



# Queenstown Lakes District Council

## 2023 Quality of Life Survey Results

versus



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# Project Background

## Background

Queenstown Lakes District Council (QLDC) is the local area authority, who along with partner organisations, is responsible for the delivery of services to residents in the Queenstown Lakes district.

Since 2018, QLDC has conducted the Quality of Life Survey to gauge residents' overall quality of life. Specifically, this study has looked at the various facets which contribute to this, so that QLDC and its partners can help improve the quality of life of residents throughout the district. This is the sixth year that the Quality of Life Survey has been conducted. The information provided in this survey helps to build up a long-term picture of how the district is faring. It also helps QLDC and public service providers understand the big issues and challenges facing their community are so they can plan for a better tomorrow.

## Method

QLDC commissioned Versus Research to complete the Quality of Life Survey. Consistent with previous years, details of participants for this year's survey were obtained via the electoral roll, whereby a total of n=11,600 residents were invited to participate in the survey. Invitations were emailed to anyone whose contact details could be matched to the QLDC ratepayer database.

Overall, n=3,085 invitations were sent via email with the remaining n=8,515 invitations sent via post. QLDC also included a link to the survey on its social media channels and website.

A specific survey for non-resident ratepayers was designed and distributed alongside a survey for local residents. All non-resident ratepayers were sent a survey invitation via email. QLDC supplied the ratepayer database, with a total of n=5,322 invitations sent to non-resident ratepayers.

## Sample

A total of n=1,767 completed responses were collected from residents. A breakdown of the number of surveys collected from each invitation method is shown in the table below.

	Number collected	Proportion of total surveys collected	Response rate
Postal invitation	n=606	34%	7.1%
Email invitation	n=556	31%	18.0%
QLDC distributed link	n=605	34%	-

# Project Background

The resident sample was stratified after the fieldwork was closed to achieve the most representative sample of respondents (based on area, gender, and age). The final reported sample is comprised of n=1,000 responses.

A total of n=749 non-resident ratepayer surveys were collected, all of which have been included in the reporting for these results.

## Questionnaire

The content for the resident survey has remained largely consistent since the inception of the project in 2018. Each year some questions are altered to ensure the survey remains relevant and topical to the residents of the district. New questions included this year primarily pertain to the environment and changes in respondent's satisfaction with their quality of life. Copies of both the resident survey and the non-resident survey can be found in the appendix.

## Margin of error

Margin of Error (MoE) is a statistic used to show the amount of random sampling error present in a survey's results. The MoE is particularly relevant when analysing a subset of data as a smaller sample size incurs a greater MoE. The final sample size for this study was n=1,000, which yields a maximum MoE of +/- 3.1%. That is, if the observed result on the total sample of n=1,000 is 50% (point of maximum margin of error), then there is a 95% probability that the true answer falls between 46.9% and 53.1%.

## Significance testing

Where year on year results have been presented, significance testing has been applied to identify statistically significant differences between 2022 and 2023 findings. Significant differences are shown throughout the report with a square box on figures within the charts.

## Weights

Age weightings have been applied to the final resident data set. Weighting is a standard practice in research and is used to account for any skews in the data set, i.e., that each group is represented as it would be in the population.

The weighting proportions are based on the 2018 Census (Statistics New Zealand). These proportions are outlined in the table below:

Age	Weighting proportion (%)
18–24	10%
25–39	37%
40–54	23%
55–64	14%
65+	16%

# Project Background

## Notes on reporting

Findings for this study have been split and reported in 11 sections, with the results for non-resident ratepayers shown in the appendix.

The following details should be considered when reviewing this report:

- The question and base size for each chart is shown at the bottom of the page;
- On certain charts, labels 2% or less have not been shown due to the overlapping of results making it difficult to read;
- Due to rounding and multi-choice questions, not all percentages add up to 100%;
- Throughout this report, analysis has been conducted by demographic variables. This analysis has been completed for the demographic variables independently, and correlations that may exist between these demographics have not been accounted for, or reported on, in this analysis. Readers should bear this in mind when reviewing these findings.



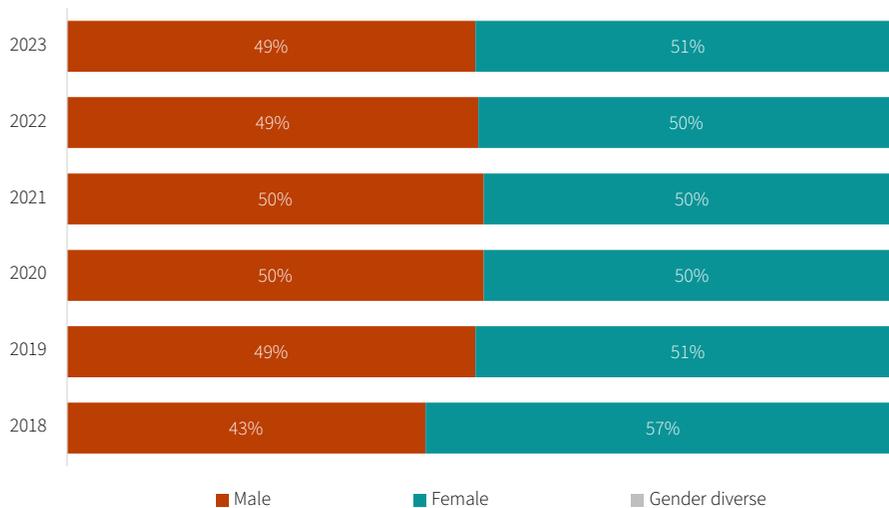
# Our District

*This section provides a demographic profile  
of the respondents included in the survey.*

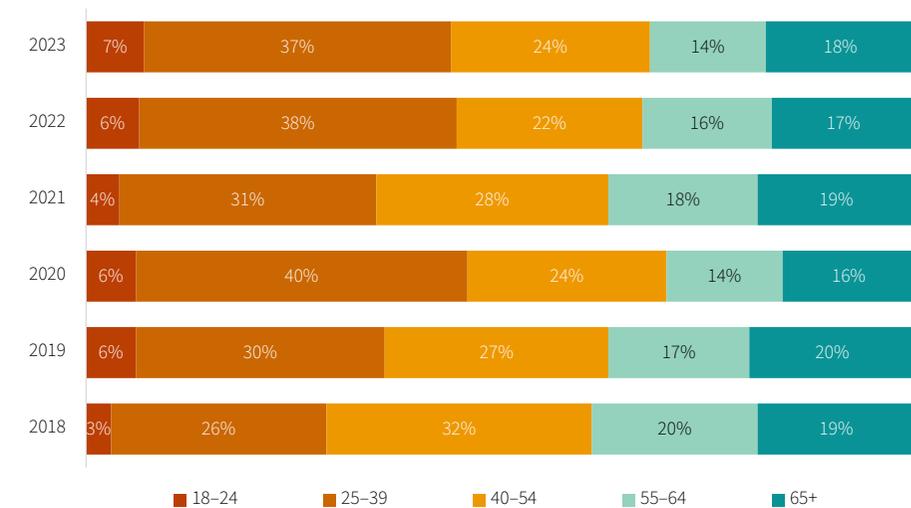
# Gender & Age

The charts below show the unweighted age and gender results for the survey respondents. The 2023 results have an even split between genders with 49% of respondents identifying as male and 51% identifying as female. Fewer than 1% of respondents identify as gender diverse. There is a spread of ages represented within the sample with 7% of respondents under the age of 24 years, 37% aged between 25 and 39 years, 24% aged between 40 and 54 years, 14% aged between 55 and 64 years, and 18% aged over 65 years.

## Gender



## Age

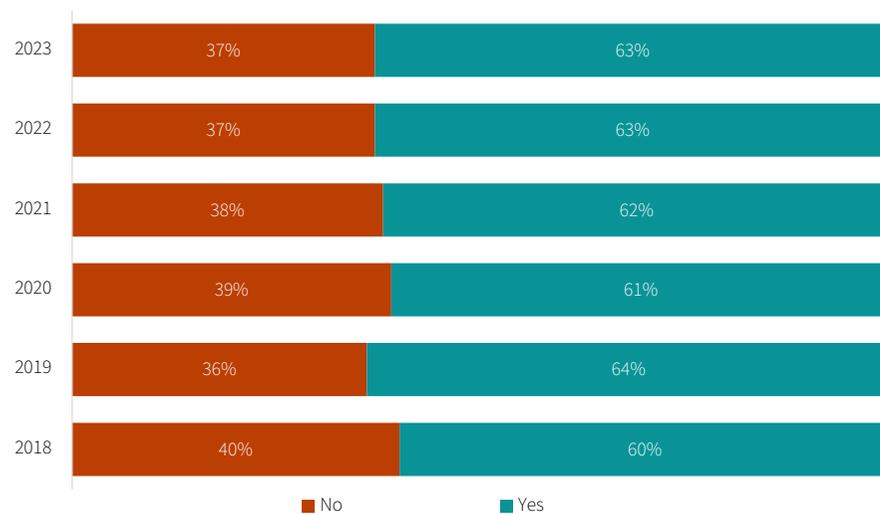


Q. Which of the following best describes you? Q. What is your current age? Base size n=1000  
 These results show the proportions of each demographic captured within the survey, the population statistics, based on the 2018 census, for gender are: male: 51% and female: 49%. Population statistics for age are: 18–24: 10%, 25–39: 37%, 40–54: 23%, 55–64: 14%, and 65+: 16%

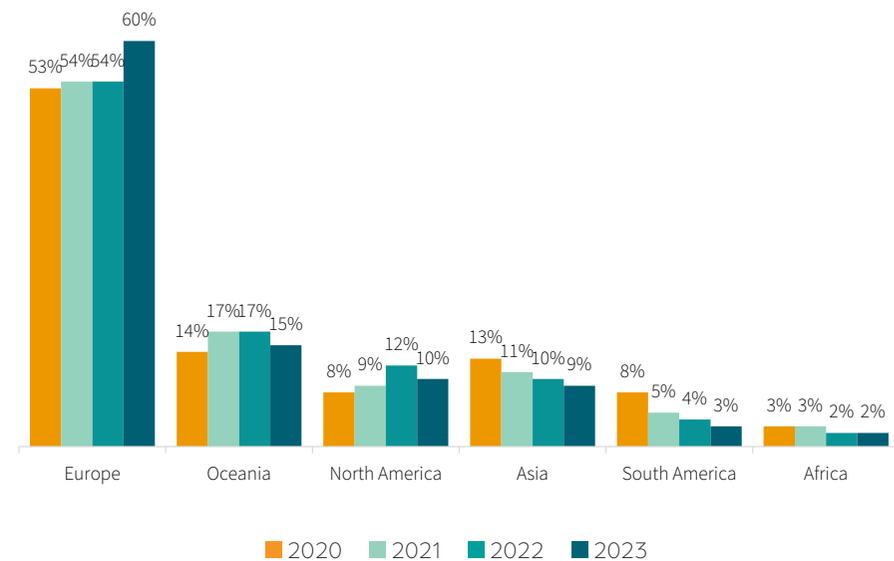
# Birth Country

The charts below show the unweighted results for 2023. Sixty three percent of respondents were born in Aotearoa, New Zealand, and 37% were born elsewhere. Of those who were born overseas, 60% were born in Europe, 15% were born in Oceania, 10% in North America, and 9% in Asia. These results are similar to those from previous years.

## Born in New Zealand



## Birth place



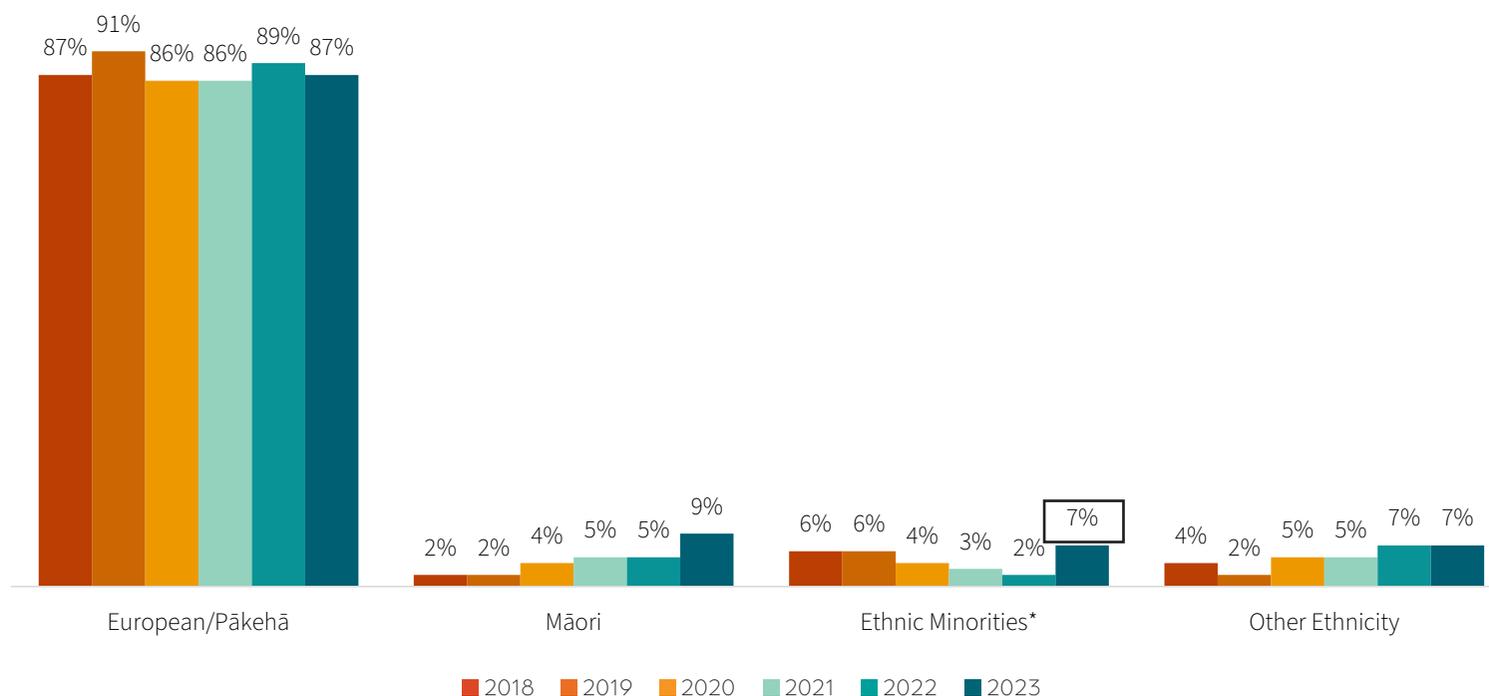
Q. Which country were you born in? Base size n=1000

These results show the proportions of each demographic captured within the survey. The population statistics, based on the 2018 census, for birthplace are: Born in NZ: 59% and born outside of NZ: 41%. Population statistics for those born outside of New Zealand are: born in Europe: 46%, Oceania: 12%, North America: 7%, Asia: 21%, South America: 11%, Africa: 3%

# Ethnicity

The chart below shows the ethnic distribution amongst respondents for 2023. This year 87% of respondents identify as European or Pākehā while 9% of respondents identify as Māori. The result for Ethnic Minorities or Other Ethnicities is 7% each. This year sees an increase in the proportion of respondents who identify as either Māori or an Ethnic Minority.

## Ethnicity



Q. Which of the following ethnic groups do you belong to? Base size n=1000

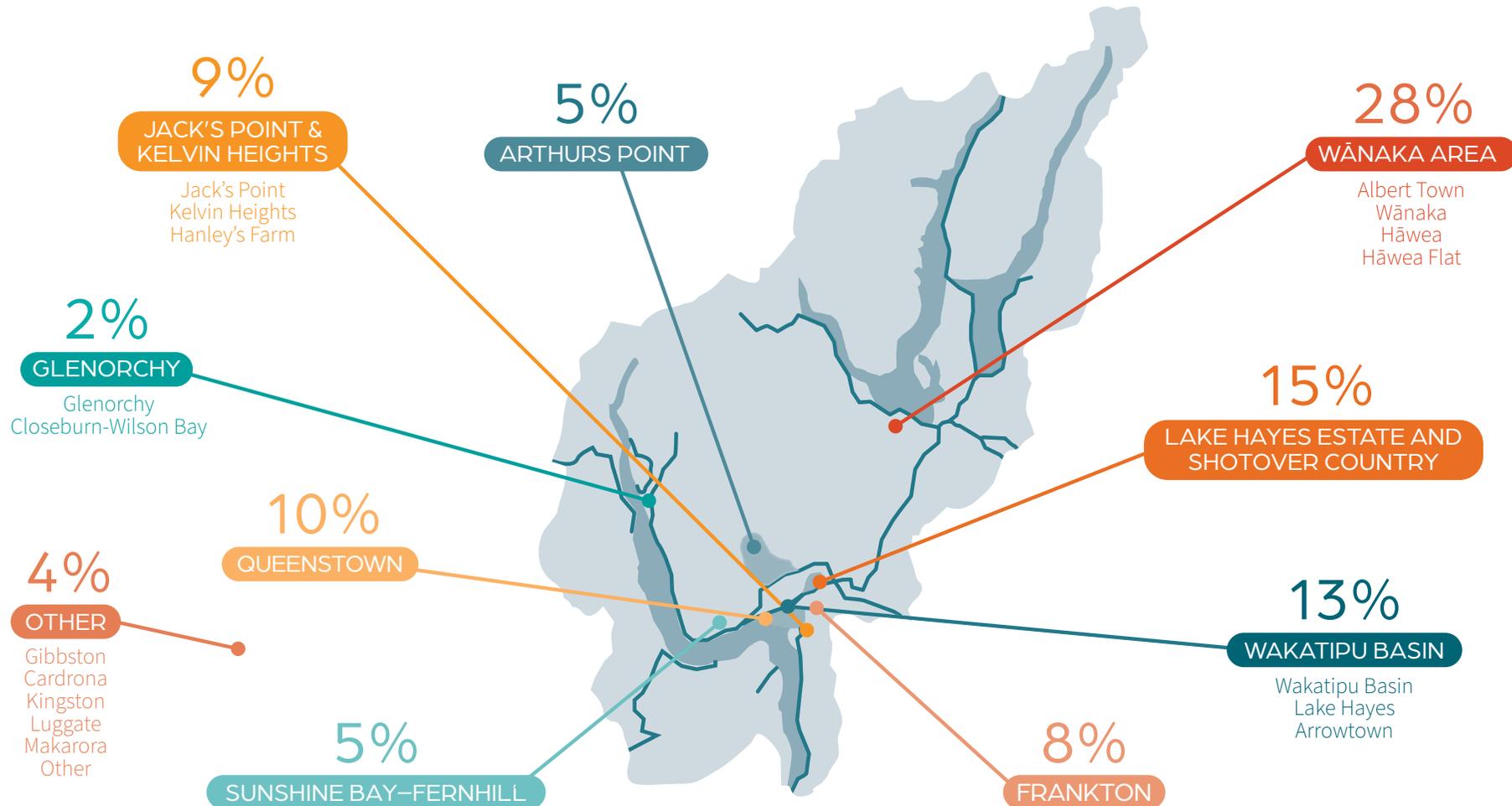
\*Ethnic minorities are grouped results from Samoan, Cook Island Māori, Tongan, Niuean, Chinese, and Indian. Other ethnicity groups all other results, primarily Australian, British, and New Zealander

These results show the proportions of each demographic captured within the survey. The population statistics, based on the 2018 census, for ethnic groups are: European: 84%, Māori: 5.3%, Ethnic Minorities: 16%, Other Ethnicity: 1%

The square box on the chart indicates this year's result is a statistically significant change from last year's result

# District Location

The map below shows the spread of responses across the district. These results are within 1% of the previous year's results.



Q. Where in the district do you currently live? Base size n=1000



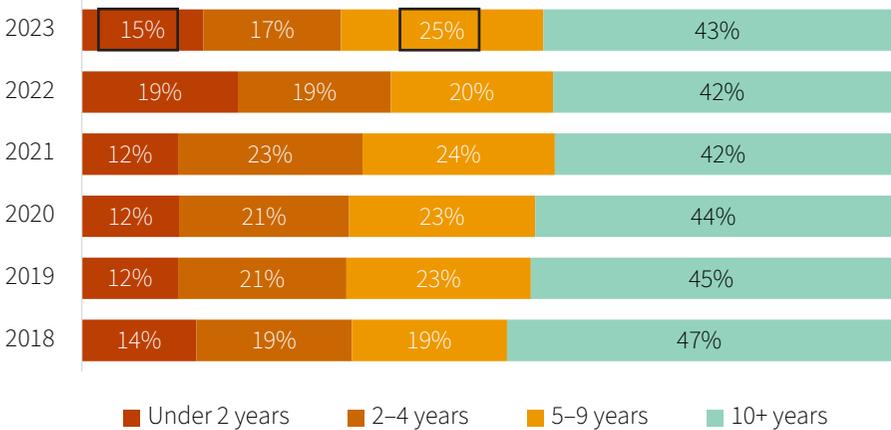
# Housing

*This section addresses respondents' perceptions about housing in the district and their ability to heat their homes.*

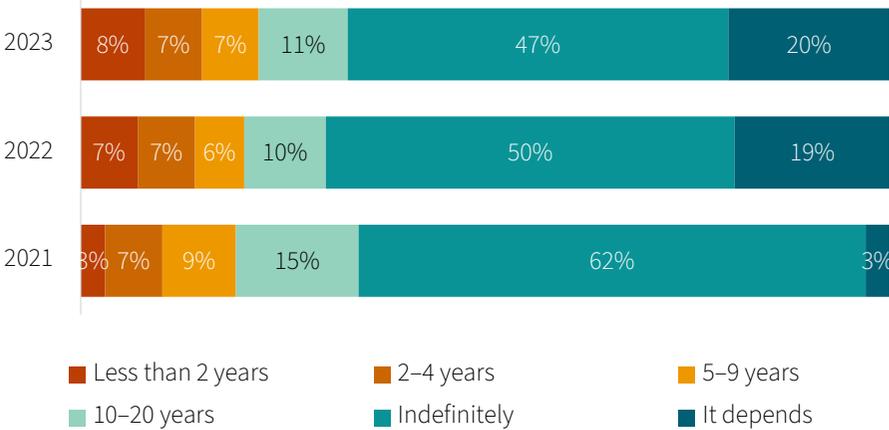
# Neighbourhood

Respondents were asked how long they have lived in the district and how long they intend to stay in the district for. Similar to previous years, just under one third of respondents have been in the district for fewer than five years, 25% of respondents have been in the district between five and nine years, and 43% have been in the district for a decade or longer. Respondents' intentions to stay in the district are similar to those of 2022, with 47% planning to stay indefinitely. Fifteen percent of respondents plan to leave the district within four years, and a further 7% intend to leave within five and nine years. Respondents under the age of 24 years are significantly more likely to leave the district within the next five years.

Duration in district



Intention to stay in the district

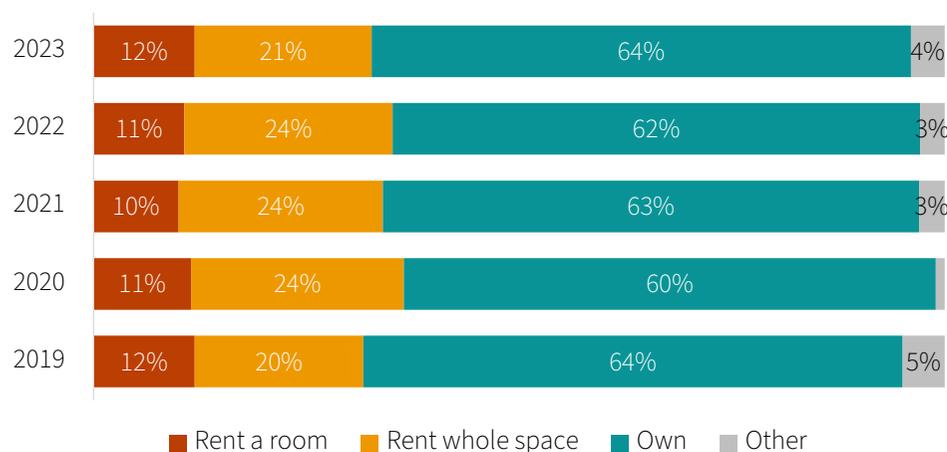


Q. How many years have you lived in the district? Q. How long do you intend to stay in the district for? Base size n=1000  
The square box on the chart indicates this year's result is a statistically significant change from last year's result

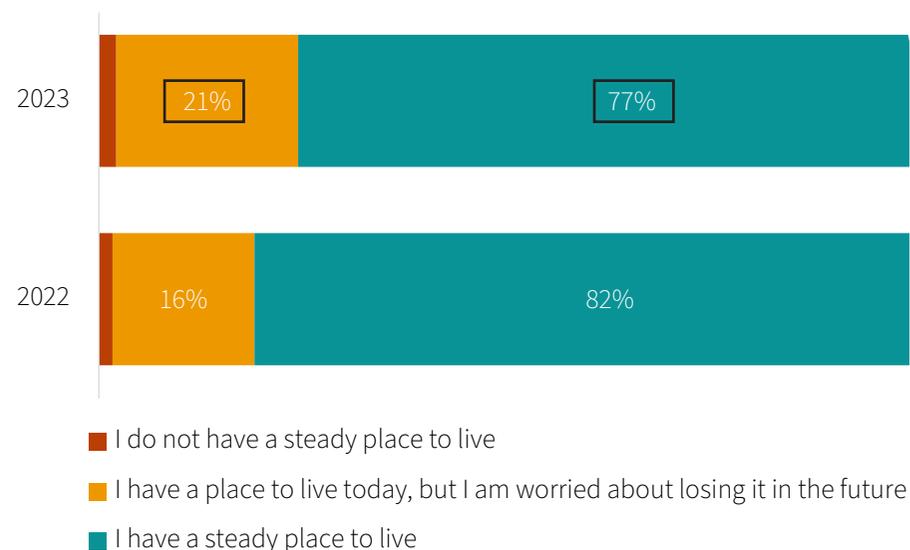
# Living Situation

Respondents were asked about their current living situation and home ownership. Just under two thirds of respondents own the home they currently live in, 21% rent the whole space, and 12% rent a room. Amongst respondents, 77% have a steady place to live while 21% note they have a steady place today but are worried about losing it in the future. Only 2% do not have a steady place to live. These results show an increase in the proportion of people concerned about their current accommodation; respondents who are female, under 39 years of age, who rent a room or a house, or who have a household income of under \$80,000 are more likely to be concerned about their future living situation.

## Home ownership



## Current living situation



Q. Do you own or rent the home you currently live in? Base size n=1000

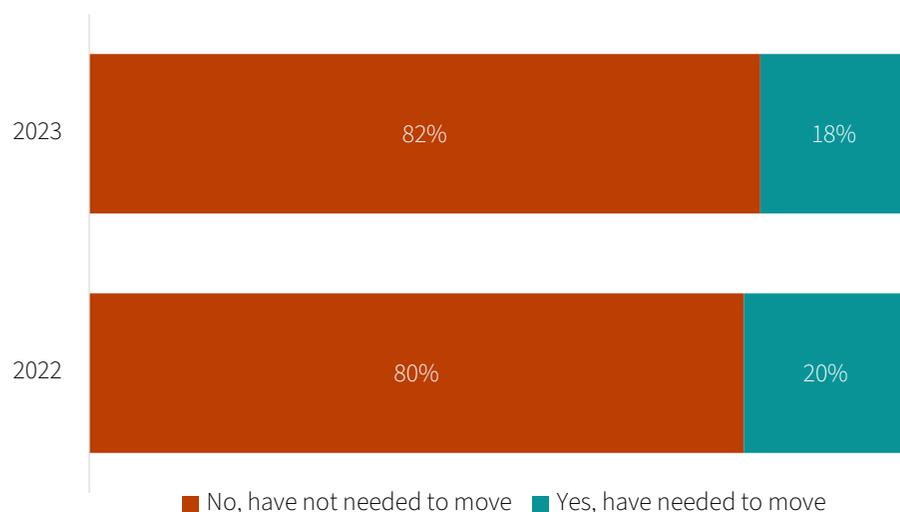
Q. How would you best describe your current living situation? Base size n=1000

The square box on the chart indicates this year's result is a statistically significant change from last year's result

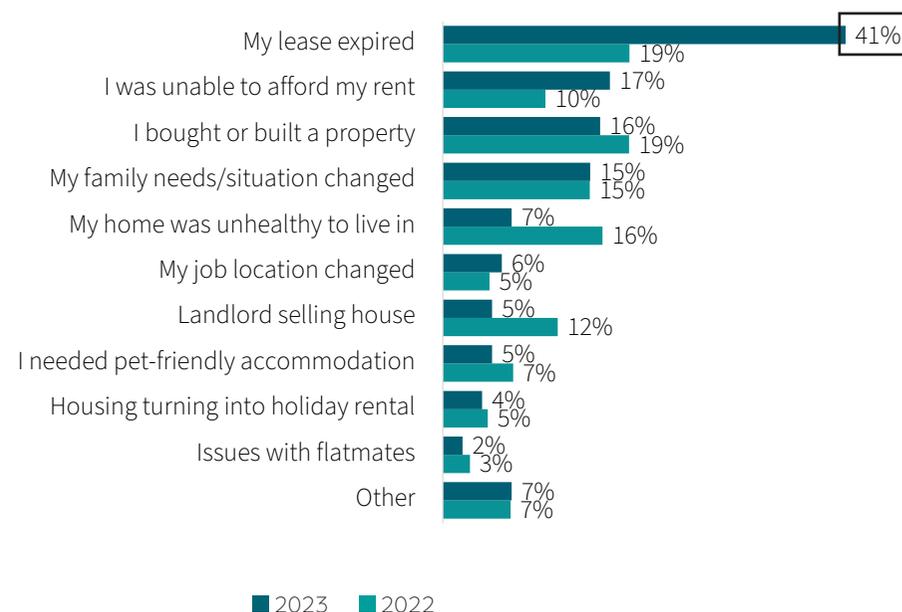
# Moving House

Respondents were asked if they had needed to move house in the past 12 months and the reasons they were required to move. This year 18% of respondents indicate they moved house in the past 12 months, similar to the result from 2022. The primary reason for moving was the expiration of a lease (41%), which is a significant increase from 2022. This is followed by unaffordable rent, moving to a new home, and a change in family needs.

Required to move in the past 12 months



Reason for moving



Q. Have you needed to move house within the district in the last 12 months?? Base size n=1000

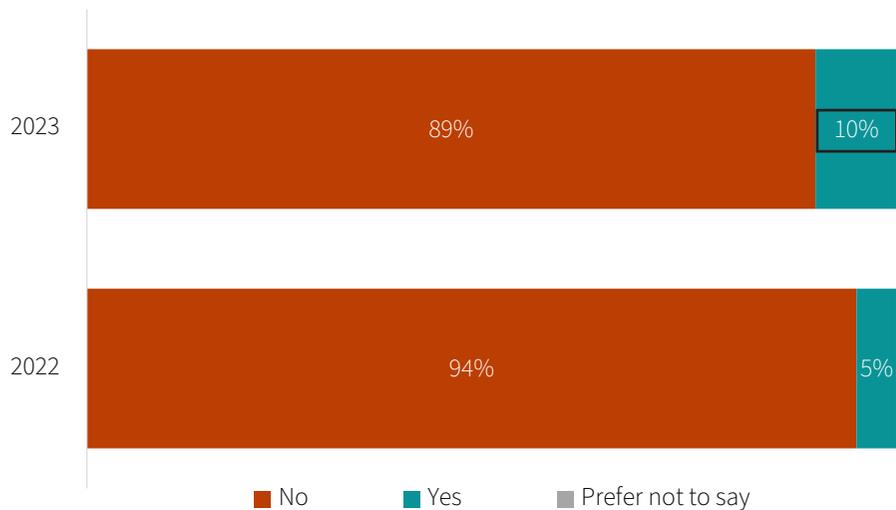
Q. Why did you need to move house? Base size n=170

The square box on the chart indicates this year's result is a statistically significant change from last year's result

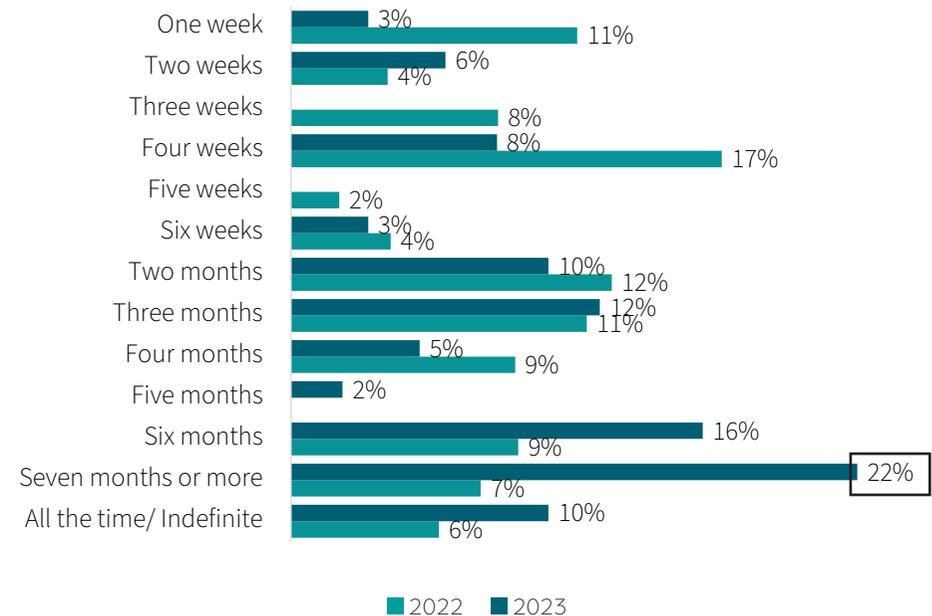
# Insecure Accommodation

Respondents were asked if they have experienced insecure accommodation or accessed emergency accommodation and the duration they stayed in such accommodation. This year, a greater number of respondents indicate they have accessed such accommodation (up 5% to 10% this year). Additionally, the duration that respondents have stayed in the accommodation has increased with 48% of these respondents staying in emergency accommodation for six months or more, compared to 22% in 2022.

Insecure accommodation



Duration in accommodation



Q. In the last 12 months have you experienced insecure accommodation or accessed emergency accommodation? Base size n=1000 (Please note the question phrasing in 2022 was: In the last 12 months have you accessed emergency accommodation or experienced insecure accommodation?)

