

## 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 documents

# Arrowtown Promotion and Business Association



## Content:

1. Mission Statement
2. Guiding Principles
3. Introduction
4. Annual Report
5. Key QLDC Focus Areas

## 1. Mission Statement

*Arrowtown Promotion and Business Association's role is to promote and advocate the historical and natural character of Arrowtown while achieving responsible and sustainable growth.*



## 2. Guiding Principles

*Protecting what is intrinsic about the town - natural environment, historic heritage and walking environment  
Managed growth/sustainability  
Independent/separate voice  
Charm and friendliness. Welcoming town*

## 3. Introduction

The Arrowtown Promotion and Business Association (APBA) is a non-profit community organisation of commercial ratepayers and other business operators. The Board has representatives from these groups and the Arrowtown Ward QLDC representative.

The association employs a Manager. The Arrowtown Promotion and Business Association's activities cover the commercial area of Arrowtown and the Arrowtown School catchment area.

The APBA engages with Destination Queenstown (DQ), the Arrowtown Village Association (AVA), village residents, event planners and the Lakes District Museum to promote Arrowtown.

Our role is similar to DQ, with a much smaller budget and additional requirements of protecting the historic Arrowtown precinct. Funding is sourced from the Arrowtown Commercial ratepayers as a rating levy.

The 2018-19 APBA Board consists of:  
Michael Tierney (Co-Chair); Todd Weeks (Co-Chair); Bruce Gibbs (Treasurer); Scott Julian; David Clarke; Sam Laycock; Brian Spicer\*; Carole Sinclair; Jimmy Sygrove, Vicky Arnold, Rob Andrews, Nick Fifield; Barry Litten\*; Sue Patterson (Project Co-ordinator); and Scott Stevens (Council Representative). These members represent a cross-section of Arrowtown businesses and the wider business community including accommodation, food and beverage, outdoor tours and activities, and retail. \*denotes additional members

## 4 Annual Report

Tourism numbers continue to grow as Arrowtown sees more visitors, representing an increase in those coming from Queenstown, those actually staying in Arrowtown and staying elsewhere.

The APBA continues to work closely with Ward Councillor Scott Stevens, Mayor Jim Boulton, CEO Mike Theelan and QLDC staff towards timely responses and a tidy, functioning town. The support of council in these matters especially in the upgraded Ramshaw Lane park, new toilets and new rubbish bins is hugely appreciated. At peak times the town strains as these barely meet the mid-summer visitor needs.



The Arrowtown CBD concept plan presented to council needs council buy-in to see the needs of the businesses and the residents met. Connection between the town and river wilderness areas is critical to this plan. Presently this is in the hands of council heads of department and is being resubmitted for council adoption for the 2019-20 year.

New on-the-ground research undertaken currently based on 2013 and 2016 benchmark research will tell us how to meet the needs of our visitors, all the while ensuring the natural environment and historic heritage is not spoiled. This research report will be out shortly.

Adopting the NZ Tourism Sustainability Commitment is helping guide responsible growth, with a continued push towards Autumn, Winter and Spring visitation a priority.

The arrowtown.com website has been refreshed for even better use by hand-held devices, recognising a huge growth in this type of on-line access. A new commitment to a dedicated Social Media person maximises website use and reflects stories about the events and activities special to Arrowtown.

The APBA continues to work closely with its sibling, the Arrowtown Village Association to grow shared goals. The AVA Wilding Pine, Predator Control and Native Replanting Trial are all supported. Both organisations have adopted the Arrowtown Shaping our Future report as a guide to future decision affecting the town and environs.

The Heritage Lighting Project nears completion with the ABPA continuing to provide significant support.

National Tohu Whenua (Landmark) recognition of both the Chinese Historic Village and the Miner's cottages precinct in town has given huge kudos to the importance of the Arrowtown heritage in both Otago and the country as a whole.





The ORBUS service continues to receive our full support while we continue to lobby for more frequent timetabling, a better Arthurs Point through connection, and most important a loop in and out of Arrowtown to ensure safer and more stream-lined access for staff, locals and visitors. QLDC and ORC are well aware of our issues.

APBA-seeded and supported events include the Arrowtown Farmers Market, Arrowtown Autumn Festival, Arrowtown Creative Arts Society events, and the Arrowtown Long Lunch.

The Mahu Whenua Gateway Project is progressing. An initial outcome will be the high country story being told through interpretation panels in the old police hut and in outside kiosks, in close consultation with the QEII Trust and high country land owner. The proposed River Park on Bush Creek land is clearly promoted in the Arrowtown CBD Concept Plan submitted again to council.

The council's submission to retain the Arrowtown Ward and expand the boundaries is support by the APBA. We anticipate a positive outcome.

At the time of writing the APBA is planning towards the next 5 years. Strategic planning is guided by actual research and member consultation. Over the next 12 months members will be fully consulted to determine the need for and reasoning behind a request to council should planning require an increase in the commercial visitor levy to the APBA.

### **Key Partnerships and Communication Channels**

- APBA members, Arrowtown Charitable Trust (Lighting Project); Arrowtown Village Association (AVA); Lakes District Museum; Shaping our Future; Destination Queenstown; Tourism NZ; Tourism Industry Aotearoa, Chamber of Commerce; QLDC; HQWiFi; Millbrook; Arrowtown Creative Arts Society; Arrowtown Autumn Festival Committee; Queenstown Trails Trust and Iron Man; Arrowtown Farmers Market; Arrowtown Wilding Pine Group; Arrowtown Predator Control Group; QEII Trust; Mt Soho (Mutt Lange Pastoral Lease properties); NZ Open (The Hills and Millbrook); Queenstown Frontline Information Centres and tourism operators.
- Media - print (newspaper, magazine) radio, social media (Facebook and Instagram)

### **Leverage Opportunities Realised or Assisted APBA Initiatives**

- Arrowtown Environment Gateway Study
- Arrowtown Guide (English & Mandarin)
- Arrowtown Farmers' Market
- Active Facebook and Instagram Annual fundraising calendar
- Support Arrowtown Charitable Trust's Heritage Lighting Project
- Restoration of Police Hut for interpretation centre
- Arrowtown Creative Arts Society
- Annual photography prize

### **APBA Supported Events**

- Arrowtown Autumn Festival - \$5,000 sponsorship to Festival, and \$2500 in kind (photo competition and partner advertising)
- Arrowtown Long Lunch - have ownership of this event
- Macpac Motatapu Adventure Race - \$7,500 membership sponsorship in prize vouchers, Official Supplier to Motatapu
- Cycleways – communicating and sharing info with key cycleways initiatives

**Advertising** - AA; QT Magazine; Whytewaters advertising; DQ Product Directory; QBook (Chinese & Japanese); LWB Chinese publication, Go Travel Mag Autumn, Scuttlebutt Autumn, Social Media paid posts.

### **Ongoing Projects:**

- Supporting the safety and aesthetic aspects of the Arrowtown Charitable Trust's Heritage Lighting project
- Arrowtown Market Research 2019

### **Website**

- Event Calendar for community and members
- Member and partner listings eg Millbrook
- Increased social media programme and Facebook
- Providing website news blogs and updating media photos

### **Sourcing funds**

- Fundraising calendar
- \$2,500 member sponsorship for Motatapu
- Sourcing prizes for events from member businesses eg Autumn Festival...

**Sue Patterson**  
**Manager**

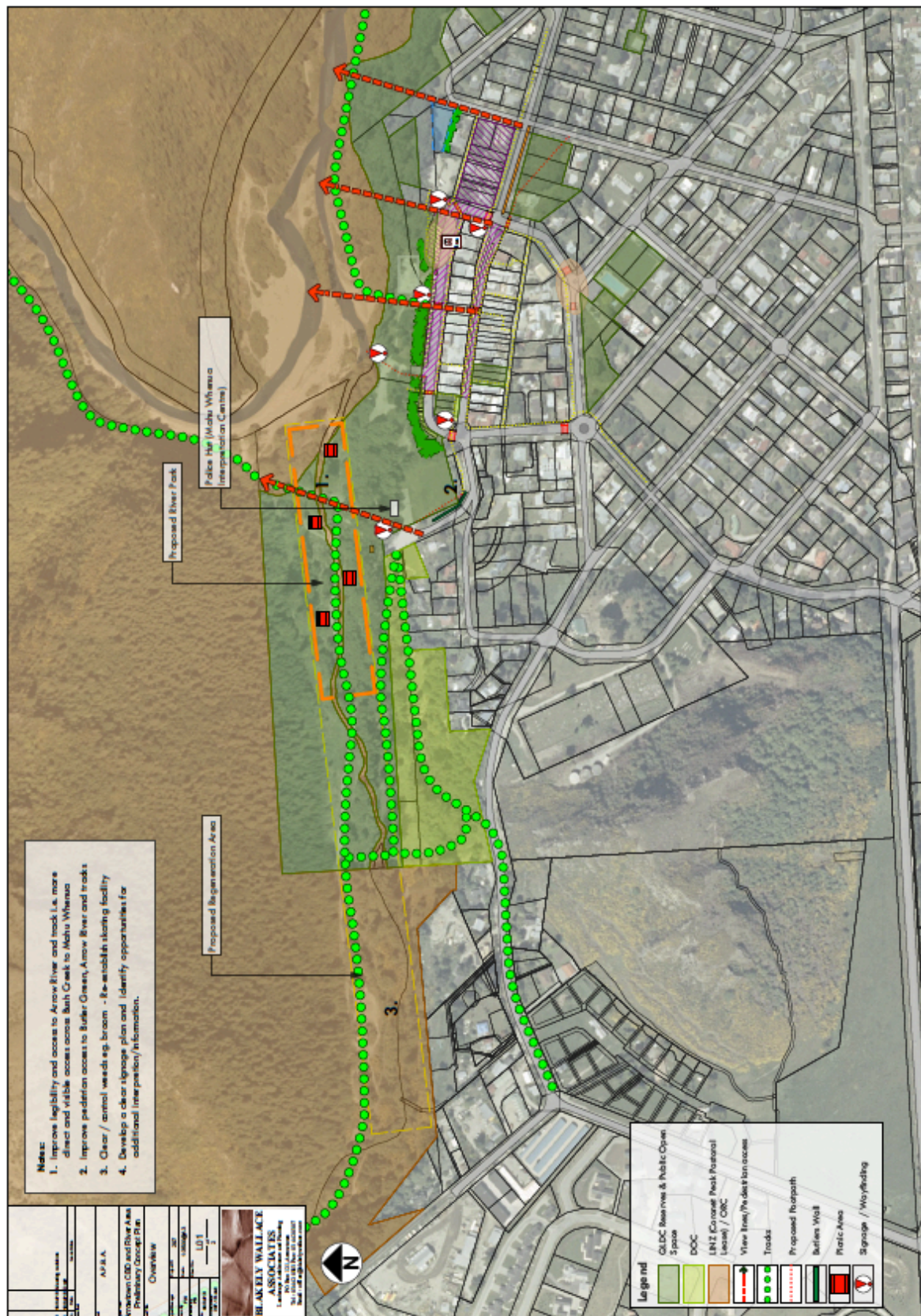


## 5. Key QLDC Focus Areas

- a) **Support Existing Programmes:**
  - i) Endorse Council completion of the Arrowtown Heritage **Lighting Plan** work. safety lighting on both main blocks of Buckingham Street to ensure local and visitor safety at night.
  - ii) **Rubbish Bins** – Endorse new rubbish collection policy and improve.
  - iii) **Public Transport** - Endorse OrBus system and continue to monitor public transport and report findings to ORC and QLDC. Support \$2 bus and improve routes.
- b). **New Initiatives:**
  - i) **CBD Plan - re-present the 2018 CBD Indicative Concept Plan** for council funding to commit to a larger more detailed plan: seek \$75,000 from Parks and Reserves for points 1, 3 and 8; and \$150,000 in Infrastructure/Works Budget towards proper plan (10 year plan) for points 2, 4, 5, 6 and 7. Review outcome of representational process outlining benefits
  - ii) **Review outcome of representational process** - extension of Arrowtown Ward into the hinterland for the economic benefit of the town.
  - iii) **Heritage Trees** - request that council adopt a programme for heritage trees to ensure they remain healthy. Continue underplanting.
  - iv) **Monitor Commercial Activities Boundary** - Commitment to follow our resource consent protocols to retain appropriate commercial activities in the Arrowtown CBD respecting the historical nature of the area.
  - v) **CBD care and maintenance**- a focus on tidy and timely rubbish collecting, cleaning/ sweeping of the CBD, parks and reserves maintenance, cleaner air, and a focus as an area of environmental excellence.
  - vi) **Historical** - Strong focus on promotion of our point of difference in our built and social history. Support the development of the Mahu Whenua Charitable trust and River Park on Bush Creek Pastoral Lease Land. Continue to establish the Police Hut as 9am - 5.30pm unmanned Visitor Centre to tell the story of the rejuvenation of the QEII covenanted wilderness land beyond. Leverage on Arrowtown's Landmark Status.
  - vii) **Festivals/Events** – Explore developing winter and spring marketing programme with QLDC Events support. Support Autumn Festival, Arrowtown Creative Arts Society, Arrowtown Farmers Market, Welcome Party (NZ Open) and Long Lunch.



Arrowsmith CBD Indicative Concept Plan with River Park Concept Page 1





## Arrowtown CBD Indicative Concept Plan Page 2





*Additional information supporting the APBA Annual Plan:*

- APBA Projected 2019 - 20 budget
- APBA 2019 Strategic Plan
- Arrowtown CBD Indicative Concept Plan
- Arrowtown Mahu When Gateway Feasibility Study
- Shaping Our Future Arrowtown

**Arrowtown Promotion and Business Association  
Income and Expenditure For the Year to 30 June**

	2020 Budget	2019 Budget	2018 Budget
<b>INCOME</b>			
Brand Royalties	\$ 200.00	\$ 200.00	\$ 200.00
QLDC Business Grant	\$ 130,694.00	\$ 126,400.00	\$ 124,693.00
BNZ Interest	\$ 600.00	\$ 600.00	\$ 600.00
Other Revenue	\$ 500.00	\$ 500.00	\$ 500.00
Guide Donations	\$ 2,600.00	\$ 2,600.00	\$ 2,600.00
Arrowtown Calendar	\$ 7,500.00	\$ 7,500.00	\$ 7,500.00
Long Lunch	\$ 12,000.00	\$ 12,000.00	
Lighting Plan on loan		\$ 12,000.00	
<b>Total Income</b>	<b>\$ 154,094.00</b>	<b>\$ 161,800.00</b>	<b>\$ 135,893.00</b>
<b>EXPENSES</b>			
<b>Print Advertising</b>			
AA Regional Visitor Guide	\$ 2,400.00	\$ 2,400.00	\$ 2,400.00
QT Magazine	\$ 5,600.00	\$ 5,600.00	\$ 5,600.00
Whytewaters (in room & touch screens)	\$ 4,300.00	\$ 4,300.00	\$ 4,300.00
Advertising Production Costs	\$ 1,000.00	\$ 1,000.00	\$ 1,000.00
Qbook	\$ 1,160.00	\$ 1,160.00	\$ 1,160.00
Autumn festival partner advertising	\$ 2,000.00		
Casual Advertising Opportunities	\$ 2,000.00	\$ 2,000.00	\$ 2,000.00
	<b>\$ 18,460.00</b>	<b>\$ 16,460.00</b>	<b>\$ 16,460.00</b>
<b>Print Material</b>			
Arrowtown Official Guide	\$ 3,000.00	\$ 3,000.00	\$ 3,000.00
Arrowtown Calendar	\$ 4,500.00	\$ 4,500.00	\$ 4,500.00
	<b>\$ 7,500.00</b>	<b>\$ 7,500.00</b>	<b>\$ 7,500.00</b>
<b>Distribution</b>			
CO District Council	\$ 390.00	\$ 390.00	\$ 390.00
Greymouth i-Site	\$ 150.00	\$ 150.00	\$ 150.00
Wanaka i-Site	\$ 199.00	\$ 199.00	\$ 199.00
Hokitika i-Site	\$ 100.00	\$ 100.00	\$ 100.00
Queenstown Visitor Centre	\$ 288.00	\$ 288.00	\$ 288.00
VisitorPoint Qtn, Flnd, ZQN, Wka	\$ 4,300.00	\$ 4,300.00	\$ 4,300.00
Visitor Point Warehouse Distribution	\$ 2,200.00	\$ 2,200.00	\$ 2,000.00
DoC Visitor Centre	\$ 130.00	\$ 130.00	\$ 130.00
	<b>\$ 7,757.00</b>	<b>\$ 7,757.00</b>	<b>\$ 7,557.00</b>
<b>Website</b>			
Maintenace/Hosting/Domain Name	\$ 1,500.00	\$ 1,500.00	\$ 1,500.00
Website New Initiatives	\$ -	\$ 9,200.00	\$ 5,000.00
Website maintenance	\$ 3,000.00		
Social Media - resource	\$ 12,000.00		
Social Media - promotion	\$ 4,000.00	\$ 10,400.00	\$ 5,000.00
	<b>\$ 20,500.00</b>	<b>\$ 21,100.00</b>	<b>\$ 11,500.00</b>
<b>Campagins/Promotions/Events</b>			
Winter/Spring/Autumn Marketing (FB Promo)	\$ 5,000.00	\$ 5,000.00	\$ 2,000.00
Motatapu Miners Trail	\$ 2,500.00	\$ 2,500.00	\$ 2,500.00
Arrowtown Autumn Festival	\$ 5,000.00	\$ 5,000.00	\$ 5,000.00
Arrowtown Arts Society	\$ 5,000.00	\$ -	\$ 5,000.00
Autumn Photo Competition	\$ 3,000.00	\$ 900.00	\$ 900.00
Queenstown Jazzfest		\$ -	\$ 1,500.00
Arrowtown Profile Advertising	\$ 1,000.00	\$ 1,000.00	\$ 500.00

Cardrona Signage		\$ -	\$ -
NZ Open - Welcome Event (Cancelled 2018-19)		\$ -	\$ -
Frontliner Famils	\$ 2,000.00	\$ 2,000.00	\$ 1,800.00
Artn Beautification Project	\$ 435.00	\$ 435.00	\$ 435.00
Eco Centre Feasibility Study*	\$ -	\$ 4,291.91	\$ 11,000.00
CBD Plan Incl. River Park	\$ -	\$ -	\$ 3,000.00
Police Hut Restoration / Signage	\$ -	\$ 8,000.00	\$ 600.00
Arrowtown Farmers Market	\$ 600.00	\$ 600.00	\$ 1,050.00
History Alive (Goldrush)		\$ -	\$ 690.00
New Event (Long Lunch)	\$ 9,000.00	\$ 9,000.00	\$ -
	<b>\$ 33,535.00</b>	<b>\$ 38,726.91</b>	<b>\$ 35,975.00</b>
<b>Signage</b>			
Banners/Flags/POS Displays	\$ 500.00	\$ 500.00	\$ 500.00
	<b>\$ 500.00</b>	<b>\$ 500.00</b>	<b>\$ 500.00</b>
<b>Image Library</b>			
Media Packs/Images	\$ 500.00	\$ 500.00	\$ 100.00
	<b>\$ 500.00</b>	<b>\$ 500.00</b>	<b>\$ 100.00</b>
<b>Product Development</b>			
Professional Development	\$ 1,000.00	\$ 1,000.00	\$ 1,000.00
Media Famils	\$ 1,000.00	\$ 1,000.00	\$ 1,000.00
	<b>\$ 2,000.00</b>	<b>\$ 2,000.00</b>	<b>\$ 2,000.00</b>
<b>Lighting Plan</b>			
Trust)	\$ 1,200.00	\$ 11,200.00	\$ 11,200.00
Lighting Plan on loan	\$ -	\$ 12,000.00	
	<b>\$ 1,200.00</b>	<b>\$ 23,200.00</b>	<b>\$ 11,200.00</b>
<b>Administration</b>			
Postage	\$ 200.00	\$ 200.00	\$ 200.00
General Office Expenses	\$ 4,632.00	\$ 400.00	\$ 400.00
Bank Fees	\$ 200.00	\$ 200.00	\$ 200.00
AGM/Meeting Expenses	\$ 700.00	\$ 700.00	\$ 600.00
Secretarial Fees	\$ 52,000.00	\$ 42,000.00	\$ 41,000.00
Legal Costs	\$ 500.00	\$ 500.00	\$ 500.00
Travel Expenses	\$ 3,000.00	\$ 2,500.00	\$ 2,500.00
Telephone, Broadband and Mobile	\$ 1,450.00	\$ 1,450.00	\$ 1,100.00
Printing and Stationery	\$ 1,400.00	\$ 1,400.00	\$ 1,400.00
Public Liability/Indemnity Insurance	\$ 630.00	\$ 630.00	\$ 608.00
Subscriptions	\$ 800.00	\$ 800.00	\$ 800.00
	<b>\$ 65,512.00</b>	<b>\$ 50,780.00</b>	<b>\$ 49,308.00</b>
<b>New Initiatives</b>			
Environmental Project Support	\$ 5,000.00	\$ 5,000.00	
Social Media Strategy Plan & Implemen	\$ -	\$ -	\$ 3,350.00
Video Library	\$ 5,000.00	\$ 1,000.00	\$ 2,500.00
Visitor Research	\$ -	\$ 8,000.00	\$ 8,000.00
	<b>\$ 10,000.00</b>	<b>\$ 14,000.00</b>	<b>\$ 13,850.00</b>
<b>Total Expenses</b>	<b>\$ 167,464.00</b>	<b>\$ 182,523.91</b>	<b>\$ 155,950.00</b>
<b>NET SURPLUS/DEFICIT</b>	<b>-\$ 13,370.00</b>	<b>-\$ 20,723.91</b>	<b>-\$ 20,057.00</b>

\* Rationale

\*\* 2019 includes Social Media

# 2018 Arrowtown Strategic Plan

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## Mission Statement

- *"To promote and advocate the historical and natural character of Arrowtown while achieving responsible and sustainable growth."*

## Core Values

- Authenticity
- Protection of the natural and built (historic) environment
- Friendly and welcoming
- Village atmosphere
- Other - Quality - Superior - Sophisticated - Integrity – Accessibility



## Vision Statement

*To receive international recognition as a visitor attraction and a shining example of an historic/ heritage town in a natural environment*



## Guiding Principles

- Protecting what is intrinsic about the town - Natural environment, historic heritage, walking environment
- Managed growth/sustainability
- Independent / separate voice
- A charming and friendly, welcoming town that encourages managed and sustainable growth
- A natural environment that encourages accessible walking
- Maintenance of the historical heritage

## Arrowtown Brand Personality

*"Arrowtown is charming and full of colourful character. Authentic, independent and innovative, whilst always friendly and welcoming to all."*



## Touch Points

- Buckingham Street
- Avenue and cottages
- CBD
- Key historic buildings – churches, masonic hall
- Chinese Village
- Mary McKillop's Cottage
- Athenaeum Hall
- Post Office
- Masonic Lodge
- Red post box and telephone booths
- Gateway with library on one side and the Fork and Tap on the other
- Tobin's Escarpment
- Arrow River Reserve, trails systems and high country access
- Owen Marshall Reserve below bakery
- View from Soldier's Memorial
- Lakes District Museum

## Key Stakeholders

- APBA members
- Arrowtown residents
- Event planners and participants
- Arrowtown Village Association
- Destination Queenstown and Queenstown Lakes District Council
- Arrowtown Creative Arts Society
- Arrowtown Farmers Market
- Wilding Pine Action Group
- Mahu Whenua and QEII Trust

## Target Audience

### Existing

- 50/50 International Domestic
- Queenstown day visitors
- NZ families
- Australian
- Experiential
- Outdoor adventure seekers
- High-end Groups
- Asian – Chinese

## Developmental Emphasis

- Winter – Family Skiers
- Shoulder visitors
- High daily spend – Millbrook, Hills guests
- Special Segments – golfers, bikers, wine enthusiasts, skiers, arts visitors, farmers market visitors
- Traditional European and North American
- South American
- Families
- First time visitors
- Returning Visitors
- Special Event Visitors

## Key APBA Goals

- Sustainably managing the peak spring/ summer/ autumn periods
- Increasing shoulder and winter visitors
- Four season destination
- Seek additional funding for key projects and destination management
- Include Arrowtown hinterland in Arrowtown Ward

## Objectives and Rules

- To promote, and develop Arrowtown's visitor business in a manner which achieves responsible, seasonally diversified, and sustainable growth for the town's businesses and its community.
- To manage the impact of visitors on the town and the community.
- To protect the township's urban historic character and its natural surrounds
- To strongly advocate towards good urban design solutions in Arrowtown's commercial and residential zones
- To represent its members as an advocate to government, and to other organisations, whose influence and decisions may affect the well-being of Arrowtown.
- To support the improvement of the gateways into Arrowtown and between the town and natural attractions.
- To develop the ability of the society, and its members, to achieve the society's objectives.





## Priorities

- Landmark Status – develop a programme to promote and leverage and continue to support Arrowtown’s Special Heritage status
- Next Step Mahu Whenua Feasibility Study
- Review of Representational Process by 31 August 2018 outlining benefits of extension of Arrowtown Ward into the hinterland for the economic benefit of the town
- Lighting Project – support the next stage
- Review Electronic / Digital Media Campaign
- Refresh [www.arrowtown.com](http://www.arrowtown.com), / build / create new products
- Council feasibility study - urban planning improvements (shared use of Buckingham Street better pedestrian movement, Ramshaw Lane “second precinct”, Arrow River connection, directional signage). Lobby Council to Develop Long Term Infrastructure Plan including parking, broadband, etc.
- Rewrite Event Policy – event subcommittee to meet. Possibly develop additional events for shoulder season periods. Explore the viability of the Long Lunch and reinstating the Welcome Party (NZ Open).

