

Item 4: December 2024 Quarterly Report

SESSION TYPE: Briefing

PURPOSE/DESIRED OUTCOME:

The purpose of this workshop is to present the Quarterly Report for December 2024 to Elected Members. The Quarterly Report has been published to the website [here](#) on Thursday 13 February. Key points of the report will be highlighted. Following this there will be time for questions and comments.

DATE/TIME:

Tuesday, 11 March 2025, 12.30pm

TIME BREAKDOWN:

Presentation: 20 minutes
Questions: 10 minutes

Prepared by:



Name: Diana Pietruschke
Title: Organisation Performance Advisor
26 February 2025

Reviewed and Authorised by:



Name: Meaghan Miller
Title: GM, Corporate Services
28 February 2025

ATTACHMENTS:

A	December 2024 Quarterly Report
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Quarterly Report

Key Performance Indicators – Traffic light status report

Health & Safety Summary

Key Priorities Update





Financial Management Report

Consent Compliance

December 2024

Quarter Two

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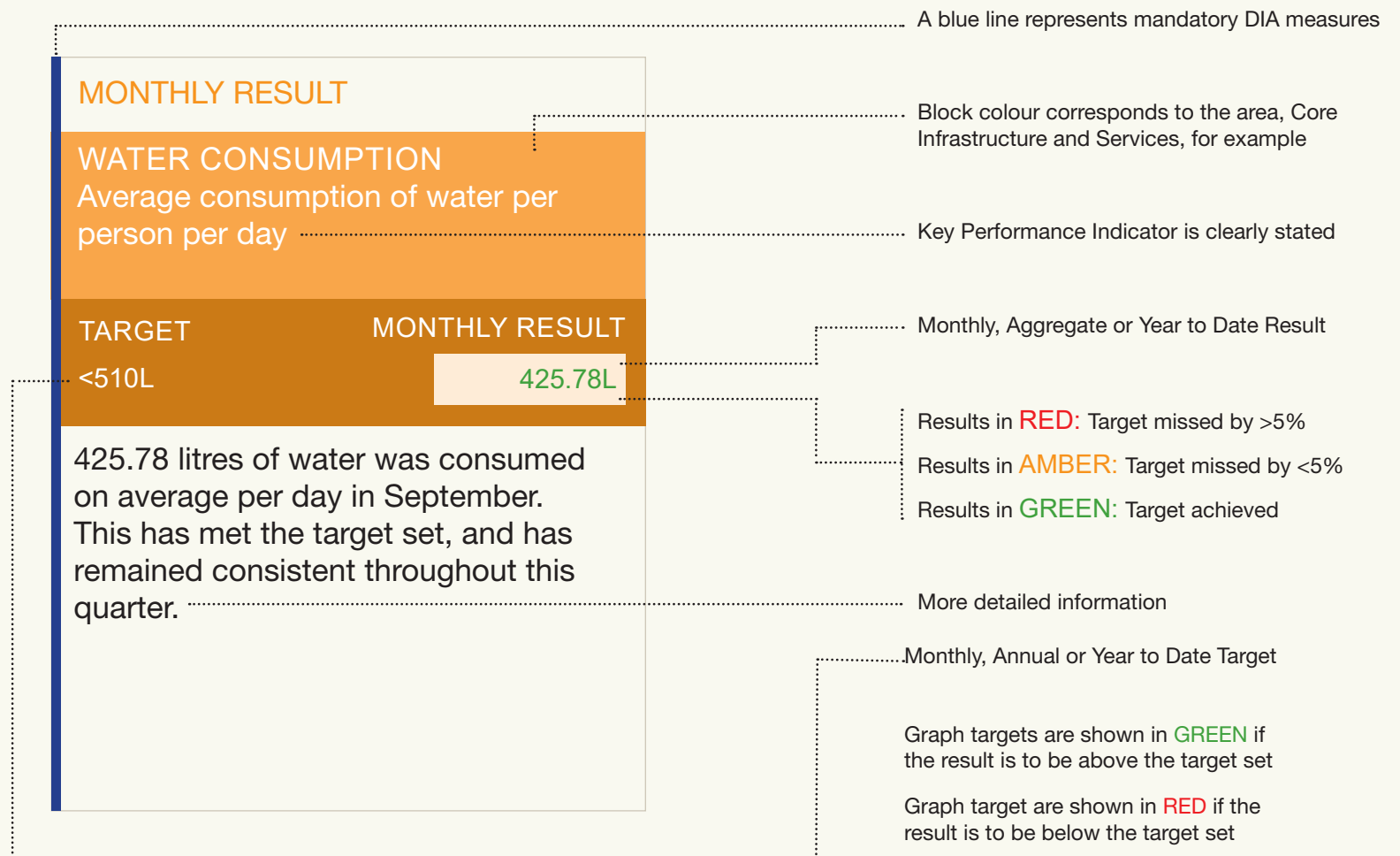
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WHAT IS A KPI?

A Key Performance Indicator (KPI) is a quantifiable measure that demonstrates how effectively an organisation is achieving key community outcomes and objectives. The KPIs and their targets are defined and consulted on every three years during the Long Term Plan (LTP) process. The LTP is comprised of monthly and annual KPIs and now includes an additional set of Department of Internal Affairs (DIA) measures.

The monthly KPIs and their targets are identified easily by the use of result boxes. These result boxes clearly state the KPI, the target and either the monthly, aggregated or year to date result. They are colour co-ordinated to relate to the different Queenstown Lakes District Council activities – Core Infrastructure and Services, Community Services and Facilities, Regulatory Functions and Services, Environment, Economy, Local Democracy, and Financial Support and Services.

HOW TO READ THIS REPORT

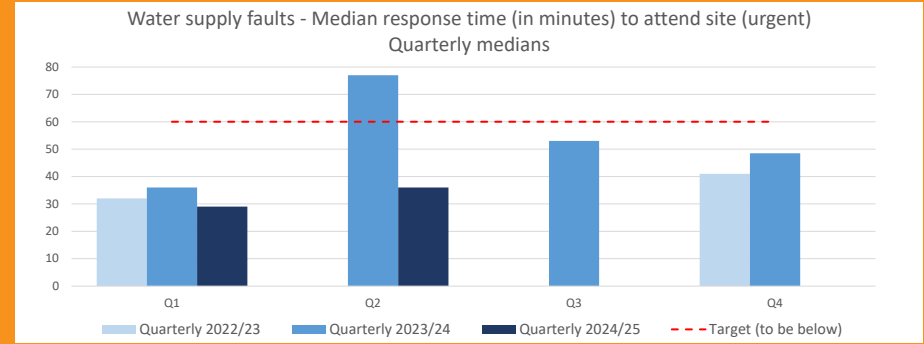
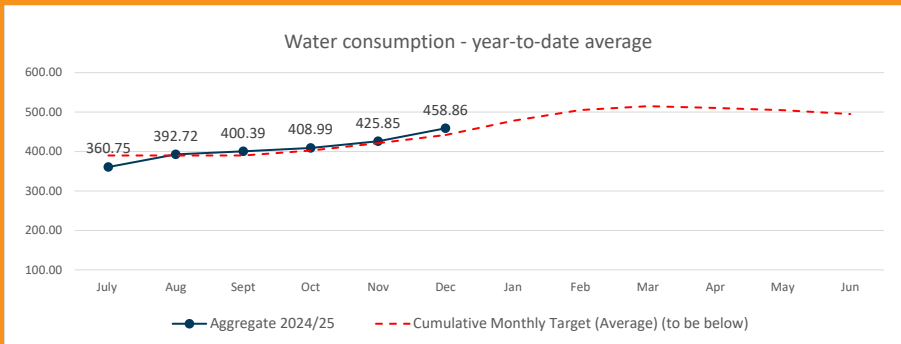
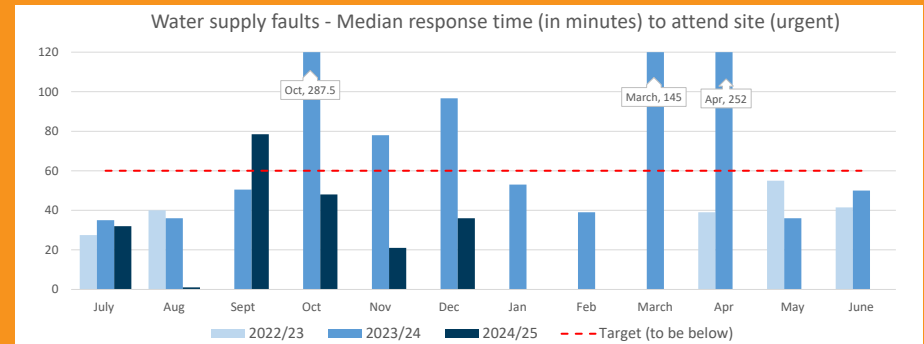
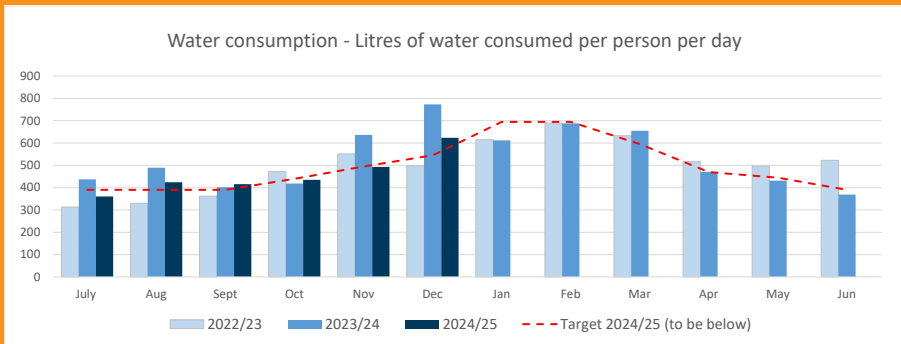


Key Performance Indicators



Core Infrastructure and Services

Water Supply



MONTHLY RESULT

WATER CONSUMPTION
Average consumption of water per person per day

TARGET	MONTHLY RESULT
<545L	623.91L

As expected, large visitor numbers over the Christmas and New Year period coupled with warm, dry weather led to high water usage across the network. The December result exceeds the target, but represents a reduction on the same period last year.

AGGREGATE RESULT

WATER CONSUMPTION
Average consumption of water per person per day

TARGET	YTD RESULT
<442L	458.86L

The year-to-date figure has risen above target levels. This is expected for this period in the year. The usage figures for the next period will depend on the summer weather and adherence to water restrictions (if utilised).

MONTHLY RESULT

WATER SUPPLY FAULTS
Median response time to attend site (urgent)

TARGET	MONTHLY RESULT
<60 mins	36 mins

There were two urgent issues raised in December and the response achieved the target set.

AGGREGATE RESULT

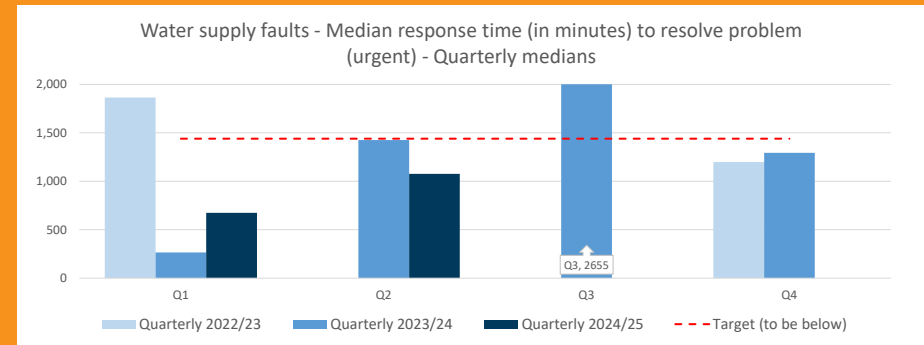
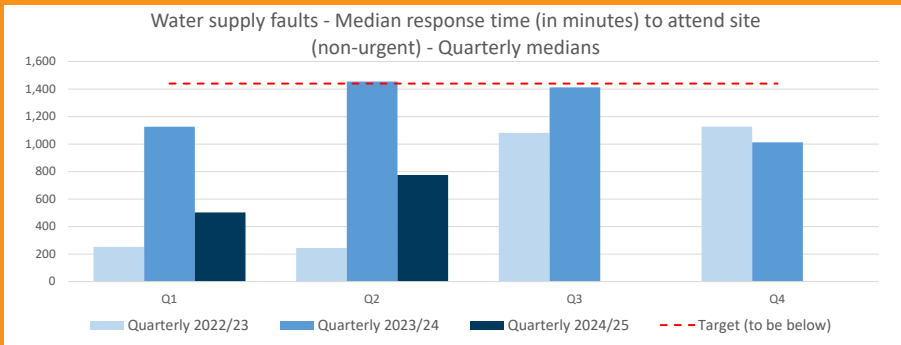
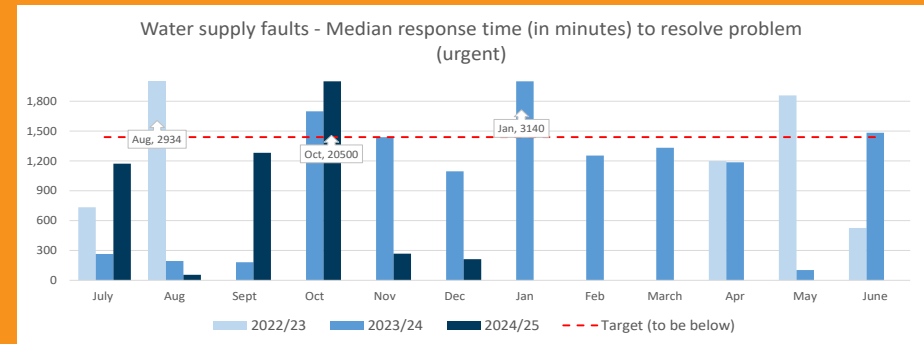
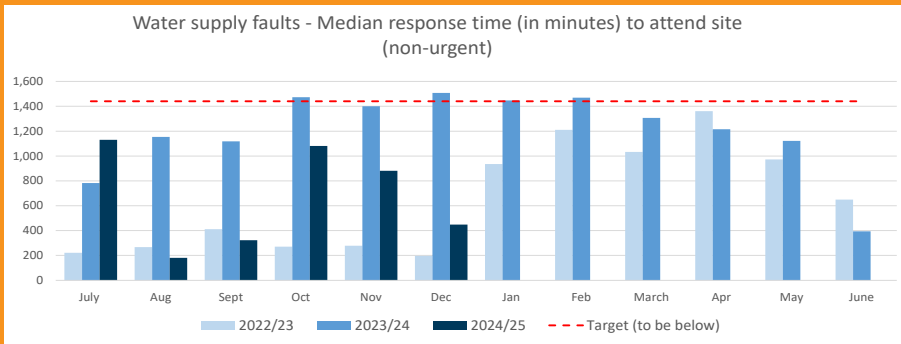
WATER SUPPLY FAULTS
Median response time to attend site (urgent)

TARGET	QTR RESULT
<60 mins	36 mins

There were seven urgent issues raised in Quarter Two. This is broadly in line with the previous quarter.

Core Infrastructure and Services

Water Supply



MONTHLY RESULT

WATER SUPPLY FAULTS
Median response time to attend site (non-urgent)

TARGET	MONTHLY RESULT
<1,440 mins	448 mins

There were 126 non-urgent issues raised in December. This represents an increase on same period last year, where 94 issues were raised. Despite higher request numbers, the response time has improved compared to the previous year.

AGGREGATE RESULT

WATER SUPPLY FAULTS
Median response time to attend site (non-urgent)

TARGET	QTR RESULT
<1,440 mins	744 mins

354 non-urgent requests were raised in Quarter Two. This is a significant increase over the previous quarter.

MONTHLY RESULT

WATER SUPPLY FAULTS
Median response time to resolve problem (urgent)

TARGET	MONTHLY RESULT
<1,440 mins	213 mins

The median response time to resolve urgent problems was well within target for the month.