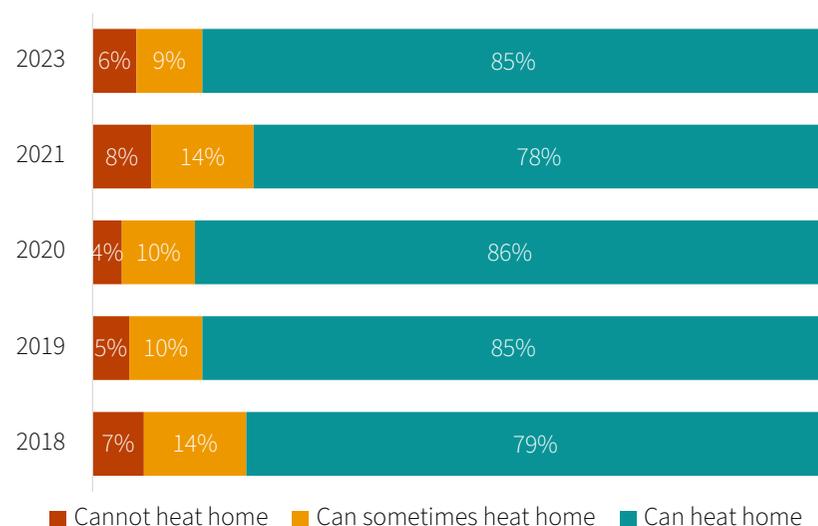
Q. How long were you in insecure or emergency accommodation? Base size n=98

The square box on the chart indicates this year's result is a statistically significant change from last year's result

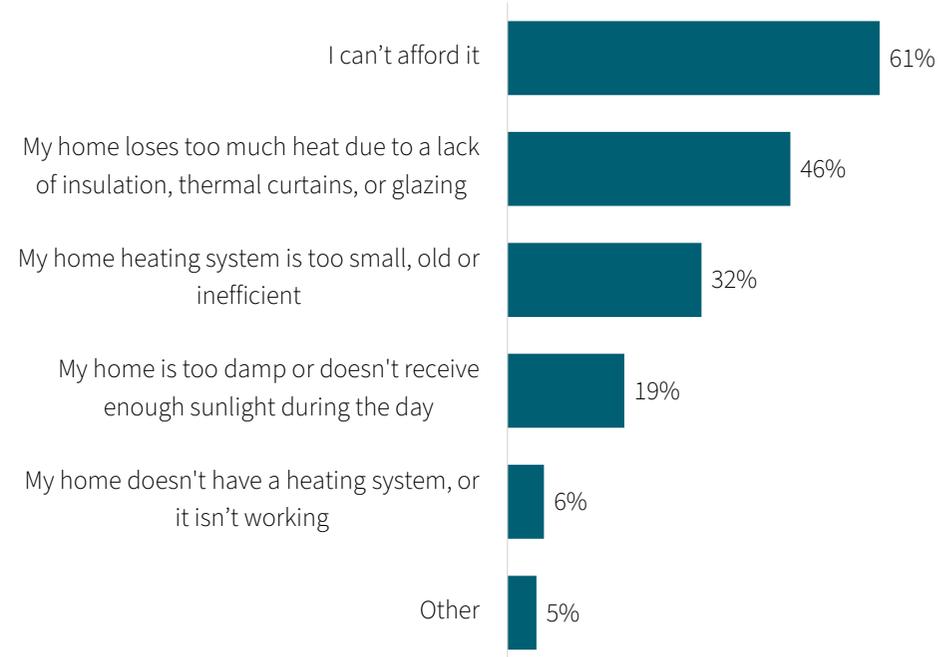
# Home Heating

Respondents were asked about their ability to heat their home adequately. As with previous results the majority of respondents are able to heat their home adequately. This year there is an increase in the proportion of respondents who can heat their home, and a corresponding decrease in the proportion who can only heat their home sometimes (now 9%, down from 14% in 2021). The main reasons for not being able to heat a home relate to cost, poor insulation, poor heating, or the home being too damp.

## Ability to heat home



## Reason for not being able to heat home



Q. Are you able to heat your home adequately? Base size n=1000 (The phrasing of this question was different in 2022 and is excluded from the annual comparison).

Q: What are the primary reason(s) you are unable to adequately heat your home? Base size n=151

# Area Differences

The data below shows housing measures for different areas in the district. Respondents who live in Frankton are more likely to have concerns about the stability of their accommodation in the future, and are also more likely to be renting a house and struggling to heat their home. In comparison, respondents from Wānaka have greater housing stability and are more likely to own their own home. Respondents who live in Queenstown are more likely to have concerns about the stability of their accommodation in the future, and are also more likely to be renting a house or a room; this part of the district also has the highest proportion of respondents who are in temporary accommodation and struggling to heat their home.

## Housing measures: by area

	Arthurs Point	Glenorchy	Frankton	Jack's Point & Kelvin Heights	Wakatipu Basin	Lake Hayes Estate & Shotover Country	Queenstown	Sunshine Bay-Fernhill	Wānaka Area	Other
Base size	54	23	81	90	133	151	100	50	280	39
Insecure accom.	5%	13%	16%	11%	7%	14%	14%	11%	7%	5%
Steady place to live	82%	82%	<b>61%</b>	81%	<b>87%</b>	76%	<b>48%</b>	70%	<b>85%</b>	90%
Worried about the future	15%	18%	<b>34%</b>	18%	<b>11%</b>	22%	<b>46%</b>	28%	<b>13%</b>	10%
No steady place	3%	0%	5%	1%	1%	1%	6%	2%	2%	0%
Own home	75%	74%	<b>44%</b>	59%	<b>80%</b>	62%	<b>34%</b>	51%	<b>74%</b>	72%
Rent house	6%	17%	<b>36%</b>	26%	12%	21%	<b>34%</b>	22%	17%	10%
Rent room	16%	4%	16%	14%	5%	15%	<b>25%</b>	27%	5%	3%
Temp accom.	3%	3%	1%	0%	0%	0%	<b>5%</b>	0%	1%	0%
Needed to move house	18%	18%	22%	<b>34%</b>	13%	16%	24%	17%	14%	15%
Can heat home	<b>97%</b>	82%	<b>71%</b>	<b>98%</b>	87%	86%	<b>71%</b>	76%	88%	87%

Bold text indicates a result is statistically significantly lower or higher in that area compared to all other areas

# Housing

A total of n=458 respondents commented about housing in the district. These comments highlight the complex and multifaceted housing issues in the district, encompassing economic, social, and environmental dimensions. The comments reflect the need to balance growth, sustainability, and affordability. The main themes from these comments are shown below.

## Affordability and related economic challenges

The district faces significant affordability challenges, primarily marked by the high cost of housing. Many respondents note that purchasing homes in the district remains a distant dream for some due to steep property prices. At the same time, rental costs continue to escalate, further exacerbating the affordability challenges. This situation places considerable financial strain on various community members, particularly those on fixed incomes, families, and individuals reliant on single or modest incomes. Additionally, the costs associated with land and construction discourage residents from considering building their own homes, leaving them with limited options in the face of the district's escalating housing costs.

*"Unsure if will be able to continue to live in region as it's too expensive to have a life and bring up a family without working every hour of the day. Rates are a rip off, stormwater in new subdivisions is terrible and flooding all the time."*

## Housing availability and quality

Availability and quality of housing are significant concerns among respondents. The rise of short term rental platforms like Airbnb has significantly reduced long-term rental housing, creating distribution

issues for the housing market. Compounding this issue is the quality of the available housing stock. Respondents comment that many rental properties need better insulation or heating, or have mould issues, and these were particularly problematic in the district's colder climate. Despite these comments, it should be noted that fewer respondents needed to move this year due to their home being unhealthy.

*"The lack of available and affordable housing is a problem. There is a lot of people desperate to find housing and are getting taken advantage of because there is nothing else available."*

## Environmental issues

Respondents note that environmental sustainability and energy efficiency in housing are emerging as essential considerations. There is a call among respondents for housing better suited to the local climate, particularly in terms of insulation and heating solutions.

*"Heating houses in Arrowtown is more problematical than some other areas in the district, especially when the house is in the shadow of Tobin's Track Ridge. Wood stove heating is the only viable method without colossal energy bills."*

Concerns are also raised about the impact of urban sprawl on the natural environment, with a desire for more responsible and sustainable urban development practices that balance growth with preserving the area's natural beauty and community character.

# Housing

*“The urban sprawl has damaged our quality of life by changing the character of our town and pushing nature further away from people; it is also bad for biodiversity. Further growth is therefore not the solution to the housing crisis.”*

## Social effects on the community

Respondents note that the district’s housing challenges affect the community’s social fabric. Increasing numbers of local families and workers find themselves displaced, with some forced to live in substandard conditions or even relocate away from the area. This instability in housing is also affecting family life, as some individuals and couples delay significant life decisions like starting a family due to the lack of secure housing. Moreover, community cohesion is eroding, particularly in areas dominated by short-term rentals, reducing the sense of belonging and continuity among long-term residents.

*“There is not enough housing for young families. Our daughter (6th generation) her husband and two children (20 months and 2 months) are currently living in our garage as they cannot find affordable accommodation. They have tried to buy here but to no avail, so they are having to leave the district to get a home. That is two more workers out of the area which adds to the worker shortage which is only going to get worse!”*

At an individual level, respondents note that the housing situation has taken a toll on some residents’ emotional and mental wellbeing. The instability and uncertainty brought about by the housing market can cause considerable stress and anxiety. Some respondents

who have lived in the district for a long time are anxious about the future and worry about having to leave their homes due to the rapid changes in the housing landscape, adding to the sense of insecurity within the community.

*“Renting and the lack of stability for renters is awful, particularly being at whim of landlord to change. This is severely damaging the social fabric and livability of district. So many people are desperate for rental homes. Empty houses and Airbnb must be stopped/made less enticing so empty houses can be made available for local people.”*

## QLDC planning

The role of local government policies and urban planning in the housing crisis is noted by several respondents. Some respondents express frustration with the perceived inadequacies of QLDC in addressing the housing challenges, with a particular focus on the need for stricter regulation of short-term rentals and more thoughtful urban planning. Additionally, concerns about over-development, insufficient infrastructure to support new housing, and the need for meaningful community consultation in planning decisions contribute to the growing discontent among residents.

*“It’s a sad state of affairs in Queenstown area for those who are renting and unable to find a place to live. There should be more that the council can do about the housing situation.”*



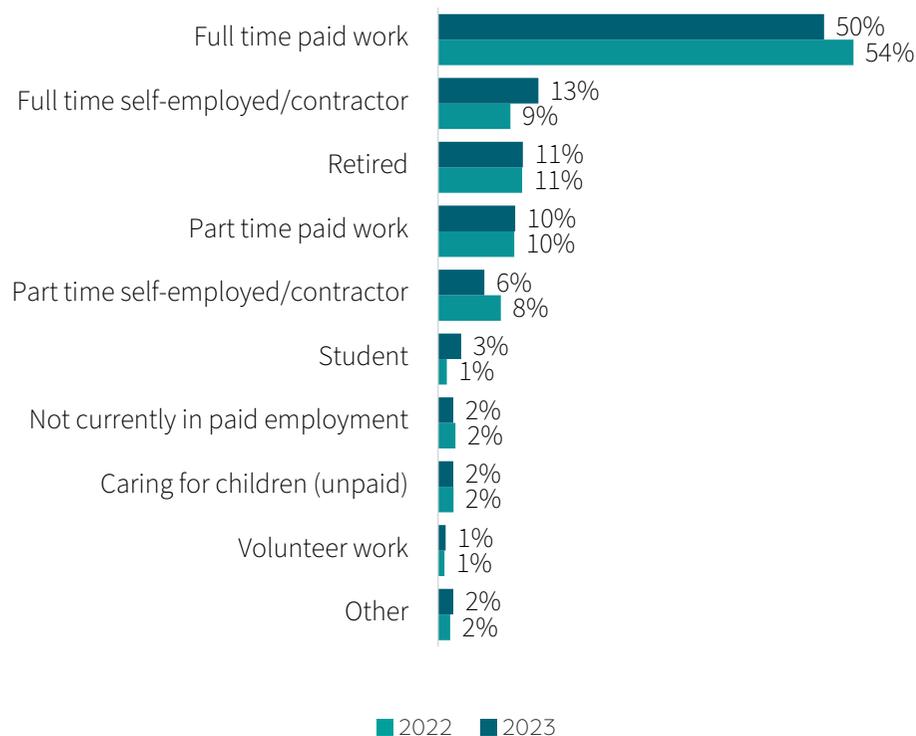
# Jobs & Income

*This section addresses respondents' income, employment, skills acquired, and perceptions of their current role.*

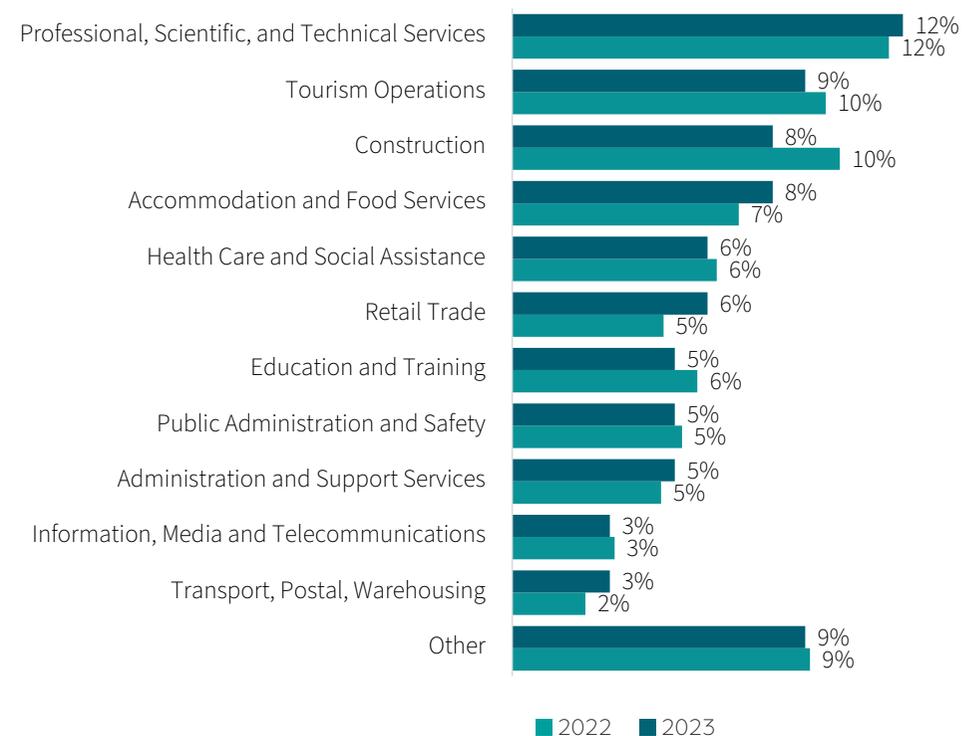
# Employment

Respondents were asked about their employment status and the sector they worked in. This year half of respondents are in full time paid employment while 13% are in full time self-employment or working as a contractor. These results show a slight decrease in the proportion of respondents who work for wages or salary and a shift to self-employment. Similar proportions of respondents are retired, working part time on wages or salary, or working part time in self employment. Similar to 2022, the largest employment sectors are Professional, Scientific, and Technical Services, Tourism, Construction, and Accommodation and Food Services.

## Primary employment



## Most recent occupation



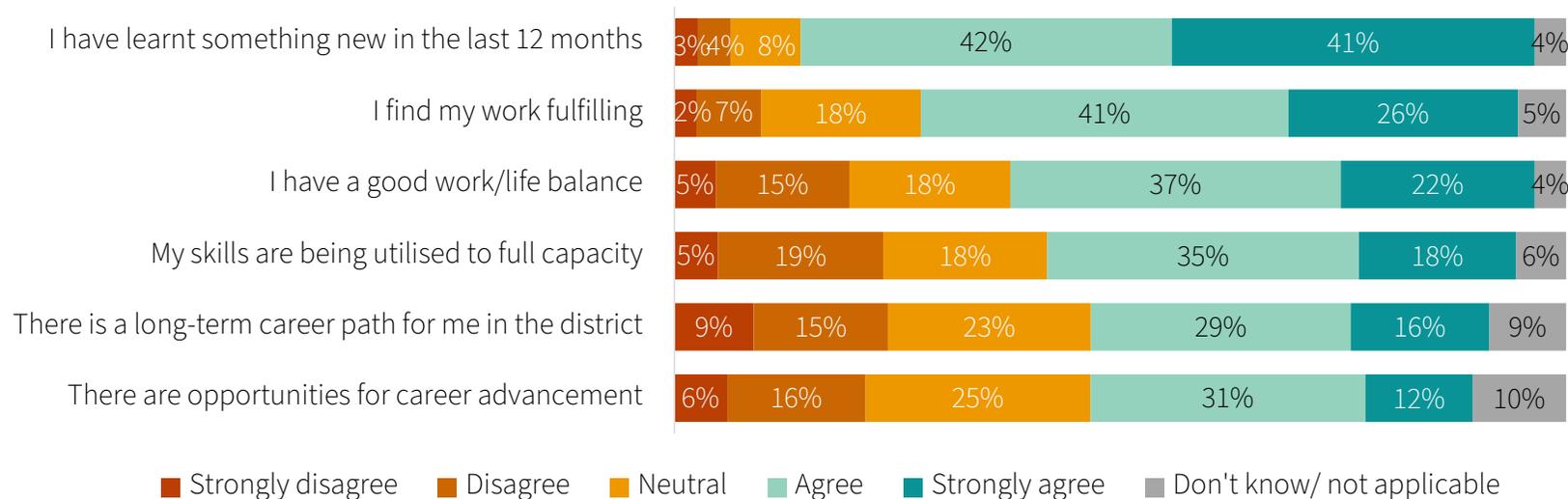
Q. Which BEST describes the kind of work you primarily do? Base size n=1000

Q. Which of the following categories does your current or most recent occupation fall into? Base size n=1000

# Employment Perceptions

Respondents were asked their views on their current employment situation. The majority of respondents agree that they have learnt something new in the past 12 months (83%), that they find their work fulfilling (67%), and that they have a good work/life balance (59%). Respondents show the highest disagreement with statements about their skills being utilised to full capacity (24% disagreement), that there are long-term career paths in the district (24% disagreement), and that there are opportunities for career advancement (22% disagreement). Respondents who work in the Information, Media, and Telecommunications sector are more likely to strongly disagree that there is long-term career path for them in the district, while those in the Construction sector are more likely to agree with this statement. While not significant, younger respondents (under 24 years) are more likely to agree they have learnt something new in the past 12 months and female respondents are more likely to agree that their work is fulfilling.

## Employment perceptions

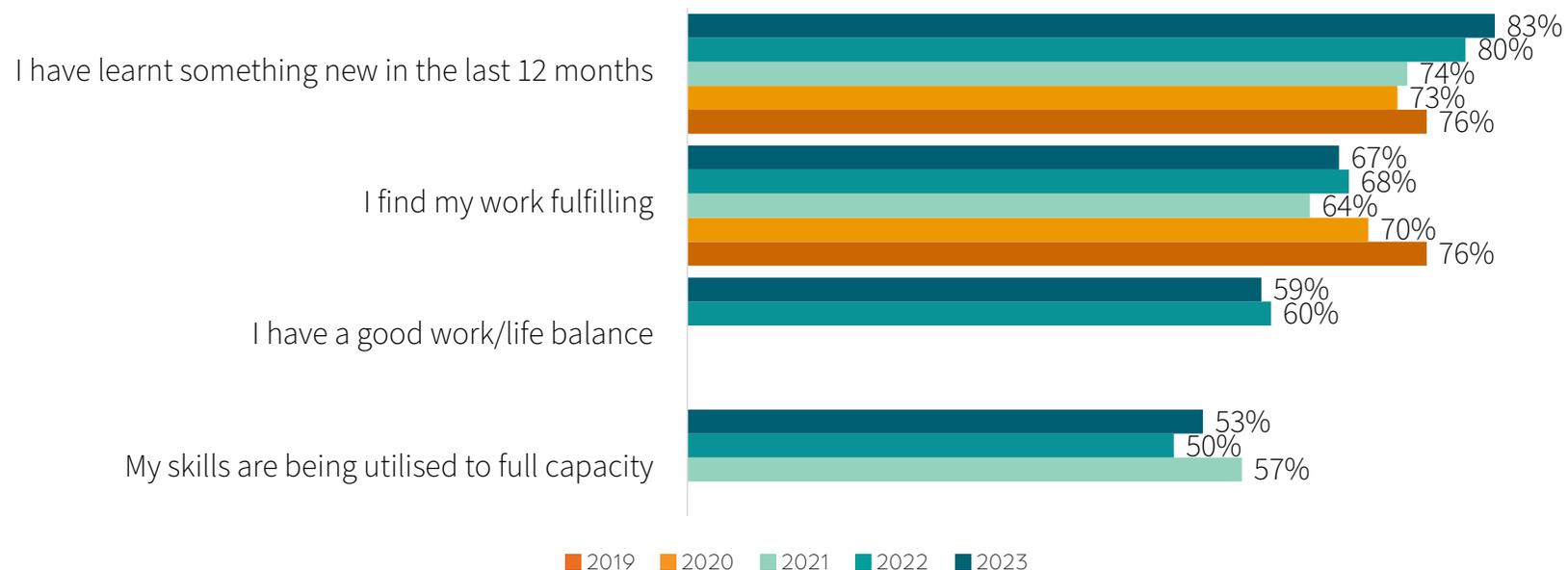


Q. Below are some statements relating to your employment/business in the last 12 months. Please indicate how much you agree with each of the following statements. Base size n=904

# Employment Perceptions

The chart below shows respondents' agreement with different employment statements over time. Since 2019 there has been a slow increase in the proportion of respondents who agree that they have learnt something new in the past 12 months (up to 83% from 76% in 2019). However, there has been a decrease in the proportion of respondents who find their work fulfilling (down to 67% from 76% in 2019) and a slight decline in the proportion who agree their skills are being utilised to full capacity (currently 53% down from 57% in 2021). The proportion of respondents who agree they have a good work/life balance remains the same as 2022.

## Year on year trend (agree and strongly agree)

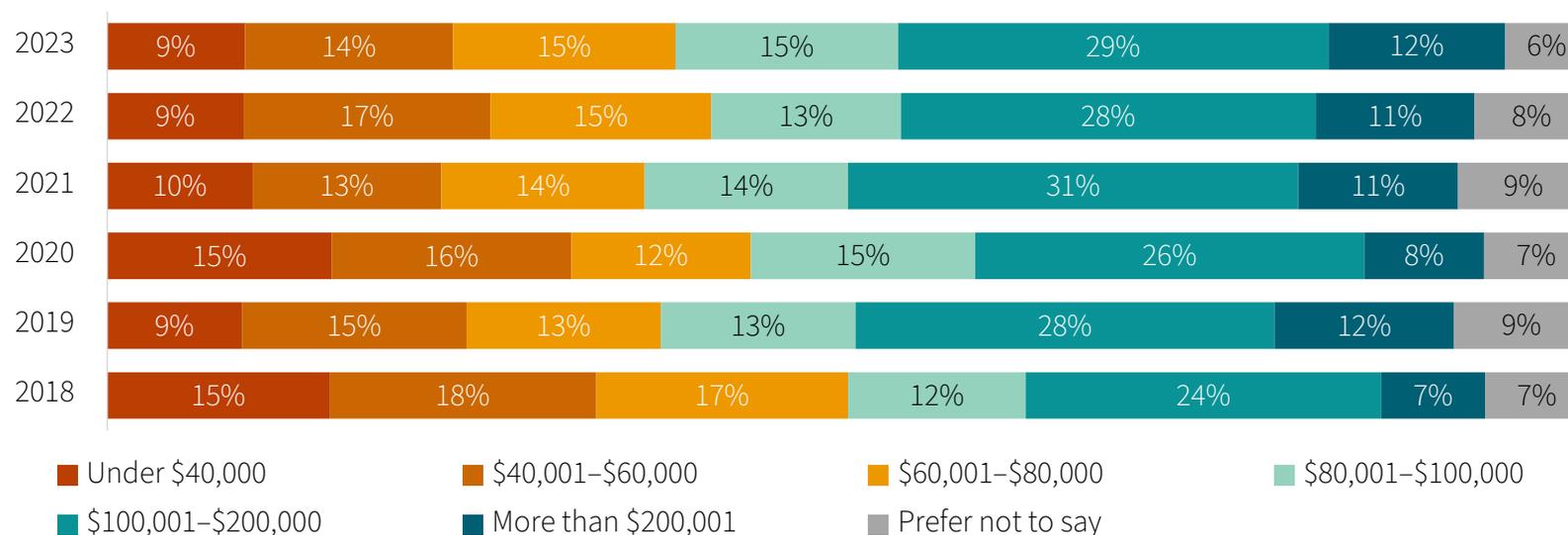


Q. Below are some statements relating to your employment in the last 12 months. Please indicate how much you agree with each of the following statements. Base size n=904

# Income

Household income levels before tax are similar to those of the past two years with 41% of respondents having a household income of more than \$100,000 per annum. To a point, household income is directly correlated with age, with younger residents (under 24 years) more likely to have lower household incomes and older respondents (aged between 55 and 64 years) more likely to have higher household incomes. However, respondents aged 65 years or older are more likely to have a household income of under \$40,000 suggesting a decline in income when retirement commences. Respondents who work in the Professional, Scientific, and Technical sector or the Financial and Insurance sector are more likely to have a household income of over \$200,000. Comparatively, those who work in the Tourism Operations sector or Accommodation or Food Services sector are more likely to have a household income of under \$40,000.

## Household income before tax

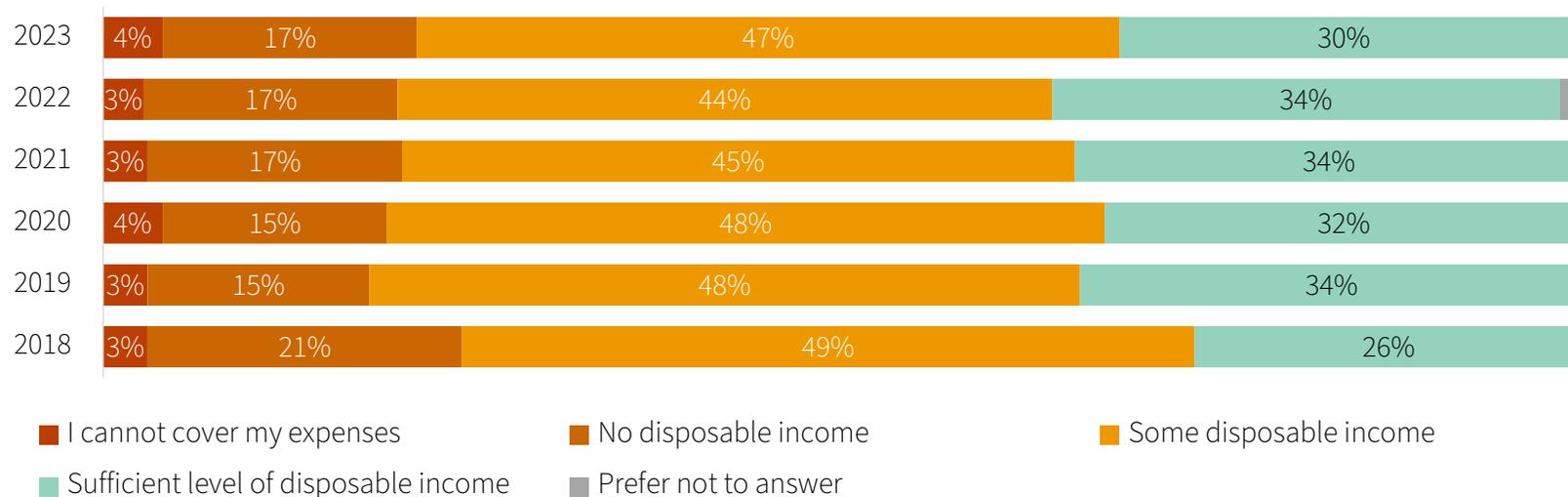


Q. Which of the following best describes your full household income, before tax, annually? Base size n=1000

# Income

Respondents were asked about how well they can cover their expenses with their income. This year, 77% of respondents can cover their expenses and have disposable income, while 17% have no disposable income, and 4% cannot cover their expenses. These proportions have been relatively consistent over time, however, this year there is a decrease in the proportion of respondents who state they have sufficient disposable income and an increase in the proportion who say they have some disposable income.

## Disposable income



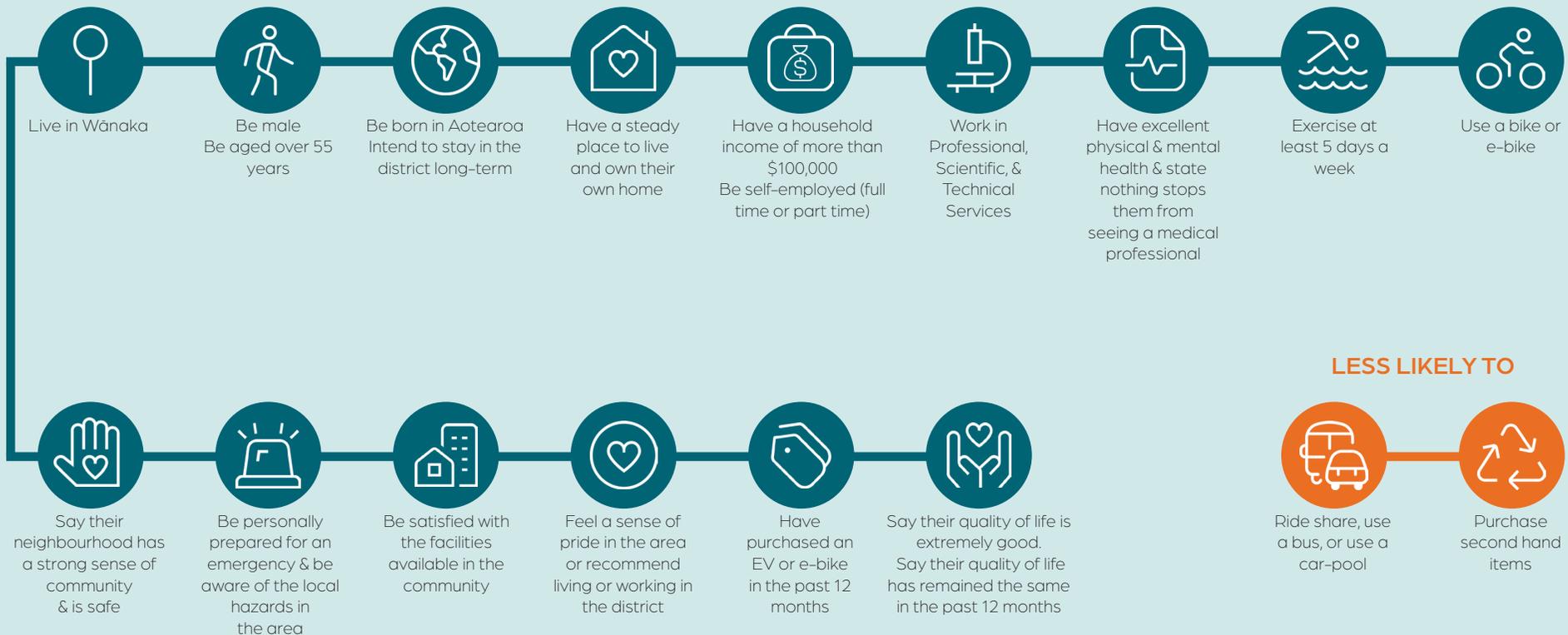
Q. We'd like to know how well your income meets your basic needs for accommodation, food, clothing, heating, bills, and transport. Which one of the following statements best describes your household? Base size n=1000

# Income Profiles

The profiles below detail the significant differences between respondents who have sufficient disposable income and those who have no disposable income or who are unable to cover their expenses.

## Sufficient disposable income

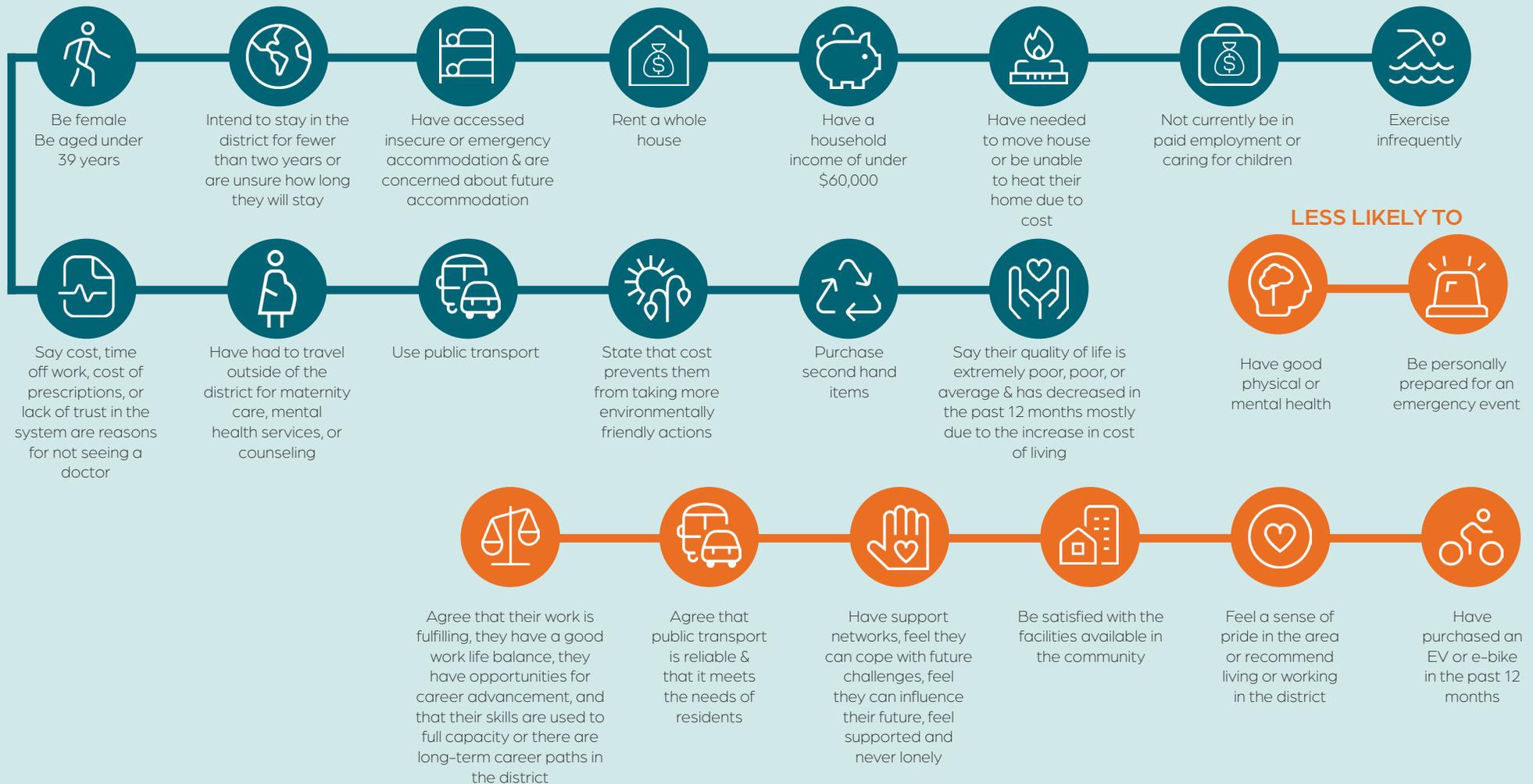
### MORE LIKELY TO



# Income Profiles

## No disposable income

### MORE LIKELY TO



# Jobs & Income

A total of n=272 respondents commented about jobs and incomes in the district. The comments reflect the tension between the area's attractiveness as a place to live and the economic realities that make it challenging to get ahead. Respondents comment on the need for better pay, a more diverse job market, and actions to address affordable housing. There is also a mention of concerns for the mental health of residents who face economic pressure.

## Wages not keeping pace with the cost of living

Respondents note the stark contrast between the escalating costs of necessities and stagnant wages. The price of living in the district, especially for housing, is perceived to be increasing due to market pressures and possibly market speculation, while wages need to catch up. This imbalance has resulted in a growing perception that a portion of the community is struggling to afford rent, utilities, and other living expenses. This point is particularly noted for families within the region.

*"I think collective bargaining would be a great thing for the area to have overall, as it would mean that people's incomes would rise each year regardless of performance. Income does not match the cost of living in New Zealand for the majority of people, and it's even harder in Queenstown. Half my pay each fortnight goes against the room I am renting and food."*

## Shortages in the housing market

Many respondents comment on the importance of affordable housing as a significant portion of people's incomes are spent on housing in this area. Some residents feel there needs to be more

affordable housing within the district, with demand for suitable affordable housing vastly outstripping supply. This shortage is especially burdensome for lower-income residents, who find themselves priced out of both the rental and buyer's markets, leading to longer commutes, overcrowding or room-sharing at properties, and, in severe cases, homelessness.