# Action Plan

## Change of Rules

- Adopt rule changes by APBA Committee at 18 April meeting
- Prepare rule change adoption at August AGM

## Landmark Tohunga Whenua Status

- Continue to develop a programme to leverage on this with DoC, Heritage NZ and Department of Culture and Heritage.

## Mahu Whenua – River Park /Eco Centre

- Support the establishment of a special group to develop the River Park special business case and potential Environmental Centre.
- Allocate \$20,000 towards the Mahu Whenua (Eco Centre) project to contract a Project Manager to source the \$100,000 for the project. Liaise with key personnel, potential sponsors, DoC, LINZ, QLDC and Mt Soho Properties.
- Continue to develop the Policeman's Hut as an interim interpretation centre, organising reforestation at Bush Creek.

## Digital Roadmap

- Revisit Phase I of Arrowtown.com website, build on existing and develop new website product.
- Revisit Darren Craig's Fully Charged Media digital media strategy
- Source quote for a media person to manage social media to present at 10 May 2018 Strategy Meeting.

## Lighting Project

- Allocate further funding to the Arrowtown Charitable Trust to progress the next stage of the lighting project enabling further funding to be sourced.

## Council Annual Plan (submit by 13 April)

- Seek from QLDC funds to develop Arrowtown CBD plan based on the APBA funded Blakey Wallace Arrowtown CBD Indicative Concept Plan requesting \$75,000 in Parks and Reserves Budget for points 1, 3 and 8; and \$150,000 in Infrastructure/Works Budget towards proper plan (10 year plan) for points 2, 4, 5, 6 and 7.
- Seek QLDC support to retain Arrowtown ward to include McDonnell Rd and Millbrook with supporting MP letters in the August representational review.

## Action Plan (continued)

### Review Budget

- Set 10 May Strategy Committee meeting to set budget and analyse promotional activities (advertising, web, facebook...)

### Annual Survey

- Identify & Manage visitation / visitor spend to understand guest needs.
- First step look at mobile phone tracking to determine visitor numbers and local/visitor ration. Source quote for Market View for spend from Qrious.
- Conduct a visitor survey every 3 years allocating a budget of \$10,000, next in Spring 2018 using John's research as a basis.
- Source a company or person to undertake 2018 research.
- Invite Doug Parker to present his Arrowtown Retail survey

### Shoulder Season Events and Promotions

- Develop a new Events Policy using a sub-committee looking at **Long Lunch, Welcome Party and possible new events.**
- Provide strategic support for the Arrowtown Creative Arts Society to support the local arts community for the town's economic gain.
- Continue to identify DQ and TIA promotion in Auckland and Australia and lock in where possible
- Explore using the Autumn Festival to strengthen our PR and brand campaign. Release internal stories before and after and host media with DQ and TIA during the festival.
- Provide photos / short video clips for DQ –waiver rights

### Chinese Visitor Market

- Continue to produce the Chinese language brochure
- Vital to acknowledge Chinese visitors. Grow Chinese New Year signs for photo opportunities.
- Miner's Monument in town commemorating all nationalities (Arrowtown Gateway Mahu Whenua feasibility report point)
- Continue to feed members Tourism Industry Association information on the Chinese market - greetings, credit union cards, Chinese speaking staff, acknowledge Golden week (October) and Chinese New Year (February)

### Ongoing advocacy

- Successfully manage peak periods – advocate for adequate resources and services
- Support wilding pine eradication

### **a) Key QLDC Focus Areas - Support Existing Programmes:**

- i) Lighting** - Endorse council completion of the Arrowtown Heritage Lighting Plan work. Need for safety lighting on both main blocks of Buckingham Street to ensure local and visitor safety at night.
- ii) Rubbish Bins** – Endorse new rubbish collection policy and replacement of old bins
- iii) Public Transport** - Endorse OrBus system and continue to monitor public transport and report findings to ORC and QLDC. Support \$2 bus and improve routes.

### **b) Key QLDC Focus Areas - New Initiatives:**

- i) Urban CBD Concept Plan** – present to council the APBA funded preliminary concept plan for council funding to commit to a larger more detailed plan: seek \$75,000 from Parks and Reserves for points 1, 3 and 8; and \$150,000 in Infrastructure/Works Budget towards proper plan (10 year plan) for points 2, 4, 5, 6 and 7.
- ii) Representational Review** - review of representational process by 31 August 2018 outlining benefits of extension of Arrowtown Ward into the hinterland for the economic benefit of the town.
- iii) Renewal Tree Programme** - Request that council adopt a programme for heritage trees to ensure they remain healthy. Continue underplanting.
- iv) Retain Commercial Activities Boundary** - Commitment to follow our resource consent protocols to retain appropriate commercial activities in the Arrowtown CBD respecting the historical nature of the area.
- v) Environmental** - Aim to improve environmental aspects of the Arrowtown business area with a focus on tidy and timely rubbish collecting, cleaning/sweeping of the CBD, cleaner air, and a focus as an area of environmental excellence.
- vi) Historical** - Strong focus on promotion of our point of difference in our built and social history. Support the MBIE funded feasibility funding for an Environment Centre on Bush Creek Pastoral Lease Land. Continue to establish the Police Hut as 9am - 5.30pm unmanned Visitor Centre to tell the story of the rejuvenation of the QEII covenanted wilderness land beyond. Leverage on Arrowtown's Landmark Status.
- vii) Festivals/Events** – Explore developing winter and spring marketing programme with QLDC Events support. Support Autumn Festival, Arrowtown Creative Arts Society, Arrowtown Farmers Market, Welcome Party (Handa ISPS NZ Open), Long Lunch, Welcome Party (NZ Open). The APBA acknowledges council help with events.

***Review these QLDC key focus areas each quarter. Last reviewed 12.03.18***

# Arrowtown Mahu Whenua Gateway

Indicative Business  
Case





Document Title:

Arrowtown Mahu Whenua Gateway Indicative Business Case

Prepared for:

ARROWTOWN PROMOTION AND BUSINESS ASSOCIATION

#### Quality Assurance Statement


#### Document Control History

Rev No.	Date	Revision Details	Prepared by	Reviewed by	Approved by
2.0-2.1	October 2017	Draft for comment	BS	EG	EG
2.2	March 2018	Minor wording change in introduction	BS	SP	BS

#### Current Version

Rev No.	Date	Revision Details	Prepared by	Reviewed by	Approved by
2.2	March 2018	Updated draft	BS	SP	BS

<https://rationaleltd.sharepoint.com/AppPages/documents.aspx#/Shared Documents1/Clients/APBA/Jobs/J000600 - Eco Centre Feasibility Study/Arrowtown Mahu Whenua Gateway IBC v2.1.docx>

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# 1 Executive Summary

## 1.1 Purpose

Arrowtown sits against a breath-taking backdrop of hills and mountains which are part of a 53,000-hectare conservation park. Yet, very few of its townsfolk know the land was generously covenanted with the Queen Elizabeth II National Trust in 2015.

So, with an abundance of continuous high-country landscape now publicly accessible from Arrowtown, what are the options to enhance tourism, recreational, educational and ecological outcomes?

This business case seeks to understand how to best make use of the opportunity the Mahu Whenua covenant provides.

## 1.2 Status

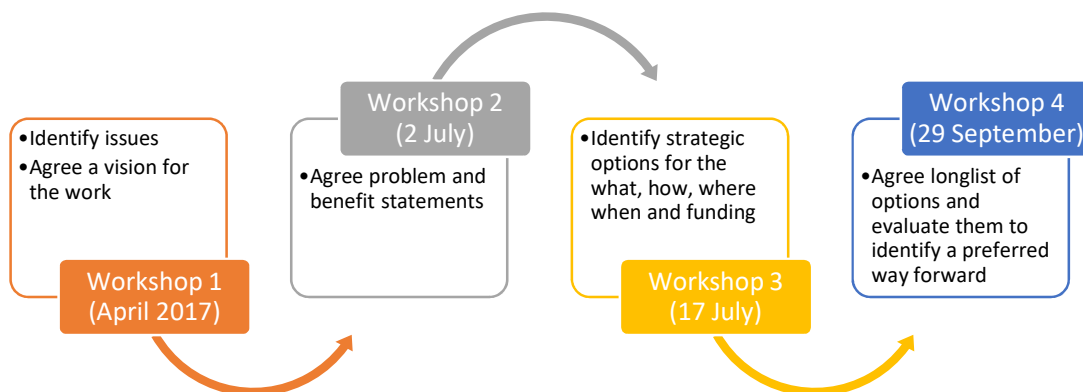
This business case is dynamic and continues to develop. The content shown reflects progress as at October 2017 and the project team are currently seeking approval to continue to analyse the opportunity through a Detailed Business Case (DBC). At this indicative stage, some of the preferred option components require further analysis to define the method to be used and apply an informed cost estimate, such as the clearing and revegetation elements. There are also potential policy and finding changes expected from central government that need to be applied to this case as it progresses.

## 1.3 Process

Through the coordination of the Arrowtown Promotion and Business Association (APBA), a group of local and regional representatives have come together to help make the most of the opportunity that the Manu Whenua presents.

Alongside the land owner, Arrowtown and Queenstown local community and environmental groups have worked with the Queen Elizabeth II Trust (QEII), Department of Conservation (DoC), Otago Regional Council (ORC), Land Information NZ (LINZ), Queenstown Lakes District Council (QLDC) to assess if there is a viable business case to enhance tourism, recreational, educational and ecological outcomes of this publicly-accessible land. Funded by the central government's Tourism Growth Partnership Fund, this group has participated in four workshops to identify and understand the issues and benefits, develop options and identify a preferred way forward, as shown below.

Figure 1: Case development workshops



This work has been captured and outlined in this Indicative Business Case (IBC), which follows the Treasury Better Business Cases guidance. Once this case is approved, it is proposed that a DBC be developed, and a set of options provided to the community for feedback and input. This feedback will play a



huge role in developing community understanding and ownership of the situation and the options available to address it.

While some locals have some knowledge of the opportunity, there are many that do not understand what the local Mahu Whenua covenants represent. The project stakeholder group all agree that the story of the landowner's huge and generous investment in conservation and recreation in the Motatapu, Mount Soho, Glencoe and Coronet Peak Station needs to be told more widely.

## 1.4 Vision and objectives

The vision for this project, as captured in the initial Investment Logic Mapping (ILM) workshop is "Making and environmental difference". This project is focused on the following objectives:

- Assess if there is a need to invest in facilities/services to support tourism, recreational, educational and ecological outcomes.
- If there is a need to invest, what facilities, locations and services would be the preferred option.
- Determine the indicative feasibility of the preferred option.

## 1.5 Background – the Mahu Whenua covenants

On 7 March 2015, Governor-General and QEII's Patron, His Excellency, Lt Gen, Rt Hon Sir Jerry Mateparae, formally opened the Mahu Whenua covenants, NZ's largest ever private land protection agreement.

The covenants were established by Robert 'Mutt' Lange of Soho Property Ltd in partnership with Queen Elizabeth II National Trust. They cover most of the country between Lake Wanaka and Arrowtown and are bordered by the Shotover River and the Cardrona Valley.

The proposal to establish the covenants was announced in August 2014. With formal registration of the covenants now complete, one each on Motatapu, Mount Soho, Glencoe and Coronet Peak stations, some 53,000 hectares of continuous high-country landscape is now permanently protected. The land remains Crown Land under perpetual pastoral lease titles, with the lease titles being held by Soho Property Ltd. Soho Property have given away such property rights such as the right to graze and undertake other farming related activities which may be undertaken on a pastoral lease. They have also effectively given away their right to apply to the Commissioner of Crown Lands for high impact non-farming activities such as forestry, or the likes of ski field development which are sometimes undertaken on pastoral leases.

A number of parties were consulted when drafting of the covenant agreements. Their input and support and the financial contribution from sponsors Steel and Tube and Central Lakes Trust has been of vital importance.

The covenants protect diverse bird species, skinks and insect life and a range of vegetation communities and outstanding water values. The 1977 Kawarau Water Conservation Order specifically highlights the Shotover catchment's wild and scenic features, natural character, scientific values, recreational values for rafting, kayaking and jet boating, and its rich historical fabric.

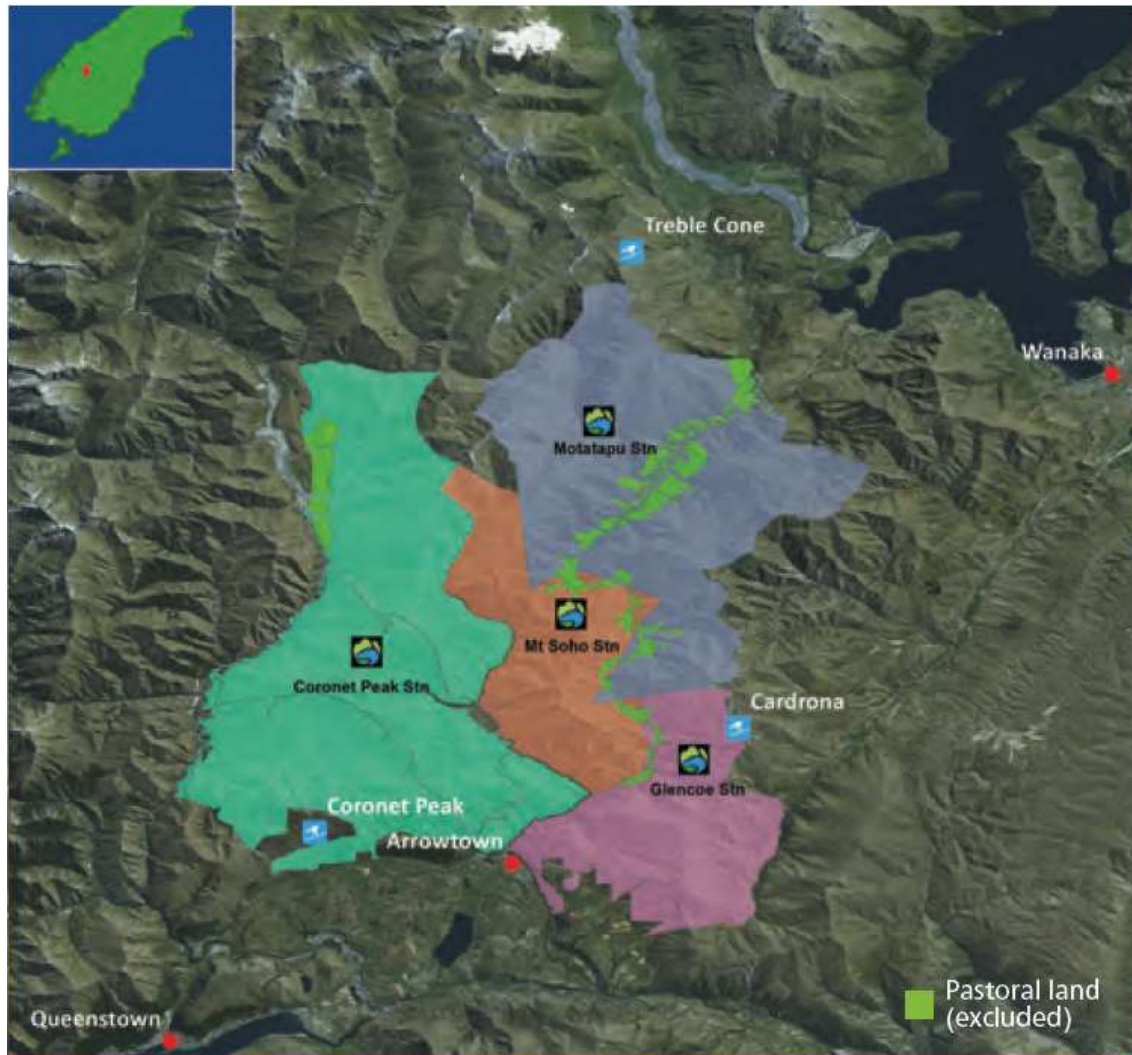
Highly intact heritage sites are also protected, dating back to around 1300 AD when Maori first travelled across the land, through to early structures left by surveyors in the 1850s, early pastoralist activities after that, and then gold mining activity dating from the 1860s.

Permanent public access is also protected at a number of sites. The Department of Conservation's Motatapu Tramping Track crosses some of the land. This track forms part of Te Araroa, New Zealand's 'Long Pathway', which runs the length of the country. Four-wheel-drive trips, mountain biking, tramping, horse trekking and ski touring are other activities that can be enjoyed forever amid this iconic high-country landscape.

The owner has been working with the New Zealand Walking Access Commission and the Commissioner for Crown Lands to formalise 17 new public trails to meet his Overseas Investment Act 2005 purchase conditions. Another four tracks over and above these requirements are being established by the owner. The tracks will provide for a range of recreation activities on Glencoe and Coronet Peak stations which are within easy access from Queenstown. They will also link up with sections of the Te Araroa trail that passes through Motatapu and Mount Soho stations.

The National Trust will be the controlling authority for these trails. The Trust is only able to take on this responsibility with support from the Department of Conservation and Queenstown Lakes District Council to manage the trails.

Figure 2: The makeup of the Mahu Whenua Covenants



## 1.6 The case for change

The case for change is built around the following elements:

- The opportunity of the Mahu Whenua covenants provides a huge opportunity to improve the local environment, build community ownership and support sustainable growth in visitation to Arrowtown.
- Wilding conifers are spreading rapidly into the Mahu Whenua covenant area and the efforts of the landowner local community groups will not be able to contain this spread without wider investment and collaboration.
- This spread is having a significant effect on biodiversity and ecology. Primary affects include reduction of local birdlife, increased habitat for predators and less water flowing from the high country into natural catchments.
- Arrowtown is experiencing substantial growth in visitors, with over 600,000 visiting the town annually. The Mahu Whenua presents an opportunity to connect people with a different type of attraction that complements the current town activities.

- Queenstown Lakes is now the fastest growing district in New Zealand and with that growth comes substantial pressures on infrastructure and demand for recreation and exploration.
- There is no 'one-stop shop' in the Wakatipu Basin where you can learn about this unique high-country story and its relationship to past landholders and the vision for the future.
- Collaboration between interested parties has been a challenge in the past and a catalyst is required to bring together the stakeholder's efforts.
- The level of community interest and ownership in improving the local environment is growing, but it needs a catalysing project to bring together these efforts develop long term foundations.

## 1.7 Economic Case

A wide range of options were identified and short-listed by stakeholders as part of a facilitated workshop process. A longlist was created and evaluated against the investment objectives and critical success factors to identify a shortlist. The preferred way forward from this shortlist is described below.

Table 1: Preferred option inclusions

Element	What it includes
Clearing and regeneration	<p>Clearing and revegetation to create a green belt that acts as a buffer between Bush Creek, the Arrow River and the base of German Hill. This green belt aims to achieve the following:</p> <ul style="list-style-type: none"> <li>• Creation of a buffer to support the prevention of further wilding tree spreading into the Mahu Whenua area.</li> <li>• Regenerating the area in a way that reflects the natural state of this environment in a place that is highly accessible to Arrowtown's visitors.</li> <li>• Develop better understanding around how the country looks in its natural state to keep building local community ownership of the "healing the land" process.</li> <li>• Create a vastly improved gateway experience into the Mahu Whenua, including better legibility through removal of weeds, improvement of pathways, creek crossings and removal or 4WD tracks.</li> </ul>
Destination River Park	<p>A destination river park provides a place for people to enjoy the Mahu Whenua gateway in a space that compliments and extends the town centre's reach. The Destination River Park concept includes:</p> <ul style="list-style-type: none"> <li>• A natural playground that blends children's activities in with the natural environment (see some photos of example parks below).</li> <li>• Outdoor seating and dining tables with shelters (see an example in section 3.5.1).</li> <li>• Information signs to allow learning for adults while children play (see an example in section 3.5.1).</li> <li>• A feature that attracts people to the town and addresses the lack of play areas near the town centre and the lack of outdoor dining facilities near the town centre.</li> </ul>
Signs, creek crossings and legibility	<p>There is a lack of a legible connection between the town centre and the trails to the Mahu Whenua area. If Arrowtown is to truly make the most of the opportunity, this needs to be improved and it can be done in simple ways. The first is more signage in town in locations such as:</p> <ul style="list-style-type: none"> <li>• On Ramshaw Lane near the stairs that go down to the pump track/skate park.</li> <li>• In Marshall Park.</li> </ul>

Element	What it includes
	<ul style="list-style-type: none"> <li>In the paved walking area between Buckingham Street and Ramshaw Lane, near the current sign outside the Day and Night store.</li> <li>On the river track near the perimeter of the Ramshaw Land car park.</li> <li>In the river park.</li> </ul> <p>Due to a lack of legibility, visitors can sometimes struggle to understand how to get to the trails or the Arrow River without walking through Bush Creek. The bridges that cross Bush Creek are out of the way and not easily visible, so this option proposes to introduce one or two landscaped creek crossings that allow more direct access and a clearer path through to the Mahu Whenua. These crossings can be stepping stone based to make them a feature while reducing the cost of establishment and maintenance. The tracks map as shown in appendix 6 could be located closer to town to improve people's awareness.</p>
A gateway monument or sculpture	<p>A gateway monument is an excellent way to help people recognise their entry into a special place. This monument should reflect the high-country culture and environment that the covenants represent. The site for this is yet to be determined, but it should be easily visible as well as an attraction for photos as per other attractions around Arrowtown. It is also critical to get the community involved in creating this, selecting its site and attaching ongoing ownership to it.</p>
Education and communications	<p>There is already a lot of educational activities centred around the Mahu Whenua and this option proposes to formalise and build on these. Otago University already has 5 different schools studying various aspects of the environment within the covenant area and the local schools have good connections through outdoor learning programmes. It will also be critical to develop community ownership and engagement with the Mahu Whenua covenants. To do this, the following steps are recommended:</p> <ul style="list-style-type: none"> <li>Share the shortlisted options with the community and make refinements based on their feedback (that is also visible).</li> <li>Promote and leverage the installation of interpretation panels in the policemen's hut (see an example below).</li> <li>Consider the appointment of an education and engagement coordinator to work on a part time basis to develop: <ul style="list-style-type: none"> <li>improved educational materials for web and physical marketing use</li> <li>updates for a range of publications</li> <li>profiling opportunities for investment partners through a tiered sponsorship package arrangement based on their strategic drivers</li> <li>a schedule of educational activities with schools, universities and other groups</li> <li>representation at relevant local events</li> <li>leverage and collaborate with related organisations such as the Arrowtown Choppers.</li> </ul> </li> </ul>
Reactivation of an old ice rink	<p>A natural ice rink was used by locals in the past that has the potential to be reactivated to make the gateway an attractive area and draw more people into the space. This attraction would require some earthworks and temporary power sources to operate. This would be one aspect of the preferred programme that would aim to leverage local support in its establishment. The location for this is shown in section 3.5.1.</p>





# **ARROWTOWN**

## **COMMUNITY VISIONING**

### **2017**

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## 1 EXECUTIVE SUMMARY

The Arrowtown Community Visioning taskforce has worked through the information gathered at public forum and considered previous community workshops and charrettes. This report outlines a long-term vision (30+ yrs), and objectives and recommendations towards achieving the vision. More detail on each of the key areas is included in the body of the report and appendices.

Arrowtown is a unique village with a close-knit community.

Key characteristics of 2016/17 include:

- Growth within the village and wider Wakatipu Basin is putting pressure on housing, health services, education, and economic and recreational infrastructure within the town
- Arrowtown currently has a resident population of under 3,000 with an expected increase to 3,500 by 2058. Dwelling capacity (1574 dwellings) is expected to be reached by 2023
- The need to balance the heritage, character, environmental and community needs of the village into the future<sup>1</sup>
- Increasing numbers of visitors from a peak day of 3,622 in 2018 to a projected 4,351 in 2058 putting pressure on transport/parking/infrastructure.<sup>2</sup>

## ARROWTOWN COMMUNITY VISION 2050 AND BEYOND

The taskforce proposes the following long term vision for the Arrowtown Community.

***“A vibrant, diverse community that is pro-active in managing its future in a way that values and sustainably protects its heritage, character, lifestyle and the natural environment.”***

- Arrowtown is a spirited community that is connected, inclusive and engaged in making our collective home a desirable place to live and visit
- Arrowtown is a village that is safe, uncomplicated and an accessible place to live, work and play where the past is respected in the future we create.
- Arrowtown’s community is inclusive of a range of socio-economic groups of varied ages and cultural backgrounds.

Residents and visitors will see and experience a unique blend of old and new, open space and thoughtful build design, low key infrastructure that blends with the natural environment and a community centric approach to changing land use.

This is supported by four key pillars of heritage, character, community and environment. Each of the pillars has a vision, objectives and recommendations towards achieving the vision. The key pillars are interrelated which leads to some repetition of objectives and recommendations.

### Key Recommendations:

- The current Arrowtown urban boundary is maintained and protected. See Appendix 8.
- Arrowtown Planning Advisory Group adopts an expanded role addressing density and design within Arrowtown, including the application of the Arrowtown Design Guidelines. The group must be representative of the community and/or consult with the community. The group needs to be structured as an Urban Design Group funded by QLDC

1/2 QLDC Growth Projections 2017 – [www.qldc.govt.nz/assets/OldImages/Files/District\\_Plan\\_Changes/Plan\\_Change\\_29\\_downloads/Discussion\\_Document/Arrowtown\\_Growth\\_Boundary\\_Discussion\\_Document.pdf](http://www.qldc.govt.nz/assets/OldImages/Files/District_Plan_Changes/Plan_Change_29_downloads/Discussion_Document/Arrowtown_Growth_Boundary_Discussion_Document.pdf)

- Arrowtown continues to have a representative to influence council decision-making regarding education, health, transport and technology
- QLDC rigorously uses its statutory documents (District Plan and Arrowtown Design Guidelines), to ensure that the rich heritage status of Arrowtown continues to be maintained. This includes buildings, plantings, features and landscapes in order to action recommendations of the Heritage Sub-Group Plan
- QLDC/ORC provides a regular, cost effective public transport system that enables easy access between Arrowtown and other districts in the region
- An Arrowtown Environment Stakeholder Group is established to work collaboratively towards a better future for the town.
- QLDC and Queenstown Lakes Housing Trust create a plan to ensure affordable housing is available
- QLDC to lobby the District Health Board for more comprehensive health services in the Wakatipu Basin
- Support for the establishment of an Economic Development Agency to diversify the local economy.

