# **Item 1:** Results of Quality of Life Survey 2025

**SESSION TYPE:** Briefing

## PURPOSE/DESIRED OUTCOME:

To provide an overview of the results from the 2025 Queenstown Lakes District Council Quality of Life survey.

## DATE/START TIME:

Tuesday, 3 March 2026 at 9.30am

## TIME BREAKDOWN:

Presentation: 15 mins
Discussion: 30 mins

## PRESENTERS:

Nathan Brown - Policy Data Analyst

**Prepared by:**

**Name:** Nathan Brown
**Title:** Policy Data Analyst
20 November 2025

**Reviewed and Authorised by:**

**Name:** Michelle Morss
**Title:** GM Strategy and Policy
20 November 2025

## ATTACHMENTS:

| | |
|---|---|
| A | QLDC Quality of Life report 2025 |
| B | QLDC Quality of Life Report Summary Presentation |

Attachment A: QLDC Quality of Life report 2025

# Queenstown Lakes District Council

## 2025 Quality of Life Survey

versus

QUEENSTOWN LAKES DISTRICT COUNCIL

SUMMARY
CONTENTS
PROJECT BACKGROUND
OUR DISTRICT
HOUSING
JOBS & INCOME
HEALTH & ACCESS TO KEY SERVICES
CREATIVITY, CULTURE, & HERITAGE
TRANSPORT
NEIGHBOURHOODS
ENVIRONMENT
QUALITY OF LIFE
CONCLUDING COMMENTS
APPENDIX 1–3

# Summary of Findings

## OVERALL QUALITY OF LIFE

**74%** rate their quality of life as good or extremely good

**19%** say their quality of life has increased

**30%** say their quality of life has decreased

### Top three reasons for an increase in quality of life

1. Improved housing
2. General improvement in life
3. Improved employment

### Top three reasons for a decrease in quality of life

1. Cost of living
2. Council services
3. Income shortage

## HOUSING

**80%** of residents have a steady place to live

**65%** own their own home

**80%** agree their neighbourhood suits the needs of everyone in the household

**81%** agree their home suits the needs of everyone in the household

**18%+** have needed to move home in the past 12 months

**10%** have experienced homelessness or insecure accommodation

A +/– indicates the 2025 result is significantly higher/lower than the 2024 result

SUMMARY
CONTENTS
PROJECT BACKGROUND
OUR DISTRICT
HOUSING
JOBS & INCOME
HEALTH & ACCESS TO KEY SERVICES
CREATIVITY, CULTURE, & HERITAGE
TRANSPORT
NEIGHBOURHOODS
ENVIRONMENT
QUALITY OF LIFE
CONCLUDING COMMENTS
APPENDIX 1–3

# Summary of Findings

## JOBS & INCOME

**79%**
are in some form of paid employment

**15%** work for an employer outside the district

**70%**
have some or a sufficient level of disposable income

**Top 3 reasons for not covering costs**

1. Cost of living
2. Rent/ mortgage
3. Rates

## HEALTH & ACCESS TO KEY SERVICES

**44%**
have accessed mental health services themselves or for someone in their immediate family

**65%** experience barriers to accessing healthcare services in the district

**Perceptions of mental health services in the district (% agree or strongly agree)**

**37%** Know where to get mental health support

**29%** Have no barriers to accessing mental health support

**18%** Can access mental health services at a good time and location

**8%** There are sufficient mental health services in the district

**A +/– indicates the 2025 result is significantly higher/lower than the 2024 result**

# Summary of Findings

## CREATIVITY, CULTURE, & HERITAGE

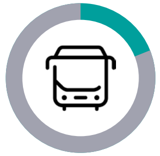
**66%+**
have participated or attended an event in the district

**34%**
are satisfied or very satisfied with celebration of Māori culture in the district

**Perceptions of cultural connection (% agree or strongly agree)**

**58%** Can express culture
**48%** Can use language to express culture
**46%** Participate in culture
**41%** Strong connection to culture

## TRANSPORT



**19%**
agree or strongly agree that public transport meets the needs of residents

**43%**
use a petrol or diesel vehicle less by using alternate transport modes

**Perceptions of public transport (% agree or strongly agree)**

**43%** Easy to get to
**41%–** Affordable
**34%+** Accessible
**24%** Frequent enough
**22%** Reliable

**A +/– indicates the 2025 result is significantly higher/lower than the 2024 result**

# Summary of Findings

## NEIGHBOURHOODS

**70%+**
are proud of the district

**62%**
would recommend the district to others

### Perceptions of safety and spaces (% agree and strongly agree)

- **93%** Neighbourhood is safe
- **80%** Built spaces are accessible
- **61%** Community accepts different cultures
- **42%** Participate in activities in neighbourhood

### Perceptions of sense of community (% agree and strongly agree)

- **65%** Welcoming community
- **62%–** Can rely on my neighbours
- **53%** Strong and active community
- **51%** Sense of community or belonging

## ENVIRONMENT

**68%**
are concerned or very concerned about climate change impacts

**72%**
are concerned or very concerned about biodiversity and the environment

### Perceptions of recycling (% agree or strongly agree)

- **88%** Confident that they place items in the right bin
- **87%** It's worth taking the time to get it right
- **23%** Know what happens to the recycling
- **14%** All recycled items actually get recycled

A +/– indicates the 2025 result is significantly higher/lower than the 2024 result

# Contents



*This report has been designed using icons from Flaticon.com*

# Project Background

## Background

Queenstown Lakes District Council (QLDC) is the local area authority responsible for delivering services to residents and partner organisations in the Queenstown Lakes district.

Since 2018, QLDC has conducted the Quality of Life Survey to gauge residents' overall quality of life. This is the eighth year that QLDC has conducted the survey, and the information helps build a long-term picture of how the district is faring. It also allows QLDC and public service providers to understand their community's significant issues and challenges so they can improve the district for local residents and ratepayers.

## Method

QLDC commissioned Versus Research to complete the Quality of Life Survey, and the details of participants for this year's survey were sourced via the electoral roll. A total of n=11,361 residents were invited to participate. Invitations were sent directly to residents via the post but were emailed to those whose contact details could be matched to the QLDC ratepayer database.

Overall, n=6,836 invitations were sent via post, and the remaining n=4,525 invitations were sent via email. 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 residents. All non-resident ratepayers were sent a survey invitation via email. QLDC supplied a database of contacts for non-resident ratepayers, and a total of n=4,943 were invited to participate in the survey.

### 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=709 | 40% | 10.4% |
| Email invitation | n=498 | 28% | 11.0% |
| QLDC distributed link | n=560 | 32% | - |

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=330 non-resident ratepayer surveys were also collected, all of whom are included in the final non-resident sample.

# Project Background

## Questionnaire

The questionnaire content is reviewed yearly to ensure the project remains relevant and topical to the district's residents. New questions included this year primarily pertain to housing and the environment. However, this year also includes questions about mental health that were last asked in 2021. Copies of the 2025 resident and non-resident surveys are included in the appendix.

## Margin of error

The margin of error (MoE) is a statistic that shows 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 sample of n=1,000 is 50% (point of maximum margin of error), 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 2024 and 2025 findings. Significant differences are shown throughout the report, with a square box for figures within the charts and annotated in the page footer.

## Weights

Age weightings have been applied to the final resident data set. Weighting is a standard research practice 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 2023 Census (Statistics New Zealand). These proportions are outlined in the table below:

| Age | Weighting proportion (%) |
|---|---|
| 18–24 | 9% |
| 25–39 | 40% |
| 40–54 | 24% |
| 55–64 | 12% |
| 65+ | 15% |

# Project Background

## Notes on reporting

This study's findings have been split and reported in nine topic 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 are 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, demographic variables were used to conduct the analysis. This analysis has been completed independently for the demographic variables, 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

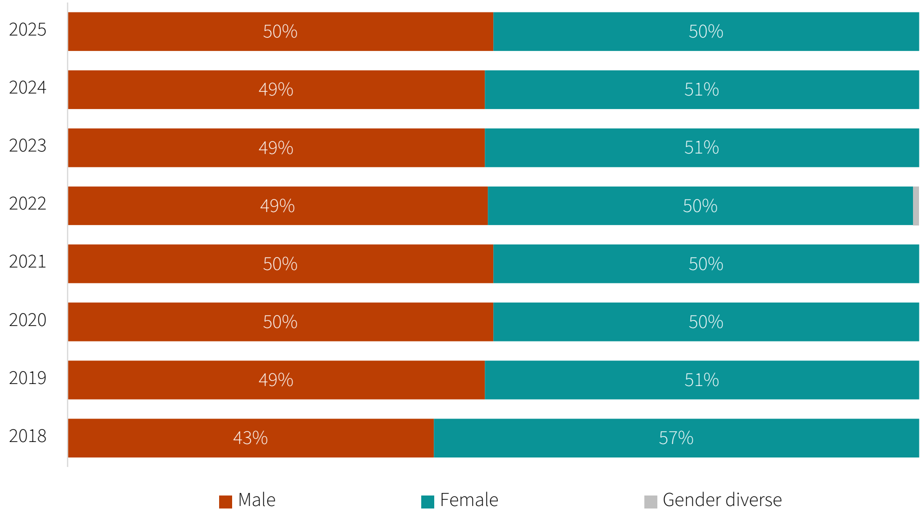
*This section provides a demographic profile of the respondents included in the survey.*

# Gender and Age

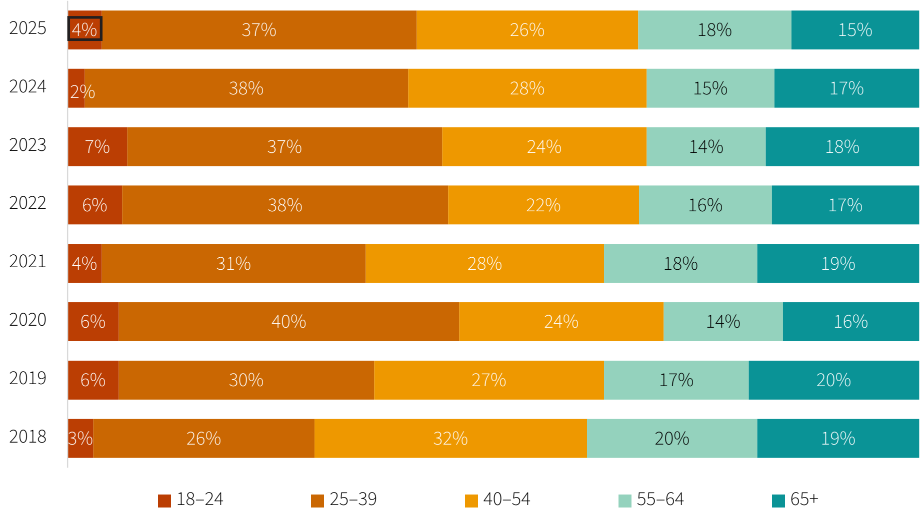
This year, there is an even split between respondents' genders, with fewer than 1% identifying as gender diverse.

A greater proportion of respondents are under 24 than in last year's sample. Thirty-seven per cent of respondents are aged 25-39, 26% are aged 40-54, and the remaining 33% are aged 55 or older.

## Gender




## Age




**A square box indicates the 2025 result is significantly higher or lower than the 2024 result.**
Q. Which of the following best describes you? n=1000
Q. What is your current age? n=1000

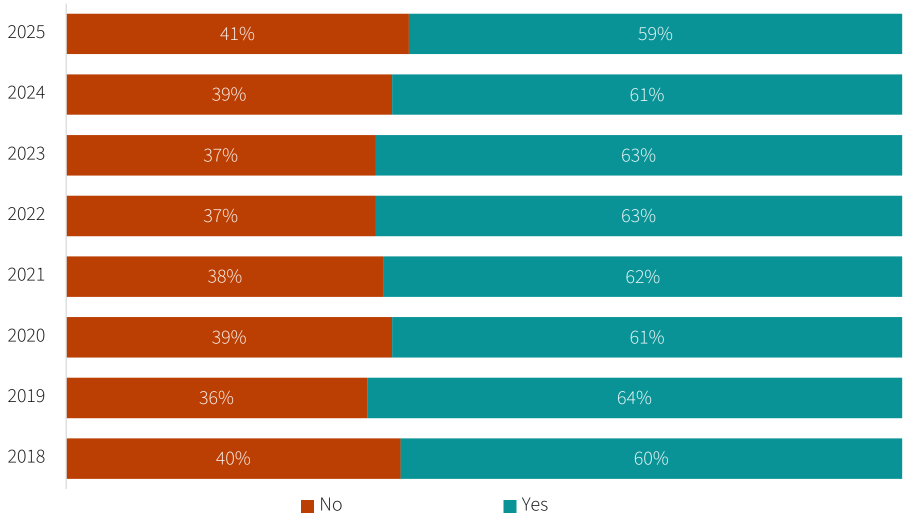
SUMMARY
CONTENTS
PROJECT BACKGROUND
OUR DISTRICT
HOUSING
JOBS & INCOME
HEALTH & ACCESS TO KEY SERVICES
CREATIVITY, CULTURE, & HERITAGE
TRANSPORT
NEIGHBOURHOODS
ENVIRONMENT
QUALITY OF LIFE
CONCLUDING COMMENTS
APPENDIX 1–3

# Birth Country

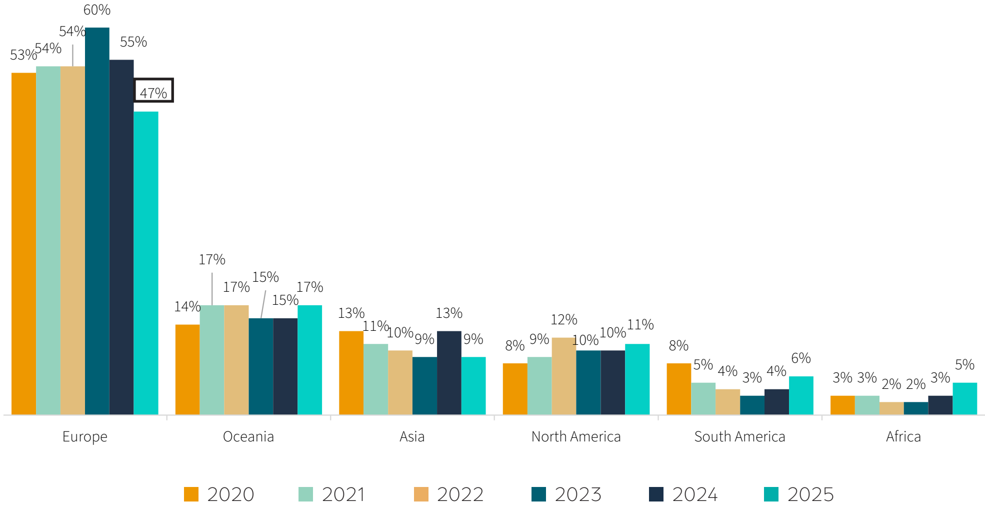
This year, 59% of respondents were born in New Zealand, a proportion similar to previous years.