AGGREGATE RESULT

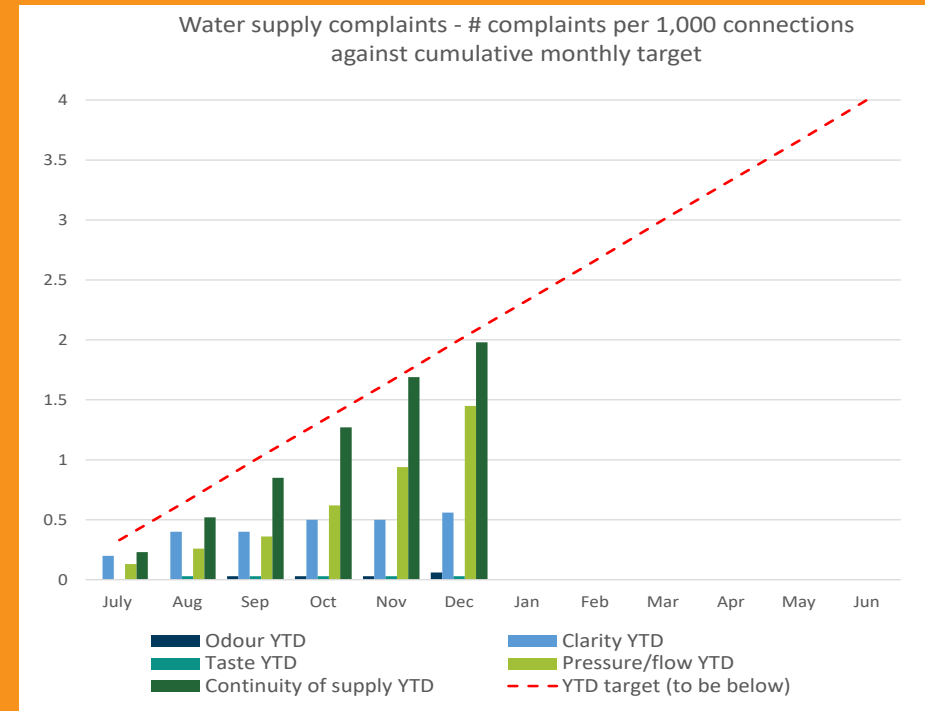
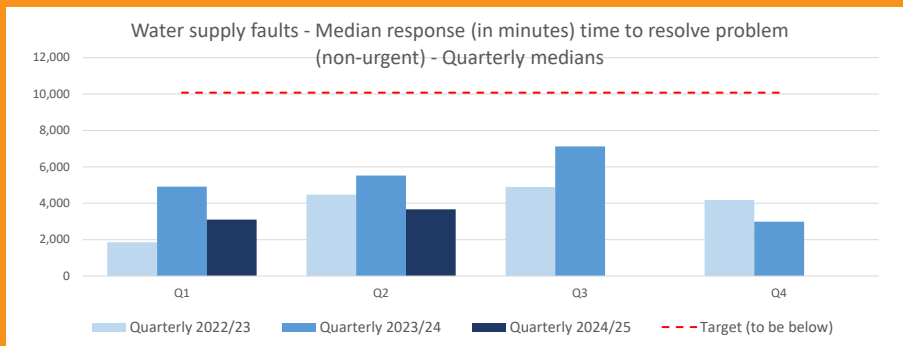
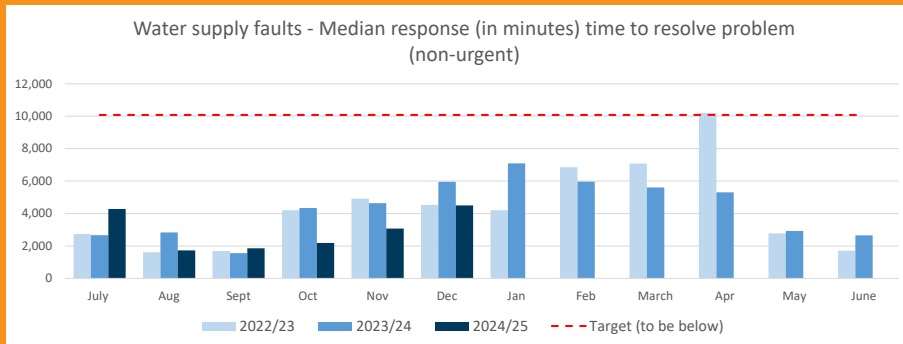
WATER SUPPLY FAULTS
Median response time to resolve problem (urgent)

TARGET	QTR RESULT
<1,440 mins	1,077 mins

The quarter result achieved the target set and is an improvement compared to the same quarter last year.

Core Infrastructure and Services

Water Supply



MONTHLY RESULT

WATER SUPPLY FAULTS

Median response time to resolve problem (non-urgent)

TARGET	MONTHLY RESULT
<10,080 mins	4,499 mins

The monthly result for December recorded a 50% better result than the required target. The focus remains on continuous improvement throughout the remainder of the year.

AGGREGATE RESULT

WATER SUPPLY FAULTS

Median response time to resolve problem (non-urgent)

TARGET	QTR RESULT
<10,080 mins	3,670 mins

The quarter result has achieved the target set and is an improvement compared to the same time period the last two years.

WATER SUPPLY COMPLAINTS

of complaints per 1,000 connections

TARGET <4 PER ANNUM

	MONTHLY RESULT	YTD RESULT
Odour	0.03	0.06
Clarity	0.06	0.56
Taste	0.03	0.03
Pressure/flow	0.51	1.45
Continuity of supply	0.29	1.98

TARGET <2 PER ANNUM

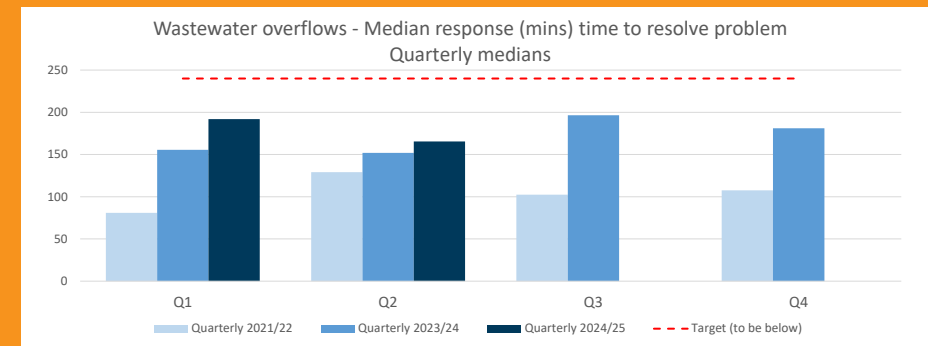
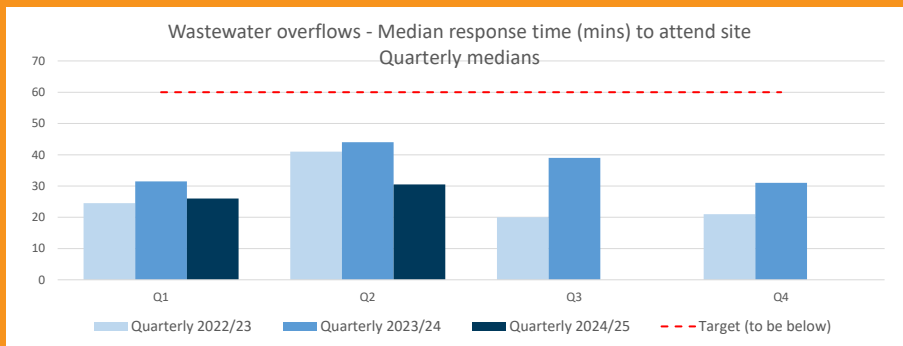
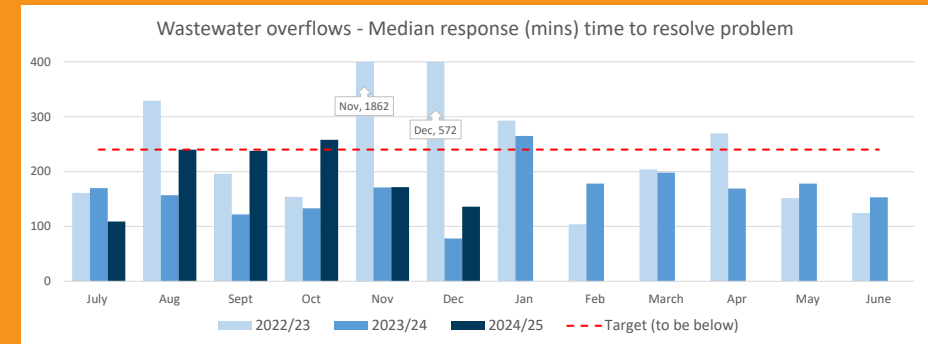
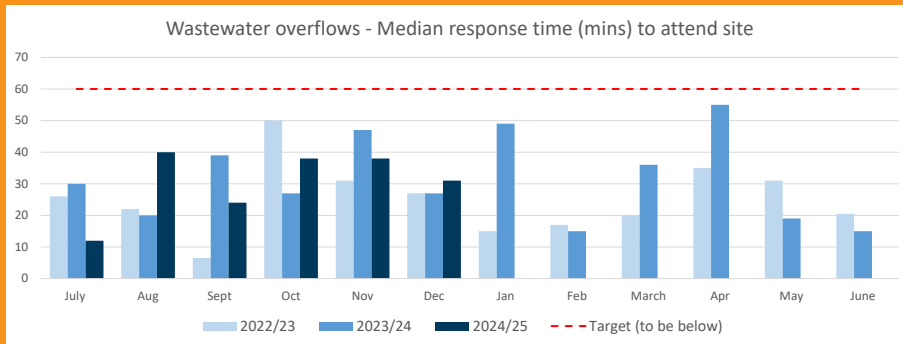
	MONTHLY RESULT	YTD RESULT
QLDC response to issues	0	0

The scaled monthly target of less than 0.33 and year-to-date target of less than 1.67 water supply complaints per 1,000 connections is achieved for all categories, with the exception of pressure complaints in the month of December. The monthly target wasn't met due to several issues with Network Pressure Reducing Valves leading to isolated pressure issues. There were also issues with build ups in Lake Snot that affected some pressure zones in Wānaka, and aged network valves that needed to be replaced. These were dealt with immediately.

There were no complaints regarding council's response to issues in the month of December or year-to-date in the 2024/25 period.

Core Infrastructure and Services

Wastewater



MONTHLY RESULT

WASTEWATER OVERFLOWS
Median response time to attend site

TARGET	MONTHLY RESULT
<60 mins	31 mins

There were seven wastewater overflows reported in December. This result is consistent with the previous month but represents an increase on the same period last year.

AGGREGATE RESULT

WASTEWATER OVERFLOWS
Median response time to attend site

TARGET	QTR RESULT
<60 mins	30 mins

There were 20 issues reported in the quarter. This represents a slight increase from the previous quarter where 17 issues were reported. The result is an improvement compared to the same time the previous two years.

MONTHLY RESULT

WASTEWATER OVERFLOWS
Median response time to resolve problem

TARGET	MONTHLY RESULT
<240 mins	136 mins

The monthly December target met the target resolution time. This reflects that issues identified were dealt with in an efficient manner.

AGGREGATE RESULT

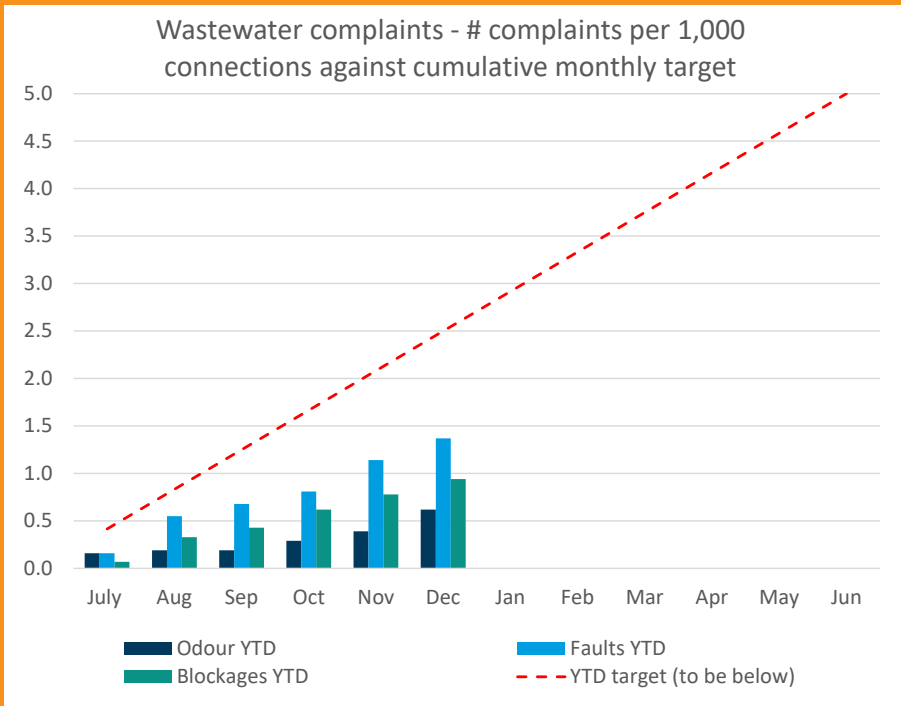
WASTEWATER OVERFLOWS
Median response time to resolve problem

TARGET	QTR RESULT
<240 mins	165 mins

For Quarter Two the median resolution time was 165 minutes, which achieves the target set.

Core Infrastructure and Services

Wastewater



WASTEWATER COMPLAINTS # of complaints per 1,000 connections

TARGET <5 PER ANNUM

	MONTHLY RESULT	YTD RESULT
Odour	0.23	0.62
Faults	0.23	1.37
Blockages	0.16	0.94

TARGET <2 PER ANNUM

QLDC response to issues	0	0
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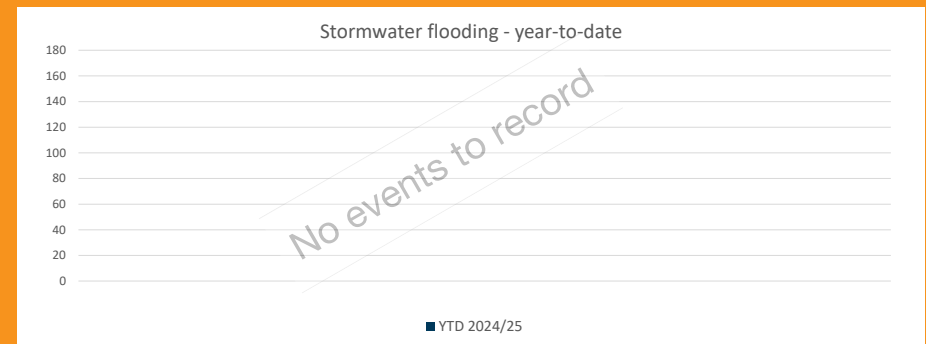
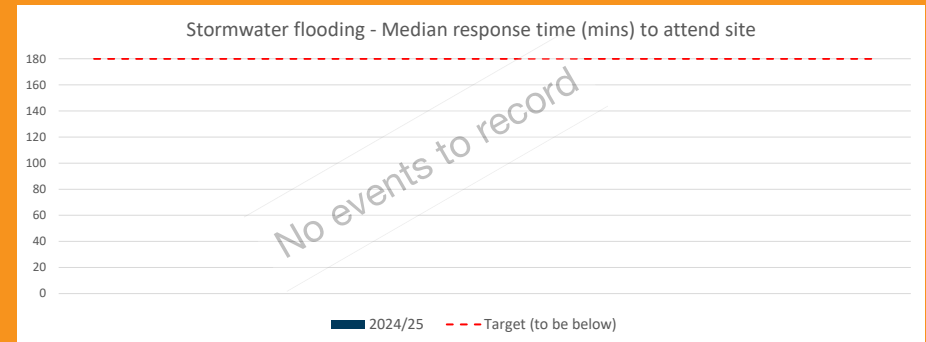
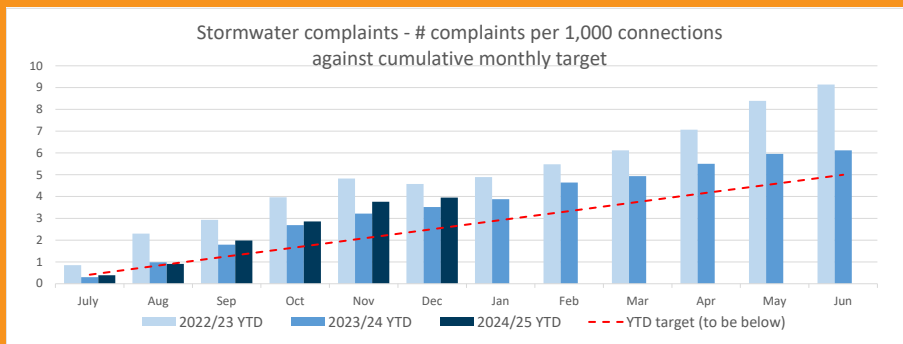
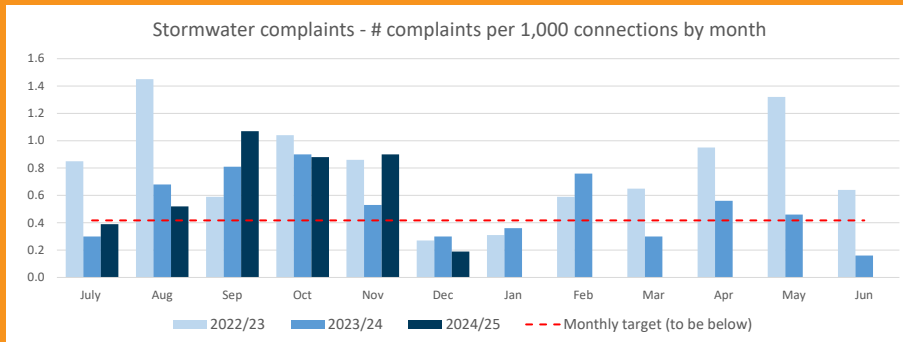
The September scaled target of less than 0.4 and the year-to-date scaled target of less than 1.25 complaints per 1,000 connections was achieved for all categories for the number of wastewater complaints.

There have been no complaints about Council's response to wastewater complaints in December or in the second quarter of the 2024/25 period.



Core Infrastructure and Services

Stormwater



MONTHLY RESULT

STORMWATER COMPLAINTS
of complaints per 1,000 connections

TARGET	MONTHLY RESULT
<5 per annum	0.19

The target for December was achieved with only six issues reported in the period.

AGGREGATE RESULT

STORMWATER COMPLAINTS
of complaints per 1,000 connections

TARGET	YTD RESULT
<5 per annum	3.95

122 issues have been raised this quarter resulting in 3.95 complaints per 1,000 connections. If the current trend continues the annual target will be exceeded. Some requests are being raised and closed as 'complaints', when they are general enquiries. These are mainly roadside sump issues and customers worried about possible flooding issues before expected heavy rainfall. Work with the contractor is ongoing around closing out requests correctly.

MONTHLY RESULT

STORMWATER FLOODING
Median response time to attend site

TARGET	MONTHLY RESULT
<180 mins	N/A

Queenstown Lakes District Council has not been contacted, via the Customer Services team, to respond to any flooding of habitable floors in December.