*"Employers from international brands (e.g. large hotel chains) do not understand how complex the housing situation is in Queenstown, and have not got enough space on property for staff accommodation. This severely hinders recruitment and job security for people being evicted from their homes."*

## Limited job market

The local job market is perceived to have a narrow focus, with only a few industries set up for job growth, specifically tourism. This narrowness has created an economic mono-culture where job security heavily depends on the success of only a few sectors. This limitation constrains economic diversification and leaves people vulnerable to industry downturns. Additionally, a lack of variety in job opportunities can discourage the retention and attraction of a skilled workforce, limit innovation, and reduce economic resilience.

*"There is a lack of tech industry jobs here, but plenty of talent wanting to move here. There is definitely potential to diversify the local economy from tourism."*

# Jobs & Income

## Negative effects on work–life balance and general wellbeing

The perceived gap between income and cost of living has meant that a portion of the community works multiple jobs or extensive hours to make ends meet. With this, the balance between work and life is severely disrupted, often leading to stress and burnout. Some respondents note strains in their family relationships and the reduced time individuals have to invest in personal activities or community involvement. There are also growing concerns about the mental health and overall wellbeing of the community due to factors caused by economic stress or social isolation resulting from work schedules. Some note there is a lack of support services for this impending stress, and this can compound people's mental health challenges.

*“Pressure to meet the cost of living in the region and difficulty in getting staff make it hard to have good work life balance.”*



# Health & Access to Key Services

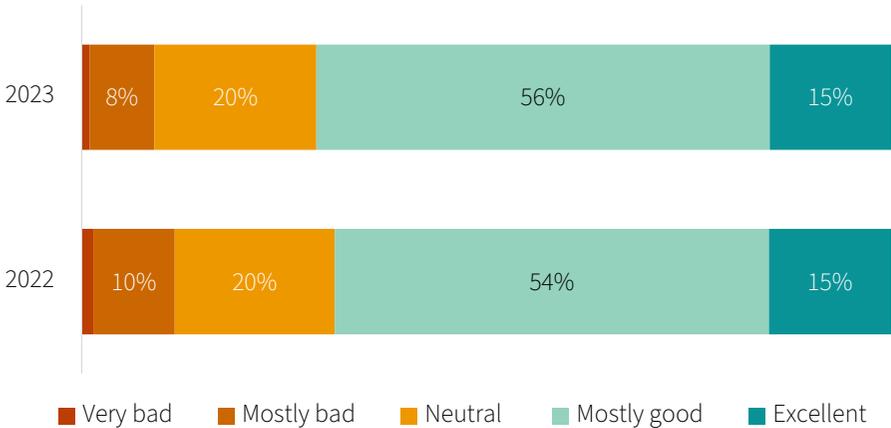
*This section covers respondents' views of the health services within the district and the actions they personally take to support their own health.*

# Wellbeing

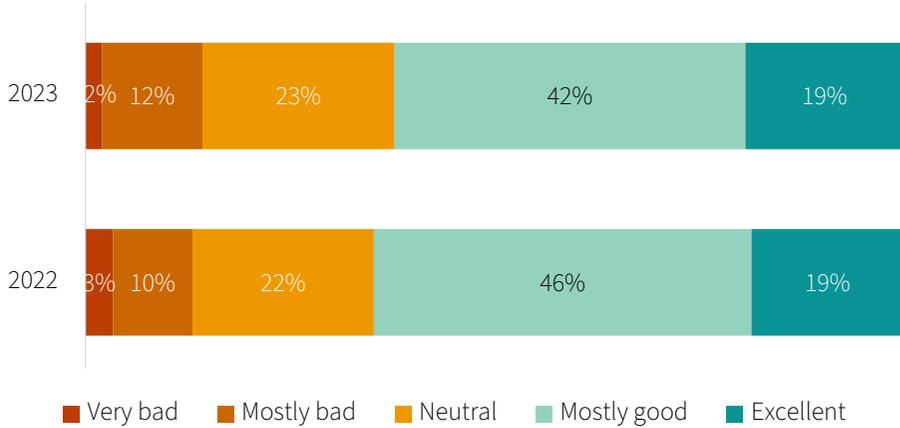
Respondents were asked about their mental and physical wellbeing. Results this year were similar to those from 2022, with 71% of respondents stating they have good or excellent physical health and 61% stating they have good or excellent mental health. Overall, positive ratings for mental health have declined 4% since 2022, while positive ratings for physical health have increased 2%.

Respondents aged between 18 and 24 years are more likely to state they have poor mental health, while those over the age of 65 years are more likely to state they have good mental health. Respondents who identify as Māori are more likely to say they have poor physical health.

## Physical wellbeing



## Mental wellbeing

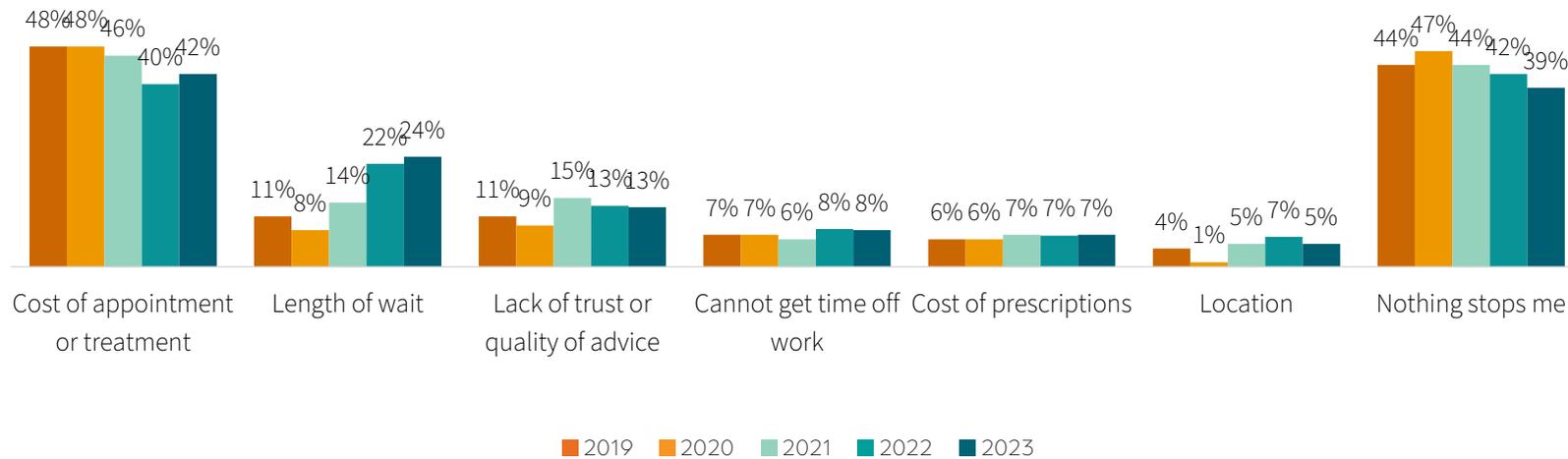


Q. How would you describe your physical and mental health over the last 12 months? Base size n=1000

# Barriers

Respondents were asked about reasons they may not be able to see a medical professional. As with previous years, the primary reasons for not seeing a medical professional relate to cost (42%), wait times (24%), and a lack of trust in the quality of advice (13%). Thirty nine percent of respondents note that nothing stops them from seeing a medical professional. Over time, the proportion of people who state there are no barriers to seeing a medical professional has declined (44% in 2019, now 39% in 2023), while the proportion of respondents who state wait times are a barrier has increased (11% in 2019, now 24% in 2023).

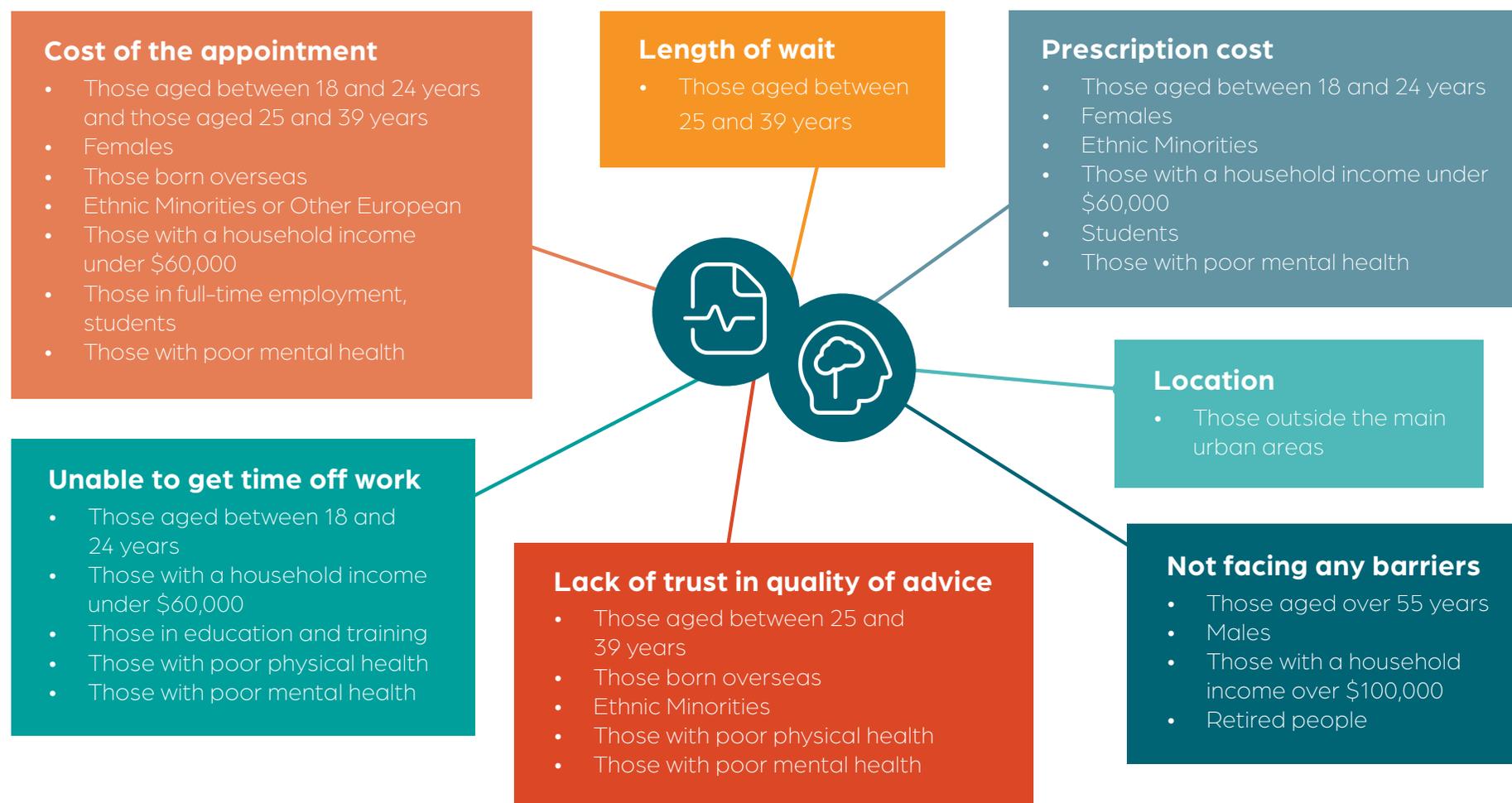
## Barriers to seeing a medical professional



Q. Does anything stop you from seeing a medical professional such as a nurse, doctor, or dentist? Base size n=1000

# Barriers

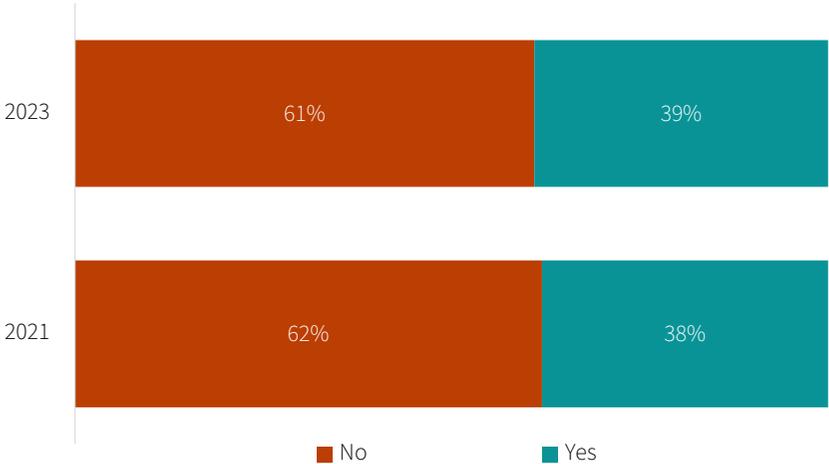
The points below outline the demographic groups who are significantly more likely to face a specific barrier to accessing a medical professional. Respondents who are younger, female, or with lower household incomes are over represented across the various barriers.



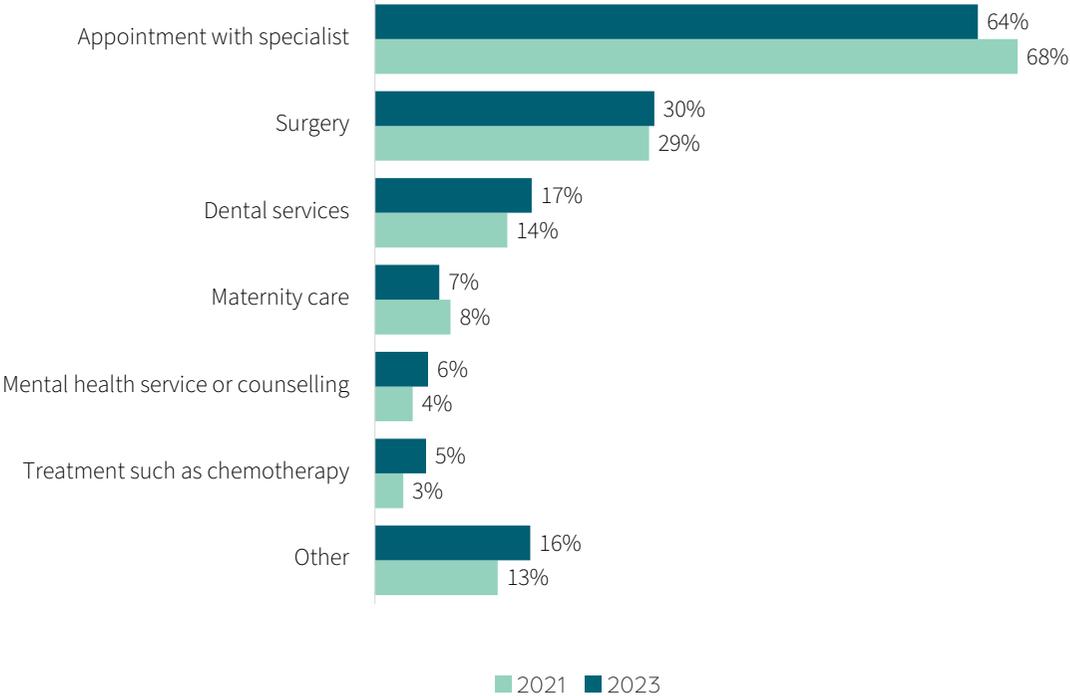
# Services Outside the District

This year respondents were asked if they have had to travel outside of the district for medical services. Thirty nine percent of respondents have travelled outside of the district for medical services, primarily for a specialist appointments, surgeries, or dental services. These results are similar to those from 2021.

Travel to access medical services



Service accessed



Q. In the last 12 months, have you travelled outside the district for any medical services? Base n=1000  
 Q. Which of the following medical services did you access outside of the district? Base n=405

# Area Differences

The data below shows results for health measures in different parts of the district. Respondents in Wānaka report significantly higher mental health ratings than respondents in other areas, and also more likely to report wait times as a barrier for accessing medical services. Respondents in Queenstown report significantly lower mental health ratings than other respondents, however, they are also less likely to travel outside of the district to access medical services. Respondents from Wakatipu Basin report fewer barriers for seeing medical professionals, while location is a significant barrier for respondents who live in remote or rural areas.

## Health measures: by area

	Arthurs Point	Glenorchy	Frankton	Jack's Point & Kelvin Heights	Wakatipu Basin	Lake Hayes Estate & Shotover Country	Queenstown	Sunshine Bay-Fernhill	Wānaka Area	Other
Base size	54	23	81	90	133	151	100	50	280	39
Mental health	61%	63%	50%	65%	66%	59%	<b>43%</b>	55%	<b>72%</b>	66%
Physical health	76%	74%	59%	79%	69%	72%	61%	65%	74%	73%
Cost	39%	47%	56%	44%	<b>27%</b>	51%	49%	50%	36%	46%
Wait time	29%	8%	36%	17%	19%	17%	18%	7%	<b>32%</b>	31%
Trust	19%	9%	17%	17%	10%	14%	18%	8%	11%	10%
Time off work	3%	18%	11%	5%	6%	11%	7%	16%	6%	9%
Location	6%	12%	5%	2%	5%	4%	7%	2%	6%	<b>17%</b>
Prescription	9%	9%	9%	10%	3%	7%	9%	8%	5%	0%
Nothing	38%	40%	28%	42%	<b>56%</b>	34%	34%	41%	39%	37%
Travel for services	49%	34%	32%	35%	46%	37%	<b>25%</b>	35%	<b>46%</b>	42%

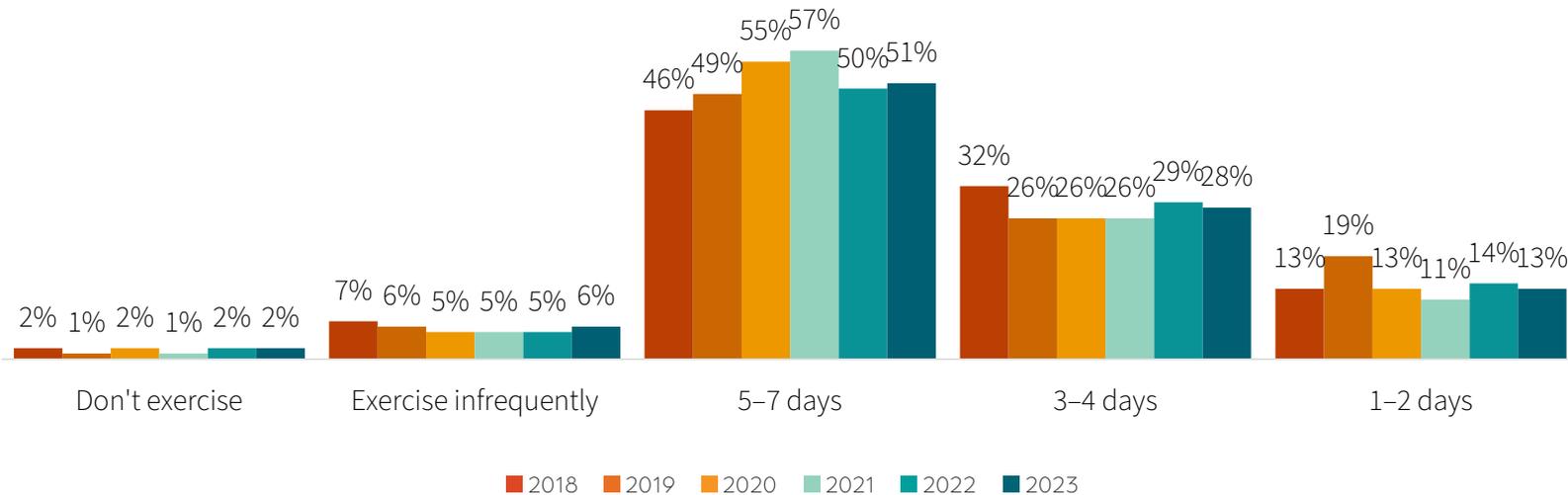
Bold text indicates a result is statistically significantly lower or higher in that area compared to all other areas

# Exercising

Respondents were asked about their exercising patterns each week. As with previous years, around half of respondents (51%) exercise between five and seven days per week, 28% exercise between three and four days per week, and 13% exercise between one and two days per week. These results are similar to those seen in previous years. It is interesting to note that the proportion of respondents who state they exercise between five and seven days per week increased steadily between 2018 and 2021, but has decreased in the past two years with a corresponding increase in the proportion of people who exercise fewer days per week.

Respondents who exercise more frequently are those aged 65 years and older, who live in Wānaka, and who are retired. Respondents who exercise less frequently are those who identify as Māori or an Ethnic Minority, and who live in Sunshine Bay-Fernhill.

## Days spent exercising

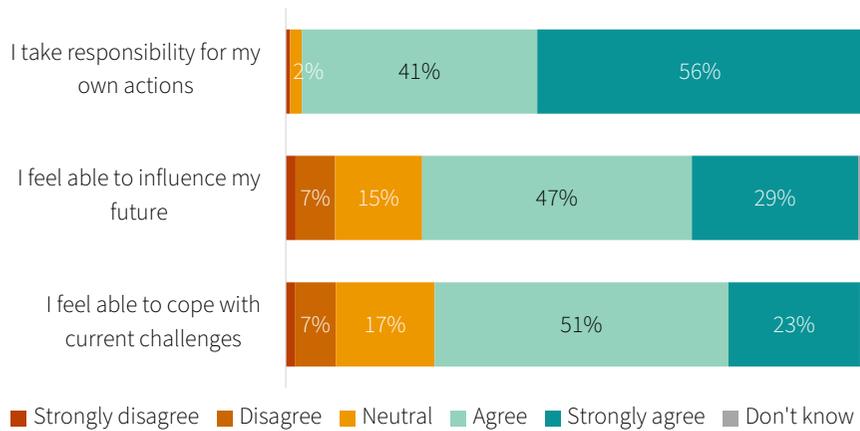


Q. On average, how many days per week do you spend at least 30 minutes exercising or doing another leisure activity e.g. gardening, fishing, walking, boating, etc? Base size n=1000

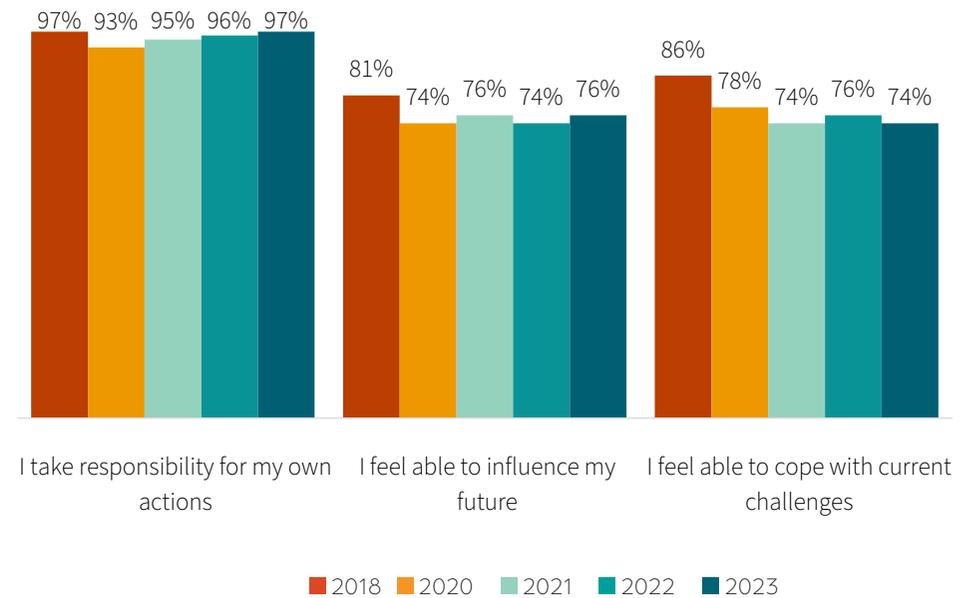
# Resilience: Actions

Respondents were asked about actions they take to support their personal resilience. The majority of respondents agree that they take responsibility for their own actions (97%), 76% feel they are able to influence their future, and 74% feel they are able to cope with current challenges. These results have remained similar for the past few years of monitoring.

## Personal resilience: actions



## Year on year trend (agree and strongly agree)\*

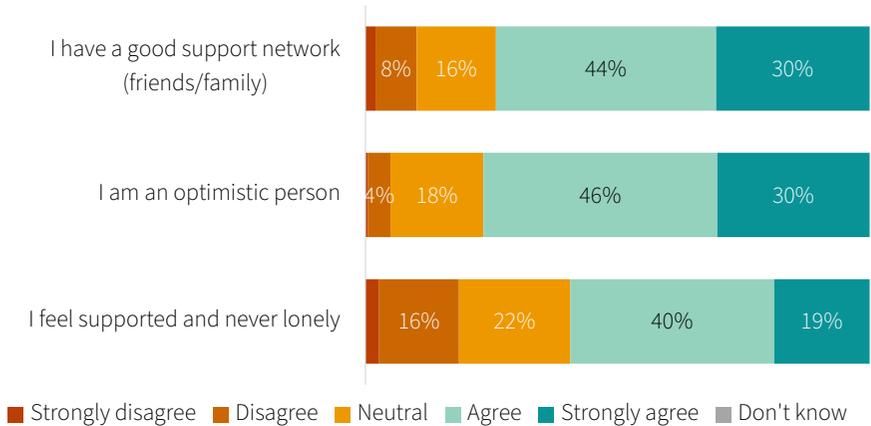


Q. Please indicate how much you agree or disagree with each of the following statements? Base size n=1000  
 \*Monitoring not included in 2019

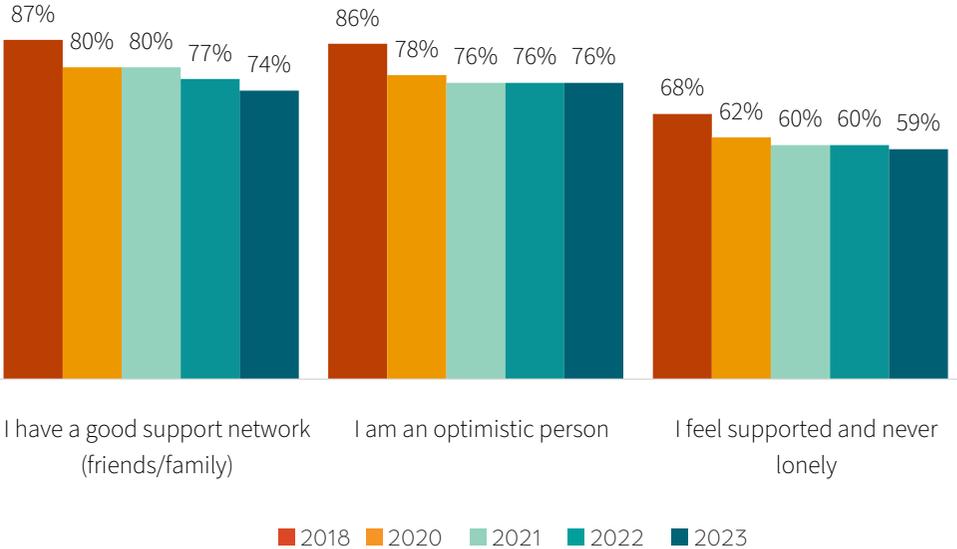
# Resilience: Mental

When looking at actions that relate to mental resilience 74% of respondents note that they have a good support network, 76% feel they are an optimistic person, and 59% feel they are supported and never lonely. Respondents' perceptions relating to optimism and loneliness have remained relatively consistent since 2020. However, perceptions around having a good support network in place have trended downwards since 2018. Those most likely to disagree with this statement identify as Other European or an Ethnic Minority, or who live in Frankton. Respondents who identify as Pākehā or who are over the age of 65 years are more likely to agree that they have a good support network in place.

## Personal resilience: mental



## Year on year trend (agree and strongly agree)\*



Q. Please indicate how much you agree or disagree with each of the following statements? Base size n=1000

\*Monitoring not included in 2019

# Health

A total of n=232 respondents commented about the district's health system. The comments reflect the community's urgent call for a more robust, accessible, and equitable healthcare system to better serve residents' growing and diverse needs.

## Poor investment and lack of access

Respondents talk of frustration at the long wait times for a doctor's appointment and the lack of availability of their general practitioners. There's a clear call for expanding the local hospital to accommodate the number of residents and tourists in the district, emphasising the need for better access to emergency care. The facilities need to be sufficient for the population size, particularly concerning areas with high engagement in outdoor activities and the associated risk of injuries. The availability of specialised services like fertility treatment and improved maternity care is also highlighted as a pressing need.

Across the comments, there was an overarching dissatisfaction with the state of healthcare in the district. Respondents highlight the need for fundamental changes to ensure that the health system serves residents effectively and equitably. Some comments demonstrate a belief that the health system has been underfunded for decades and has failed to keep up with residential growth and tourism needs. Criticisms are also directed at government-supplied health services, which are perceived as delivering very little for the district.

*"We are suffering because of a lack of investment in our region's healthcare, I was recently in Lakes District Hospital, and the team there seems to be incredibly overwhelmed, and facilities are lacking. I really feel for the teams having to operate out of such a basic facility with such high demanding patients. The resources there*

*seem very limited, and relying on driving or helicoptering emergency patients to another region just seems outrageous in this day and age. I don't know how the council can address this issue, but I feel that it is a priority possibly at a central government level."*

## Healthcare inequities

The cost of healthcare services is a significant concern to respondents. The high cost of medical procedures, such as dental work and doctors' appointments, is repeatedly mentioned. The high costs have led to calls for discounts for senior citizens and locals and a general reduction in healthcare costs to make them more manageable for the average resident.

There is a feeling that accessing good healthcare in the current system requires private health insurance, and for those without insurance, managing health-related issues becomes significantly more stressful. Many express worries for the future, especially as they age, given the current limitations of local healthcare services and the increasing cost of healthcare insurance.

Additionally, there is dissatisfaction with the perceived inequality of the services provided. Examples include differences in the number of qualified doctors across the district, inequitable access to public transportation to healthcare facilities, the lack of cultural diversity in healthcare providers, and differences in the requirement to pay for services such as lab tests or x-rays. These issues present additional barriers to accessing necessary services, which is considered unfair and contributes to the financial strain on residents.

# Health

*"Both medical centers have a high cost for 15 min appointments, and often will brush off the concerns of the patient. In addition, access to mental health services across the country in particular smaller cities such as Wānaka are very limited."*

## Limited mental health services

Mental health services, especially for youth, are viewed as woefully lacking within the district, with the limited available services considered prohibitively expensive or overloaded. Such shortages affect not only the diagnosis of mental health issues but also the ongoing support and treatment needed once a diagnosis is obtained.

Some comments point to the challenges of support only being gained when people reach a 'crisis' point, with chronic issues deferred until they become urgent due to lack of service availability. While out-of-district options are available (often via online platforms), the community sees a need for more local mental health support, which currently has limited capacity.

*"On the whole, people in are struggling mentally. A bad winter, housing increases, food costs (food takes up such a large portion of most people's income here), and general recession are contributors. Lack of psychiatric care in the region (and how unaffordable it is) is a large problem, as is the long waits and the cost of seeing a psychologist/therapist/counselor."*



# Arts & Culture

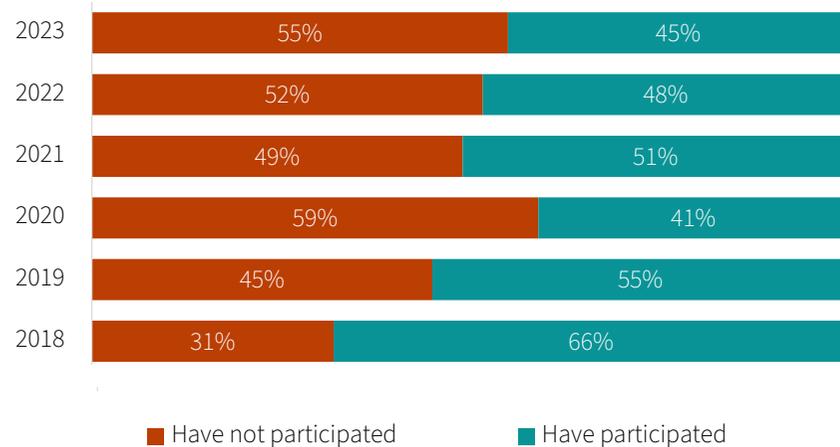
*This section outlines respondents' views on arts and culture in the district, their connection to their culture, and their views on the celebration of tangata whenua in the area.*

# Participation

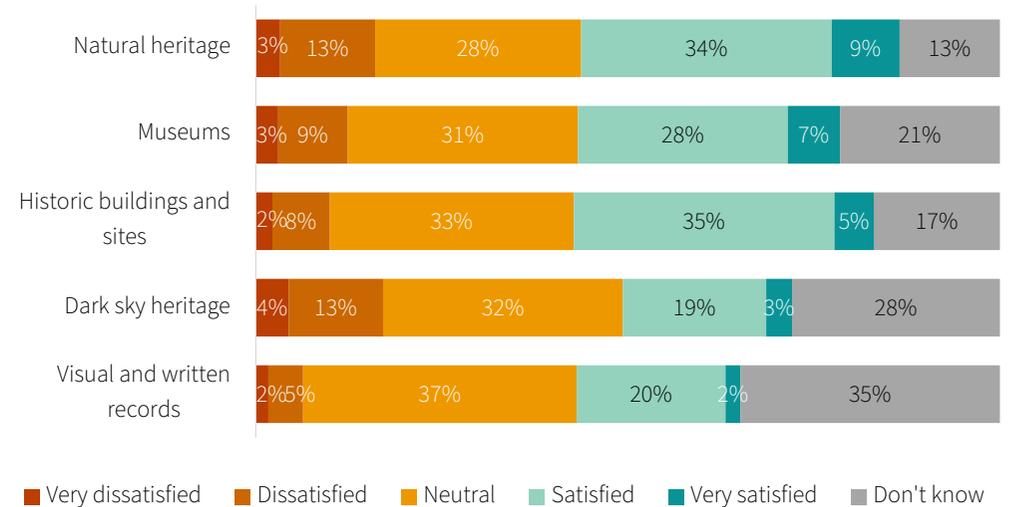
Respondents were asked about their participation in arts and cultural events in the district. This year 45% of respondents have participated in an event. This is a continued decline from last year's result and represents a 21% decline since monitoring began.

In a new question this year, respondents were asked about their satisfaction with different heritage assets in the district. Respondents are most satisfied with the natural heritage assets (43%), historic buildings and sites (40%), and museums (35%). Lower satisfaction is observed for Dark Sky heritage (22%) and visual and written records (22%), although a much higher proportion of respondents are unsure how to rate these assets.