Of those born overseas, 47% were born in Europe, which represents a significant decline from previous years' monitoring results. There is a slight, but not significant, increase in the proportions of respondents from Oceania, North America, South America, and Africa, and a decline in the proportion of respondents born in Asia.

## Born in New Zealand




## Birth location*




**A square box indicates the 2025 result is significantly higher or lower than the 2024 result.**

*Not shown in chart Middle East 2%, Indian 1%, Refused 2%

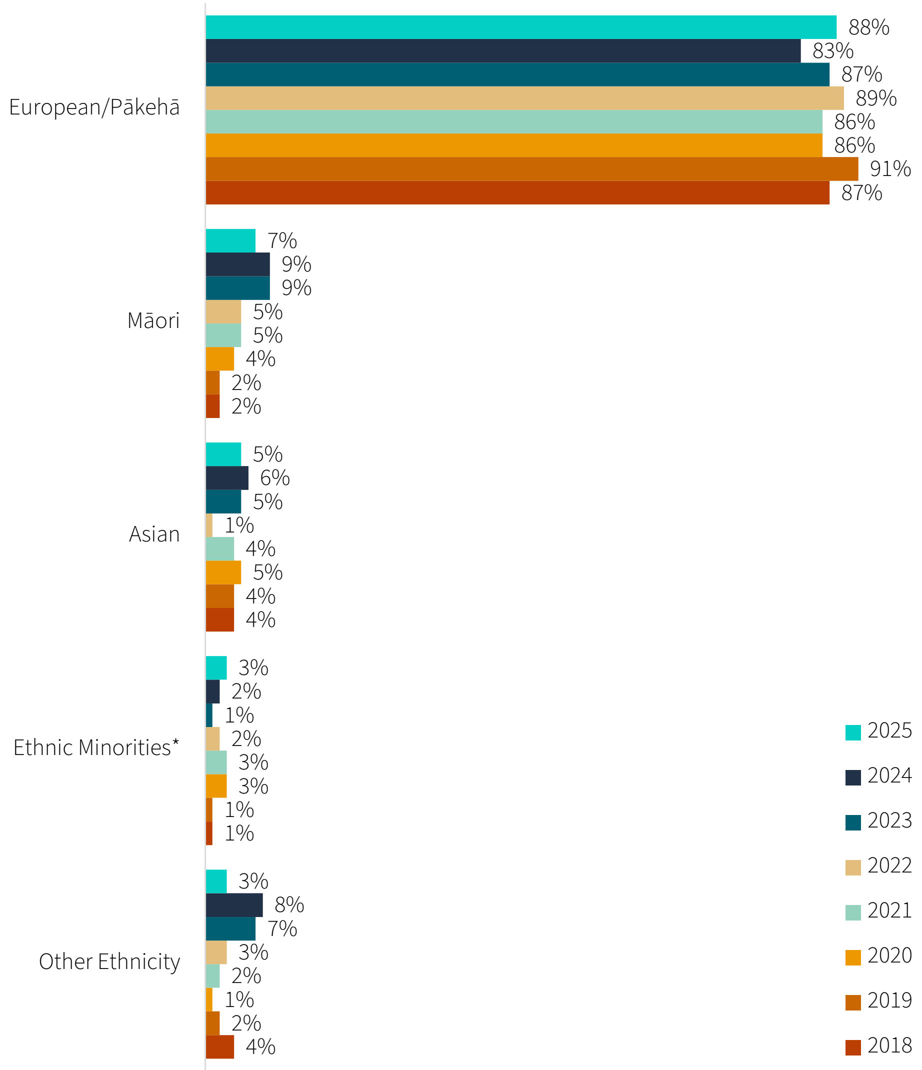
Q. Please write which country you were born in? n=1000

SUMMARY
CONTENTS
PROJECT BACKGROUND
OUR DISTRICT
HOUSING
JOBS & INCOME
HEALTH & ACCESS TO KEY SERVICES
CREATIVITY, CULTURE, & HERITAGE
TRANSPORT
NEIGHBOURHOODS
ENVIRONMENT
QUALITY OF LIFE
CONCLUDING COMMENTS
APPENDIX 1-3

# Ethnicity

This year, the majority (88%) of respondents identify as European/Pākehā, with 7% identifying as Māori, 5% as Asian, and 3% as an Ethnic Minority. This pattern of responding is similar to previous years, although this year there is a significant increase in the proportion of respondents who identify as Pākehā.

Ethnicity




**A square box indicates the 2025 result is significantly higher or lower than the 2024 result.**

*Includes Middle Eastern, Latin American, African

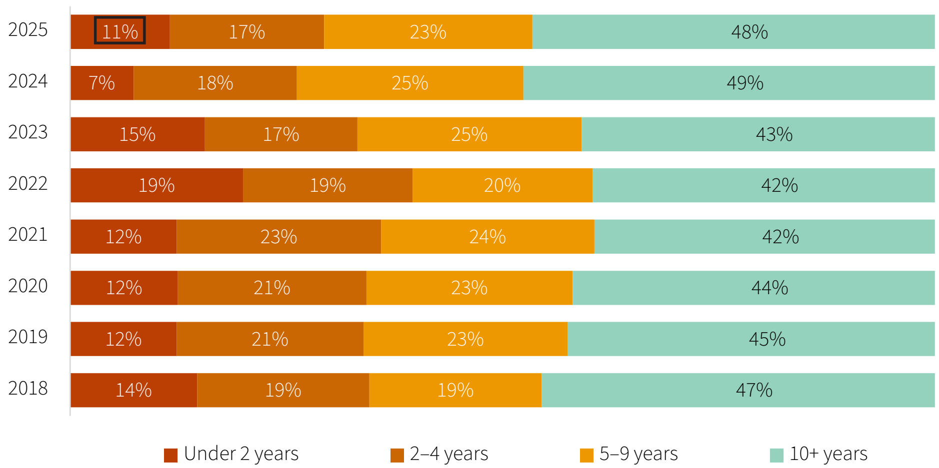
Q. Which of the following ethnic groups do you belong to? (Please select all that apply)? n=1000

SUMMARY
CONTENTS
PROJECT BACKGROUND
OUR DISTRICT
HOUSING
JOBS & INCOME
HEALTH & ACCESS TO KEY SERVICES
CREATIVITY, CULTURE, & HERITAGE
TRANSPORT
NEIGHBOURHOODS
ENVIRONMENT
QUALITY OF LIFE
CONCLUDING COMMENTS
APPENDIX 1–3

# Time in District

Regarding the duration respondents have lived in the district, just under half (48%) have lived here for more than 10 years. Twenty-three per cent have been in the district for 5–9 years, and the remaining 28% for fewer than 5 years. This year, the proportion of respondents who have been in the district for fewer than 2 years has increased significantly.

Time in district




**A square box indicates the 2025 result is significantly higher or lower than the 2024 result.**

Q. How many years have you lived in the district? n=1000

# District Location

The map to the right shows the wards where respondents reside. Forty-one per cent of the sample reside in the Queenstown-Whakatipu ward, 32% in the Wānaka-Upper Clutha ward, and 27% in the Arrowtown-Kawarau ward.

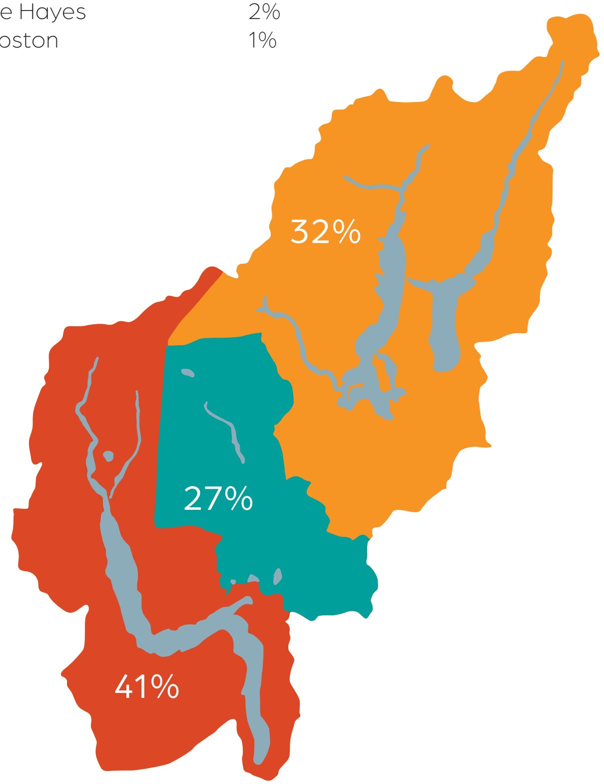
These proportions are identical to those from 2024.

**ARROWTOWN-KAWARAU WARD**

| | |
|---|---|
| Arrowtown | 7% |
| Shotover Country | 6% |
| Lake Hayes Estate | 5% |
| Arthurs Point | 4% |
| Whakatipu Basin | 2% |
| Lake Hayes | 2% |
| Gibbston | 1% |

**WĀNAKA-UPPER CLUTHA / MATA-AU WARD**

| | |
|---|---|
| Wānaka | 20% |
| Hāwea | 6% |
| Albert Town | 4% |
| Luggate | 1% |
| Hāwea Flat | 1% |




**QUEENSTOWN-WHAKATIPU WARD**

| | |
|---|---|
| Queenstown | 9% |
| Frankton | 8% |
| Hanley's Farm | 7% |
| Sunshine Bay-Fernhill | 5% |
| Jack's Point | 4% |
| Kelvin Heights | 3% |
| Glenorchy | 2% |
| Quail Rise | 1% |
| Kingston | 1% |
| Other Whakatipu* | 1% |

Arrow Junction and Crown Terrace are allocated to Arrowtown-Kawarau Ward but comprise of less than 1% of the total sample.
Closeburn/Wilson Bay are allocated to Queenstown-Whakatipu Ward but comprise less than 1% of the total sample.
Makarora and Cardrona are allocated to Wānaka-Upper Clutha Ward but comprise less than 1% of the total sample.
*Includes Alpine Retreat, Ben Lomond, Bob's Cove, and Drift Bay.
Q. Where in the district do you currently live? n=1000

# Health

In a new question for 2025, respondents were asked about actions they undertake each day and the degree to which they found these actions challenging.

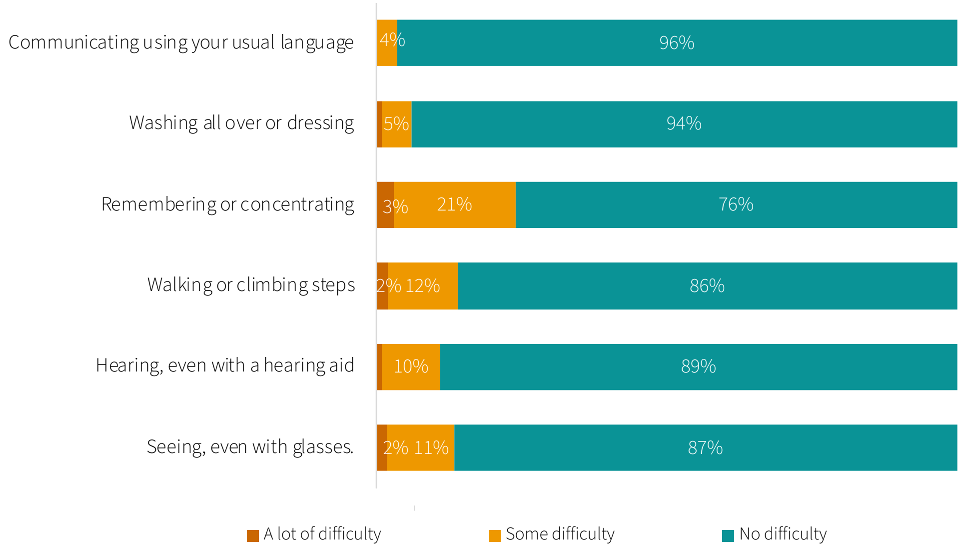
The majority of respondents can complete most of the stated actions, with 76% to 96% indicating they had no difficulty with them. No respondents cannot perform any of these actions.

However, 24% of respondents indicate they have some or a lot of difficulty remembering or concentrating, 14% indicate they have difficulty walking or climbing stairs, 13% indicate they have difficulty seeing (even with glasses), and 11% indicate they have difficulty hearing (even with an aid).

A small proportion of respondents indicate they have difficulty communicating (4%) or washing (6%).

Respondents over 65 report greater difficulty with mobility and hearing, while respondents 18–24 report greater difficulty with remembering and concentrating.