AGGREGATE RESULT

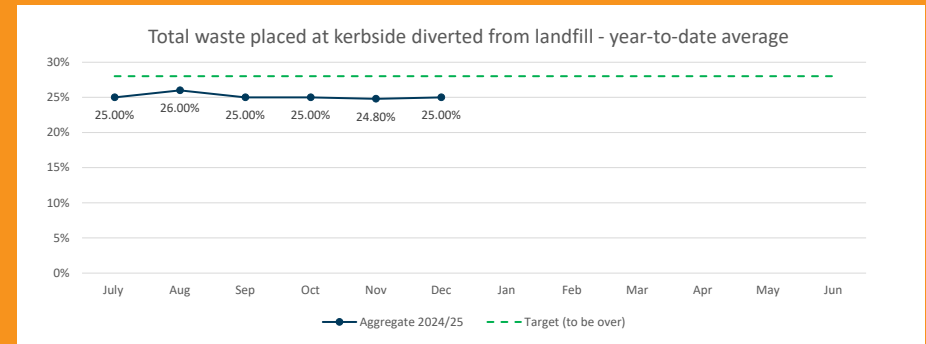
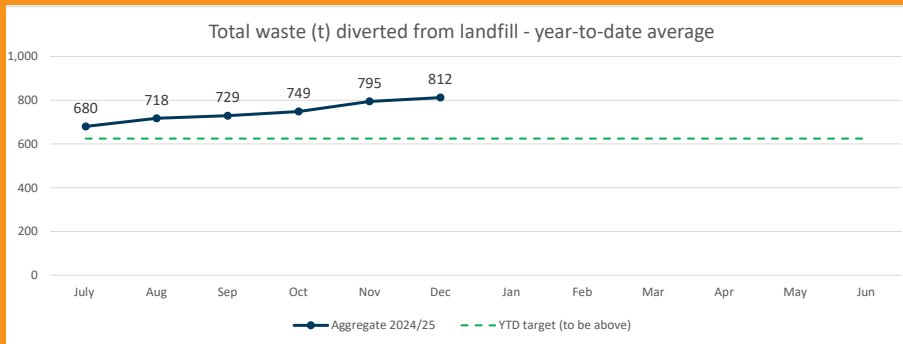
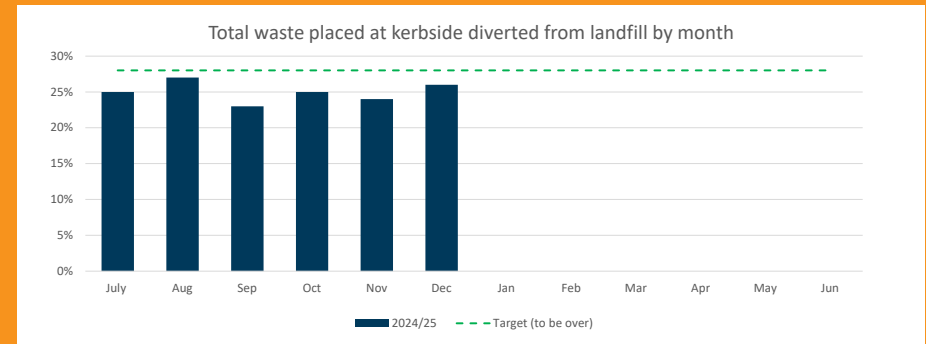
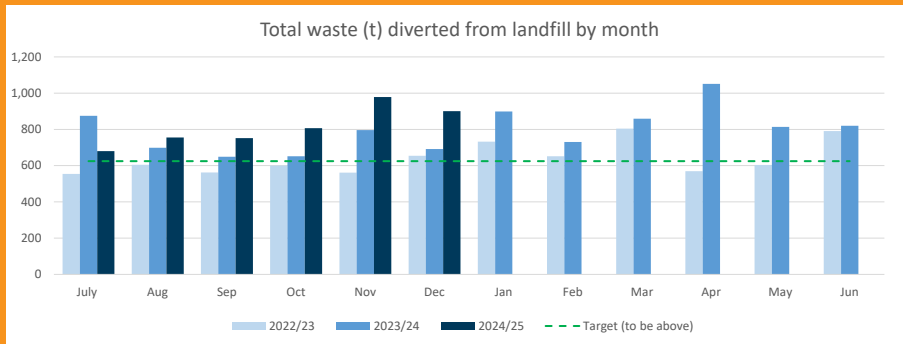
STORMWATER FLOODING
Median response time to attend site

TARGET	YTD RESULT
<180 mins	N/A

Queenstown Lakes District Council has not been contacted, via the Customer Services team, to respond to any flooding of habitable floors in the reporting year.

Core Infrastructure and Services

Waste Management



MONTHLY RESULT

WASTE DIVERTED FROM LANDFILL
Total waste diverted from landfill

TARGET	MONTHLY RESULT
>625t	901t

The target was achieved for the month. This is largely attributable to increased tonnages of kerbside mixed recycling and glass, as well as commercial glass received.

AGGREGATE RESULT

WASTE DIVERTED FROM LANDFILL
Total waste diverted from landfill

TARGET	YTD RESULT
>625t	812t

On average 812 tonnes of waste has been diverted from landfill per month in 2024/25. This does achieve the target and is more than the same period the previous year (average of 727 tonnes).

MONTHLY RESULT

WASTE TO LANDFILL
Total waste placed at kerbside diverted from landfill

TARGET	MONTHLY RESULT
>28%	26%

The target not achieved for December. During the month the Ministry for the Environment signalled the earlier requirement for 30% kerbside diversion to be achieved by 2026 will no longer go ahead.

AGGREGATE RESULT

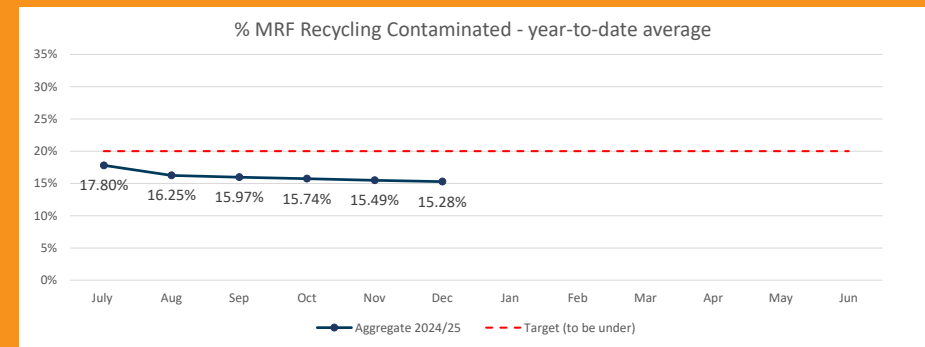
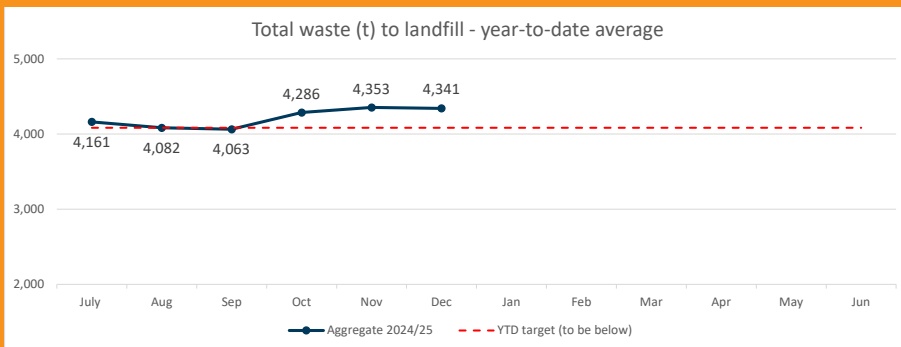
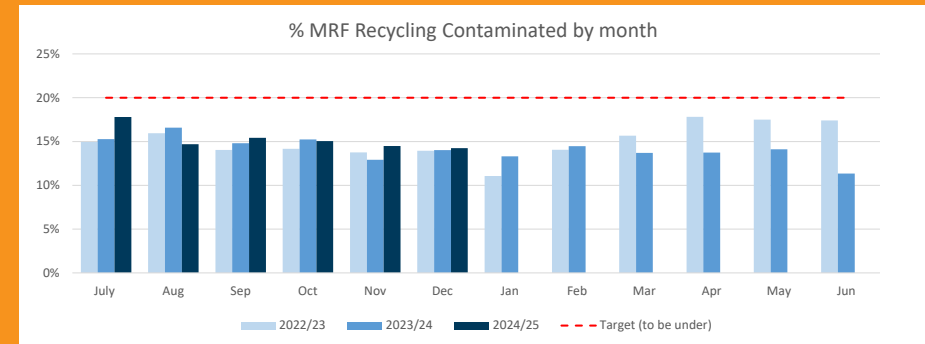
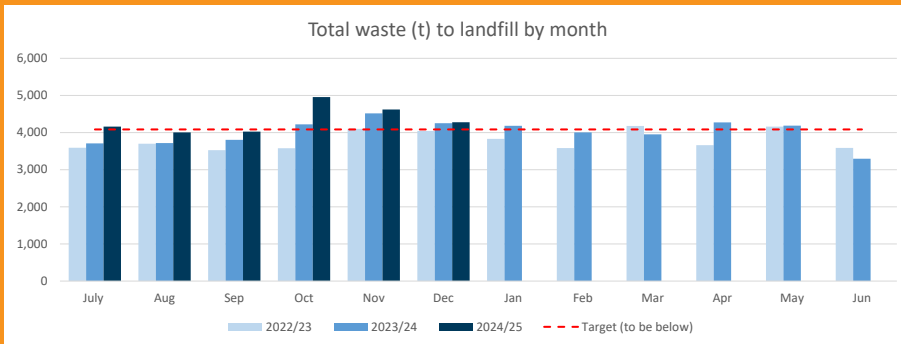
WASTE TO LANDFILL
Total waste placed at kerbside diverted from landfill

TARGET	YTD RESULT
>28%	25%

The next step change to increase kerbside diversion will be when an organic waste solution is implemented. This is currently planned for 2026/27.

Core Infrastructure and Services

Waste Management



MONTHLY RESULT

WASTE TO LANDFILL
Total waste to landfill

TARGET	MONTHLY RESULT
<4,083t	4,279t

The target was not achieved for December. The expected rise in population and visitors over the Christmas period has a flow on effect with more volumes of waste being produced, and therefore more volumes going to landfill.

AGGREGATE RESULT

WASTE TO LANDFILL
Total waste to landfill

TARGET	YTD RESULT
<4,083t	4,341t

The average total waste to landfill per month does not achieve the target, and is higher than the same period last year (average 4,036t).

MONTHLY RESULT

WASTE TO LANDFILL
% of MRF recycling contaminated

TARGET	MONTHLY RESULT
<20%	14.25%

Target met for the month. Education campaigns and processing changes continue to support lower contamination levels.

AGGREGATE RESULT

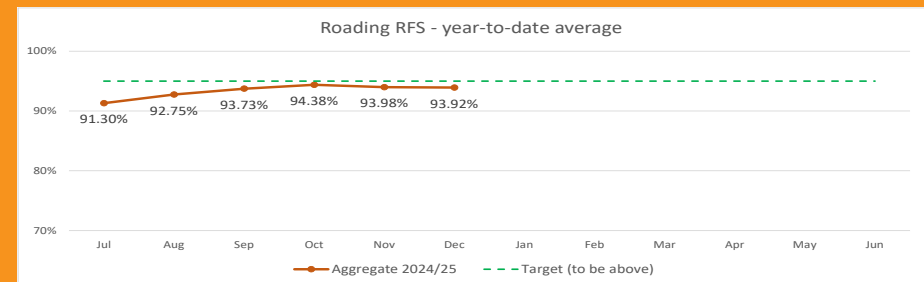
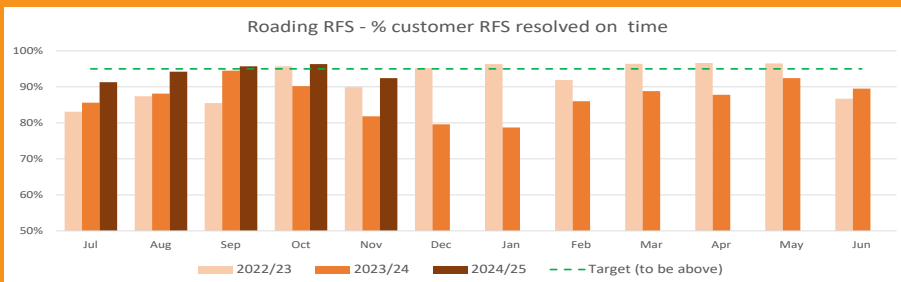
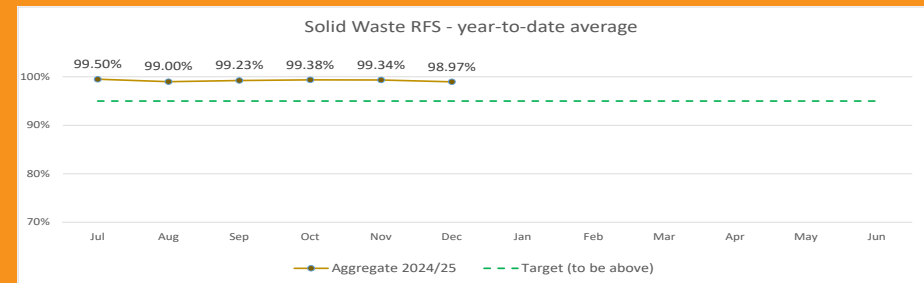
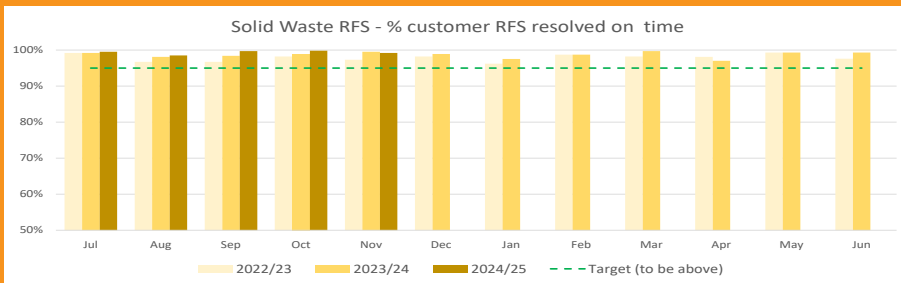
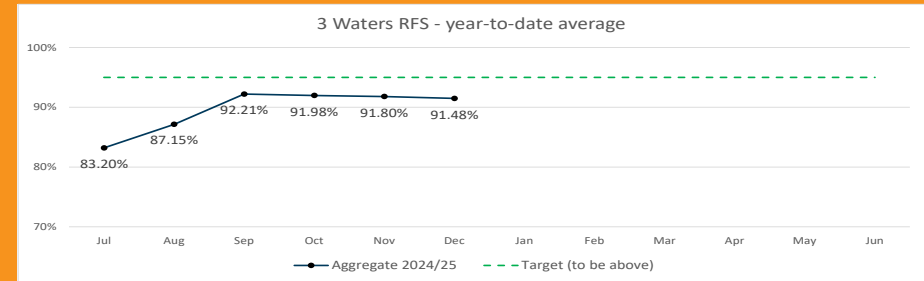
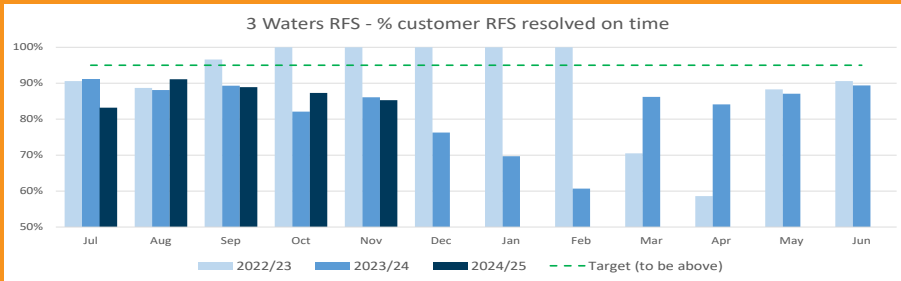
WASTE TO LANDFILL
% of MRF recycling contaminated

TARGET	YTD RESULT
<20%	15.28%

The average total contamination per is better than the target of 20%.

Core Infrastructure and Services

Service



MONTHLY RESULT

REQUESTS FOR SERVICE (RFS)
% customer RFS resolved on time

TARGET >95%	MONTHLY RESULT
3 Waters	94.9%
Solid Waste	97.1%
Roading	93.6%

The December monthly target for 3 waters was only just missed with a strong focus on all RFS's achieving the required target.

The target for roading was not achieved due to internal resourcing constraints during the month.

YTD RESULT

REQUESTS FOR SERVICE (RFS)
% customer RFS resolved on time

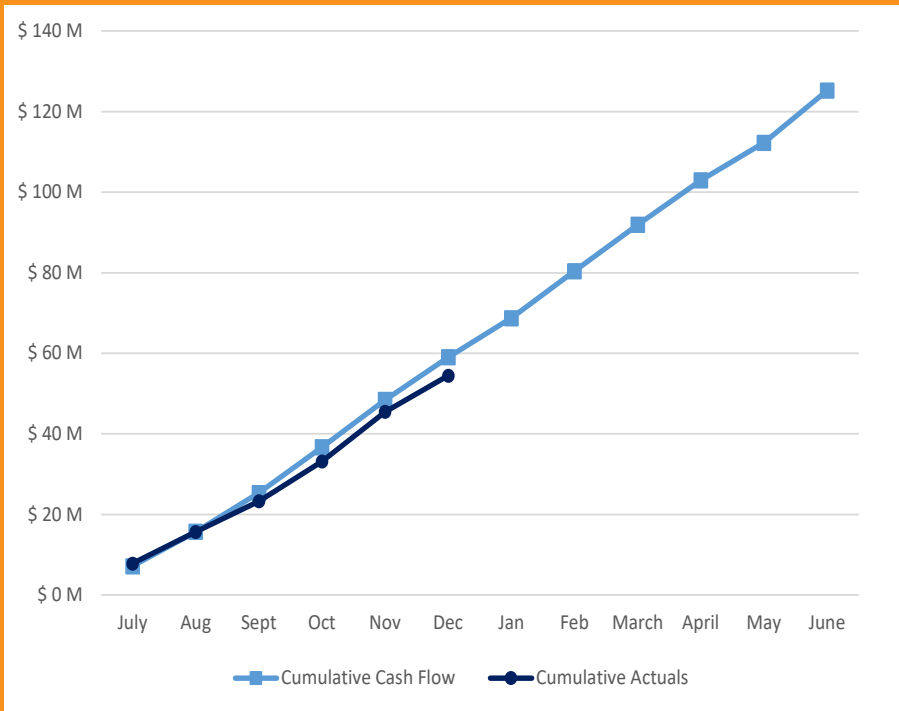
TARGET >95%	YTD RESULT
3 Waters	81.6%
Solid Waste	98.9%
Roading	93.5%

The year-to-date figure for 3 waters is below the required threshold. Closing out old requests is a primary focus for our contractor, with a clear expectation to achieve and maintain compliance with the target levels of service going forward.