## Participation in events



## Satisfaction with heritage assets



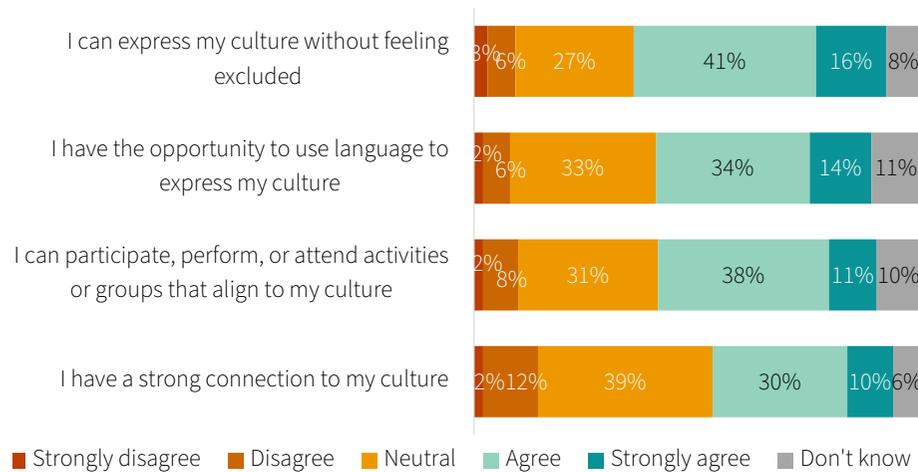
Q. Have you participated in, performed at, or attended an arts or cultural event or place in the district in the last 12 months? Base size n=1000

Q: How satisfied or dissatisfied are you with the preservation of the following heritage assets in the district? Base n=1000

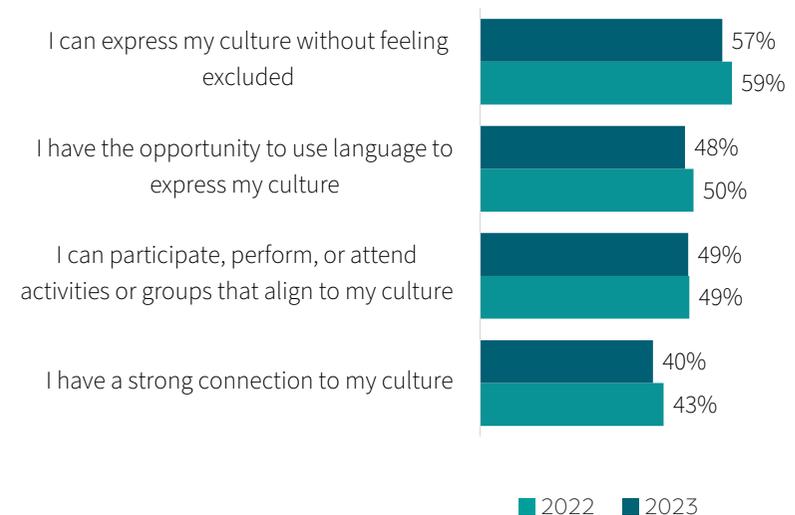
# Culture

Respondents were asked about their views on how well they could connect and express their culture within the district. Overall, 57% of respondents agree they can express their culture without feeling excluded and 48% agree they can use language to express their culture. Just under half of respondents agree they can participate in activities that align with their culture and 40% agree they have a strong connection with their culture. These results are similar to those seen in 2022.

## Expression of culture



## Year on year trend (agree and strongly agree)



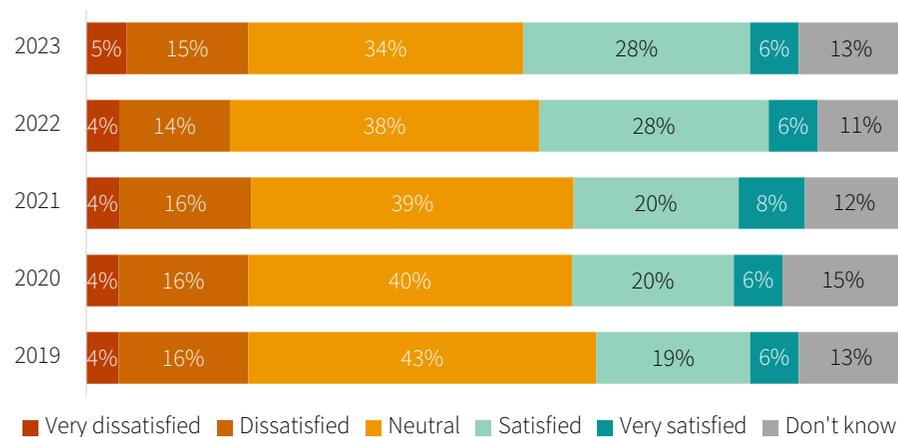
Q. Below are some statements relating to your culture. Please indicate how much you agree with the following statements. Base size n=1000

# Māori Culture

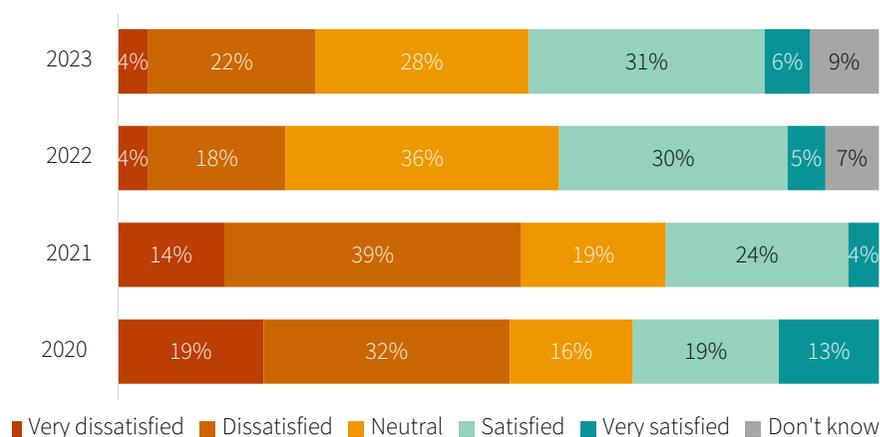
When looking specifically at the district's celebration of tangata whenua, 34% of respondents are satisfied with this, 34% provide a neutral response, and 20% are dissatisfied. There has been a steady increase in satisfaction with the celebration of tangata whenua with this year's result the highest since monitoring started in 2019.

Amongst respondents who identify as Māori, there has been a slight increase in satisfaction this year to 37%, but also a slight increase in dissatisfaction (26%), with a resulting decrease in the proportion of neutral ratings. Over time, there has been a steady increase in satisfaction with the district's celebration of tangata whenua amongst Māori respondents.

Celebration of tangata whenua  
(all respondents)



Celebration of tangata whenua  
(Māori respondents)



Q. How satisfied are you with the celebration of tangata whenua and Māori culture in the district? Base size n=1000  
Māori respondents: Base size n=94

# Arts & Culture

A total of n=181 respondents commented about the district's arts, culture, and heritage. The central theme from these comments relates to the tension over the extent to which Māori culture should be integrated into the public sphere and how resources should be allocated to support cultural activities. This theme is more significant than has been seen in comments from previous years' surveys.

Other comments reflect the desire for more significant support for the arts sector within the community, and the need to balance the district's cultural and natural heritage with modernisation and economic development.

## Cultural representation

Comments from respondents note tension regarding the representation and integration of Māori culture within the district. Some respondents advocate for a more substantial public display and recognition of Māori culture in the area, with many noting that the current level needs to be improved and too heavily reflects the region's colonial history, which can carry negative connotations.

*"I feel that we are celebrating tangata whenua culture reasonably well but our community is one that appears to push back a lot and is not respectful. That makes me think we should do more and give more of a voice to the indigenous peoples of Aotearoa."*

In contrast, others express a sense of saturation or imposition of Māori culture, particularly regarding changes or incorporation into everyday life, e.g., changing street signs or area names, incorporating te reo into communications from local and central government agencies or media. Such comments also note the lack

of recognition of other cultures historically living in the community, mainly Chinese settlers.

*"There is too much emphasis on Māori culture given that they represent only a small part of the community in this district."*

The comments relating to this theme signal a divide in public opinion and indicate a broader cultural debate within the community about honouring local Māori heritage authentically and respectfully without feeling it is overly prescribed or tokenistic.

## Facilities and infrastructure

Across the comments there is a consensus on the need for more arts and cultural events facilities. A large arena or dedicated venue is necessary for the district to host national and international performances, with some feeling the lack of such venues leads to a scarcity of cultural events. Respondents perceive this to impact the vibrancy of the local artistic scene and limit the community's potential for economic and social events that could stem from such performances. Improving these facilities is seen as important for enriching the community's cultural offerings and also increasing the economic potential of the district.

## Community engagement in arts and culture

The desire for more robust community engagement in the arts and culture sector is also noted. Respondents note a core of dedicated individuals and groups that drive the area's cultural life. However, they also express a need for broader participation and visibility, suggesting that many community-driven arts and cultural activities

# Arts & Culture

lack the funding to drive greater community participation. The reliance on volunteer efforts and sponsorship is acknowledged, however, there is a need for more structured support from the council and other funding bodies, with sustainable funding being important for the continuity and expansion of cultural programs.

*“Compared to some other towns in the world, it is disappointing to see Queenstown (as a fairly rich place per capita), to fall far behind in arts and culture. Te Atamira is just a ‘scratch on the surface’ – not nearly enough. Art and culture should not depend on small donations from people who accidentally passed by.”*



# Transport

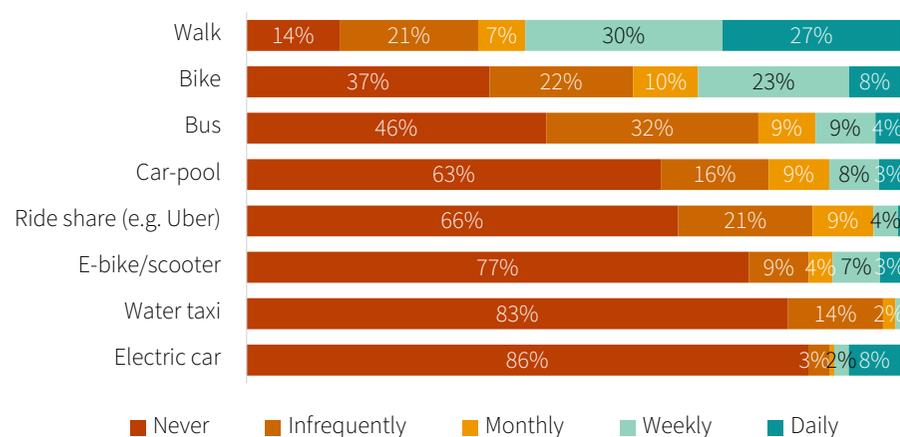
*This section looks at respondents' use of alternative transport modes and their views on public transport in the district.*

# Alternative Transport

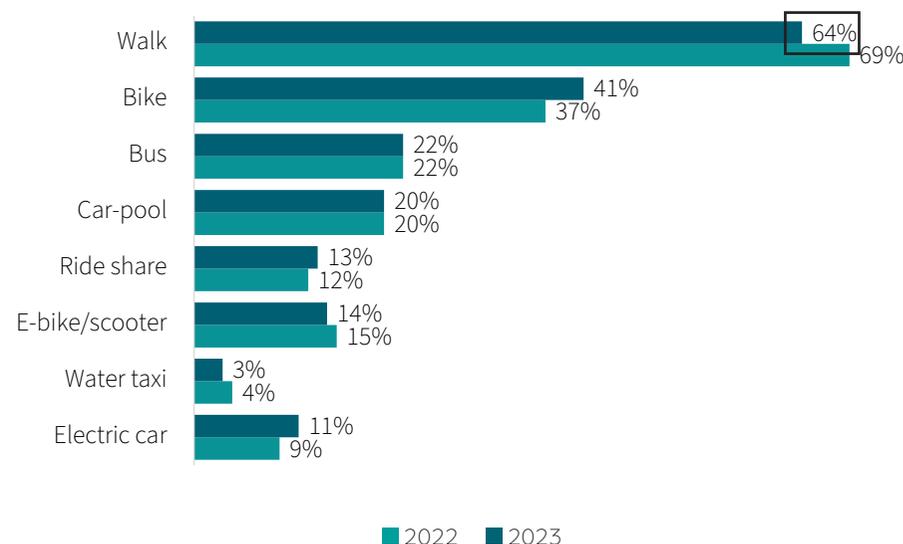
Respondents were asked how often they used alternative transport modes to a car. This year's results are similar to those seen in 2022 with the majority of respondents walking at least monthly (64%) as an alternative to using their car, although this has declined in the past year. The next most common form of transport is biking (used by 41% at least monthly), busing (used by 22% at least monthly), or car-pooling (used by 20% at least monthly). These transport patterns are similar to those in 2022.

The most frequent users of public transport (bus) are those aged between 18 and 24 years, females, Other Europeans, those with a household income of under \$60,000 per annum, students, those in full-time paid work (commuters), and those working in the Accommodation and Food Services sector.

## Use of alternative transport modes



## Year on year trend (monthly, weekly, and daily use)



Q. How regularly do you use an alternative mode of transport to a car? Base size n=1000

# Area Differences

The table below shows respondents' use of alternative transport modes based on where they live in the district. The data shows the combined daily, weekly, and monthly use for each mode. The greatest use of public transport comes from respondents in Arthurs Point, Frankton, Lake Hayes, Queenstown, and Sunshine Bay-Fernhill. Ride share is more common amongst Arthurs Point, Frankton, Queenstown, and Sunshine Bay-Fernhill respondents. Respondents from Wānaka are more likely to walk, bike, e-bike, or use an EV.

## Alternative transport use (monthly, weekly, and daily use): by area

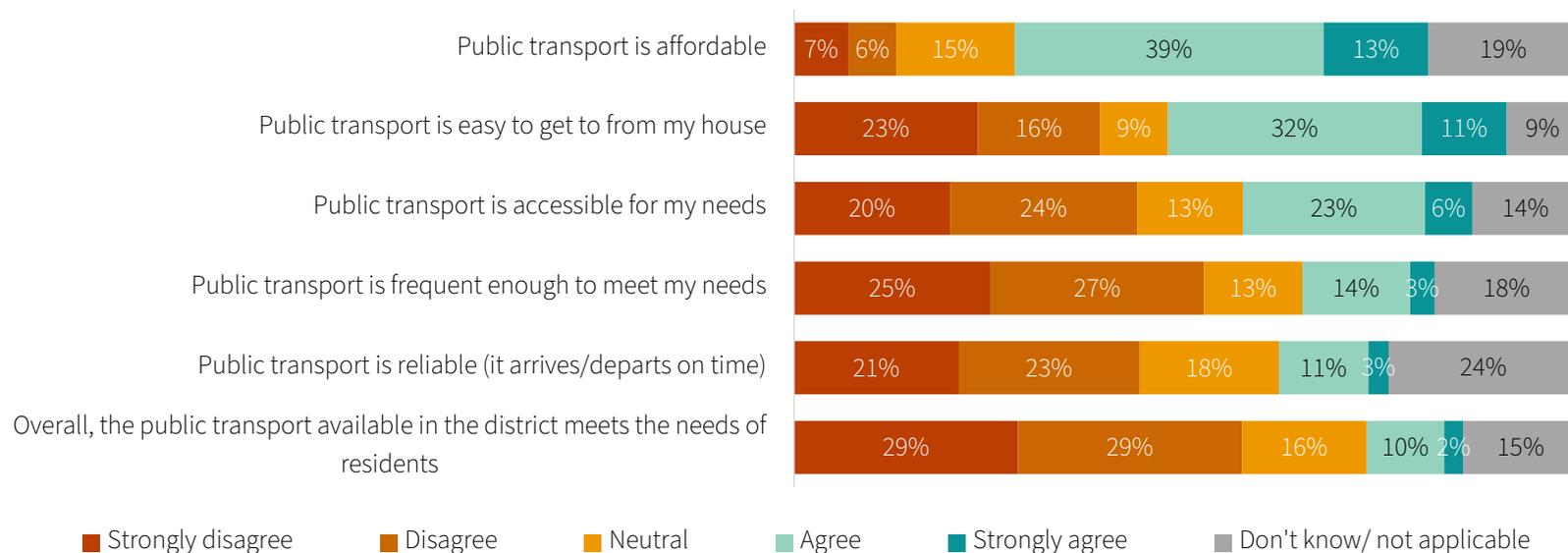
	Arthurs Point	Glenorchy	Frankton	Jack's Point & Kelvin Heights	Wakatipu Basin	Lake Hayes Estate & Shotover Country	Queenstown	Sunshine Bay-Fernhill	Wānaka Area	Other
Base size	54	23	81	90	133	151	100	50	280	39
Walk	<b>47%</b>	55%	75%	<b>45%</b>	68%	<b>51%</b>	<b>80%</b>	71%	<b>74%</b>	<b>46%</b>
Bike	<b>25%</b>	38%	40%	35%	36%	40%	34%	<b>24%</b>	<b>57%</b>	25%
Bus	<b>40%</b>	6%	<b>42%</b>	23%	17%	<b>30%</b>	<b>32%</b>	<b>51%</b>	<b>3%</b>	11%
Car-pool	31%	22%	30%	20%	<b>9%</b>	19%	28%	<b>39%</b>	<b>13%</b>	30%
Ride share	<b>27%</b>	9%	<b>25%</b>	16%	10%	12%	<b>26%</b>	22%	<b>2%</b>	19%
E-bike/scooter	5%	13%	11%	7%	18%	15%	10%	7%	<b>21%</b>	8%
Water taxi	0%	0%	2%	<b>23%</b>	1%	1%	2%	2%	<b>0%</b>	5%
Electric car	6%	13%	4%	10%	15%	7%	7%	9%	<b>15%</b>	13%

Bold text indicates a result is statistically significantly lower or higher in that area compared to all other areas

# Public Transport

Respondents were asked about their views of public transport in the district. Fifty two percent of respondents agree that public transport is affordable, 43% agree it is easy to get to from their home, and 29% agree it is accessible for their needs. Much lower levels of agreement are seen for statements relating to public transport’s frequency (17% agreement), reliability (14% agreement), and its ability to meet the needs of residents (12% agreement).

## Public transport in the district

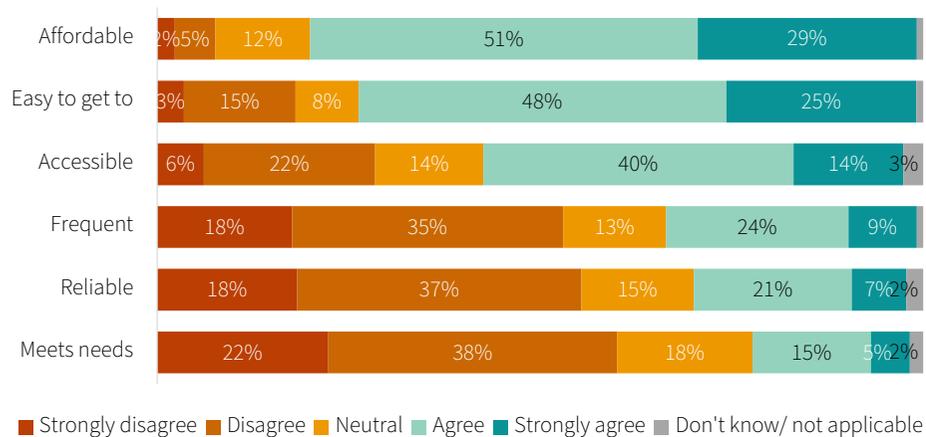


Q. Thinking about the public transport in the district, how strongly do you agree or disagree with the following statements? Base size n=1000

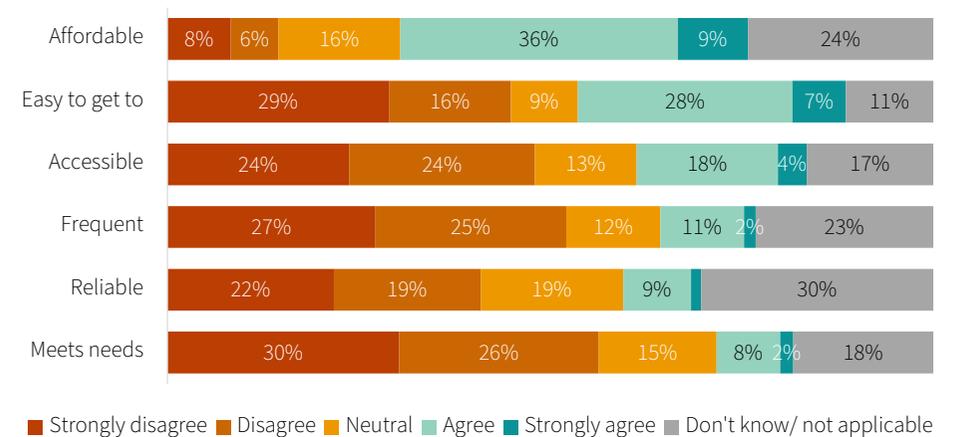
# Public Transport

The charts below show the different views of public transport amongst respondents who use the bus service at least monthly, compared to those who do not. Bus users appear more positive about public transport generally than non-users and have significantly higher levels of agreement across all public transport statements. In comparison, non-users often have higher levels of disagreement and have a higher proportion of 'don't know' responses. However, while bus users agree with statements around affordability and access, they appear to have negative perceptions around public transport's frequency and reliability, and that the service meets the needs of residents.

Public transport in the district: bus users



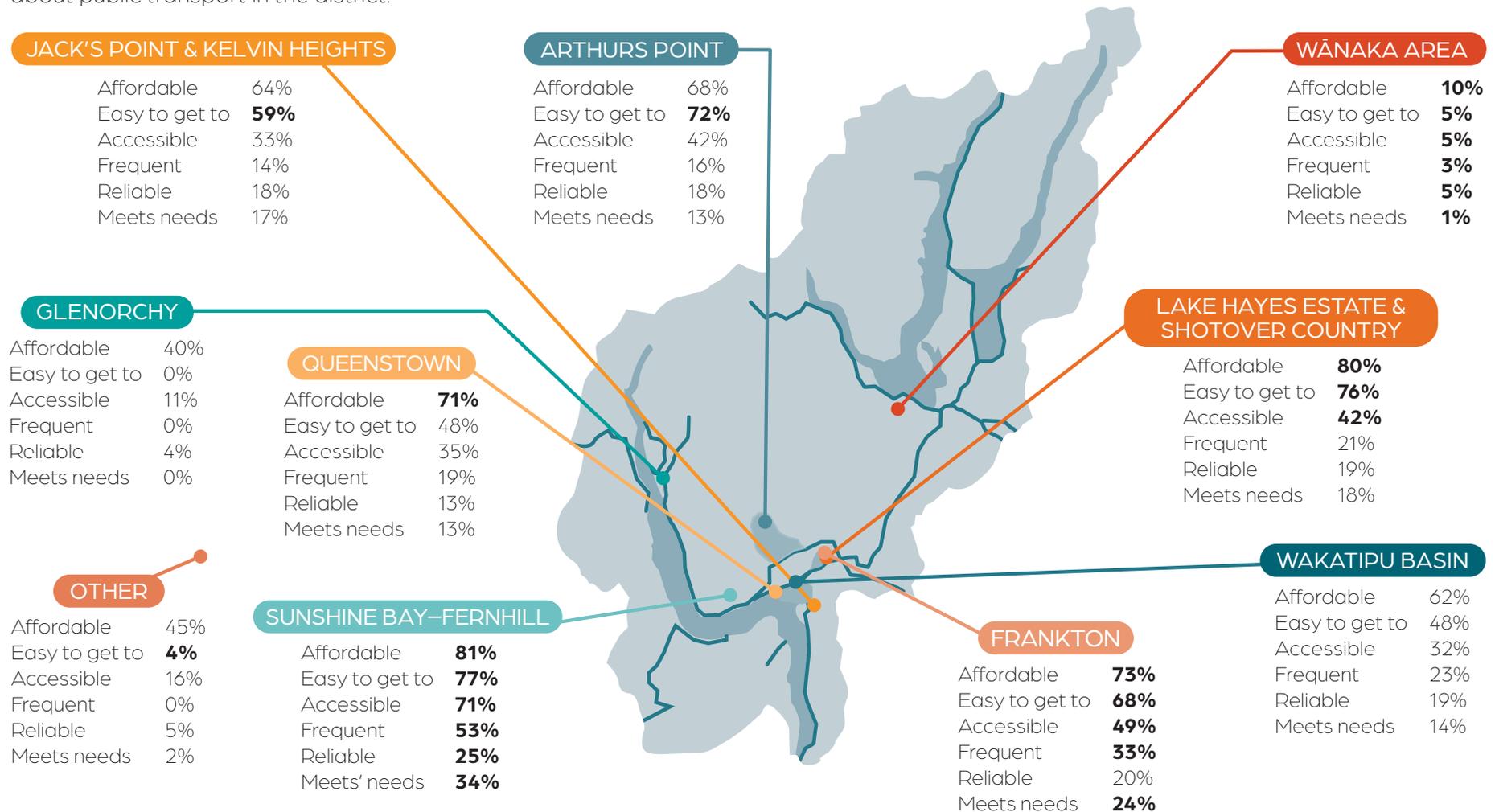
Public transport in the district: non-bus users



Q. Thinking about the public transport in the district, how strongly do you agree or disagree with the following statements? Base size bus users n=210, non-bus users n=790

# Area Differences

The image below shows respondents' views of public transport based on where they live in the district. Respondents from Wānaka have significantly lower opinions of public transport in the district, while respondents from Frankton, Lake Hayes, or Queenstown are more positive about public transport in the district.

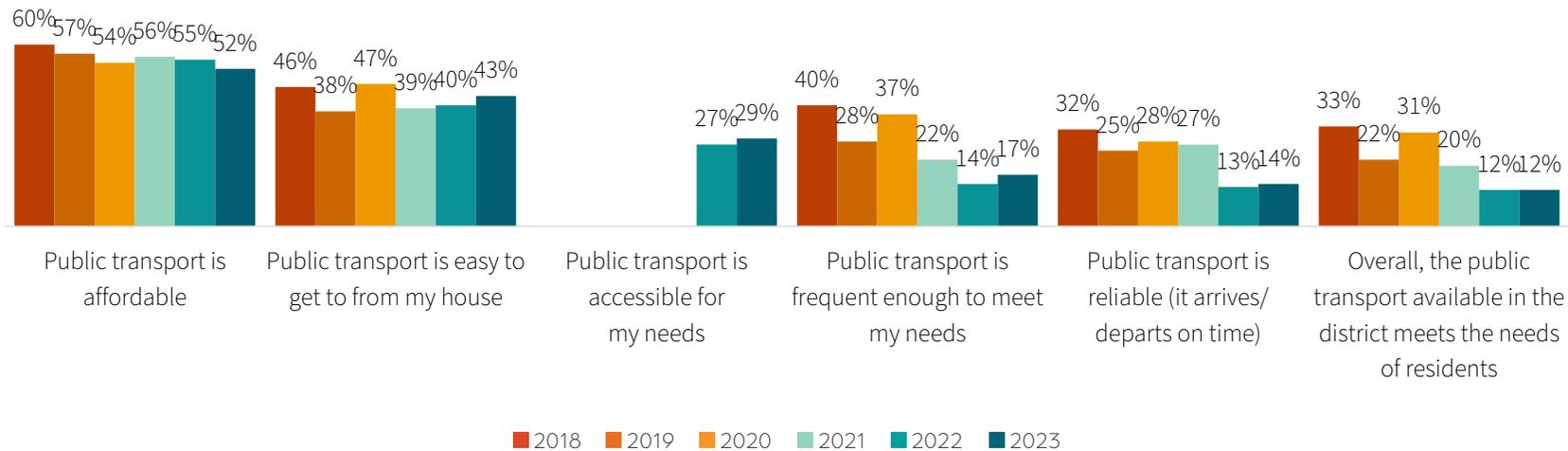


Bold text indicates a result is statistically significantly lower or higher in that area compared to all other areas  
 Results show agree and strongly agree ratings

# Public Transport

The chart below shows the year on year results for perceptions of public transport. Some perceptions have seen a decline over time with the biggest changes relating to affordability (down 8% from 60% in 2018), reliability (down 18% from 32% in 2018), and overall suitability for the district (down 21% from 33% in 2018). Positively, the measures relating to access have increased slightly this year.

Year on year trend (agree and strongly agree)



Q. Thinking about the public transport in the district, how strongly do you agree or disagree with the following statements? Base size n=1000

# Transport

A total of n=346 respondents provided a comment about transport in the district. The themes relating to transport in the district focus largely on public transport and highlight concerns about reliability, efficiency, and safety. There is a strong call for innovation and long-term planning to create a transport network that adequately serves both residents and tourists.

For context it should be noted that n=262 of the respondents who provided a comment about transport were not bus users, n=28 used the bus service monthly, and n=56 respondents were regular users of the bus service.

## Public transport reliability

Respondents appear frustrated with the operational efficiency and reliability of local public transport. Issues such as buses not adhering to timetables, ignoring waiting passengers, and frequent cancellations lead to long waiting periods and undermine trust in the system. The infrequency of services exacerbates the problem, particularly when alternative options are limited following cancellations. Respondents note that for public transport to be a viable alternative to driving, it must offer consistent and reliable services that people can depend on.

*“Living on Kelvin Peninsula the water taxi is great to get into town but is not reliable and too costly. If the bus service was reliable I would utilise it more.”*

## Cost-effectiveness of public transport

The cost of public transport is a point of contention, especially when fare increases do not correlate with improvements in service

quality. Respondents call for a pricing structure that offers better value for money and reflects the actual use and quality of the services provided. In particular, respondents note the need for a fair and transparent pricing model, with incentives for frequent use or free tourist passes, which could also enhance the appeal of public transport.

*“I live in Wānaka, there is no public transport. And even to get to Albert Town from Wānaka costs nearly \$30.”*

## The need for greater infrastructure and network expansion

Respondents felt there was a pressing need for improved infrastructure and network expansion to keep pace with the district's growing demands. The existing public transport network is considered inadequate for the current population size and the geographical spread of communities. Suggestions include creating more efficient routes that do not require transfers, enhancing the conditions of roads to support smoother transit, and building dedicated cycle paths to ensure the safety of those who prefer to bike. The current infrastructure's inadequacy largely impacts daily commuters but it also needs to serve the needs of tourists and those living in less urban areas.

*“The direct link between Arrowtown and Arthurs Point needs to be created immediately creating a circular round trip route. This would make the service more useful and user friendly as a rapid circular trip. Get rid of the useless stop start out of the way routes that exist now.”*

# Transport

## More inclusive network

Safety and accessibility remain important concerns. Respondents highlight the need for safer routes for cyclists and pedestrians, and express the need for public transport to be more accessible, especially in less connected areas. The current setup neglects those in semi-rural areas who are forced to rely on cars due to the absence of public transport options. Moreover, inclusivity for diverse community needs, such as accommodating family and leisure equipment on public transport, is emphasised as an area for improvement.

*“...off road bike facilities need to be prioritised on a direct route from Hanley’s Farm and Jack’s Point to Frankton. It is currently unsafe to travel on SH6, and areas that will not significantly increase bike commuting such as Arthurs Point to Frankton are being prioritised ahead of this.”*

## Long-term planning

Respondents advocate for a strategic and forward-thinking approach to public transport planning. They call for a vision beyond temporary fixes and look towards sustainable and innovative solutions, which could redefine district transport. Long-term planning should consider the immediate needs, projected growth, and technological advancements that could be integrated into the public transport system.

In particular, planning must consider the services that work for the community’s varied lifestyle patterns, including adjusting service frequency to actual demand, providing routes that align with common travel patterns, and ensuring that services cater to the schedules of all segments of the population, including those with unconventional work hours or family commitments.



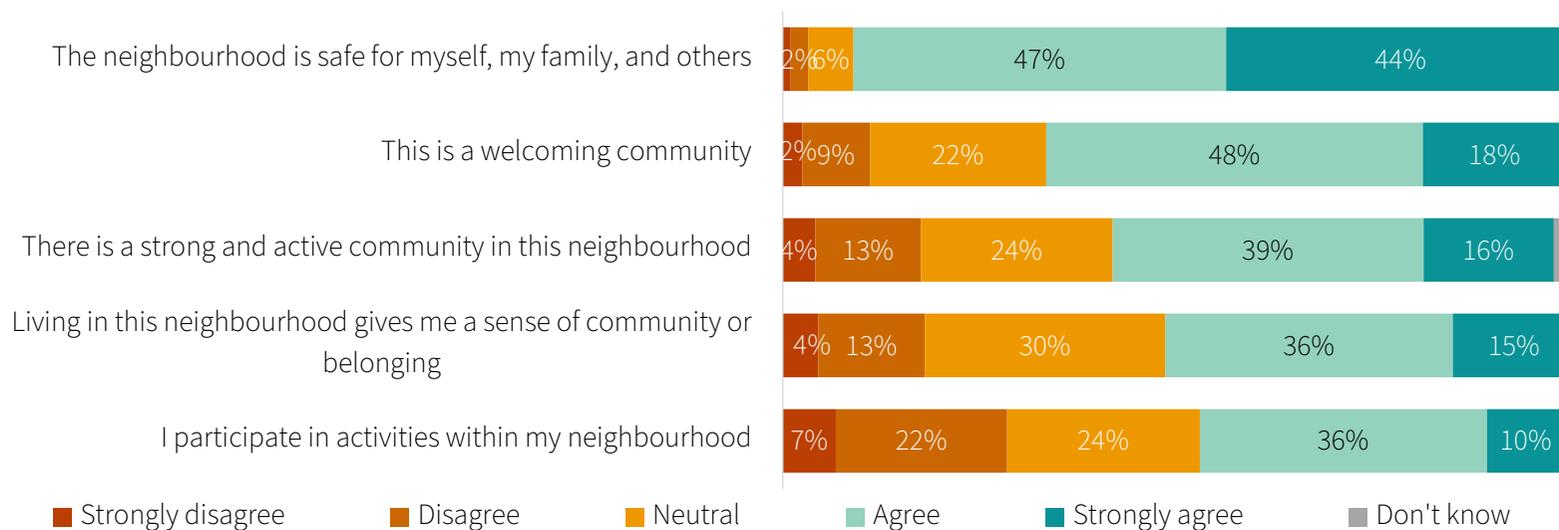
# Neighbourhoods

*This section reports respondents' views on the wellbeing of their neighbourhood and how well their neighbourhood is prepared for an emergency.*

# Neighbourhood

Respondents were asked about their views of their neighbourhood. Ninety one percent of respondents agree that their neighbourhood is safe, while 66% agree that their neighbourhood is welcoming. Slightly lower levels of agreement are seen for the community being strong and active (55% agreement) and that the neighbourhood provides a sense of belonging (51% agreement). The lowest level of agreement is seen for community participation with only 46% of respondents agreeing that they participate in neighbourhood activities.

## Neighbourhood wellbeing and connection

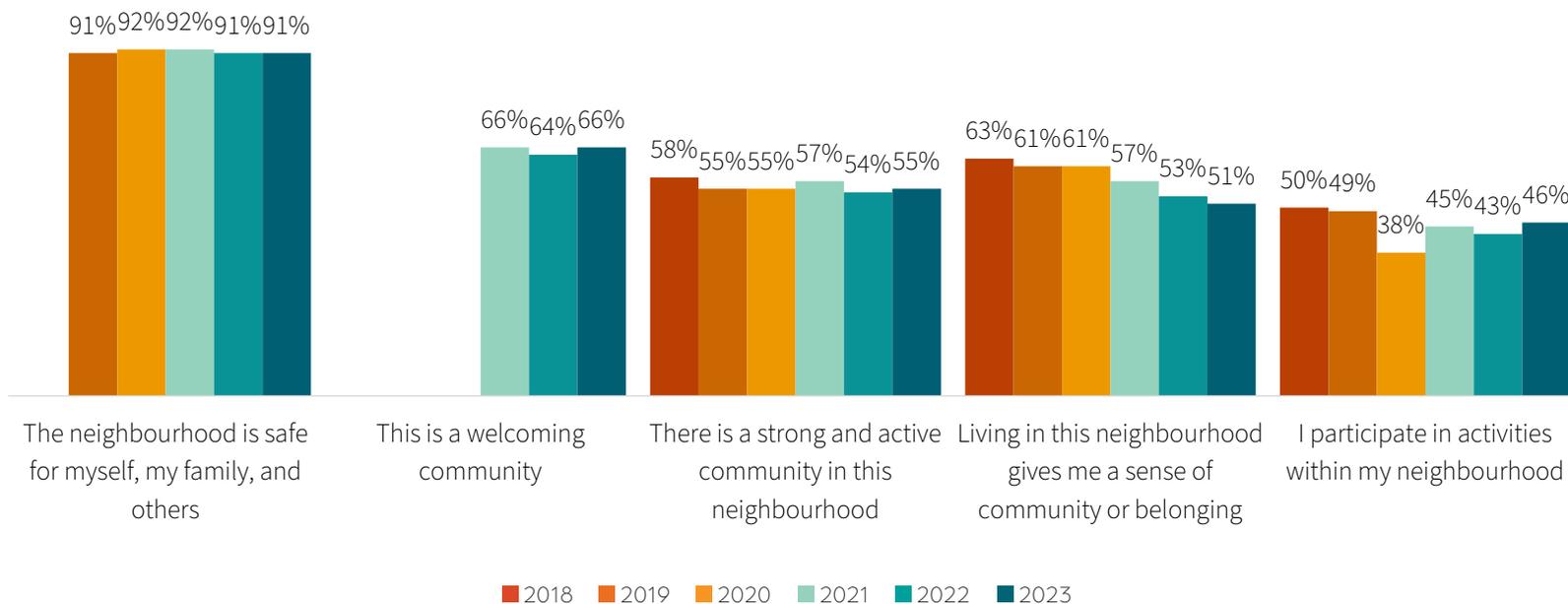


Q. Thinking about the neighbourhood in which you live, please indicate how strongly you agree or disagree with the following statements? Base size n=1000

# Neighbourhood

Most of the results for the neighbourhood connection and wellbeing statements have remained fairly consistent year on year, with safety being the most agreed upon statement and participation in local activities yielding the lowest levels of agreement. However, it is interesting to note that there has been a slow and steady decline in agreement with the community providing a sense of belonging, with results for this measure declining from 63% in 2018 to 51% in 2023.

