. Both such outcomes would not be democratic.

--Who in fact will be eligible to vote in this referendum? Will it be simply residents (temporary or otherwise) in the QLDC catchment area or anyone in the area on the day of the vote? How will participation be scrutineered?

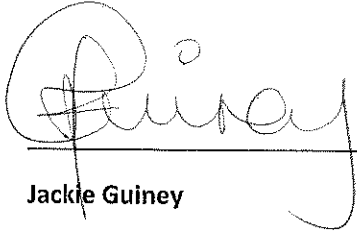
--How will the views of commercial rate payers be expressed? Commercial rate payers are not on the voting rolls (and not eligible to be) and the risk is that their views will not be captured in the process. If Council is to receive all views, commercial rate payers must be able to have a say otherwise Council is running an undemocratic process.

--How will Council ensure that QLDC residents / ratepayers will have access to accurate information from all sources to ensure that they are sufficiently informed to be able to vote properly? Will ratepayers have an opportunity to circulate information alongside any information that Council wish to circulate at the same time? If not, why not?

Even though this referendum is said to be non-binding, we believe that Council will take a result in favour as a mandate to proceed with its own agenda. We do not believe that is right.

A one-sided debate would be totally inappropriate and to ensure that all Queenstown ratepayers get as much information as they need to make an informed decision on

Dated 11 April 2019

A handwritten signature in dark ink, appearing to read 'Guiney', is written over a horizontal line.

Jackie Guiney

Hotel Manager

Copthorne Hotel and Apartments (Hospitality Services Limited)

Q. COMMUNITY FUNDING GRANT SUBMISSION:

Please ensure your submission details how this investment supports both the Ten Year Plan vision and Vision 2050.

Please refer to emailed pdf submission.



Submission to:

**Queenstown Lakes District Council Annual Plan
2019/2020**

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Executive Summary

This is a submission to the Queenstown Lakes District Council Annual Plan 2019/20 regarding a funding allocation and ongoing support for Study Queenstown.

Study Queenstown has delivered

Study Queenstown has established itself as a high performing economic development entity that is delivering economic diversity to Queenstown – **\$88m contributed to the local economy in 2018**.

With around **21% of the Queenstown population being either a student or employed in education** and training, this is a significant part of our community, and Study Queenstown is the lead agency dedicated to supporting, advocating for, and promoting all aspects of education in Queenstown.

How does the next 12 months look and what is different

As of June 30 2019, **Destination Queenstown (DQ) no longer wishes to have Study Queenstown as part of DQ**. The DQ Board and CEO have decided that education does not fit within the DQ mandate, and are disestablishing the manager role for Study Queenstown within DQ. With the manager role being made redundant at DQ, this effectively leaves Study Queenstown without a home as such, and uncertainty exists as to ongoing funding support. Given this economic development entity has delivered strong growth results over the past three years (48% growth in 2017/18), there is a **unified and robust desire to ensure Study Queenstown continues to exist for the collective benefit of Queenstown and the wider district** (see letters of support attached to this application as proof).

The **completely redeveloped strategy for Study Queenstown** going forward will move away from a purely marketing and promotion entity to focus on, Developing 3 'pillars' of delivery:

- STUDY – Inspiring learners, both domestic and international
- GROW – Building careers and talent
- LEAD – Bold Change makers and thought influencer

There is a significant direction change to intensively work with executive education and leadership delivery organisations to fast track their presence in the Queenstown Lakes District, including:

- University of Otago – 6 separate initiatives
- Hillary Institute, and Aspen Institute

A much wider proposition can now occur which includes Wanaka institutions and schools and potentially Otago Polytechnic in Cromwell, and organisations beyond our district such as the MOU between Study Queenstown and Auckland Tourism Events and Economic Development (ATEED).

We need your support to realise the wider potential for Queenstown

QLDC support at this point is critical to the success of a redeveloped Study Queenstown and the realisation of the potential that exists for the wider district. We need:

- 1. Commitment to support Study Queenstown as a cornerstone of economic development**
- 2. Financial support of \$130,000 per year, over a two year commitment period**

Education in Queenstown

About Study Queenstown

Study Queenstown (SQ) is a joint initiative by a range of providers to market Queenstown as a premium education destination for international and domestic students across a range of disciplines in partnership with national and international educational partners. Additionally there is an opportunity to further enhance the existing offering so that Queenstown becomes known as a centre of educational excellence, including in the executive education and leadership sectors.

Study Queenstown's membership base comprises world-class, NZQA Category 1 providers that offer national and international qualifications. Through Queenstown's providers, students are able to experience primary and secondary education, and obtain diploma, degree and post-graduate qualifications within the region.

Queenstown is well-placed to build towards becoming a recognised centre for education. It offers unmatched unique lifestyle for international students and already has an impressive educational base including three category one language schools, outstanding primary and secondary schools, the Southern Institute of Technology, University of Otago and Queenstown Resort College. It is also developing partnerships with a number of other providers to achieve a target of 2500 FTE students based in Queenstown by 2025. Study Queenstown believes this goal is achievable, considering the high level of support from the community and its local government.

International Education in Queenstown

Queenstown is a highly desirable study destination. Over the past 10 years, the international education industry has grown in Queenstown, with the establishment of several high quality independent tertiary providers. Among the local community, there is a strong desire to grow the education industry. This has been identified in several community documents including the Queenstown Lakes District Council's Economic Development Strategy. Study Queenstown's vision and objectives are in line with this formal community-wide strategy, which is underpinned by community visioning processes.

Districtwide sector benefits from education include: Educational institutions, accommodation providers (particularly homestays and private providers), transport, food, activities, service providers, businesses through worker provision – international students can work up to 20hrs a week on a student visa, and many choose to stay on post study and supply an educated and experienced workforce.

International education is New Zealand's fourth largest export industry, with an estimated direct contribution to GDP of \$4.8 billion. With over 130,000 international students enrolled throughout New Zealand in 2018 the industry has a significant economic impact, directly responsible for over 33,000 jobs.

The global market for international students is expanding with significant growth. In 2010, 4.2 million students studied at universities outside their home country, a 100% increase since 2002. This growth is projected to continue, with forecasts of between 7.2 million to 8 million students seeking education outside their own country by 2025.

An effective full time equivalent student (EFT) in Queenstown contributes approximately \$76,000 to the local economy during an educational year. Queenstown's international education industry now hosts over 1780 students annually. The total reported number of jobs involving education or training within the Queenstown Lakes District in 2018 is 1093 jobs directly attributable to education.

This equates to a local economy contribution of approximately \$88m each year.

The benefits of international education are more than just financial. International students contribute to our knowledge of other cultures and provide opportunities for the international linkages, which are essential for Queenstown's economic future. In addition, international tertiary students can make a valuable contribution to New Zealand's wider goals for research, innovation and trade. As such we believe a diversified portfolio aside from tourism is a key aspect to this economic development and growth, and international export education to Queenstown provides this diversity, as well as strongly contributing to the local economy. Many of the students studying in Queenstown also work in the local area while studying, thereby providing a capable and keen labour force. Many of these students go on to reside here and provide a skilled talent base of professionals.

Queenstown: Diversifying the local economy

The Queenstown Lakes District has experienced a long period of significant employment and growth in its visitor and permanent population, largely due to the region's biggest asset – the environment.

While tourism has been and continues to be its most successful industry, it has been identified that there is a need to diversify and lift the value of the Queenstown Lakes District's economy. As such, the Queenstown Lakes District Council has conducted a review of opportunities and prepared an Economic Development Strategy. It highlights education and training as one of the main aspects in a key priority, "Facilitate the Growth of the Knowledge-Based Sector".

The Economic Development Strategy recommends encouraging expanding economic development activities for the district, including education. By engaging with tertiary institutes, Centres of Research Excellence (an example being the Jardine family gifting of the Woolshed Bay property to the University of Otago in order to conduct research) and others to provide both community and visitors with opportunities for education and training, this will assist the Economic Development Strategy's priority of "encouraging a higher contribution visitor activity".

Study Queenstown as a representative of the education community in Queenstown supports the Council in helping to achieve its goals. We believe enhanced community wealth and a higher quality of life comes as the result of a strong diversified economic base built by a business community which generates education and employment opportunities. As such, the Study Queenstown stakeholders support the economic, social and environmental goals of the Queenstown Lakes District.

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from 44.9% of the population in 2006, to 38% in 2013. This proposal seeks to redress this decline through education and targeting this specific age bracket to study here and remain as part of an educated and experienced workforce.

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Study Queenstown as a representative of the education community in Queenstown supports the Council in helping to achieve its goals. We believe enhanced community wealth and a higher quality of life comes as the result of a strong diversified economic base built by a business community which generates education and employment opportunities. As such, the Study Queenstown stakeholders support the economic, social and environmental goals of the Queenstown Lakes District.

"...For this to be fully realised I can't overemphasise the importance of having an entity (Study Queenstown) dedicated to the promotion of Queenstown and the region as an education destination, as well as providing local knowledge, expertise and facilitation."

Jason Cushen – University of Otago



"...I note that international education is one of the key economic diversification economies for the region. Study Queenstown has committed significant energy to date to create more sustainable regional growth through driving a collaborative approach and unified voice that brings otherwise diverse communities together under a common vision and mission."