## 2 OVERVIEW

This report summarises the outcomes of two forums held in Arrowtown on Wednesday 26th and Thursday 27th August 2015 over two evenings. A total of 126 people attended the forums. Forum attendees were asked to share their views on a vision for the future of Arrowtown and to identify barriers and issues that need to be addressed.

### Biggest Challenge:



## Successful Future:



In March 2016 community volunteers established the Arrowtown Community Visioning Taskforce. Their role was to consider the views raised at the forum, create a long term vision and recommend steps for the community to achieve the vision.

In developing their recommendations the taskforce considered the key themes raised and workshopped at the forums – Growth, Heritage and Character, Environment, Economy/Infrastructure and Community. The full forum workshop notes are available in Appendix 8.

The taskforce also considered the Arrowtown Charrette 1994, Arrowtown Workshop 2003, APBA brand workshop 2003, and APBA Strategic Plan 2015. Available in Appendix 11.



### 3 SCOPE

- This review encompasses the geography of the Arrowtown township as defined by *Queenstown Lakes District Council's* Arrowtown Urban Growth Boundary. It is recognised that the people who make up the Arrowtown community may live outside the town boundary
- This includes permanent residents and regular holiday visitors that live in the surrounding rural area who work and/or use facilities in Arrowtown on a regular basis
- While efforts have been made to gain views from across the entire community it is noted that the views of young adults (20-35 yrs) who have lived in the community for many years have been difficult to canvas
- The time frame being considered is 30-50 years into the future. This extended time frame requires general observations and solutions to be offered as the detail of what will be relevant this far in the future is difficult to state with any confidence
- Medium Density zoning in the recent Proposed District Plan is a cause for concern, as identified in the key issues within this document. The Shaping our Future Arrowtown Task Force has submitted to the proposed Arrowtown Design Guidelines<sup>3</sup>. The intention is that the careful management of growth will be supported in a way that is sustainable
- The taskforce were guided by the Terms of Reference set out by the Shaping our Future Steering Group. The full Terms of Reference are available in Appendix 7
- A sustainable community is one that is economically, environmentally, and socially healthy and resilient. It meets challenges through integrated solutions rather than through fragmented approaches that meet one of those goals at the expense of the others.<sup>4</sup>



3 Arrowtown Design Guidelines – [www.qldc.govt.nz](http://www.qldc.govt.nz)

4 Institute for Sustainable Communities – [www.iscvt.org](http://www.iscvt.org)

## 4 VISION ARROWTOWN COMMUNITY 2050+



Our vision for the Arrowtown Community for 2050 and beyond is as follows:

***“A vibrant, diverse community that is pro-active in managing its future in a way that values and sustainably protects its heritage, character, lifestyle and the natural environment .”***

Based on the visioning forum, we have developed a strategic plan that is divided into four valued key areas: Heritage, Character, Community and Natural Environment. For each key area we have outlined a sub vision, objectives and recommendations towards achieving the sub-vision. More detailed work carried out by each sub-group can be seen in Appendix 1–5.



**5 GROWTH**

Managing the consequences of Growth is recognised as Arrowtown's greatest challenge. The issues surrounding Density and Growth are critical issues relating to Arrowtown's future. The question of expansion vs increased density has been to the fore since the first Community Planning Workshop (Charette) held in 1994.

At present Arrowtown has a controlled urban growth boundary and proposed development outside that growth boundary has largely been declined, although pockets of development have continued for example McDonnell Rd and Manse Rd. There is potential for growth within the town boundaries through selective infilling and spot zoning. Growth from outside the town is also putting pressure on local authorities to extend Arrowtown's Urban Growth boundary.

There is no one correct answer to the implications of growth and density, and the forum results show that the community has differing views. Density and growth were considered for each of the key pillars examined in this report.

It is recognised that house/living affordability and the need to have a mixed diverse community is vital for the ongoing success of Arrowtown. However, it is also recognized that this should not be addressed by ad hoc/knee jerk responses and that community involvement is vital in planning ongoing growth. It is accepted that housing affordability can be exacerbated by boundary restrictions, but opening up the boundaries to Greenfield expansion may do nothing to solve affordability and could lead to a loss of Arrowtown's special character.

There are many concerns related to both increased expansion and increased density in Arrowtown. A comprehensive list of these can be found in Appendix 5.

Visitor numbers to Arrowtown are managed in a sustainable way. There should be a balance between tourism promotion and tourism management.



**Conclusion:**

Arrowtown's desirability as a place to live work and visit is quite finely balanced and can be easily eroded through insensitive expansion and/ or intensification. The question is, how big is too big?

**Key Recommendations:****Urban Growth Boundary**

- The current Arrowtown Urban boundary is maintained and protected.

**Density**

- Arrowtown Planning Advisory Group adopts an expanded role addressing density and design within Arrowtown, including the application of the Arrowtown Design Guidelines. The group must be representative of the community and/or consult with the community. The group must have adequate funding to carry out the role.
- QLDC allocates an Arrowtown specific town planner that is an expert on Arrowtown Design Guidelines and can prepare reports
- Intensification should be accompanied by policies on sustainability and best environmental policy
- Any new development/intensification should be accessible through walking/ biking/public transport friendly over the predominance of cars.

**6 FOUR PILLARS**

The Heritage and Character of Arrowtown are often the most recognised 'features' by visitors to Arrowtown. For the Arrowtown community they are interlinked but equally important in creating the look, feel and sense of being an 'Arrowtownner'. The following four sections on Heritage, Character, Community Natural Environment look to the future of Arrowtown in 50 years' time.



## 6.1 HERITAGE

Arrowtown's strong sense of identity is based on its streetscape, landscape and social heritage; a legacy created from gold mining times through to post war holiday homes. Trees also provide an important heritage element originating from planted European varieties. Thus heritage becomes intertwined with the character, lifestyle and environment of Arrowtown.

### Heritage Vision:

***"Arrowtown is a living, ever-changing town that respects, retains and celebrates its heritage, character and amenities. Heritage continues to be an economic driver for Arrowtown."***

Heritage – something inherited from the past and valued enough today to leave behind for future generations.

Value – the amount of worth we place on something; can be understood in an aesthetic, cultural, spiritual, sensory or financial way.

### Key Objectives:

- Arrowtown continues to grow sustainably retaining its rich heritage status.
- Elements of both built and landscape heritage continue to be apparent throughout the town with sympathetic infrastructure.

Success in the Future	KPI's
<ul style="list-style-type: none"> <li>– Arrowtown has grown sustainably, retaining its rich heritage status</li> <li>– Heritage elements are visible throughout the town.</li> </ul>	<ul style="list-style-type: none"> <li>– Infrastructure needs are met with heritage values incorporated e.g. footpaths, curbs, parking etc.</li> <li>– Our natural heritage is valued, protected and planned e.g. Heritage trees, autumn colours</li> <li>– Our river margins are protected from invasive species allowing native plants to thrive</li> <li>– The Arrowtown Design Guidelines, are fit for purpose, used and enforced</li> <li>– Heritage buildings are protected, preserved and have adaptive reuse</li> <li>– Heritage continues to be one of the economic drivers for Arrowtown.</li> </ul>

Gap with today	Possible Impediments to delivering
<ul style="list-style-type: none"> <li>– Arrowtown Design Guidelines (2006/16) are not rigorously applied throughout the whole town</li> <li>– Maintaining intergenerational interest in protecting heritage elements.</li> </ul>	<ul style="list-style-type: none"> <li>– Conflict between heritage retention and development and contemporary design</li> <li>– Pressure for commercial expansion</li> <li>– Lack of planning for protection and future proofing of heritage elements e.g. buildings, trees, stone walls</li> <li>– Pressure for modern engineering solutions e.g. footpaths, parking, overdevelopment of green fields.</li> </ul>

### **Heritage Recommendations:**

- QLDC rigorously uses its statutory documents (District Plan and Arrowtown Design Guidelines), to ensure that the rich heritage status of Arrowtown continues to be maintained. This includes buildings, plantings, features and landscapes in order to action recommendations of the Heritage Sub-Group Plan in Appendix 1
- QLDC develops a long-term infrastructure plan for Arrowtown, including funding, for the immediate and projected infrastructure needs of residents and visitors. Any infrastructure plan should take into consideration the heritage and character values of Arrowtown.

## **6.2. CHARACTER**

There are a number of elements that make up the character of Arrowtown including its heritage, natural features, scale, buildings, style elements and structural features. As the town continues to develop and evolve, emphasis needs to be on keeping the key character elements for the future while allowing for the future needs of residents and visitors.



### **Character Vision:**

***“The character and amenities valued by Arrowtown residents and visitors today, are carried forward into the future. The town’s scale respects the natural landforms, and new and old sit comfortably together.”***

### **Key Objective:**

QLDC reflects the voice of the Arrowtown community in the formulation of planning rules and guidelines, and in all planning decisions affecting Character. (See previous forum reports. See Appendix 6).

<b>Success in the Future</b>	<b>KPI's</b>
<ul style="list-style-type: none"> <li>– The town centre and historic zone are protected and preserved</li> <li>– Re-development and new development complement and respect the surroundings</li> <li>– Vegetation in the old town has significant scale and reflects the history</li> <li>– Autumn colours are still prevalent with wilding pines controlled</li> <li>– The local village feel and ease of access are not dominated by vehicles or future transport modes</li> <li>– Amenity and character are protected and maintained.</li> </ul>	<ul style="list-style-type: none"> <li>– Listed historic sites, trees and buildings are not lost to redevelopment</li> <li>– District Plan is sensitive to preserving character</li> <li>– High canopies and large trees continue to dominate with plantings and open green space characteristics expanded to the new town</li> <li>– Wilding pines are under control</li> <li>– Parking options sensitive to the character and efficient public transport options are available for residents and visitors.</li> </ul>
<b>Gap with today</b>	<b>Possible Impediments to delivering</b>
<ul style="list-style-type: none"> <li>– Not all historic buildings and sites are protected</li> <li>– Pressure from new development is affecting the scale and natural characteristics of Arrowtown</li> <li>– Minimal planting of large trees within new development areas</li> <li>– Open space within the surrounding natural landscape is impacted by wilding pines</li> <li>– Parking space is scarce, particularly at peak times. Traffic is encouraged to arrive into the Town Centre to find parking that often isn't available.</li> </ul>	<ul style="list-style-type: none"> <li>– Subdivision, development and pressure on housing resulting in higher density</li> <li>– Lack of adherence to the District Plan</li> <li>– Funding to protect historic sites, buildings and plantings and to control wilding pines, broom etc.</li> <li>– Lack of affordable, convenient public transport connecting Arrowtown to the district and country.</li> </ul>

### **Character Recommendations:**

- QLDC extends the mandatory application of the proposed Arrowtown Design Guidelines to the whole of Arrowtown
- QLDC allocates an Arrowtown specific town planner that is an expert on Arrowtown design guidelines and can prepare reports
- Intensification should be accompanied by policies on sustainability and best environmental practice with consideration given to walking/cycling accessibility over the predominance of cars
- A multi-purpose green belt is established around Arrowtown to mark the town boundary. The green belt is also used for community purposes. E.g. rec ground, community gardens.

### 6.3 COMMUNITY

This section examined the future health, education, recreation and commercial needs within Arrowtown. It is recognised that our sense of community is impacted by our scale, history, feeling of belonging, community events and desire to live in Arrowtown.



#### Community Vision:

***"Community spirit is at the heart and soul of Arrowtown. Our community enjoys a safe, accessible town that encourages us to connect as we live, work and play. We feel a sense of belonging, share common values, support and care about each other and are proud to live here. Visitors are welcomed and embraced."***

#### Key Objectives:

- Walking and biking are the preferred modes of transport within Arrowtown
- A regular, cost effective public transport system that enables easy access between Arrowtown and other districts in the region
- The Arrowtown community stays connected through access to the latest technology
- Ensure that Arrowtown maintains and develops dedicated spaces and buildings for social, recreational, educational and health purposes
- Keep the diversity of people within the community.

Success in the Future	KPI's
<ul style="list-style-type: none"> <li>– The community is thriving with diversity – youth through to elderly engaged in the community.</li> <li>– Connectivity - safe and accessible walkways, cycle ways etc. connecting within Arrowtown and to the local natural environment</li> <li>– Connectivity to the rest of the district through convenient, reliable and affordable public transport for visitors and residents</li> <li>– People are considered as the top priority e.g. Buckingham Street as a shared space</li> <li>– Technology – Arrowtown has access to the latest technology for business and personal use.</li> </ul>	<ul style="list-style-type: none"> <li>– 75% of locals utilize the town facilities on a regular basis e.g. tracks, library, recreation, community meetings and skatepark</li> <li>– Connected trails and footpaths, allowing accessibility throughout the town</li> <li>– Safe, affordable, accessible public transport options are available and utilized</li> <li>– Arrowtown residents have access to the latest technology for business and personal use.</li> </ul>



Success in the Future	KPI's
<ul style="list-style-type: none"> <li>– Governance – Arrowtown continues to have dedicated representation at Councillor level</li> <li>– Housing – diverse range of housing stock that is affordable and maintains population diversity</li> <li>– Education – Arrowtown children have access to quality, local education with up to date technology, facilities and a strong community feel</li> <li>– Health – Arrowtowners have access to comprehensive health care and medical facilities utilizing the latest technology</li> <li>– Economy – Arrowtown and the wider district has a strong, diverse economy with the opportunity to live, work and play within the community</li> <li>– Community Events - local small and large scale events eg markets and Autumn Festival continue to be run/ owned by the community</li> <li>– Volunteering - Local organisations mentor and actively encourage volunteers and participation in community events</li> <li>– Recreation/Community Interaction – sport, recreation and community facilities and grounds are available, protected and future proofed providing a wide variety of options for the community to meet and interact.</li> </ul>	<ul style="list-style-type: none"> <li>– Residents are engaged and heard in governance decisions</li> <li>– Housing, health, education and recreational facilities are available, accessible and convenient for all residents</li> <li>– Organizations are supported by well-mentored volunteers to ensure the success of local events</li> <li>– A calendar of events supports community interests and draws in those from the wider district.</li> </ul>





Gap with today	Possible Impediments to delivering
<ul style="list-style-type: none"> <li>– Car-centric transport is affecting the ambience of the town with parking and congestion</li> <li>– Footpaths and tracks are not all connected, safe or accessible for all throughout the town</li> <li>– No affordable, convenient public transport options</li> <li>– Technology is taking too long to reach Arrowtown e.g. internet speeds impacting on business</li> <li>– Housing affordability affecting the balance and diversity in the community i.e. too expensive for young families</li> <li>– Planning decisions do not reflect the voice of the community</li> <li>– Little succession planning for events, volunteers, intergenerational knowledge</li> <li>– Healthcare i.e. birth to death is not available within the district. Lack of suitable housing for young/old.</li> </ul>	<ul style="list-style-type: none"> <li>– Parking prioritized over people needs</li> <li>– Scale of Arrowtown and its growth rate compared to the wider Lakes District in funding decisions</li> <li>– Demand for land making it more attractive to develop for housing/ commercial rather than community e.g. recreational, educational, health, community groups and green spaces e.g. community gardens</li> <li>– Difficulties in engaging all aspects age-groups of the community in decision making for the future</li> <li>– Housing costs pushing out the young, elderly and families</li> <li>– Volunteer fatigue for community events.</li> </ul>

### **Community Recommendations:**

- Arrowtown continues to have a dedicated representative to influence council decision-making regarding education, health, transport and technology (See Appendix 3)
- QLDC/Otago Regional Council provides a regular, cost effective public transport system that enables easy access between Arrowtown and other districts in the region
- QLDC undertakes a mapping exercise to identify needs for pathways, bike stands, walking strips and lower speed limits with input from the community
- QLDC and the Queenstown Lakes Community Housing Trust create a plan to ensure affordable housing is available
- Organizations provide mentoring to ensure the succession of new volunteers
- Land and buildings are protected by QLDC and Queenstown & District Historic agencies for the community purposes of future generations
- QLDC to lobby the District Health Board for more comprehensive health services in the Wakatipu Basin
- Support for an Economic Development Agency (EDA) to diversify the local Arrowtown economy.

## 6.4 ENVIRONMENT

The natural and built environment in and around Arrowtown is related to the heritage, character and desire to live in Arrowtown. This section on environment considers air, water, land and housing environmental factors.



### Environment Vision:

*"Arrowtown's natural environment is valued as a foundation of community well-being. We actively care for our town's drinking water, clean air, native flora/fauna, natural and heritage landscape's, town greenspaces, and we accept the shared responsibility to ensure these are sustained and enriched."*

### Key Objective:

- Arrowtown is known on the world-stage for being a cutting-edge sustainable town – zero waste, walking and cycling take priority, homes are energy efficient, low water usage and healthy - with a proud and caring community engaged in the environment.

Success in the Future	KPI's
<ul style="list-style-type: none"> <li>– Zero pollution from heating by 2050</li> <li>– Quality untreated drinking water and mandatory grey water re-use</li> <li>– River management – the community is actively engaged in increasing river water quality and the surrounding native environment</li> <li>– Housing – smart, low energy housing and shared spaces</li> <li>– Natural environment – native plants and birds flourish in the river surrounds and where possible within the town Greenbelt/open spaces and community gardens dominate over housing</li> <li>– Waste – Arrowtown is known for being sustainable – zero waste, walkable and green</li> </ul>	<ul style="list-style-type: none"> <li>– Future air quality standards are achieved and exceeded</li> <li>– Reduced car use and increased use of Public Transport options reducing carbon footprint</li> <li>– Untreated drinking water available to all residents.</li> <li>– Reduction in reticulated water use and increase in gray water re-use</li> <li>– Improved quality and quantity of river water. Surrounding land is rich in native flora and fauna</li> <li>– Built footprint is static but use of urban land/energy and infrastructure is maximized in specific areas</li> <li>– Reduction in house sizes and sections.</li> <li>– Reduction in energy use over the whole town</li> <li>– Ongoing investigation and utilisation of alternative energy sources</li> </ul>

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>– Green belt around the town encourages native plant and bird species and a place for community orchards and community interaction.</li> <li>– Green spaces are inviting and accessible. Education and information on the local environment is available eg. interpretation boards.</li> </ul> | <ul style="list-style-type: none"> <li>– Native flora and fauna established and monitored (baseline needs to be established)</li> <li>– Zero wilding pines and broom evident</li> <li>– Low car usage; waste and recyclable bins throughout the town, community compost system established, green waste recycling dominates with an active zero waste policy.</li> </ul> |
|---|--|

<i>Gap with today</i>	<i>Possible Impediments to delivering</i>
<ul style="list-style-type: none"> <li>– Lack of knowledge and action on the use of alternative heating options</li> <li>– Reticulated water supply losses, increasing demand from residents and visitors on current water supplies</li> <li>– Minimal community engagement in river management; lack of native vegetation along the river</li> <li>– Pressure to develop surrounding green spaces, resistance to smaller sections/ housing. Older housing stock being redeveloped</li> <li>– Lack of convenient recycling options, lack of education and knowledge by local community and visitors</li> <li>– Native plants only flourish in specific areas, balance between autumn colours and native plantings.</li> </ul>	<ul style="list-style-type: none"> <li>– Poor quality housing/older/large housing encourages wood/coal burning. The cost of installation of alternative heating sources</li> <li>– Source contamination and lack of statutory mechanisms to encourage water conservation</li> <li>– QRC is responsible for river quality. They have displayed a lack of community knowledge and engagement</li> <li>– Developer/demand for large/format housing driving development over environmental priorities</li> <li>– Provision for greenbelt, community areas and funding to maintain them. People availability and desire from the community to engage in increasing native flora and fauna</li> <li>– Potential resistance to zero waste policy by locals, commercial businesses and uneducated tourists. Lack of infrastructure e.g. bins.</li> </ul>

### **Natural Environment Recommendations:**

An Arrowtown Environment Stakeholder Group is established to work collaboratively towards a better future for the town. Responsibilities would include:

- Community education and consultation
- Collecting and/or lobbying for effective baseline environmental measures
- Sourcing funding and applying collaboratively for funding
- Waste reduction and recycling strategies
- Monitoring baseline and measuring achievements e.g. air and water quality
- Establishing a native flora and fauna strategy, in conjunction with preserving autumn colours, and in co-ordination with wilding pine eradication.



**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](mailto:services@qldc.govt.nz)

Annual plan submission to council 2019.docx - 1921 KB





## Submission to QLDC Annual and 10 Year Plan



David Clarke

Lakes District Museum  
Director

April 2019

On behalf of the board of the Lakes District Museum, we welcome and recognise the financial support that the Queenstown Lakes District Council continues to give the museum on behalf of the ratepayers. This helps enable the museum to continue with its important functions for the benefit of the Queenstown Lakes District. We believe we provide excellent value as a museum our size would generally be part of the council's operation and would thus be subsidised by the rate payer significantly more than it is under the present arrangement.

We celebrated a milestone in October 2018 when we commemorated our 70<sup>th</sup> birthday. This was an excellent achievement for an institution that started in a small former shop in 1948. The museum has grown to become the district's museum, and now undertakes many important roles in our community: educating, researching, storing and protecting the district's history, and employing 13 staff.

We continue to be grateful for the additional support we receive from Jan Maxwell and the staff from her department. This includes advice, support during the annual plan rounds and help with applying for Creative Communities funding for special art and history related funding.

We submit the following key points in support of our ratepayer funding:

- We are not a council entity but a Charitable Society. We have over 400 members who elect the board each year. The board then hire the Director who hires all other staff. We receive around 45,000 paying visitors per year.
- The Lakes District Museum has enjoyed council financial support since 1972. For many years, this was \$15,000 (spread across the then Arrowtown Borough Council, Lake County Council and Queenstown Lakes District Council). This increased to \$30,000 in 2004 and increased each year based on CPI. We were not required to apply each year as funding became part of the 10 year plan. Due to financial problems the museum experienced in 2012, the board met with the Mayor, CEO and CFO and discussed increasing the grant to \$80,000 + GST PA and this was agreed. This equates to less than \$4 per rate payer across the district. This has given the museum stability and the ability to consolidate funds. This amount was also to be CPI tagged but this annual increase has not occurred since we received the extra grant in 2012.
- Whilst we now have consolidated funds, due to good management and governance and the benefit of some generous bequests, there is a huge call on these funds and we continue to have rapidly increasing operating costs including insurance (**\$34,000 PA**) energy costs (**\$70 per day**) increased personnel costs (**\$320,000PA**) (we pay all staff more than the living wage), building maintenance (**\$25,000PA**) and the looming expense of seismic strengthening ( **up to \$3million**)
- Almost all communities the size of the Queenstown Lakes District have a museum. This is even more relevant in an area that is one of the fastest growing in New Zealand. Support of museums is a core council function under the Local Government Act 2002. Statements in the press have lamented the lack of cultural facilities in our district so it is important to continue to support this one. Adrian Ellis, an international consultant on arts and culture, visited Queenstown last year to facilitate discussion on the need to foster the arts and support facilities.
- I notice QLDC has financially supported the Otago Museum under the Otago Museums Act. The council has rejected calls in past to fund Otago, instead choosing to support our local regional museum. I am hopeful that after discussions with the CEO any application for funding for the Lakes District Museum will not be influenced by this funding.

- The Lakes District Museum is one of only a few museums of its size in the country that is not a council run entity.
- The Lakes District Museum is recognised by the profession as one of the best and most innovative small museums in the country. One only has to look at Trip Advisor or our visitors' book to support this. We are the number one activity to undertake in Arrowtown. This has been achieved through volunteers giving their time to fundraise and with many staff working considerable hours for limited pay. It is also recognition of the passion and dedication of long serving staff.

#### How the Council Grant will be spent in the coming five years.

The council grant is invaluable in assisting us with our day-to-day running costs. This helps free up funds for capital and special projects that include the following:

- Last year I submitted on the progress of the seismic strengthening work required on the bank building and the bank stables that form about a third of the museum complex. We have since received a letter from QLDC noting that our building is an Earthquake Prone Building. We know it is a priority building and the clock is about to start ticking giving us 7.5 years to strengthen it. We have already spent **\$60,000** in consultant's fees from our consolidated funds and to get the project to building consent and resource consent we need to spend another **\$100,000**. We have the final engineering drawings and conservation plan for the seismic strengthening completed, and this has been quantity surveyed. As stated last year we have been one of the most proactive building owners in respect of this work and have liaised with council building staff in relation to this. This work is expected to cost **\$2.5 to \$3million**. This is a daunting amount to raise and we are going to need all the assistance we can get or we will end up having to close either a large part or the entire museum, something we cannot contemplate. The museum board has sought suggestions from council how we can work together on ensuring this does not happen.
- Shifting objects into our new storage room and accessioning and deaccessioning these objects. **\$10,000** over 2 years. The storage facility cost over **\$250,000** at no cost to the ratepayer.