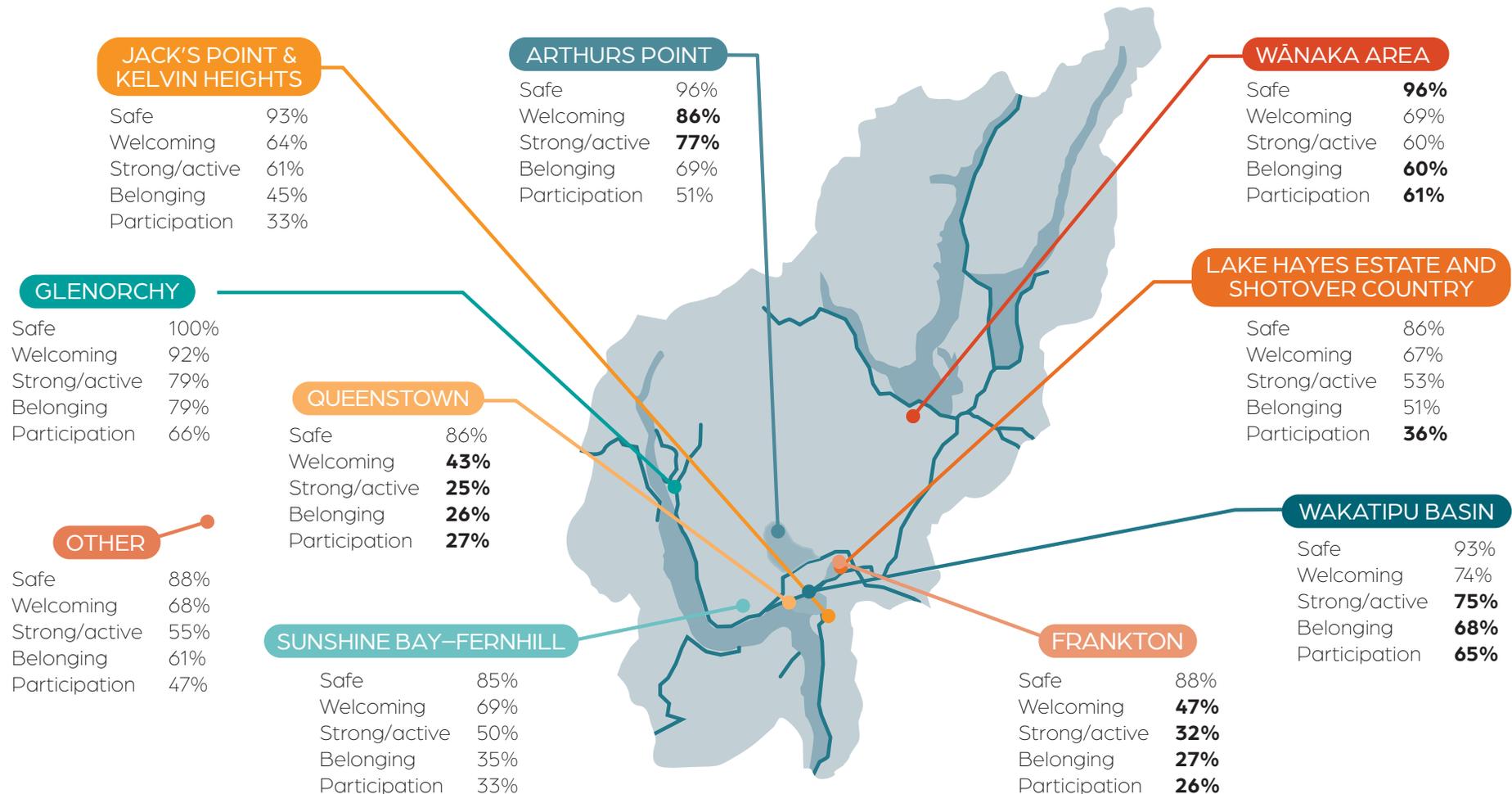
## Year on year trend (agree and strongly agree)



Q. Thinking about the neighbourhood in which you live, please indicate how strongly you agree or disagree with the following statements? Base size n=1000

# Area Differences

The image below shows the neighbourhood measures for different parts of the district. Respondents from Wakatipu Basin, Arthurs Point, and Wānaka show much higher levels of agreement across several statements, particularly around these communities having a strong sense of belonging and good community participation. In comparison, Frankton and Queenstown have lower levels of agreement for many measures with fewer respondents agreeing that these areas have strong community cohesion.



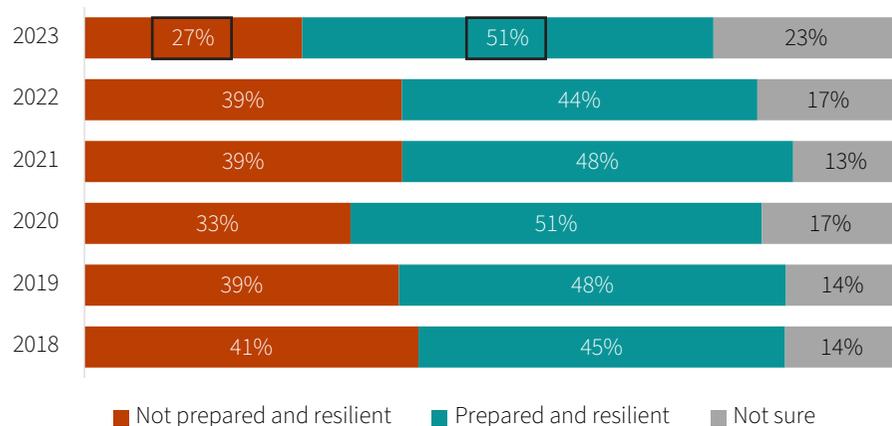
Bold text indicates a result is statistically significantly lower or higher in that area compared to all other areas  
 Results show agree and strongly agree ratings

# Resilience

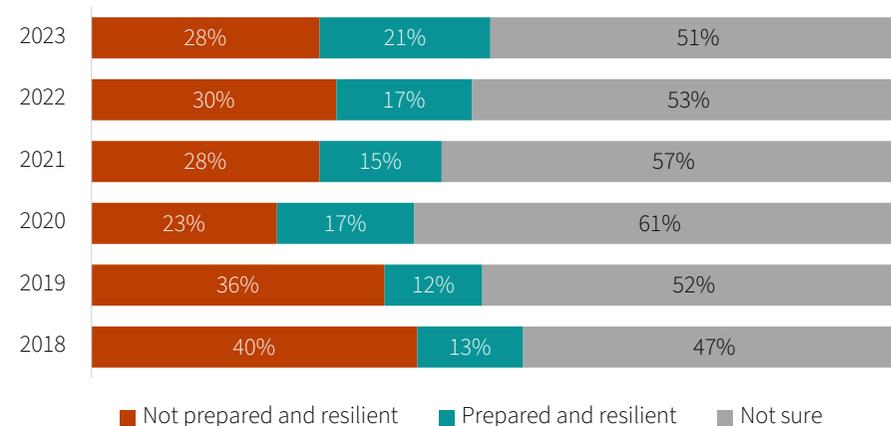
Respondents were asked about their preparedness for an emergency. This year 51% of respondents feel they are prepared for an emergency, which is a significant increase from last year's result and a 6% increase since monitoring began in 2018. Respondents from Wānaka are more likely to say they are personally prepared, while those from Queenstown and Frankton are less likely to say so.

In comparison, only 21% of respondents feel that their neighbourhood is prepared for an emergency. This is a slight increase from 2022's result and is a significant increase from the initial result of 13% in 2018. Respondents from Glenorchy are more likely to state that their neighbourhood is prepared, while those in Queenstown are less likely to say their neighbourhood is prepared.

## Emergency preparedness: Yourself



## Emergency preparedness: Neighbourhood

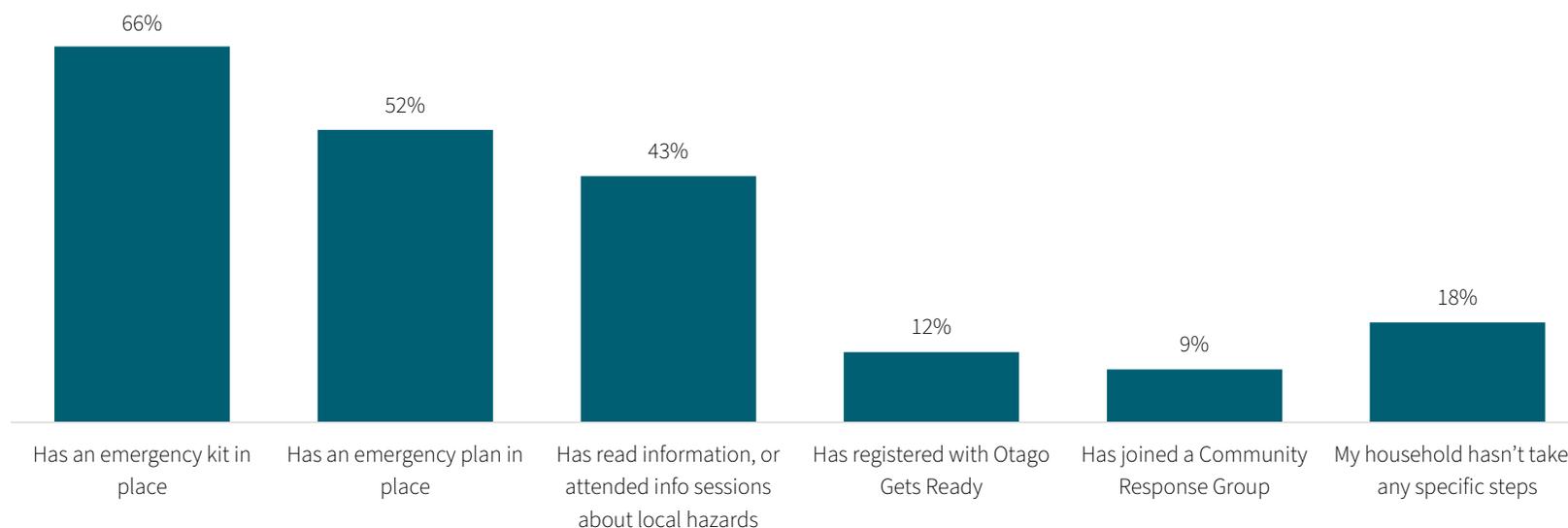


Q. Do you consider yourself and your neighbourhood resilient and prepared for an emergency event? e.g. you have sufficient emergency supplies including water and food for seven days, have a plan with family/ friends and have read the emergency response plan for your neighbourhood? Base size n=1000  
The square box on the chart indicates this year's result is a statistically significant change from last year's result.

# Emergency Preparedness

In a new question this year, respondents who felt prepared for an emergency were asked what steps they have taken to prepare for an emergency. Two thirds of respondents have an emergency kit, 52% have an emergency plan, and 43% have read information or attended sessions about local hazards. At a lower level only 12% have registered with Otago Gets Ready and 9% have joined a community response group. Eighteen percent have not taken any of the stated actions.

## Steps taken to be prepared for an emergency



Q. What steps have you or your household taken to ensure it is prepared for an emergency event (e.g. earthquake, flood, wildfire, severe weather)? Base size n=515

# Area Differences

The preparedness results by area are shown below. While the data only shows one statistically significant difference (respondents from Glenorchy are more likely to have joined a Community Response Group than other respondents), those from Frankton and Sunshine Bay-Fernhill appear to have taken fewer steps to be prepared, while respondents from Glenorchy, Arthurs Point, and other smaller communities, appear to have taken a greater number of steps.

## Steps taken to be prepared for an emergency: by area

	Arthurs Point	Glenorchy	Frankton	Jack's Point & Kelvin Heights	Wakatipu Basin	Lake Hayes Estate & Shotover Country	Queenstown	Sunshine Bay-Fernhill	Wānaka Area	Other
Base size	20	15	28	46	78	67	33	25	178	25
Emergency kit	58%	67%	61%	61%	67%	69%	55%	59%	69%	81%
Emergency plan	81%	73%	39%	48%	53%	51%	35%	48%	52%	57%
Read info or attended local sessions	49%	61%	28%	40%	39%	48%	29%	26%	50%	46%
Registered with Otago Gets Ready	10%	29%	0%	21%	14%	16%	14%	7%	10%	10%
Joined a Community Response Group	20%	<b>55%</b>	4%	11%	9%	13%	3%	0%	5%	17%
No steps taken	5%	6%	32%	25%	16%	18%	24%	32%	15%	4%

Q. What steps have you or your household taken to ensure it is prepared for an emergency event (e.g. earthquake, flood, wildfire, severe weather)?

Bold text indicates a result is statistically significantly lower or lower in that area compared to all other areas

# Neighbourhoods

A total of n=154 respondents provided a comment about their neighbourhood. The primary comments relate to the tensions of continued urban development, the lack of infrastructure to support such developments, and the ongoing effects of continued short term rentals on communities.

## Concerns about urban development

Respondents' comments note a wariness about ongoing urban development, particularly around the construction of high-rise buildings that could obstruct sunlight from current dwellings. However, this concern extends beyond the effect on individual properties, and considers the broader implications for environmental and aesthetic preservation within the area generally.

*"My neighbourhood is threatened by destruction by big yellow diggers, it is very damaging to our wellbeing: incessant noise, vibrations, the falling of trees everywhere...very sad. We chose a lifestyle property 20 years ago to be close to nature and calm. Changing the zoning of the area to urban is not okay. Giving new people priority over people who are already here is colonialism. And all driven by money and growth and more. We are in a climate emergency and biodiversity crisis that needs us to put nature first, therefore stop destroying what already is. The council is hugely responsible for this destruction and must change its rules to enable protection of trees, nature, and fertile land to grow local food."*

In keeping with the above comments, there is also a call for QLDC to take a stand against perceived unrestrained development, which is seen as a threat to the local community's fabric. Such comments express frustration at QLDC, which is seen as favouring developers and their interests over those of residents. There is a strong appeal

for the council to serve as a steward of the community's interests, especially in preserving the historical and cultural significance of areas like Arrowtown. There is a call for thoughtfully designed urban spaces that consider the quality of life for residents, not just the economic gains of increased density.

*"The mixed housing with close small sections at Bridesdale causes issues with residents. These sections with small back yards backing onto ours, one neighbour in particular is very intolerant of all the children's noise and community activity. It impedes the way we are able to enjoy our outdoor space. More careful consideration of house placement could have been one way to avoid this."*

## Traffic challenges

Traffic congestion and related infrastructure challenges are also a concern for respondents. Comments relate to the infrastructure being inadequately designed to handle current demands or traffic issues being exacerbated by inadequate traffic management systems. These conditions cause daily inconvenience and raise safety concerns, particularly regarding the community's ability to respond to emergencies effectively.

*"Lack of parking causes unsafe roads for ourselves and our tamariki, it causes people to park in unsafe ways/on yellow lines."*

## The effect of short term accommodation on communities

Respondents continue to note concerns about the increasing impersonality of their neighbourhoods and the decrease in community cohesion driven by the rise of rental properties and Airbnbs. The transient nature of these short-term rentals introduces

# Neighbourhoods

impermanence and unfamiliarity among those living in the neighbourhood, disrupting the traditional sense of community. The constant changeover of residents creates a fragmented social fabric where connections are fleeting, and a shared sense of responsibility for the community is diminished. This transient nature of residency makes it challenging to cultivate a sense of camaraderie or to establish community-led initiatives.

*“My house is in Queenstown itself. We used to know a lot of our neighbours in the flats near us, and a bunch of the houses adjoining us. My kids used to climb over the fence to play with the neighbour’s kids, and we’d find them jumping on our trampoline. Now pretty much all of those houses and flats are short-term rentals or Airbnbs and we only know two of our neighbours. It’s not a neighbourhood anymore. They would all be utterly useless in an emergency as they would not have the resources or planning that locals would have.”*



# Community Services & Facilities

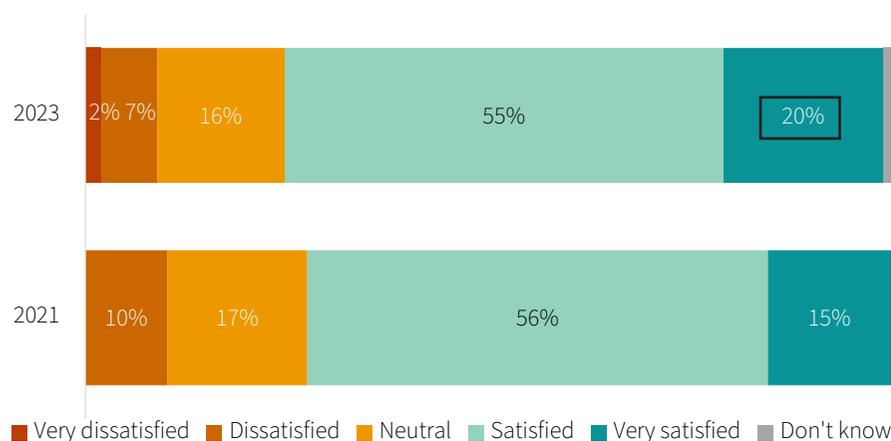
*This section addresses respondents' perceptions of the facilities in their district and their views on QLDC's performance.*

# Community Facilities & Grants

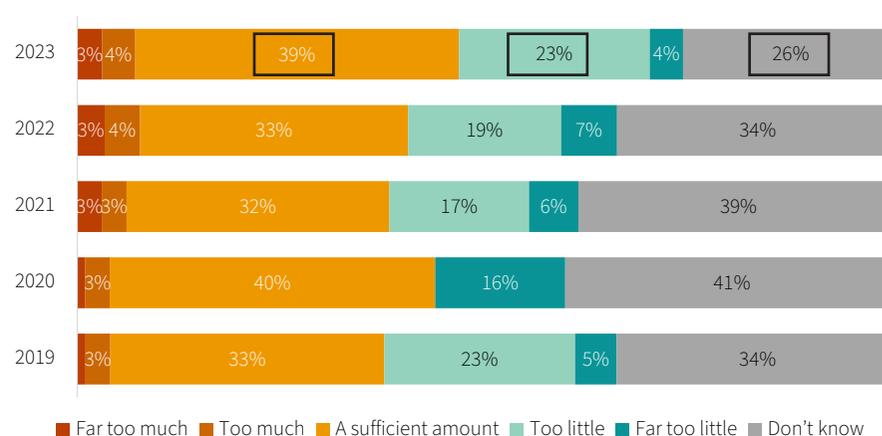
Respondents were asked how satisfied they were with the range of facilities available in their community. Overall, 75% of respondents are satisfied with the range of facilities and only 9% are dissatisfied; 16% state they are neither satisfied nor dissatisfied. This year's results show an increase in the proportion of respondents who are very satisfied since the previous result in 2021 (increase of 5% from 15%). Respondents in Wānaka are more likely to be satisfied with the facilities, while respondents from smaller rural areas are more likely to be dissatisfied.

Respondents were also asked for their views on the level of granting provided to the community. This year 27% of respondents think the amount provided to community groups is too little, 39% think it is a sufficient amount, and only 7% think this is too much. These results are similar to 2022. The proportion of respondents who provide a 'don't know' rating has declined steadily since 2020.

## Satisfaction with facilities



## Community grants



Q. How satisfied are you with the range of community facilities that are available to you (Libraries, Parks, Sports venues, Community Halls etc)? Base size n=1000

Q. Each year Queenstown Lakes District Council provides approximately \$1.9 million to community groups as grants or in kind. Do you think this amount is: Base size n=1000

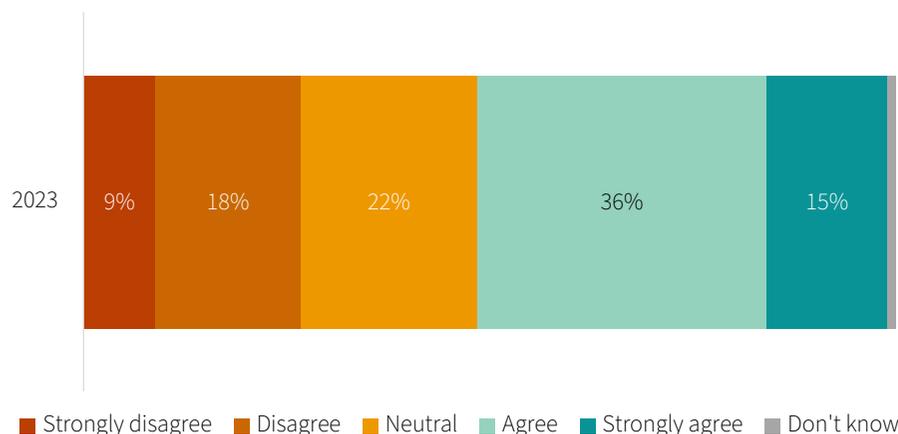
The square box on the chart indicates this year's result is a statistically significant change from last year's result.

# District Perceptions

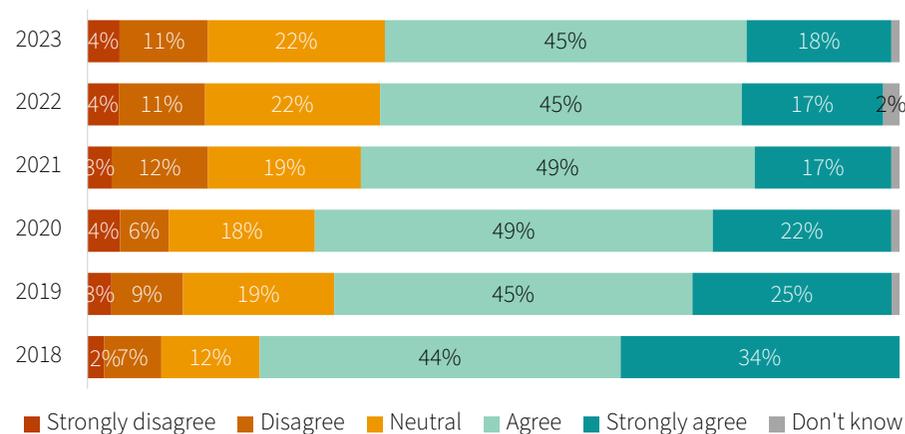
In a new question this year, respondents were asked if they would recommend living and working in the district. Just over half (51%) of respondents agree they would recommend working and living in the district to other people while 27% disagree; 22% of respondents neither agree nor disagree with the statement. Respondents who are aged over 65 years, who are male, who identify as Pākehā, and who have a household income over \$100,000 are significantly more likely to recommend living and working in the district to others. Comparatively, respondents aged between 25 and 39 years, who are female, or who have a household income of under \$60,000 are far less likely to recommend living and working in the district to others.

Respondents were also asked about their pride in the district. Sixty three percent of respondents agree that they are proud of Queenstown Lakes District, 15% disagree, while 22% neither agree nor disagree.

## Recommendation of district



## Pride in the district



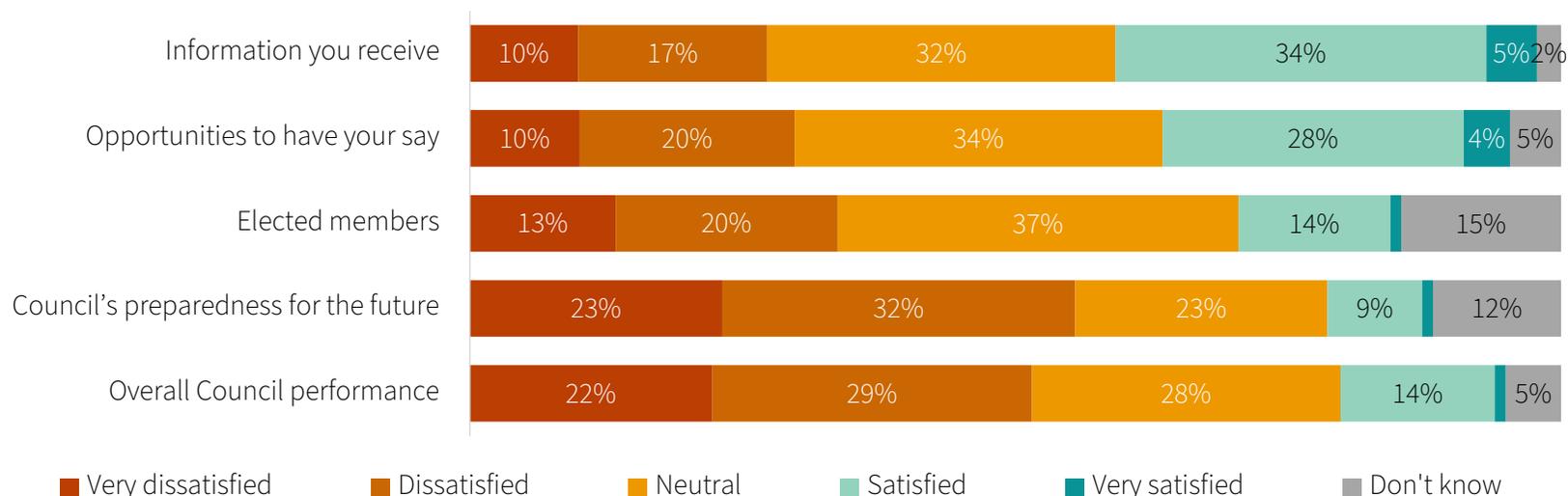
Q. How much do you agree or disagree with the following statements? Base size n=1000

# Council Performance

Respondents were asked their agreement with a series of statements about QLDC’s actions. Thirty nine percent of respondents are satisfied with the information they receive from QLDC and 32% are satisfied with the opportunities to have their say. At a lower level, 15% of respondents are satisfied with elected members and 10% are satisfied with QLDC’s preparedness for the future.

This year 15% of respondents are satisfied with QLDC overall, 28% provide a neutral rating, and 51% are dissatisfied. Female respondents and respondents who are aged between 18 and 24 years are more likely to be dissatisfied with QLDC this year.

## Satisfaction with QLDC actions



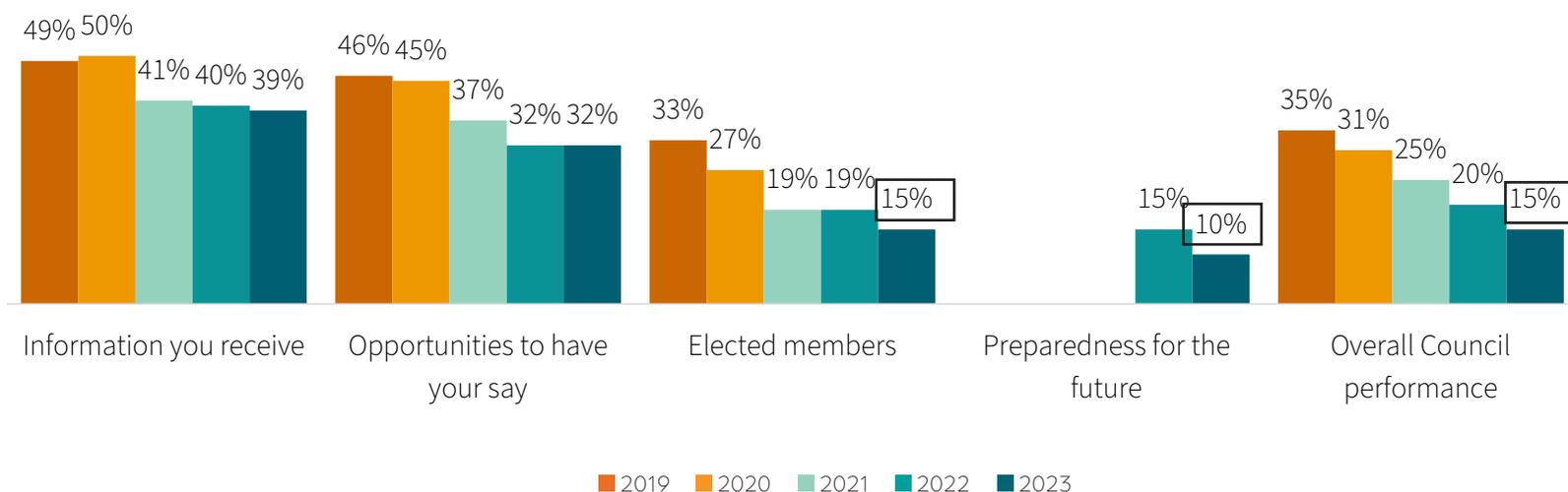
Q. Thinking about Queenstown Lakes District Council, how satisfied are you with the following? Base size n=1000

# Council Performance

The chart below shows the year on year results for satisfaction with QLDC’s actions. This year’s results show slight declines from the 2022 results with the biggest shifts observed for satisfaction with elected members (down 4% since 2022), QLDC’s preparedness for the future (down 5% since 2022), and QLDC’s overall performance (down 5% since 2022).

However, all measures show a steady decline over the monitoring period. The largest decreases are seen for satisfaction with elected members (down 18% since 2019), overall satisfaction (down 20% since 2019), and opportunities for residents to have their say (down 14% since 2019).

## Year on year trend (satisfied and very satisfied)



Q. Thinking about Queenstown Lakes District Council, how satisfied are you with the following? Base size n=1000  
 The square box on the chart indicates this year’s result is a statistically significant change from last year’s result.  
 The phrasing of this question was different in 2018 and is excluded from the annual comparison.

# Services & Facilities

A total of n=294 respondents commented about their community's facilities. These themes reflect a holistic view of community wellbeing, emphasising the need for a balance between growth and conservation, strong local governance, and prioritising the everyday needs of residents.

## The need for sustainable development

There's a strong call for development that is thoughtful and measured, considering the infrastructure's ability to support new growth. Respondents express concern that the pace and scale of development outstrips the local infrastructure, such as roads, bridges, and public utilities. They advocate for completing essential infrastructure improvements before allowing further development, especially in high-impact areas.

*"Put in place infrastructure before allowing urban expansion e.g. lack of proper sewage disposal on rural zoned land south of Cemetery Road, now being developed."*

Environmental concerns are central to many respondents who advocate for protecting and developing local biodiversity. There is a call for more native forest planting, the creation of accessible green spaces, and environmental considerations in new developments. The importance of integrating long-term planning and environmental considerations into development decisions is emphasised to ensure that growth is beneficial and sustainable for future generations.

*"QLDC development plan doesn't have benchmarks or rules to support a healthy and resilient environment. Development here is short sighted, ill planned, and damaging to our fresh water and*

*natural environment. The lack of thought into future generations is unbelievable. I'm concerned about the state of the lakes and rivers and hope the council will adopt better practices."*

## Community representation and governance

Some comments highlight a disconnect between the council's actions and the community's wishes. Respondents feel that their input is often overlooked or ignored in decision-making, with governance decisions prioritising tourism and external interests over the wellbeing of locals.

*"Council need to start listening to the people when it comes to development of the town and not follow their own agendas."*

With this, there's a sentiment that the district is becoming less accessible to families and young people due to economic pressures. As such, there are calls for the local government to invest more in public facilities and community services that support residents' daily lives and wellbeing rather than focusing on amenities primarily geared toward tourists.

Accessibility to QLDC and transparency around decisions, such as how community grants are distributed, are also areas raised in the comments. Respondents note that there is a need for governance that is inclusive, transparent, and genuinely representative of the diverse voices within the population.



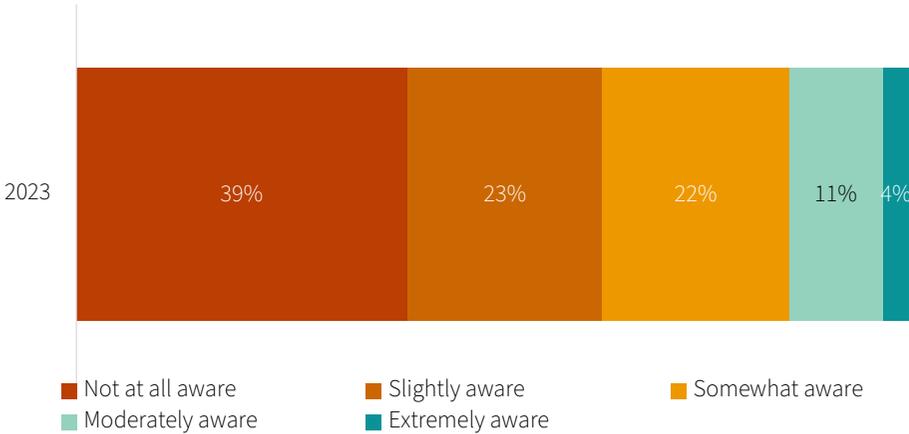
# Tourism

*This section shows the results for respondents' awareness of the district's Destination Management Plan.*

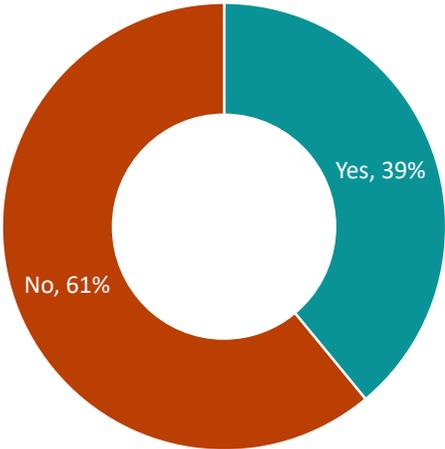
# Tourism

This year, two new questions were included about tourism. The first question addresses respondents' awareness of the Destination Management Plan (DMP), of which 15% of respondents are aware, 22% are somewhat aware, and 62% are only slightly aware or not aware at all. The second question asks if respondents are aware that the DMP's goal is for the district to become a regenerative visitor destination by 2030, of which 39% are aware and 61% are not aware.

Awareness of DMP



DMP and regenerative tourism



Q. Before completing this survey, what was your level of awareness of the Queenstown Lakes District's Destination Management Plan? Base size n=1000  
Q: Did you know that the Destination Management Plan's goal is to become a regenerative visitor destination by 2030? Base size n=1000

# Tourism

A total of n=286 respondents provided a comment about tourism in the district. Many comments centred around the effects of tourism on the area, with concerns about unsustainable practices, economic strain, and the degradation of the local environment. Comments show a desire to find a better balance between welcoming visitors and safeguarding the district's unique character.

## Environmental protection

One of the primary concerns about tourism is the detrimental effects it can have on the local environment. Respondents' comments reflect frustration with environmental degradation, where pollution and unrestricted vehicle access are specific points of contention. Some respondents also question the practicality of 'eco-tourism' initiatives, pointing out the contradictions between claiming sustainable practices while simultaneously encouraging high volumes of tourists, which inevitably strains natural resources. Respondents want to see actions that genuinely protect the unique ecological characteristics of the area rather than pay lip service to the idea of environmental sustainability.