Henry Matthews – ATEED

"...Education is one of the key economic diversification opportunities available to Queenstown. This sector offers high value services with a low (environmental) impact and often works symbiotically with tourism. Study Queenstown has proven the sector is consistently performing stronger each year through the combined effort and unified voice of the educational institutions that it represents."

Anna Mickell – Queenstown Chamber of Commerce



Delivery of 2018/19 Funding Outcomes

This update provides reporting details of the four main projects outlined in the SQ 2018/19 annual plan, and aligned to the Study Queenstown Projects' Milestone Reporting Timeframe document. Further 'business as usual' marketing promotion work occurred in the reporting period which links to the growth KPI for Study Queenstown across all institutions.

Executive, Leadership and Business Education

Executive Education Feasibility Project

A full research report has been completed covering the following aspects:

- **Competitor Analysis** (to fully appreciate the wider Australasian industry)
- **Market Segmentation** – Identify the current and available markets and types of delivery methods used. This is also linked to products provided by institutions
- Identify Queenstown's **Unique Value Propositions** (UVP) in relation to executive education, business and leadership development courses.
- **Identify Partner Institutions** and provide intelligence profiles and stock take of all services and support structures for executive education within the Queenstown Lakes District.

University of Otago

- **SQ's Aaron Halstead met with Deputy Pro Vice Chancellor** – External Engagement, Helen Nicholson on 14th March to ascertain University of Otago's intent and provide support in aligning a number of projects and initiatives the university is enacting.
- **Woolshed Bay** – A naming ceremony occurred on 5th February 2019 to enact the new name of this University of Otago's facility – **Hākitekura**. The university committed to using this facility for research objectives and education – which SQ is working with the University on to confirm focus and delivery timeframes for this.
- **University of Otago hosted an inaugural Tourism Policy School in Queenstown** on 7th March 2019. The guest speaker was Switzerland Tourism's head of markets Urs Eberhard, and Urs also gave a public lecture on the evening of the 7th March.
- **University of Otago is hosting the International Adventure Tourism Conference** in Queenstown later in 2020, and it is envisaged this could also be part of the wider promotion of Otago's business and tourism schools interests in Queenstown.
- **SQ met with the Aspen Institute** – Tuesday 5th March. The Aspen Institute representative outlined their concept for a presence in Queenstown and how SQ could work with the Aspen Institute in the future for cooperative purposes. The Aspen Institute have also been working with the University of Otago regarding the Woolshed Bay – Hākitekura facility.

Tourism Research and Innovation Hub Project

- **New Zealand Tourism Innovation Hub** – National Workshop in November 2018 which brought together over 30 participants from the private sector including: Air NZ, Real Journeys, Ngai Tahu Tourism, Queenstown Resort College, Destination Queenstown, Lakes Wanaka Tourism; and from the public sector: MBIE, TNZ, DoC, Creative HQ, ENZ, and the University of Otago.

- Next steps include: Securing resources (financial and skill set) to advance the plan, and set up a governance and operational structure to launch the NZ Tourism Innovation Hub.
- **Key relationships established** with a cross section of stakeholders including Queenstown Resort College, Queenstown Lakes District Council, Chamber of Commerce, Destination Queenstown, University of Otago, other local institutions, Start-up Queenstown Lakes, tourism businesses, and Creative HQ. Future stakeholders identified including Queenstown Airport and Catalyst Trust
- **Study Queenstown has built strong partnerships** in the past 2 months with the QLDC economic development team and the Startup Queenstown Lakes team. Joint initiatives are being planned and enacted, and there is even discussion about co-location under one roof.
- **Key research projects to be undertaken by QRC Grad Dip students:** Chinese ski market development (including leading to growth, training and support of the 2022 Beijing Winter Olympics), Gay Pride initiative linked to the existing Pride Pledge, and Adventure Tourism – transformation of the search and booking landscape for travel, with an underpinning of online and digital. QRC's new One Belt and Road course is also analysed as part of this research proposition.

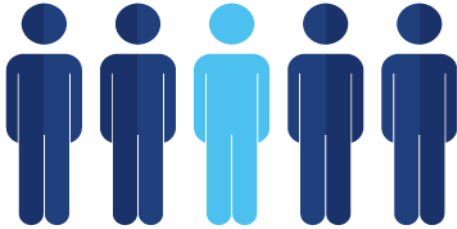
Student Experience Project

- **SQ has developed an MOU with ATEED** to cooperate and work together on joint initiatives. Queenstown to create a 'Visiting Friends and Relatives' (VFR) marketing campaign; sharing of learnings including about work ready and talent development programs; and, joint marketing ventures into key markets such as the US and South America.
- Study Queenstown missed out on receiving MoE Student Wellbeing Project funding.
- **Study Queenstown has signed a partnership deal with International Student Identity Card (ISIC)** which will co-brand student cards for Queenstown students. This allows us to promote student benefits in Queenstown, and create a number of additional benefits by utilising this partnership deal to work with local providers and businesses. A teacher card will also be offered. Students will pay a discounted rate of \$20 for a card, and some institutions will use this as their student identity card as well, with SQ branding and a full Queenstown photo on the back.
- **SQ is offering all Queenstown students the opportunity to give-back as volunteer staff** to the local community through a campaign linked to three key Queenstown events: Luma Light Festival, Queenstown Winter Festival, and Queenstown Pride.
- **SQ Institutions continue to offer activity programs to students through Arrow Expeditions** – a company that has packaged experiences and adventures specifically for international students. Uptake is primarily the language schools, SIT and the High School. This has added significant value to international students where they can meet other students while experiencing the wider region in their spare time.

Study Queenstown International Agents Conference

- Building on the strength of the inaugural Conference in 2018, and on reflection of content and participants survey feedback (which was overwhelmingly positive and complimentary), changes have occurred in terms of scheduling, visiting more institutions, keeping the students' involvement and reinforcing the Queenstown Inc messages that were delivered.
- The dates for the 2019 Conference were decided at the SQ February board meeting, and have been confirmed as 16/17 May.

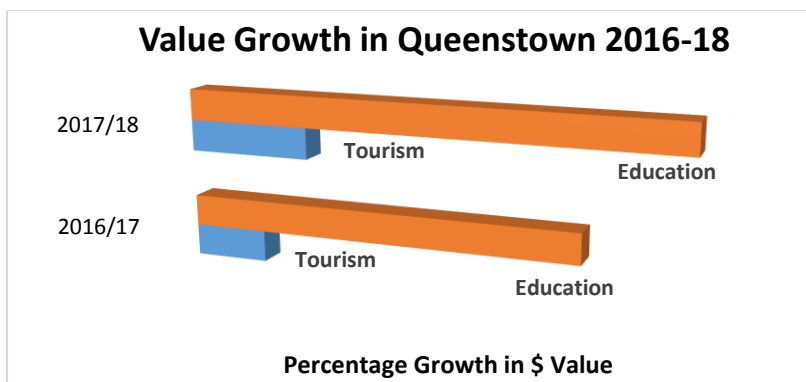
Review of 2018



1093 - People employed in Education and Training across the District

4860 – Total Students in Queenstown (17% of population)

In Queenstown, 1 in 5 people (21%) are either a Student or an Educator/Teacher



\$88m
Contribution to the local economy

\$76,000
Contribution per FTE International student



1780 International Students



57 Nationalities of students

Study Queenstown institutions

Queenstown Primary School
Polytechnic – SIT
University of Otago

Wakatipu High School
Three Language Schools
Specialist College - QRC

The New Education Landscape - Unrealised Value and an Overarching Approach in Queenstown 2019 to 2021

The education landscape in Queenstown has developed dramatically in the past 6-12 months. Some key element of change, and exciting opportunities ahead include:

1. **SQ has delivered significant value growth for Queenstown** - \$88m to the local economy
2. **Destination Queenstown is no longer supporting Study Queenstown** as of 30 June 2019
3. **Completely redeveloped strategic plan and direction** for Study Queenstown
4. **Much wider approach geographically**, including Wanaka and potentially Cromwell
5. **Much wider approach commercially** including leadership/business/executive education institutions and course advocacy and support
6. **MBIE defining what a tourist/visitor is** in relation to international students
7. **MBIE working with TNZ to value student VFR** (Visiting Friends and Relatives)
8. **Significant potential for new institutions in Queenstown** – particularly those who have recently expressed their desire to establish a presence here, including;