Response timeframes for roading were impacted by the availability of internal resourcing. This result does represent an improvement from the same time period last year. Recruitment for additional support in this area is due to commence in early 2025.

Core Infrastructure and Services

Capital Works



MONTHLY RESULT

CAPEX
 % of capital works completed annually, including renewals (against the annual budget adopted by Council for Three Waters, Waste Management and Roding)

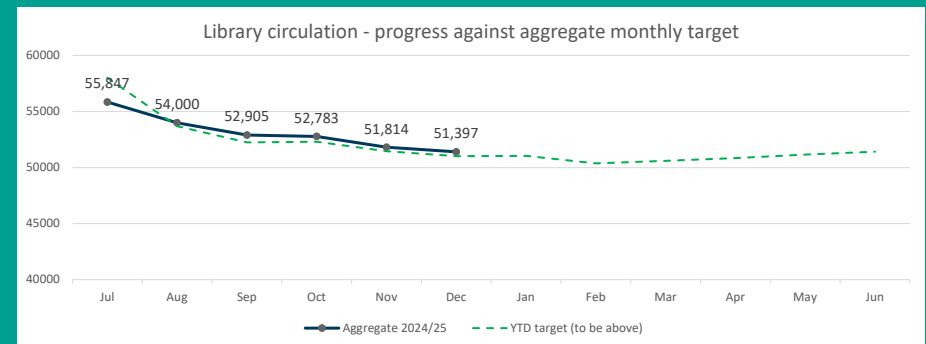
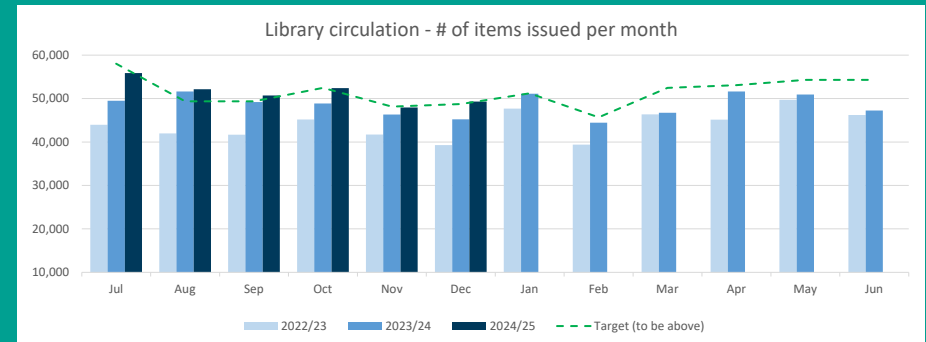
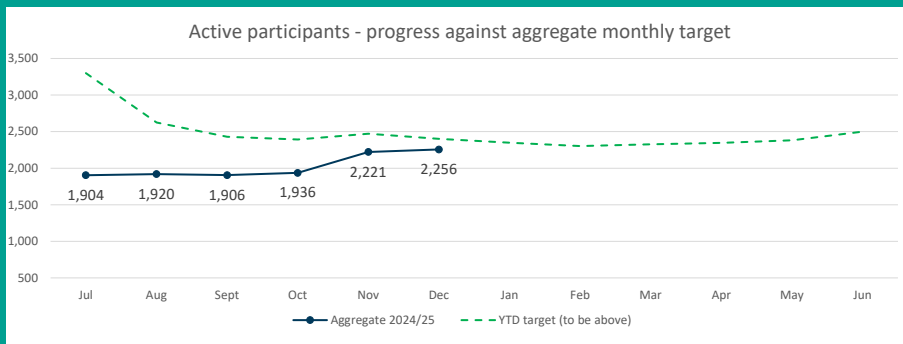
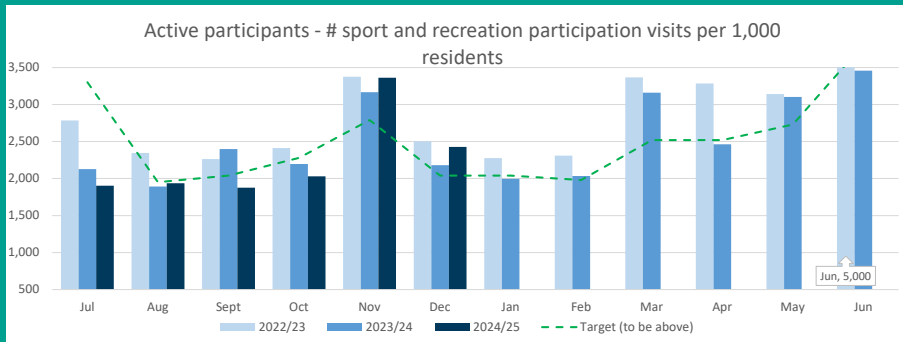
TARGET	MONTHLY RESULT
80-110%	92%

92% of the year-to-date budget has been spent. The main projects include:

- Queenstown Town Centre Arterials - Stage One (\$3.6M)
- Project Shotover Wastewater Treatment Plant Upgrade (\$1.9M)
- Kingston New Watersupply Scheme (0.8M)
- Sealed Resurfacing Wakatipu (\$0.4M)



Community Services



MONTHLY RESULT

ACTIVE PARTICIPANTS

of gym and pool visits per 1,000 residents (based on usually resident population)

TARGET	MONTHLY RESULT
>2,040	2,427.79

Strong participation in events and activities at our external venues and at Alpine Health and Fitness Gym and all pools including swim school resulted in exceeding the target by 19% for the month of December.

AGGREGATE RESULT

ACTIVE PARTICIPANTS

of gym and pool visits per 1,000 residents (based on usually resident population)

TARGET	YTD RESULT
>2,400	2,255.99

The year-to-date has missed target by 6%. The July pool maintenance closures, field & court renovations and a very wet spring negatively affected golf, sports and some events. Participation in all other areas of Sport and Recreation activities is higher than the year prior for the same period.

MONTHLY RESULT

LIBRARY CIRCULATION

of items issued per month

TARGET	MONTHLY RESULT
>48,751	49,314

The total number of library checkouts has exceeded the target by 1.15%. E-item checkouts continue to increase while physical checkouts vary from month to month.

AGGREGATE RESULT

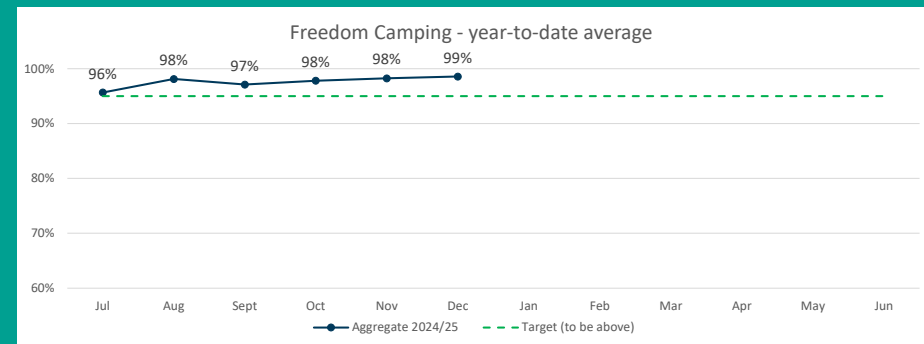
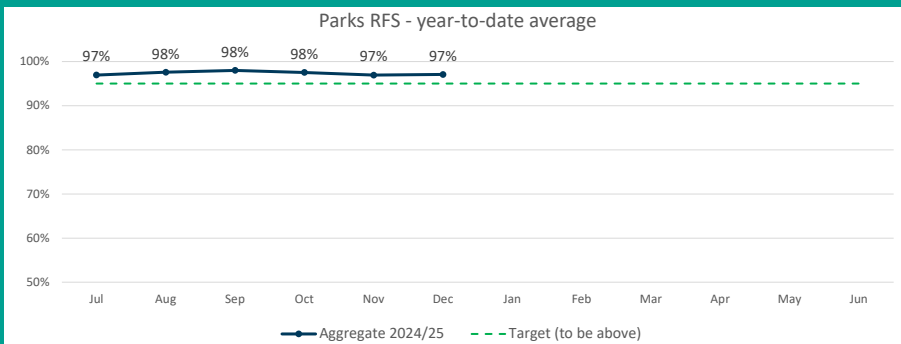
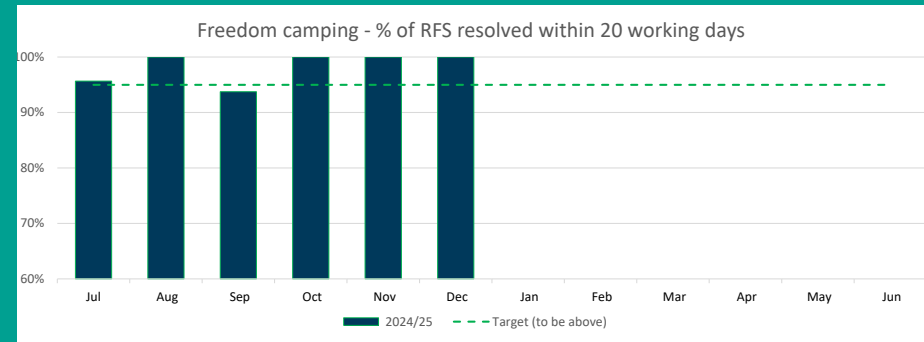
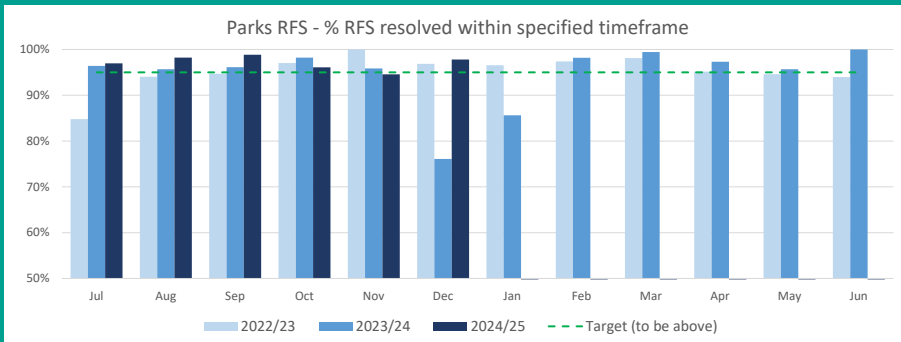
LIBRARY CIRCULATION

of items issued per month

TARGET	YTD RESULT
>51,014	51,397

Highest increases for the first two quarters were in Kingston, Hāwea, Makarora, Wānaka and Glenorchy due to growth, consequent demand, and increased community engagement focus. There were slight decreases in Queenstown and Frankton.

Community Services



MONTHLY RESULT

PARKS RFS
% RFS resolved within specified timeframe

TARGET	MONTHLY RESULT
>95%	98%

In December a total of 181 requests were received, 49 of those for internal staff and 132 for contractors. Only four requests took longer than the specified timeframe to be resolved.

AGGREGATE RESULT

PARKS RFS
% RFS resolved within specified timeframe

TARGET	YTD RESULT
>95%	97%

926 requests have been received since July 2024. This is similar to the quantity received for the same period last year. About a third of all requests are related to tree removals and maintenance. We expect this to increase as Council takes on the management of trees from new subdivisions and tree policy requirements take effect.

MONTHLY RESULT

FREEDOM CAMPING RFS
RFS resolved within 20 days

TARGET	MONTHLY RESULT
>95%	100%

26 requests were resolved in December, 15 of those were for enforcement and 11 for signage or bylaw enquiries. Over the holiday period, Summer Ambassadors noted that conversations with campers and visitors have been positive and advice around sustainable camping and local rules are being well received.

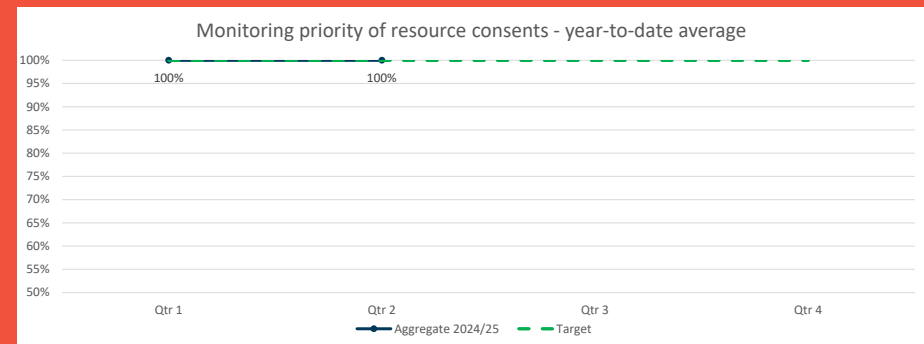
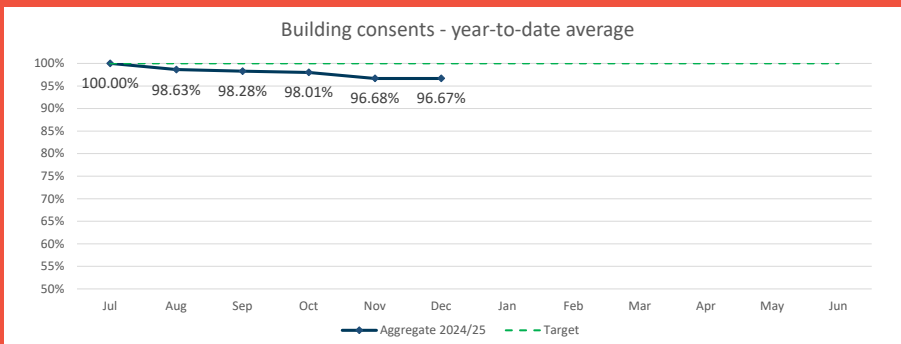
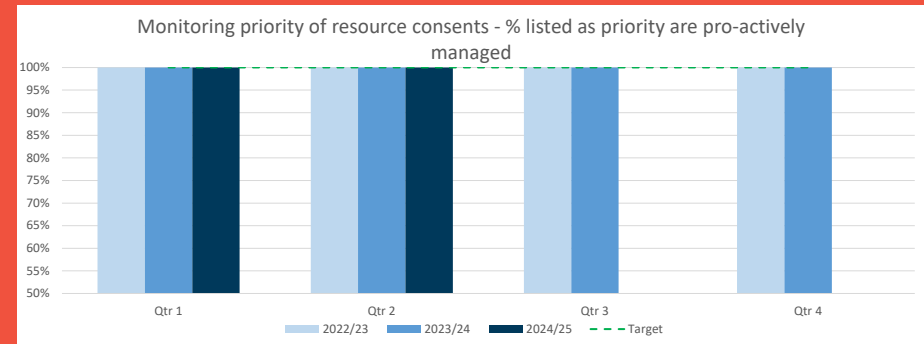
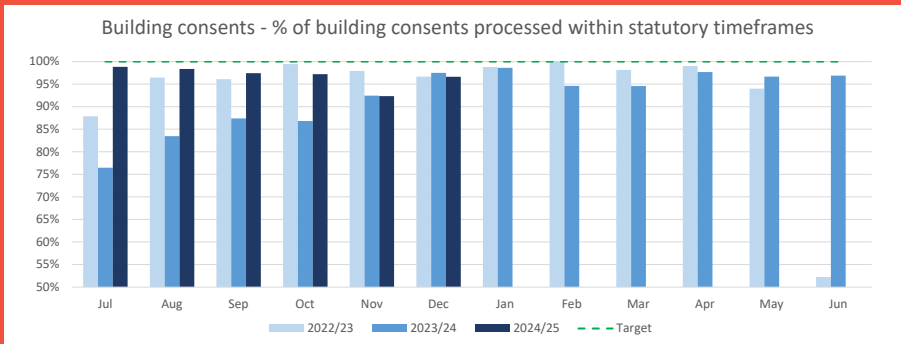
AGGREGATE RESULT

FREEDOM CAMPING RFS
RFS resolved within 20 days

TARGET	YTD RESULT
>95%	99%

Signage, maps, printed resources and in-person education have been positive tools. The ambassadors have found most campers complying with the rules. A low number of infringement notices issued for camping on public reserves supports this. Work is underway to develop a new bylaw to manage freedom camping.

Regulatory Functions & Services



MONTHLY RESULT

BUILDING CONSENT TIMES
% of building consents processed within statutory timeframes

TARGET	MONTHLY RESULT
100%	96.64%

119 Consents were issued in December with 102 applications received. Both numbers are lower than the previous two months which is expected this time of year. The average processing time for a consent was 14.1 days.

AGGREGATE RESULT

BUILDING CONSENT TIMES
% of building consents processed within statutory timeframes

TARGET	YTD RESULT
100%	96.90%

Year-to-date 841 consents were issued and 824 applications received. This is an increase from the same period last year with the same average processing time of 14 days.

QUARTERLY RESULT

MONITORING PRIORITY OF RESOURCE CONSENTS
% listed as a priority are pro-actively monitored

TARGET	QTR RESULT
100%	100%

Monitoring has been undertaken in accordance with the prioritisation strategy.