## Health challenges*




*New question in 2025
Q. Does a health problem or a condition you have (lasting six months or more) cause you difficulty with, or stop you from: (Please select one answer for each row) n=1000

# Housing

*Respondents' perceptions about housing in the district.*

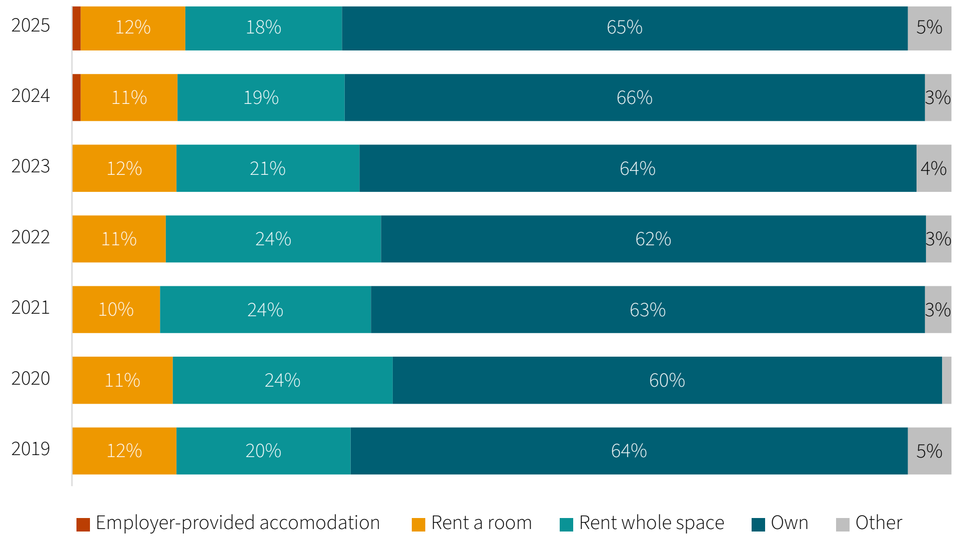
# Current Housing

Respondents were asked about their home ownership. Sixty-five per cent of respondents own their home, with 18% renting a house and 12% renting a room (total renting: 30%). These proportions have remained relatively consistent over the monitoring period.

Only 1% of respondents occupy employer-provided accommodation, while 5% are in another form of accommodation (including 1% in temporary accommodation).

Home ownership is highest among respondents who are over 40 years, male, or Pākehā, while renting is more common among respondents who are under 40, female, Other European, or MELAA.

Home ownership




Q. Do you own or rent the home you currently live in? (Please select one answer) n=1000

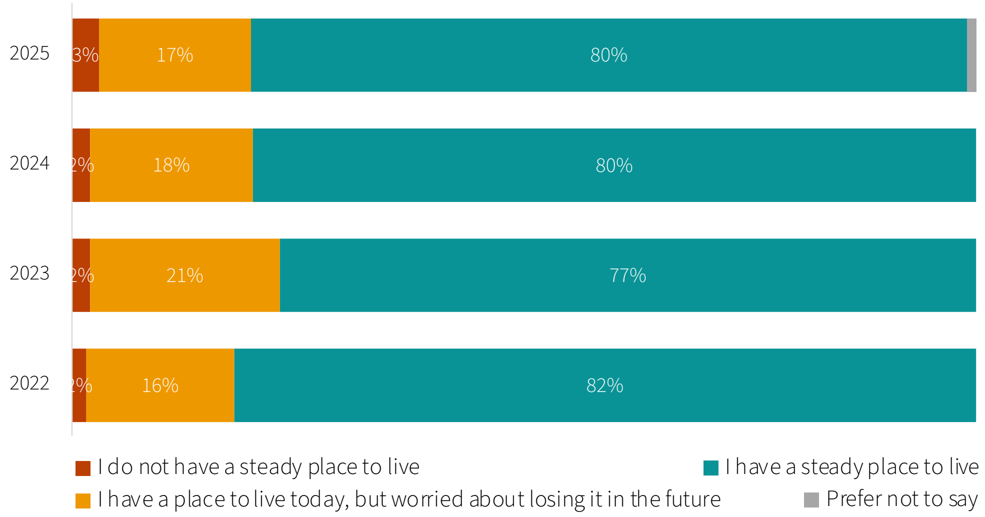
# Housing Stability

Respondents were asked about their current housing stability.

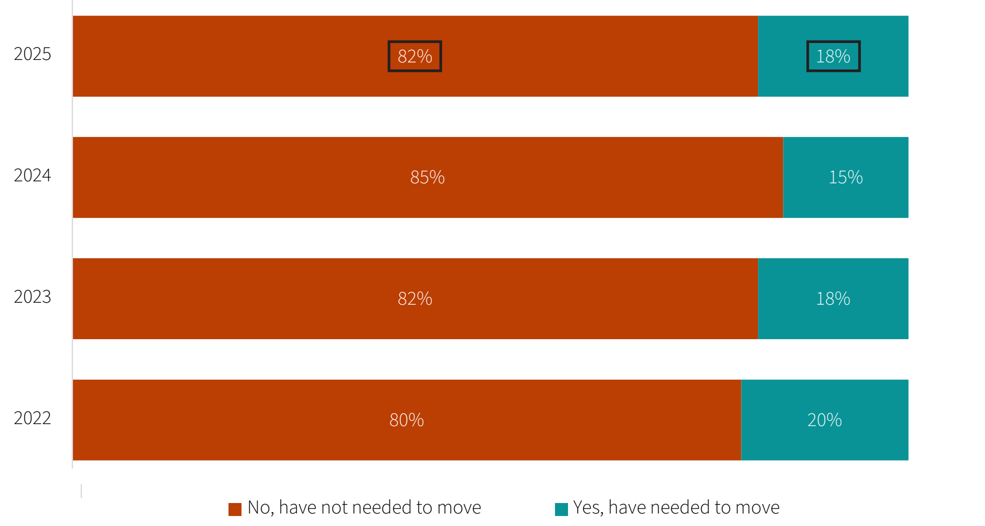
Similar to 2024, 80% of respondents have a steady place to live, and 17% have a steady place but are worried about housing in the future. Only 3% do not have a steady place to live.

This year sees an increase in the proportion of respondents who moved house in the past 12 months (18%, up from 15% in 2024). Respondents who rent were significantly more likely to be required to move in the past 12 months, particularly renters aged 18–24.

## Current living situation




## Required to move house in the past 12 months




**A square box indicates the 2025 result is significantly higher or lower than the 2024 result.**

Q. How would you best describe your current living situation? (Please select one answer) n=1000

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

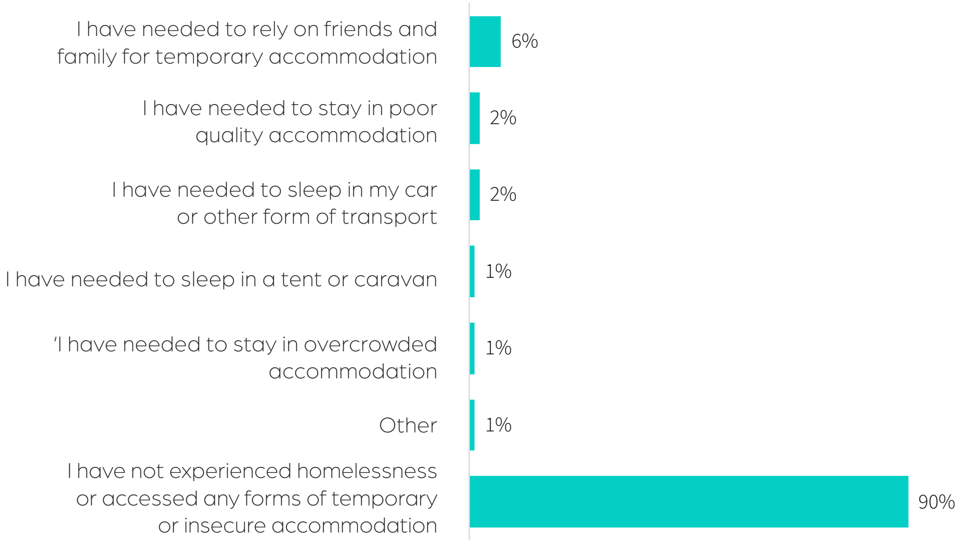
# Temporary or Insecure Accommodation

Respondents were asked whether they had needed to access temporary or insecure accommodation in the past 12 months.

The majority of respondents (90%) indicate they have not experienced homelessness or accessed any form of temporary or insecure accommodation in the past 12 months. However, 6% indicate they have relied on friends or family for temporary accommodation, and 2% each have had to sleep in their car or stay in poor-quality accommodation. One per cent (each) have slept in a tent or stayed in overcrowded accommodation.

Although not shown in the chart, fewer than 1% have slept in the street or a public space or accessed emergency accommodation. However, young people (18–24) are disproportionately represented in this area, with 17% having to rely on friends or family for temporary accommodation (10% for those 25–39), 10% having to sleep in their car, 5% sleeping in the street, 5% sleeping in a tent, and 2% accessing emergency accommodation.

## Accessing temporary or insecure accommodation*




## Accessing temporary or insecure accommodation**

| | 2022 | 2023 | 2024 | 2025 |
|---|---|---|---|---|
| No | 94% | 89% | 93% | 90% |
| Yes | 5% | 10% | 5% | 10% |
| Prefer not to say | 1% | 1% | 2% | 0% |

*New question phrasing in 2025, options expanded
**Indicative only, question change in 2025.
Q. Have you experienced homelessness or needed to access any of the following forms of temporary or insecure accommodation over the past 12 months? n=1000

# Housing Suitability

Respondents were asked about the suitability of their current housing and also the needs of their household.

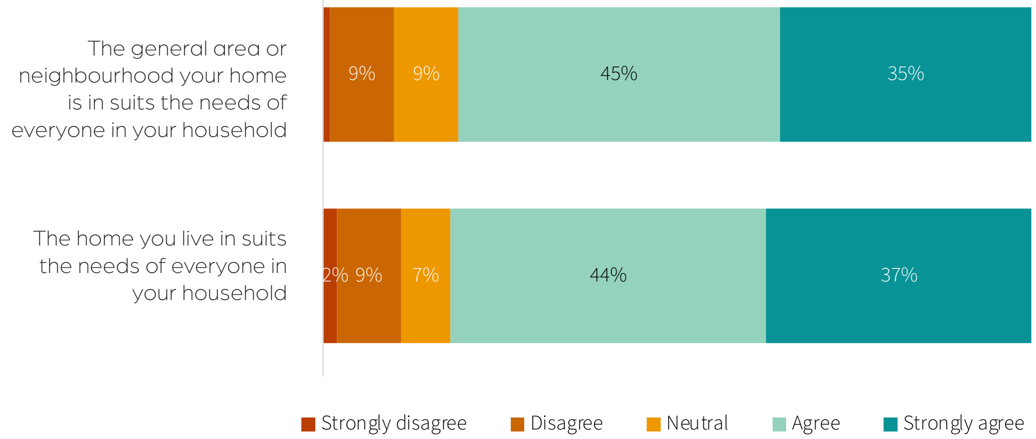
Eighty per cent of respondents agree that the area they live in suits the needs of everyone in their household, with 9% providing a neutral response and 10% indicating they disagree.

Similarly, 81% of respondents agree that the home they live in suits everyone in their household, while 7% rate it neutrally and 11% disagree.

Respondents who identify as gender diverse, are younger, female, or who rent their accommodation are significantly more likely to disagree that the housing is suitable for everyone in the household.

There are no significant differences in respondents' views regardless of the community they live in.

### Suitability of housing and community*




*New question in 2025
Q. Please indicate how much you agree with each of the following statements. (Please select one answer for each row) n=1000

SUMMARY
CONTENTS
PROJECT BACKGROUND
OUR DISTRICT
**HOUSING**
JOBS & INCOME
HEALTH & ACCESS TO KEY SERVICES
CREATIVITY, CULTURE, & HERITAGE
TRANSPORT
NEIGHBOURHOODS
ENVIRONMENT
QUALITY OF LIFE
CONCLUDING COMMENTS
APPENDIX 1–3

# Housing in the District

The image on the right shows key housing measures across the district's wards.

Essentially, the results are similar across the district, with home ownership levels similar in each ward. Around 80% of respondents have a steady place to stay in each ward, and between 8%–11% of respondents indicate they have experienced homelessness or insecure accommodation in the past 12 months.

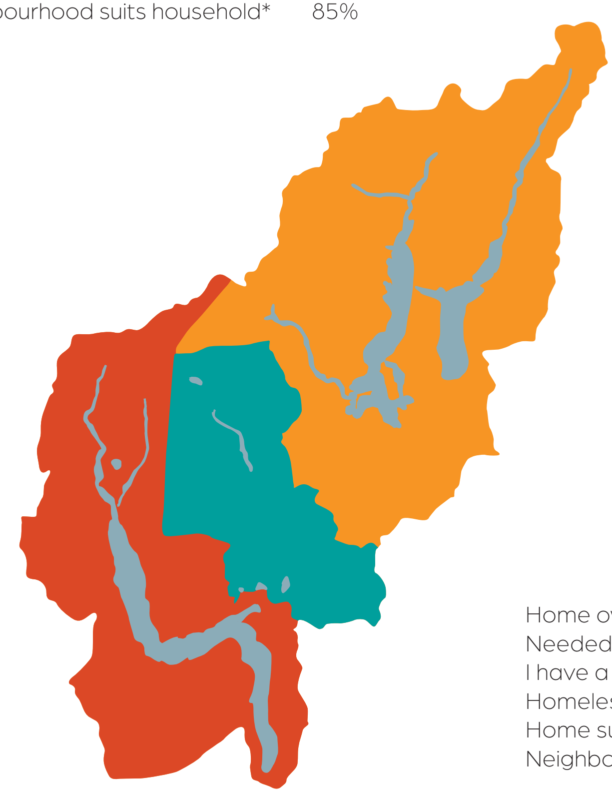
The most significant differences are observed in respondents' views of the homes and neighbourhoods in their ward. Respondents in the Arrowtown–Kawarau ward have slightly more positive perceptions of the suitability of their homes, and both Arrowtown–Kawarau and Wānaka–Upper Clutha respondents view their neighbourhoods more positively. However, respondents from the Queenstown–Whakatipu ward are less likely to agree that the general area suits the needs of everyone in their household.