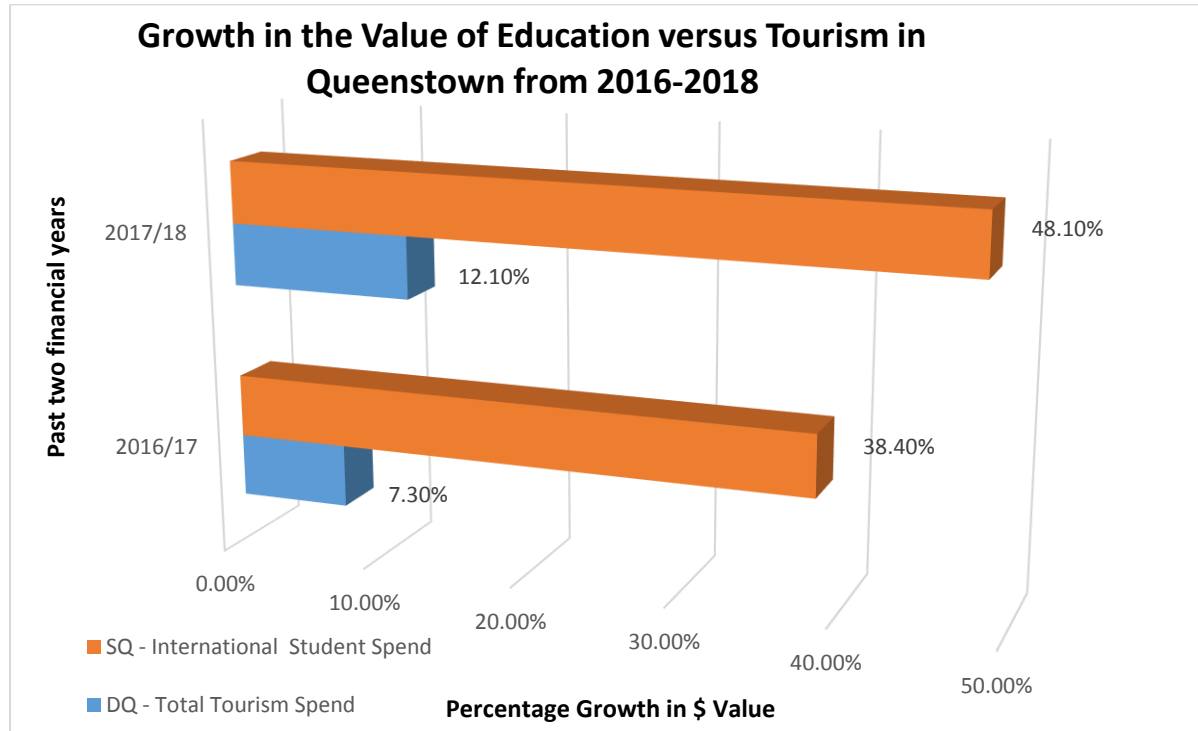


Strategic Priorities 2019-2021

Study Queenstown is positioned to be the focal point for all aspects of education promotion and advocacy in the Queenstown Lakes District, from Primary School to University, Domestic and International, and across the wider leadership/business and executive education realm. From a strategic review meeting in November, the four underlying pillars that SQ will prioritise are:

- **To strengthen our unified brand**
- **build strong relationships and our network**
- **International education contributes to cultural, social and economic values**
- **Working collaboratively to build diversity and grow economic output**

The Value of economic growth (as a percentage) in international education to the Queenstown economy has far outpaced tourism in the past two years. This is evidence that education, and in particular international education is providing a significant economically diverse industry to Queenstown beyond tourism. It does however have interlinked relationships with tourism in terms of visitor profiles, spend and in particular VFR for students outside the region. New Zealand had a total VFR value for all students in 2017/18 of \$460 million, with Auckland alone accounting for \$280 million of this. Hence the significance of the MOU with ATEED in order to leverage promotion opportunities for those students out of Auckland coming to Queenstown.



Study Queenstown has established itself as a high performing economic development entity that is delivering economic diversity to Queenstown – **\$88m contributed to the local economy in 2018.**

With around **21% of the Queenstown population being either a student or employed in education and training**, this is a significant part of our community, and Study Queenstown is the lead agency dedicated to supporting, advocating for, and promoting all aspects of education in Queenstown.

As of June 30 2019, **Destination Queenstown (DQ) no longer wishes to have Study Queenstown as part of DQ.** The DQ Board and CEO have decided that education does not fit within the DQ mandate, and are disestablishing the manager role for Study Queenstown within DQ. With the manager role being made redundant at DQ, this effectively leaves Study Queenstown without a home as such, and uncertainty exists as to ongoing funding support. Given this economic development entity has delivered strong growth results over the past three years (48% growth over 2017/18), there is a **unified and robust desire to ensure Study Queenstown continues to exist for the collective benefit of Queenstown and the wider district** (see letters of support attached to this application as proof).

New Strategic Plan and Direction

The **completely redeveloped strategy for Study Queenstown** going forward will move away from a purely marketing and promotion entity to focus on:

- Developing 3 'pillars' of delivery
 - STUDY – Inspiring learners, both domestic and international
 - GROW – Building careers and talent
 - LEAD – Bold Change makers and thought influencer

Think Queenstown Lakes 2019-2021

Launching and developing remarkable ideas and careers

STUDY	GROW	LEAD
<ul style="list-style-type: none"> • <u>Inspired Learners</u> • Primary Schools • High Schools • Language Schools • QRC • SIT • University • Other tertiary courses • Snow trainers/Aviation/Outdoor Recreation/etc 	<ul style="list-style-type: none"> • <u>Building Careers and Talent</u> • Develop leaders • Exec education • Business schools • Post Grad courses • Productive workers • Chamber/ITO's • Innovative learning workshops (e.g. Hatch, C2, TED) 	<ul style="list-style-type: none"> • <u>Bold Change Makers</u> • OU Woolshed Bay - Hākitekura • QRC Research Hub • Aspen Institute • Startup Queenstown Lakes • Hillary Institute • Tourism Policy School • Catalyst Trust • Innovation Hub

- Direction change to intensively work with executive education and leadership delivery organisations to fast track their presence in the Queenstown Lakes District, including:
 - University of Otago
 - Woolshed Bay – Hākitekura as a research and retreat centre
 - Tourism Policy School
 - Health Science programs and retreats
 - International Adventure Conference
 - Master of Tourism semester delivery in Queenstown
 - Executive Education Short Course delivery

- Aspen Institute
 - Significant international brand for Queenstown
 - Launch event at Woolshed Bay – Hākitekura
 - Realisation of the Sister City relationship with leadership education
 - Hillary Institute
 - Other university interest in executive education and business school delivery that been engaging with Study Queenstown
- Working closely with complimentary entities and organisations in the district to achieve the common goals of a capable, skilled and productive workforce and population
 - Delivering results for all students in Queenstown, both domestic and international
 - New governance structure that will see a Strategic Advisory Board developed in order to guide and assist in developing Study Queenstown beyond its previous remit
 - A much wider proposition can now occur which includes Wanaka institutions and schools, and potentially even Otago Polytechnic in Cromwell
 - Collaborating beyond our district for joint outcomes – such as the MOU Study Queenstown is signing with Auckland Tourism Events and Economic Development (ATEED) to work on 3 shared initiatives for the benefit of Queenstown and Auckland

A Broader Definition of Students as Visitors

As part of the wider remit to Study Queenstown's redefined strategy and direction, it is important to understand who the actual students are defined as, and how to value this contribution to the economy wider than traditional tuition fees and living costs. The following from MBIE is highly relevant to Queenstown, particularly given this may include a short stay workforce element.

In the latest 2018 Tourism Satellite Account (TSA) data, MBIE reports that NZ's International Visitor Economy is valued at **\$16.180bn**. In the same TSA report it is noted that 67,104 International students arrived here for <12 months (**defined as tourists by MBIE**) and were valued at **\$3.404bn**. **This number equates to 20% of NZ's total international visitor economy.**

VFR is one of Australia's fastest growing Visitor markets - **30% of their Chinese VFR numbers are in town to visit international student relatives and go on touring holidays**. Auckland has similar percentage figures, with total VFR value for Auckland students at \$260m, and NZ's VFR total being \$480m. The number one place they want to visit outside Auckland is Queenstown.

20% - \$3.04bn

Of NZ's total visitor economy value is actually short stay students (<12mths) – Source MBIE
TSA December 2018

76%

Of Queenstown students are classified as Short-stay visitors, i.e. Tourists

\$480m

Total value of VFR in NZ related to students – Queenstown being #1 destination outside Auckland

Study Queenstown Goals for 2019/20

- Support existing education providers to thrive
- Boost the variety of learning-related jobs/organisations in the district
- Create meaningful employment/incomes and future development
- Deliver learning in ways that can scale up and reduce reliance on ‘bums on seats’
- Improve the productivity of local workers and businesses
- Use insights and innovation to solve local, national and international challenges
- Create niche areas of learning and expertise that can be sold internationally

Key Priorities: Study Queenstown

STRATEGIC OBJECTIVES

- Students from New Zealand and around the world choose to study at Queenstown's premium institutions attracted by quality education, unique experiences, fantastic student support, and outstanding career opportunities
- Student growth numbers contribute to the overall Queenstown economy and local community by providing a greater base of well-educated, desirable graduates, many of whom will choose to remain in the resort providing a high quality labour cohort for current sectors and emerging industries
- Be a destination of choice for leadership and executive education across the Asia-Pacific region by delivering high quality executive education and leadership courses