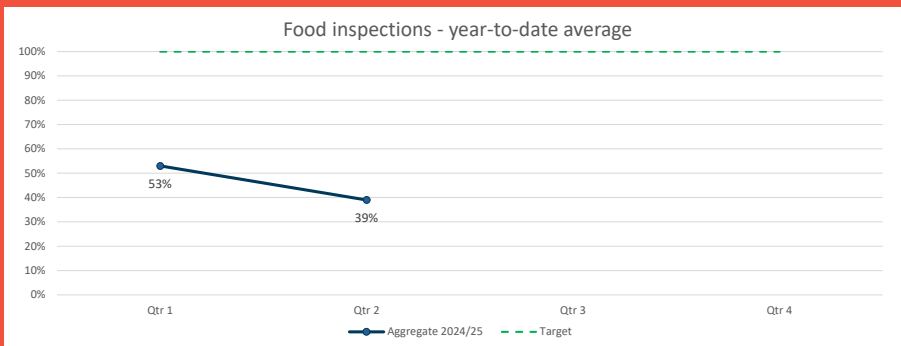
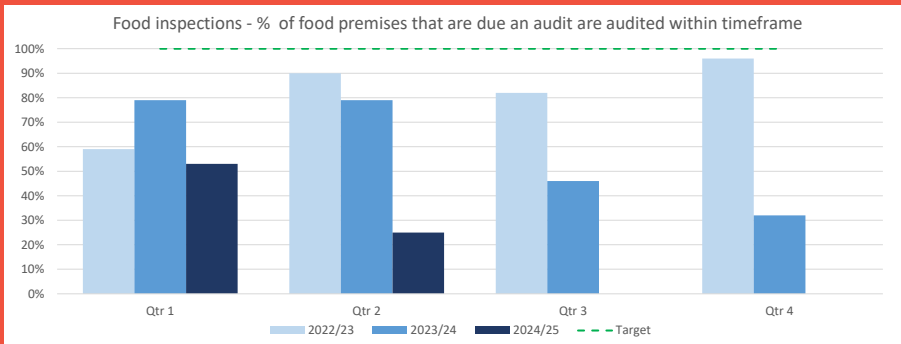
AGGREGATE RESULT

MONITORING PRIORITY OF RESOURCE CONSENTS
% listed as a priority are pro-actively monitored

TARGET	YTD RESULT
100%	100%

Monitoring has been undertaken in accordance with the prioritisation strategy.

Regulatory Functions & Services



QUARTERLY RESULT

FOOD INSPECTIONS

% of food premises that are due an audit are audited within timeframe

TARGET

100%

QTR RESULT

25%

A large number of new applications for food registration was received in December increasing the workload. Additionally, the team focused on enforcement tasks and high-risk operators. Recruitment of a new Environmental Health Officer is ongoing.

AGGREGATE RESULT

FOOD INSPECTIONS

% of food premises that are due an audit are audited within timeframe

TARGET

100%

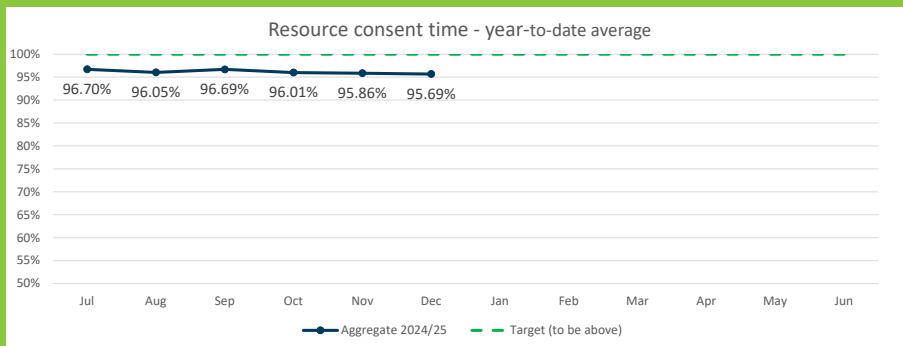
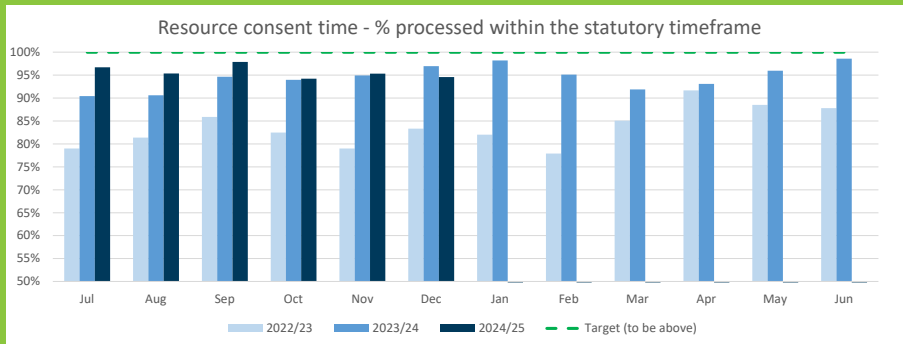
YTD RESULT

39%

While auditing is not meeting the desired timeframes, the team is working to ensure priority is given to high-risk work including new operators, enforcement, and focusing on higher risk food businesses. To assist with recruitment, an external agency has been engaged.



Environment



MONTHLY RESULT

RESOURCE CONSENT TIME
% processed within the statutory timeframe

TARGET	MONTHLY RESULT
100%	94.59%

Four applications were not processed within timeframes resulting in the achieved amount being slightly outside tolerance. The additional time taken in these four instances was due to complexity of the applications.

AGGREGATE RESULT

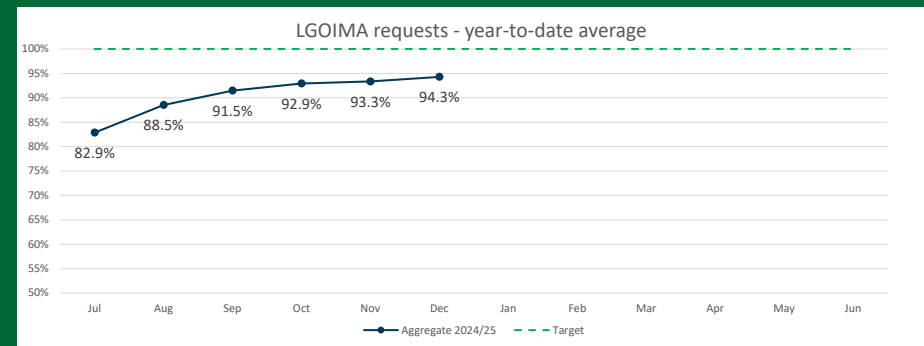
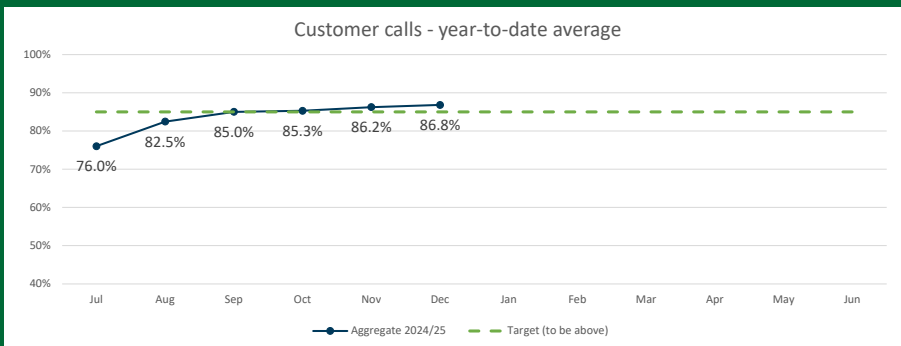
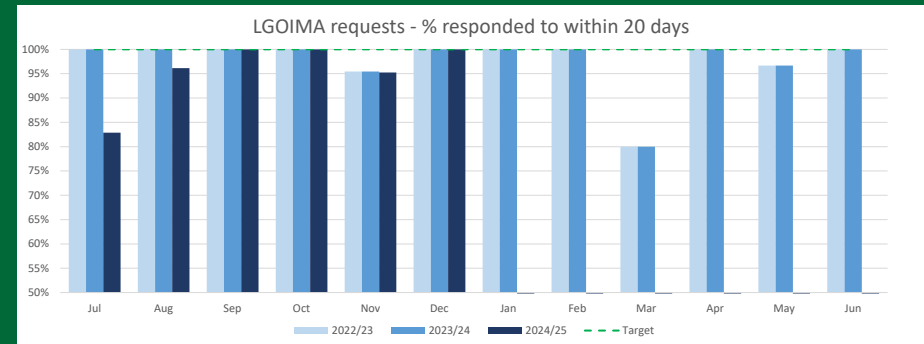
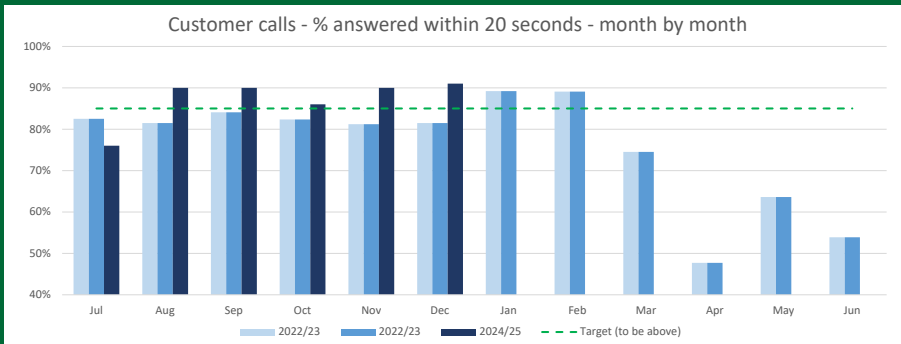
RESOURCE CONSENT TIME
% processed within the statutory timeframe

TARGET	YTD RESULT
100%	95.69%

The achieved amount for the year-to-date is within the 5% tolerance range and overall an improvement compared to the same time period the previous year.



Corporate Services



MONTHLY RESULT

CUSTOMER CALLS % answered within 20 seconds

TARGET	MONTHLY RESULT
85%	91%

2,254 calls were received in December with 91% of calls answered within 20 seconds. The team performance remains high and continues the trend outperforming the international call center standard (80% of calls answered in 20 seconds) by 11%. Overall, 99% of all calls were answered with most queries addressed at first contact.

AGGREGATE RESULT

CUSTOMER CALLS % answered within 20 seconds

TARGET	YTD RESULT
85%	87%

In this quarter, 8,966 calls were made to Council with 99% answered and addressed. 89% of those calls were answered within 20 seconds, leading to a year-to-date result of 87%. The team continues to focus on answering calls from our community as a priority.

MONTHLY RESULT

LGOIMA REQUESTS % responded to within 20 days

TARGET	MONTHLY RESULT
100%	100%

20 requests were due a decision with one withdrawing their request. 13 received the information in full, and five received a partial release. One has been advised of a decision to partially release but the information is being prepared with redactions. None were withheld or refused in full. The average time to complete requests was 13.6 days.

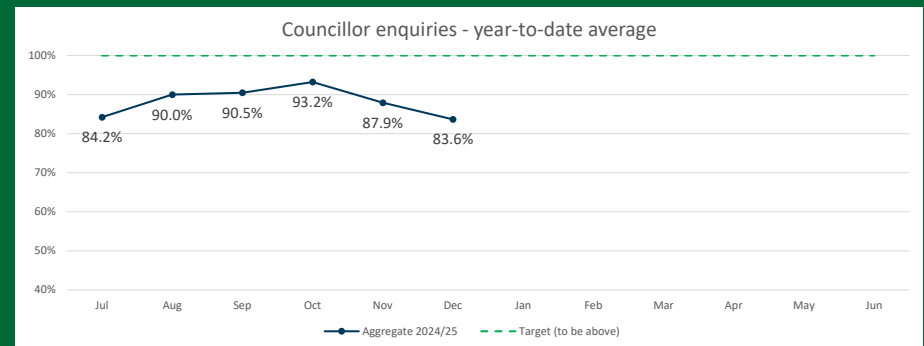
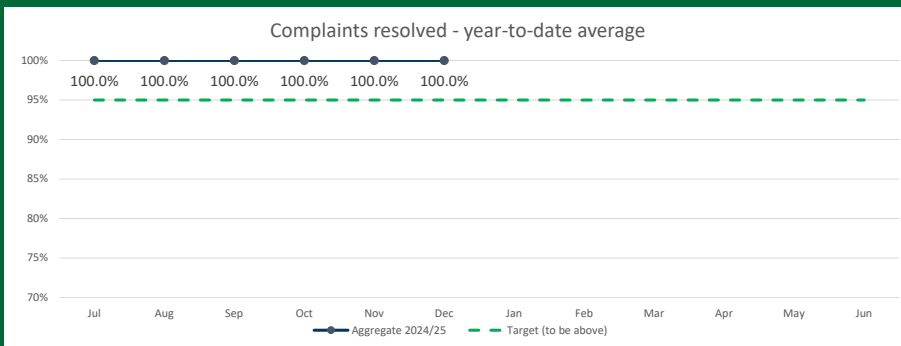
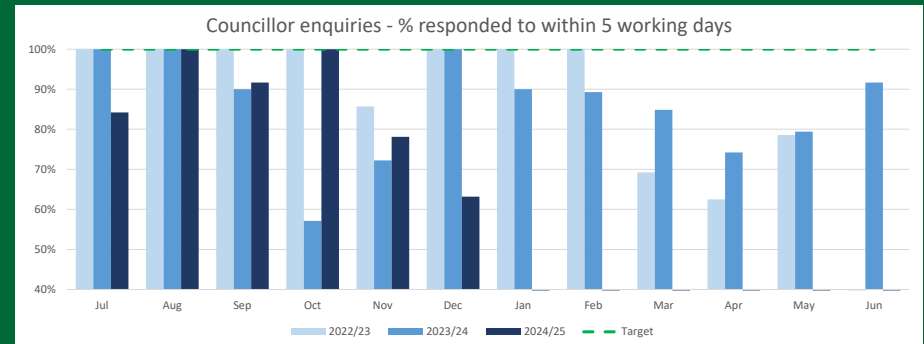
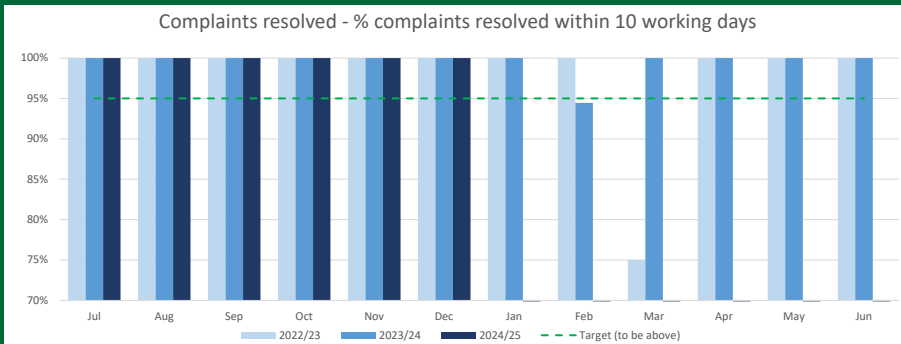
AGGREGATE RESULT

LGOIMA REQUESTS % responded to within 20 days

TARGET	YTD RESULT
100%	94.3%

140 requests were due year-to-date, 43 more than the same period last year. The average time to complete a request over the last six months is 15.6 days.

Corporate Services



MONTHLY RESULT

COMPLAINTS RESOLVED
% complaints resolved within 10 working days

TARGET	MONTHLY RESULT
>95%	100%

Two formal complaints were received in the month of December which is a decrease in the number received the month and year prior. The complaints related to roading access and a parking infringement waiver request. Both were resolved on time.

AGGREGATE RESULT

COMPLAINTS RESOLVED
% complaints resolved within 10 working days

TARGET	YTD RESULT
>95%	100%

14 formal complaints were received for the quarter, an increase on the previous quarter and prior year. Complaints centered around staff conduct, infrastructure work (roading, stormwater, road restoration at Kinloch, boat ramp repairs in Glenorchy), parking waiver process and animal control practices as well as increase in developer contribution for new buildings.

MONTHLY RESULT

COUNCILLOR ENQUIRIES
% responded to within 5 working days

TARGET	MONTHLY RESULT
100%	63%

19 Councillor enquiries were raised in December. Seven responses were delayed due to waiting on information from other sources to provide a full response. The number of enquiries decreased from the prior month and the same month last year.

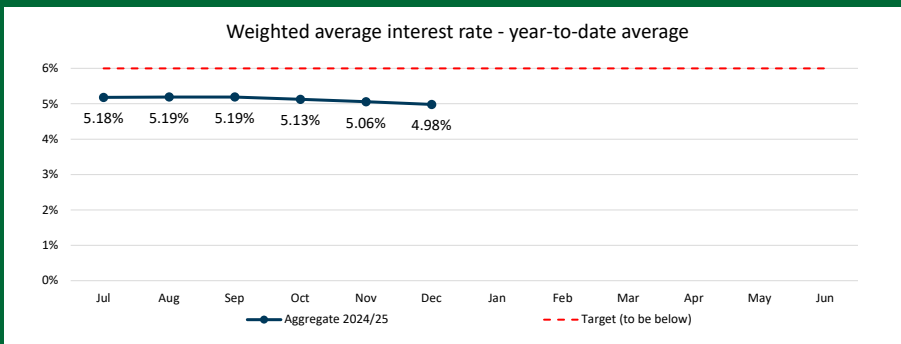
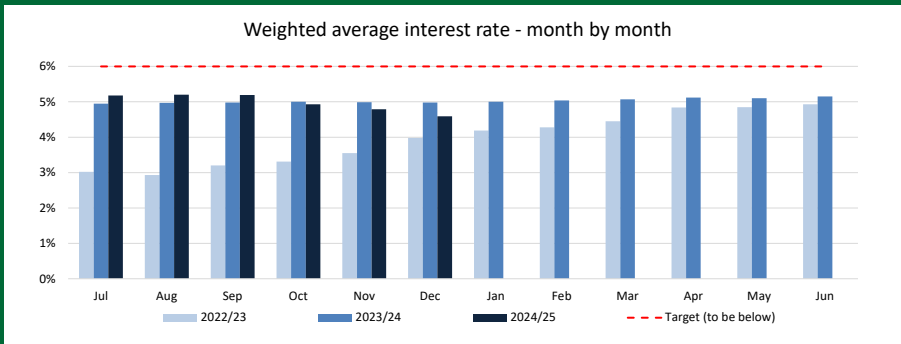
AGGREGATE RESULT

COUNCILLOR ENQUIRIES
% responded to within 5 working days

TARGET	YTD RESULT
100%	84%

68 Councillor enquiries were raised for the quarter (compared to 49 last year). Thirteen of those were overdue due to collation required for a full response. Subjects included feedback on infrastructure projects (roading, bridges, cell towers), various parking concerns, stormwater runoff, water leaks, and freedom camping.