**WĀNAKA–UPPER CLUTHA / MATA–AU WARD**

| | |
|---|---|
| Home ownership | 68% |
| Needed to move house | 16% |
| I have a steady place to live | 79% |
| Homelessness or insecure accom. | 11% |
| Home suits household* | 82% |
| Neighbourhood suits household * | 84% |

**ARROWTOWN–KAWARAU WARD**

| | |
|---|---|
| Home ownership | 65% |
| Needed to move house | 19% |
| I have a steady place to live | 81% |
| Homelessness or insecure accom. | 8% |
| Home suits household* | 87% |
| Neighbourhood suits household* | 85% |



**QUEENSTOWN–WHAKATIPU WARD**

| | |
|---|---|
| Home ownership | 62% |
| Needed to move house | 19% |
| I have a steady place to live | 79% |
| Homelessness or insecure accom. | 10% |
| Home suits household* | 79% |
| Neighbourhood suits household* | **75%** |

**Bold font indicates that the result for a given district is significant higher or lower than the results in other districts.**

*indicates total agree and strongly agree.

# Housing

Respondents were asked if they wished to provide any comments about housing in the district. These comments were in open-text format and were coded into themes after the fieldwork. A total of 522 respondents provided comments and a summary of the feedback is provided below.

Themes relating to housing affordability, availability, and quality, appear strongly across the responses. An increasingly mentioned theme was the infrastructure needed for the housing market, along with reports of growing homelessness and increasing housing insecurity in the district.

## Housing affordability, availability, and quality

Affordability, availability, and quality of the district's housing have been persistent concerns throughout the open-text comments over the years, and again feature strongly in this year's comments.

In particular, respondents describe both renting and purchasing a house as unaffordable, inaccessible, and not in alignment with wages within the district. While housing affordability is consistently raised in the Quality of Life Survey, this year's comments indicate that this is becoming a problem for a broader range of residents, with people who could traditionally afford a home no longer able to, particularly first-home buyers.

*"Affordability is the biggest challenge I face. My partner and I have plenty of savings to buy a house, and could get a mortgage but the weekly payments would be extremely challenging for us to pay off, even with our steady salaried incomes. It's things like this that make us talk about moving out of district even though we love our lives and jobs here."*

Respondents also note that the long-term rental market in the district is highly competitive; strong demand for houses and rooms, combined with a shortage of high-quality, affordable homes, makes rental housing difficult to find. Some respondents perceive that the large short-term letting market in the district negatively affects the availability of long-term rentals.

*"Red zone for short-term accommodation in suburban areas, to tackle the competitive rental prices and give a bit of choice and quality of life back to renters and tenants, also to ensure safety to tamariki, in not having people we don't know staying in our neighbourhoods at such a rate..."*

Several respondents also commented on the low-quality construction and poor section layout, especially in newer developments and those which are marketed as affordable. Specific issues relate to inadequate insulation, cold homes, small sections, limited storage or green spaces, and tightly packed developments that make communities feel congested and erode the area's natural charm and beauty.

# Housing

*"I hate those overpriced nasty apartment buildings in 5 Mile, they will make the place look like a slum in a few years. This 15-minute cities push will destroy any appeal left to come and live in Queenstown."*

Some respondents predict that the continued pressure on the housing market will lead residents, particularly younger residents and those with families, to leave the area, ultimately affecting community cohesion. Respondents also note that the impact of an expensive housing market could result in higher staff turnover or an inability to attract staff to the region.

*"Housing is a challenge for my friends and colleagues. More affordable housing is required, and short-term accommodation consents need to be excluded from new developments to ensure the people who work here have a place to live. More and more of my colleagues are commuting from outside the district (Cromwell)."*

### Concerns about the infrastructure and systems required to support housing in the district

A theme that has been increasing in prevalence over time is the concern that housing developments have grown faster than the infrastructure can support. Notable mentions relate to problems with traffic congestion, poor sewerage system capacity, narrow streets and insufficient parking, limited public transport integration, and limited local amenities, e.g., shops, medical centres, green spaces.

Respondents suggest these issues have a negative impact on how people live in the district and QLDC should exercise stronger regulation of the housing market.

*"Having just recently built our first home it feels like developers have a lot of power to pass cost on to buyers by not having to provide adequate services e.g., buyers having to purchase a macerator pump to temporarily deal with sewage as the system cannot handle all the new houses using the services at once and/or imposing strict covenants which increase the cost of building for no functional purpose."*

Some respondents' comments mention support for the Queenstown Lakes Community Housing Trust. Such comments acknowledge that the Trust's work delivers a greater range of housing across the district, with some respondents suggesting the need for an increase in funding of the Trust.

Commonly noted housing needs that respondents suggest the Trust could explore include smaller, well-designed homes, worker accommodation, seasonal housing, housing to bolster the long-term rental market, and options for alternative housing types, e.g., papakainga or tiny homes.

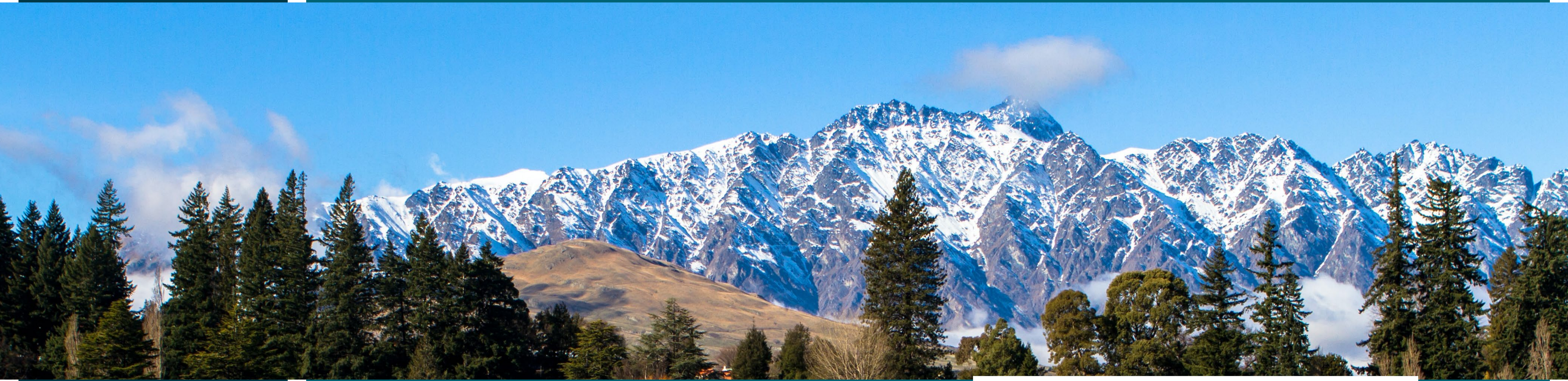
# Housing

### Concerns about homelessness and housing insecurity

While not widely reported in the comments, a few respondents note concerns about rising homelessness or housing insecurity. While previous monitoring has flagged these issues as possible, this is the first year they have become a theme across responses.

Concerns relate to residents living in cars, tents, or vehicles; couch surfing; being priced out of housing despite having stable, well-paying employment; and being excluded entirely from the housing market. Also of concern was the lack of emergency housing in the district to cater to residents if they find themselves in such situations.

*"My most recent homelessness experience was 3 months on the street with my cat, due to no disability or pet friendly homes. This resulted in me being declined for 65 houses for rent. For no other reasons then my physical disability or the fact I have a well-trained 8 year old cat with amazing rental references. This also cost me around 26k in accommodation costs as there is no emergency housing in Queenstown. Which is now debt I owe to the bank and family."*



# Jobs & Income

*Respondents' income, employment, and perceptions of their current role and future opportunities.*

SUMMARY
CONTENTS
PROJECT BACKGROUND
OUR DISTRICT
HOUSING
JOBS & INCOME
HEALTH & ACCESS TO KEY SERVICES
CREATIVITY, CULTURE, & HERITAGE
TRANSPORT
NEIGHBOURHOODS
ENVIRONMENT
QUALITY OF LIFE
CONCLUDING COMMENTS
APPENDIX 1-3

# Employment

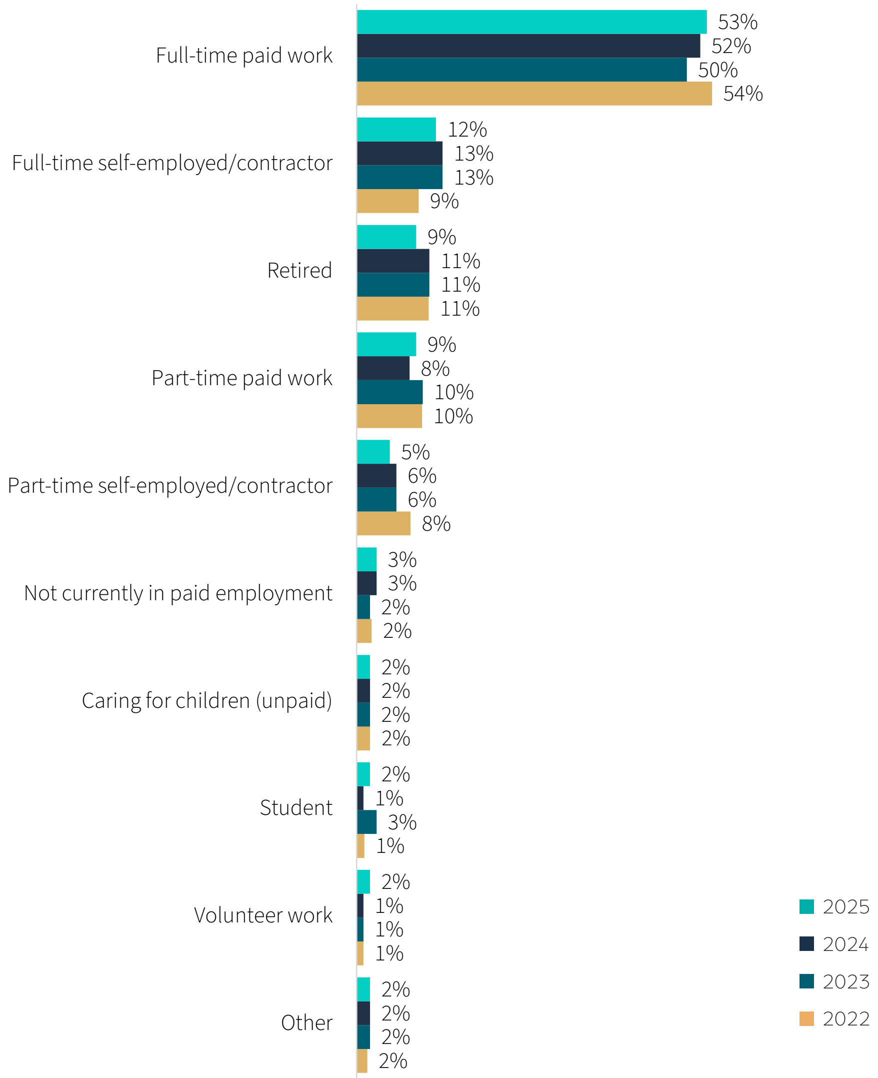
This year, 53% of respondents are in full-time paid work, with a further 12% working full-time in self-employed roles.

Nine per cent of respondents are in part-time work, and 5% are working part-time in self-employed roles.

Nine per cent of respondents are retired and a further 3% are not currently employed. The remaining respondents are either caring for children, students, or working as volunteers.

These results are similar to those seen in previous years.

## Occupation




Q. Which BEST describes the kind of work you primarily do? n=1000
Q. Which of the following categories does your current or most recent occupation fall into? n=1000

SUMMARY
CONTENTS
PROJECT BACKGROUND
OUR DISTRICT
HOUSING
JOBS & INCOME
HEALTH & ACCESS TO KEY SERVICES
CREATIVITY, CULTURE, & HERITAGE
TRANSPORT
NEIGHBOURHOODS
ENVIRONMENT
QUALITY OF LIFE
CONCLUDING COMMENTS
APPENDIX 1–3

# Employment

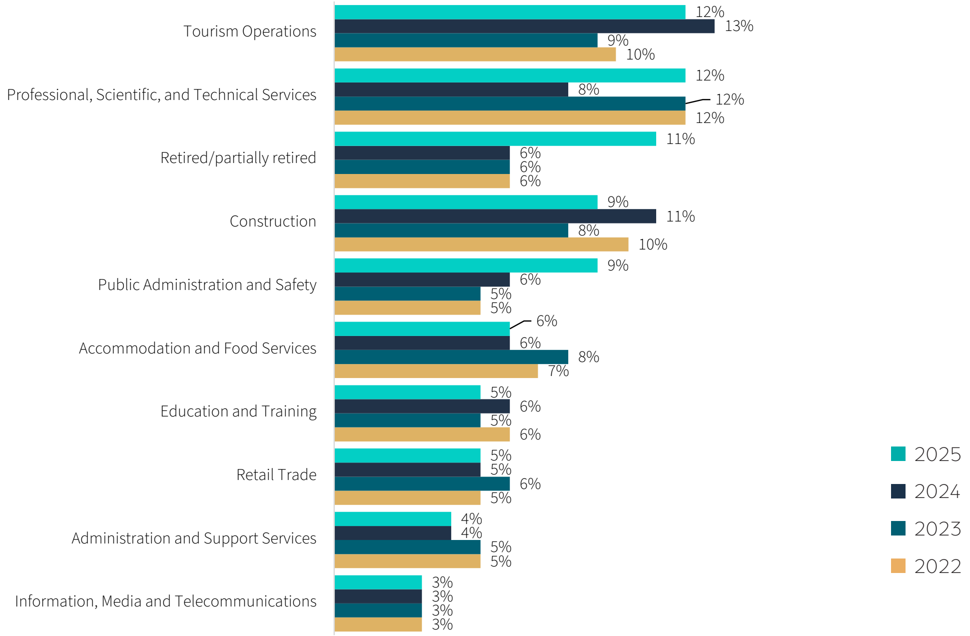
The sectors in which respondents are most commonly employed are tourism, professional, scientific, and technical services, and construction.

In a new question this year, 15% of employed respondents work for an employer outside the district.