STRATEGIC OUTCOMES

- To increase the local economic value of international education **from \$88m to \$112m by 2025**
- Increase Queenstown's overall contribution to the Government's international education target of \$5 billion, from approximately **1% currently to 2.5% by 2025**
- Increase the number of full-time students based in Queenstown **to 2500 (EFT) by 2025**
- Students have an enhanced student experience in Queenstown in order to maximise the positive benefits of studying in Queenstown, and have a supportive local community that values the benefits of international students
- To increase the number of high-quality courses and programmes offered to international students by 2025 - including partnering with well-established and reputable tertiary providers in order to jointly offer courses in Queenstown, with a particular focus on executive education, technology industries, tourism technology, and industry led requirements
- To identify and promote student educational pathways throughout Otago (including university) and to grow career opportunities – including retaining talented professionals locally to contribute to the economy

SQ Marketing Plan for current member institutions

Supplementing the SQ Business Plan 2019/20

A strategy that priorities the 3 key areas of:

1. **Customers**
2. **Market**
3. **Engagement**



CUSTOMERS

Institutions; including staff, students, families, agents, service providers

Government; including ENZ (project funding), TNZ (edu-tourism), INZ (work rights and talent), MoE (Well-Being Strategy), MBIE

QLDC; including EDA funding (diversification), Councillors engagement, Bus passes, community engagement

The Community; Destination Queenstown (messaging, joint support, infographics and insights), Chamber of Commerce, Industry (work rights), wider community groups

MARKET DEVELOPMENT

Priority Markets	Secondary Markets <i>not promoted in-country by SQ in 2018/19</i>
<ol style="list-style-type: none"> 1. China 2. Japan/Korea 3. South America: Brazil, Colombia, Chile, Mexico 4. Southeast Asia: Vietnam, Thailand, Philippines 	<ol style="list-style-type: none"> 1. Europe: Germany, France, Netherlands, Belgium, Italy, Spain, Czech Republic 2. Russia, India and Eastern Europe

MARKET PENETRATION

Key Initiatives	
<ol style="list-style-type: none"> 1. Offshore: ENZ Events (leverage to also attend agent organised events, independent agent visits, and create SQ bespoke events) 2. Offshore: ICEF Events (ANZA, Vietnam, Berlin – possibly in the future) 3. Create Digital Marketing Strategy: focus on the broader E-market, and incorporate social media platforms 	<ol style="list-style-type: none"> 4. Internal Agents (NZ) mini Conference (incl. agent familiarisations, ENZ, INZ, TNZ, employers, Chamber, institutional presentations) 5. SQ quarterly Newsletters 6. Webinars (South America, Europe, Southeast Asia) 7. Website (including SEO optimisation) 8. Agent Familiarisation visits to Queenstown 9. ANZA Workshop and Conference 10. Direct Contacts (leverage the network)

ENGAGEMENT

Current combined additional student capacity is around 1300 students across all institutions. Ways to engage that will target this opportunity and create strong critical-to-customer include:

- Engage offshore with Market Penetration initiatives (*above*)
- PR Strategy: messaging, newsletter, student experience/initiatives, educate the community, profile
- Creating Value – collateral, campaigns, PR opportunities (e.g. profiling in local publications)
- Work and talent pathways/options (use this to tell the story)
- Utilise VFR component of tourism to create additional value for both sectors
- Student engagement – experience, long term friendships, seamless process
- Strong academic focus (promote aspirational)
- Southern Education Alliance – joint promotions
- Advocacy with; Institutions, Government, QLDC, and the Community (as described above)

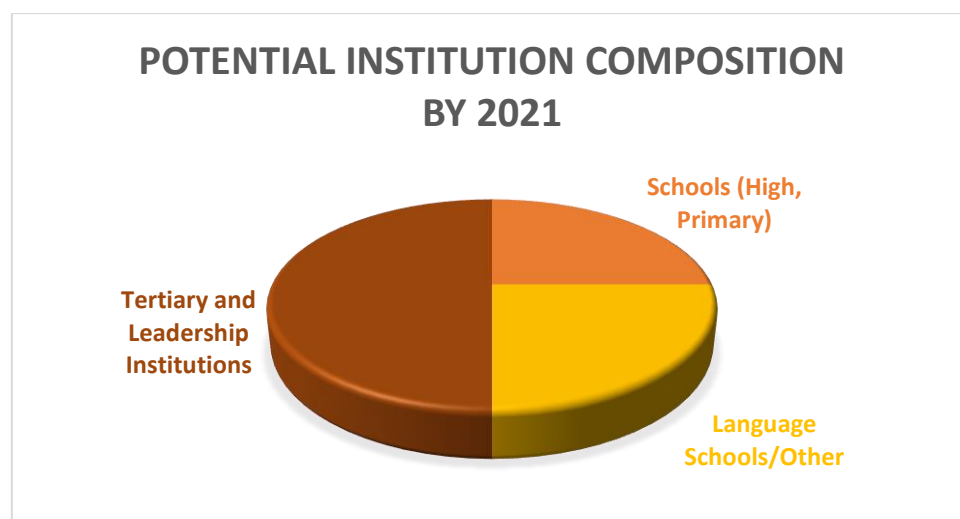
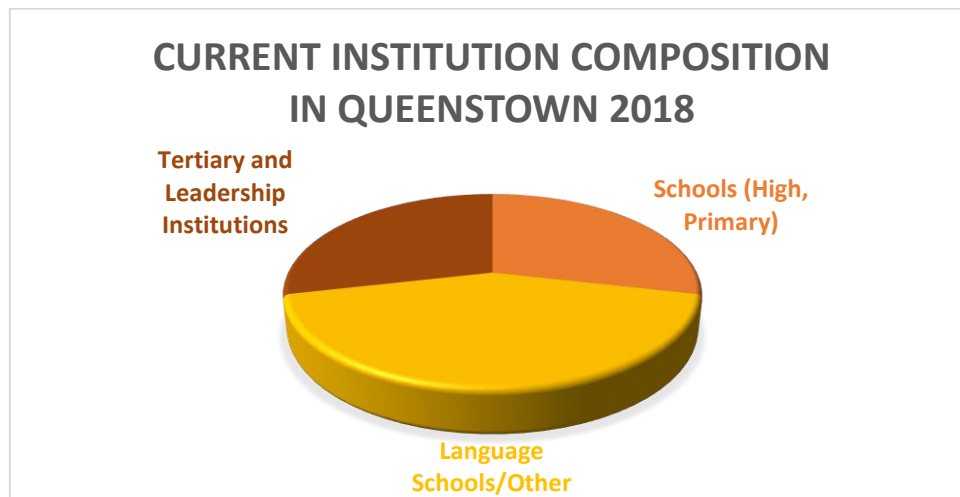
Student Benefits in Queenstown

A key aspect to ensuring students, both domestic and international, have a world class experience in Queenstown is ensuring there is a sense of community, it is relatively affordable to live here, and there is benefit from being a student or educator here. The following are some ways in which Study Queenstown is supporting and coordinating this approach:

- **Study Queenstown has signed a partnership deal with International Student Identity Card (ISIC)** which will co-brand student cards for Queenstown students. This allows us to promote student benefits in Queenstown, and create a number of additional benefits by utilising this partnership deal to work with local providers and businesses. Students will pay a discounted rate of \$20 for a card, and some institutions will use this as their student identity card as well, with SQ branding and a full Queenstown photo on the back. ISIC offers the following:
 - **110 million cards issued worldwide since ISIC's inception in 1953**
 - **Any full time student (domestic or international) who is over 12 yrs old can get one**
 - **The ISIC card is a 'passport' to over 150,000 discounts worldwide in 130+ countries**
 - **5,000+ benefits in NZ and Australia alone across the travel, booking, activities, accommodation, restaurant and food sectors.**
- **ISIC Teachers card.** Study Queenstown has also brokered a deal with ISIC that will allow full time teachers in Queenstown to apply for an ITIC, which will provide them with discounts similar to ISIC card for student. This will benefit many of the 1093 teachers in Queenstown.



- **SQ has developed an MOU with ATEED** (Auckland Tourism Events and Economic Development) to cooperate and work together on joint initiatives. Three initial projects that ATEED and Study Queenstown have agreed to work on include:
 - creating a 'Visiting Friends and Relatives' (VFR) marketing campaign;
 - Sharing of learnings across the work-ready and talent development programs; and,
 - Joint marketing ventures into key markets such as the US and South America.
- **SQ is offering all Queenstown students the opportunity to give-back as volunteer staff** to the local community through a campaign linked to three key Queenstown events:
 - Luma Light Festival, Queenstown Winter Festival, and Queenstown Pride.
- **SQ Institutions continue to offer activity programs to students through Arrow Expeditions** – a company that has packaged experiences and adventures specifically for international students. Uptake is primarily the language schools, SIT and the High School. This has added significant value to international students where they can meet other students while experiencing the wider region in their spare time.