Corporate Services



MONTHLY RESULT

INTEREST RATES

Weighted average interest rate per month

TARGET

<6%

MONTHLY RESULT

4.59%

With a weighted average interest rate of 4.59% for December 2024 the target of less than 6% has been met.

AGGREGATE RESULT

INTEREST RATES

Weighted average interest rate per month

TARGET

<6%

YTD RESULT

4.98%

The aggregate result year-to-date is 4.98%. The interest rate remains below target of less than 6%.



KPI Data Disclaimers

KPI	DATA DISCLAIMER
CORE INFRASTRUCTURE AND SERVICES	
Average consumption of water per person per day	Calculation is inclusive of visitor numbers to the district. Visitor numbers are extracted from the Ministry of Business, Innovation and Employment funded Accommodation Data Programme, which is not available in time of the reporting period, so the previous year's numbers are used. The resident population is derived from our Demand Projection which can be found here on our website. The medium scenario is used and the percentage of projected growth over 5 years is added to calculate this year's number of 52,734.
Percentage of Material Recovery Facility (MRF) recycling contaminated	Does not include contamination of public litter bins.
Percentage of total household waste placed at kerbside diverted from landfill	Contaminated recycling and organic waste, which is subtracted from diverted household waste, is estimated.
Total waste diverted from landfill	Calculations of totals only include waste taken to QLDC landfills.
Total waste sent to landfill	Calculations of totals only include waste taken to QLDC landfills.
COMMUNITY SERVICES	
Total library borrowing (including books, e-books, e-audio and magazines)	The e-materials are shared between Queenstown Lakes District and Central Otago District. The result includes total checkouts of electronic items from all members across both districts.
Total number of Sport & Recreation participation visits per 1000 residents	a) Some figures are estimated where a precise count is not possible. b) A mixture of automated and manually collected data is used. For example, pool/gym entries recorded by the gates vs. casual (free) court play or pool spectators recorded by the reception team and gym programme attendance recorded by instructors. c) The resident population is derived from our Demand Projection which can be found here on our website. The medium scenario is used and the percentage of projected growth over 5 years is added to calculate this year's number of 52,734.
Percentage of Freedom Camping RFS resolved within 20 working days	Freedom Camping RFS are categorised between enforcement requests and signage / bylaw enquiries. The KPI result is calculated using 20 working days for all RFS, however requests for enforcement are mostly resolved within five working days.
REGULATORY FUNCTIONS & SERVICES	
Percentage of building consents processed within statutory timeframes	Quality Assurance of data for Ministry of Environment reporting can result in updated figures.
Percentage of resource consents processed within statutory timeframes	Quality Assurance of data for Ministry of Environment reporting can result in updated figures.
Health & Safety	
TRIFR (Total Recordable Injury Rate)	The Total Recordable Injury Frequency Rate (TRIFR) KPI target was incorrectly published as <8 in the Long Term Plan 2024-2034 adopted by Council on 19 September 2024. The KPI target for TRIFR is <9. The KPI target is therefore shown as intended in these reports, with the published error clearly acknowledged.

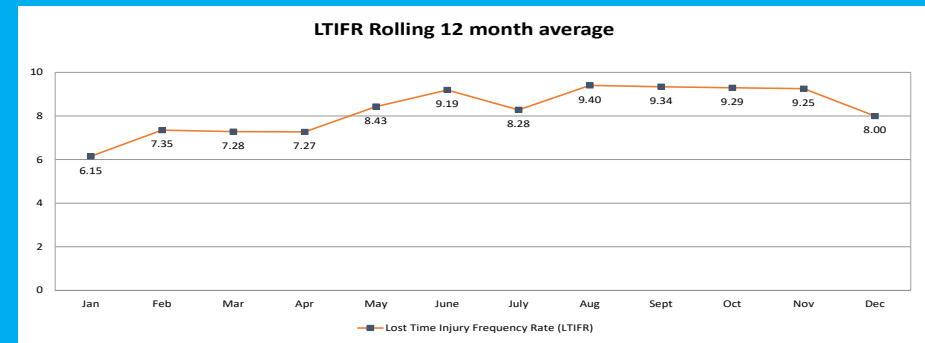
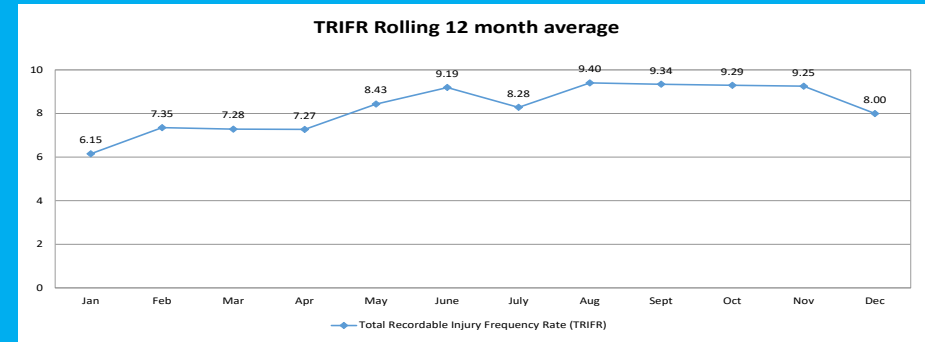
Health & Safety Summary



Health and Safety Committee

CHAIR'S SUMMARY

- The Lost Time Injury Frequency Rate has decreased , however is still slightly above target.
- Total Recordable Injury Frequency Rate has trended down. This is a positive result and target was met in December.
- All incidents in the month of December were minor in nature and not notifiable to WorkSafe.



UNSAFE EVENTS Frequency rates

	TARGET	RESULT
TRIFR	<9	8
LTIFR	<7	8

TRIFR = Total Recordable Injury Frequency Rate (see disclaimer page 23)

LTIFR = Lost Time Injury Frequency Rate

(The result shows the average over the past 12 months.)

There has been one lost time injury in December, however reduced injury rates are resulting in a positive trend towards target.

NOTIFIABLE EVENTS Notifiable to Worksafe

EVENT TYPE	RESULT
N/A	0

EVENT DETAILS

N/A

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

There were no notifiable events in December, and no workplace incidents were significant.

No notifiable events were recorded for the year-to-date.

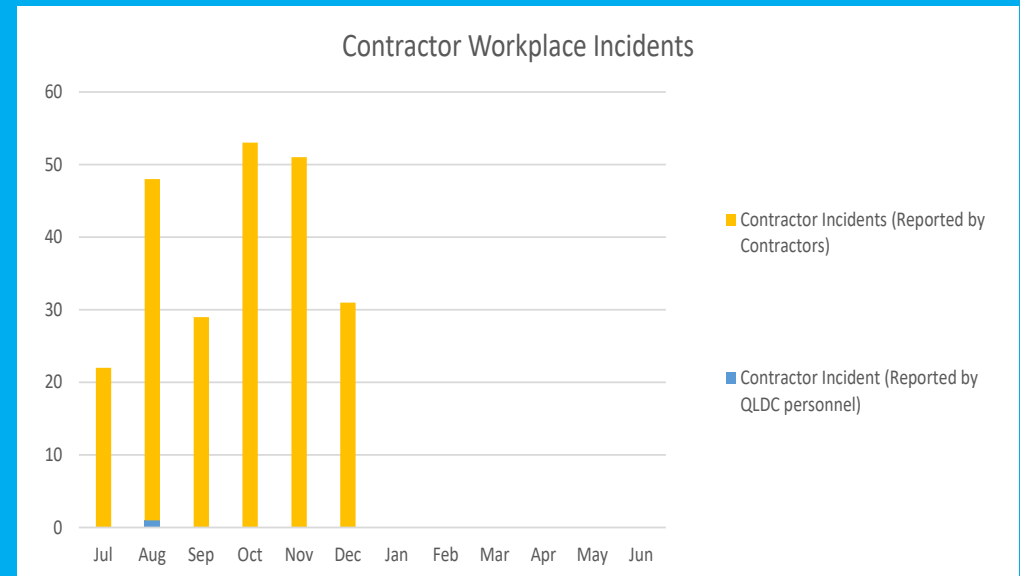
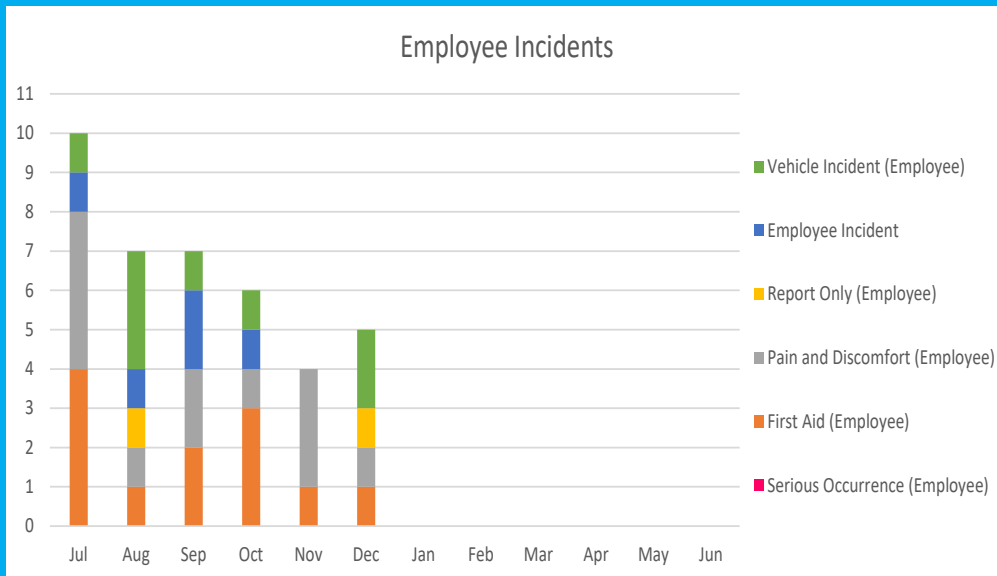
Health and Safety Committee

Queenstown Lakes District Council has set a range of measurable indicators that demonstrate progress across a range of Health, Safety and Wellbeing areas. These indicators are shown below and are referenced throughout this section.

2024/25	
Compliance	<ul style="list-style-type: none"> No breaches of the Health and Safety at Work Act 2015
Unsafe Events	<ul style="list-style-type: none"> Total Recordable Injury Frequency Rate - 9 or below 90% of all incidents reported each month closed within allocated timeframe
Prevention	<ul style="list-style-type: none"> Representatives and departments constituents to undertake an office/facility inspection at least every three months. Any actions, by whom and by when, allocated within two days of the inspection and recorded on the inspection sheet Each department to conduct an annual review of their hazards to ensure that they are identified, recorded, appropriately risk assessed and have control measures in place A minimum of 18,000 Take 5's to be undertaken throughout the year across the organisation
Improvement	<ul style="list-style-type: none"> 90% of Health and Safety Committee actions completed on time H&S Improvement focus for 2025: Contractor Management Contractor incident reporting to be transitioned to My Safety
Behaviour	<ul style="list-style-type: none"> Behavioural self assessment - Twice the amount of A scores to be reported monthly compared to C scores
Wellbeing Engagement	<ul style="list-style-type: none"> At least 80% department participation across wellbeing activities that take place in the Upper Clutha and Queenstown area Each team participate in two team activities per year that are not part of the wellbeing calendar



Unsafe Events and Frequency Rates



UNSAFE EVENTS

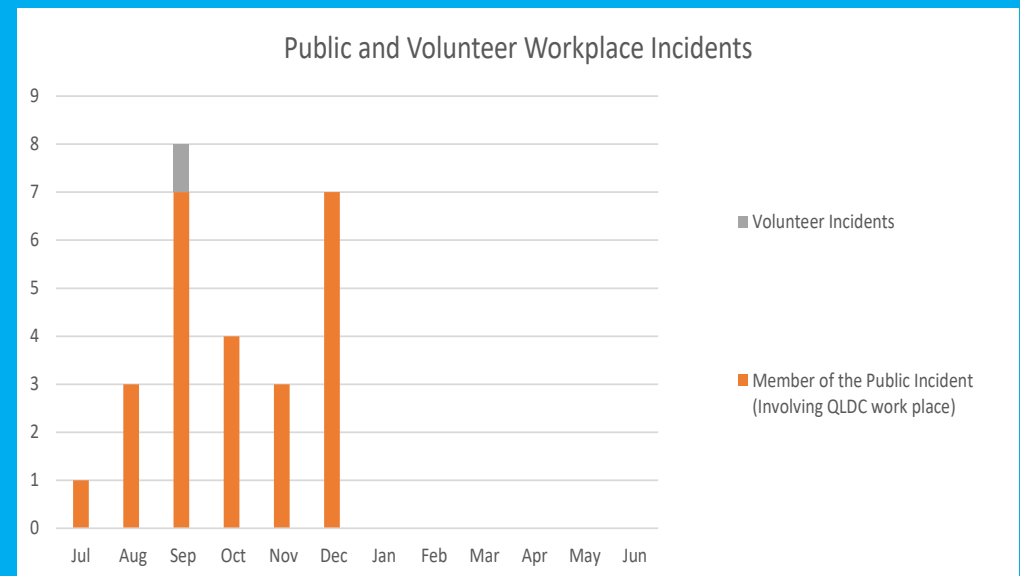
Incidents and accidents across all groups

	MONTHLY	YTD
Employees	5	40
Contractors	31	234
Volunteers	0	1
Public	7	23

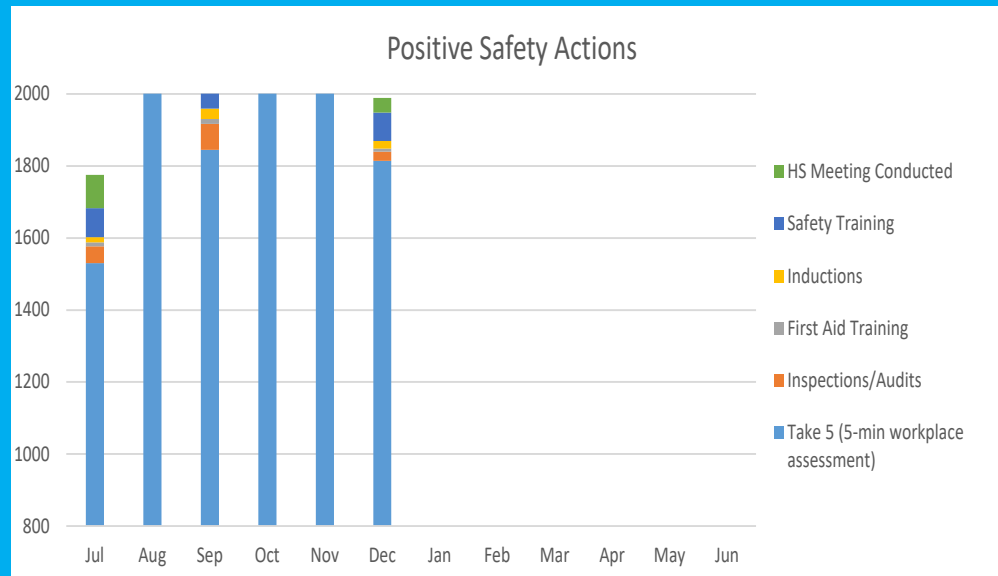
Employee incidents include one First Aid, one Pain and Discomfort, one Report Only, two Vehicle Incidents.

No serious occurrences were reported from contractors.

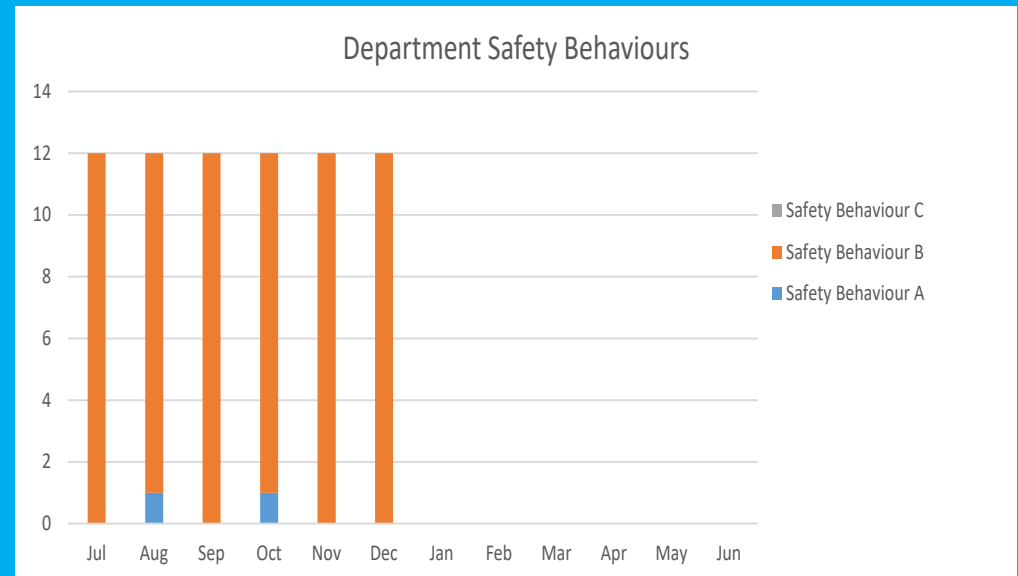
Public incidents include four members of the public involved in unreasonable conduct events against staff.



Prevention



Behaviour – Self Assessment



POSITIVE SAFETY ACTIONS

	MONTHLY	YTD
Take 5's	1,814	11,664
Inspection/Audits	26	350
Safety & Wellbeing Training	79	484
H&S Meetings	41	405
First Aid Training	8	96

Take 5 pre-task risk assessments are lower for December due to the Christmas close-down period.