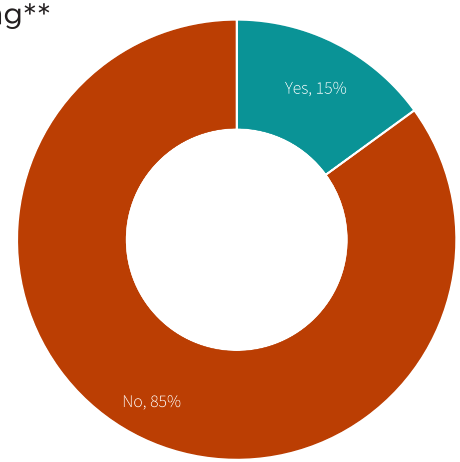
Respondents in the Wānaka–Upper Clutha ward are significantly more likely to be working remotely than those in other areas. While not a significant difference, older respondents are more likely to work remotely than younger respondents.

Sectors with a significantly higher proportion of remote workers are professional, scientific, and technical services and financial and insurance services. The tourism, accommodation, and food service sectors are significantly less likely to have employees who work remotely.

## Sector of employment*




## Remote working**




*Only sectors of 3% or higher are shown in the chart
**New question in 2025
Q. Which of the following categories does your current or most recent occupation fall into? n=1000
Q. Do you work remotely for an employer based outside of the district? n=790

SUMMARY
CONTENTS
PROJECT BACKGROUND
OUR DISTRICT
HOUSING
JOBS & INCOME
HEALTH & ACCESS TO KEY SERVICES
CREATIVITY, CULTURE, & HERITAGE
TRANSPORT
NEIGHBOURHOODS
ENVIRONMENT
QUALITY OF LIFE
CONCLUDING COMMENTS
APPENDIX 1-3

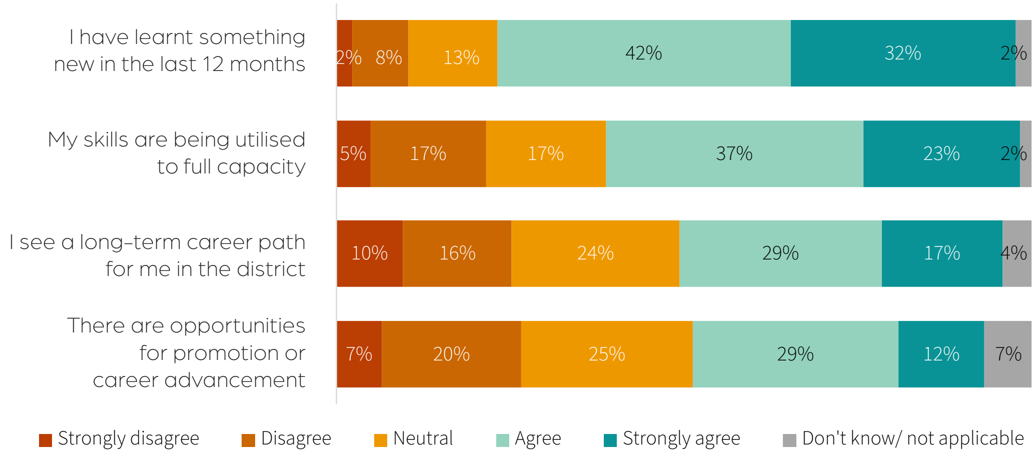
# Current Employment

Respondents who were working were asked their perceptions of employment in the district. Overall, 74% of employed respondents indicate they have learnt something new in the past year, and 60% indicate their skills are being used to full capacity, both are significant increases from the 2024 results.

Forty-six per cent of respondents see a long-term career path in the district, and 41% see opportunities for career advancement and promotion. While not a significant increase, both measures have risen after declining in 2024.

In terms of sectors, construction workers are more likely to see opportunities for career advancement or a long-term career path. At the same time, those in professional or public administration are more likely to say they have learnt something new in the past 12 months. Respondents who work in information media or telecommunications are less likely to see a long-term career path or state that their skills are utilised to full capacity.

## Perceptions of current employment




## Perceptions of current employment: By year (total agree and strongly agree)

| | 2019 | 2020 | 2021 | 2022 | 2023 | 2024 | 2025 |
|---|---|---|---|---|---|---|---|
| I have learnt something new in the last 12 months | 76% | 73% | 74% | 80% | 83% | 69% | **74%** |
| My skills are being utilised to full capacity | - | - | 57% | 50% | 53% | 53% | **60%** |
| I see a long-term career path for me in the district | - | - | - | - | 45% | 41% | 46% |
| There are opportunities for promotion or career advancement | - | - | - | - | 43% | 38% | 41% |

**Bold figures indicate the 2025 result is significantly higher or lower than the 2024 result.**
- Not measured this year.
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? n=790

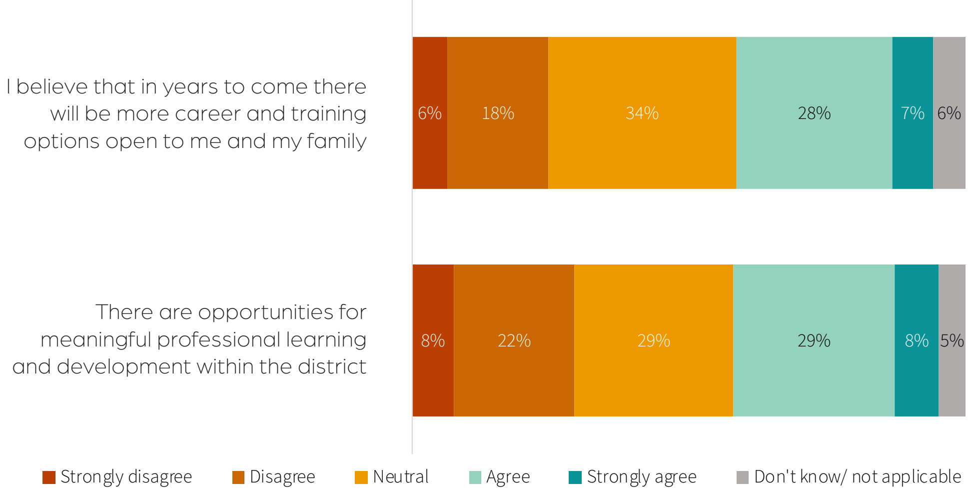
# Training and Development

Employed respondents were also asked about their views on the training and development opportunities available to them.

This year's results are similar to those from 2024, with 35% of employed respondents believing that there will be more career and training options available in the future, and 37% agreeing that there are opportunities for meaningful professional development and learning in the district.

Respondents in construction and public administration are more likely to agree that there will be greater options for them in the future, with those in public administration also more likely to agree that there are professional learning and development options in the district.

## Perceptions of training and development in the district




## Perceptions of training and development: By year (total agree and strongly agree)

| | 2024 | 2025 |
|---|---|---|
| I believe that in years to come there will be more career and training options open to me and my family | 35% | 35% |
| There are opportunities for meaningful professional learning and development within the district | 31% | 37% |

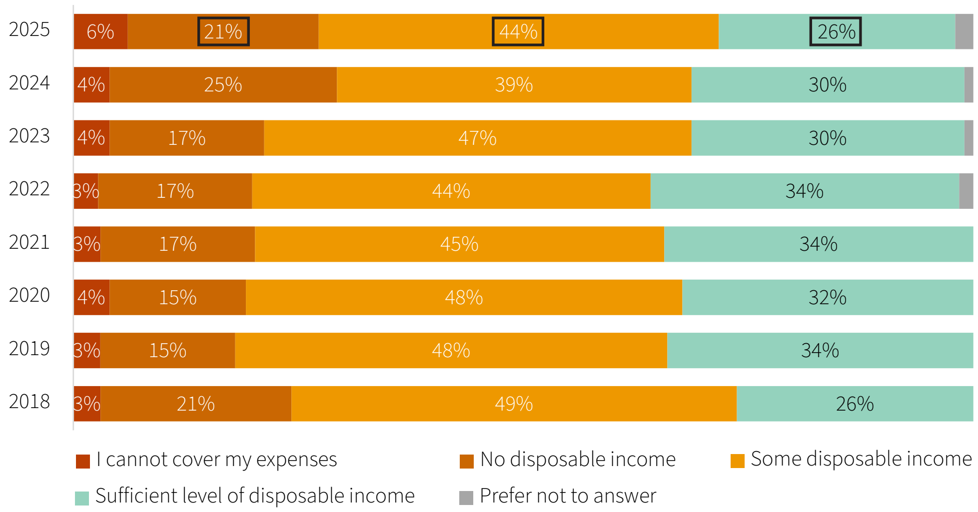
Q. How much do you agree or disagree with each of the following statements. (Please select one answer for each row) n=790

# Income

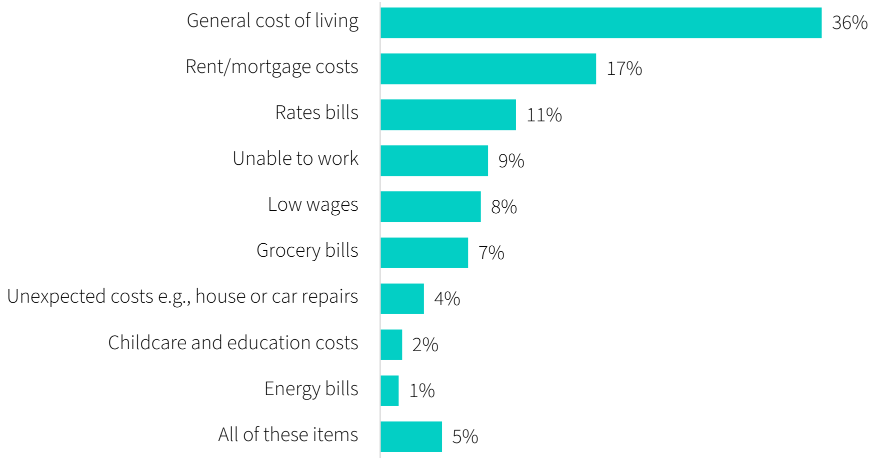
All respondents were asked about their ability to cover their expenses. Overall, 26% of respondents have sufficient income to cover their expenses and have disposable income. Forty-four per cent of respondents can cover their expenses and have some disposable income, while 21% can cover their expenses but have no disposable income. Six per cent cannot cover their expenses. This year's results show an increase in the proportion of respondents who can cover their expenses and have some disposable income, accompanied by a decline in the proportion with no disposable income. There is also a decrease in the proportion of respondents with sufficient disposable income.

Those who were unable to cover their expenses (6% of all respondents) were asked about the main reason they could not cover their day-to-day costs. The primary reason respondents are unable to cover their costs is the general cost of living, which 36% cite as the main reason. This is followed by rent/mortgages and rates bills. However, 9% of these respondents state they are unable to work, and 8% indicate the wages they earn are too low.

## Ability to cover basic needs




## Main reason unable to cover costs




**A square box indicates the 2025 result is significantly higher or lower than the 2024 result.**
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? (Please select one answer) n=1000
Q. What is the main reason you cannot cover your expenses? (Please select one answer) n=62

SUMMARY
CONTENTS
PROJECT BACKGROUND
OUR DISTRICT
HOUSING
JOBS & INCOME
HEALTH & ACCESS TO KEY SERVICES
CREATIVITY, CULTURE, & HERITAGE
TRANSPORT
NEIGHBOURHOODS
ENVIRONMENT
QUALITY OF LIFE
CONCLUDING COMMENTS
APPENDIX 1-3

# Jobs & Income

Respondents were asked if they wished to provide any comments about jobs and income in the district. These comments were in open-text format and were coded into themes after the fieldwork. A total of 268 respondents provided comments and a summary of the feedback is provided below.

The main themes across these comments related to the impact of the cost of living, the need for economic diversity in the district, the limited scope for job progression, and a the cost of operating within the district.

### The cost of living is affecting residents

One of the most dominant themes across the responses is the cost of living in the district. Specifically, respondents note that wages and income are too low to cover living costs easily. While some respondents note that wages are on par with other areas, they perceive living expenses to be higher in the Queenstown Lakes district, making it difficult for residents with lower incomes to cover basic costs, even for respondents who note they have a good income.

*"Despite both working, we're finding it increasingly difficult to meet weekly living costs with the income we bring home. This financial strain affects our overall wellbeing and outlook, as the pressure touches every part of family life. It's disheartening that, while we live in a wonderful area with great opportunities for our children, we often can't afford to participate or make the most of them due to financial limitations."*

Some respondents are concerned that the ongoing wage pressures will create a two-tier community; specifically, people with corporate jobs (local or remote), investments, or higher salaries, and those on lower incomes. In particular, comments note that lower-income earners are often employed within service-based positions, e.g., hospitality, retail, cleaning, childcare, or tourism, which play a critical role in the district's employment composition.

*"I'm lucky to be paid well to live here and work remotely. This is not the case of many people who work in town and keep this town running. The hospitality and retail staff are paid poorly and treated poorly too. It's a disgrace to the town and all my friends I've made here are struggling. This is why they leave."*

### Lack of economic diversity within the region

As with previous years' monitoring, respondents note the narrow economic base that drives the local economy. Respondents report that the job market essentially comprises of tourism, hospitality, retail, and construction, with limited options in other sectors.

*"Focus has been on tourism and construction, very little on other sectors, unless a newly moved to the district high net worth person has a hobby to set something up. Lack of genuine, deep, long-lasting plans have hampered the real development of global jobs and international income rankings. People migrate into the service sector, such as real estate agents, rather than into global IT export-led businesses..."*

# Jobs & Income

Respondents also note that the district's employment includes a significant proportion of seasonal, fixed-term, or casual positions, particularly within the tourism sector. Those in such roles indicate that it is difficult to plan for the longer term in the district or to advance their careers.

To support and grow the local economy, several respondents highlight the need for diversification across sectors and the development of education pathways to support them. Respondents think that without change or growth in different sectors, the local economy will continue to be marred by low income and low job security, which challenges the long-term resilience of the economy and the community in general.

*"There are some moves (largely driven outside of local government) to diversify the economy, there is however still a fundamental lack of focus on appropriate upskilling and training. Instead of focusing on attracting people from outside into industries such as tech, there should be more focus on local upskilling."*

### Limited job and career opportunities

Several respondents comment on the lack of job diversity and limited options for career progression, with very few jobs available outside of the main sectors. The scarcity of roles also means that younger professionals or recent graduates often cannot find secure work in their field, with greater career opportunities more readily available in larger cities. Furthermore, once skills are acquired in those roles, there are barriers to returning to the district, creating a cycle where younger people leave for good.