Study Queenstown Financial Overview				
	2017/18	2018/19	2019/20	2020/21
INCOME				
ENZ Designated Funds	100,000	80,000	50,000	40,000
QLDC Allocated Funds	50,000	50,000	130,000	130,000
Membership Subscriptions	14,000	16,000	18,000	22,000
Commercial Service Fee	0	0	10,000	20,000
Sponsorship	0	0	0	20,000
Total Income	164,000	146,000	208,000	232,000
Core Funding Required	164,000	166,000	198,000	192,000
	<i>Actual</i>	<i>Forecast</i>	<i>Projected</i>	<i>Projected</i>
EXPENSES				
<u>Projects</u> – <i>Fundamental change for 2019 to 2021</i>				
Restructure and new Governance design	0	0	25,000	20,000
Executive Education and Leadership	0	5,000	12,000	25,000
Advocacy and Support - New Institutions	1,000	2,500	8,000	5,000
Research and Innovation Hubs	0	2,500	7,500	7,500
Talent and Pathway Development Support	0	0	6,000	10,000
<u>ENZ Linked Projects</u>				
Student Experience Project	1,500	5,000	3,500	2,500
International Agent Conference	20,000	10,500	5,000	2,500
Community Engagement and School Promotion	11,000	8,000	3,500	5,000
Offshore Marketing Campaigns & Events	20,000	9,000	8,000	6,000
Operating Expenses				
Staff expenses and admin	86,000	90,000	100,000	120,000
Office and overhead	5,000	4,000	15,000	15,000
Marketing collateral	17,000	8,000	10,000	5,000
Website development	2,000	1,000	3,500	7,500
Professional fees	500	500	1,000	1,000
Total Expenses	164,000	146,000	208,000	232,000

Note: Study Queenstown will have monetary assets of around \$30,000 at the close of FY2018/19.

Business Plan Activity

Developed directly from the SQ 2019/20 Strategic Plan and expanded from the Financial Overview schedule with all nine projects broken down across strategy, activity, cost and outcome.

Project Name	Link to regional development strategy	Activity	Project Cost	Outcome (KPI)
1. Restructure and new Governance Design	<p>Business growth</p> <p>Positioning Queenstown as a centre of excellence</p> <p>Diversifying the economy</p>	<p>Undertake the restructure of removing SQ from DQ and implementing the wider '3 pillar' strategy – Study, Grow, Lead</p> <p>SQ embedded in a mutually supportive environment to facilitate and drive all aspects of education delivery and function in Queenstown</p> <p>Undertake an Advisory Board positioning plan and recruit Board members from across the wider business and industry communities</p>	\$25,000	<p>Alignment with other ED functions</p> <p>Highly effective & recognised brand</p> <p>Highly functioning Board that can leverage the upcoming opportunities</p> <p>SQ is located in a co-existing and highly functioning environment that can jointly measure ongoing KPI's across shared projects</p>
2. Executive Education Project	<p>Positioning Queenstown as a centre of excellence</p> <p>Diversifying the range of institutions in Queenstown</p> <p>Business growth</p> <p>Diversifying the economy</p>	<p>Work with stakeholders to build an executive education proposal for delivery in Queenstown with an identified key delivery partner</p> <p>Build an intelligence profile of research initiatives and potential – currently existing in Qt and from external ideas</p> <p>Assist with building a business case for the institute and work with a key partner for proposal delivery</p>	\$12,000	<p>A key executive education provider is identified and creates framework for course delivery and support mechanisms for the concept to succeed</p> <p>Other institutions build off the strength and momentum of an established provider and indicate confirmed interest in establishing a Queenstown campus</p>

Project Name	Link to regional development strategy	Activity	Project Cost	Outcome (KPI)
3. Advocacy and Support – New Institutions	Positioning Queenstown as a professional study destination Grow SQ's international education value	Manage the intelligence profile of existing course delivery, and identify where opportunities and new developments exist Work with the SQ members to identify potential gaps in the market, and how to provide courses to meet these needs with partner institutions Seek to bring other institutions onto the Study Queenstown group	\$8,000	Study Queenstown recognised as a significant contributor to the NZ international education sector, and provider of quality pathways and talent Potential new institutions to Queenstown identify SQ as the focal point to liaise with and seek support
4. Research and Innovation Hubs	Talent acquisition & retention Positioning Queenstown as a centre of excellence Diversifying the economy	Build an intelligence profile of research initiatives and potential – currently existing in Qt and from external ideas Assist with building a business case for the institute and work with a key partner for proposal delivery Attendance at tech for tourism meetings, start-up QT meetings, and liaison across tech industry needs	\$7,500	The Institute concept is established and has scope with deliverable goals Key tourism businesses commit to providing access and resources to support the institute concept Wider financial support – industry, central government
5. Talent and Pathway Support	Enhancing productivity and efficiency in local industry Talent acquisition & retention Productive, better informed opportunity to upskill workers Business growth	Grow career and employment opportunities through support project with employers and Chamber Partner with Council ED function to work collaboratively across a joint talent project Development of a tech information portal	\$6,000	SQ is recognised as a key contributor and liaison to connecting talent and pathways SQ is a key contributor to the strategic objectives at partnership meetings

Project Name	Link to regional development strategy	Activity	Project Cost	Outcome (KPI)
6. Student Experience projects	Facilitate the provision of enhanced student experience so they gain maximum benefit from studying in Queenstown	<p>Ensure all students have access to ISIC, and actively promote this</p> <p>Create a plan for all students in Queenstown to have access to voluntary community work</p>	\$2,500	<p>Student satisfaction survey developed to ascertain degrees of satisfaction</p> <p>50% uptake in students participating in activities</p>
7. International Agent Conference	Showcase Queenstown as a world class destination to our education trade and government channels	Host an International Education Agents Conference in Queenstown - showcasing to NZ based agents all the educational offerings and presenting workshops & seminars	\$5,000	<p>Conference delivered on time and to budget</p> <p>Conference participants post visit survey to ascertain effectiveness</p>
8. Community Engagement and School Promotion	Implement a targeted community engagement model that showcases and reinforces the benefits of students in Queenstown	<p>Partner with local sustainability function to work collaboratively across a joint project</p> <p>Create a plan for all students in Queenstown to have access to voluntary community work and link to school outcomes & promote</p>	\$2,500	Queenstown community is aware, supportive and positive about the growth and development of international education in Queenstown
9. Offshore Marketing Campaigns and Events	Deliver an international campaign across key markets to promote and grow the international education proposition for Queenstown	<p>Build on the strength of South America Campaign; targeting the key markets of Brazil, Chile & Colombia</p> <p>SQ offshore Mission; Private dinner hosting, and delivering a SQ promotional event</p> <p>Develop key collateral to showcase SQ (prospectus, translations, website, video, banners, USB's)</p>	\$6,000	<p>Grow total student numbers by at least 30% annually (compounding)</p> <p>Deliver compelling collateral for Agents, students, and key education stakeholders</p> <p>Meet with at least 20 agents from each key target market</p>

Support Required from QLDC

Study Queenstown needs QLDC support to realise the wider potential for education in the Queenstown Lakes District

QLDC support at this point is critical to the success of a redeveloped Study Queenstown and the realisation of the potential that exists for the wider district. Study Queenstown requests Council contribute the following from the 2019/20 Annual Plan:

1. **Commitment to support Study Queenstown as a cornerstone of economic development**
2. **Financial support of \$130,000 per year, over a two year commitment period**

Note: Study Queenstown wishes to speak in support of its submission.

New Study Queenstown Structure

The practicalities of a new Study Queenstown structure could be achieved with the following:

- There is also the potential for Study Queenstown to co-locate with other economic development interests in town such as Start-up Queenstown Lakes
- The Study Queenstown manager being a contractor, therefore not part of employee head count, and also allows for the provision of a part-time role to achieve the desired outcomes (similar to how Start-up Queenstown Lakes functions)
- Study Queenstown would be governed by an external Advisory Board
- Funding could also then still occur from outside sources such as Education New Zealand, in a similar manner to how Film Otago Southland is co-funded from external sources

Funding

In order to fully realise the potential for Study Queenstown, it is imperative that there is some form of on-going and consistent funding. Education New Zealand through their regional partnership program have funded the majority of Study Queenstown's budget for the past 3 years. The intent of this was for local regions to adopt and fund these regional education programs. As such Study Queenstown is now in the transition phase to securing majority ongoing local funding. Through this submission paper, we believe it is clear that Study Queenstown is contributing substantially to the economic development and diversity of the Queenstown Lakes District, and as such are requesting:

- Bulk funding allocation of \$130,000 per year in order to fully realise and support the core Study Queenstown initiatives as outlined in the Financial Overview and Business Plan Activity
- A two year commitment to funding to ensure Study Queenstown has assured funding beyond single year application funding requests, and consistency to achieve multi-year projects

Letters of Support

The following letters of support and correspondence have been received to provide Council with an indication of the level of support, trust and unity Study Queenstown has built across Queenstown, the wider region, and nationally.

- University of Otago – Jason Cushen, Director, International
- Education New Zealand – Andy Walker, Business Development Manager
- ATEED – Henry Matthews, Head of International Education
- Chamber of Commerce – Anna Mickell, Chief Executive Officer
- Destination Queenstown – Graham Budd, Chief Executive
- Frankton Community Association – Glyn Lewers, Chairman

“...I note that international education is one of the key economic diversification economies for the region. Study Queenstown has committed significant energy to date to create more sustainable regional growth through driving a collaborative approach and unified voice that brings otherwise diverse communities together under a common vision and mission.”

Henry Matthews - ATEED



“Destination Queenstown believes that Study Queenstown plays a vital role in the development of the education sector and the organisation should be strongly supported financially to ensure its continued success and enhance its ability to coordinate the development of Queenstown’s educational offering.”