Inspections and audits continue as an important check on the workplace, both internally and with contractors.

Training has included 25x Health and Safety Contractor Management Training, 12x Resilience Workshop, 1x Fleet induction, 38x sun smart and 3x Pool Lifeguard Practicing Certificate.

DEPARTMENT SAFETY BEHAVIOURS

	MONTHLY	YTD
Type A	0	2
Type B	12	70
Type C	0	0
Target Achieved	Yes	Yes

Queenstown Lakes District Council departments are required to rate their monthly safety performance based on a simple question; have they improved safety (A score) or has it been business as usual (B score)?

A – You have improved safety.
 B – It has been Business as usual (BAU).
 C – There has been a significant accident or incident where insufficient (or no) action was taken to remedy.

The objective set is to have twice the number of A's to C's annually.




Key Priorities Summary








Legend for Key Priorities

Tracking of flow of projects in/out of reporting

- 
New inclusion
 Include an overview of the project as an introduction.
- 
Continued reporting
 Follow commentary guidelines.
- 
Reporting ended
 Triggered by practical completion (capital projects), includes close out notes, referring to webpage where applicable.

RAG Status



GREEN	AMBER	RED
The project is being delivered in alignment with the Business Case and within all set tolerances.	The project is marginally out of tolerance but there are control(s) in place to manage the project back within tolerance.	The project is significantly out of tolerance .
All project metrics* are green.	There is at least 1 amber project metric.	There is at least 1 red project metric OR There are more amber than green criteria.
*6 individual project criteria metrics and tolerances scored against schedule, costs (3), scope and quality/benefits .		

- 
Status improved
 from last month
- 
Status maintained
 from last month
- 
Status worsened
 from last month

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
INFRASTRUCTURE – WATER SUPPLY WASTEWATER STORMWATER TRANSPORT WASTE MINIMISATION AND MANAGEMENT			
<p>Arterial Stage One Town Centre Arterial Road Project Update (qldc.govt.nz)</p>	<p> Background: The project will deliver a significant upgrade to the underground services along the Arterial route, including new water, wastewater and stormwater lines for a section of Frankton Road and parts of adjoining streets, undergrounded power and wider footpaths with new street trees along Melbourne and Henry Street, intersections controlled by traffic lights, and retaining walls (some with art work designed by Mana Whenua artists) that share the stories of the Whakatipu region.</p> <p>Progress: Flush crossings on Turner and Dublin Streets have been completed and opened. Asphalt on Gorge Road and Sydney Street intersections has been completed. The Melbourne/Sydney Street intersection traffic lights have been commissioned and are live. Signage has been installed. The staircase on Malaghan Street retaining wall is progressing. Tactile installation and landscaping across the site are progressing well.</p> <p>The project remains Amber as it continues to face time and cost pressures due to the scale and complexity of the Arterials project.</p>	<ul style="list-style-type: none"> January 2025 - Opening of Arterial main alignment. April 2025 - Construction completion of Arterial Walls. 	<p style="text-align: center;">Amber </p>
<p>Kingston Three Waters Scheme Major Projects</p>	<p> Wastewater - Detailed design is nearing completion. Formal Engineering Group approval obtained. Odour (air discharge) consent application awaiting conclusion of Kingston Village Ltd review and acceptance of affects prior to lodgement with Otago Regional Council.</p> <p>Water - Reinstatement of road surfacing completed and bulk supply main brought across SH6 intersection. Construction of the water treatment plant foundations and below ground services now complete. Rising main contractor led design complete and construction underway.</p> <p>Stormwater - Site investigations on Oxford Street completed before the break. Contract commencement activities underway along with construction methodology for the large diameter stormwater pipe.</p> <p>Projectwide - Major project website update issued for December, including Monthly Programme Control Group meetings held with developer.</p> <p>The overall RAG status remains Amber due to the Wastewater Treatment Plant land acquisition and easement applications ongoing negotiation with LINZ/Ngai Tahu driving programme.</p>	<ul style="list-style-type: none"> Wastewater - January 2025: Programme Control Group briefing for approval is scheduled. Formal approval of Detailed Design gateway; Lodge air discharge consent. February 2025: Procurement process to commence. June 2025: Completion of easement and acquisition process expected; construction contract awarded. Water - January 2025: Pour water treatment plant floor slab; SH6 bulk supply main installation. 17 October 2025: Due for completion. Stormwater - January 2025: Confirm construction methodology and establish survey controls. January/ February 2025: Site establishment; physical works start onsite with commencement of the stormwater outlet gallery at the lakefront. 26 November 2025: Due for completion. Projectwide - January 2025: Kingston Community Association (KCA) meeting to discuss methodology/ programme for Oxford Street Services. 	<p style="text-align: center;">Amber </p>



Key Priorities - Capital Projects

December 2024

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS	
<p>Project Shotover Stage Three</p> <p>Further details here: https://www.qldc.govt.nz/your-council/major-projects/shotover-wastewater-treatment-plant-upgrade/</p>	<ul style="list-style-type: none"> • Background: The delivery of the Stage Three Upgrade to the Shotover Waste Water Treatment Plant that will double the capacity of the plant, and continue to provide service through to a forecasted date of 2048. The project will provide a duplicate treatment stream to that currently in operation, and enhanced emergency flow and stormwater management through the repurposing of one of the existing oxidation ponds. • Progress: Construction is now completed on the new main concrete structures. Pond One has been dredged of sludge and is being drained to allow earthworks to commence. Mechanical and electrical installation is progressing. All consents required for the work are in place. 	<ul style="list-style-type: none"> • April 2025 - Main construction activities are scheduled to be completed. • May-November 2025 - Commissioning of the new systems will occur. • December 2025 - Upgrade to be operational. 	<p>Green</p>	
<p>Robins Road Conveyance Scheme</p>	<ul style="list-style-type: none"> • Background: The project will provide additional wastewater capacity to the currently constrained Gorge Road and Arthurs Point catchments. The existing sewer main is undersized and runs through private properties. A new gravity sewer main is to be installed along Robins Road from the Horn Creek Bridge to a new connection point within the Recreation Ground. • Progress: The detailed design package was issued in draft. The package has been reviewed and is to be finalised in January/ February 2025 to align with the preferred methodology for a trenchless construction solution. The consent for physical works has been lodged and is under review, awaiting direction from Engineering on potential limited notification. • The project is Amber due to delays to construction commencement because of a dependence on arterials being open and uncertainty around potential notification of consent. The project budget is pending confirmation through reforecast prior to the construction contract being awarded. Construction costs have increased due to technical challenges with construction in this location. 	<ul style="list-style-type: none"> • February 2025 – Final Detailed Design Review and Engineering Control Group approval. • March 2025 - Budget finalisation and additional budget approval request. • Second Quarter of 2025 - Construction due to commence. 	<p>Amber</p>	


Key Priorities - Capital Projects

December 2024

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS	
<p>CBD to Frankton Conveyance Scheme</p> <p>Further details here: https://www.qldc.govt.nz/your-council/major-projects/frankton-road-watermain-up-grades/</p>	<p>Background: The existing gravity sewer main along Frankton track is nearing capacity and carries a risk of untreated wastewater overflowing to the receiving natural environment (including Lake Whakatipu) in heavy rainfall events or natural disaster. Additional wastewater conveyance capacity between Queenstown CBD and Frankton Beach Pump Station is required to maintain levels of service and support projected demand growth in the area. A new pressure sewer main to run adjacent to the existing pipeline has been identified as the preferred solution. Improvements to the track will be made as part of the wastewater pipeline installation (e.g. strategic widening, stormwater management, pause-points etc.) The project is expected to take 12 to 18 months to construction and physical works to start in 2025.</p> <p>Progress: The detailed design package is now substantially complete. The draft detailed cost estimate has been provided, and suggests that the construction estimate is below budget. Following award of the construction contract there will be a clearer understanding of the costs involved.</p> <p>The project is Amber due to a two month delay in the design phase caused by wastewater modelling outputs, onsite investigations and sampling. The detailed design drawing phase and review period took four weeks longer than scheduled. Additional scope has been added to the project to address odour and operational issues at the older Frankton Beach Pump Station A.</p>	<ul style="list-style-type: none"> January 2025 - Final reviews of detailed design being undertaken. February 2025 - Approval of detailed design. Mid 2025 - Procurement for construction starts. Late 2025 - Construction starts. Mid 2027 – Construction due for completion. 	<p>Amber</p>	
<p>Upper Clutha Conveyance Scheme</p> <p>Further details here: https://www.qldc.govt.nz/your-council/major-projects/upper-clutha-wastewater-conveyance-scheme/</p>	<p>Background: This project is intended to provide a long term solution to Hāwea wastewater management needs and increase capacity and resilience in the Wānaka network. The Hāwea upgrade scope includes decommissioning the Hāwea WWTP, construction of a new wastewater pump station on Domain Road, and a new pipeline from Hāwea to Albert Town. The Wānaka scope includes upgrade of the Riverbank Road wastewater pump station and construction of a new pipeline to the Project Pure WWTP.</p> <p>Progress: The project is currently on schedule with detailed design approved in early December 2024</p> <ul style="list-style-type: none"> 09 December 2024 - Tender for the construction commenced. 18 December 2024 - A site visit was held with prospective tenderers that generated strong interest which suggests the tender will be competitive. 	<ul style="list-style-type: none"> Early 2025 - Final consent processing to be completed. May/June 2025 - Award construction contract. June 2025 - Construction to start. 	<p>Green</p>	







Key Priorities - Capital Projects

December 2024

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
<p>Compliance Response - UV Treatment</p> <p>Further details here: https://www.qldc.govt.nz/your-council/major-projects/water-treatment-upgrades/</p>	<p>Background: The UV Compliance project was initiated in response to the October 2023 Cryptosporidium outbreak in Queenstown. The project will improve the quality of key water supplies through a range of treatment measures including installation of UV water treatment plants at 6 locations, bore head upgrades, installation of compliance monitoring equipment and other related pipeworks.</p> <p>Progress:</p> <ul style="list-style-type: none"> Fernhill UV Plant (temporary container) – Completed December 2023 Western Intake UV Plant (Container) – Completed December 2023 Beacon Point UV Plant (within existing building) – Completed February 2024 Wānaka Airport (UV Container, bore upgrades and compliance monitoring) - Completed November 2024 <p>Luggate: Will be upgraded by installing a containerised water treatment plant. The scope also includes construction of new bores and pipework, and pipework connecting to a relocated tank farm adjacent to the state highway.</p> <p>Glenorchy: Completed commissioning in December and is now with the Operation&Maintenance Operator.</p> <p>Two Mile: Floor slab has been poured and the walls for the building have commenced.</p> <p>Corbridge: The Corbridge design is being revisited to reconsider its configuration considering demand, long-term requirements, and compliance requirements.</p> <p>This project is Amber because it is not able to meet the original Rapid Deployment plan timeframes. However, the scope has increased and the project is on track to meet Taumata Arowai compliance timeframes. Corbridge solution needs to be agreed. Currently assessing options. Outcome may not meet December 2025 deadline.</p>	<ul style="list-style-type: none"> February 2025 - Recommendation to be made for revised Corbridge design. 8 April 2025 - Two Mile due for completion. (New UV Treatment Plant and Building) April 2025 - Luggate to market. December 2025 - Luggate due for completion 	<p>Amber</p> 





Key Priorities - Capital Projects

December 2024

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS	
COMMUNITY SERVICES – PARKS AND RESERVES, SPORT, RECREATION, COMMUNITY FACILITIES AND VENUES, LIBRARIES				
Wānaka Lakefront Development Stage Five Major Projects	 <ul style="list-style-type: none"> December 2024 - Practical completion achieved. 	<ul style="list-style-type: none"> No further updates. Project completed and closed. 	Green	
Project Tohu - Coronet Revegetation programme Project Tohu is the new project name gifted by Ōraka-Aparima Rūnaka. Further details here: https://www.qldc.govt.nz/your-council/major-projects/project-to-hu/	 <ul style="list-style-type: none"> December 2024 – Perimeter fencing installation commenced. The fence will keep out pests such as goats and rabbits. 	<ul style="list-style-type: none"> February 2025 – Perimeter fencing completion. 6 February 2025 – Site blessing and opening. March 2025 – First planting at the Project Tohu site. 	Green	
Glenorchy Marina	 <ul style="list-style-type: none"> 17 December 2024 - Practical completion achieved. 	<ul style="list-style-type: none"> No further updates. Project completed and closed. 	Green	
Ballantyne Road Site remediation works	<ul style="list-style-type: none"> Reporting to commence from January 2025 due to limited information in this early stage. 			






Key Priorities - Strategies, Policies and Plans

December 2024

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS	
CORPORATE SERVICES				
Annual Report 2023-24	<ul style="list-style-type: none"> 12 December 2024 - The Annual Report 2023-2024 was adopted by Council. The final version is available on QLDC's website here. 	<ul style="list-style-type: none"> No further updates. Project is completed. 	Green	
Annual Plan 2025-26	<ul style="list-style-type: none"> 17 December 2024 - An early view of the Annual Plan 2025-2026 was presented at a Council workshop. (Agenda, Minutes, recording) 	<ul style="list-style-type: none"> 11 Feb 2025 – Further financial information for Annual Plan 2025-2026 to be workshopped with Elected Members at a Council workshop. 26 June 2025 - Annual Plan 2025-2026 is to be adopted by Council at the Full Council meeting. 	Green	
Wānaka Airport Future Review Wānaka Airport Certification Queenstown Lakes District Council Wānaka Airport Future Review Queenstown Lakes District Council	<ul style="list-style-type: none"> Background: Wānaka Airport has passed a threshold of activity which requires it to achieve Qualifying Status under Part 139 of the Civil Aviation Rules. To achieve this works will be undertaken to provide an improved safety environment, including airstrip widening, tree removal and new fencing. Additionally, enhancements will be undertaken to the Three Waters infrastructure servicing the airport. Wānaka Airport Future Review will be undertaken as a separate project on page 38. Progress: Request for proposals (RFP) for supplier(s) to undertake community engagement on the future of Wānaka Airport workstream has gone to market on the GETS platform. 	<ul style="list-style-type: none"> March 2025 – Appointment of supplier(s) to undertake community/stakeholder engagement. June 2025 - Councillor/Wānaka Upper Clutha Community Board Workshop on scenario development. 	Green	
STRATEGIC GROWTH – SPATIAL PLAN				
Te Tapuae Southern Corridor Further updates on our website: Te Tapuae Southern Corridor - QLDC Also reported through: Planning & Strategy Committee Queenstown Lakes District Council (qldc.govt.nz)	<ul style="list-style-type: none"> Te Tapuae Southern Corridor project team continued to meet regularly with consultants in December, with a specific focus on progressing the three waters and natural hazard workstreams. 2 and 16 December 2024 - Meetings were held with partner organisations to discuss all workstreams (ecology, urban design, transport, landscape, natural hazards, three waters infrastructure, commercial, cultural). The project remains Amber as it is no longer able to meet the original project milestones due to prolonged infrastructure programme and further natural hazard investigations required. The team is working on a refined programme to mitigate the effects of the delays. 	<ul style="list-style-type: none"> 21 January 2025 – Three Waters Moderation session 4 February 2025 – Planning & Strategy Committee meeting 10 March 2025 - Grow Well Whaiora Partnership Steering Group meeting 18 March 2025 – Planning & Strategy Committee meeting 	Amber	

Key Priorities - Strategies, Policies and Plans

December 2024

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS	
Spatial Plan 2.0	<ul style="list-style-type: none"> Development of the Spatial Plan Gen 2.0 spatial scenarios has paused until the Housing Business Capacity Assessment (HBA) is developed enough to provide interim results on plan enabled and infrastructure ready capacities. The HBA work is in progress awaiting infrastructure capacity information which is likely to be provided by the end of January 2025. A review of the districts Challenges and Opportunities is underway to inform Spatial Plan Gen 2.0. A new work programme is in the process of being developed for 2025. This project is flagged Amber due to the delay caused by the HBA. A revised work programme will be developed by mid-February 2025 confirming new dates. 	<ul style="list-style-type: none"> Next scheduled milestones are subject to HBA results being available. End January 2025 - Infrastructure capacity information expected from HBA. Mid February 2025 - Revised work programme to be completed, assuming no further delays with the HBA project. May 2025 - HBA to be adopted at Full Council Meeting. This has been rescheduled due to the delays with the infrastructure capacity information. 	Amber	
ECONOMIC FUTURES				
Events Policy	<ul style="list-style-type: none"> 17 December 2024 - A workshop was held to seek initial feedback from Councillors and the Wānaka-Upper Clutha Community Board on the draft Policy and to brief them on key process improvements in events. 	<ul style="list-style-type: none"> 10 February 2025 - Consultation with the community commences. 	Green	
PARKS & RESERVES				
Blue-Green Network Plan (BGN)	<ul style="list-style-type: none"> Preparation ongoing to present the Blue-Green Network Plan to Council committees. 	<ul style="list-style-type: none"> February 2025 - Workshop the BGN Plan with Council committees. 	Green	
Mt Iron Reserve Management Plan	<ul style="list-style-type: none"> 10-11 December 2024 - Hearing and deliberations on the draft Reserve Management Plan (RMP) completed. (Agenda, Recording) 	<ul style="list-style-type: none"> March 2025 - Final RMP to be presented to the Wānaka Upper Clutha Community Board for their recommendation to adopt. 	Green	
Ben Lomond and Queenstown Hill Reserve Management Plan	<ul style="list-style-type: none"> 12 December 2024 – Full Council approved the draft Reserve Management Plan (RMP) to go out for public consultation. (Agenda, Recording) 16 December 2024 - The public submission period opened and will close on 17 March 2025. 	<ul style="list-style-type: none"> January to March 2025 – QLDC Parks and Reserves Team to facilitate public and stakeholder engagement on the RMP through drop-in sessions, community events and meetings. 17 March 2025 - Submission period closes. 	Green	