- Double glazing our windows has occurred over the last year at a cost of **\$35,000**
- Upgrading our foyer and reception area including new reception desk carpet and painting. This is due to happen this winter at a cost of **\$90,000**
- New Geology and Maori displays. This is an ongoing project. Estimated cost **\$20,000.**
- Ongoing Oral History Programme. Continuing to Interview residents about Queenstown 1960- present day first stage **\$5000**

**Community benefit comes from the museum in many forms:**

- Council involvement in the restoration of Council/Community buildings at no cost to council. Museum staff spent hundreds of hours working on the restoration of the Arrowtown Miners Cottages and recently helped lead the restoration of the Arrowtown Gaol. This work has helped Arrowtown be recognised as an Otago Landmark Whenua Tohunga site. Staff are now working on the Bullendale power scheme restoration as part of the work of the Wakatipu Heritage Trust. Museum staff helped council with signage and interpretation panels for the new Arrowtown Community Centre. Throughout the year museum staff have helped QLDC staff with research including investigations into local reserves and the Frankton Camping Ground history.
- Our oral history recording of selected district residents is ongoing. This project will be incredibly valuable in generations to come. We are currently in the process of digitising this collection.
- The museum has provided a public art gallery space showing an exciting and eclectic array of art and historical exhibitions.

The museum employs a full time educator and two part time teachers to run a highly respected education programme. Every school in the QLDC area uses this programme free of charge and we attract schools from throughout the South Island.



- The museum runs the Arrowtown Post Office and Arrowtown's Information Centre. Both these functions are invaluable to both visitors and the local community.
- Museum staff have lobbied and undertaken continual work in the heritage sector in Arrowtown and throughout the Wakatipu. We sit on Trusts to further heritage aims and undertake research work for council or make our archives freely available. We also protect council historical records that include the Minutes and Rate books.



- Museum staff has assisted other smaller local community heritage groups like Glenorchy, with their own heritage collections.

### 10 year plan

The museum ties in with community outcomes identified in the 10 year plan.

- **Efficient and effective use of community facilities.** While the museum facility is not council owned, it perform functions that would normally be the role of council, at minimal cost to council
- **A strong cultural landscape that inspires preserves and celebrates our heritage arts and culture.** The museum and its associated art gallery has been one of very institutions in the district that has been contributing to that cultural landscape for 70 year.

### 2050 Vision

- **That our Maori Ancestry and European Heritage are both reflected and enrich our lives.** The museum tells these stories for the benefit local resident and visitors to the QLDC district.
- **Our economy supports Arts, Culture and Heritage Industries.** This is necessary both for our immediate community but also if we are going to continue to be a highly recognised international tourist destination. This support needs to be increased and be ongoing
- **Artists and art lovers unite in dedicated spaces.** The museum has provided a public art and exhibition space since 1993 holding over 160 exhibitions. This space is highly sought after and has been a stepping stone for many local artists

### In conclusion

The museum has been a highly valued institution since 1948. Its functions, responsibilities and activities have expanded considerably and this requires recognition by council on an ongoing basis. Supporting the district's museum is a core function of council and it provides the community with an important cultural institution, an area identified as lacking in our district.

**This year we are seeking a grant increase, which has not occurred since 2012. We would like it to reflect the increased ratepayer base and a CPI increase as well as be a reflection of the work we do for the community. We are seeking an increase in our annual grant to \$100,000 PA exclusive of GST**

Thank you for your support.

David Clarke  
Lakes District Museum Director





### Q. COMMUNITY FUNDING GRANT SUBMISSION:

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

QLDC has provided much appreciated rental support for the cost of its youth centre located at 15 Red Oaks Drive Frankton. We are a charitable trust that relies on funding support from a number of funding agencies to be able to provide a wide range of youth programmes including mentoring and youth support programmes, and we work closely with many other agencies including all the schools in the basin and NZ Police.

The attached annual report shows total participation across events and programmes for the year was 5768 on top of the 2838 interactions with Youth in the Youth Centre. These numbers backed up the move to Frankton to align with the move of the high school to its new site last year.

Further support of the trust for rent is being requesting with an annual increase of our grant from \$40,000 to \$51,750. WYT will cover additional opex costs from on-going fundraising. The increase in rent has occurred with our existing separate private office space no longer being available so we are moving to a bigger space in the same complex. This will meet our existing needs and also provide private office space and meeting area which is best practise under the vulnerable children's Act. This additional required space has created the increase in rental costs.

WYT receives funding from a large number of other funders such as Central Lakes Trust, Lotteries and Community Trust of Southland as well as sponsorship and reduced costs from many local businesses to run our programmes. QLDC's specific funding is the only support WYT receives for rent to keep the doors open.

In supporting the additional rental of \$11,750 QLDC can be proud that this will continue to provide a space for the 8606 times youth participated in programmes and used the youth centre last year.

Thanks  
Joel Peasey  
Chairperson  
Wakatipu Youth Trust.



WAKATIPU YOUTH TRUST 

# ANNUAL REPORT

## 2017-2018

[wakatipuyouthtrust.co.nz](http://wakatipuyouthtrust.co.nz)

“

Supporting and  
Advocating for Youth  
in the Wakatipu





# HAERE MAI

Wakatipu Youth Trust was formed from the amalgamation of Wakatipu District Youth Trust and Queenstown Life Trust in 2011. We are the only youth trust serving the Wakatipu basin, which stretches from Glenorchy to Arrowtown to Kingston. This is one of New Zealand's fastest growing areas; we had 22,000 residents in 2015; 25,557 by 2018 and by 2028, our population is expected to reach 32,627. This rapid growth puts stresses on all infrastructure and support services.

Wakatipu social services are also seeing changes in our community as it grows. In particular, increases in domestic and family violence, overcrowded housing, income inequality, mental health issues, poverty, isolation, youth anxiety, families working multiple jobs and gaps between families' needs and what social services provide. At the same time, the social services sector faces decreased funding and less time available from region-wide services for our district.

Youth work relies totally on fundraising and receives no government funding. Its purpose is to guide and support our young people in their personal, social and educational development to help them reach their full potential in society and make a successful transition to adult life.

Wakatipu Youth Trust achieves these ends through a variety of services from individual mentoring to our drop-in centre, holiday and extra curricular programmes, youth groups, events, weekly engagement within seven local schools as well as courses supporting life, relationship and vocational skills.

In 2018, the trust moved from downtown Queenstown to Frankton, reflecting the move of the high school and increasing concentration of local families in this area.

Our youth face a world that is ever-changing on a monumental scale - from technology to education, career structure, communication and home life. Generation Z and Alpha (those born from 2010) will require agility, confidence and different skill sets in the face of rapid and ongoing change.

Helping our youth face the manifold opportunities and challenges ahead will require similar agility from youth workers and all others involved in the social services sector. Collaboration will be key as no one group or profession will possess all the skills, knowledge, resources or capacity needed.

Wakatipu Youth Trust aims to ensure we are positioned to help lead this collaboration to ensure our youth are best equipped with the mindset, skills and behaviours they need in this dynamic, highly globalised and uncertain world.





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# Trustees

We have eight Trustees who volunteer their time, expertise and skills to Wakatipu Youth Trust and are pivotal to the ongoing development of our Trust.



**JOEL PEASEY - Chairperson**

"I believe in building up youth to help them learn and grow and Wakatipu Youth Trust is a big part of making this happen in our local community. I see this as a privilege to be a part of"



**JAN MAXWELL - Deputy Chairperson**

"I have worked closely with the Wakatipu Youth Trust for the last ten years and more recently became a trustee in order to become more directly involved in the work that this trust undertakes in our community for youth. I believe the programmes undertaken by the trust youth workers are making a huge difference to the young people and the results achieved by them confirm this"



**STACEY GIBBONS - Secretary**

"After moving to Queenstown 5 years ago, I was invited to join the youth trust two years ago. I now serve on the trust as secretary and have thoroughly enjoyed the opportunity to be a part of what we can provide for the youth in the Wakatipu. I am a trained secondary school teacher and have three children of my own so appreciate the work that the trust is able to do in this area catering for the diverse needs of young people. It has been exciting to see the growth and success of the trust in its initiatives."



**CATH GILMOUR**

"I've been on the Wakatipu Youth Trust for over twelve now, initially as a QLDC representative. Each year, I feel more committed to our purpose of ensuring that the amazing opportunities growing up in the Wakatipu can provide are available for all our youth. Our great team of youth workers do this - giving all-comers the chance to learn skills, to connect, to have fun, to grow, to be supported through good and rough times - and to be a valuable part of our community. "



**TANYA SURREY**

"I have been involved with the Wakatipu Youth Trust (and its predecessor, the Wakatipu District Youth Trust) for 15 years. I chaired the Trust for 10 years before stepping back to a trustee role. I am passionate about the work of the Trust and its efforts to make a positive difference to the lives of local youth in our community. The Trust plays a valuable role in supporting young people to make the best possible decisions in their day to day lives."





### WAYNE PARK

"I have worked in the field of youth for the last 18 years in Queenstown and became a trustee on the former Wakatipu District Youth Trust in 1999. Contributing to youth in a healthy and positive way is extremely rewarding. The young people of the Wakatipu are a great bunch and it is pleasurable watching them grow into well rounded adults. Being a trustee on the Wakatipu Youth Trust enables me to contribute to this transition."



### PENNY CLARK

Penny Clark is an experienced, retired Hotelier. Her last appointment involved a directorship on a finance company board running several hotel/tourism properties. Currently Penny runs her own consultancy mentoring accommodation entities and property units along with her role on the Queenstown Lakes District Council as a Councillor. During the past 30 years her faith in the skills and abilities of young people, if shown the passion and direction, have always produced rewards. "They need to be shown the path and given the confidence to challenge the system, be bold and go and do it! The world is an exciting place."

## Treasurer



### VICKY O'NEILL - Treasurer

"I was approached to take on the role of treasurer when I was expecting my first child. It seemed appropriate to get involved for a few years. Well - eight years later I'm still here and believe the trust to be a true asset for Wakatipu. The youth workers not only work with the youth with passion, enthusiasm and true commitment but also succeed in providing life skills and life lines to a large number of youth in our community. The projects, events and interest blocks driven by the trust are awe inspiring and continue to amaze me so that I stay involved to see what else the youth workers will come up with."



Some of our Youth Workers and Trustees at the 2017 Jazz Festival Fundraising Ball



# The Team

Our team is made up of five amazing Youth Workers



## JACQUI MOIR - Manager

Jacqui originates from Auckland and has been living and working in Queenstown for the last 9 years. She has raised two children, now both in their twenties. Her passion for young people grew through training and volunteering for Youthline and during the course of studying for a Bachelor of Arts in Sociology. Following these experiences and through her own personal understanding of raising a special needs child, Jacqui worked in primary and intermediate schools with special needs children who had both behavioural and learning difficulties. This led her to complete a Graduate Diploma in teaching prior to coming to Queenstown. Jacqui has embraced her role in the community as a youth worker and continues to enjoy supporting and advocating for the youth of the Wakatipu area and celebrating all that they contribute to our community.



## ALICE GEE - Assistant Manager

Born and raised in Dunedin, Alice is an Otago girl through and through. She graduated in 2016 with a Bachelor of Social Work from the University of Otago. Alice has called Queenstown home for nearly four years. She has a passion for working with people, especially youth; believing strongly in the promotion and support of advocacy, self-determination and autonomy for youth. She brings with her a range of experience, fresh ideas and kete of skills. In her spare time, Alice enjoys getting out there being active and social, as well as training hard to achieve her personal goals.



## SUZIE KELLY - Senior Youth Support Worker

Suzie was born in the west of Ireland, in a place called Galway. She graduated from College with a Bachelor of Arts (Honours) Degree in Social Studies in Social Care Work. She puts this knowledge, skill and experience into practice by supporting and advocating our youth. She hopes to encourage youth to challenge themselves and be the best they can be, believing everyone has something unique and special to offer. Suzie has experience in Ireland working with teenagers, children and young people with intellectual disabilities. Queenstown, it is a home away from home for Suzie. She loves a good laugh, skydive or bungy and the youth enjoy her Irish ways and her Irish accent.



## NOAH PIERSSENE - Youth Support Worker

Noah was raised on the East Coast of Australia, in the Byron Shire. Growing up with an alternative (Steiner) education, Noah has seen first hand the benefits of focus being given to the strengths of disadvantaged youths. Studying a Diploma in Youth Work via distance, Noah moved to Queenstown at the end of 2015, volunteering with us for the full year of 2016, and then coming on board as a part time Youth Support Worker in 2017. He joined the team in 2018 as a full-time Youth Support Worker and with his skills in engaging and mentoring our local youth, his fun loving yet strict attitude have proven a great asset to our team and youth.



## RICHIE HADLOW - Youth Support Worker

Richie was born and raised in Auckland but always 'wanting to explore,' he ended up travelling to the South Island five years ago and has been a Queenstown local since. Qualified as a gymnastics and boxing coach, his passion for working with youth was developed when working in with school programmes where students were encouraged to challenge themselves and build confidence through active participation. As a qualified personal trainer, he wants to continue to inspire youth to take up challenges and be positively involved in the community. Richie believes that there is something to be learnt from everyone and enjoys connecting with Queenstown's young people.





# Vision, Mission and Objectives

## VISION

A community that values and actively supports the safety, development, well-being and self-worth of every young person.

## MISSION

To empower our youth to grow their strengths, resilience and abilities to live a positive and healthy life.



## OBJECTIVES

### OBJECTIVE ONE:

Support the emotional, physical, psychological, social and cultural well-being of young people.

### OBJECTIVE TWO:

Create opportunities for young people to discover their true identity and develop caring, authentic relationships within a safe and supportive environment.

### OBJECTIVE THREE:

Advocate for and support our young people.

### OBJECTIVE FOUR:

Encourage community attitudes and social structures that positively impact on young people.

### OBJECTIVE FIVE

Achieve long term financial sustainability for the Trust.





# Values and Best Practice



## QUALITY SERVICE

Continually pursue organisational excellence with best safe practices.

## TEAM WORK AND COLLABORATION

Collaborate with our youth, team, trustees, communities, supporters, funders and partner agencies.

## STRENGTHS-BASED PRINCIPLES

Develop the strengths of our youth to help them achieve their goals and overcome obstacles.

## DIVERSITY AND INCLUSION

Respect the uniqueness, privacy and dignity of each individual.

## CULTURE

Reflect and celebrate the heritage and values of our bi-cultural country and multi cultural communities.

## Best Practice



Wakatipu Youth Trust is a registered member of Ara Taiohi and applies best practice by commitment to the Youth Development Strategy Aotearoa (YDSA) and the Code of Ethics (COE). Our work is underpinned by holistic, strengths-based youth development models, The Circle of Courage and Te Whare Tapa Wha.



# Overview

The Wakatipu Youth Trust continues to be a vital part of our youth community and also the wider community, with a focus on developing and enhancing a wide range of initiatives, opportunities and engagement that aim to grow our young people (taiohi) into thriving, self assured, contributing citizens.

This report identifies key areas of work that have been continued, introduced or developed over the 2017-2018 financial year to encourage youth to become active participants in life.

Local community sponsorship and support, help create well-run and supported programmes that promote our aims and produce positive youth development outcomes.

We have worked consistently with the year levels seven and eight across six primary schools, plus all year levels in Wakatipu High School and are continuing to build valuable relationships with youth, their families, whanau and school staff as a result.

Youth participation across the many and varied programmes, activities and events Wakatipu Youth Trust delivers slightly decreased in 2017. We attribute this to our families living predominantly outside of the town centre, where our organisation was based, and the resultant issue of difficult and sometimes costly access for our programmes and drop in centre. In February this year, we relocated to Frankton, which is a more central location for youth and their whanau. Our move aligned with Queenstown's only high school's shift to Frankton.

As a result of this move, our numbers have increased across all our initiatives and programmes, which will be reflected in next year's statistics. There have been changes to our 'Drop In' programme, which is now high school age upwards. Our year level seven and eight now have their very own weekly youth group that sees taiohi from many of the six primary schools coming together to enjoy both onsite and offsite activities.

Another new initiative we have developed is 'Soul Sofa', catering for 18 - 24 year olds who are part of our local or seasonal communities. Soul Sofa provides an alcohol-free safe space where people can drop by for a chat, support, soup and to meet others when they may be feeling a long way from home and their normal support networks.

Our Youth Workers In Schools (YWIS) initiative successfully introduced our Mōrehurehu Programme through which our youth workers engage year level seven and eight students across five schools each term in a series of exciting challenges. Tribes battle it out to earn Mana Points that are given based on competition results, behaviour, respect, leadership, teamwork, communication, key values and the incorporation or use of tikanga and te reo. This programme was piloted last year and has proven to be valued by both the schools and the youth.

There have been a number of issues arise in the youth community throughout the year as a result of wider economic and social factors that are having a negative impact on family and flatting households. These include, but are not limited to, increased family dysfunction, stress-related mental health issues, drug and alcohol abuse and family breakdowns. Also by factors affecting general health and wellbeing, such as low wages, high living costs and high levels of continued population growth. These elements have been having a significant level of impact for some time and unfortunately look set to continue.

We have been involved with assisting schools and social services in dealing with some of these concerns and are increasingly being recognised as a community resource that can support other agencies with creating a multi-faceted, strengths-based approach to assisting youth with different situations. We have also had an increase in referrals for mentoring, with a wide array of needs being met by our youth workers, through working one to one with individual youth.

Other new initiatives that Wakatipu Youth Trust delivered were:

- 'Love Me Not' programme in conjunction with NZ Police. This sees all year level 12 students learn about healthy relationships, effective bystanding, sex and consent and available support. This is delivered to all Central Lakes and Central Otago high schools.
- Three 'Mental health and Wellbeing' workshops delivered to NZ Ski Managers, Team Leaders and all staff. These workshops have had a Queenstown focus and covered youth, mental health, alcohol and drugs, relationship violence, sex and consent and support services. Wakatipu Youth Trust developed a support service resource alongside this. These workshops evaluated extremely well, and have since been delivered to two local hotel groups.

Wakatipu Youth Trust was thrilled to have been reviewed and accepted as a Ministry of Social Development (MSD) Approved Provider for Day activity/Life-skills programmes for children/adolescents (Level 3). The application to become an approved provider was a highly rigorous one, including being audited to ensure our organisation is robust in meeting every required standard to deliver quality programmes to our young people. This now allows us to receive much valued funding to support our youth being able to actively engage in our many and varied activities during our holiday programmes.

The last year has seen our highly motivated, passionate and hard working team working to our collective strengths to ensure youth throughout the Wakatipu are having their developmental needs met, This has resulted in a successful combination of well-developed opportunities and initiatives that increase our community profile, presence and accessibility by youth, their family, whanau and our wider community.



# Areas of Engagement

In order to achieve the objectives as laid out in the Wakatipu Youth Trust deed in alignment with the Youth Development Strategy Aotearoa (YDSA), over the past year we took part in the following areas of engagement with Wakatipu youth:

## EVENTS

- Summer Beach Party
- Morehurehu Beach Party
- Youth Week
- Battle of the Musos
- Big Break
- Fundraising events
- Youth Nights
- Youth Week
- Ballet Pop-up
- Drive To Survive
- CV Workshop
- Eco Fair
- Christmas Picnic
- Sport Analytic
- Love Simon

## ONE TO ONE

- Mentoring
- School and Agency Referrals
- Self-referral
- Immediate response

## COMMUNITY COLLABORATION

- Central Otago Youth Workers' Network
- NGO Managers' group
- Strengthening Families
- Strengthening Families QT LMG
- Schools
- Social media and media
- Post-Vention Suicide Group
- Youth and General Interagency
- Bluelight Central Otago

## SCHOOL PROGRAMMES

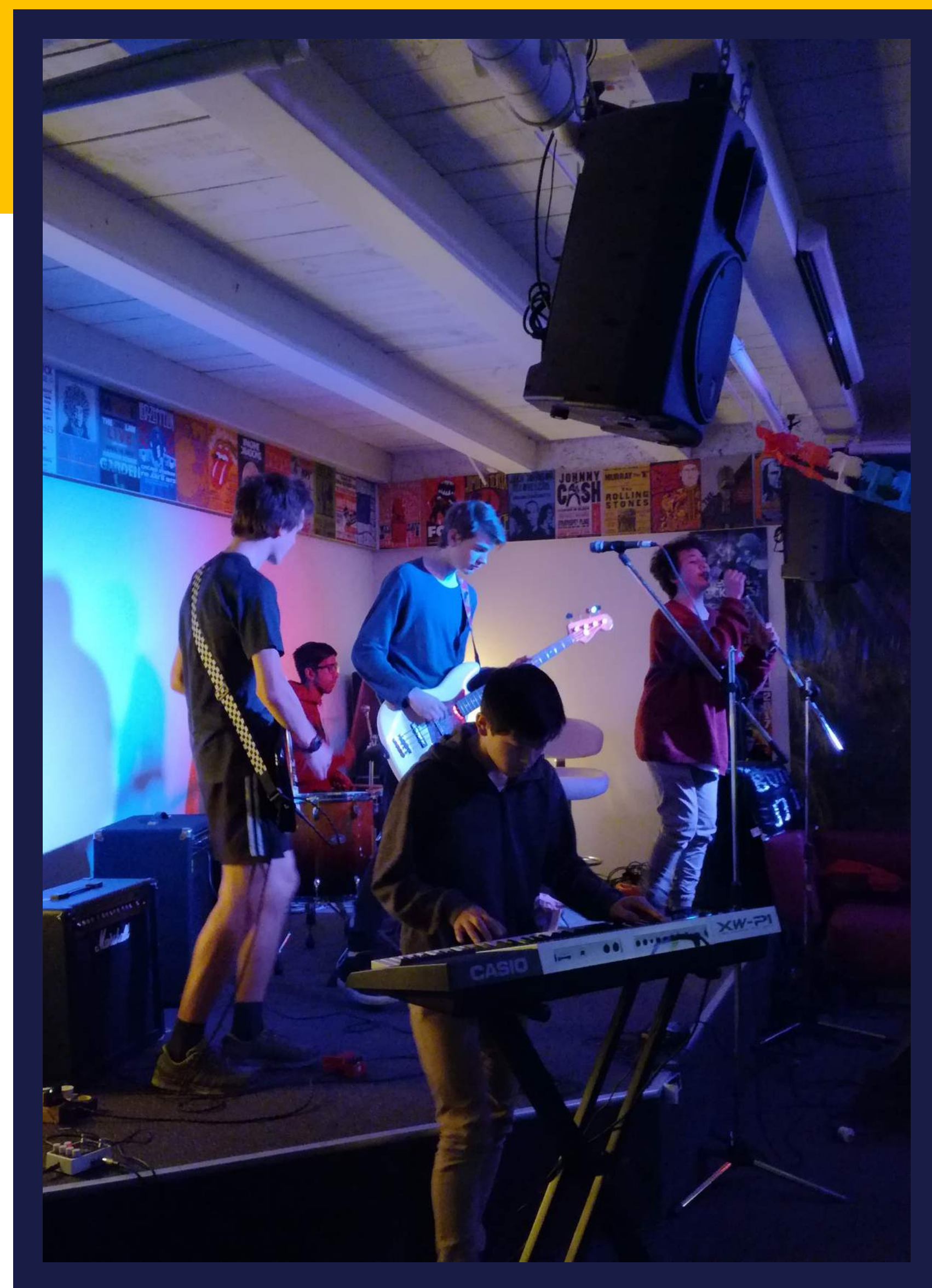
- Wakatipu High School
- Queenstown Primary School
- Arrowtown School
- Remarkables Primary School
- St Joseph's Queenstown
- Glenorchy School
- Shotover School
- Life skill programmes
- Sexual Consent Work Shop
- Field / sports / Swimming trips
- Educational Expos
- WHS Participation Day
- School events / break time
- Arts and cultural events
- Alternative education
- International students
- Love Me Not WHS
- Love Me Not MAC
- WHS Youth Committees

## EXTRA CURRICULAR PROGRAMMES

- Open house programme
- Vocational training courses
- Interest block groups
- Pop Up Workshops
- Holiday Programme
- LGBTQIA+ support group (rainbow youth)
- Glenorchy Satellite Youth Group
- International Cultural Experience Programme

## PROFESSIONAL DEVELOPMENT

- External and internal supervision
- Child Protection Training
- Ignite training
- First Aid Refresher courses
- Jigsaw National Family Violence and Abuse Conference
- Love Me Not training
- Child-centred and Trauma-informed Practice workshop
- Information sharing - integrated working training
- Sustainable Funding workshop



## MEASURES

Currently there are six methods of monitoring and evaluation that are used on a regular basis to evaluate and monitor progress, efficiency and results.

1.

Daily session review reports for our youth centre

2.

Evaluation forms at the end of Interest Block Groups / Events / Programmes

3.

Regular Manager reports for the Trustees

4.

Weekly team meetings and peer supervision

5.

Regular governance / management meetings

6.