Graham Budd – Destination Queenstown

“It is our view that Study Queenstown should be housed within the Economic Development portfolio of the QLDC. This support is based on the value education offers to the district both in the commercial sector as well as providing high social value.

...The further development of the tertiary education sector of which Study Queenstown is active, also enhances the probability for the retention of home grown talent to stay within our district.”

Glyn Lewers – Frankton Community Association





10 April 2019

Queenstown Lakes District Council

My understanding is that QLDC is considering the current funding commitment to Study Queenstown as part of the annual plan process. While I appreciate, there will be many funding requests, I would suggest that Study Queenstown as an organisation provides an important economic diversification, and ultimate growth opportunity.


The University of Otago actively engages with Study Queenstown, and recognises its role as the sector peak body for the Queenstown Lakes District area. Obviously, we have similar relationships with Study Dunedin and ChristchurchNZ, and find these local entities as important facilitators of growth in the international education market.

While the University of Otago has recently made a long-term commitment to having an education footprint in the region with the Woolshed Bay development, we have for some time delivered teaching programmes (of various lengths) in Queenstown. Study Queenstown has been a proactive partner in a number of these initiatives. The University is also involved in various research projects in the Queenstown Lakes District area.

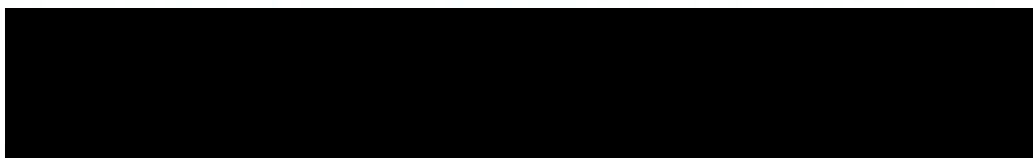
The University sees good international education growth potential in Queenstown should the region be appropriately marketed. For this to be fully realised I can't overemphasise the importance of having an entity dedicated to the promotion of Queenstown and the region as an education destination, as well as providing local knowledge, expertise and facilitation.

Please feel free to contact me directly should you require any further information.

Yours sincerely



Jason Cushen
Director, International
University of Otago



Letter in support of Study Queenstown's submission to the Queenstown Lakes District Council

Education New Zealand has supported the development and operation of Study Queenstown from 2016 to 2019 with the intention that it contributes strongly to, and becomes an integral part of, the economic, cultural and social development of the Queenstown Lakes District.

We consider it extremely important for the ongoing development of quality international education, and broader regional development, that Study Queenstown is well positioned to work collaboratively with the Queenstown Lakes District Council in the future.

Analysis undertaken by Education New Zealand shows that the economic value to the Queenstown Lakes District from international education was \$50 million during 2017. In addition a further \$23 million was contributed by visiting friends and relatives directly connected to international education. The Economic Value Infographic is attached to this letter.

In recent months we have been encouraged by the increasing collaboration of key tertiary providers in the region in conjunction with Study Queenstown. I am also aware that there are positive initiatives underway to engage with, and attract quality leadership, entrepreneurial and educational organisations into the region with the potential to link strongly with existing providers.

We consider there is an ongoing need for the facilitation of a unified and complementary approach by education providers in strong partnership with Study Queenstown and the Council. Study Queenstown has a membership ranging from primary schools through to tertiary institutions. These connections enhance regional development when linked to strategic planning and other council functions such as destination management and talent attraction.

Increasingly Education New Zealand has been working with regions across New Zealand to ensure international education is strongly aligned to wider regional economic development and talent attraction. We are aware that Study Queenstown is resetting its strategy and thinking strategically about integrated regional development. Education New Zealand has a key role in facilitating the implementation of the New Zealand International Education Strategy launched in August 2018. It has three broad goals:

- Delivering an excellent education and student experience.
- Achieving sustainable growth
- Developing global citizens

Success in the development of international education is best achieved when consideration is given to all three of these goals. Such thinking is evident in Study Queenstown's approach.

As previously signalled by Education New Zealand the three-year Regional Partnership Plan which included an annual funding agreement with Study Queenstown ends at the end of June this year. Regions are also supported by Education New Zealand services such as events, digital marketing and resources. It is envisaged that details about any future opportunities for regional partnerships with Education New Zealand will be available within the next month. While details of any future framework are not yet available, we consider regions in which international education is strongly embedded within regional planning and operation will be well placed to engage with Education New Zealand.



Andy Walker
Business Development Manager



Henry Matthews

Head of International Education

Auckland Tourism, Events and Economic Development



10 April 2019

Re. Queenstown Lakes District Council planning submission - Letter of Support for Study Queenstown programme

To whom it may concern,

Auckland Tourism, Events and Economic Development (ATEED) is a Council-controlled organisation (CCO) which helps create a future of prosperity and opportunity for Auckland. The organisation's vision is that Auckland's firms and workers are increasingly productive – driving prosperity and rising standards of living.

ATEED leads and supports initiatives and networks that attract talent and investment, boost business and job creation, foster innovation and an entrepreneurial culture, grow our visitor economy, and shape Auckland's identity to stand out globally. Its purpose is to support the growth of quality jobs for all Aucklanders.

ATEED's Destination division runs an international education portfolio called Study Auckland, which I head up. It is within this role that I have had the pleasure of engaging with Aaron Halstead at Study Queenstown. This engagement was originated via a nationwide regional International Education cluster network facilitated by government agency Education New Zealand.

Throughout all my dealings with Study Queenstown I have been impressed by Aaron's integrity, passion, commercial acumen and commitment to growing the International Education market in the Queenstown Lakes District Region.

I note that Study Queenstown is the voice for the education sector in Queenstown and is an advocacy and support organisation for all aspects of education. I understand that Study Queenstown works in partnership with organisations across Queenstown in the promotion and development of pathway education, training and talent acquisition for the greater benefit of Queenstown.



Aaron Halstead informs me that Queenstown's education sector plays a significant role in growing the economic prosperity of the region. Study Queenstown's key 2018 stats include:

- 1,093 people employed in education and training across the district
- 4,860 total students, 1,780 international students
- 21% of the total population is made up of students or educators
- 48% growth in the past year
- \$88 million contribution to the local economy through international education alone
- 57 nationalities of international students
- Average of \$76,000 contribution per full-time equivalent international student

I note that Study Queenstown has developed a new strategy focused on developing 3 strategic pillars for the Queenstown Lakes region: STUDY (creating inspired learners), GROW (building careers and talent), and LEAD (supporting bold change makers and thought leadership).

I understand that Queenstown's education institutions such as QRC and SIT are directly enabling a trained and skilled workforce to be delivered locally. Aaron Halstead has also advised me that several education institutions considering Queenstown as a location and they will require ongoing support to connect with local companies and organisations.

Having reviewed the Study Queenstown strategy I note that international education is one of the key economic diversification economies for the region. Study Queenstown has committed significant energy to date to create more sustainable regional growth through driving a collaborative approach and unified voice that brings otherwise diverse communities together under a common vision and mission.

Given recent changes to the funding model of Study Queenstown, I note Aaron Halstead is now seeking the support of the Queenstown Lakes District Council support to continue Study Queenstown operations for the greater benefit of Queenstown ratepayers and residents.

Please don't hesitate to contact me if you have any questions.

Yours Sincerely

Henry Matthews
Head of International Education

**MEMBERSHIP SUPPORT STATEMENT****To: QLDC**

PO Box 1473, Wellington, 6140

**Name of submitter: Queenstown-Lakes Chamber of Commerce
Incorporated****Address:****Attention: Anna Mickell****Funding Support Statement – Study Queenstown**

I am writing to support Study Queenstown's approach for economic development funding in the QLDC budget.

Education is one of the key economic diversification opportunities available to Queenstown. The sector offers high value services with a low (environmental) impact and often works symbiotically with tourism.

Study Queenstown has proven the sector is consistently performing stronger each year through the combined effort and unified voice of the educational institutions that it represents.

It is the Chamber's view that investment in locally-based promotion and development of this sector is worthwhile.

Anna Mickell

CHIEF EXECUTIVE OFFICE

21/03/2019



12 April 2019

To Whom It May Concern,

Re: Study Queenstown Submission to the QLDC Annual Plan

Destination Queenstown (DQ) is the Regional Tourism Organisation responsible for promoting Queenstown as a visitor destination. Our role is to promote Queenstown to both international and domestic markets to motivate holiday and conference and incentive travel to our region.

Destination Queenstown wishes to support Study Queenstown's (SQ) submission to the QLDC Annual Plan.

Education is one of the key economic diversification opportunities for Queenstown. The education sector is currently experiencing significant growth, and contributes \$88 million to the local economy through international education alone. More than 1000 people are employed in the sector across the district, educating nearly 5000 students.

SQ has enabled the sector to consistently increase its performance in recent years through a combined effort and unified voice. It is imperative SQ continues to attract funding support to enable it to continue this momentum for the greater benefit of Queenstown.

The organisation has evolved its role and developed a new strategy focused on developing three pillars for Queenstown: STUDY (creating inspired learners), GROW (building careers and talent), and LEAD (supporting bold change makers and thought leadership). SQ is the voice for the education sector in Queenstown, and is an advocacy and support organisation for all aspects of education development. Members of SQ range from primary schools through to university and tertiary institutions.