*"I'd like to see the leasing structure value our natural assets higher, such as Shotover Jet not being able to scale their rights to zero dollars in COVID or flood times etc. Similarly add a cost for visual and noise pollution with activities that profit from the natural environment like helicopters or bike tours on the Crown Range etc."*

## Tension between the community needs and tourism needs

In keeping with the above point, there is frustration between balancing tourists' needs and prioritising the local community's wellbeing. Respondents would prefer to see their community's interests, history,

and quality of life placed before the pursuit of tourism revenue, with comments reflecting a need to shift from a tourism-centric model to one where commercial interests do not overshadow the community and its values. This sentiment is underpinned by calls for preserving local culture and history and a desire for tourism that integrates into the community rather than disrupting it.

*"We had the opportunity when COVID hit to change the constant increase in visitors and lessen the impact. It was getting really horrible before COVID and it feels like it is back to that again already. Visitors are important but we need to have less longer staying visitors that will contribute to the economy."*

## Tourism's effect on infrastructure

Some comments reflect the seemingly limited economic benefit the tourism industry delivers to locals while disproportionately using local resources. The return of tourists is once again seen as overwhelming the existing infrastructure, leading to excessive rate hikes and putting an unsustainable burden on services like transportation and public facilities. This strain is compounded by a perceived lack of adequate government support to shoulder these costs, which currently fall disproportionately on residents. These comments also note the imbalance between the profits gained by private operators and the public costs of supporting the tourism sector.

*"Tourism will just continue – it is the question of balancing that with the necessary facilities – including roading and housing to meet that. Currently QLDC is not addressing it, that is evidently clear...and currently it will only get worse."*

# Tourism

## Taxation options for tourism

Comments within this section noted the need for financial mechanisms that ensure tourists contribute to preserving and maintaining the area they visit. Suggestions include implementing a bed tax, visitor levy, or increased commercial rates for tourism-related businesses. These considerations are primarily driven by the desire to offset the infrastructure and service costs incurred by the local government and ratepayers. The expectation is that by passing some of the financial responsibilities onto tourists, the economic benefits of tourism can be more equitably distributed, and the preservation of the district can be more sustainably managed. Respondents note that such financial instruments may also provide some relief to local taxpayers and create a more balanced relationship between tourism and resident wellbeing.

*“Introduce a tourist/bed tax asap. Locals cannot support the town and infrastructure alone.”*

## The need for sustainable growth

The need for responsible and transparent governance emerges as a key theme, with a push for sustainable growth models that do not compromise the future for short-term gains. The central criticism amongst these comments is aimed at area development plans perceived as shortsighted or overly ambitious without proper consideration of longterm impacts on the community.

There is a call for governance that includes robust planning, equitable distribution of tourism’s economic benefits, and a strategy that incorporates the voices of locals in decision-making processes, especially concerning the development of facilities like airports that could drastically alter the district’s dynamics.

*“A way to sustainable tourism has to be found..I appreciate the opportunities tourism gives to our district, however I feel Wānaka and Queenstown are too focused on gaining profits from tourism and forgetting people who actually reside here, serve those tourists and make the place a friendly place to live.”*



# Environment

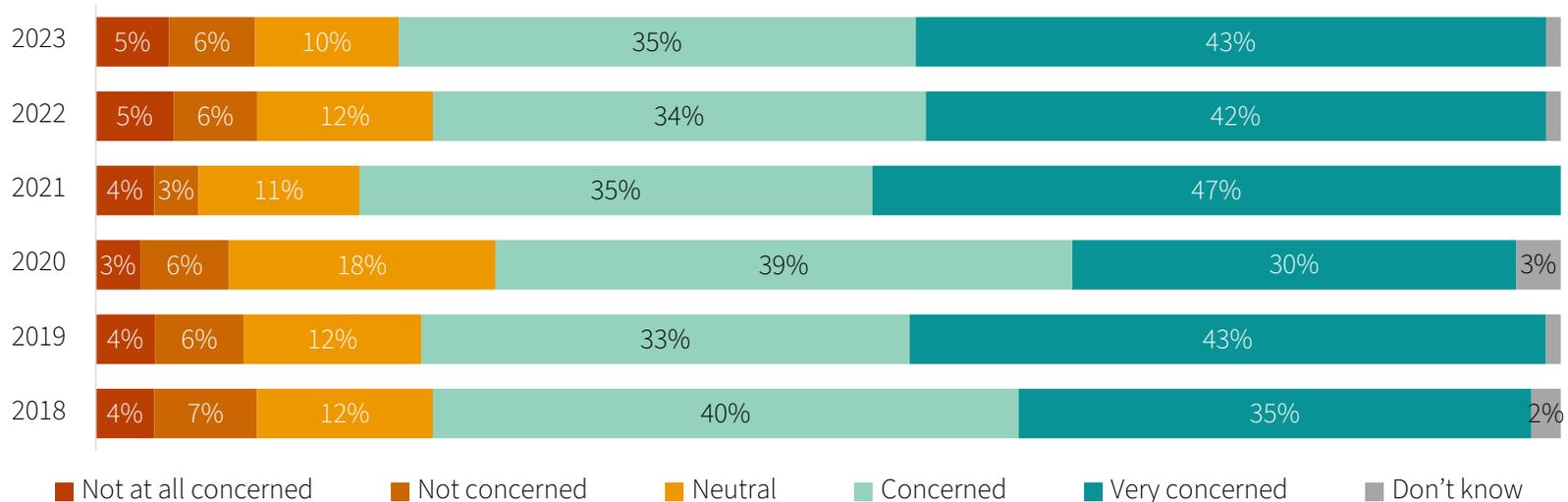
*This section looks at respondents' views around climate change, the actions that households take to improve the environment, and how well QLDC is supporting the environment.*

# Climate Change

Respondents were asked how concerned they were about climate change. This year 78% of respondents state they are concerned about climate change, 10% provide a neutral rating, and 11% are not concerned. Respondents aged under 39 years, who are female, or who identify as Other European are more likely to be concerned with climate change.

The results this year are similar to those from 2022. While there are year on year fluctuations, there is little difference between the current year's results and those seen in 2018, with concern consistently high across all years.

## Concern with the impact of climate change

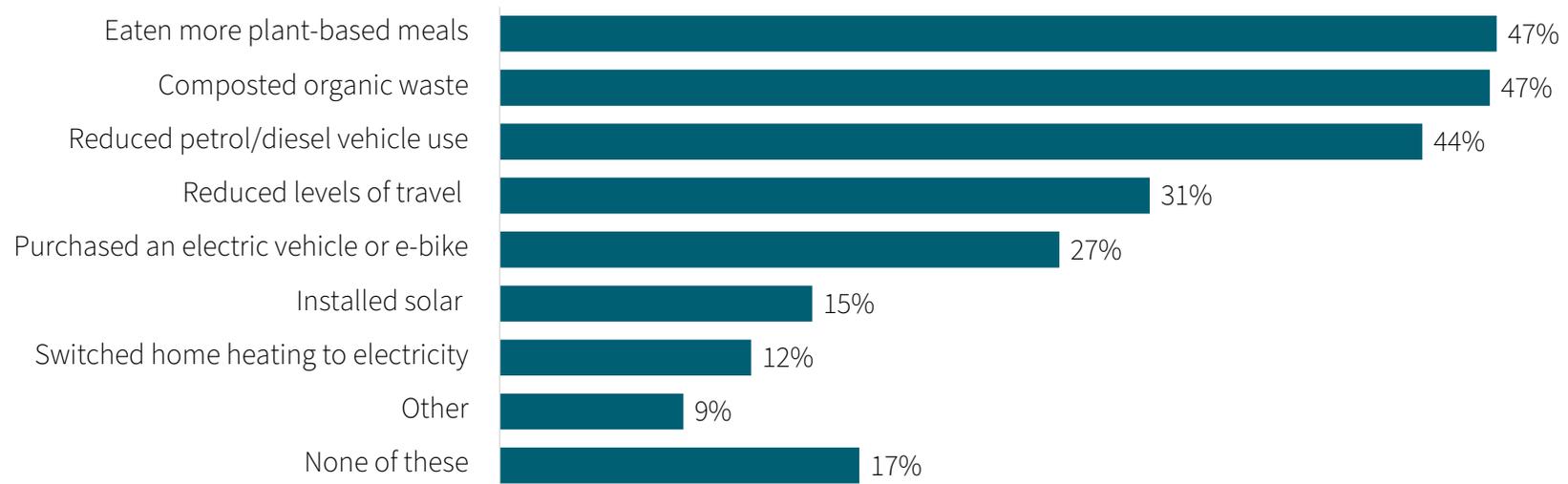


Q. How concerned are you about the impacts of climate change? Base size n=1000

# Greenhouse Gas Reduction

Respondents were asked what actions their household has taken to reduce its greenhouse gas emissions. The most common actions households take are eating more plant-based meals and composting organic waste (47% each). Forty four percent of respondents state their household reduces their non-electric vehicle use, 31% reduce their travel, and 27% have purchased an electric vehicle or e-bike. Other comments included recycling, reducing consumption generally, planting vegetables, supporting local projects, and looking to make changes in the future, e.g., purchasing an electric car.

## Actions taken to reduce greenhouse gas emissions

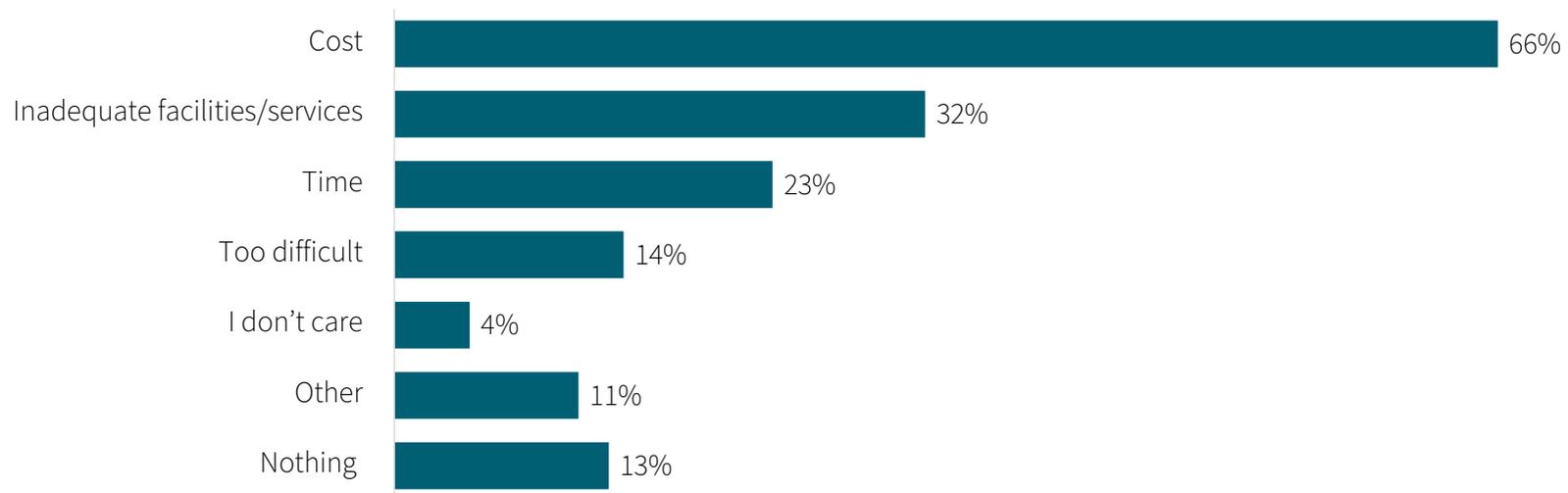


Q. Have you or your household taken any of the following actions to reduce greenhouse gas emissions?  
Base size n=1000

# Greenhouse Gas Reduction

Respondents were asked what barriers they faced to reducing their greenhouse gas emissions further. Respondents state the most significant barrier is cost (66%), followed by inadequate facilities or services (32%), time (23%), or difficulty (14%). Only 13% of respondents state that they face no barriers to reducing their greenhouse gas emissions. Other comments included concerns about climate change not being a real phenomenon, the limited ability an individual has to effect change, and the lack of ability to make changes to a property when renting.

## Barriers to taking action

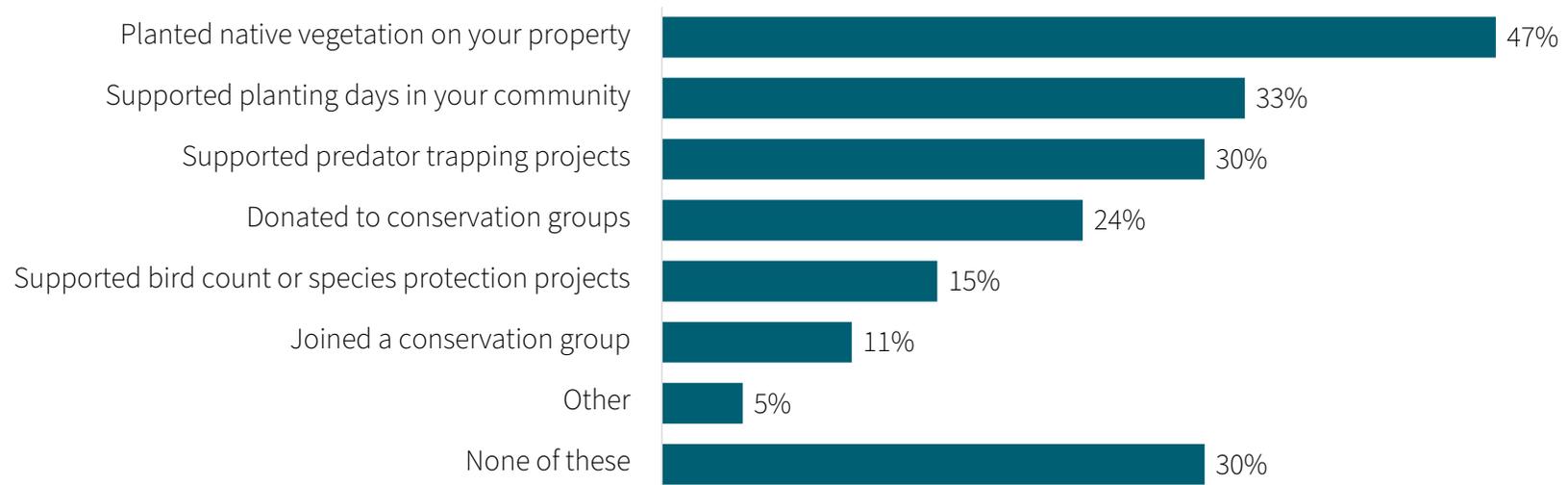


Q: What barriers prevent your household from taking more of these actions? Base size n=1000

# Biodiversity

Respondents were asked about their actions to support biodiversity. Forty seven percent of respondents plant native vegetation on their property, while 33% support planting days in their community. Thirty percent support predator trapping projects and 24% donate to conservation groups. Just under one third of respondents (30%) do not undertake any actions to support biodiversity in their community.

## Actions taken to support biodiversity

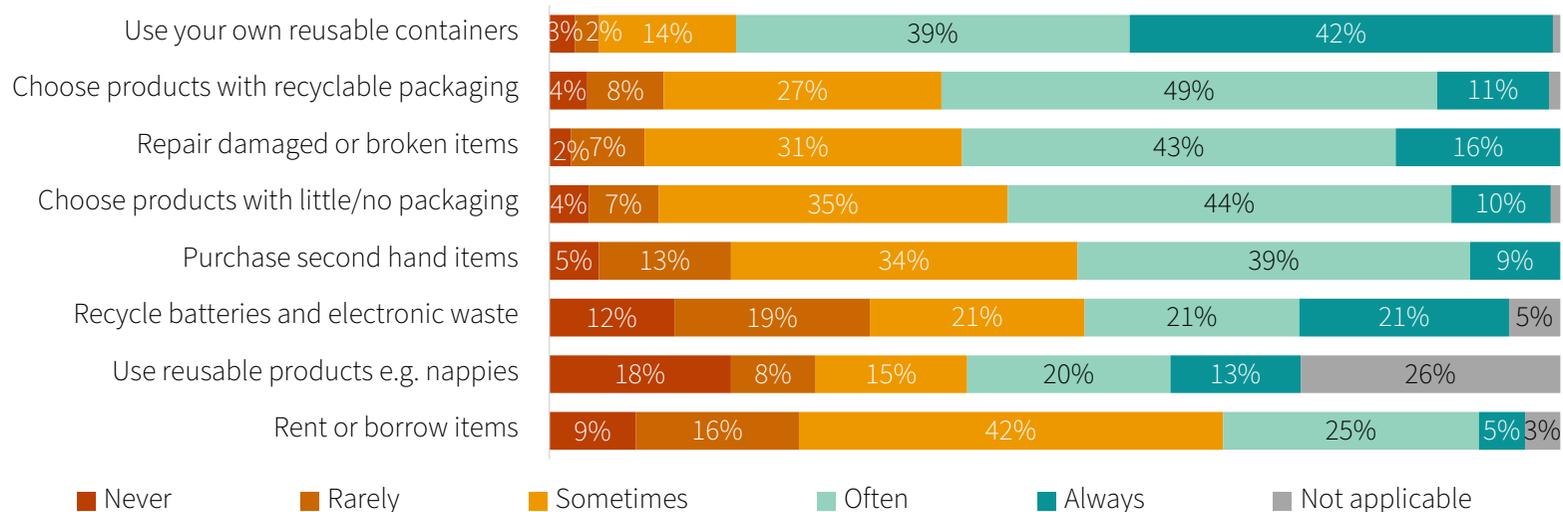


Q: Have you or your household taken any of the following actions to support local biodiversity?  
Base size n=1000

# Waste Reduction

Respondents were provided with a list of waste reduction actions and asked how frequently they undertook each action. The action respondents most frequently undertake is using reusable containers (81% undertake this always or often), this is followed by choosing products with recyclable packaging (60%), repairing damaged or broken items (59%), or choosing products with little or no packaging (54%). Less common actions are using recyclable products (33%) and renting or borrowing items (30%).

## Frequency of actions to reduce waste

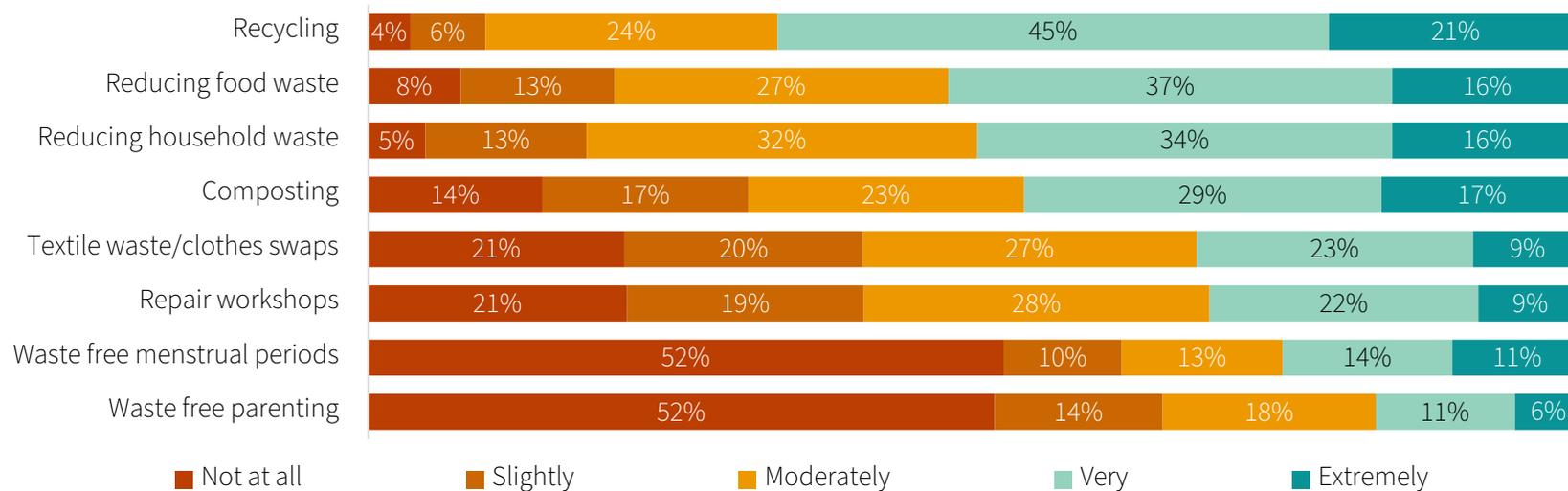


Q. How often do you do the following to reduce your waste? Base size n=1000

# Waste Reduction Information

The primary waste reduction topics that respondents are interested in are recycling (66% extremely or very interested), reducing food waste (53%) or household waste (50%), and composting (46%). There are lower levels of interest in reducing textile waste and repair workshops (32% and 31% respectively). While waste free menstrual periods and waste free parenting have lower levels of interest at a population level, interest in both of those topics are much higher amongst female respondents.

## Interest in waste reduction topics

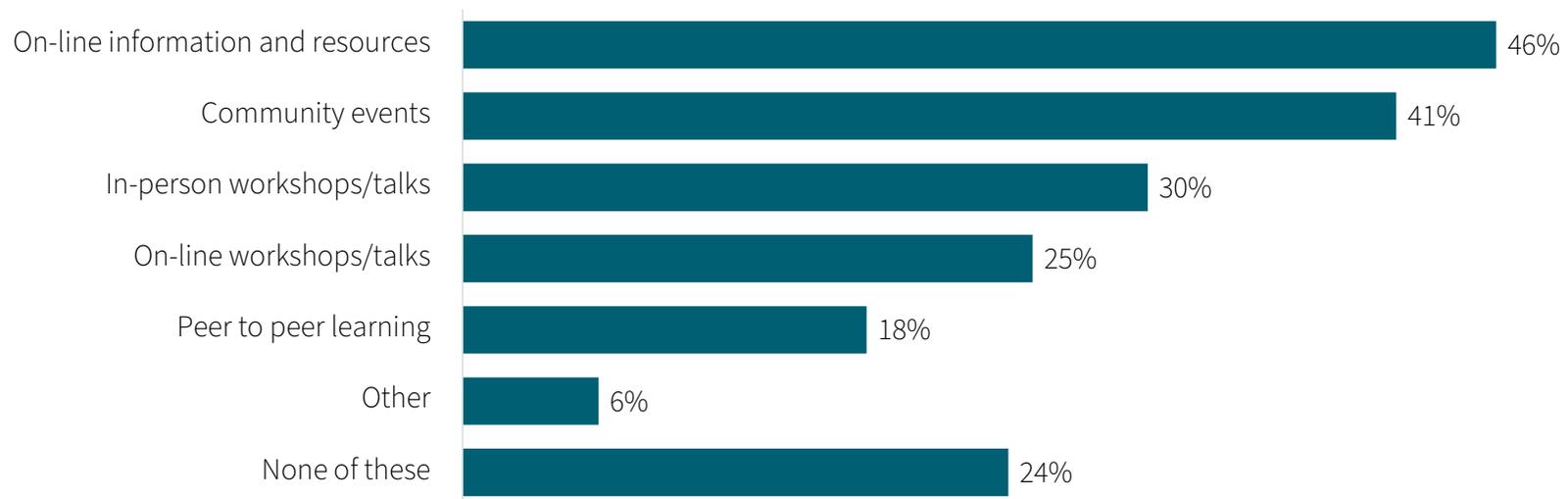


Q. How interested is your household in the following waste reduction topics?  
Base size n=1000

# Waste Reduction Information

Respondents were asked about where they would like to source information about waste reduction from. The primary areas respondents prefer to source information is via online sources (46%) or community events (41%). Less popular options are workshops (both in-person (30%) or online (25%)) or peer to peer learning (18%). Just under one quarter of respondents (24%) are not interested in any additional information sources.

## Additional information sources



Q: What additional local support or information would help you reduce your environmental impact?  
Base size n=1000

# Waste Profiles

Across the data there is a relationship between the environmental actions and attitudes that respondents hold and their age group. A summary of the environmental measures by different age profiles is provided below.



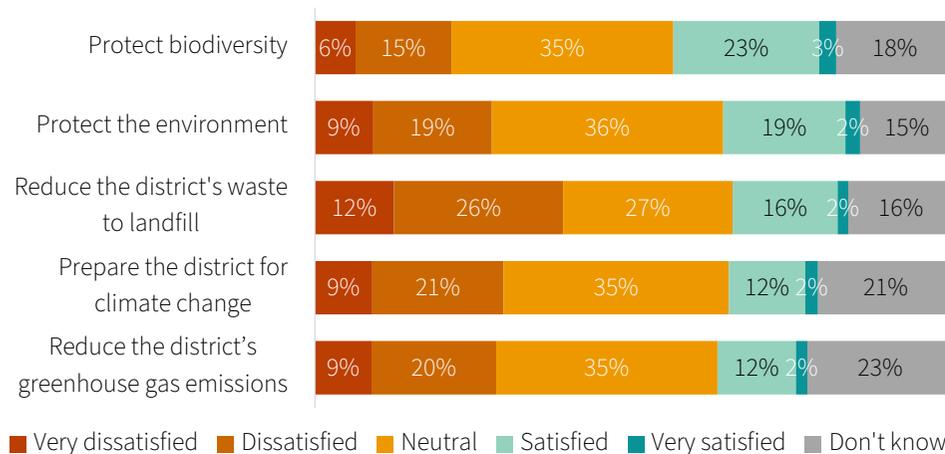
	18 – 24 Years	25 – 39 Years	40 – 54 Years	55 – 64 Years	65+ Years
<b>Concern about climate change</b>	81%	<b>84%</b>	76%	79%	<b>68%</b>
<b>Activities to reduce GHG</b>					
Composted	<b>31%</b>	<b>41%</b>	53%	50%	<b>61%</b>
Eat plant based meals	46%	<b>54%</b>	46%	43%	39%
Purchased e-bike or ev	15%	<b>18%</b>	30%	<b>40%</b>	<b>37%</b>
Reduced vehicle use	38%	49%	43%	40%	41%
Reduced travel	28%	28%	35%	33%	32%
<b>Barriers to GHG reduction</b>					
Cost	<b>80%</b>	<b>75%</b>	67%	<b>51%</b>	<b>48%</b>
Inadequate facilities	39%	<b>40%</b>	27%	23%	<b>21%</b>
Time	<b>35%</b>	<b>28%</b>	24%	<b>12%</b>	<b>8%</b>
Too difficult	<b>28%</b>	15%	11%	12%	<b>7%</b>
Nothing	4%	<b>5%</b>	11%	<b>22%</b>	<b>30%</b>
<b>Biodiversity actions</b>					
Planted vegetation at home	<b>27%</b>	<b>36%</b>	54%	<b>60%</b>	<b>61%</b>
Supported planting days	20%	34%	<b>43%</b>	26%	28%
Supported predator trapping	18%	23%	34%	39%	<b>42%</b>
Donated to conservation groups	18%	20%	27%	26%	28%
Nothing	<b>56%</b>	<b>36%</b>	<b>22%</b>	22%	<b>21%</b>
<b>Frequency of reducing waste</b>					
Reusable containers	89%	<b>88%</b>	84%	76%	<b>59%</b>
Repair broken items	55%	58%	64%	57%	58%
Chose recyclable packaging	54%	<b>66%</b>	60%	62%	<b>49%</b>
Chose little or no packaging	<b>37%</b>	<b>61%</b>	51%	57%	49%

Bold text indicates a result is statistically significantly lower or higher in that age group compared to all other groups

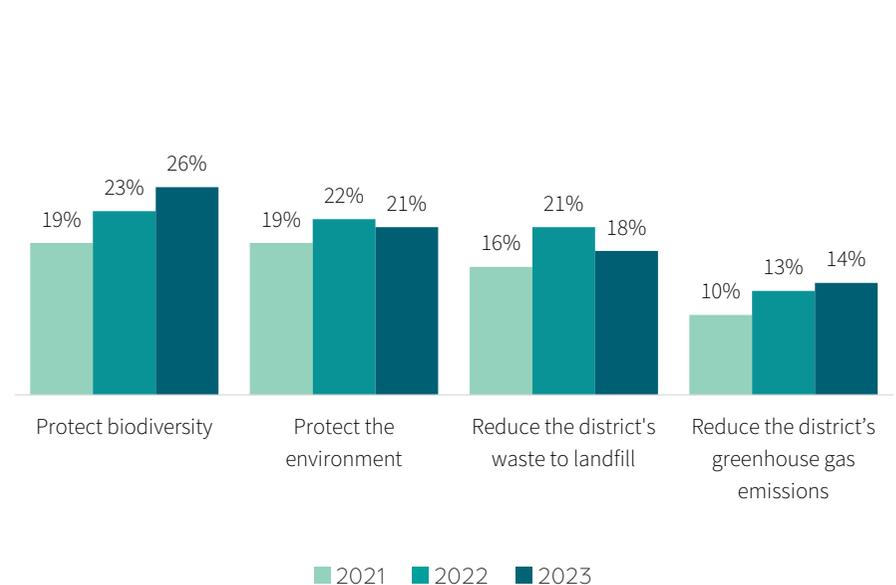
# Council Actions

Respondents were asked how satisfied they were with the steps QLDC were taking to protect the environment. Twenty six percent of respondents are satisfied with QLDC's protection of biodiversity, 21% are satisfied with the environmental protection, and 14% (each) are satisfied with the district's preparation for climate change and reduction of greenhouse gas emissions. Eighteen percent are satisfied with the steps QLDC is taking to reduce the district's waste to the landfill. Respondents' satisfaction with QLDC's protection of biodiversity has increased over the past three years (up 7% to 26% currently) as has respondents' satisfaction with the district's efforts to reduce the greenhouse gas emissions (up 4% to 14% currently). Satisfaction with other measures have remained relatively stable over the monitoring period.

QLDC steps to protect the environment



Year on year trend (satisfied and very satisfied)



Q. Please indicate how satisfied or dissatisfied you are with the following measures. Base size n=1000

# Environment

A total of n=226 respondents provided a comment about the district's environment. These themes indicate robust community engagement with environmental issues and a desire for more transparent, effective, and immediate action from QLDC in addressing environmental challenges and sustainability.

## The increased urgency of environmental action

The comments show an increasing awareness that environmental degradation is accelerating and that the consequences could be irreversible without faster action. This urgency is mainly centred on reducing waste, enhancing recycling efforts, and reducing greenhouse gas emissions. There is also a sense of immediacy in adopting renewable energy sources, promoting green technology, and implementing sustainable practices in daily life. The comments reflect that these environmental goals cannot simply be idealistic aspirations but are now necessary for ensuring sustainable resource use and maintaining the district's natural environment.

*"I believe that climate change is an all encompassing and increasingly shortening time frame issue. The benefits of de-carbonisation add up over time so the sooner the implementation, the better. We shouldn't be complacent to national or international road paths and any opportunities to implement changes sooner than planned should be taken."*

## The balance between economy and environment

Some comments within this section note the challenges of balancing economic growth and environmental stewardship. While respondents recognise that economic development benefits the community, it often comes at a cost to the environment.

Respondents also note the importance of encouraging eco-friendly economic activities and incentivising businesses to adopt green practices.

*"QLDC is tourism focused and growth focused. How can this be good for the environment? Everything else that it's doing is just talk while ignoring the two elephants in the room. 'Shifting the deck chairs on the Titanic' comes to mind."*

A key challenge to the environmental and economic balance is the role of tourism within the district. While tourism benefits the area economically, it also poses significant environmental challenges with the pressure it places on local resources and ecosystems. As outlined in the previous section, there is support for measures such as eco-taxes to fund environmental preservation efforts, which work alongside regulations to limit the environmental impact of tourist activities.

Some respondents also suggest a shift in promoting tourism in the area, suggesting that focusing on sustainable tourism could serve as a differentiator. The aim is to attract visitors who are conscious of their environmental impact and willing to engage with the community in a way that supports its sustainability goals.

## Community engagement and policy development

One strongly represented theme is the recognition that true and lasting environmental change requires robust policy frameworks. Some comments reflect that the community is looking for legislative action that enforces environmental protection, including stricter regulations on pollution and incentives for sustainable practices.

# Environment

However, there is also an understanding that more than policy is needed to force practice change. Including residents in decision-making processes will help support the implementation and uptake of such policies will be important.

Furthermore, community engagement through education and awareness campaigns is essential for developing a more robust and informed culture of sustainability. Some respondents also suggest that addressing the district's high cost of living may help residents make more sustainable product choices in their everyday lives.

*"I think more messaging needs to go out to the community and more initiatives to encourage people and businesses to work together."*

## Improving infrastructure

Some respondents comment that the district's infrastructure must be updated to achieve the environmental goals. These points indicate a need for updated waste management systems that are efficient, scalable, and capable of accommodating increased recycling efforts. Furthermore, there is an emphasis on developing public transportation networks to reduce the reliance on private vehicles, thereby cutting down emissions and traffic congestion.

*"Speed up the upgrades of the oldest sewers and stormwater to stop leaks and breakages leaking waste into the lakes. All critical infrastructure needs more resilience. Public transport routes around Wānaka need planning now, so roading can be set up for it when it does happen."*



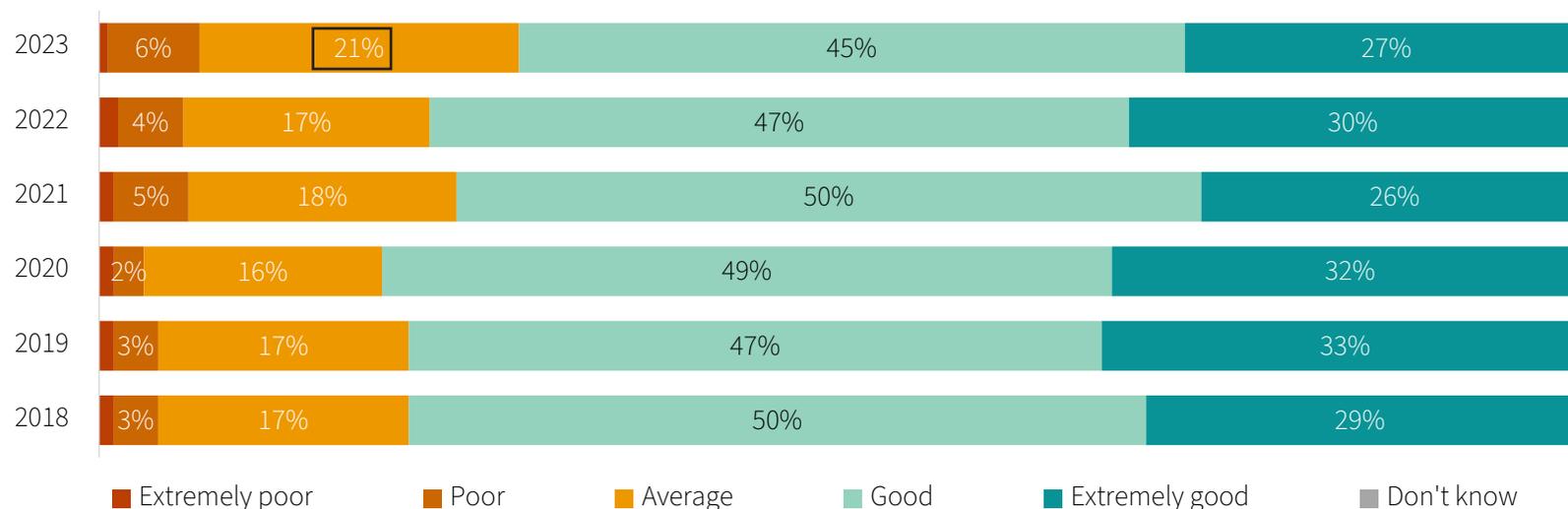
# Quality of Life

*This section addresses respondents' views about their quality of life in the district. It also looks at how quality of life has changed in the past 12 months and the reasons for these changes.*

# Overall

Respondents were asked about how they rate their quality of life. This year 27% of respondents state they have an extremely good quality of life, 45% state they have a good quality of life, 21% have an average quality of life, and 7% have a poor or extremely poor quality of life. This year's results show an increase in the proportion of people who state they have an average quality of life, with slight declines in the proportions who state they have a good or extremely good quality of life. Respondents who state they have a poor or extremely poor quality of life are more likely to be aged between 18 and 24 years, identify as an Ethnic Minority, live in Frankton or Queenstown, or have a household income of under \$60,000. Comparatively, respondents who state they have a good or extremely good quality of life are more likely to be 55 years or older, live in Wānaka, or have a household income of more than \$200,000 per annum.