Monthly external supervision meetings



# The Youth Centre

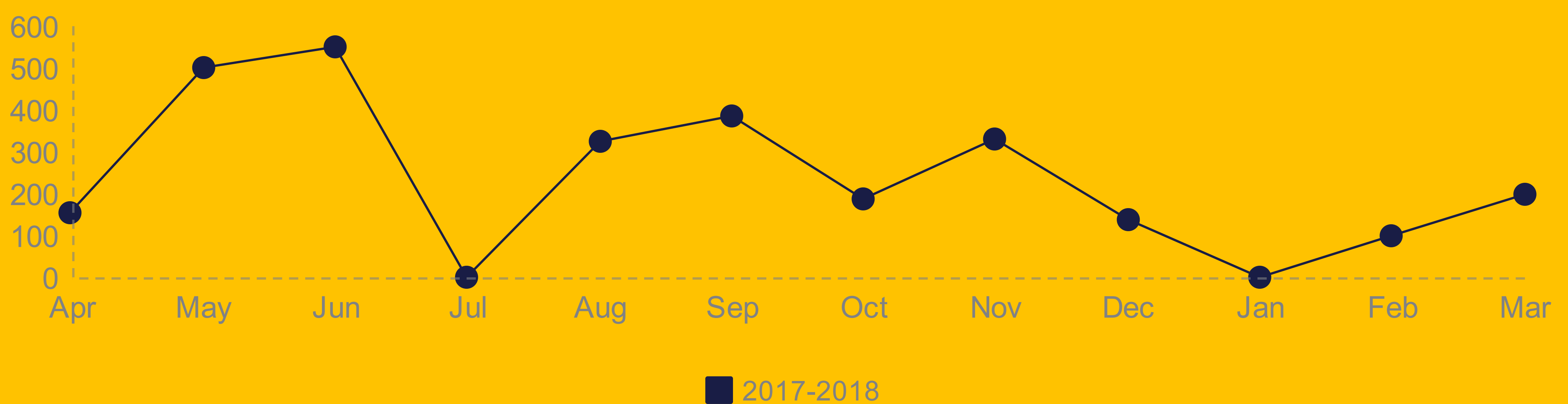
In February 2018 we were able to meet our strategic goal of moving our organisation and youth centre out to Frankton, a more central location for our whole community. This new location has proven to be the right move from the outset, with many more youth and their families being able to access our programmes, events and activities where previously they could not due to distance, traffic and parking issues. Numbers across our programmes have increased significantly and we are seeing many more high school youth through our doors, as well as, our year level seven and eights.

Our Youth Centre continues to be a well utilised resource and is very much a central hub to all that we do in our community. Our 'Drop In' programme sees regular numbers of between 15 and 30 youth through the door each day, with many of our youth feeling it is a home away from home and there most days. The Youth Centre also hosts many other of our programmes, events and activities, which see small to large numbers of youth engagement. Other community groups, organisations and schools use our facility when their use complements our work.

We have a membership system in place to ensure communication and information pathways between us and our youth, their families and whanau are optimised. We have our Kaupapa to maintain a positive culture, responsibility and accountability of all who participate at our youth centre, programmes, activities and events.

Total Interactions

2,838



**Note:** In July we had technical errors and could not track attendance. January the Youth Centre was closed and we ran the Summer Holiday Programme instead.





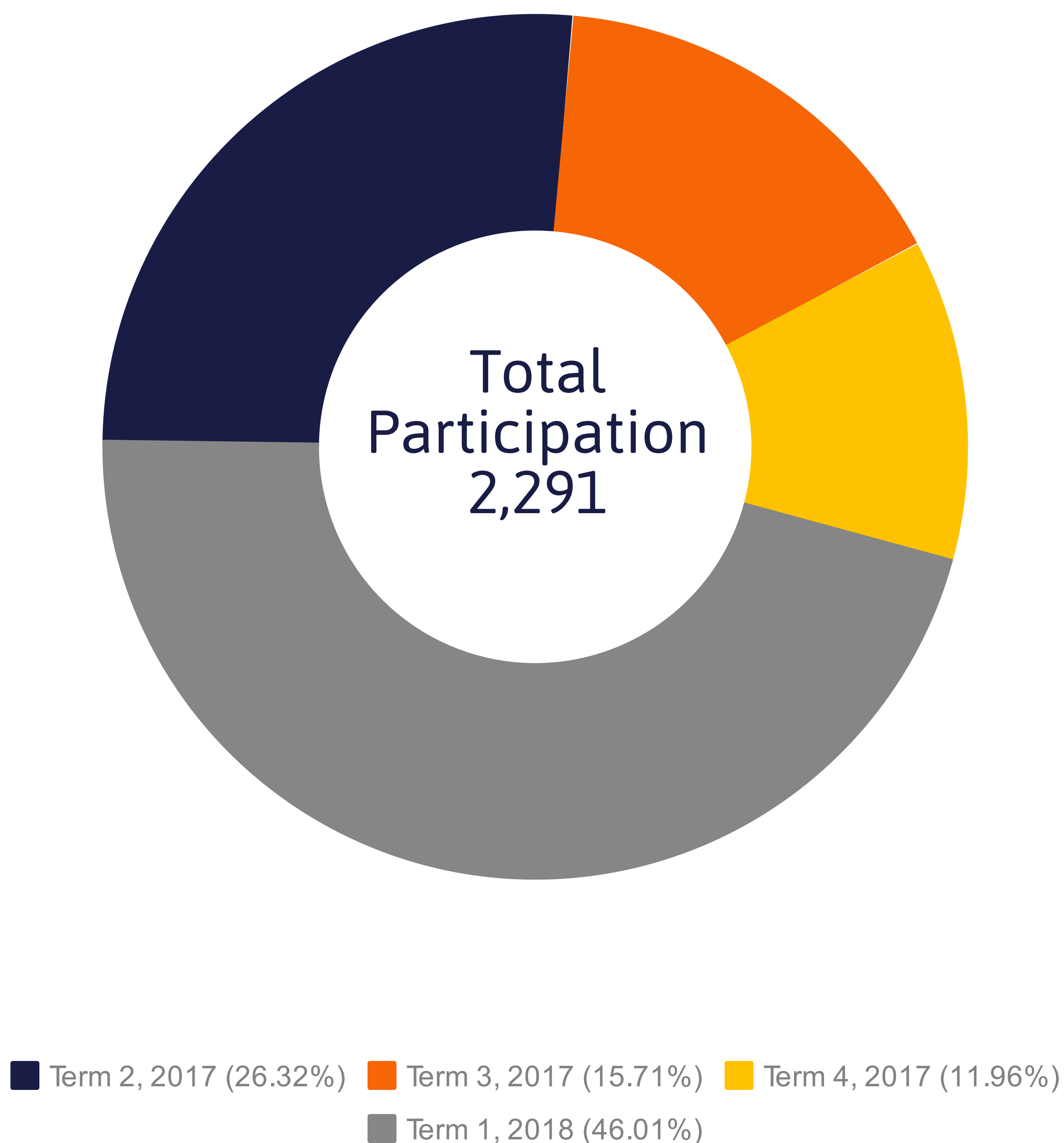
# Events

We deliver or are involved in a number of events throughout the year. These experiences help to raise our profile, engage youth and our wider community and create significant opportunities for our taiohi.

Events are short contact time but highly effective for youth engagement. They familiarise people with what we do, and provide real life opportunities and authentic experiences for many of our taiohi to connect with their wider community.

We operate small one-off occasions such as the Sustainable Film-making workshop and our Battle of the Muso's Events, which continues to grow, reaching 200+ people over the two heats and final. Our life skills education events, such as the Youth Expo and Drive to Survive, are part of the high school curriculum each year and engage whole year levels at a time.

## DISTRIBUTION OF WYT EVENTS



- Youth Week
- Ballet Pop-Up
- Drive to Survive
- Sustainable Film Making
- Youth Night
- Youth Expo
- B.O.M - Heat 1
- B.O.M - Heat 2
- B.O.M - Final
- Sexual Health Workshop
- CV Workshop
- Morehurehu Beach Party
- Eco Fair
- Christmas Picnic
- APS Rewards Day
- Thai Students - Games
- Sport Analytik
- WHS Participation Day
- STJ Swim Sports
- Love Simon Movie Premiere





# Programmes

Due to many changes happening in our school communities, with increased demand on educational achievement and extra-curricular activities, we have had to adjust the way we run our Interest Block groups, as students were struggling to commit the time. We are now developing more workshops and pop up style introductory programmes, which are proving popular and are being well attended. Standardised evaluations give us a picture of what has worked well and areas we could improve.

We have a range of ongoing programmes that run across the year, helping team members develop individual relationships with a vast array of young people. A brief summary of the programmes broken down by term and what they consisted of follows below:

## ONGOING PROGRAMMES across 4 terms:

- Glenorchy Youth Group
- The Spectrum Club: An LGBTQIA+ youth support group
- Morehurehu Schools Programme
- Year 7&8 Night
- Year 13 Common Room

## PROGRAMMES:

- International Cultural Experience Programme
- Yoga
- Girls' Fitness for Beginners
- Muay Thai
- Fun Fridays
- Web Development
- Young Changemakers
- Foot Golf
- Sailing
- Soul Sofa

## EDUCATIONAL PROGRAMMES:

- Loves Me Not Programme
- Sexual Health Education

Participation with Programmes: **3,126**

total participation



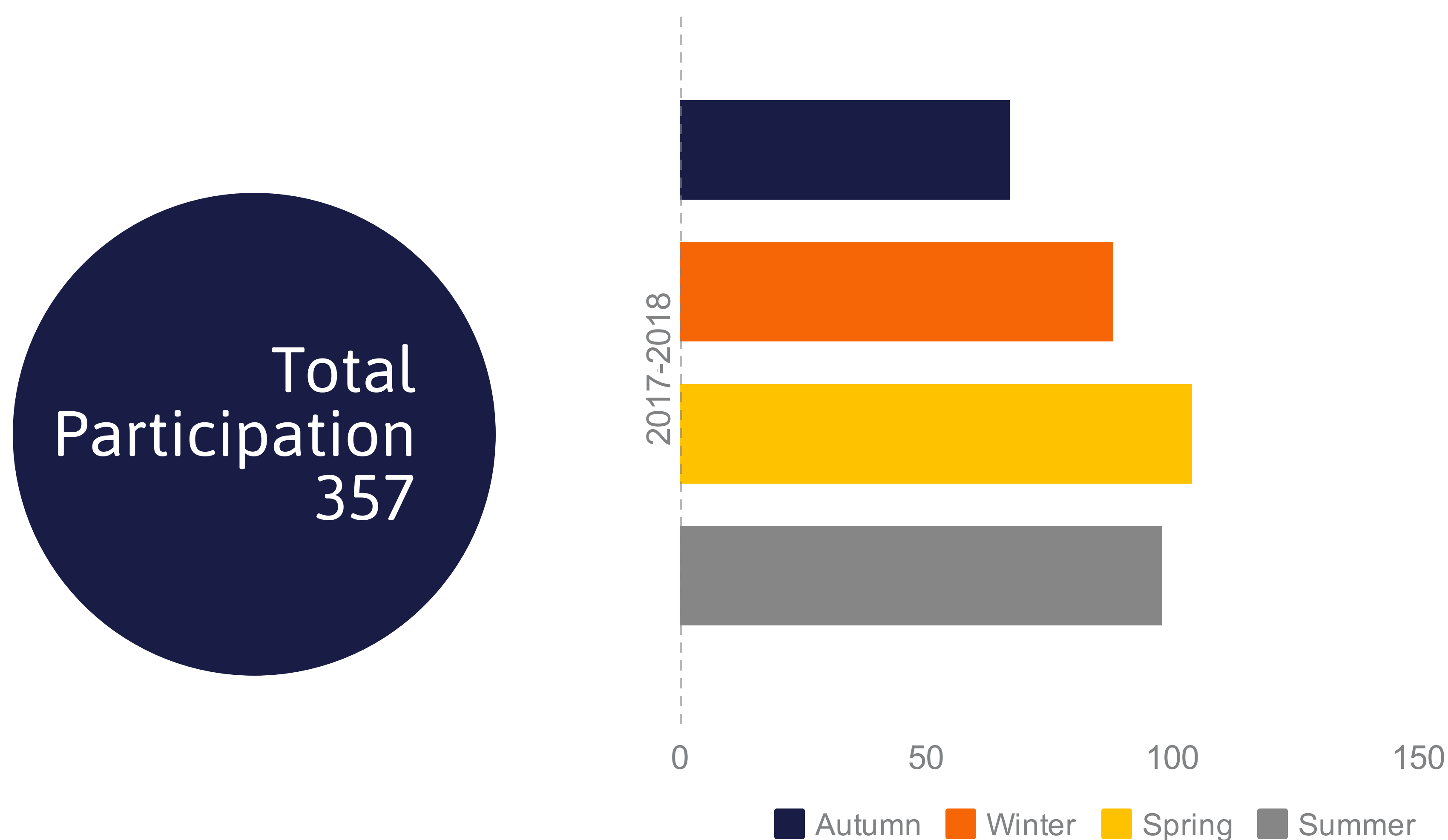
■ Term 2, 2017 (24.73%) ■ Term 3, 2017 (18.49%)  
■ Term 4, 2017 (20.09%) ■ Term 1, 2018 (36.69%)





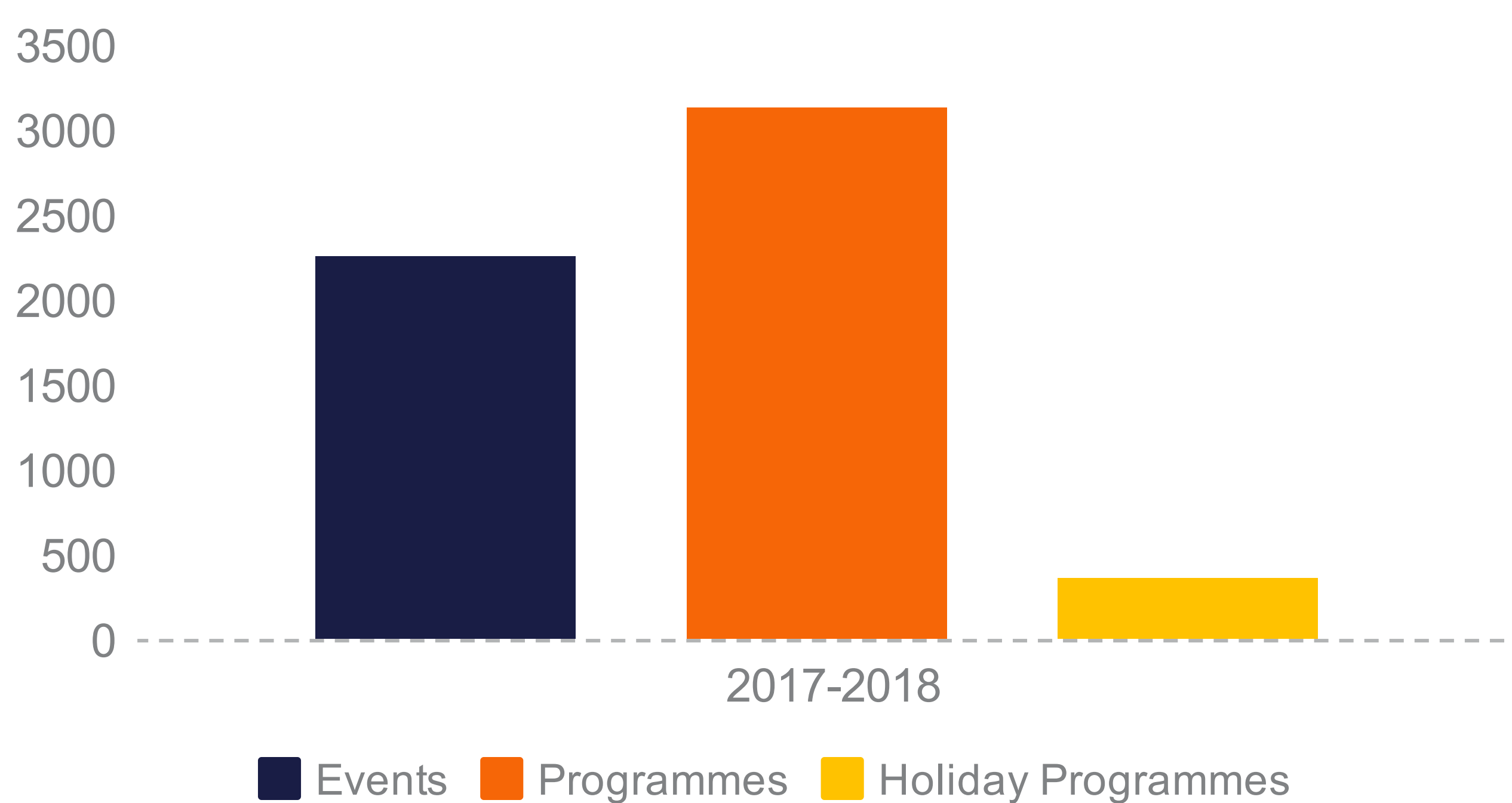
# Holiday Programmes

Our Holiday Programmes are always action packed with a wide variety of fun for everyone. These are well attended and frequently book out within days of advertising. Thanks to generous sponsorship from community businesses, we can offer fun for all at a low cost so that anyone can attend and money isn't a barrier to youth connecting and participating. Without this sponsorship support, many of the youth taking part would not otherwise have the opportunity to enjoy some of the amazing experiences growing up in Queenstown can offer its young people.



Total Participation across Events and Programmes

**5,768 total participation**



# Youth Worker in Schools (YWIS)

Youth Workers in Schools (YWIS) is one of our ongoing initiatives that has youth workers actively engaged and working closely with Wakatipu regional schools from Glenorchy through to Arrowtown on a weekly basis.

Access to students within school hours and throughout the year continues to be a vital part of our interaction and ability to reach out to youth in their key social environments. These relationships are valuable, as they allow us to do a lot of preventative and early intervention work, through providing opportunities, positive engagement and mentoring as well as life education programmes.

We continue to work closely with the schools within the area: Queenstown Primary School, Remarkables Primary, Arrowtown Primary, St Joseph's Primary, Shotover Primary School, Glenorchy School and Wakatipu High School. Relationships with Wakatipu regional schools are strong, as we increase our profile, presence and ability to help with and deliver programmes within the schools.

Our Youth Workers In Schools (YWIS) initiative has piloted Wakatipu Youth Trust's new Mōrehurehu Programme, which has our youth workers engaging Year level 7 and 8 students across 5 schools each term, in a series of exciting challenges. Tribes battle it out to earn Mana Points that are given based on competition results, behaviour, respect, leadership, teamwork, communication, key values and the incorporation or use of Tikanga and Te Reo. The programme has been a huge success and looks set to continue throughout each year.



## Wakatipu High School (WHS):

Ongoing weekly interactions with various aspects of the high school with both students and staff including the school counsellors

- life skill programmes
- educational expos
- participation day
- mentoring
- international students
- student councils

## Queenstown Primary School (QPS):

- weekly lunchtime activities every term
- sports days.

## Arrowtown Primary School (APS):

- weekly lunchtime activities every term
- Year 8 leadership group
- school excursions.

## St Joseph's School (STJ):

- weekly lunchtime activities every term
- support with school trips

## Glenorchy School (GYS):

- school support
- after school youth group

## Remarkables Primary School (RPS):

- weekly lunchtime activities every term
- school support.

## Shotover Primary School (SPS):

- weekly lunchtime activities every term
- school support



Wakatipu High School



St Joseph's School



Glenorchy School



# Mentoring Service

The Mentoring Programme is a preventative programme for young people between the ages of 12 and 20 years. Each referral is considered on an individual basis.

## Areas of referral:

- Bullying
- self esteem
- Peer relationships
- Low-level behavioral issues
- General health support/guidance
- Career support and advocacy

## The aim of the Mentoring Programme is to encourage young people to make positive choices about:

- how they spend their time
- who they spend their time with
- developing their social skills
- developing independent living and life skills
- support in vocational areas

## To increase a young person's self esteem and confidence, mentors will:

- show youth that they can trust their own opinions and decisions
- facilitate experiential learning
- show young people that adults can be trustworthy

## To offer youth a different perspective:

- through meeting a wider variety of people
- by providing a wider variety of experiences

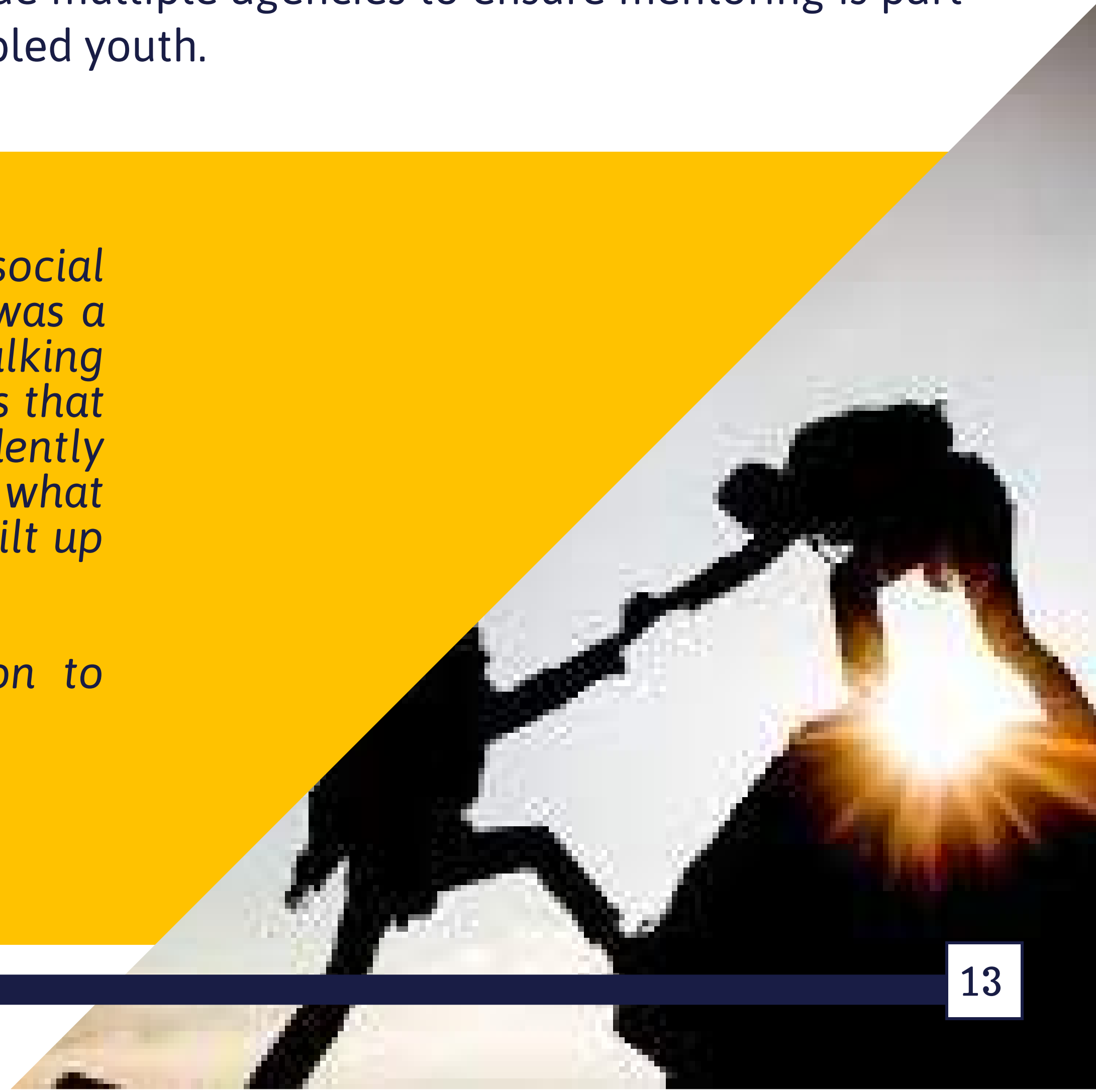
## Mentors will:

- be committed and reliable with the young person
- be a good listener
- be a positive role model

Individual mentoring is an area that has huge potential for development and will have a big impact on some of the larger issues facing youth. WYT works alongside multiple agencies to ensure mentoring is part of a comprehensive wraparound service for our more troubled youth.

*Being mentored helped me with my people skills and social anxiety working with a Youth Worker on a weekly basis was a massive help and I have achieved a lot of my goals eg, talking to someone when I was emotional and letting go of things that had built up at school and with friends, I was able to confidently talk to my mentor about what was going on and figure out what was the best thing to do in these situations, Mentoring built up my confidence.*

*Mentee, Year level 11 (quote amended with permission to maintain anonymity)*





# Media and Information Systems

Social media has become our greatest profiling and marketing tool, particularly with our younger stakeholders. We have different facebook pages for Wakatipu Youth Trust, The Booth, The Spectrum Club and Reverb Sound Kitchen (our music café) as well as our website [www.wakatipuyouthtrust.co.nz](http://www.wakatipuyouthtrust.co.nz), Instagram and Pinterest.

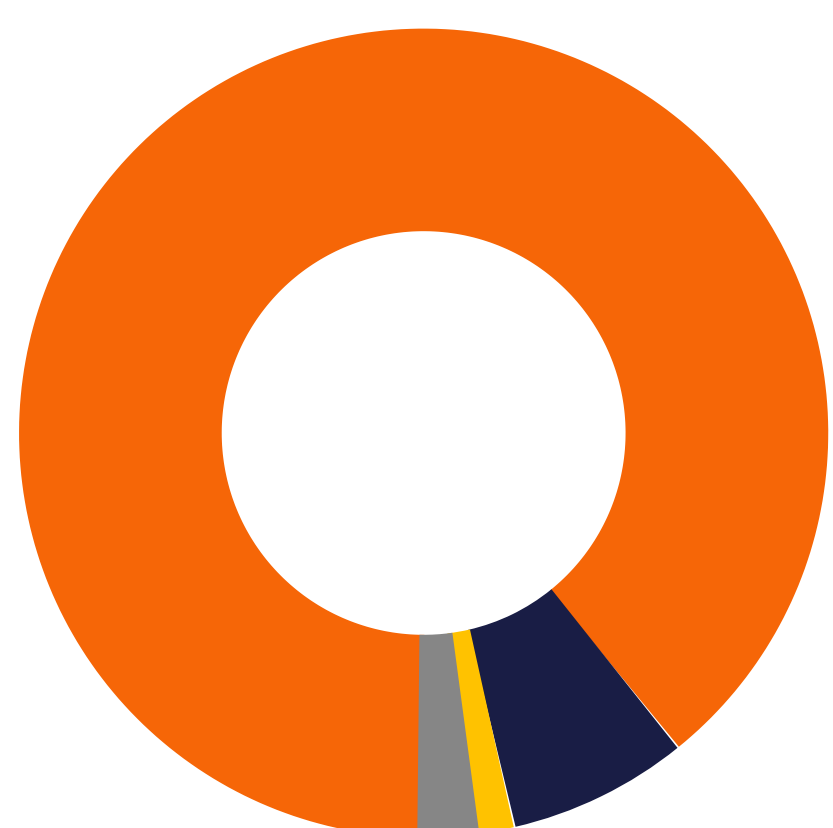
We produce a monthly newsletter that goes out to a growing 400 strong database and regularly send out bulk emails to keep our youth community and their families up to date and informed on what is coming up that youth can get involved in.