To achieve its strategic objectives SQ works in partnership with organisations across Queenstown in the promotion and development of pathway education, training and talent acquisition for the greater benefit of Queenstown.

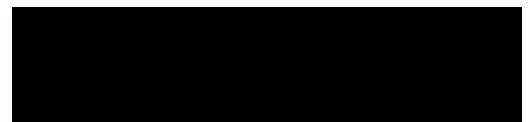
Study Queenstown is coordinating with a number of institutions that are establishing a Queenstown presence and these opportunities will need ongoing support and assistance to connect within and across the District. They include The Aspen Institute, Hillary Institute, Otago University – Hakitekura/Woolshed Bay, and other tertiary institutes in partnership with QRC.

Destination Queenstown believes that Study Queenstown plays a vital role in the development of the education sector and the organisation should be strongly supported financially to ensure its continued success and enhance its ability to coordinate the development of Queenstown's educational offering.

Yours sincerely

A handwritten signature in blue ink, appearing to read "Graham Budd".

Graham Budd
Chief Executive
Destination Queenstown





Charlie Phillips

Chief Executive Officer

Queenstown Resort College

RE: SUPPORT FOR STUDY QUEENSTOWN (SQ)

Dear Charlie,

The Frankton Community Association (FCA) is in support of the efforts of Study Queenstown. It is our view that Study Queenstown should be housed within the Economic Development portfolio of the Queenstown Lakes District Council (QLDC). This support is based on the value education offers to the District both in the commercial sector as well as providing high social value.

Within Frankton we have an active education sector with two Primary schools, Queenstown's only High School, as well as the Southern Institute of Technology (SIT), which forms a significant part of Study Queenstown's membership. We are of the view that SQ, working in partnership with these Frankton educational organisations provide for the promotion, training and talent acquisition, not only for the benefit of Frankton but the wider district. An example of this is within one committee member's Frankton workplace, whereby a recent Chinese graduate of SIT is now a highly productive member in a technical engineering profession. The workplace is also benefitting in learning Chinese culture, which has been of high value when participating in meetings with Chinese clients. This example also shows education can be used to diversify the Queenstown and Lakes District economy.

The further development of the tertiary education sector of which Study Queenstown is active, also enhances the probability for the retention of home grown talent to stay within our district. This scenario has multiple benefits as namely they would most likely have the familial support structures including accommodation, established networks within the community, and have a high probability of securing employment within the district once their educational endeavour is complete. This can only be viewed as a positive in maintaining a sustainable community

To conclude the FCA is in support of Study Queenstown continuing their function in aiding in the development of the education sector in Queenstown. We are also of the view of that SQ should be housed within the QLDC economic development office.

Kind Regards

Frankton Community Association

A handwritten signature in blue ink, appearing to read "Glyn", followed by a long horizontal flourish.

Glyn Lewers

FCA Chairman

Q. FEEDBACK:

Please see attached submission

SUBMISSION FORM

PUKA TĀPAETAKA

Please think about making your submission online at www.qldc.govt.nz/lets-talk

All submissions will be made public.

Name: N J HARRIS

Organisation: PRIVATE

Email or postal address: [REDACTED]

Locations:

<input type="checkbox"/> Arrowtown	<input type="checkbox"/> Albert Town	<input type="checkbox"/> Frankton	<input type="checkbox"/> Glenorchy	<input type="checkbox"/> Hāwea
<input type="checkbox"/> Kingston	<input type="checkbox"/> Luggate	<input type="checkbox"/> Makarora	<input type="checkbox"/> Queenstown	<input checked="" type="checkbox"/> Wānaka

Do you wish to speak at a hearing? ☒ Yes ☐ No

If yes, please provide a contact telephone number: [REDACTED]

Please use this space to comment on any aspect of the draft 2019-2020 Annual Plan or Council-related issues you want to provide feedback on. This is also your opportunity to seek community funding or grants.

ATTACHED SUBMISSION

Submissions close at 5.00pm on Friday 12 April 2019.

Please attach additional sheets if you run out of space.



Freepost to: No stamp required.
Queenstown Lakes District Council,
Freepost 191078, Private Bag 50072,
Queenstown 9348.



QUEENSTOWN
LAKES DISTRICT
COUNCIL

Submission to Annual Plan 2019- 2020

26th March 2019

QLDC
28 MAR 2019
QUEENSTOWN

LAKEFRONT DEVELOPMENT WANAKA.

My concern is that the Development Plan for the lake Foreshore is proceeding without meaningful consultation. The original Plan approved in 2016 was a concept Plan only and to date consultation on the detailed Plan has been non existing. Many people in Wanaka were not aware that all this was happening to their wonderful lake front.

Concern was such that features which are of interest to not only locals but visitors alike., were being destroyed.

A recent petition against the moving of the Millennium Path collected some 1741 signatures to leave the Path in it's present location.

The local consensus is that the Wanaka Lakefront should remain natural and open , the current Management plan which does not expire until 2026 is being completely overridden by the present Community Board without any formal consultation with the people of Wanaka,

I ask the Queenstown Lakes Council elected members to put a stop to this project and withdraw all funding in the current year (ie 2018-19) and also next year 2019-2020.

PROPOSED PEDESTRIANISATION OF LOWER WELWICK ST. AND ROAD CLOSURES

People of Wanaka have again been completely ignored with virtually no consultation on this futile exercise, regardless of what QLDC staff reported, this was complete chaos with extensive traffic jams. and some very upset business people, and this is a quiet time of the year.

Pedestrianisation does not cater for the districts elderly population surely they won't want to bike or walk to the town centre as suggested by some Wanaka councilors. It is a known fact that creating malls decreases business turnover, and in Lower Helwick Street shall certainly be the end of many businesses in that street. An example of this is the Mall in Cromwell it is dead with many shops empty.

Many of the roading Plans on display at the "Tent" were plans that surfaced 10 years ago with no new ideas . At that time the roading plans were completely rejected as a plain waste of time and money, to resurface these again beggars belief. To make matters worse a consultant on site said they were new Plans until I explained that he was completely wrong, with that he walked off and left me standing,(Poor QLDC public relations).

What Councils consultants are trying to do is make Wanaka like Queenstown turn the town Centre into a place for tourists with food and booze outfits and associated problems, and to hell with the locals.

Wanaka is a place people come to for what it is, not what some people want to make it,

An example is Arrowtown, they have managed to keep the place authentic by insisting the town stay the way it always has been, they have a mixture of people and traffic mingling together in their Town Centre without any obvious problems. (Probably have more visitors than Wanaka)

Council must withdraw all funding for this futile exercise in it's 10year Plan. and dismiss all present consultants and listen to the local population who know the what locals want, not change everything for the want of change.

Neville Harris.



A handwritten signature in blue ink, appearing to read 'N Harris'.

Q. FEEDBACK:

No more funding for Wanaka Lakefront Development. Any funding should be directed to car parking for Wanaka. Preserve the Millennium Pathway to not have any lakefront road closures. Wanaka Community Board & QLDC must include the community in any decision making relating to the Annual Plan and spending of ratepayers money,

Q. FEEDBACK:

I don't agree with the 3 wheelie bins that the council will be providing. Is this really a way to reduce waste when you are providing large bins that make it very easy to throw recycling and rubbish into without any further thought. I disagree with this being compulsory and that our rates will be increased to cover the cost. I also don't want these bins outside my home as they are ugly. Why cant this be a voluntary programme that people pay for if they wish to have these bins. And people like myself and many others in our community, who are actively minimising our waste through conscious decision making at every step, can be rewarded by not paying for this. I have a full rubbish bag less than once a month and we are a family of four. Our recycling bins only go out every couple of weeks and are never full. I would rather not have this service, and not pay extra in my rates, but pay when I need to drop recycling or rubbish off to a depo on an as needed basis. This would make me actively consider my waste impact at a personal level. I wonder if there has been consultation about this introduction, and discussion with Wanaka Wastebuters as well. I think there can be a much better solution.

Q. FEEDBACK:

It is essential and fair for Council to introduce a visitor tax given the numbers of visitors/tourists in our region and the burden and demands these place on local infrastructure, resources and communities which such a small number of ratepayers have to fund.

I don't think there needs to be or should be a referendum; just do it.

Q. COMMUNITY FUNDING GRANT SUBMISSION:

Please ensure your submission details how this investment supports both the Ten Year Plan vision and Vision 2050.

See attached submission

Q. If you have a pre-prepared submission, you can upload it below. Please note that we can only accept .docx files.

PDF documents can be emailed to services@qldc.govt.nz

WWFT Annual Plan Submission 110419.docx - 18 KB

THE WANAKA WATERSPORTS FACILITY TRUST

Submission on 2019-2020 Annual Plan

The Wanaka Watersports Facility Trust (the Trust) seeks a funding grant of \$50,000 in the 2019/20 year and \$50,000 in the 2020/21 year.

The grant is to assist with the construction of the Facility building pursuant to RM150679 at the site at Roy's Bay.

The total budgeted cost for the project from its inception in 2013 is \$2,014,000.