## Quality of life

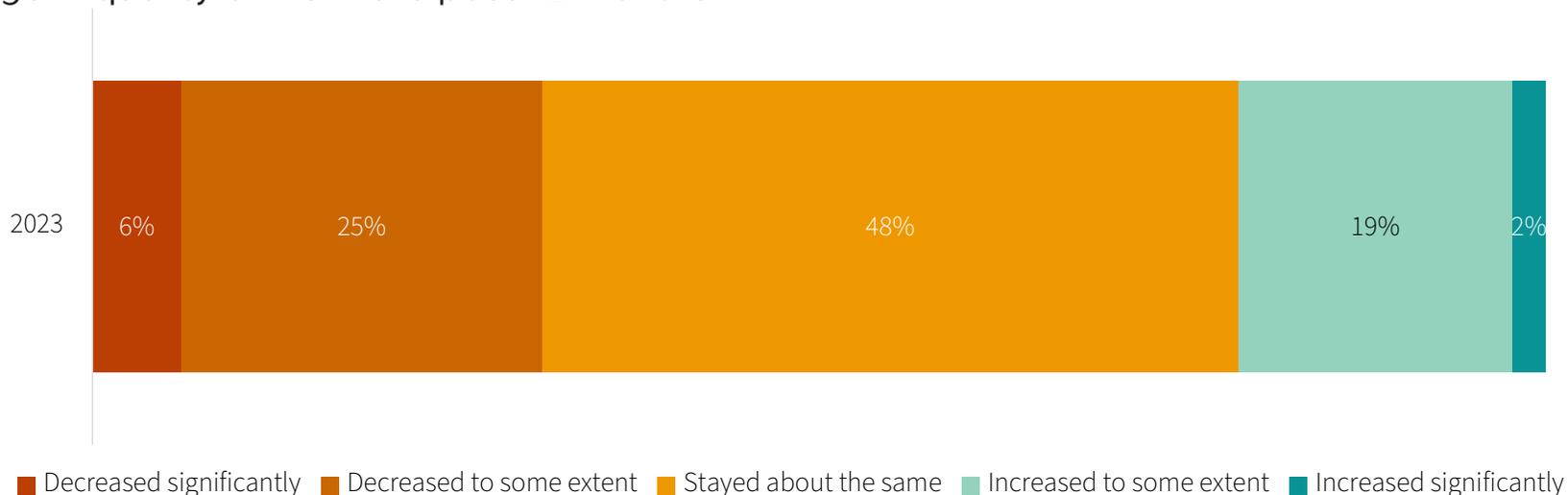


Q. Thinking about all the factors we have asked about, how would you currently rate your overall quality of life? Base size n=1000  
 The square box on the chart indicates this year's result is a statistically significant change from last year's result.

# Change in the Past 12 Months

In a new question this year, respondents were asked if their quality of life had changed in the past 12 months. Just under half (48%) of respondents state that their quality of life stayed the same, with the remaining 52% indicating their quality of life had changed. Twenty one percent state their quality of life has improved and just under one third of respondents (31%) state it has declined. Interestingly, respondents who are more likely to say their quality of life has declined are aged between 25 and 39 years. However, this group are also likely to say their quality of life has increased in the past 12 months suggesting a split in life experiences amongst respondents in this age group. Respondents who identify as an Ethnic Minority or who were born overseas are also more likely to say their quality of life has increased.

Change in quality of life in the past 12 months

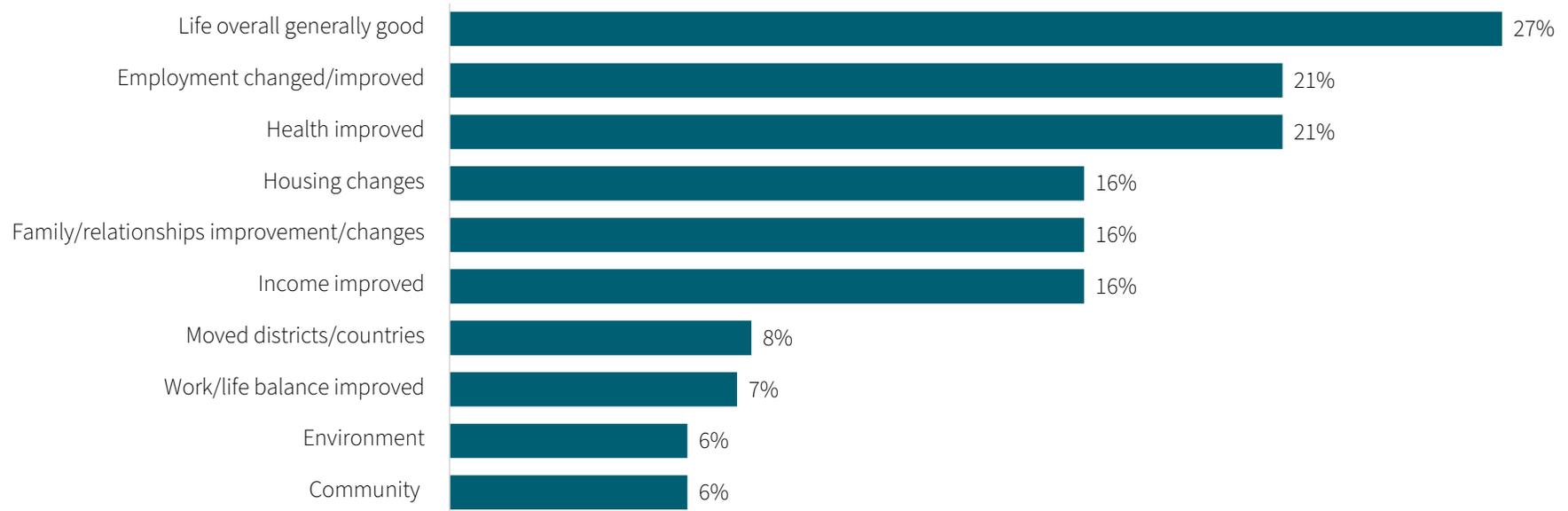


Q. Compared to 12 months ago, would you say your quality of life has...Base size n=1000

# Increased Quality of Life

Respondents were asked to identify the reasons why their quality of life has changed in the past 12 months. These responses were collected verbatim and post-coded into the main themes after the data collection was completed. Twenty seven percent of respondents with an improved quality of life state that their life has generally gotten better and a further 21% (each) note that they have experienced improvements in their health or employment situation. Sixteen percent (each) of respondents attribute their increased quality of life to improvements in housing, relationships, or income.

## Reasons for increased quality of life

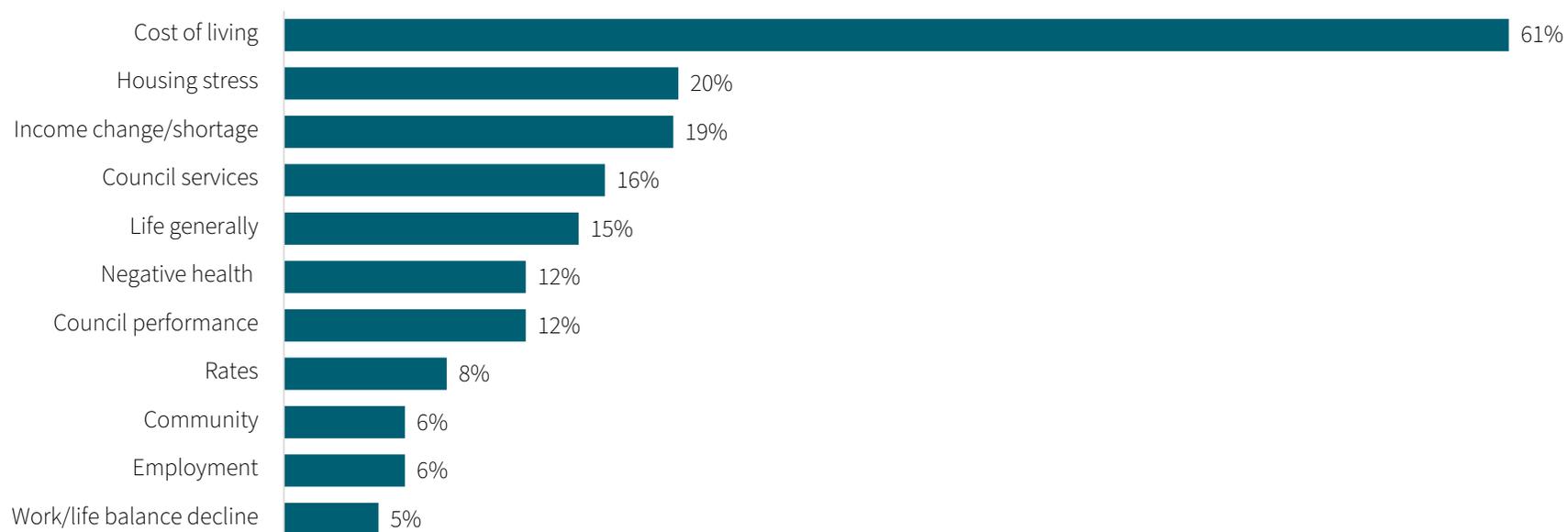


Q. Why do you say your quality of life has changed? Base size n=207

# Decreased Quality of Life

Respondents were asked to identify the reasons why their quality of life has changed in the past 12 months. These responses were collected verbatim and post-coded into the main themes after the data collection was completed. The most significant reason for a decline in a respondent's quality of life over the past 12 months relates to an increased cost of living. This is followed by stress relating to housing (20%) and insufficient income (19%). Respondents also comment that the council's services, e.g., water, roading, and transport (16%), the general performance of the council (12%), and the district's rates (8%) all contribute to a poorer quality of life.

## Reasons for a decreased quality of life in the past 12 months



Q. Why do you say your quality of life has changed? Base size n=310



# Concluding Comments

# Concluding Comments

The survey results for 2023 demonstrate a solid commitment to the Queenstown Lakes District amongst its residents. The area's immense landscapes and diverse communities draw people to the district, with many making this their permanent home. This year's results show respondents' continue to have significant levels of pride in their district, have strong feelings of safety, and display significant satisfaction with their local facilities.

At an individual level, most respondents rate their physical and mental health highly and have strong levels of personal and mental resilience. Furthermore, respondents generally report having a high quality of life, with over half of all respondents likely to recommend working and living in the district to others.

However, respondents' feedback also demonstrates that the district is facing some complex challenges, key of which are housing and economic issues, healthcare services, connectedness, environmental concerns, and governance. The main points within these issues are outlined below.

## Housing and economic issues

There has been a notable increase in insecure and emergency accommodation usage in the district this year, with nearly half of these individuals requiring stays of over six months. Despite most people having a place to stay, there's growing uncertainty about future housing stability, with a decline in those reporting a steady living situation. The expense of running a household, particularly heating costs, remains a significant concern for many in the district.

The high cost of living has emerged as a significant factor, leading to decreased disposable income and adversely affecting respondents'

quality of life. This year has seen early indications of deteriorating mental health, highlighting the broader social consequences of these economic challenges. Stagnant wages, limited job opportunities, and a lack of housing options have been identified as key contributors to this issue.

The groups most affected by the cost of living include women, younger individuals, those in insecure housing, lower-income earners, and renters. These same demographic groups also face challenges in accessing healthcare and specialist services, yet are most likely need these services.

## Health concerns

There has been a concerning decline in perceptions of the district's health services this year, with suggestions that the system may be nearing a tipping point. Health inequities are increasingly evident, and there is a growing concern about the continued inadequacy of healthcare in the area. A notable shift has occurred in public perception, with a decrease in the number of people feeling there are no barriers to healthcare access.

Concurrently, there has been a significant increase in the proportion of respondents who cite lengthy waiting times as the primary obstacle to receiving medical care. Additionally, almost 40% of respondents have found it necessary to travel outside the district for essential medical services, such as specialist appointments, surgeries, or dental care, highlighting the deficiencies in local healthcare infrastructure and availability.

# Concluding Comments

## Connectedness

There has been a noticeable decline in connectedness and support networks in the district over recent years. The proportion of respondents reporting a good support network has decreased from 87% in 2018 to 74% in 2023, while feelings of support have similarly declined from 68% to 59% over the same period. Cultural connections have also seen a downward trend, with most measures related to the expression of culture dropping by 20% since 2019. Furthermore, opinions appear divided about the celebration of tangata whenua despite increased general satisfaction with how this is presented in the community. While some residents appreciate and wish to see more integration and representation of Māori culture in the district, others are less enthusiastic about this aspect, feeling it is forced upon residents at the expense of other cultures.

Neighbourhood connectedness has remained stable this year, but overall, it has diminished since monitoring began in 2018, especially regarding residents' sense of belonging and participation in local activities. Some respondents believe a contributing factor to this reduced connectedness is the impact of short term accommodation options in the area, which may alter local communities' dynamics and weaken traditional neighbourhood ties.

## Environment

Concern about climate change remains high in the district. Residents primarily engage in cost-effective actions to reduce greenhouse gas emissions, such as adopting plant-based diets, composting, and reducing travel. However, more substantial measures like installing solar panels or switching home heating systems are rare, mainly due to cost barriers.

There is also a call for better infrastructure to support waste management, which is crucial for waste reduction efforts.

Approximately 70% of respondents have taken actions to support biodiversity, demonstrating a solid commitment to environmental conservation. Recycling and waste reduction are helped, with over half of the population already using reusable containers, choosing recyclable packaging, repairing items, and opting for products with less packaging.

The community views QLDC positively regarding its role in biodiversity preservation and greenhouse gas emission reduction, and these views have improved over time. However, verbatim comments reflect an increasing urgency about environmental preservation and climate change adaptation, emphasising the need to balance economic development and environmental protection.

## Public transport

Public transport provision is another area that respondents highlight as needing attention. For some, increased public transportation use is essential to further reducing greenhouse gas emissions over the longer term. However, to improve use, the transport infrastructure needs to support the area's growth better and serve the needs of all residents.

The most pressing concerns with public transport relate to reliability and affordability, with comments stating that these are critical barriers to increasing use. However, it is interesting that these views are based more on perception than actual user experience, with frequent public transport users more optimistic about the district's transport system. However, such negative perceptions will likely be a significant barrier to encouraging trial of public transport services.

# Concluding Comments

## Governance

This year has seen a notable and continued decline in the public's satisfaction with various governance aspects over time. While satisfaction with information dissemination and opportunities for public engagement have stabilised this year, there has been a considerable decline in satisfaction with elected officials and the performance of the QLDC overall.

A recurring issue is the district's preparedness for future growth, with repeated concerns about long term planning in areas such as transport, neighborhood development, and public services and facilities. Declines in satisfaction indicate a growing discontentment among residents regarding the district's governance and its response to the challenges posed by rapid growth and infrastructure needs.

## Final comment

In summary, this year has seen continued positive views of life in the Queenstown Lakes district, with most respondents reporting a positive quality of life, accompanied by a solid connection to the local area. Despite a strong commitment amongst the district's residents, the area faces challenges that span economic, social, environmental, and governance spheres, and reflect the tensions of balancing growth and development with the needs and wellbeing of the community and the environment. The comments from this year's survey highlight the urgency and complexity of addressing these challenges to ensure the district's sustainable and inclusive future.

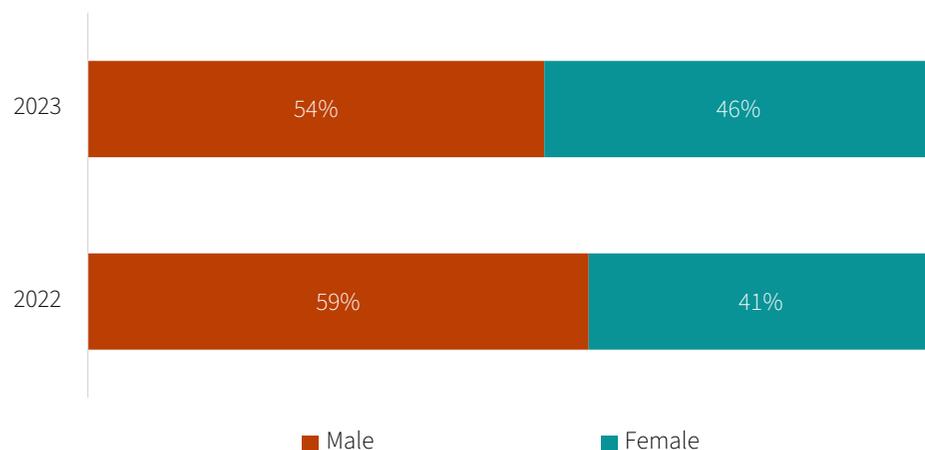


# Appendix 1 Non-Resident Results

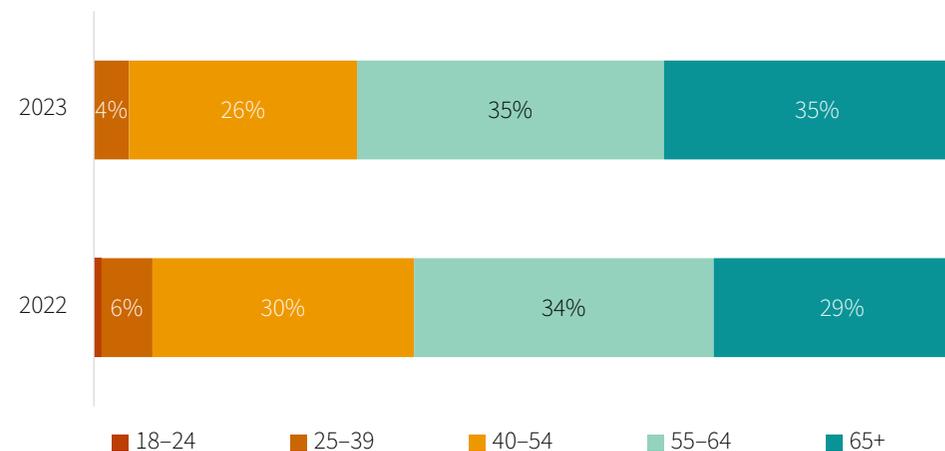
# Demographics

This year 46% of the non-resident respondents are female and 54% are male. Seventy percent of the non-resident respondents are over the age of 55 years. These results are similar to those from 2022.

## Gender



## Age



Q. Which of the following best describes you? Base size n=749

Q. What is your current age? Base size n=749

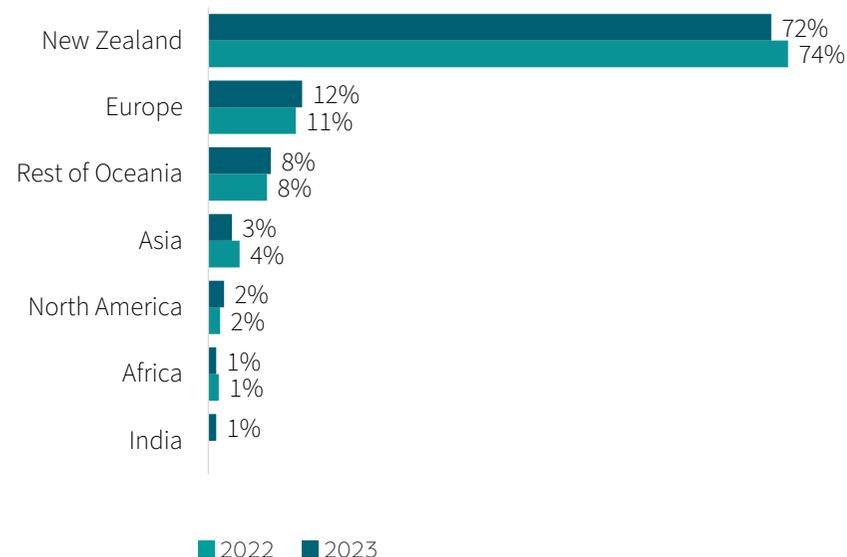
# Demographics

The majority of the non-resident respondents were born in Aotearoa, New Zealand with 12% born in Europe and 8% born in Oceania.

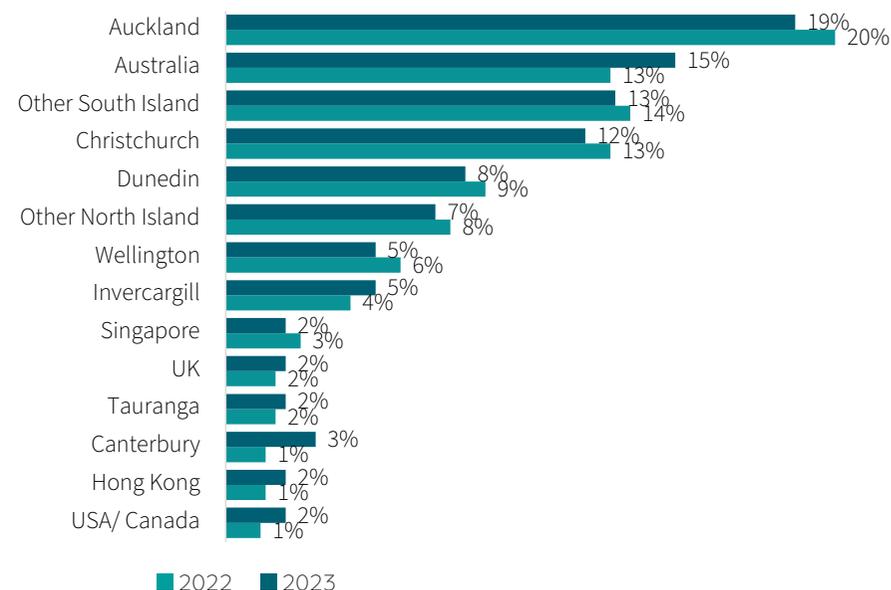
The most common place of residence for non-residents is Auckland (19%), followed by Australia (15%), Other South Island (13%), and Christchurch (12%).

These results are similar to the results from 2022.

## Birth location



## Usual residence



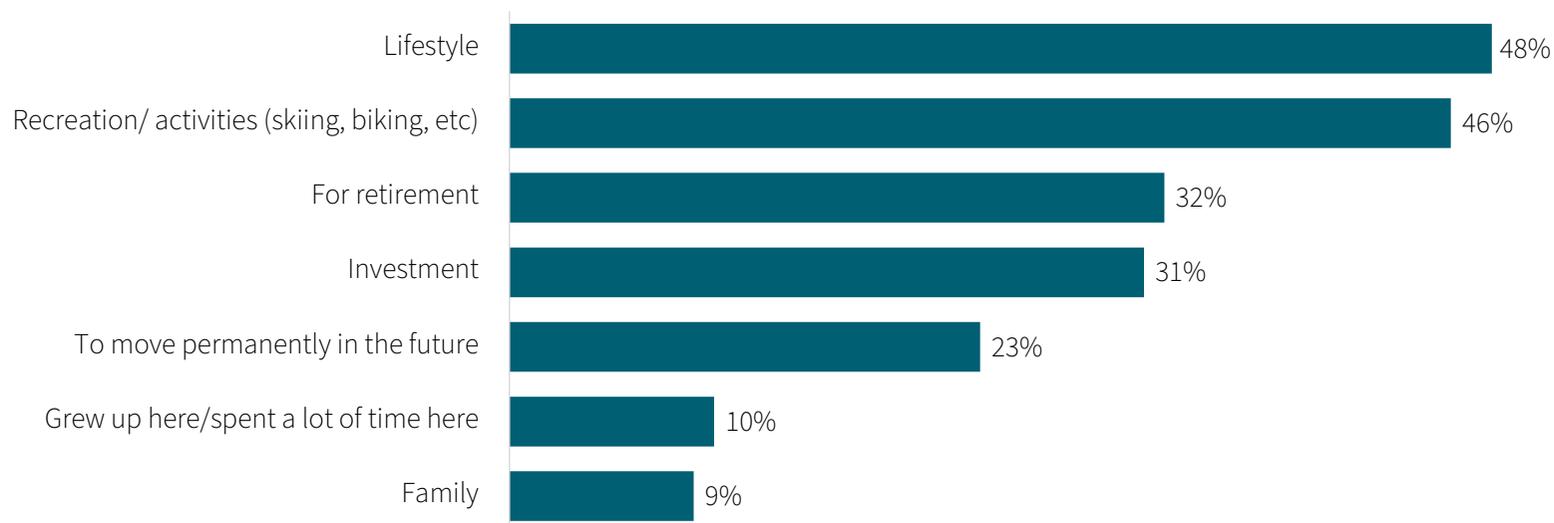
Q: Please write which country you were born in ? Base size n=749

Q: Where is your usual place of residence? Base size n=749

# Selecting the District

Non-resident respondents were asked why they purchased a property in the Queenstown Lakes district. The main reasons for purchasing in this area are the lifestyle (48%) and the recreational activities (46%). Secondary reasons relate to lifestyle choices (retirement 32% and a move in the future 23%) or for investment purposes (31%).

## Reasons for choosing to purchase in the district



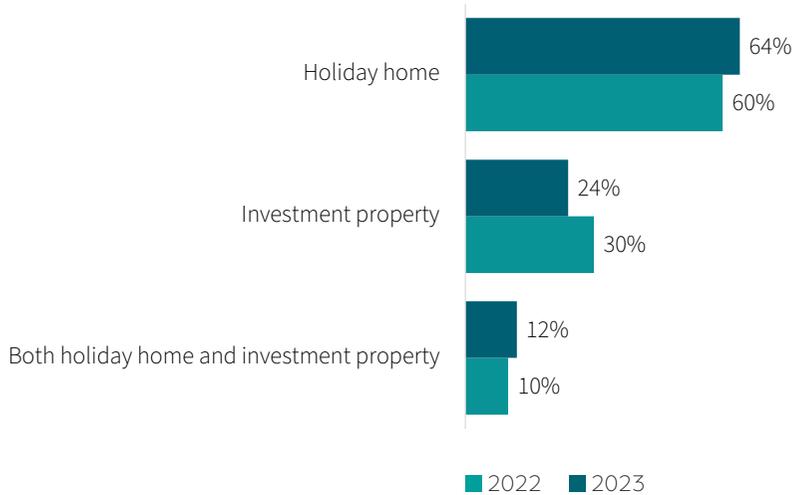
Q: What were your main reasons for choosing to purchase a property in the district? Base size n=749

# Property Type and Tenure

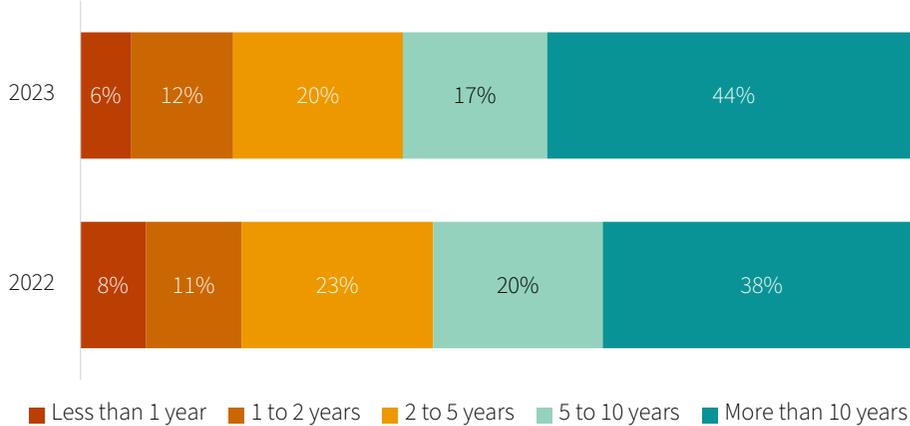
This year 64% of the non-resident respondents own a holiday home, 24% own an investment property, and 12% own both. These results are similar to those from 2022.

Forty four percent of non-resident respondents have owned their property for more than 10 years, 17% have owned it between five and ten years, with the remaining 38% owning the property for less than five years.

Property type



Ownership tenure

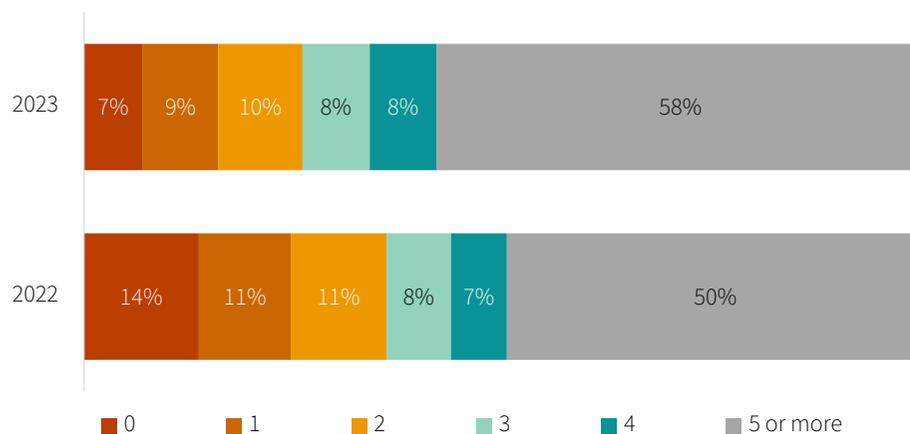


Q: Do you own either a holiday home or investment property in the Queenstown Lakes District? Base size n=749  
 Q: How long have you owned your holiday home/investment property? Base size n=749

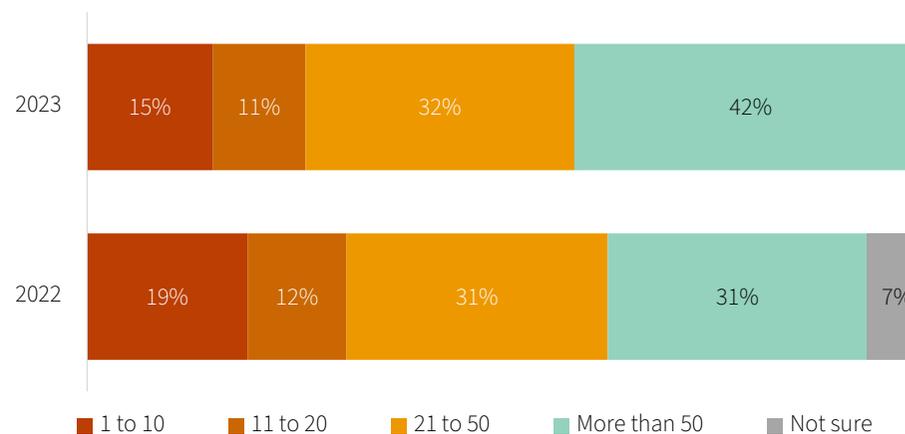
# Property Use

Just over half of non-resident respondents have used their property for five or more months in the past year, similar to 2022. The majority of respondents (74%) have spent more than 20 days at their property in the past 12 months, which is a 10% increase from the 2022 results.

Property use (months)



Time spent at property (days)



Q: How many times in the last 12 months have you or your family/friends visited your property? Base size n=749

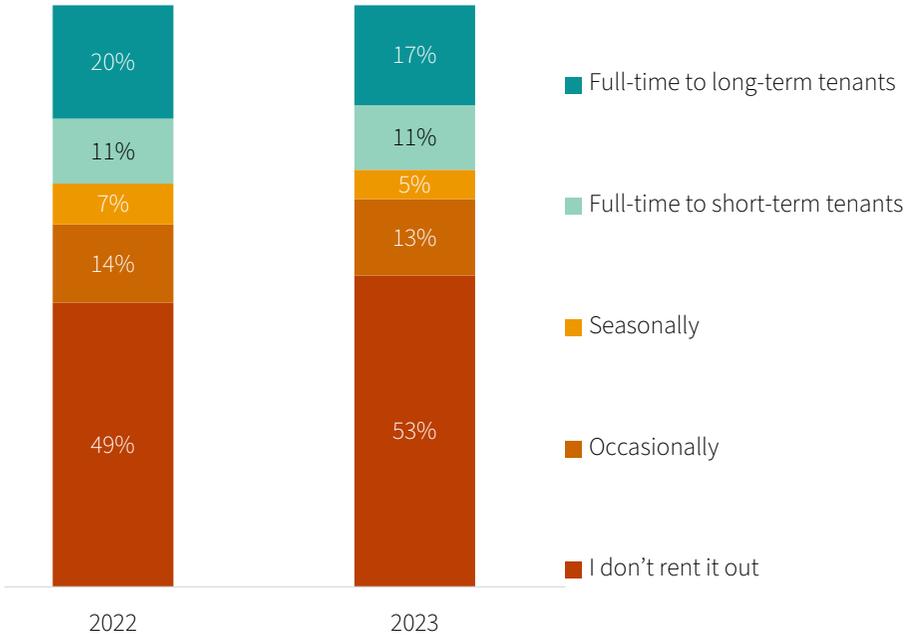
Q: And how many days in total did you or your family/friends spend at the property over the last 12 months? Base size n=749

# Renting Property Out

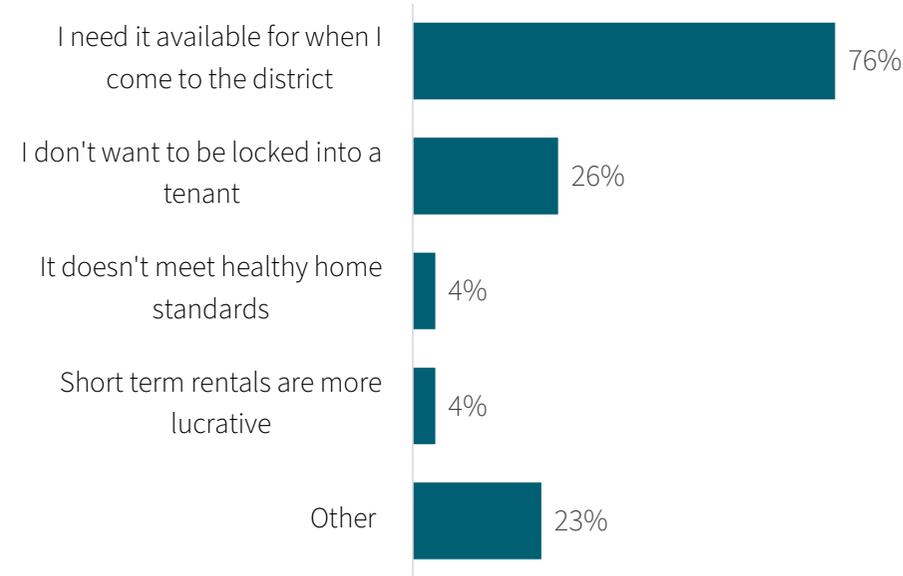
Just over half of non-resident respondents do not rent their property out, while a further 18% rent it out seasonally/occasionally. Eleven percent rent the property out to short-term tenants (e.g., Airbnb), and 17% rent the property out to long-term tenants. These results are similar to those from 2022.

The primary reason non-resident respondents do not rent their property out to long-term tenants is that they would like the flexibility of having it available when they want to come to the area (76%) and they do not want to be locked in to a tenancy (26%).