Some respondents also note the limited professional development opportunities within the district, making career advancement within employment particularly difficult outside the dominant sectors (although quantitative measures indicate that expectations are improving in this area).

*"I work as a dietitian and it's not possible to find work here apart from part-time work or remote work which I do now and can afford to live here because of my partner's income. There are no professional development opportunities here and bare basic health facilities."*

### Business owners' concerns

This year's feedback includes comments from employers and business owners, mainly about the costs of running a business. Key mentions relate to the high commercial rents, housing costs, power, and rates. Such costs had two effects on the business: (1) a direct increase in running costs, reducing profitability and limiting the opportunity for wage raises, and (2) increased challenges in attracting or retaining staff. While this is certainly not the case for all businesses, comments suggest that many business owners keenly feel the effects of high costs.

*"Companies struggle to grow in our region because housing, electricity, and food are too expensive here. I know numerous business owners who have sold, shut down, moved, or failed to grow because they can't keep staff."*

*"Business can't employ people because the cost of living in the area is too expensive."*

# Health & Access to Key Services

*Respondents' views of healthcare within the district, mental health services, and how often people access services outside the district.*

SUMMARY
CONTENTS
PROJECT BACKGROUND
OUR DISTRICT
HOUSING
JOBS & INCOME
HEALTH & ACCESS TO KEY SERVICES
CREATIVITY, CULTURE, & HERITAGE
TRANSPORT
NEIGHBOURHOODS
ENVIRONMENT
QUALITY OF LIFE
CONCLUDING COMMENTS
APPENDIX 1-3

# Health Perceptions

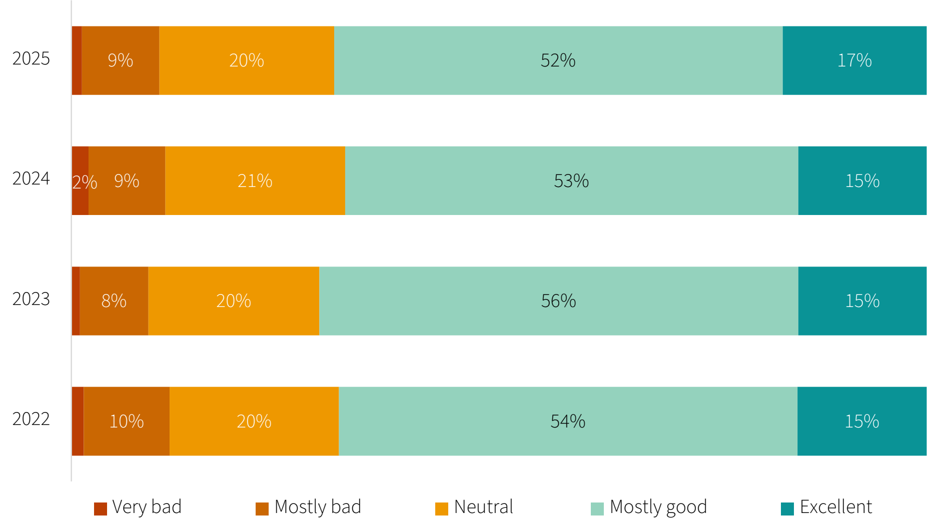
Respondents were asked to rate their physical and mental health.

This year, 69% of respondents rate their physical health as excellent or mostly good, while 10% rate it as very bad or mostly bad. These results are similar to previous years' monitoring.

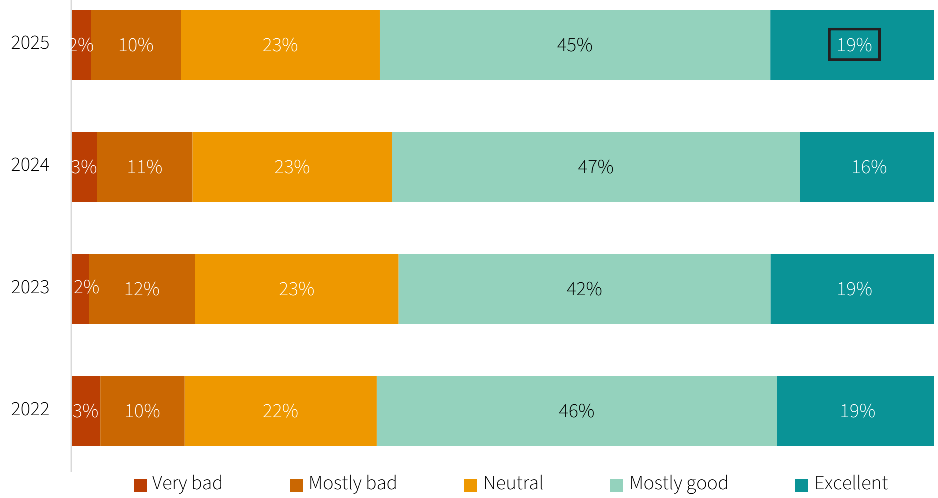
Sixty-four per cent of respondents rate their mental health as excellent or mostly good, while 12% rate their mental health as very bad or mostly bad. Twenty-three per cent provide a neutral rating.

Respondents under the age of 24 are significantly more likely to mention they have very bad mental health, while respondents aged 25-39 are more likely to mention they have mostly bad mental health. This year sees an increase in the proportion of respondents who rate their mental health highly, with 3% more stating their mental health is excellent. This is a significant increase from 2024 and returns to levels seen in previous monitoring.

## Physical health




## Mental health




**A square box indicates the 2025 result is significantly higher or lower than the 2024 result.**

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

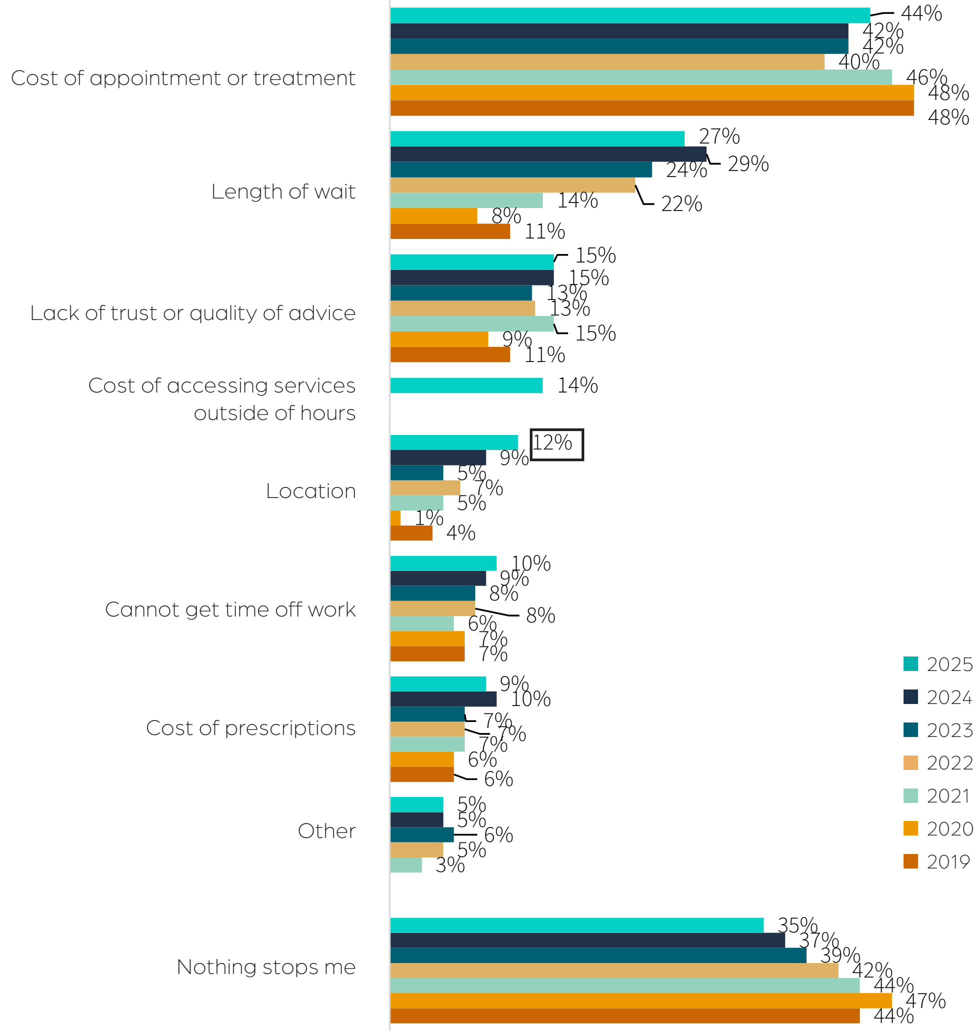
# Access to Healthcare

Respondents were asked about the barriers they face to accessing healthcare in the district.

As in previous years, the cost of an appointment was the primary barrier to healthcare access, followed by wait times and trust in the advice. In a new option this year, 14% state that the cost of accessing services after hours is a barrier to receiving healthcare, and there is a significant increase in the proportion of respondents who cite location as a barrier to access.

This year's results show a continued decline in the proportion of respondents who state that nothing stops them from accessing healthcare, which is now 35%, down from 44% in 2019. While cost remains a consistent barrier, that wait time (11% in 2019, up to 27% in 2025) and location (4% in 2019, up to 12% in 2025) have become increasingly significant barriers.

## Barriers to healthcare*




**A square box indicates the 2025 result is significantly higher or lower than the 2024 result.**

*New option added in 2025: cost to access services outside of hours.

Q. Does anything stop you from seeing a healthcare professional? n=1000

# Access to Healthcare

The image to the right shows the demographic groups most likely to face each access barrier.

Across the barriers, those that relate to cost are more likely to be faced by respondents aged 18–24 and female respondents. Barriers that are driven by communication and connection are more likely to be reported by respondents who are Middle Eastern, Latin American, or African (MELAA), or Asian.

Some barriers are felt more keenly by specific communities: those in Hāwea/Hāwea Flat are more likely to report that the after-hours cost is prohibitive to access; Wānaka respondents are more likely to note the wait length; and Glenorchy respondents are more likely to note the location as a barrier.

**TECH INABILITY**

| | |
|---|---|
| MELAA | **12%** |

**PRESCRIPTION COST**

| | |
|---|---|
| Other European | **17%** |
| Asian | **24%** |
| 18–24 | **20%** |
| Female | **13%** |

**APPOINTMENT COST**

| | |
|---|---|
| Other European | **58%** |
| MELAA | **72%** |
| 18–24 | **63%** |
| 25–39 | **58%** |
| Female | **53%** |

**AFTER-HOURS COST**

| | |
|---|---|
| Female | **18%** |
| Hāwea/Hāwea Flat | **26%** |
| Those caring for children | **36%** |
| Those with a health condition | **19%** |

**LACK OF TRUST/CULTURE**

| | |
|---|---|
| Asian | **30%/9%** |
| MELAA | **39%** |
| 25–39 | **19%** |
| Those with a health condition | **18%** |

**LOCATION**

| | |
|---|---|
| Glenorchy | **55%** |
| Those with a health condition | **15%** |

**UNABLE TO GET TIME OFF WORK**

| | |
|---|---|
| 18–24 | **32%** |
| Female | **13%** |
| Full time employment | **15%** |

**LENGTH OF WAIT**

| | |
|---|---|
| Wānaka | **39%** |

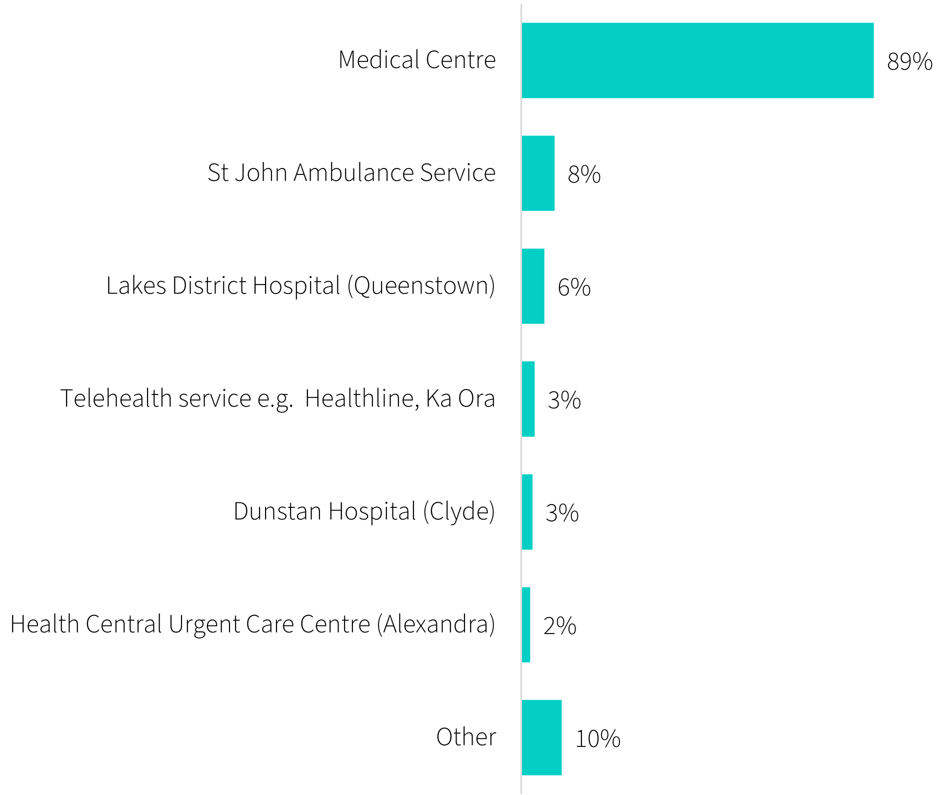
# Access to After–Hours Services

Respondents who stated that the cost of accessing services after hours was an issue were asked which facilities they chose not to access due to cost.

The primary facility the respondents elect not to access after hours due to cost is their local medical centre (89%), which is mentioned more frequently than any other service.

The next closest facilities are the ambulance service and Lakes District Hospital, although only 8% and 6% of respondents mention these services, respectively. All other services register fewer than 5% of responses.