All of our social media tools are run through information systems that provide us with statistical analysis on stakeholder engagement and interactions. Our programmes, groups, events, activities and opportunities are advertised and marketed through school newsletters (paper and digital), local media sites, paper media and advertising through our own social media channels as well as good old fashioned pamphlets, leaflets and posters.

Digital technology is incorporated in our daily operational systems, which has resulted in more accurate and well-organised planning, communication, operational management and evaluations.



## DISTRIBUTION OF SOCIAL MEDIA



■ Website Views (89.13%) 
 ■ Wakatipu Youth Trust Likes (7.08%) 
 ■ Spectrum Club Likes (1.56%) 
 ■ Instagram Followers (2.23%)

### GENERAL MEDIA COVERAGE

- Mediaworks Radio
- Lakes Weekly Bulletin
- Mountain Scene
- The Mirror
- Frankton Flyer
- Queenstown Trading
- Otago Daily Times

### WEBSITE

- [www.wakatipuyouthtrust.co.nz](http://www.wakatipuyouthtrust.co.nz)

### NEWSLETTERS

- WYT Newsletter database
- Wakatipu High School
- Arrowtown School
- Queenstown Primary
- Remarkables Primary
- Shotover Primary School
- St Josephs Queenstown

### SOCIAL MEDIA

- Instagram ([wakatipuyouth](https://www.instagram.com/wakatipuyouth))
- Pinterest
- Facebook
  - Wakatipu Youth Trust (Page)  
<https://www.facebook.com/wakatipuyouth>
  - The Spectrum Club (Page)  
<https://www.facebook.com/thespectrumclubqt>

**608**

Recipients of  
our monthly  
E-Newsletter

*310 Subscribers and 298  
database members*





# Our Team

Our fantastic team – being Jaqs, Alice, Suzie, Richie and Noah – have been working solidly together for the last few years, with the only difference being Richie and Noah switching part and full-time roles. Teamwork is very much at the heart of what we do, and this is delivered with a shared vision, goals and passion for the work we contribute to our community.

All staff have their areas of specialisation; Jaqs was promoted to the manager role at the beginning of 2014 and continues with her passion for life skill education programmes and collaborative community initiatives with social service agencies and other like-minded organisations. As a parent, Jacqui has a firm understanding of the joys and the challenges that parenting can bring, as well as, experiences being a single parent and raising someone with special needs.

Alice became part of the team in January 2015 from her hometown of Dunedin and has a passion for supporting and advocating for youth in our community and a love of sport. Alice has completed her Social Work degree during the time she has been with us and has also revealed outstanding skills in all things digital. Alice has now moved into the Assistant Manager role, which has seen her take on more responsibility, adding to an already highly impressive skill set.

Suzie came on board the team in 2015 all the way from her homeland in Ireland and brings with her strength and understanding in working with special needs youth. She has quickly become immersed in our youth community in the Wakatipu, making important contributions with her degree in Social Care and her Irish culture. Suzie is now in the role of Senior Youth Support Worker and continues to add huge value and take on further responsibilities, ensuring WYT continues to develop its reach in the community.

Richie, originating from Auckland, also joined the team in 2015, after working with youth for over five years coaching gymnastics and boxing. He also packs a punch himself, holding four consecutive National championship titles from 2014 to 2017, winning gold at the Oceania Championships and the prestigious Jamieson Belt. To add to this, Richie also competed in the 2018 Commonwealth Games, proudly representing our country. Richie has always stood out as being a passionate ambassador for Wakatipu Youth Trust and a strong advocate for our taiohi, while solidly supporting our more ‘at risk’ young people through one to one Mentoring with outstanding results.

Noah hailed from the United Kingdom before growing up in Australia. Noah was volunteering with us for over a year from 2016 while studying for his Diploma in Youth Work via distance study. Happily for us, he then moved to part time and, since 2018, full-time youth work with us. Noah has developed excellent skills with mentoring and loves to share his enthusiasm for fitness, nutrition and cooking.

Alice, Suzie, Richie, Noah and Jacqui operate very much as the dream team, with plenty of varied strengths, skills and qualifications between them offering our youth community a diverse but cohesive infusion of commitment, passion and inspiration.





# Volunteers

We have seen a regular flow of volunteers through the centre who bring a valuable array of skills, activities and good role modelling. They enrich the experiences our young people have in a positive way. Those who have volunteered over the past year are as follows;

- Derrin Thomas
- Noah Pierssene
- Kirsty Beer
- Sian Denholm
- Hannah Gee
- Evelyn Ball
- Rhys Smith
- David Kelly
- Hannah Murray
- Josh Waitere-Ang
- Heath Crosbie

Volunteers remain a cornerstone of running a successful youth centre and we are very fortunate to have such dedicated individuals. Volunteers also allow youth worker time to be freed up to engage in other programmes and mentoring.

Our wonderful Trustees are also volunteers who consistently give hours of devotion to Wakatipu Youth Trust and are of course pivotal to the ongoing running and existence of our Trust. It is to them that we must also show our appreciation, for investing their time and energy into the Wakatipu youth community.

## COMMUNITY COLLABORATION

We retain good relationships with community social services throughout the year by attending regular meetings, committees and combined initiatives. These are valuable to be involved with and help provide our community, with a more holistic and wraparound combination of services.

- Youth and General Interagency
- Central Otago Youth Workers Network – COYWN
- Strengthening Families
- Strengthening Families Local Management Group
- NGO Managers Group
- Post-vention Suicide Committee

These initiatives help us to build new relationships, maintain existing ones and forge more effective networks in the community. They have proven valuable and often bring new situations to our attention.



# Fundraising and Sponsorship

We continue to get the majority of our funding from grants, with a significant amount coming from local donations, contributions and other self-funded opportunities.

Throughout the year we receive funding support, numerous donations for programmes and events we run, and other general donations and sponsorship to assist us with our activities and fundraising. These are absolutely invaluable in being able to achieve what we do on a daily basis. Listed below are the many funders, donors and sponsors from our generous community who have supported us over the past year. We are extremely grateful for their much valued contributions.

## OUR FUNDERS (In alphabetical order):

- Bruce Mackay Elevator Services
- Central Lakes Trust
- Community Organisation Grants Scheme
- Community Trust of Southland
- Department of Internal Affairs
- First Sovereign
- Foodstuffs South Island Community Trust
- Kingston Sedgfield (NZ) Charitable Trust
- Lakes Community Arts Council
- Lottery Grants
- Ministry of Social Development
- Ministry of Youth Development
- Olive Hutchins Charitable Trust
- Queenstown Lakes District Council
- Southern Trust
- Skycity Queenstown
- Trustpower Community Awards
- United Way

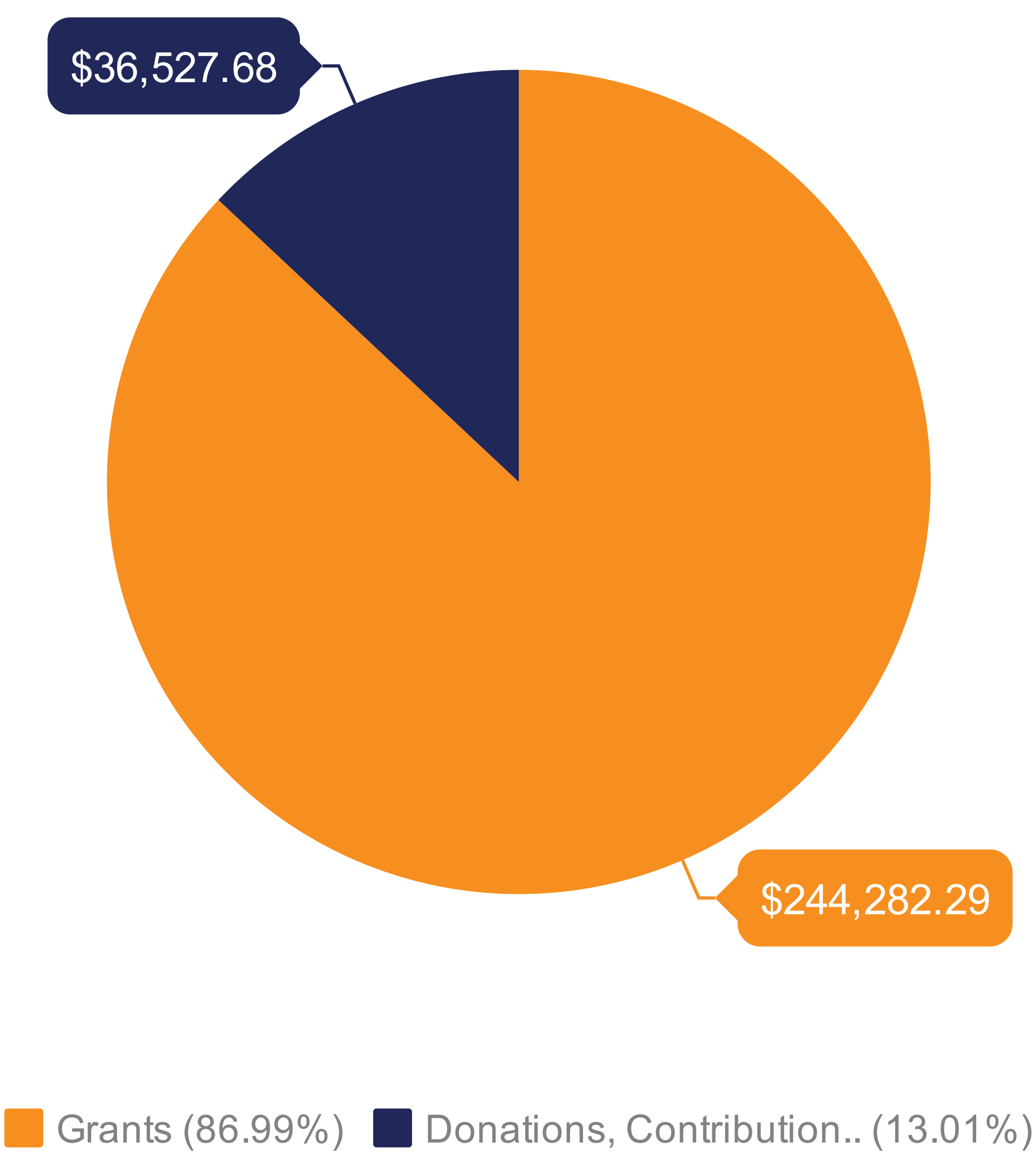
## DONATIONS AND SPONSORSHIP (In alphabetical order):

- Arrow Expeditions
- Arrowtown Butchery
- Arrowtown School of Russian Ballet & Creative Arts
- ASB Queenstown
- Ben Lomond Horse Treks
- Bidvest
- Camp Carolina, USA
- Canyoning Queenstown
- Catalyst Trust
- Climbing Queenstown
- Cookie Time
- Countdown Queenstown
- Creating Tracks
- Crowe Horwath
- Dan Gerard - Driving instruction
- Dare Otago (Queenstown)
- Domino's Pizza
- Escape Quest
- Family Adventures Rafting
- Fat Badgers
- Fear Factory
- Ferg Bakery
- Fergburger
- Fetch QT
- Foodstuffs
- Fresh Choice Queenstown

- Givealittle
- Glenorchy Community
- Glenorchy Community Association
- Glenorchy Rural Women
- Highlands Motor Park
- Hilton Queenstown
- HQ Wifi
- HQNZ
- HydroAttack
- Industrial Fitness
- It Might Get Loud
- Janey Labes
- Lakes Weekly Bulletin
- Lululemon
- Mactodd Lawyers
- Mediaworks
- Mini Golf Queenstown,
- Mitre 10
- Moonlight Stables
- NZ Ski
- Odyssey Sensory Maze
- Paintball Central
- Placemakers
- Pounamu Apartments
- Queenstown Hurling Team
- Queenstown Ice Arena
- Queenstown Lakes Family Centre
- R & P Russell
- Reading Cinema
- Rockformation
- Rotary International, Queenstown Branch
- Salvation Army
- SBS Charity
- Sherwood Hotel
- Shipleys Audiovisual
- Sign It Signs
- Site Trampoline
- Skyline Queenstown
- Small Planet
- Southern REAP
- Sports Analytic
- St Joseph's Primary School
- Summit Events
- The Playground
- The Rule Foundation
- Thrillzone
- Undersoul Photography
- Warehouse Customer Choice
- Watersports Queenstown

There are also a huge amount of people who help us out by donating their time and professional expertise to help support our initiatives and Wakatipu youth. We want to thank each and every one of them for their valuable contributions.

# Funding Overview



# Funding Breakdown

BREAKDOWN OF DONATIONS, CONTRIBUTIONS AND SELF-FUNDING





# Summary

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Wakatipu Youth Trust continues to move significantly forward and remains a productive contributor to positive youth development and a reputable social service in the wider community.

The last year has seen our team strengthen all the more, continuing to be a passionate, committed, dynamic and an inspiring asset to our youth population, the Wakatipu region and to the Trust. The team continue to achieve all they can to make a positive difference in the lives of our taiohi and pledge to engage and connect with youth across all facets of our community, from Glenorchy through to Arrowtown.

The continued dedication of our volunteers, who offer their time freely each week, has most definitely contributed to streamlining and expanding what we offer and has ensured that we have the time to invest into delivering quality youth work, opportunities and initiatives.

Increased focus on qualitative evaluation and assessment of youth programmes, activities and events has contributed to a more accurate picture of achievements and provided feedback to better focus our work. We are scheduled to conduct another survey of all our key stakeholders to ensure growth and development in the areas that are identified as fundamental to providing the best service possible.

Looking ahead, we are planning to further extend our reach in the community and develop progressive opportunities for as many young people within the Wakatipu region as possible. With huge population growth happening in the Wakatipu, and the flourishing development of the Frankton community, one of our strategic goals is to create a youth services hub, where we can collectively provide more cohesive support for our young people. We are confident that there are many people in our community who will be highly supportive of this venture and we hope will consider investing in the future of our taiohi and the belief that it takes a village to raise a child.

We are extremely excited to be starting our new community youth centre from the ground up out in Frankton and are researching, investigating and considering a wealth of possibilities to ensure our organisation continues to evolve and develop in new directions, while maintaining relevancy and a strong commitment to youth, their families and whanau and our Wakatipu community.

As ever, our work is made possible through the time and energy donated by our eight devoted trustees. The team are truly grateful and wish to thank them for making it possible for us to achieve what we do and to make a positive difference to the Wakatipu community.





# GET IN TOUCH WITH US



## TESTIMONIALS

### **International Cultural Experience Programme: Overseas experience at Camp Carolina Summer Camp, USA - Parent of participant**

"Camp Carolina gave the opportunity for so many new experiences (people, activities, social environments, different culture, independent travel) – all building blocks of growing a young man. He learnt to believe in himself more and shows this to his peers. Thank you to all that had a part in making it a reality." Parent of participant

### **The Spectrum Club: LGBTQIA+ Youth group - Yr 13 student**

The Spectrum Club provides a support that isn't available anywhere else. Being apart of the LGBTQIA+ community can be a lonely and shameful experience but the Spectrum Club creates a space that is safe, encouraging and nurtures a sense of belonging. It is also heavily involved in making the community a more accepting and supportive place.

### **Drive to Survive Expo - Year 12 High School Students**

"I now feel as though I have the knowledge to drive safely and comfortably. If one of my friends or myself was in a crash I believe I now have the knowledge to stay calm and fully understand the extent of the actions taken not only by me but by other drivers."

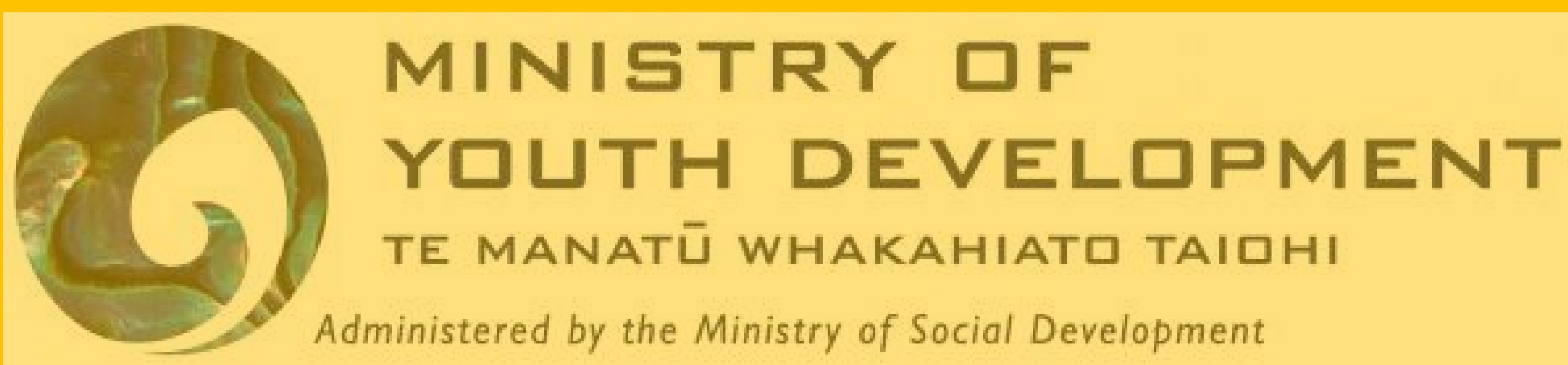
"After coming out from the EXPO I feel a lot more confident and refreshed with driver safety. I thought the speakers were very knowledgeable and friendly. Opening the expo up with the car crash scene really caught my attention and I thought it was a great way to start the events

"I never really knew the risks involved with driving and how serious a situation can get by just not wearing your seat belt. It's nice to get education on driving safety because it really is important."

"Even if people understand the dangers of unsafe driving, it's so easy to overlook the consciousness of your actions, this course really helps you understand the impacts of bad choices and how to make good ones."



# THANK YOU



THANK YOU

# PELOSI Christine & Claude<sup>82</sup>

Swizo Ltd

Wanaka/Upper Clutha

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## Q. FEEDBACK:

It is obvious there should be a charge, higher for non New Zealanders, for per night stays & for use of National Parks, tracks & all drawcard natural features. Full marks for the Wastebusters moves.





### Q. COMMUNITY FUNDING GRANT SUBMISSION:

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

Luggate Community Association.  
Red Bridge Project Funding Application.  
See uploaded Application.

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](mailto:services@qldc.govt.nz)

Red Bridge Funding Application.docx - 117 KB



**To QLDC**  
**From Luggate Community Association**

1<sup>st</sup> April 2019

**APPLICATION for COMMUNITY FUNDING  
GRANTS**

We, the Luggate Community Association would like to make application for further funds to continue our work developing the Red Bridge Historic and Recreational area.

We have been well supported by Council over the past two years, and work has progressed very well at the site. We have been thankful for the past grants of \$5,000 per year for the project.

With a combination of local volunteers liaising with the Parks & Reserves Dept under Diana Manson in just 2 years we are well along the way, turning what used to be a dumping area into cleared reserve land. Trees have been felled and removed, scrub has been cut, and fill has been brought in to create what will become a large scenic recreational area. And, as you know, we are another step along the way with toilets scheduled to go on to the site this September.

We are now getting closer to implementing Anne Steven's council-funded landscape plan for the site. However despite hundreds of hours of voluntary work so far we still need to ask for funds to progress things.

To this end we wish to apply for a further **\$10,000 per year for the next 3 years.**

The Luggate Community Association has also been contributing from our own funds along the way with the following amounts having been already paid....

<b>Nov 2017</b>	<b>Diesel Dust....\$4,425.19</b>
<b>Mar 2018</b>	<b>G Taylor.... \$ 438.73</b>
<b>June 2018</b>	<b>Splitter Hire \$ 357.00</b>
<b>Oct 2018</b>	<b>G Taylor \$ 799.00</b>

And at our last monthly Community meeting another **\$5,000** was voted to pre-purchase historic gold mining piping to be placed at the Red Bridge site, once the planting landscaping has been completed.

Four of our members have undertaken the course to qualify to use Chainsaws on public land, and for every working-bee day we have followed the Health & Safety regulations to the letter. So far zero injuries or incidents.

To say that this area will be an asset to the Upper Clutha would be an understatement. The recent establishment of the QLDC camper-van area on the corner of the Red Bridge project has been an outstanding success (see recent occupation figures sent to Council from the LCA.)

This popularity will only become more-so as we develop more area. It ties in faithfully with Council's long term vision as laid out in the Ten Year Plan, and seems to



reflect Vision 2050's message of supporting sustainable tourism, and nurturing a "pride in sharing paradise". To our way of thinking this project is really the perfect example of Council and community working together – a win/win as far as environmental, tourist, and historical management goes for our future.

We thank you for your consideration of our project, and sincerely hope you will continue to fund our Red Bridge development. The Luggate community are keen and willing to continue to steer the work on behalf of council, and in partnership with Parks & Reserves.

Yours sincerely

Graeme Perkins  
Chair, Luggate Community Association

Graham Taylor  
Head, Red Bridge Subcommittee

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### Q. COMMUNITY FUNDING GRANT SUBMISSION:

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

Our PDF submission and covering letter will be emailed to [services@qldc.govt.nz](mailto:services@qldc.govt.nz)

12 April 2019

Annual Plan Feedback  
Queenstown Lakes District Council  
Freepost 191078  
Private Bag 50072  
Queenstown 9348

Dear Councillors

UCLT initiatives support QLDC's Ten Year Plan vision: *Vibrant Communities, Enduring Landscapes and Bold Leadership*. Water is integral to almost every aspect of health and wellbeing within the Upper Clutha and our community has expressed a range of concerns about the changes that are being seen to lakes, rivers and streams.

UCLT agrees with QLDC that the actions of every individual can shift the outcomes for future generations. QLDC has acknowledged that these outcomes are community driven and that partnership is important.

UCLT's continuing partnership with QLDC supports the Ten Year Plan vision as follows:

QLDC Ten Year Plan vision	UCLT Projects
Efficient and effective infrastructure	The ICMP scope includes an assessment of risks to water (from current and future state if not addressed with actions) as a result of existing and future infrastructure needs
Environmental sustainability and low impact living is highly valued	UCLT strategic priorities for 2019/20 include community engagement, education and behaviour change initiatives
Quality built environments that meet local needs and respect the local character	UCLT will utilise Communications funding to work with influencers such as farmers groups, developers, resident associations
World class landscapes are protected	UCLT is acting now to protect our water quality for future generations.

[Redacted signature]

[Redacted signature]

[Redacted signature]

[Redacted signature]



<b>QLDC Ten Year Plan vision</b>	<b>UCLT Projects</b>
Sustainable growth management	The Upper Clutha catchments are unique in NZ due to the combined impacts of urban growth, land use change and tourism. These impacts need to be better understood.
Partnering for success	UCLT has successfully partnered with a wide range of stakeholders, including QLDC and ORC. As volunteer action only goes so far, QLDC funding is needed to underpin the management and administration of UCLT projects.
Investing strategically	Funding provided by QLDC to UCLT will go a long way, thanks to volunteer support for the work of the Trust.
A responsive organisation	Effective freshwater management is a high priority, both nationally and regionally. UCLT projects will ensure that the Upper Clutha catchments are well placed to respond to the upcoming national freshwater initiatives from the NPS-FM work programme.
An organisation that consults effectively and makes sound decisions	The ICMP recommendations combined with funded research will support evidence-based decision making.

The Vision 2050 initiatives supported by UCLT projects are:

#### **Thriving people | Whakapuāwai Hapori**

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

UCLT strategy is to drive community-led delivery of enduring aquatic ecosystem health.

#### **Embracing the Māori world | Whakatinana i te ao Māori**

We celebrate the unique history of our rohe and Aotearoa New Zealand

Ngāi Tahu is assisting UCLT to recognise and protect cultural and community values.

#### **Opportunities for all | He ōhaka taurikura**

Our economy is strong and diverse with sustainable and inclusive growth

Future freshwater management will likely necessitate some economic trade-offs to ensure that the true value of enduring aquatic health is recognised.

### **Breathtaking creativity | Whakaohooho Auahataka**

Our breath-taking landscapes and diverse people attract strong talent and create space for reflection

The Upper Clutha's catchments and water bodies are of national importance due to the role they play in attracting both residents and visitors to the region.

### **Deafening dawn chorus | Waraki**

- We are all kaitiaki of our protected and restored incredible environment, flora and fauna
- Our people and visitors respect the privilege of accessing our rivers, lakes and mountains
- Our waterways and lakes are drinkable
- We set the standard for combating biodiversity loss

These principals will be espoused throughout the ICMP.

### **Zero carbon communities | Parakore hapori**

Zero waste is just something that we do here

The UCLT communications strategy includes providing tools for residents and visitors to better understand water and to build an appreciation of what having healthy waterways really means for our community.

### **Pride in sharing our places | Kia noho tahi tātou kātoa**

- Our lives are enhanced by measuring wealth in wellbeing as well as dollars
- Our everyday experiences are enriched by focusing on shared values not volume

UCLT strategy recognises that water quality is essential to the quality of life.

We wish to speak at the hearing.