Actual costs of \$370,000 were incurred in respect of the resource consent process which involved a hearing before QLDC-appointed commissioners (who granted the Trust's application) and an appeal by the objectors to the Environment Court. This amount was funded by donations of \$261,000 from trustees, user groups and supporting public, \$60,000 from Central Lakes Trust and the Environmental Legal Aid Fund, and professional fee discounts. The costs do not include hundreds of hours involvement by the trustees.

The balance of the project costs is \$1,644,000 which is for the building (including 2 external toilets as requested by the QLDC), engineering, landscaping, arborist, and security/alarm systems.

To date the Trust has confirmed grants totalling \$1,209,000 comprising of \$650,000 from CLT, \$400,000 from the Otago Community Trust, \$50,000 from The Sargood Bequest, \$40,000 from both the Lion Foundation and Alexander McMillan Trust plus private grants/donations totalling \$29,000. The uncommitted funding amount is therefore \$435,000.

The Trust has applied to the Lotteries Commission (Community Funding) for a grant. Lotteries has indicated that it would like to see a significant level of funding from the QLDC into this project and the Trust believes funding of \$100,000 from QLDC would be considered appropriate by the Commission. The Trust's application to the Lotteries Commission is therefore for the balance of the construction cost of \$335,000.

The Trust has commenced construction on site and has arranged bridging finance for the uncommitted funding from amongst its trustees.

The Environment Court found that the proposed facility was appropriate both for the Roy's Bay Recreation Reserve and for the stated purpose. The Court determined that it fitted within the RMA requirements and QLDC's planning and recreational instruments. The QLDC actively supported the Trust in the Environment Court process and the decision of its Commissioners was ratified by the Court's decision.

The Facility will comprise a 420m² building with a storage area for rowing craft (including coach boats), kayaks, paddleboards and other non-motorised watersports equipment, an exercise room with training equipment, and internal changing/shower/toilet/locker storage facilities for users. These will be on a user-pays basis. The Trust is a charitable not-for-profit entity and charges will be set on that basis to recover operating costs and necessary repairs and maintenance etc. In addition, there will be external toilets (as requested by QLDC)/changing facilities, a wash down cold shower and bike racks for free public use. The Facility layout will be 100% wheelchair friendly.

The Facility will provide a point of focus for groups and individuals using the western side of Roy's Bay for non-motorised watersports activities and Millenium Track walkers and bikers. It will be managed by a Management Committee comprising a representative from each user group and one of the trustees. The Management Committee will report to the Trust on a regular basis.

Current committed user groups comprise the Wanaka Rowing Club, the Wanaka Lake Swimmers Club, and TriWanaka. These are all active Clubs whose memberships are expanding, and anticipated to continue to expand into the future along with Wanaka's expected population growth. Subject only to capacity constraints other types of usages (whether group or individual) will be accommodated.

The 10-year Plan highlights the projected Population Growth and based on this the main thrust of the Plan is to promote and expand efficient and effective community facilities and services, ensure communities are vibrant and inclusive, that built environments meet local needs and respect local character, and that public access is available. While these statements relate to QLDC's proposed activities it is submitted that there is room for facilities very substantially non-ratepayer funded that support these visions.

The Watersports building will be an effective community facility providing a needed facility as a base for user activities and as an exercise, changing and storage facility for its users. Those activities will encourage personal “wellbeing” which involves physical, mental, sense of belonging, team involvement, dealing with success and failure and therefore overall health. The facility will provide good public access and will represent a strategic investment in the youth of to build their future contribution to the community.

The Vision Beyond 2050 states the key themes for the extended future in terms of how the district’s communities want to live, work and play and outlines the plan for future capacity and development to meet the expected demands of a growing community. Key statements in the Vision of relevance to the Watersports building are:

- “Our young people seek a future here”
- “Our people are inspired to be active and well”
- “Our community has a strong heart”
- “Our local natural advantages are a springboard for learning, launching and leading”

The building will meet these aspirations and will complement other sporting facilities existing or future and whether publicly or privately funded. Every facility can be seen as a beneficial part of the whole objective and creating “pride in sharing paradise”.

The appropriateness and community benefit of the Trust’s Facility have already been approved by the Wanaka Community Board and the QLDC through the Wanaka Lakefront Reserves Management Plan, the QLDC and the Environment Court through the resource consent process, and the funders who have already committed to the project.

The Trust is in the position where, with a relatively small contribution from the ratepayers (approximately 5% of total project cost) the QLDC can enable a much needed addition to the local community’s facilities within a short timeframe. The Trust’s Facility is expected to be completed by end November this year assuming funding is secured. The 10-year Plan recognises that QLDC provides grants towards specific projects and activities.

The Facility will be a not insignificant addition to Wanaka’s sporting and recreational opportunities all of which encourage healthy outdoor avenues for

the community, particularly Wanaka's youth. The Facility complements the expectations and aspirations of both the 10-year Plan and the Vision Beyond 2050.

Wanaka Watersports Facility Trust

11 April 2019

Q. FEEDBACK:

Hi

in the interest of reducing waste to landfill this should still have a user charge approach. each time a waste wheelie bin is emptied then this should be able to be read by the contractor and charged to the appropriate household. No wheelie bin out less of a charge. Wheelie bin out every week then you pay more.

This would reward those of us whom have made a conscious effort to reduce waste and are now down to 1 blue bag every 3-4 weeks.

I applaud the use of wheelie bins if this is adopted.

cheers Phill Hunt

Q. FEEDBACK:

I note the excellent work that has been done by the infrastructure, engineering and 3-waters teams to package up bundles of work to achieve efficient engineering design of the CAPEX projects across the district. I also acknowledge the extended NZTA approval processes which have deferred some of the CAPEX spend on infrastructure. However, some of the cost benefits in packaged design bundles are as a result of design work being able to be carried out across the country. The construction work will not necessarily be able to rely on similar cost savings, due to the need to have work delivered by people physically based in the district, and the higher cost of living. Consideration of accelerating other well-scoped design packages to have these hit the construction market early may be beneficial to avoid having more work hit the market in subsequent years than can be delivered cost effectively. Cost and efficiency of construction needs to be foremost when deciding which packages of work to accelerate.

The Annual plan refers to hiring additional in-house FTEs, especially in the planning and infrastructure departments. I support this move. Staff constraints have resulted in extended delivery timeframes for work needed to support development and CAPEX projects in the district. The employment market for these types of individuals is highly competitive, and I encourage QLDC to consider the market rates to ensure the right high-quality team members continue to be hired.

The Arthur's Point and Gorge Road areas are experiencing high growth. During earlier planning work associated with potential re-zonings in these areas, a number of known infrastructure constraints were identified. These include the sewer line across Warren Park, and a length of sewer line at the Gorge Road end of Robins Road. The constrained Robins Road sewer length passes under a number of private properties, and is a known weak point in the Queenstown infrastructure. With the increase in development upstream of these points, and to prevent sewer capacity constraining development (and in particular development of housing, a key concern for the district), I submit that the upgrades required to eliminate these sewer constraints should be prioritised.

Across the district, stormwater discharges to watercourses and to ground are designed and managed on an individual basis. I note the QLDC Code of Practice requires consideration of Low Impact Design solutions. In other areas of New Zealand, design guidelines and standards are more prescriptive, and catchment wide solutions are favoured over work on individual sites. I submit that consideration be given to a desk study of requirements across the country to determine which may be adapted to suit the Queenstown Lakes District, and identification of priority areas for catchment wide solutions similar to that being undertaken for Frankton. In line with the QLDC 10 year vision, which combines sociological effects and measures with infrastructure and the environment, I submit that blue green infrastructure and an approach similar to the water sensitive cities initiatives be investigated.

Q. FEEDBACK:

I fail to see how supplying every household with a 140L (landfill) rubbish bin will help the district move towards a zero waste future.

The current system of 30L/60L blue bags provides a VERY CLEAR incentive to reducing waste going to landfill; less bags = less cost. In the new system, it does not matter whether your bin is empty, half full or crammed, the charge is the same. So instead of looking for ways to reduce waste, it will be all too convenient to simply throw it in the bin and forget about it. Instead of driving to the resale shop in Glenda Drive or one of the family stores... simply throw it in the bin and forget about it. Instead of rinsing and recycling... simply throw it in the bin and forget about it. Unfortunately too many people are busy / lazy / dis-engaged with waste reduction, and I see the new system as providing them with an easy option to disposing of, rather than reducing, rubbish.

A 140L bin is the equivalent to 2.3 x 60L blue bags of waste per week. In the "average overall cost increases for median value residential properties"[1] the cost is calculated using 52 blue bags (i.e. one per week). Should the waste collection be carried out fortnightly, the equivalent of 1.15 x 60L bags a week?

NB Our family of three uses only 1 x 60L bag a month, so would require collection once every 2 months!

I will be keen to see the figures for landfill waste before and after the introduction of this new system, to see if it is indeed helping our district towards a zero waste future. Regrettably I suspect it will not.

[1] Annual Plan 2019 page 8

Q. FEEDBACK:

Whatever you choose to do with Lower Helwick Street and lake-front Ardmore St, if you take car parks away, you must replace them and not at the show grounds which is too far away from the retail stores. Our retail sector will die if parking is taken away.