After–hours services not accessed*




*New in 2025
Q. Which of the following facilities has the cost of accessing services outside of usual hours prevented you from accessing? (Please select all that apply) n=130

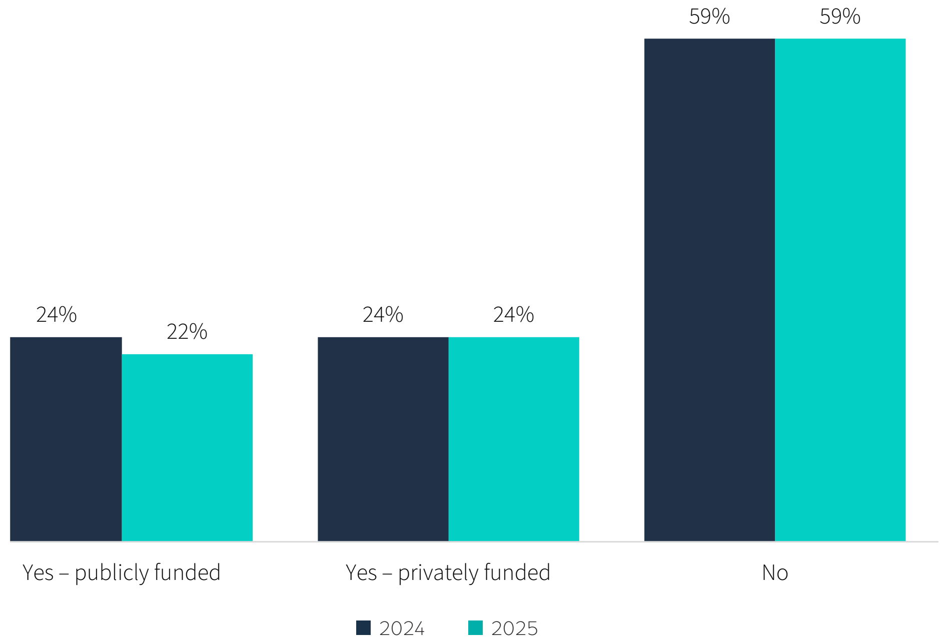
# Travel for Healthcare

Respondents were asked if they had travelled outside of the district for healthcare or disability services in the past 12 months.

This year's results are similar to those from 2024, with 59% of respondents indicating they have not travelled for healthcare, 24% indicating they have travelled for privately funded healthcare, and 22% indicating they have travelled for publicly funded healthcare.

Respondents who indicate they have a health condition of some form are more likely to have accessed both publicly funded (26%) and privately funded (28%) services outside of the district.

## Travel for healthcare outside of the district




## Travel for healthcare outside of the district: By year

| | 2021 | 2022 | 2023 | 2024 | 2025 |
|---|---|---|---|---|---|
| Travelled outside of the district | 38% | – | 39% | 41% | 41% |
| Did not travel outside of the district | 62% | – | 61% | 59% | 59% |

Not measured in 2022.
Q. In the last 12 months, have you travelled outside the district for any healthcare or disability services? n=1000

SUMMARY
CONTENTS
PROJECT BACKGROUND
OUR DISTRICT
HOUSING
JOBS & INCOME
**HEALTH & ACCESS TO KEY SERVICES**
CREATIVITY, CULTURE, & HERITAGE
TRANSPORT
NEIGHBOURHOODS
ENVIRONMENT
QUALITY OF LIFE
CONCLUDING COMMENTS
APPENDIX 1-3

# Healthcare Access in the District

The image on the right shows measures relating to healthcare access the district's wards.

Respondents from the Wānaka-Upper Clutha ward are more likely to travel for healthcare than respondents in other wards. These respondents are also more likely to cite the length or wait and cost of after-hours services as barriers to accessing healthcare in the district.

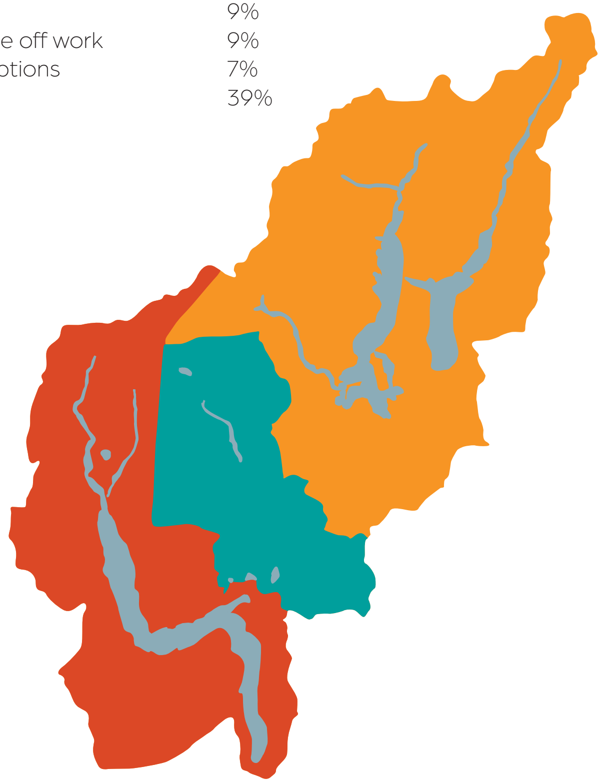
Respondents in the Queenstown-Whakatipu ward  are less likely to have travelled for healthcare and are also less likely to cite length of wait as a barrier to healthcare access.

## ARROWTOWN-KAWARAU WARD*

| | |
|---|---|
| Travel for public healthcare | 18% |
| Travelled for private healthcare | 23% |
| Have not travelled | 63% |
| **Barriers to healthcare access** | |
| Cost appointment/treatment | 44% |
| Length of wait | 24% |
| Lack of trust/quality of advice | 14% |
| Cost of accessing outside hours | 10% |
| Location | 9% |
| Cannot get time off work | 9% |
| Cost of prescriptions | 7% |
| Nothing | 39% |

## WĀNAKA-UPPER CLUTHA / MATA-AU WARD*

| | |
|---|---|
| Travel for public healthcare | **27%** |
| Travelled for private healthcare | **31%** |
| Have not travelled | **49%** |
| **Barriers to healthcare access** | |
| Cost appointment/treatment | 44% |
| Length of wait | **37%** |
| Lack of trust/quality of advice | 13% |
| Cost of accessing outside hours | **22%** |
| Location | 15% |
| Cannot get time off work | 11% |
| Cost of prescriptions | 9% |
| Nothing | 31% |



## QUEENSTOWN-WHAKATIPU WARD*

| | |
|---|---|
| Travel for public healthcare | 20% |
| Travelled for private healthcare | **19%** |
| Have not travelled | **65%** |
| **Barriers to healthcare access** | |
| Cost appointment/treatment | 43% |
| Length of wait | **22%** |
| Lack of trust/quality of advice | 16% |
| Cost of accessing outside hours | 10% |
| Location | 11% |
| Cannot get time off work | 9% |
| Cost of prescriptions | 11% |
| Nothing | 37% |

**Bold figures indicate that the result for that ward is significantly higher or lower than the results for all other wards.**

SUMMARY
CONTENTS
PROJECT BACKGROUND
OUR DISTRICT
HOUSING
JOBS & INCOME
HEALTH & ACCESS TO KEY SERVICES
CREATIVITY, CULTURE, & HERITAGE
TRANSPORT
NEIGHBOURHOODS
ENVIRONMENT
QUALITY OF LIFE
CONCLUDING COMMENTS
APPENDIX 1-3

# Healthcare and Disability Services

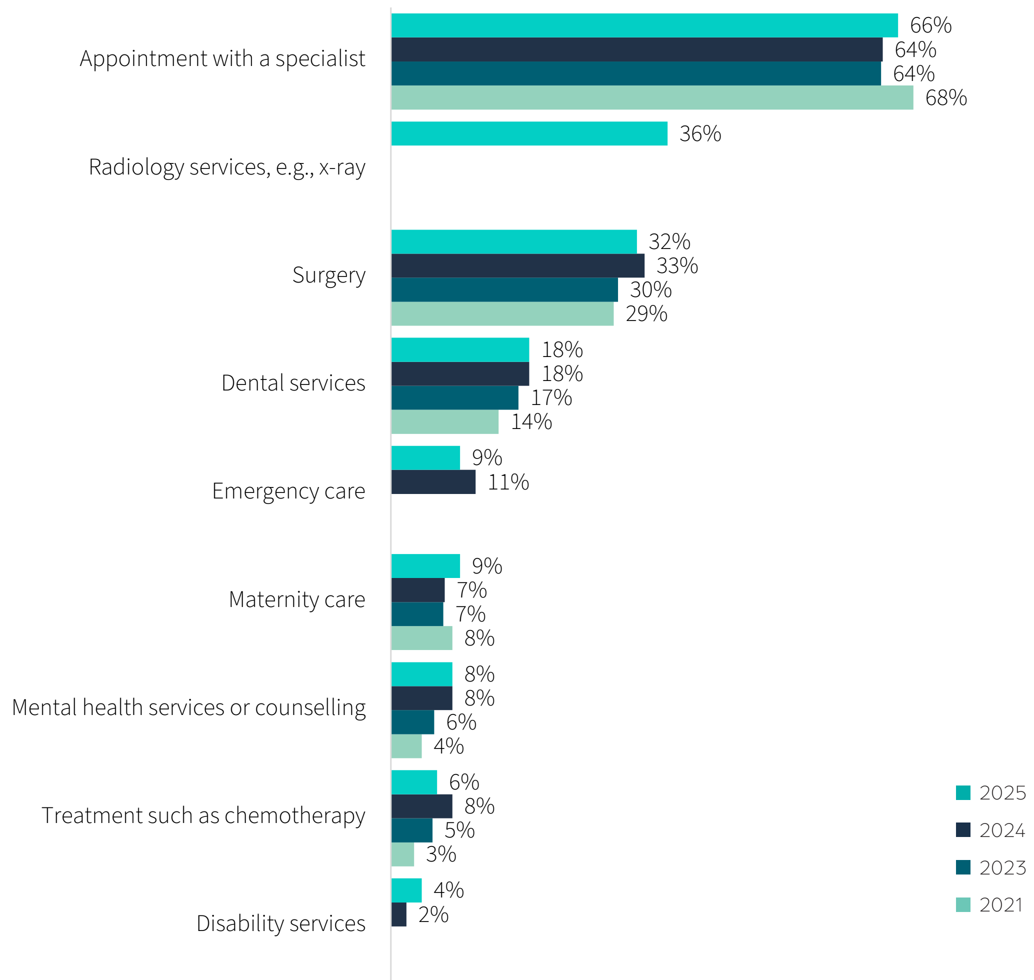
Respondents who have travelled for healthcare indicate they are most likely to travel for a specialist appointment, radiology services, surgery, or dental services.

Most other services are used by fewer than 10% of respondents who have travelled outside the district for healthcare.

These results are similar to those from previous years.

Those with a health condition of some form are more likely to have accessed surgery, radiology, mental health or counselling services, or disability services outside of the district.

## Healthcare and disability services accessed outside of the district*




*New option added in 2025
Not measured in 2022.
Q. Which of the following healthcare or disability services did you require? (Please select all that apply) n=417

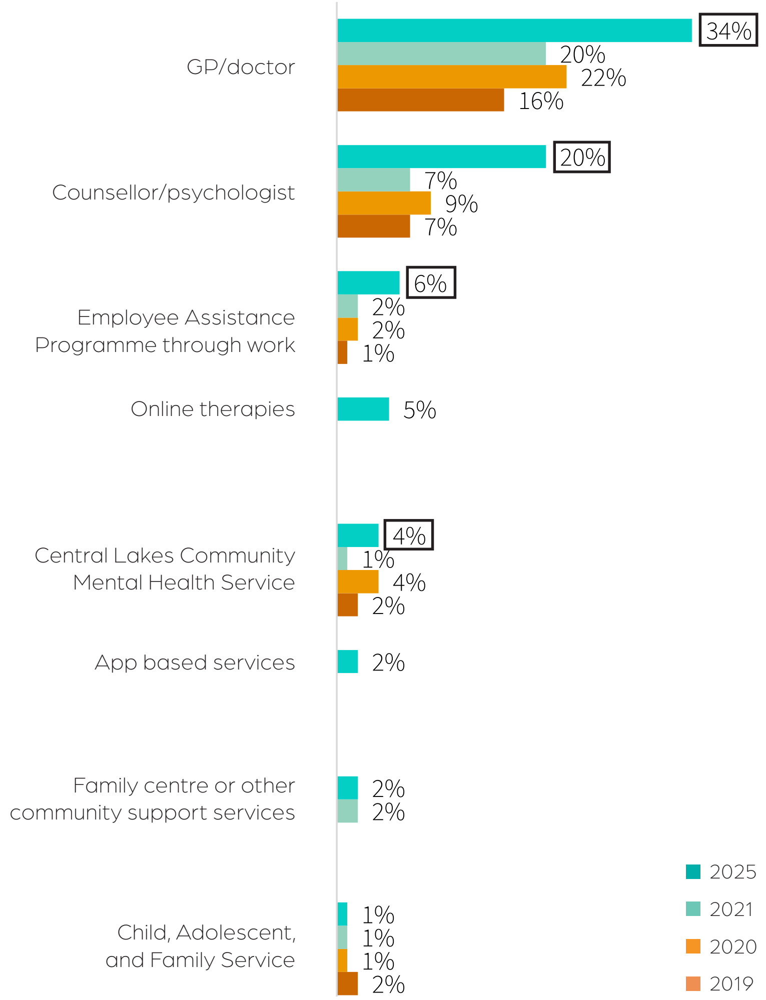
# Mental Health Services

All respondents were asked about which, if any, mental health services they or someone in their immediate family had accessed in the past 12 months.

The most commonly accessed services are GP services, followed by counsellors, an Employee Assistance Programme (EAP), and online therapy. However, 56% of respondents indicate neither they nor anyone in their family accessed any mental health services in the past year (not shown on chart).