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
COMMUNITY PARTNERSHIPS			
<p>Responsible Camping Programme</p>	<ul style="list-style-type: none"> Procurement process completed selecting specialist consultants to support development of a new freedom camping bylaw. The process to develop a new freedom camping bylaw continues, and community consultation is planned for the first half of 2025. New QLDC Responsible Camping map published online, showing all QLDC Reserves where freedom camping is prohibited. Enforcement of freedom camping under the Reserves Act has commenced, along with continued enforcement to respond to breaches of the Freedom Camping Act and other relevant legislation. Summer ambassadors are working across the district (four in Upper Clutha, four in Whakatipu) delivering the responsible camping education programme and encouraging responsible behaviour from those freedom camping in the Queenstown Lakes District. From 7 December 2024, all rental vehicles must comply with the new self-contained motor vehicle standards and display a green warrant sticker. 	<ul style="list-style-type: none"> January/February 2025 - Expert consultants are completing a site analysis, working with subject matter experts across the organisation. 20 March 2025 - A report will be presented at a Council Meeting to provide information in relation to the negative effects of freedom camping and options to address the issue in general. December 2024-April 2025 - Enforcement continues under the Freedom Camping, Reserves Act and other relevant legislation. The responsible camping summer education campaign continues via summer ambassadors, radio, social media, Camper-Mate and other online platforms. Awaiting a decision from the Government on whether they will extend the freedom camping transitional period for new self-contained vehicle rules beyond 7 June 2025 for privately owned, self-contained vehicles. 	<p style="text-align: center; background-color: #4CAF50; color: white; padding: 5px;">Green</p> <div style="text-align: right; font-size: 2em;">➔</div>
PROPERTY & INFRASTRUCTURE			
<p>Wānaka Airport Safety & Renewals</p> <p>Further details can be found on our website:</p> <p>Wānaka Airport Certification Queenstown Lakes District Council</p> <p>Wānaka Airport Future Review Queenstown Lakes District Council</p>	<ul style="list-style-type: none"> Background: Wānaka Airport has passed a threshold of activity which requires it to achieve Qualifying Status under Part 139 of the Civil Aviation Rules. To achieve this works will be undertaken to provide an improved safety environment, including airstrip widening, tree removal and new fencing. Additionally, enhancements will be undertaken to the Three Waters infrastructure servicing the airport. A Wānaka Airport Future Review will be undertaken as a separate project on page 36. Progress: A meeting was held on site with the Private User Group and Commercial Users to outline the process for achieving Qualifying status. 	<ul style="list-style-type: none"> March 2025 – Finalise the management structure for Wānaka Airport to deliver the Civil Aviation Rules requirements by 1 July 2027. 	<p style="text-align: center; background-color: #4CAF50; color: white; padding: 5px;">Green</p> <div style="text-align: right; font-size: 2em;">➔</div>

Financial Management Report



Operating Expenditure and Revenue

Financial Management Report

% of the year completed 50%

DESCRIPTION	December Actual	December Adjusted Budget	Variance to Budget	Year to date Actual	Year to date Adjusted Budget	Year to date Variance	Full Year Adjusted Budget	YTD Actuals to Full Year Budget	*
REVENUE									
Operating Revenue									
Income - Rates	12,640,588	12,650,794	(10,206)	75,345,656	75,405,562	(59,906)	150,410,325	50%	
Income - Grants & Subsidies	472,877	675,325	(202,449)	4,404,003	4,090,681	313,322	9,358,819	47%	*1
Income - NZTA External Cost Recoveries	366,234	497,000	(130,766)	2,804,963	2,982,000	(177,037)	5,964,000	47%	*2
Income - Consents	1,195,947	1,468,733	(272,785)	8,692,515	8,812,396	(119,881)	17,624,792	49%	*3
Income - External Cost Recovery	55,037	101,192	(46,155)	592,418	607,149	(14,731)	1,214,299	49%	
Income - Regulatory	765,106	612,156	152,950	4,812,520	4,212,589	599,931	7,814,489	62%	*4
Income - Operational	2,916,673	2,625,865	290,808	16,578,570	14,780,966	1,797,603	32,464,332	51%	*5
Total Operating Revenue	18,412,462	18,631,065	(218,603)	113,230,645	110,891,344	2,339,300	224,851,056	50%	
EXPENDITURE									
Personnel Expenditure									
Expenditure - Salaries and Wages	4,450,620	4,517,188	66,568	26,992,597	27,184,471	191,874	53,843,411	50%	*6
Expenditure - Salaries and Wages Contract	379,383	502,308	122,925	2,651,929	2,713,851	61,922	5,607,701	47%	
Expenditure - Health Insurance	45,351	45,351	0	300,957	272,106	(28,851)	544,212	55%	
Total Personnel Expenditure	4,875,354	5,064,847	189,493	29,945,483	30,170,428	224,945	59,995,324	50%	
Operating Expenditure									
Expenditure - Professional Services	215,086	547,609	332,523	2,215,580	3,605,654	1,390,074	8,569,355	26%	*7
Expenditure - Legal	586,720	360,534	(226,186)	2,542,079	2,163,207	(378,873)	4,326,413	59%	*8
Expenditure - Stationery	18,738	32,594	13,856	307,719	195,565	(112,154)	391,130	79%	*9
Expenditure - IT & Phones	80,763	74,070	(6,693)	354,914	444,421	89,507	888,842	40%	
Expenditure - Commercial Rent	361,862	391,158	29,296	2,285,095	2,346,947	61,852	4,693,894	49%	
Expenditure - Vehicle	83,955	91,445	7,490	507,586	498,672	(8,914)	1,027,345	49%	
Expenditure - Power	437,852	343,037	(94,815)	2,968,076	2,498,258	(469,818)	4,893,774	61%	*10
Expenditure - Insurance	275,330	295,196	19,866	1,781,339	1,773,208	(8,131)	3,545,997	50%	

Operating Expenditure and Revenue

Financial Management Report

% of the year completed 50%

DESCRIPTION	December Actual	December Adjusted Budget	Variance to Budget	Year to date Actual	Year to date Adjusted Budget	Year to date Variance	Full Year Adjusted Budget	YTD Actuals to Full Year Budget	*
EXPENDITURE									
Operating Expenditure continued									
Expenditure - Infrastructure Maintenance	3,583,615	3,455,351	(128,264)	23,964,732	21,442,108	(2,522,625)	42,546,356	56%	*11
Expenditure - Parks & Reserves Maintenance	1,037,368	963,334	(74,034)	5,631,409	5,575,442	(55,967)	11,281,655	50%	
Expense - External Cost On Chargeable	97,061	101,163	4,103	641,773	606,980	(34,793)	1,213,960	53%	
Expenditure - Grants	655,722	662,475	6,753	5,080,248	5,230,665	150,418	9,205,516	55%	*12
Expenditure - Other	1,556,965	1,768,494	211,529	10,289,876	10,493,418	203,542	21,215,610	49%	*13
Total Operating Expenditure	8,991,037	9,086,462	95,425	58,570,426	56,874,545	(1,695,881)	113,799,847	51%	
Interest and Depreciation									
Expenditure - Interest	2,463,718	2,602,844	139,125	16,305,926	16,185,346	(120,580)	30,002,107	54%	*14
Expenditure - Depreciation	5,532,388	5,500,987	(31,401)	33,040,240	33,005,925	(34,315)	66,011,849	50%	
Total Interest and Depreciation	7,996,106	8,103,831	107,725	49,346,166	49,191,271	(154,895)	96,013,956	51%	
TOTAL EXPENDITURE	21,862,497	22,255,140	392,643	137,862,075	136,236,244	(1,625,832)	269,809,126	51%	
NET OPERATING SURPLUS (DEFECIT)	(3,450,036)	(3,624,076)	174,040	(24,631,431)	(25,344,899)	713,469	(44,958,070)		

* Commentary

*1 Income - Grants & Subsidies - \$0.3m favourable

The variance relates to Landfill Levy received from MBIE which is offset by spend on waste management education.

*2 Income - NZTA External Cost Recoveries - \$0.2m unfavourable

Unfavourable variance due to timing of spend on NZTA capital projects.

*3 Income - Consents - \$0.1m unfavourable

\$0.3m unfavourable variance in labour recoveries due to Christmas period shutdown, resulting in less hours worked, partially offset by increased income re Building LIM & Building services.

*4 Income - Regulatory - \$0.6m favourable

Favourable variance in Traffic & Parking Infringements of \$450k YTD (net of doubtful debts). Whilst number of infringements issued are decreasing, revenue is higher due to increased unit prices; \$150k re parking meters due to increased seasonal visitor numbers.



* Commentary

Financial Management Report

Operating Expenditure and Revenue

*5 Income - Operational - \$1.8m favourable

Interest income \$0.3m favourable due to higher than budgeted interest earned on deposits; Lease income \$0.7m favourable due to higher than anticipated revenue sharing with Parks & Reserves turnover leases, plus due to timing of receipt of annual outdoor dining fee charges; \$0.4m favourable re transfer station revenue due to increased volume; favourable variance of \$0.2m re Community Services activities, mainly due to increase in volume of swimming lessons delivered.

*6 Expenditure - Salaries & Wages - \$0.2m underspent

Favourable variance represents vacancies across the organisation.

*7 Expenditure - Professional Services - \$1.4m underspent

\$0.9m favourable variance in Other Consultants which is expected to remain favourable at year end due to some expenditure being deferred to next financial year; \$0.4m favourable variance in Network Investigations, which is expected to remain underspent at year end.

*8 Expenditure - Legal Fees - \$0.4m overspent

Overspend relates to spend on settlement costs relating weather tightness cases. Legal fees are forecast to remain overspent by year end.

*9 Expenditure - Stationery \$0.1 overspent

The overspend relates to postage costs due to the LTP consultation documents being posted for all ratepayers.

*10 Power - \$0.5m overspent

Overspend is mainly due to new facilities this year not being budgeted such as new wastewater treatment plants. Some existing water plants are also seeing increased usage vs prior year. This will remain overspent at year end.

**11 Infrastructure Maintenance - \$2.5m overspent

Roading is overspent by \$0.9m of which \$0.7m relates to roading emergency work from heavy rainfall events; \$0.2m relates to streetlight power.

Three waters is overspent by \$0.4m, due to Frankton Road mains burst, September rain event and Shotover WWTP remedial work.

Waste management is \$0.5m overspent due to increases in contract management costs.

Landfill Costs are \$0.8m overspent due to dewatering processing equipment at Shotover WWTP, and increasing costs of sludge cartage along with additional volume.

Infrastructure Maintenance overspend is a permanent variance & will remain overspent at year end.

*12 Expenditure - Grants - \$0.2m underspent

Underspend across various grants, due to timing of spend.

*13 Expenditure - Other - \$0.2m underspent

Mainly driven by Commissioner cost underspend relating to District Plan, which is expected to remain underspent at year end; partially offset by overspend in Cleaning of \$0.1m.

*14 Interest - \$0.1m overspent

The December average interest rate is now within that budgeted in the Long Term Plan. Interest expense is expected to reduce throughout the remainder of the year and be back within budget by the end of the year.

*15 Development Contributions - \$10.3m overspent

Due to its nature, the timing of this income is difficult to estimate. Higher contribution rates commenced on 1 October 2024, but there is still a risk of an unfavourable variance at year end.

*16 Income - Grants & Subsidies Capex on budget

\$6.7m year to date funding received vs budget of \$6.7m. \$2.4m unfavourable for NZTA/Waka Kotahi Capex subsidy (late timing of approved NZTA/NLTP subsidised projects along with reduced funding and in some cases no funding approved for LTP projects anticipated) offset with \$1.7m favourable for Crown Infrastructure Programme projects due to timing of subsidised roading construction works and \$0.7m received for other capital grants.

Capital Expenditure and Revenue

Financial Management Report

DESCRIPTION	December Actual	December Adjusted Budget	Variance to Budget	Year to date Actual	Year to date Adjusted Budget	Year to date Variance	Full Year Adjusted Budget	YTD Actuals to Full Year Budget	*
Capital Revenue									
Income - Development Contributions	677,126	3,276,204	(2,599,078)	9,378,861	19,657,221	(10,278,360)	39,314,442	24%	*15
Income - Vested Assets	0	0	0	0	0	0	30,235,437	0%	
Income - Grants & Subsidies Capex	1,154,574	1,119,813	34,761	6,720,962	6,718,876	2,086	13,437,752	50%	*16
Income - Dividends received	0	0	0	10,682,174	10,737,000	(54,826)	10,737,000	99%	
Income - Gain/(loss) on disposal of PP&E	(192,838)	0	(192,838)	(121,948)	0	(121,948)	0	0%	*17
Expenditure - Other	0	0	0	(288,658)	0	288,658	0	0%	
Total Capital Revenue	1,638,861	4,396,016	(2,757,155)	26371390.43	37113097.08	-10164389.79	63,489,194	0	
Capital Expenditure									
Projects/Asset Purchases	9,600,780	12,844,434	3,243,653	60,666,969	69,994,394	9,327,425	152,509,508	31%	*18
Debt Repayment	0	0	0	0	0	0	16,890,000		
Total Capital Expenditure	9,600,780	12,844,434	3,243,653	60,666,969	69,994,394	9,327,425	169,399,508		
NET CAPITAL FUNDING REQUIRED	7,961,919	8,448,417	6,000,808	34,295,579	32,881,297	19,491,815	105,910,314		
External Borrowing									
Loans	0			690,131,000			661,380,000		
TOTAL BORROWING	0			690,131,000			661,380,000		

*17 Gain/Loss on Sale of Property, Plant & Equipment - \$0.2m overspent

\$0.8m favourable for NZTA contribution to land at SH6/GA Intersections offset with asset disposal costs of \$0.2m for street sweepers and \$0.6m for storm water assets; \$0.3m loss related to disposal of Elderly Housing (passed on to the Queenstown Lakes Community Housing Trust).

*18 Expenditure - Capital Projects \$9.3m underspent

\$60.7m spend vs YTD budget of \$70.0m (87%). Main project spend this month includes \$3.6m for Queenstown Town Centre Arterials - Stage 1, \$1.9m for Project Shotover Wastewater Treatment Plant Upgrade, \$0.8m for Kingston new Water Supply Scheme and \$0.4m for Sealed Road Resurfacing Wakatipu.

Consent Compliance Summary



Compliance with Consents

ITEM	CONSENT NUMBER	DESCRIPTION	STATUS
WATER SUPPLY (water take)			
Arrowtown Water Permit	RM19.410.01	The Arrowtown scheme is currently tracking to exceed the annual water take allowance in the consent in the 2024/25 period.	Strategies to reduce demand will be considered through the next Water Demand Management Plan, and supported in the short term through targeted water usage educational communications.
Lake Hayes Water Permit	2001.822	Instantaneous water take was exceeded on 27 December 2024 (55 litre/second against consented maximum of 40litre/second). This was for a short duration and could be an error in the data.	Low risk non-compliance, however, will be monitored for reoccurrence and action taken if necessary.
WASTEWATER (discharge to land/air)			
Shotover Waste Water Treatment Plant - Non Compliance with Discharge to Land Consent	RM13.215.03	The disposal field is not performing in accordance with design or consent. Ponding and surface discharge are occurring beyond the designated site. This matter is now the subject of an Enforcement Order.	Effluent is currently fully treated and meets the quality requirements of the consent. However, some parameters continue to exceed the 12 month rolling mean/95th Percentile limits due to issues earlier in the year.
Hāwea Wastewater treatment Plant – Discharge to Land Consent	RM22.178.02	Total Nitrogen in the treated water exceeds the 12 month rolling mean.	The operational team continue to work to optimise the plant and anticipate compliance can be achieved in the short term. In parallel, the project to facilitate the connection of the Hāwea township to the Project Pure (Wānaka) Wastewater Treatment Plant is progressing into the construction phase.
Project Pure/Wānaka Wastewater Treatment Plant - Non Compliance with Discharge to Land Consent	2005.484	The treatment plant struggled across the peak summer period as a result of high flows/loads and teething issues post completion of the Stage 2 upgrade. This resulted in the December compliance samples returning elevated results for Total Nitrogen and Total Suspended Solids.	The rolling 80th percentile remains compliant despite the elevated December results.
Lakeside Road Waste Water PS generator – Discharge to Air Consent	RM20.109.01	The first audit has been completed and raised some issues with the data supplied (note that data has been supplied in the current format for a number of years).	Low risk non-compliance that will be worked through with the ORC.
Glendhu Bay campground Wastewater Treatment Plant	210.239	The WWTP in this location is currently subject to an abatement notice in regard to the effluent quality.	The campground has taken action to address and the ORC appear broadly comfortable with these steps.

Compliance with Consents

ITEM		DESCRIPTION	STATUS
STORMWATER (discharge)			
Shotover Country Wetlands - Discharge to a regionally significant wetland	RM15.277.01	Historical issues associated with the construction of the stormwater management system deviating from consent (by developer).	A planting plan to describe how QLDC proposes to implement the required planting over the next three years is being drafted.
Rockabilly Gully Stormwater Discharge – Non-Compliance with Permitted Activity Rule	N/A	Abatement notice received associated with the erosion caused in the gully and discolouration of Clutha River.	Project underway to identify improvements to mitigate the downstream environmental effects.
Alpha Series Storm Water Discharge – Non-Compliance with Permitted Activity Rule	N/A	Abatement notice received associated with causing flooding on the downstream property (recreational area owned by Otago Fish & Game).	An interim solution was agreed with Fish & Game (landowner) and consents are now being sought for works.
WASTE (discharge to land)			
Tucker Beach closed landfill	2004.29	Some exposed waste has been identified on the northern slope of the site suggesting that the cover over the historic landfill is insufficient and requires remediation.	Project to cover waste and stabilise slope is in planning stage and currently seeking consent.
TRANSPORT			
Skippers - Gravel extraction	RM19.409.01	Extraction records not supplied to ORC by contractor.	Operations team working with Contractor to ensure Consent obligations are complied with.

Disclaimer: The non-compliances outlined may not be exhaustive and situations where compliance is restored in the short term may not be captured.