Jeff Donaldson

**Chair**

**Upper Clutha Lakes Trust Board**

[Redacted]

[Redacted]

[Redacted]

[Redacted]



APRIL 2019

# QLDC ANNUAL PLAN SUBMISSION



UPPER CLUTHA LAKES TRUST

# QLDC ANNUAL PLAN 2019

Upper Clutha Lakes Trust (UCLT) sincerely thanks QLDC for its partnership to date, particularly the on-the-ground support provided by QLDC team members Jen McGirr and Ulrich Glasnor. The success of our Freshwater Improvement Fund application and the Wanaka Water Project's alignment with other community initiatives has ensured that the Upper Clutha is well positioned to embrace the upcoming national freshwater initiatives from the NPS-FM work programme.

NPS-FM has highlighted the important role that the local community plays in delivering improved outcomes for lakes, rivers, streams and other waterways. Key QLDC priorities are to ensure that our water is safe to swim in, gather food from and supports healthy ecosystems. The Upper Clutha's catchments and water bodies are not only vital for the health and wellbeing of our community, but are also of national importance due to the role they play in attracting visitors to the region.

UCLT's strategy for 2020 identified that much still needs to be done to deliver outcome-based aquatic ecosystem health to the Upper Clutha catchments, including:

- Evidence-based management of the Lakes
- Funding for research and resources to support evidence-based decision making
- Leadership and engagement across rural, urban, commercial and tourism sectors

This submission seeks QLDC's continued partnership and support for UCLT's work. UCLT is seeking a **\$75,000** grant from QLDC to partially fund operational personnel and community engagement activities associated with the Trust's extensive Upper Clutha-wide water initiatives throughout the 2019/2020 year. As the key water protection/management work streams expand, Trust projects have become more complex, and QLDC funding would be used to support the following functions:

1. Trust Management \$35,000
2. Project support and administration \$15,000
3. Communications and Engagement \$25,000

This funding will boost the effectiveness of the Trust, which has largely been managed using hundreds of hours of volunteer support to date. UCLT is seeking matching funds from ORC.



UCLT will ensure that QLDC's grant goes a long way. The funds provided to UCLT by QLDC to support the Wanaka Water Project to date have:

- Generated \$53,000 in matching funds from MfE's Freshwater Investment Fund and \$22,500 from ORC.
- Enabled UCLT to hold a stormwater workshop in Wanaka in August 2018.
- Provided \$30,000 direct funding for two Wanaka stormwater research projects during 2019.
- Supported the work of a third UoO Masters project during 2019.
- Contributed towards project management costs for the Wanaka Water Project and development of a community-led Integrated Catchment Management Plan.

## STRATEGIC INITIATIVES

UCLT's key strategic initiatives for UCLT during the 2019/2020 year include:

- Secure funding for Trust Management, Administration and Communications roles.
- Establishing ALREC - the Alpine Lakes Research and Education Centre.
- Supporting QLDC initiatives involving engagement with key influencers (eg Schools, Resident associations, Farmer groups, Developers, Businesses) to develop programmes that will drive long term behaviour change.
- Scoping key projects identified from development of the Integrated Catchment Management Plan in collaboration with key science and regulatory stakeholders (MfE, Catchments Otago, QLDC and ORC).
- Assisting local groups beyond the Upper Clutha to get community-led water initiatives underway in collaboration with QLDC and ORC.

## ALPINE LAKES RESEARCH AND EDUCATION CENTRE

UCLT is establishing ALREC, a research and education hub, in collaboration with ORC, University of Otago and Fish & Game Otago. ALREC will encourage funded freshwater researchers within NZ and from overseas to base future research in Wanaka. The facility will also be made available to university students, schools, community groups and citizen science projects. Considerable work is needed during the start up phase to successfully establish this facility.

2019 is an opportune time to establish a freshwater research hub in Wanaka. ALREC complements a number of initiatives currently underway in the Upper Clutha, including the installation of Lake Monitoring buoys on Lakes Wanaka, Wakatipu and Hayes and ongoing research carried out periodically by Crown Research Institutes and universities.

# STRATEGIC PLAN 2019



**Purpose: Drive community-led delivery of enduring aquatic ecosystem health**

Themes	Goals	Priorities
<b>Leadership driving action</b>  <b>Partner to deliver</b>	Well-funded, active Trust co-ordinating the development and implementation of a 'best of breed' long term management plan for our pristine waterways	Partner with regulators, communities and funders to develop a framework for informed and effective management of our waterways
<b>Research for advancement</b>  <b>Science informs management</b>	Understand the health & dynamics of our waterways to enable evidence-based decision making and informed interventions including preventative actions	Facilitate research including citizen science --- Establish ALREC --- Share information widely: Avoid silos
<b>Engaged community</b>  <b>Behaviour Change</b>	Encourage buy-in to the cause, knowledgeable discussion and active participation in programmes	Community alignment, collaboration & co-ordination --- Advocacy, mobilisation on key issues: #KnowYourWater Care :: Connect :: Act
<b>Educate to enable</b>  <b>Protection and preservation</b>	Build an appreciation of what having healthy waterways really means for our community and how we can all contribute	Work with influencers: • Schools • Resident assns • Farmer groups • Developers • Businesses • Community groups
<b>Outward Promotion</b>  <b>Enduring pristine waterways</b>	Attain the healthiest waterways in New Zealand while meeting the economic, social & cultural needs of the community	Communicate and promote our water quality story to residents and visitors  Be a compelling and credible voice for water

**Water quality is essential to the quality of life :: Effective partnership for our future**

*Ngāi Tahu proverb: Mō tātou, ā, mō kā uri ā muri ake nei – For us and our children after us*



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# COMMUNICATIONS

The original Freshwater Improvement Fund application did not adequately budget for the cost of communications. As the Wanaka Water Project has moved forward, UCLT has recognised the need to promote our water quality story to drive community engagement, education and behaviour change initiatives. Our communication strategy for 2019/20 includes:

- Creating opportunities for the community to get involved in WWP projects/partnership.
  - Building collaboration and alignment opportunities with project partners and stakeholders including QLDC, ORC, Million Metres, Shaping our Future, SABER, Funders.
  - Workshops, Stakeholder updates, Hui, speaker events, community meetings, participation/activation at community events eg ONE New Zealand Summit.
  - Delivering a regular blog on the website.
  - Developing a regular newsletter with trackable click through, content focussed by audience (eg residents, visitors, developers, commercial, tradies, farmers, schools).
  - Updating the UCLT website and WWP content - directing people to get involved and showing them tools for better understanding their water.
  - Creating simple animations, illustrations and infographics that build an appreciation of what having healthy waterways really means for our community.
  - Working with influencers eg farmers groups, developers, resident associations.
  - Engaging with each audience to build advocacy programmes alongside them.
  - Setting specific targets to measure the success of each programme.
- 

# VOLUNTEERS

We estimate that by 30 June 2019, UCLT projects will have been supported by more than 5,000 volunteer hours. This includes time spent by members of Lake Wanaka Trust and Upper Clutha Water Group prior to the merger which formed UCLT, the many hours put into the Freshwater Improvement Fund application and subsequent discussions with MfE, Trustee/Management Committee meetings, ALREC Steering Group & Establishment Board meetings, Hui and Workshop participants, representation at community events including the Shaping our Future Water Forum and Taskforce, Wanaka Water Project Governance Group and project team meetings, Te Kākano Aotearoa Trust riparian planting volunteers, scientists and student researchers working on freshwater research initiatives and those promoting the Love Lake Wanaka crowd-funding campaign with local businesses.

# UCLT PROJECTS



wanaka water project

FIF 2018 - 2023

Funders:

MfE \$385k, QLDC

\$60k, ORC \$35k

Sargood \$125k,

Million Metres

\$250k total \$855k

ALREC



Alpine Lakes

Research and  
Education Centre

Partners:

University of Otago

ORC

Fish & Game



Workshops

Forums

Speaker events

Citizen science

Behaviour change

Collaboration

Communications

# WANAKA WATER PROJECT (WWP)



*\$350k*

Riparian planting in  
partnership with Te  
Kākano - 24,000  
trees over 5 years



*\$305k*

Community-led  
Integrated  
Catchment  
Management Plan



*\$200k*

Applied Research in  
partnership with  
Catchments Otago  
(2 projects funded)



# PROJECT ACTIVITIES

## INTEGRATED CATCHMENT MANAGEMENT PLAN

Existing regulation, processes and resourcing are proving inadequate when it comes to preventing damage to waterways resulting from urban growth, land use changes and tourism pressures. A community-led Integrated Catchment Management Plan is a roadmap for water management, helping the Upper Clutha community to be proactive and get ahead of the problems occurring with water management in most other parts of New Zealand.

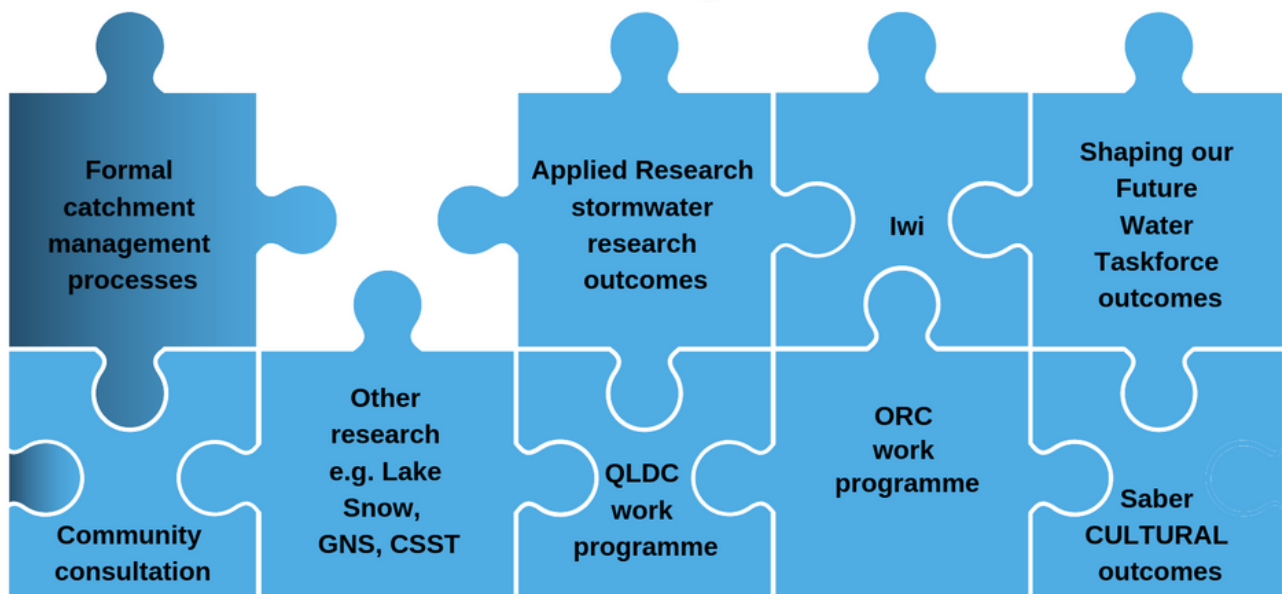
Part of the process of developing an ICMP is to weigh the relative importance of differing community well-being outcomes and to assess their associated uncertainties and risks. This is a complex undertaking, involving trade-offs between conflicting outcomes because individuals and groups will have different priorities and differing views on future outcomes.

Examples of the types of uncertainty which affect future management decisions in the Upper Clutha include impacts of land use change on water quality in our deepwater lakes, climate change and whether anything can be done to eliminate or control invasive species such as Didymo and Lake Snow.

**Mō tātou, ā, mō kā  
uri ā murī ake nei**

***For us and our  
children after us***

### ICMP Building Blocks



# PROJECT ACTIVITIES (CONTINUED)

## APPLIED RESEARCH WORKSTREAM



- A workshop was held in August 2018 with experts from universities, NIWA and the community. The research priorities for the urban stormwater run-off into Roys Bay, Lake Wanaka were determined.
- WWP has granted \$10,000 each to two University of Otago students (one Masters student and one working through Wildlands Consultancy).
- A third UoO Masters project on Lake Wanaka will complement the two funded projects.
- The Research workstream project team and Friends of Bullock Creek will assist students with water sampling and provide other support including accommodation in Wanaka.

- 1,036 plants were planted by Te Kākano and community volunteers Jun–Oct 2018.
- Wanaka Catchment Group, DoC, QLDC and others have been consulted and asked to submit likely sites for riparian planting projects to best improve water quality.
- A matrix has been compiled for assisting in site selection.
- Plants are being grown from seedlings.
- A MoU has been developed for use with landowners (standing agreements are in place between Te Kākano, DoC & QLDC).
- Sites are being assessed and plans are being made for planting an additional 3,500 plants prior to 30 June 2019.
- Approx 5,000 plants will be planted 1 July 2019 - 30 June 2020

## RIPARIAN PLANTING WORKSTREAM





# 2019 KEY WWP ACTIVITIES



The Wanaka Water Project has now been active for 9 months.

The key 2019 activities in the three WWP workstreams are:

## 1. Integrated Catchment Management Plan

- ICMP scoping
- Consultation on values and attributes via workshop
- ICMP integration with other projects including SABER (Dr Simone Langhans) and Shaping our Future Water Taskforce.
- Values interviews with individuals (SABER project)
- Survey to wider public [www.uppercluthalakestrust.org](http://www.uppercluthalakestrust.org)
- Hui with local Iwi
- Literature review
- Plan finalised December 2019.

## 2. Riparian Planting

- Planting 4,500 trees to June 2019 and a further 5,000 to June 2020.

## 3. Applied Science

- Fund and support two Wanaka stormwater research projects.
- Develop Citizen Science projects.

# MILESTONES

## **MID-2016**

The Upper Clutha Water Group (UCWG) facilitates linkages between different groups concerned about water management or carrying out water projects in the region.

## **SEPTEMBER 2016**

Lake Wanaka Trust (LWT) established by members of the Guardians of Lake Wanaka with objectives to safeguard and enhance the health and water quality of Lake Wanaka and its catchment water sources.

## **SEPTEMBER 2017**

UCWG announced as recipients of MfE's Freshwater Improvement Fund with funding support from QLDC, Sargood Bequest and Million Metres Streams Project.

## **APRIL 2018**

LWT merges with UCWG to form the Upper Clutha Lakes Trust Board (UCLT). UCLT supported Shaping our Future's water forums in Wanaka and Queenstown.

## **JUNE 2018**

Ministry for the Environment Freshwater Improvement Fund Project deed signed with ORC. MoUs signed with Te Kākano Aotearoa Trust and Catchments Otago (University of Otago). Wanaka Water Project (WWP) gets underway.

## **AUGUST 2018**

Held a well attended Stormwater research workshop in Wanaka to determine urban development run-off and stormwater research priorities for Lake Wanaka.

## **OCTOBER 2018**

1,036 plants in the ground thanks to Te Kākano volunteers. Supported ONE NZ Summit.

## **NOVEMBER 2018**

Stakeholder Advisory Group meeting.

## **DECEMBER 2018**

Achieved WWP Year 1 \$60K "Love Lake Wanaka" fundraising target with Million Metres.

## **FEBRUARY 2019**

ECO Fund and repurposed EEF funding approved by ORC. Research funding from WWP approved for two projects.

## **MARCH 2019**

\$30K (half-way) on Love Lake Wanaka Year 2 fundraising target. Water Survey launched. Water Hui and Water Workshop held.



# TRUSTEES

We believe the more hands and minds working together towards the same goal, the greater the outcome. Our team combines skills and experience developed from a range of backgrounds including science, local government, academia, business, community fundraising, finance and more.

**Jeff Donaldson (Chair)** Biosecurity and biodiversity specialist, who has been involved in freshwater management for over 30 years.

**Dr Don Robertson** Chair of Guardians of Lake Wanaka and member of Guardians of Lake Hawea. 40 years in marine fisheries, science and management, marine ecology, biodiversity and biosecurity.

**Dr Amanda Bell** has a focus on One Health – Health for water, environment, animals and people. Mandy is part of the government's Fresh Water Leaders Group and manages several businesses.

**Calum Macleod** Deputy Mayor of QLDC - Infrastructure committee, Liaison with Guardians groups, member of lagarosiphon management committee, liaison with the Chamber of Commerce and the A&P Show. Calum also runs Wanaka's Cinema Paradiso.

# MANAGEMENT COMMITTEE

**Ruth Harrison** Elected member of the Wanaka Community Board, Director of Central Otago Health Services with broad management experience.

**Mike Saunders** Strong governance experience as Director/Chairman of various public and private companies.

**Megan Williams** WWP Project Manager

**Julie Perry** UCLT Secretary and Treasurer

**Ainslie Gemmell** Project support and communications

# CONTACTS





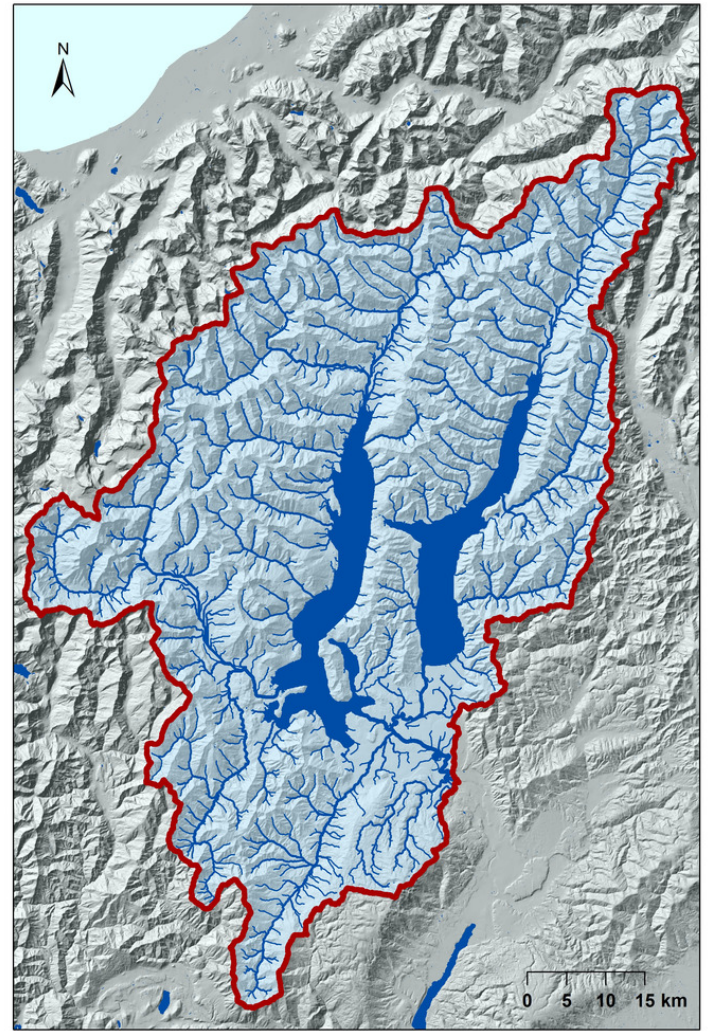
wanaka water project

INTEGRATED CATCHMENT  
MANAGEMENT PLANNING  
FOR THE UPPER CLUTHA

104



Water  
Workshop  
Friday 15th  
4-6pm







## Q. FEEDBACK:

Please refer to attached submission



# SUBMISSION FORM PUKA TĀPAETAKA

Please think  
about making your  
submission online at  
[www.qldc.govt.nz/](http://www.qldc.govt.nz/)  
let's talk

All submissions will be made public.

Name: MILLENNIUM HOTEL QUEENSTOWN

Organisation: HOSPITALITY GROUP LIMITED

Email or postal address:

Locations: ☐ Arrowtown ☐ Albert Town ☐ Frankton ☐ Glenorchy ☐ Hāwea  
☐ 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 GROUP LIMITED (TRADING AS MILLENNIUM HOTEL QUEENSTOWN)**

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 scrutinized?

--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.

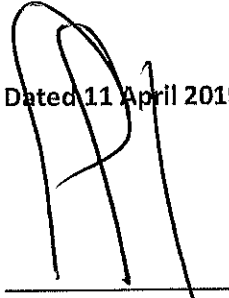
--How will Council ensure that QLDC residents / ratepayers will have access to accurate information from all sources to ensure that they are sufficiently informed to be able to vote properly? Will

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 black ink, appearing to be 'Paul Philp', written over a horizontal line.

Paul Philp

General Manager

Millennium Hotel Queenstown (Hospitality Group Limited)





## Q. FEEDBACK:

I am all for zero waste however I fail to see how the new bins and collections will achieve this. I am contentiously a low waste producer, we have a small household and would put out 1 60 litre blue bag of rubbish per 4-6 weeks whilst all other items are recycled or reused, in my situation as a rate payer I feel I'm being penalised to pay for others to create and dispose of as much rubbish as they want. If the bins have barcodes for tracking collections surely a fairer system would be to be charged per bin collection.





## Q. FEEDBACK:

Please refer to attached submission



## 2019-20 QLDC Annual Plan Mahere a-tau

Submission by Remarkables Park Limited (RPL)

### 1. Three Waters Capital Expenditure – Stormwater

RPL requests that provision be made for a capital expenditure item to cover the construction of proposed stormwater outfalls along the Kawarau River south of Riverside Road.

Working with Council's engineers, RPL's consultants have developed a staged approach for QLDC stormwater discharge infrastructure to be installed at various points along the Kawarau River and for the stormwater network within the RPZ and the Riverside Road area to be connected to it. The proposed discharge facilities will be owned by Council and sited partially in Council owned road reserve and partially in the river.

In the past, when the area to the south of the Remarkables Park shopping centre was open land, it was possible to discharge stormwater onto the grassed fields and allow it to dissipate. The land at Remarkables Park has been progressively developed with buildings and roads and there is now reduced land available to accommodate the increasing volume of stormwater in this catchment. It has been agreed that Council owned outfalls will be constructed progressively and the stormwater infrastructure that has been constructed by RPL as part of its subdivision works will be connected to those outfalls (as is the practice elsewhere in the district). Development contributions for stormwater are already collected from subdivisions and developments at Remarkables Park and would be allocated to this work.

### 2. Deferred Expenditure – Parking Buildings

RPL supports the proposed expenditure on new Queenstown Town Centre car parking buildings being deferred. RPL also notes with support the recognition that the traffic and transport issues of Queenstown Bay, Frankton Road, Frankton and the residential areas east of the Shotover River are inter-related and need to be considered together. RPL made submissions to this effect in 2017 when Council undertook the master planning exercise for the Queenstown Town Centre that did not, at that stage, take into account the commercial and residential areas to the east and south of the town or the effects on Frankton Road traffic.

RPL submits that it is important that decisions on additional parking (especially any new publicly funded parking buildings) be deferred until the current transport and masterplan projects listed in the April 2019 Wakatipu Way to Go discussion document "Smarter Journeys, Together" have produced their outcomes.

One possible outcome of the current studies is that Council, NZTA and ORC may wish to discourage private vehicle use on Frankton Road and promote alternative transport solutions, such as greater use of public transport. Constructing additional parking in Queenstown Town Centre in the meantime could send the wrong message and encourage additional car use.

We also refer Council to the MR Cagney Pty Ltd 2018 estimate that the cost of the two parking buildings proposed by Council equated to \$81,000 per parking space (not including the value of the land that would be used). RPL has previously submitted that, because of the substantial financial risk involved, if the parking buildings are to proceed, consideration should be given to them being constructed and owned by the private sector (even if they are built on Council owned land). It is significant that Council did seek expressions of interest for these parking buildings from the private

sector but did not receive any proposals that it considered satisfactory. This is notwithstanding that there are already parking buildings in the Queenstown Town Centre that have been built, and are being operated, by the private sector (eg the Man St Car Park). As consequence, there are existing businesses that understand the commercial viability of parking buildings in Queenstown. This should be an additional reason for Council to be especially cautious about investing public money in such structures.

### **3. Frankton Library**

RPL was pleased to see the Frankton branch library open at Remarkables Park and understands that it is already very popular with locals. The location has certainly made the library more accessible for many people. RPL would like to suggest that one way to further increase the accessibility of the library, particularly for the working community and their families, would be to have the library open for some hours on a Sunday. This would also apply to the main library in Gorge Road. Through our operation of the Remarkables Market we are aware of the large number of families with young children who get together on weekends and will repeatedly return to activities where there is no entry cost. We submit that, especially over the winter months, the libraries being open on Sundays would prove to be a real magnet for many families.

Remarkables Park Limited  
Alastair Porter  
Director  
12 April 2019





## Q. FEEDBACK:

Hi - we may wish to change the presentation location to Wanaka - can advise closer to the time.

Thank you

Maree Kleinlangevelsloo

On behalf of Tahu Potiki

**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](mailto:services@qldc.govt.nz)

QLDC Annual Plan submission.docx - 17 KB



<b>SUBMISSION</b>	
<b>TO:</b>	Queenstown Lakes District Council
<b>DATE:</b>	11 April 2019
<b>PLAN:</b>	Annual Plan Mahere A-Tau 1 July 2019-30 June 2020
<b>KĀI TAHU PAPATIPU RŪNAKA</b>	Te Rūnanga o Moeraki, Kāti Huirapa Rūnaka ki Puketeraki, Te Rūnanga o Ōtākou, Hokonui Rūnanga.
<p><b>Submitter:</b> Te Rūnanga o Moeraki, Kāti Huirapa Rūnaka ki Puketeraki, Te Rūnanga o Ōtākou, Hokonui Rūnanga (collectively referred to as Kāi Tahu).</p> <p>Kāi Tahu <b>requests amendments</b> to the Annual Plan to include funding specific to Treaty partnership engagement.</p>	

## 1. Introduction

- 1.1 Te Rūnanga o Moeraki, Kāti Huirapa Rūnaka ki Puketeraki, Te Rūnanga o Ōtākou and Hokonui Rūnanga (Kāi Tahu) are the Papatipu Rūnaka that represent mana whenua in the Queenstown Lakes District. Kāi Tahu are supported by Aukaha, their regional consultancy.
- 1.2 This submission relates to QLDC's Mahere A-Tau/Annual Plan 2019-2020 in its entirety. Kā Rūnaka generally support the annual plan, but seek to ensure that there is dedicated funding available to enable Treaty partnership engagement across the suite of council projects and planned activities.