Frequency of renting property out



Reason for NOT renting property out

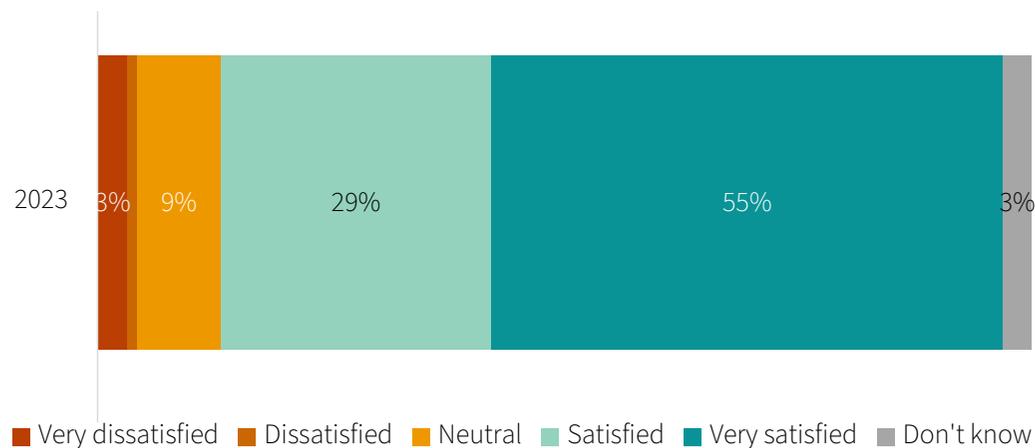


Q:How often do you rent your property out? Base size n=749  
 Q: What prevents you from renting your property out? Base size n=622

# Community Facilities

Non-resident respondents were asked their level of satisfaction with the range of community facilities available in the district. Overall, 84% of non-resident respondents are satisfied with the facilities in the area while only 4% are dissatisfied. Nine percent of respondents are neither satisfied nor dissatisfied.

## Satisfaction with community facilities

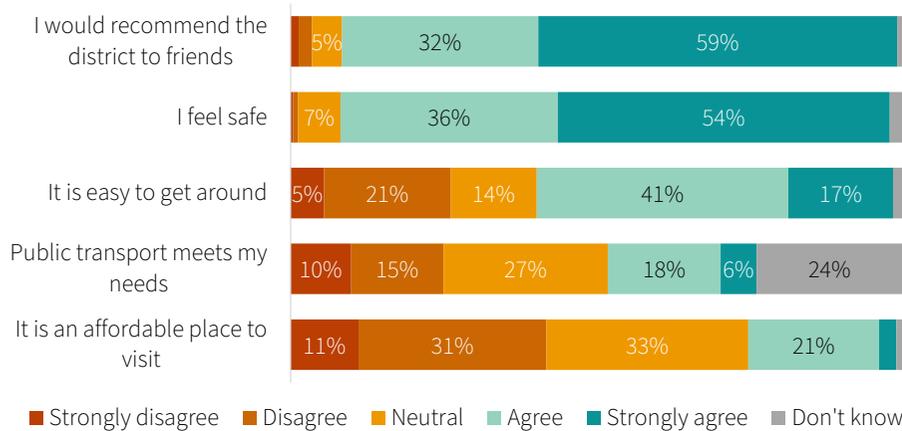


Q: How satisfied are you with the range of community facilities that are available in the district (libraries, parks, trails, sports venues, arts centres, community halls etc)? Base size n=749

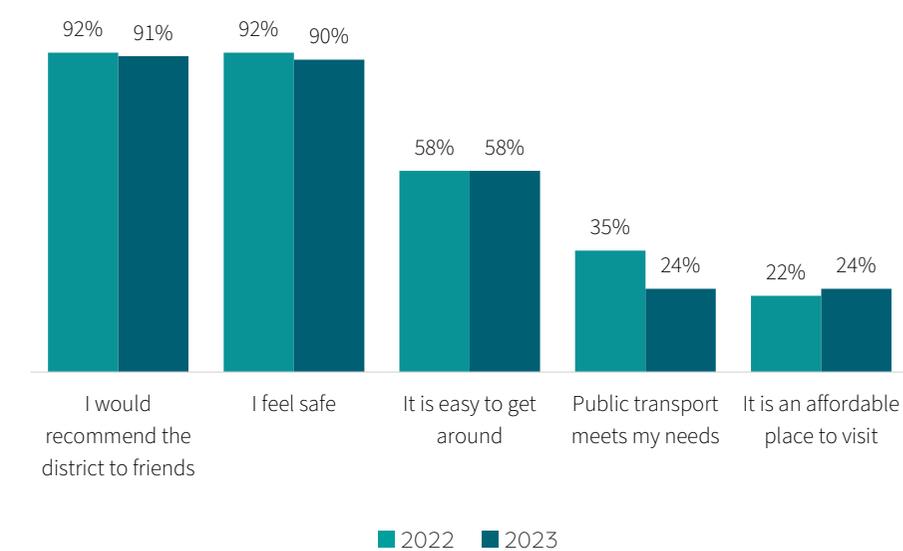
# Community Perceptions

Non-resident respondents were asked how much they agreed with a series of statements about the district and the community generally. The highest level of agreement is seen for recommending the district to others (91% agreement) and for feeling safe in the area (90% agreement). Fifty eight percent of respondents agree that the district is easy to get around. Slightly lower agreement is seen for the public transport meeting the needs of non-residents (24% agreement) although this statement has a large proportion of respondents who are unsure how to respond. The lowest level of agreement is observed for the statement regarding affordability of the district with only 24% of non-resident respondents agreeing with this statement. Most of these results are within 2% of the 2022 results, with the exception of public transport where agreement has declined 11%.

Community perceptions



Year on year trend (agree and strongly agree)



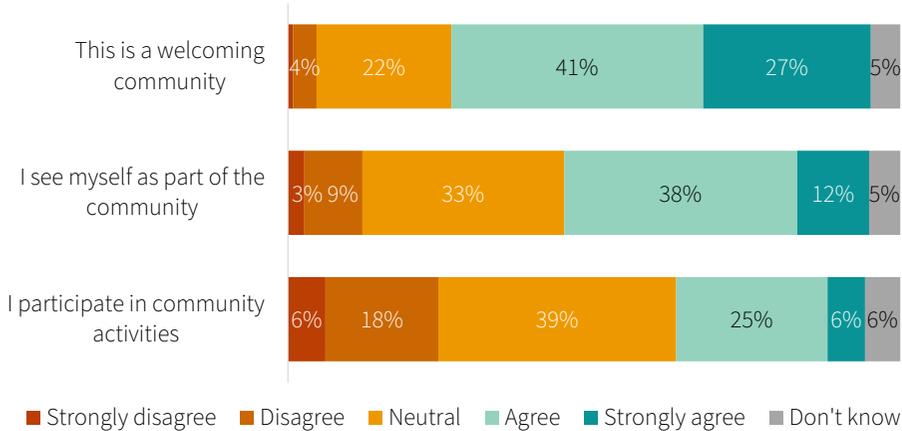
Q: Thinking about the Queenstown Lakes area in general, please indicate how strongly you agree or disagree with the following statements? Base size n=749

# Community Participation

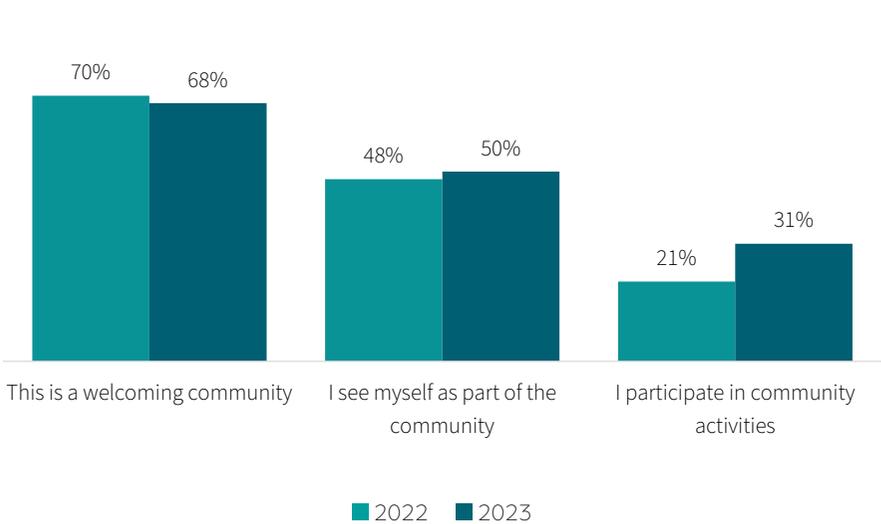
Non-resident respondents were asked whether they agreed with a series of statements about the community. Most non-resident respondents agree the community is welcoming (68%) and 50% agree that they see themselves as part of the community. Both of these results are similar to those from 2022.

Just under one third of non-resident respondents agree that they participate in community activities; which is a 10% increase in agreement from 2022.

## Community participation



## Year on year trend (agree and strongly agree)



Q: Thinking about the Queenstown Lakes area in general, please indicate how strongly you agree or disagree with the following statements? Base size n=749

# Additional Comments

Non-residents were invited to provide comments about the district. A total of n=380 people provided a comment. These comments display a deep connection with the region and the environment despite not living in the area permanently. However, the comments also highlight respondents' concerns about the intertwined challenges between growth, development, and sustainability in the area.

## Balancing urban development with environmental preservation

Many of the comments from non-resident respondents note the challenge of balancing development with environmental preservation, particularly in the Queenstown and Wānaka areas. There is a prevailing concern about the rapid pace of housing and commercial development, which many non-residents feel needs to align with the capacity of local infrastructure, including roads and public services.

*"Our family has connections with Queenstown and Arrowtown and sheep stations in the area since the very early settlement. I have seen major changes over the years. The rate of development needs to be contained and expansion should only occur when the infrastructure, facilities and resources can support it."*

This rapid growth often manifests in traffic congestion and inadequate public transportation, drawing comments about improved infrastructure planning. Environmental degradation is a significant worry amongst non-residents, and there is strong advocacy for sustainable development practices that protect the area's iconic natural beauty and scenic landscapes.

*"Queenstown is getting bigger and more busy each time we visit with constant construction...Once the new bypass road is built we are unsure of how we access the CBD both in a car and on foot. I understand a lift was planned but has been shelved. We hope that it doesn't grow too big with inappropriate developments overshadowing all that this spectacular area has to offer."*

## Community dynamics and quality of life

The impact of development and tourism on community dynamics and quality of life is a prominent theme among the comments. Non-residents feel nostalgic for the area's quieter, less developed past, voicing concerns about the loss of local character and community cohesion in the face of increasing tourist numbers and population growth. The rise of short-term rentals is also affecting housing availability and community dynamics, raising issues about the balance between tourism and local needs. Despite these challenges, there is a strong appreciation for the area's recreational opportunities and community spirit. However, there is an underlying concern about maintaining these qualities amidst the rapid changes and development.

*"I worry about the future of Queenstown Lakes District. I think the expansion will come at a cost of losing some of the identity of the region and some of the things that make it special. I don't think a new airport will help the region. I feel that new developments should not be high rise and should be in contained areas of building. Keeping the area unique will mean maintaining environments like Arrowtown and central Wānaka as low rise and lower density."*

# Additional Comments

## The tension with tourism

Public services, including transportation and healthcare, need to be improved to meet the needs of the expanding population, but also to accommodate increasing visitor numbers. While the economic benefits of tourism are recognised, there is a strong sentiment for balancing these benefits with the needs and wellbeing of the residents, ensuring that the region remains liveable and sustainable for both visitors and the community. The burden of funding local infrastructure and services amid growing tourism is a contentious issue, with some non-residents suggesting more equitable funding solutions, such as tourist levies.

*“Three key areas that need address: 1) Woefully inadequate health services. The new SX/DHB hospital is small, niche and only offers limited specialist care. The old hospital is similarly limited. Being transported to Christchurch, Dunedin for anything serious or urgent are not solutions for the population of Queenstown. 2) Cheap tourism has ruined the town centre, which has become the ‘drunken ski party’ capital of New Zealand. It is such a wasted opportunity. We could do so, so much better. 3) A pristine alpine environment cannot be expected to remain a ‘jewel in the crown’ if the land surrounding the lakes and peaks is in-filled with instant suburbs and low standard housing. In Europe, the protection of the beauty and amenity of alpine towns and villages is recognised as being crucial for ongoing tourist appeal and heritage protection. Being affordable for all to live there is not expected, rather, keeping it and protecting for all to visit and enjoy for recreation purposes, is (worker accommodation in quality, purpose built alpine apartment buildings is the norm).”*

## Governance and planning

Some non-resident respondents are critical of QLDC, perceiving a lack of responsiveness and ineffective management in addressing the area’s challenges. Several comments centred on the need for governance that focuses on long-term strategic planning to manage growth, infrastructure, and housing while preserving the area’s unique character. There are also comments about a need for improved healthcare facilities, public amenities, and sustainable urban planning, reflecting a desire for governance that prioritises the overall health and wellbeing of the community.

*“Require clear infrastructure planning and funding for the area to accommodate expansion plans by council and developers to ensure ongoing quality of life and environmental protection.”*



# Appendix 2 Resident Questionnaire

# Questionnaire



QUEENSTOWN  
LAKES DISTRICT  
COUNCIL



Versus RESEARCH

HOW'S  
LIFE?  
KEI TE PĒHEA IŪU AŌ?

## QUEENSTOWN LAKES DISTRICT COUNCIL QUALITY OF LIFE SURVEY 2023

Please enter your ID number below.

- ID Number: \_\_\_\_\_  
 I do not have an ID

Do you primarily live in the Queenstown Lakes District?

- Yes  
 No

### SECTION 1: ABOUT YOU

1A: Which of the following best describes you?

- Male  
 Female  
 Gender diverse

1B: What is your current age?

\_\_\_\_\_

1C: Which country were you born in?

- New Zealand  
 Other, please specify: \_\_\_\_\_

1D: Which of the following ethnic groups do you belong to? (Please select all that apply)

- Māori  
 NZ European/Pākehā  
 Other European  
 Pacific peoples  
 Asian  
 Middle Eastern  
 Latin American  
 African  
 Other ethnicity, please specify: \_\_\_\_\_  
 Prefer not to say



QUEENSTOWN  
LAKES DISTRICT  
COUNCIL



Versus RESEARCH

HOW'S  
LIFE?  
KEI TE PĒHEA IŪU AŌ?

### SECTION 2: HOUSING

2A: Where in the district do you currently live?

- Arrowtown  
 Albert Town  
 Arthurs Point  
 Cardrona  
 Closeburn-Wilson Bay  
 Frankton  
 Gibbston  
 Glenorchy  
 Hanleys Farm  
 Hāwea  
 Hāwea Flat  
 Jacks Point  
 Kelvin Heights  
 Kingston  
 Lake Hayes  
 Lake Hayes Estate  
 Luggate  
 Makarora  
 Quail Rise  
 Queenstown  
 Shotover Country  
 Sunshine Bay-Fernhill  
 Wakatipu Basin  
 Wānaka  
 Other, please specify: \_\_\_\_\_

2B: How many years have you lived in the district?

- Less than 1 year  
 1 to just under 2 years  
 2 years to just under 5 years  
 5 years to just under 10 years  
 10-20 years  
 21-30 years  
 More than 30 years  
 Other, please specify: \_\_\_\_\_

# Questionnaire



**2C: How long do you intend to stay in the district for?**

- Less than 1 year
- 1 to just under 2 years
- 2 years to just under 5 years
- 5 years to just under 10 years
- 10-20 years
- 21-30 years
- More than 30 years
- Forever
- Other, please specify:: \_\_\_\_\_
- Unsure/don't know

**2D: In the last 12 months have you experienced insecure accommodation or accessed emergency accommodation?** *Insecure accommodation includes temporary accommodation with no secure tenure, poor quality or overcrowded accommodation, couch-surfing, makeshift shelter or vehicles.*

- Yes
- No
- Prefer not to say

**2E: How long were you in insecure or emergency accommodation?**

\_\_\_\_\_

**2F: How would you best describe your current living situation?**

- I have a steady place to live
- I have a place to live today, but I am worried about losing it in the future
- I do not have a steady place to live
- Prefer not to say

**2G: Do you own or rent the home you currently live in?**

- Own (including part-own or in a trust)
- Rent whole house/ apartment/ studio
- Rent a room
- Temporary accommodation i.e. hostel, campground
- Other, please specify:: \_\_\_\_\_

**2H: Have you needed to move house within the district in the last 12 months?**

- Yes
- No



**2I: Why did you need to move house? (Please select all that apply)**

- My lease expired/was terminated
- I was unable to afford my rent
- My home was unhealthy to live in
- I bought or built a property
- My family needs/situation changed
- I need pet-friendly accommodation
- My job location has changed
- Other, please specify:: \_\_\_\_\_
- None of these

**2J: Are you able to heat your home adequately?**

- Yes
- No
- Sometimes

**2K: What are the primary reason(s) you are unable to adequately heat your home? (Please select all that apply)**

- I can't afford it
- My home doesn't have a heating system, or it isn't working
- My home heating system is too small, old or inefficient
- My home loses too much heat due to a lack of insulation, thermal curtains, or window glazing
- My home is too damp or doesn't receive enough sunlight during the day
- Other, please specify:: \_\_\_\_\_

**2L: Is there anything else you would like to add about housing?**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

# Questionnaire



**SECTION 3: JOBS AND INCOME**

**3A: Which of the following best describes your full household income, before tax, annually? Only include income that applies to you and your dependants.**

- Under \$40,000
- \$40,001 - \$60,000
- \$60,001 - \$80,000
- \$80,001 - \$100,000
- \$100,001 - \$200,000
- More than \$200,001
- Prefer not to say

**3B: We'd like to know how well your income meets your basic needs for accommodation, food, clothing, heating, bills, and transport. Which one of the following statements best describes your household?**

- I can cover my expenses and have a sufficient level of disposable income
- I can cover my expenses and have some disposable income
- I can cover my expenses but have no disposable income
- I cannot cover my expenses
- Prefer not to answer

**3C: Which BEST describes the kind of work you primarily do?**

- Full time paid work
- Part time paid work
- Full time self-employed/ contractor/ business owner
- Part time self-employed/ contractor/ business owner
- Caring for children (unpaid)
- Volunteer work
- Not currently in paid employment
- Student
- Retired
- Other, please specify: \_\_\_\_\_

**3D: Which of the following categories does your current or most recent occupation fall into?**

- Tourism Operations e.g. adventure tourism, ski operator, tour operator
- Accommodation and Food Services
- Construction
- Retail Trade
- Agriculture, Forestry, and Fishing
- Mining
- Manufacturing

*List continues overleaf*

- Electricity, Gas, Water, and Waste Services
- Wholesale Trade
- Transport, Postal, Warehousing
- Information Media and Telecommunications
- Financial and Insurance Services
- Rental, Hiring, and Real Estate Services
- Professional, Scientific, and Technical Services
- Administration and Support Services
- Public Administration and Safety, including local government
- Education and Training
- Health Care and Social Assistance
- Arts and Recreation Services
- Stay at home parent/ carer
- Retired/ partially retired
- Other, please specify: \_\_\_\_\_
- Not currently in employment

**3E: Below are some statements about your employment/business in the last 12 months. Please indicate how much you agree or disagree with each of the following statements.**

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know/ N/A
I find my work fulfilling	<input type="checkbox"/>					
I have learnt something new in the last 12 months	<input type="checkbox"/>					
My skills are being utilised to full capacity	<input type="checkbox"/>					
I have a good work/life balance	<input type="checkbox"/>					
There are opportunities for promotion or career advancement	<input type="checkbox"/>					
There is a long-term career path for me in the district	<input type="checkbox"/>					

# Questionnaire



3F: Is there anything else you would like to comment on regarding jobs and income?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**SECTION 4: HEALTH AND ACCESS TO KEY SERVICES**

4A: The following questions look at your health, physical, and mental wellbeing. If you, or anyone you know is in need of support, you can find information at <https://www.gldc.govt.nz/community/community-wellbeing>

How would you describe your physical and mental health over the last 12 months?

	Very bad	Mostly bad	Neutral – neither good nor bad	Mostly good	Excellent
Mental health	( )	( )	( )	( )	( )
Physical health	( )	( )	( )	( )	( )

4B: Does anything stop you from seeing a medical professional such as a nurse, doctor, or dentist? (Please select all that apply)

- Cost of appointment or treatment
- Cannot get time off work/ won't be paid if I take time off during the day
- Cost of prescriptions
- Location
- Unable to use technology options (e.g. telehealth)
- Lack of trust in medical professionals or quality of advice
- Length of wait
- Other, please specify: \_\_\_\_\_
- No, nothing stops me from seeing a medical professional

4C: In the last 12 months, have you travelled outside the district for any medical services?

- Yes
- No



4D: Which of the following medical services did you access outside of the district? (Please select all that apply)

- Surgery
- Dental services
- Appointment with specialist
- Maternity care
- Treatment such as chemotherapy
- Mental health service or counselling
- Other, please specify: \_\_\_\_\_

4E: On average, how many days per week do you spend at least 30 minutes exercising or doing another leisure activity e.g. gardening, fishing, walking, boating etc?

- 1 day per week
- 2 days per week
- 3 days per week
- 4 days per week
- 5 days per week
- 6 days per week
- 7 days per week
- I exercise but infrequently
- I don't exercise

4F: Please indicate how much do you agree or disagree with each of the following statements?

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know
I am an optimistic person	( )	( )	( )	( )	( )	( )
I take responsibility for my own actions	( )	( )	( )	( )	( )	( )
I have a good support network (friends/family)	( )	( )	( )	( )	( )	( )
I feel able to cope with current challenges	( )	( )	( )	( )	( )	( )
I feel able to influence my future	( )	( )	( )	( )	( )	( )
I feel supported and never lonely	( )	( )	( )	( )	( )	( )

# Questionnaire



4G: Is there anything else you would like to add regarding health and access to key services?

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**SECTION 5: ARTS, CULTURE AND HERITAGE**

5A: Have you participated in, performed at, or attended an arts or cultural event or place in the district in the last 12 months?

- Yes
- No

5B: How satisfied or dissatisfied are you with the preservation of the following heritage assets in the district?

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	Don't know
Historic buildings and sites	<input type="checkbox"/>					
Museums	<input type="checkbox"/>					
Visual and written records	<input type="checkbox"/>					
Natural heritage	<input type="checkbox"/>					
Dark sky heritage	<input type="checkbox"/>					



5C: Below are some statements relating to your culture. Please indicate how much you agree or disagree with each of the following statements.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know
I have a strong connection to my culture	<input type="checkbox"/>					
I can participate, perform, or attend activities or groups that align to my culture	<input type="checkbox"/>					
I have the opportunity to use language to express my culture	<input type="checkbox"/>					
I can express my culture without feeling excluded from my neighbourhood, community, or town.	<input type="checkbox"/>					

5D: How satisfied are you with the celebration of tangata whenua and Māori culture in the district?

- Very dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very satisfied
- Don't know

5E: Is there anything else you would like to add regarding arts, culture, and heritage?

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# Questionnaire



**SECTION 6: TRANSPORT**

**6A: Thinking about the public transport in the district, how strongly do you agree or disagree with each of the following statements?**

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know / NA
Public transport is affordable	( )	( )	( )	( )	( )	( )
Public transport is frequent enough to meet my needs	( )	( )	( )	( )	( )	( )
Public transport is reliable (it arrives/departs on time)	( )	( )	( )	( )	( )	( )
Public transport is easy to get to from my house	( )	( )	( )	( )	( )	( )
Public transport is accessible for my needs	( )	( )	( )	( )	( )	( )
Overall, the public transport available in the district meets the needs of residents	( )	( )	( )	( )	( )	( )

**6B: How regularly do you use an alternative mode of transport to a car? Please select one answer for each row.**

	Daily	Weekly	Monthly	Infrequently	Never
Bus	( )	( )	( )	( )	( )
Walk	( )	( )	( )	( )	( )
Bike	( )	( )	( )	( )	( )
E-bike/scooter	( )	( )	( )	( )	( )
Electric car	( )	( )	( )	( )	( )
Water taxi	( )	( )	( )	( )	( )
Ride share (e.g. commercial service such as Uber)	( )	( )	( )	( )	( )
Car-pool	( )	( )	( )	( )	( )

**6C: Is there anything else you would like to add regarding transport?**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

# Questionnaire



**SECTION 7: YOUR NEIGHBOURHOOD**

**7A: Thinking about the neighbourhood which you live in, please indicate how strongly you agree or disagree with each of the following statements?**

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know
This is a welcoming community	( )	( )	( )	( )	( )	( )
Living in this neighbourhood gives me a sense of community or belonging	( )	( )	( )	( )	( )	( )
There is a strong and active community in this neighbourhood	( )	( )	( )	( )	( )	( )
I participate in activities within my neighbourhood	( )	( )	( )	( )	( )	( )
The neighbourhood is safe for myself, my family, and others	( )	( )	( )	( )	( )	( )

**7B: Do you consider yourself and your neighbourhood resilient and prepared for an emergency event?**

	Yes	No	Not sure
Yourself	( )	( )	( )
Your neighbourhood	( )	( )	( )

**7C: What steps have you or your household taken to ensure it is prepared for an emergency event (e.g. earthquake, flood, wildfire, severe weather)? (Please select all that apply)**

- My household has an emergency plan in place
- My household has an emergency kit in place
- My household has read information, or attended information sessions about the hazards in our local area
- My household has registered with Otago Gets Ready so we can support our neighbourhood in an emergency
- My household has joined a Community Response Group
- Other, please specify: \_\_\_\_\_
- My household hasn't taken any specific steps.

**7D: Is there anything else you would like to add regarding your neighbourhood?**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**SECTION 8: COMMUNITY SERVICES AND FACILITIES**

**8A: How satisfied are you with the range of community facilities that are available to you (Libraries, Parks, Sports venues, Community Halls etc.)?**

- Very dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very satisfied
- Don't know

**8B: Each year Queenstown Lakes District Council provides approximately \$1.9 million to community groups as grants or in kind. Do you think this amount is:**

- Far too little
- Too little
- A sufficient amount
- Too much
- Far too much
- Don't know

# Questionnaire



**8C: Thinking about Queenstown Lakes District Council, how satisfied or dissatisfied are you with each of the following?**

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	Don't know
Information you receive	( )	( )	( )	( )	( )	( )
Opportunities to have your say	( )	( )	( )	( )	( )	( )
Elected members	( )	( )	( )	( )	( )	( )
Council's preparedness for the future	( )	( )	( )	( )	( )	( )
Overall council performance	( )	( )	( )	( )	( )	( )

**8D: How much do you agree or disagree with the following statements?**

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know
I feel a sense of pride in the district	( )	( )	( )	( )	( )	( )
I would recommend living and working in the district	( )	( )	( )	( )	( )	( )

**8E: Is there anything else you would like to add regarding community services and facilities?**

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**SECTION 9: TOURISM**

**9A: This section has been prepared in partnership with Destination Queenstown and Lake Wānaka Tourism, who along with Queenstown Lakes District Council have developed a Destination Management Plan – Travel to a Thriving Future. The purpose of a destination management plan is to help regions develop and manage tourism in a way that provides positive social, cultural, economic and environmental outcomes for residents and visitors alike.**

Details of the plan can be found at <https://www.queenstownnz.co.nz/regenerative-tourism-2030/>

**Before completing this survey, what was your level of awareness of the Queenstown Lakes District's Destination Management Plan?**

- ( ) Not at all aware
- ( ) Slightly aware
- ( ) Somewhat aware
- ( ) Moderately aware
- ( ) Extremely aware

**9B: Did you know that the Destination Management Plan's goal is to become a regenerative visitor destination by 2030?**

*(A regenerative visitor destination is one where visitors leave the destination in a better condition than it was before, and which improves wellbeing of both visitors and residents).*

- ( ) Yes
- ( ) No

**9C: Is there anything else you would like to say in relation to tourism in the district?**

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

# Questionnaire



**SECTION 10: ENVIRONMENT**

**10A: Queenstown Lakes District Council has adopted a Climate and Biodiversity Plan outlining how it is going to adapt and respond to biodiversity loss and climate change in the Queenstown Lakes District.**

Details of the plan can be found at <https://www.qldc.govt.nz/your-council/climate-change-and-biodiversity>

**How concerned are you about the impacts of climate change?**

- Not at all concerned
- Not concerned
- Neutral
- Concerned
- Very concerned
- Don't know

**10B: Have you or your household taken any of the following actions to reduce greenhouse gas emissions? (Please select all that apply)**

- Reduced petrol/diesel vehicle use e.g. we bus, walk, bike more
- Eaten more plant-based meals
- Composted organic waste
- Reduced levels of travel e.g. international holidays and business trips
- Installed solar power or a solar heating system
- Switched home heating from LPG or diesel to electricity
- Purchased an electric vehicle or e-bike
- Other, please specify: \_\_\_\_\_
- None of these

**10C: What barriers prevent your household from taking more of these actions? (Please select all that apply)**

- Cost
- Time
- Too difficult
- Inadequate facilities or services available
- I don't care
- Other, please specify: \_\_\_\_\_
- Nothing prevents me

**10D: Have you or your household taken any of the following actions to support local biodiversity? (Please select all that apply.)**

- Planted native vegetation on your property
- Supported planting days in your community
- Supported bird count or species protection projects
- Supported predator trapping projects
- Donated to conservation groups
- Joined a conservation group
- Other, please specify: \_\_\_\_\_
- None of these

**10E: How often do you do the following to reduce your waste? (Please select one answer for each row)**

	Never	Rarely	Someti mes	Often	Always	Not applicable
Purchase second hand items	<input type="checkbox"/>					
Rent or borrow items	<input type="checkbox"/>					
Repair damaged or broken items	<input type="checkbox"/>					
Choose products with little or no packaging	<input type="checkbox"/>					
Choose products with packaging that can be recycled	<input type="checkbox"/>					
Recycle batteries and electronic waste	<input type="checkbox"/>					
Use your own reusable containers/cups/drink bottles	<input type="checkbox"/>					
Use reusable products e.g. nappies/menstrual products	<input type="checkbox"/>					

# Questionnaire



**10F: How interested is your household in the following waste reduction topics? (Please select one answer for each row)**

	Not at all	Slightly	Moderately	Very	Extremely
Recycling	( )	( )	( )	( )	( )
Textile waste/clothes swaps	( )	( )	( )	( )	( )
Reducing household waste	( )	( )	( )	( )	( )
Repair workshops	( )	( )	( )	( )	( )
Waste free parenting	( )	( )	( )	( )	( )
Reducing food waste	( )	( )	( )	( )	( )
Composting	( )	( )	( )	( )	( )
Waste free menstrual periods	( )	( )	( )	( )	( )

- 10G: What additional local support or information would help you reduce your environmental impact? (Please select all that apply.)**
- On-line information and resources
  - Community events
  - In-person workshops/talks
  - On-line workshops/talks
  - Peer to peer learning
  - Other, please specify: \_\_\_\_\_
  - None of these



**10H: Please indicate how satisfied or dissatisfied you are with each of the following measures?**

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	Don't know
The steps QLDC is taking to protect the environment	( )	( )	( )	( )	( )	( )
The steps QLDC is taking to protect biodiversity	( )	( )	( )	( )	( )	( )
The steps QLDC is taking to reduce the district's greenhouse gas emissions	( )	( )	( )	( )	( )	( )
The steps QLDC is taking to reduce the districts waste to landfill	( )	( )	( )	( )	( )	( )
The steps QLDC is taking to prepare the district for the effects of climate change (adaption and resilience)	( )	( )	( )	( )	( )	( )

**10I: Is there anything else you would like to say in relation to the environment?**

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# Questionnaire



**SECTION 12: QUALITY OF LIFE**

**12A: Thinking about all the factors we have asked about, how would you currently rate your overall quality of life?**

- Extremely poor
- Poor
- Average
- Good
- Extremely good
- Don't know

**12B: Compared to 12 months ago, would you say your quality of life has...**

- Decreased significantly
- Decreased to some extent
- Stayed about the same
- Increased to some extent
- Increased significantly

**12C: Why do you say your quality of life has changed?**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**12D: Is there anything else you would like to add regarding your quality of life in the district?**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**PRIZE DRAW**

**If you would like to enter the prize draw for one of four \$250 Prezzy Cards please include your details below.**

First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

Email Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_



# Appendix 3 Non-Resident Questionnaire

# Questionnaire



QUEENSTOWN LAKES DISTRICT COUNCIL QUALITY OF LIFE SURVEY 2023 **NON-RESIDENTS**

1: Which of the following best describes you?

- Male
- Female
- Gender diverse

2: What is your current age?

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3: Which country were you born in?

- New Zealand
- Other, please specify: \_\_\_\_\_

---

4: Which of the following ethnic groups do you belong to? (Please select all that apply)

- Māori
- NZ European/Pākehā
- Other European
- Pacific Peoples
- Asian
- Middle Eastern
- Latin American
- African
- Other (please specify): \_\_\_\_\_
- Prefer not to say

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5: Do you primarily live in the Queenstown Lakes District

- Yes
- No

6: Where is your usual place of residence?

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7: Do you own either a holiday home or investment property in the Queenstown Lakes District? (Please select all that apply)

- Holiday home
- Investment property

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8: How long have you owned a holiday home/investment property in the district?

- Less than 1 year
- 1 to 2 years
- 2 to 5 years
- 5 to 10 years
- More than 10 years

---

9: Where in the district is your property located? (Please select all that apply).

- Arrowtown
- Albert Town
- Arthurs Point
- Cardrona
- Closeburn-Wilson Bay
- Frankton
- Gibbston
- Glenorchy
- Hāwea
- Hanleys Farm
- Hāwea Flat
- Jacks Point
- Kelvin Heights
- Kingston
- Lake Hayes
- Lake Hayes Estate
- Luggate
- Makarora
- Quail Rise
- Queenstown
- Shotover Country
- Sunshine Bay-Fernhill
- Wakatipu Basin
- Wānaka
- Other, please specify: \_\_\_\_\_

# Questionnaire



**10: What were your main reasons for purchasing a property in the district? (Please select all that apply)**

- Recreation opportunities
- Visit family
- Investment
- Lifestyle
- I plan to move here
- I plan to retire here
- I lived here previously
- Other (please specify): \_\_\_\_\_

\_\_\_\_\_

**11: Why did you move away from the district?**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**12: How many times in the last 12 months have you or your family/friends visited your property?**

- 0
- 1
- 2
- 3
- 4
- 5 or more

\_\_\_\_\_

**13: And how many days in total did you or your family/friends spend at your property over the last 12 months?**

- 1 to 10
- 11 to 20
- 21 to 50
- More than 50

\_\_\_\_\_



**14: How often do you rent your property out?**  
*If you own more than one, please answer for your main property.*

- Full-time to long-term tenants
- Full-time to short-term tenants
- Seasonally
- Occasionally
- I don't rent it out

\_\_\_\_\_

**15: What prevents you from renting out your property to long term tenants? (Please select all that apply)**

- I need it available for when I come to the district
- Short term rentals are more lucrative
- I don't want to be locked into a tenant
- The property doesn't meet healthy home standards
- Other (please specify): \_\_\_\_\_

\_\_\_\_\_

**16: How satisfied are you with the range of community facilities that are available in the district (libraries, parks, trails, sports venues, arts centres, community halls etc.)?**

- Very dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very Satisfied
- Don't know

\_\_\_\_\_

# Questionnaire



**17: Thinking about the neighbourhood in which your Queenstown Lakes property is located, please indicate how strongly you agree or disagree with the following statements.**

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know
This is a welcoming community	( )	( )	( )	( )	( )	( )
I participate in community activities	( )	( )	( )	( )	( )	( )
I see myself as part of the community	( )	( )	( )	( )	( )	( )

**18: Thinking about the Queenstown-Lakes area in general, please indicate how strongly you agree or disagree with the following statements?**

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know
It is easy to get around	( )	( )	( )	( )	( )	( )
Public transport meets my needs	( )	( )	( )	( )	( )	( )
I feel safe	( )	( )	( )	( )	( )	( )
It is an affordable place to visit	( )	( )	( )	( )	( )	( )
I would recommend the district to friends	( )	( )	( )	( )	( )	( )



**19: Is there anything else you would like to say about your experiences of the Queenstown-Lakes District?**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**20: Prize Draw**

**If you would like to enter the prize draw for one of four \$250 Prezzy Cards please include your details below, otherwise please just push submit.**

First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

Postal Address: \_\_\_\_\_

Email Address: \_\_\_\_\_

versus