## 2.0 Kāi Tahu Vision for the Queenstown Lakes District: 2019 - 2020

- 2.1 Kāi Tahu sees opportunities to enrich the social, environmental, economic and cultural fabric of the Queenstown Lakes District through genuine provision for the Treaty partnership in the annual plan.
- 2.2 Recently Kāi Tahu and QLDC have had a series of meetings to rekindle the Treaty-based relationship. Recognition of the value Kāi Tahu can play in the district through investment and engagement on strategy and planning has formed the basis for a new level of engagement in the Council's work programme. This engagement ensures QLDC is meeting its Treaty partnership obligations under the Resource Management Act and Local Government Act and will bring to fruition many of Kāi Tahu aspirations within the rohe. This annual plan represents

an opportunity to provide for what has been agreed in principle with Council, and to firm up what we can jointly achieve together in the next financial year.

- 2.3 Tribal and Rūnaka objectives in the Queenstown Lakes District span regional economic development, environmental health, social wellbeing and cultural identity. The annual plan includes major projects that will guide growth in the district over the next generation, while enabling social and environmental outcomes. Kāi Tahu expects to be a contributor to achieving this vision and proposes to match dollar for dollar the funding QLDC puts against Treaty partnership engagement.
- 2.4 The Kāi Tahu vision is for a district that embraces a shared cultural heritage, and provides for residents to live, work and play in an environment that is safe, accessible and resilient to future changes. It is critical that growth allows the district's townships to function efficiently, protects the outstanding natural environment, and aligns with Kāi Tahu values and aspirations.
- 2.5 We look forward to actively collaborating on the projects set out in this annual plan and look forward to a strong relationship with Council that has genuine partnership at its heart.

#### **Mahere A-Tau/the Annual Plan 2019-2020: Key Projects and Work Streams**

- 2.6 We have identified a number of projects where Kāi Tahu engagement will enhance outcomes for the district. These include the development of the masterplans, Queenstown spatial plan, transportation projects, 3 waters infrastructure projects, and housing and climate change strategy development. Ongoing iwi involvement in the development of the district provides an opportunity to further contribute to its cultural landscape and urban character. These, and other opportunities for Kāi Tahu to add value, will be expanded on in our verbal submission.
- 2.7 The Treaty partnership approach between QLDC and Kāi Tahu could be further enhanced by a partnership approach to funding. This would mean iwi and QLDC matching contributions to a fund to cover core partnership activities and projects across the annual work plan. We estimate the cost of fully serving the Treaty partnership to be \$300,000. Half of that cost could be met by Kāi Tahu. We are seeking to ensure that the annual plan provides for meeting the balance of \$150,000.



- 2.8 Kāi Tahu will meet the workload over the coming year utilising Aukaha, the consultancy wholly owned by Kā Rūnaka.

### 3.0 Conclusion

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- 3.1 This submission is focused on ensuring that effective provision is made for the engagement of Kāi Tahu in finalising and implementing the Annual Plan 2019– 2020. As a Treaty partner Kāi Tahu will play an integral role in implementing the vision of the Plan for the future of the district.





Cancer Society

**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](mailto:services@qldc.govt.nz)

QLDC Annual Plan 2019-20 (002).docx - 960 KB

## SUBMISSION ON THE QLDC'S DRAFT ANNUAL PLAN 2019-20

**To:** Annual Plan Feedback  
 Queenstown Lakes District Council  
 Freepost 191078  
 Private Bag 50072  
 Queenstown 9348

**Details of Submitter** Diana Power  
 Health Promoter, Central Otago & Lakes Districts.  
 [REDACTED]

**Address for Service** [REDACTED]  
 [REDACTED]  
 [REDACTED]

**Date** 28/3/19

**OIA** We wish to be heard with regards to this submission

### Background

The Cancer Society of New Zealand, Otago & Southland Division is a non-profit organisation, which aims to improve community wellbeing by reducing the incidence and impact of cancer for those living in the Southern Region. The Cancer Society has three key work streams including; the provision of supportive care for people and their families who are impacted by cancer, funding of cancer related research, and health promotion activities.

Cancer is a major cause of disease, disability and death in New Zealand. Although cancer is unlikely to be eradicated, current evidence indicates around 40% of cancers are potentially preventable. The health promotion work stream aims to advocate for the health of the community and build health into all public policy areas to help create a future with less cancer. We aim to work collaboratively in the community to create social, cultural, and physical environments that support health and wellbeing and reduce the population's risk of developing cancer.



[REDACTED]  
 [REDACTED]  
 [REDACTED]



## Introduction

Thank you for the opportunity to submit on the Queenstown Lakes District Annual Plan. The Local Government Act, [Local Government \(Community Well-being\) Amendment Bill](#), has recently had the four well-beings reinstated. This means that the work council delivers on social, economic, environmental and cultural outcomes for communities is now recognised. They show that local authorities have a broader role in fostering liveable communities, than simply providing “core services” such as roading and infrastructure. Therefore, the Cancer Society would like to make the following recommendations for the council to consider for the next 12 months.

## Key Recommendations

1. Endorse the NZ Smokefree 2025 government goal.
2. Include Smokefree outdoor dining in leases for street furniture on council owned land.
3. Include budget for shade provision in new developments and planting.
4. The Cancer Society would be happy to support the QLDC with their own internal Health & Safety policy to protect staff from second-hand smoke and Ultra Violet Radiation Protection exposure.

## Supporting Comments

### Smokefree 2025

The Cancer Society and Southern DHB have enjoyed working with the QLDC as a Fresh Air Project Supporter. Having local council endorsement has demonstrated positive community leadership. The Cancer Society would like to recommend that the council also publically endorses the NZ Government Goal of a Smokefree 2025, to help increase public awareness and acceptance.

Following the submission process to the Long Term Plan last year, the QLDC stated they would investigate taking a proposed Corporate Smokefree policy for consideration to the Community and Services committee. We look forward to seeing this proposal come into fruition and would be happy to offer support with its development. Auckland City Council and Hutt City Council have good examples of comprehensive Smokefree policies available on their website.

### Smokefree outdoor dining

In light of the results from a recent project conducted by the Cancer Society and the Southern DHB in Otago & Southland we would like to recommend that the council considers incorporating Smokefree requirements into outdoor dining leases for street furniture on council owned land. Preliminary results from *The Fresh Air Project Otago & Southland* (as mentioned in the Central Otago & Wakatipu Smokefree Coalition submission) show strong support from both businesses and the public alike. We would be happy to present the full results to council in conjunction with the Southern DHB.

If the council does not wish to include Smokefree outdoor dining provisions in all leases, a stepwise approach could be taken. For example, fees could be waived for those venues who make their area Smokefree to help socialise and incentivise the move.

### Sun Protection

There are a number of exciting new developments happening in the Queenstown Lakes District. The Cancer Society would like to recommend that budget is included for shade provision in community facility development, and for active and passive recreation. Skin cancer is our most common cancer with over 90,000 new cases a year, and it is highly preventable by reducing the amount of UVR exposure. Providing appropriate shade in public spaces will help reduce the UVR exposure and impact skin cancer has on individuals as well as our health system. Surveys show that the general public expect their council's to provide shade in public places<sup>1</sup>. It is important to ensure some shade is placed in rest areas where people gather, and that the shade provided is warm enough. The Cancer Society would be happy to provide expertise on appropriate trees which provide shade and built shade structures.

### Internal Health & Safety

**Sun safety** is also important to include in any Health and Safety policy especially for those employees who work outside. Exposure to UVR over time is a known risk factor for skin cancer and outdoor workers have a higher skin cancer rate than the general population. Councils have a number of outdoor workers and contracted outdoor workers. The Cancer Society would like to offer support with internal policy and contractor/supplier requirements to ensure employees receive sufficient education and protection (e.g. provision of sun protective clothing, sunscreen and sunglasses).

**Cessation support** is another component of internal health & safety policies that can make a difference to staff wellbeing and productivity. Evidence shows 80% of people who smoke would like to quit, therefore The Cancer Society recommends including smoking cessation support in policy and induction packages.

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<sup>1</sup> Public opinion on councils' role to provide shade in public places. Accessed: <https://www.hpa.org.nz/sites/default/files/2013SEFactSheet%20-%20local%20council%20shade%20%28v5%29.pdf>





## Q. FEEDBACK:

Please refer to attached submission

## The draft annual plan 2019/20. Page 1.

Q'ndc

12 APR 2019

### 1. Visitor referendum on a visitor levy.

QU

I have advocated for a visitor levy for quite some time, but it seems one is not forthcoming. The<sup>WVW</sup> referendum has to be non-binding because QLDC requires Government approval for implementing such a levy. Thus far, Government is dragging its heels for a number of reasons, and there is no guarantee it will make a decision before the next election cycle, when the whole process might have to start again. Thus my advocacy has evolved.

**The preferred (and fairest) choice would be to refund a large portion of the GST that Government removes from our local economy every year.** Currently in the order of \$300 million per annum. Council ought to make it clear to Wellington, that in Australia, each state receives annually, 75% of that States collected GST, for the purpose of re-investing in that States infrastructure. This would be the simplest and best method to collect the needed revenue.

The perceived problem with a visitor levy is that other sectors in the local economy do not contribute their fair share (tourist operators, retail, and big box behemoths etc.) which makes accommodation providers reluctant participators. Throughout the USA bed taxes are the rule, but the USA does not have a GST/VAT method of covering all the bases. This is why the preferred choice ought to be a GST return to the district. 75% of that \$300 million would provide a local injection of funds, of \$225 million per annum. More than our entire annual rates collection, and hugely more than an accommodation tax. This ought to be the preferred method of collection and the Tourism Industry (at a national level) agrees. But do elected Councillors, or Council itself, have the necessary skills to pry open the Government purse? They need excellent sales skills - not enforcement and bureaucracy making ones.

National Government will not be keen to commit to such a sum. For one thing, they do not want to devolve power to the provinces. (Given previous provincial local body incompetence with ratepayer finances, this is to be expected) For another, it could mean they need to raise additional taxes to cover a perceived shortfall elsewhere. In an election year, tax increases are as welcome as the Queenstown daily commuting times. But Council needs to present a case where the gains exceed the cost to central government. (For example: The savings in commuting times and the commensurate increases in productivity, the seamless traffic flows due to better roads infrastructure, and parking, the improvements in water quality without the bad tourism press of e-coli infestation, the removal of treated sewerage products from our rivers, and so on.) Many of these costs would also be Government costs, thus the savings to Government ought to remove some of their angst about reallocating amounts of GST to the regions. This investment in our infrastructure also allows for sustainable tourist growth, which currently, is not sustainable at all.

**There also needs to be further transparency about where, and when, the additional funds will be allocated.** Is it allocated to car parking on the edge of town or a new Council building? Is it wider four lane roads (long proven to massively reduce road accident's) or further outsourcing of funds to consultants. Is it sewerage to landfill, or improving our lakes water quality. We require clarity around where these extra funds will be committed – and when. Without this clarity, community support will be diluted.

**Public Transport.** (page 2.)

1. Apart from cars, roads are used by buses, trucks, taxis and a few bespoke tourist operators. The \$2 bus fare was long overdue, and I expect its introduction will have many claimants for its success. But there are shortfalls. **Reliability** is one. Buses cannot run to an accurate schedule when the morning and afternoon commutes prevent a timely service. At other times during the day, they are almost empty. Has consideration been given to smaller vehicles during off peak periods? Would the subsidised use of taxis during certain hours be less expensive and more efficient? Have any studies, or trials been suggested?
2. **Ferries are in their infancy. More 'fizz boat' than ferry,** we ought to be looking at vessels that can take 40 passengers per trip. Frankton arm is barely used for this purpose. The goal ought to be to change commuter's habits via incentive. People from Kevin Heights especially, could benefit from a park n ride system, where the parking bit is close to the wharf. Some folk need their transport close by. Sales people for example. And especially real estate folk. Ferry transport that also incorporates bus links to shopping centres and the High School, ought to be looked at as viable possibilities. All these can reduce traffic densities throughout the district.

**Queenstown Events Centre:**

I note there are plans for further indoor courts, gym, and fitness facilities. But no mention at all of further swimming lanes. WHY?

When **the Events centre pool was built in 1997** Queenstown's population was around 8000 people. Applying the same percentage growth statistics for the Lakes District as a whole, then **Queenstown today, would have a population approaching three times the 1997 population.** In short: **the Events centre pool is long overdue for an upgrade, and additional lanes.** I speak from first-hand experience. I used to swim 50 kms a month in the pool before cancelling my seasons pass, as it became not fit for purpose. Overcrowded, with few public lanes available, makes competitive training impossible. It is way overdue for an upgrade. In order to secure a swimming lane you now need to join a club, or contract an expensive swimming coach in order to secure a lane. We ought not to forget that it is the ratepayer who funded its creation, and continues to subsidize its running costs. And that ratepayer ought to be able to swim in a lane without colliding with other users.

Further pressure was placed on the Events centre pool with the relocation of the High School and their subsequent loss of their excellent High School swimming facility in Gorge Road. Neither Council, nor Ngai Tahu, showed any interest in keeping this facility open, despite the public need for it, and despite its running costs being a tiny fraction of the cost of any new facility in Queenstown itself. Council must accept responsibility for its apathy, and its failure to keep up with the community demand for an adequate swimming facility.

Consideration for an extension of operational hours to 10pm at the Events Centre pool would be helpful. Can we please some action on this, instead of the usual Council fob offs.

**Proposed changes to Destination Queenstown levy.** Instead of seeking a 25% increase in this levy, council ought to be committing resources to infrastructure. We already have too many tourists so why are you seeking to increase the problem instead of mitigating it?





## Q. FEEDBACK:

I would like to see public toilets at Diamond Lake in Glenorchy and the road sealed from the Rees Bridge to Paradise with Ota seal or similar. this is a very busy portion of road that is in the worse condition of any road I have recently been on in the QLDC area. A number of crashes have been reported on this road and are mainly due to road condition, dust and lack of visibility.

At a minimum I would like to see some expenditure on reviewing traffic in this area.





### Q. COMMUNITY FUNDING GRANT SUBMISSION:

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

Community Services and Facilities, Infrastructure and Waste Management and Environment in 10 year plan.

Thriving People in Vision Beyond 2050.

**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](mailto:services@qldc.govt.nz)

ApplicationFundingAnnualPlan 2019doc.docx - 86 KB

**Application for QLDC Community Funding Grant**  
**from**  
**The Wanaka Outlet Community Association Incorporated**  
**(For Northlake, Hikuwai and Mt Iron owners and residents)**

**Introduction**

The Wanaka Outlet Community Association Inc (WOCA) is a new community based association to be incorporated as a society.

Its membership is made up of residents and property owners in the area of Wanaka on the southern side of Lake Wanaka and the Clutha River near the Outlet. It includes the area between Albert Town and the Outlet and residents around Mount Iron incorporating the Northlake and Hikuwai sub-divisions.

**Goal of the Association**

The principle goal of the association is to enhance the quality of life for the residents by being responsive to the needs, interests and priorities of the community.

It is the function of this association to promote the health, safety, common good, and social welfare for the residents of the community.

**Key Objectives of the Wanaka Outlet Community Association**

- Provide a vehicle for community cohesiveness and communication.
- Promote the interests and needs of the community by partnering with government, local government and other decision makers.
- Initiate projects that address the well-being of the community.
- Support community initiatives for sport, cultural and social events.

## **Long term Plans against the Ten Year Plan 2018 – 2028 Community Outcomes and Vision 2050**

### **Community Services and Facilities (Efficient and effective community facilities, Communities have a good standard of living and wellbeing)**

- The Wanaka Outlet Community Association provides cohesion and connection for the community through communication, specific local facilities and sporting/cultural initiatives
- Public Access to cycleways, walkways, reserves and the river are maintained or enhanced.

### **Environment (Quality built environments that meet local needs and respect the local character)**

- Quality built environment is developed including local character, cycle network, key facilities and future bus service.

### **Types of Projects possible with Funding: 2019-2010 Year**

1. Communication tools around the set up and development of the association to create a cohesive community. e.g. hard copy newsletter and communication flyers, website URL and hosting charge with associated email, facebook advertising.
2. Moveable Bar-B-Q and tables for small local community events
3. Portable Toilet Hire for local events
4. Sports equipment for community use





### Q. FEEDBACK:

Great ferry service! What are you doing to ensure the water quality of Lake Wakatipu is maintained and not affected with more boats in use?

How are you looking at sustainable growth? What does it actually look like? Where does it max out? Have you looked at Whistler, BC Canada and their zero population growth to protect and conserve the natural environment? Where are the extra roads?

What is being made/manufactured from the waste products? Plastics/glass etc. And where will the extra trash go - a long term upcycling and recycling solution needs to really be created.





## Q. FEEDBACK:

See attached submission. Please confirm receipt.

**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](mailto:services@qldc.govt.nz)

Queenstown Lakes District Council.docx - 15 KB

## **Queenstown Lakes District Council : Annual Plan 2019 – 2020**

### **Submission from Ian Robertson**

#### **Right-sizing Staff Numbers.**

- The proposal to employ an additional 28.25 FTE is the wrong approach
- The stated cost of \$0.12M net expenditure increase is incorrect.

#### **Employment of an additional 28.25 FTE for 2019/20**

I understand these staff are to be employed in areas where cost recovery is possible, predominantly in the resource and building consent areas. There is no need for more staff in these areas. There is rather an urgent need for the Council to review the activities of staff now working in these areas to ensure that the only work that is carried out is the minimum which is required by law. Examples of work which is currently being carried out in excess of this include (from the submitter's direct experience):

- Investigations of irrelevant matters in resource consents.
- Production of massive resource consent reports when this is entirely unnecessary.
- Creation of far more resource consent conditions than are necessary for activity control.
- Excessive building consent application documentation, eg the 23 page checklist.
- Excessive building consent inspection reports, eg my recent 16 page pre-lining report.

As well as the Council costs which are passed on to the applicant for this unnecessary work, the applicant has to sustain serious costs in dealing with the Council on these unnecessary matters. These both unnecessarily contribute significantly to the high cost of building in the District.

Many of the activities currently performed by Council staff appear to be attempts to reduce the risk of potential liability for the Council. These costs should not be passed on to applicants. If the Council wishes to put time into risk and liability control, this should be a Council cost and should remain with the Council.

Instead of employing a further 28.25 FTE, the Council should:

- Establish the minimum inputs necessary to legally issue consents and limit work to those inputs only.
- Review the staff make-up and ensure only those people with suitable qualifications and experience to perform the essential activities are employed.

#### **The Cost.**

The average cost to me of Council input to my consents is about \$160/hr. If we assume a staff member works 80% of the available time (after allowing for leave etc) there are about 1400 productive hours in each year. The cost is then \$224,000 per staff member, or \$6.3M pa for 28.25 FTEs.

The \$0.12M net increase is 2% of \$6.3M. This is totally insufficient to cover for inefficiencies, wasted time and disputed charges etc. If the Council's approach to business assesses these at only 2% cost to

Council, then I am paying for them by way of an inflated staff charge. This is simply not acceptable. Council staff are at best 80% productive, leaving 20% which should be paid for by the Council. This means the cost is at least \$1.2M and not \$0.12M, and the charges to applicants should be reduced by at least 20% from \$160/hr to less than \$125/hr.

This unnecessary cost, to either the Council or to consent applicants, is a further reason why the Council should not employ an additional 28.25 FTEs and should carry out the actions recommended above.

**The Submitter.**

I am a retired engineer (FEngNZ for 25 years) with extensive experience in major project development in New Zealand, Australia and Asia, and extensive experience with the Resource Management Act. This has included budget development and cost control on major projects (up to \$7B. I am currently carrying out a development (about \$6M) to provide long term rental accommodation in Queenstown, which has given me experience with the Council's approach and costs in consenting.

**Ian Robertson**





**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](mailto:services@qldc.govt.nz)

QLDC submission.docx - 3710 KB

Dear QLDC,

I am writing on behalf of Lake Hawea Station and relevant members of the Johns Creek/ Hawea Community. We believe there is sufficient reason to merit sealing the stretch of gravel road from the intersection of Cemetery, Gladstone and Timaru Creek Road to the Johns Creek community. There are sections of road sealed for 25% of the road currently. There have been multiple health and safety events recently.

- I was here for 3 weeks over November, December and January and witnessed 3 significant crashes/ incidents. One of these was a hit and run mentioned in the ODT and the other two were people going to fast and crashed, one was written off. I'm sure there has been more when I was not here. Young children are now frequently using this stretch to walk to the lake.
- With the development in Hawea and 400 new houses consented to be built we believe many of these people will be using this road often as the closest access point to the lake with popular recreational activities in the area.
- Many people who have not driven on gravel come here and drive too fast on the gravel as they don't realise you must drive slower on gravel. There is lots of camping up the lake including illegal freedom camping. (I had to pull people out of creeks 3 time just on from Johns creek over spring).
- It is a very dusty road and every time a car drives past on a sunny day they deposit large amounts of dust on our most productive paddocks. In summer in particular this reduces the productivity of these crucial areas for the farm.

I am not sure of the threshold for traffic on a road to be sealed in New Zealand and central Otago but I am sure this would be exceeded on this stretch of road. I have spoken to Ben Greenwood about the matter at QLDC ref no. GE18/0650 We ask that the previously mentioned stretch in its entirety is tar-sealed. However the area from the Hawea Back Road to Timaru Creek Rd intersection to John Creek Settlement at a minimum.

Let me know what needs to be done to make this stretch of road safer, if that involves getting other community members to make submissions/ statements that will be easy. Please find attached pictures of crashes below. We look forward to hearing from you.

Kind Regards  
FINN ROSS•







• • LAKE HAWEA STATION











## Q. FEEDBACK:

Please refer to attached submission



# Federated Farmers of New Zealand

## Submission to Queenstown Lakes District Council on the draft Annual Plan 2019/20

12 April 2019





# **SUBMISSION TO QUEENSTOWN LAKES DISTRICT COUNCIL ON THE DRAFT ANNUAL PLAN 2019/20**

To: Queenstown Lakes District Council

Name of submitter: Federated Farmers of New Zealand

Contact: **CAROLINE RYDER**  
SENIOR POLICY ADVISER

■ [REDACTED]  
■ [REDACTED]

Address for service: [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

**We do not wish to be heard in support of our submission.**

## 1.1 Introduction

- 1.2 Federated Farmers welcomes the opportunity to submit on the Queenstown Lakes District Council's draft Annual Plan 2019/2020.
- 1.3 Federated Farmers takes every opportunity to engage and maintain a positive working relationship with the Council, and we appreciate the strong consultative approach Council has taken to this year's Annual Plan. We thank Council for providing the opportunity for ratepayers and interest groups to 'have a say'.
- 1.4 This feedback addresses aspects of the Council's draft annual plan that relating to our members' concerns.
- 1.5 We do not wish to be heard in support of our submission.

## 2.1 General Comments

- 2.2 Queenstown Lakes District faces significant challenges to managing growth and tourism. We support moves by the Council to ensure visitors pay their fair share, but more needs to be done to ensure the benefits of tourism flow through to all parts of the community.
- 2.3 We also support an increase to the Commercial rate to cover all of their proposed increase in the Destination Queenstown Tourism Rate. The commercial sector is where most the benefits of tourism fall, so it is fair that the sector absorbs the costs of visitors. All forms of accommodation should be subject to the accommodation rate, including Airbnb and freedom campers should be subject to a bed tax – it is not fair for ratepayers to be subsidising facilities that are predominately used by visitors.
- 2.4 Federated Farmers is very aware of the impact of compounding rates increases over time. Rates now make up a significant proportion of business operating costs for farms, and have potential to have significant effects on profitability (and therefore viability) of farms if further increases are not carefully controlled.
- 2.5 Therefore, we are disappointed that the proposed rates increase for 2019/20 is higher than that forecast in the Ten Year Plan – a proposed average increase of 8.72 percent compared with 5.99 percent. Farmers, along with residential properties, bear the brunt of much of this increase. Rates for Wanaka country dwellings, for example, are proposed to increase by 14.42 percent, which is a significant additional burden on ratepayers. We are not clear what additional value farmers are getting from this. We ask that Council remain mindful of the impact any additional expenditure has upon its ratepayers.
- 2.6 We understand that a proportion of the increase is due to changes to how solid waste is managed (3.5 percent), a revised IT contract (1 percent), and a decrease in revenue. We expect that the sale of the Lakeview development will translate into lower rates increases in future years and we would like a commitment from the Council that this will occur.
- 2.7 Federated Farmers supports the zero waste objective. Our preference for waste collection is a 'pay per empty' system – this gives users a much stronger incentive to reduce waste and rewards low waste producers.

- 2.8 We note that the increased cost to the waste management charge is \$160 per annum, and that this is a targeted rate per serviced property. We support the use of a targeted rate in this regard. Those that benefit from the expanded waste collection service should be paying for it – but those farms that do not have their waste collected (e.g. because of their remote location) should not have their rates increased. We note that the new bins have been rolled out since 26 March 2019.

### **3.1 ABOUT FEDERATED FARMERS**

- 3.2 Federated Farmers of New Zealand is a voluntary, member-based organisation that represents farming and other rural businesses. We have a long and proud history of representing the needs and interests of New Zealand farmers.
- 3.3 The Federation aims to add value to its members' farming businesses. Our key strategic outcomes include enabling an economic and social environment within which:
- Our members may operate their business in a fair and flexible commercial environment;
  - Our members' families and their staff have access to services essential to the needs of the rural community; and
  - Our members adopt responsible management and environmental practices.

ENDS