This question was last included in the Quality of Life Survey in 2021. Since then, there have been significant increases in the proportion of respondents who indicate that they or someone in their household has accessed a GP, counsellor, EAP, or the Central Lakes Community Mental Health Service. It should be noted that this question was previously asked of households and individuals separately; the chart to the right shows the results for households only, as this is most similar to the 2025 question.

## Accessing of mental health services




**A square box indicates the 2025 result is significantly higher or lower than the 2021 result.**

Not asked 2022–2024

Q. In the past 12 months, have you or anyone else in your immediate family accessed any of the following mental health services? (Please select all that apply) n=1000

SUMMARY
CONTENTS
PROJECT BACKGROUND
OUR DISTRICT
HOUSING
JOBS & INCOME
HEALTH & ACCESS TO KEY SERVICES
CREATIVITY, CULTURE, & HERITAGE
TRANSPORT
NEIGHBOURHOODS
ENVIRONMENT
QUALITY OF LIFE
CONCLUDING COMMENTS
APPENDIX 1–3

# Mental Health Services in the District

The image on the right shows access to mental health services across the district's wards.

Respondents in the Arrowtown–Kawarau ward are more likely to have accessed mental health services with only 46% stating they have accessed none of the listed services. Respondents in this ward are more likely to access mental health services through their GP/doctor or via a counsellor/psychologist.

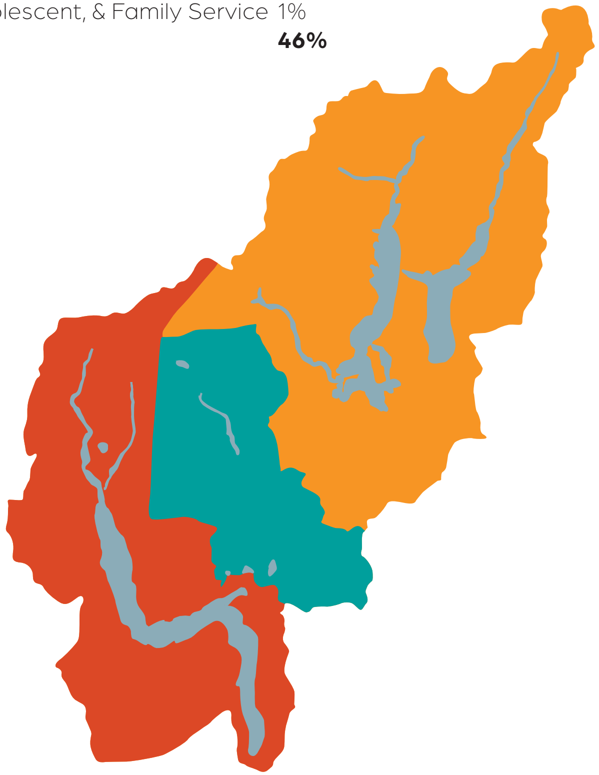
Respondents in the Queenstown–Whakatipu ward  are less likely to access mental health services through a GP/doctor.

**ARROWTOWN–KAWARAU WARD***

| | |
|---|---|
| GP/doctor | **44%** |
| Counsellor/psychologist | **27%** |
| Employee Assistance Programme | 8% |
| Online therapies 5% | |
| Central Lakes Community Mental Health Service | 4% |
| App based services | 4% |
| Family Centre or community support service | 2% |
| Child, Adolescent, & Family Service | 1% |
| None | **46%** |

**WĀNAKA–UPPER CLUTHA / MATA-AU WARD***

| | |
|---|---|
| GP/doctor | 34% |
| Counsellor/psychologist | 17% |
| Employee Assistance Programme | 4% |
| Online therapies | 5% |
| Central Lakes Community Mental Health Service | 3% |
| App based services | 1% |
| Family Centre or community support service | 2% |
| Child, Adolescent, & Family Service | 1% |
| None | 59% |



**QUEENSTOWN–WHAKATIPU WARD***

| | |
|---|---|
| GP/doctor | **29%** |
| Counsellor/psychologist | 18% |
| Employee Assistance Programme | 6% |
| Online therapies | 4% |
| Central Lakes Community Mental Health Service | 3% |
| App based services | 3% |
| Family Centre or community support service | 3% |
| Child, Adolescent, & Family Service | 1% |
| None | 58% |

**Bold figures indicate that the result for that ward is significantly higher or lower than the results for all other wards.**

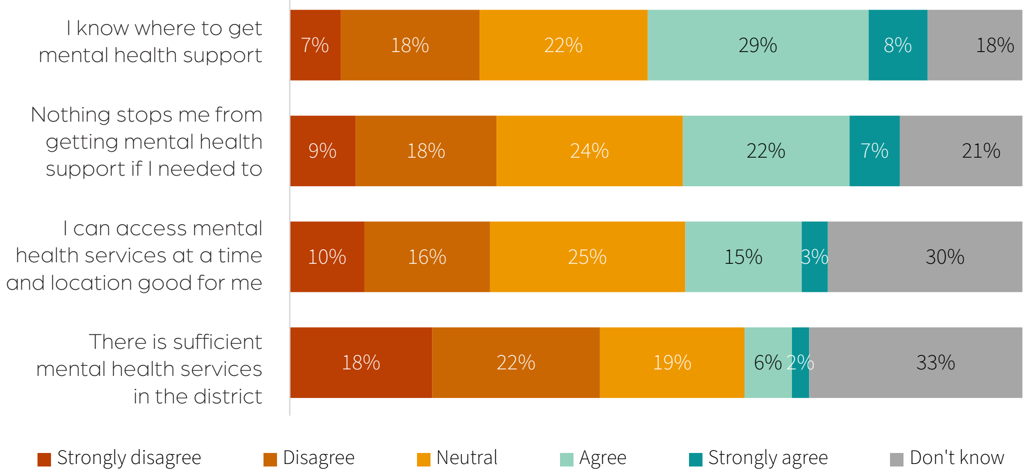
# Mental Health Services

Respondents were asked about their awareness and perceptions of mental health services in the district.

Overall, 37% of respondents agree or strongly agree that they know where to get mental health support, and 29% agree or strongly agree that nothing stops them from accessing mental health support if they need it. However, only 18% of respondents agree or strongly agree that they can access mental health services at a suitable time and location, and only 8% agree or strongly agree that there are sufficient mental health services in the district. It should be noted that these statements have a large proportion of 'don't know' responses possibly suggesting a lack of awareness and thus an inability to comment.

This question was last included in the Quality of Life Survey in 2021. Since the previous measurement, there has been a significant decline in agreement across nearly all of the measures.

## Perception of mental health services




## Perception of mental health services: By year (total agree and strongly agree)

| | 2021 | 2025 |
|---|---|---|
| I know where to get mental health support | 55% | **37%** |
| Nothing stops me from getting mental health support if I needed to | 39% | **29%** |
| I can access mental health services at a time and location good for me | 22% | **18%** |
| There is sufficient mental health services in the district | 9% | 8% |

**Bold font indicates the 2025 result is significantly higher or lower than the 2021 result.**
Q. Thinking about access to mental health services in the district, how much do you agree with the following? (Please select one answer for each row) n=1000

# Mental Health Profiles

The images below show the profiles of people with poor, average, and good mental health. Interestingly, while there are significant differences across demographics, housing, and income statistics, all three groups appear to have similar views of mental health services within the district.

| | POOR OR VERY POOR | NEITHER GOOD NOR POOR | GOOD OR VERY GOOD |
|---|---|---|---|
| **Demographics** | | | |
| Male | 40% | 44% | 51% |
| Female | 60% | 55% | 49% |
| 18–24 | 7% | 6% | 3% |
| 25–39 | **51%** | 43% | 32% |
| 40–54 | 27% | 27% | 26% |
| 55–64 | 14% | 16% | 19% |
| 65+ | 2% | 8% | **20%** |
| Has a health condition | **63%** | **53%** | 35% |
| **Housing** | | | |
| Own home | 36% | 60% | **72%** |
| Rent home | **50%** | 34% | 25% |
| Employer accom. etc. | **14%** | 6% | 4% |
| Have moved in past 12 months | **26%** | 20% | 16% |
| Steady place to live | 52% | 76% | **86%** |
| Experienced homelessness | **27%** | 13% | 5% |
| **Jobs & Income** | | | |
| Employed (full-time or part-time) | 85% | 80% | 78% |
| Can cover expenses | 39% | 59% | **81%** |
| Cannot cover expenses | **59%** | **38%** | 18% |

**Bold font indicates that the result for that group is higher than the result for others not in that group.**

# Mental Health Profiles

## POOR OR VERY POOR

| Health | |
|---|---|
| Good physical health | 6% |
| No barriers to accessing healthcare | 15% |
| Travelled for healthcare | 47% |
| Accessed mental health services | **74%** |
| **Views on mental health in QLDC*** | |
| Know where to get mental health support | 33% |
| Sufficient mental health support | 5% |
| No barriers to accessing mental health support | 16% |
| Can access mental health services | 16% |

## NEITHER GOOD NOR POOR

| Health | |
|---|---|
| Good physical health | 13% |
| No barriers to accessing healthcare | 24% |
| Travelled for healthcare | 45% |
| Accessed mental health services | **60%** |
| **Views on mental health in QLDC*** | |
| Know where to get mental health support | 33% |
| Sufficient mental health support | 9% |
| No barriers to accessing mental health support | 21% |
| Can access mental health services | 16% |

## GOOD OR VERY GOOD

| Health | |
|---|---|
| Good physical health | **81%** |
| No barriers to accessing healthcare | **43%** |
| Travelled for healthcare | 38% |
| Accessed mental health services | 33% |
| **Views on mental health in QLDC*** | |
| Know where to get mental health support | 38% |
| Sufficient mental health support | 9% |
| No barriers to accessing mental health support | **33%** |
| Can access mental health services | 20% |

**Bold font indicates that the result for that group is higher than the result for others not in that group.**
*Total agree and strongly agree ratings.

# Health & Access to Key Services

Respondents were asked if they wished to provide any comments about health and access to key services in the district. These comments were in open-text format and were coded into themes after the fieldwork. A total of 293 respondents provided comments, and a summary of the feedback is provided below.

The main themes across these comments included the growing needs in the district and the limited development in health infrastructure to accommodate this, the increasing inequity in the health system, and the growing mental health needs of residents.

### Local facilities are not sufficient for a growing district

A theme respondents have consistently raised is the inadequacy of the district's public hospital; this has become an increasing concern given the growth in resident and tourist numbers over the past few years. Many perceive Lakes District Hospital as underfunded, undersized, and limited in its services, with no full emergency or ICU capability and minimal surgery, maternity, and paediatric services. Respondents continue to report needing to travel for both routine and urgent services, with some describing serious events in which they were required to travel while extremely unwell.

*"I want to see QLDC push back harder on the Central Government to build a functional hospital to cater to the district's growing population. It is unacceptable to have a local population of >60k (which is expected to double by 2050) and not have a hospital that can perform surgeries or provide essential or maternity services."*

Interestingly, the tone and the sense of urgency regarding the importance of greater tertiary care services has increased this monitoring cycle, suggesting this topic has become a critical priority for the community.

### Increasing challenges in accessing GP services

Alongside the need for increased tertiary services, respondents' comments also highlight the challenges of accessing primary care within the district. In particular, respondents note that the long wait times (especially for non-urgent health issues) and limited providers increase the pressure on facilities that are available.

*"The wait times for a GP appointment are pretty dire. The medical centre have always been good at keeping appointments available each day for urgent care, but for non-urgent appointments it can be really hard to get in to see a doctor, so I often don't bother. I have recently tried to access mental health services and found the process very challenging, and will likely end up self-funding at a huge cost, which is challenging in our current economic climate."*

While GP access was a recognised issue across the district, those in rural or more remote areas found access particularly difficult, with some reports of limited or no after-hours cover or of local surgeries being unavailable.

In addition to the availability challenges, respondents also note that costs can present a barrier to accessing GP services and the health system more broadly.

# Health & Access to Key Services

Increasing GP costs, after-hours fees, charges for blood tests, imaging and physio, and very high dental and orthodontic costs were all reported throughout the feedback. Furthermore, the costs of travel for specialist services, e.g., transport, accommodation, and time off work, add further stress. These issues are particularly concerning for low-income families, especially single parents or those on fixed incomes, where treatment will potentially be delayed or deferred.

*"I couldn't afford to go to the doctor or physio even with an accident claim, 16 weeks later I was still injured and couldn't cope and the doctor managed to find me free funding for a physio.... I have not been able to fully rehabilitate because of the delayed treatment. This has happened again just in the last two weeks, I have had an injury, and just to see a physio for an initial consult, then for a splint, and then for an ultrasound and x-ray surcharges it cost our family $220, I have not afforded a follow up physio since to get any rehab. Access is awful, resources are stretched. It's expensive having to pay for every blood test and x-ray, and sucks when in other places these can be done at no cost."*

## Limited mental health services in the district

This year's feedback includes several comments on mental health. While comments about the need for mental health services have been raised in previous monitoring, the expanded focus on mental health in the survey this year may have given rise to greater detail around these comments.

Respondents describe the current mental health needs within the community as significant and increasing, with several respondents linking the cost of living, housing, and work stress to declining mental health in the district.

The available mental health services are described as overwhelmed and slow, with long waiting lists and limited session availability, particularly in publicly funded services. While private therapy is available, the costs and limited responses from providers have led many to consider this to not be a viable option. Some respondents note that they accessed services through Employer Assistance Programmes or ACC. However, the services provided through these avenues were often short-term, with limited sessions and long wait times.

*"Publicly funded options for mental health are so poor. And we are not set up for the growth of the district for emergency or acute services."*

With regards to the most affected within the community, respondents stressed that access to mental health services for children and young people, those who are neurodivergent, or those with ADHD or autism, was particularly difficult, and some report being turned away from services due to capacity or referred out of the district for treatment.

*"We need more access to mental health facilities. I tried for 3 years and costing me over $1,000 to get an ADHD diagnosis and medication. Needing to travel to another part of the country to meet with the professional."*


# Creativity, Culture, & Heritage

*Respondents' attendance at events in the district, the protection of heritage assets, their connection to their culture, and their views on the celebration of Māori culture.*

# Event Involvement

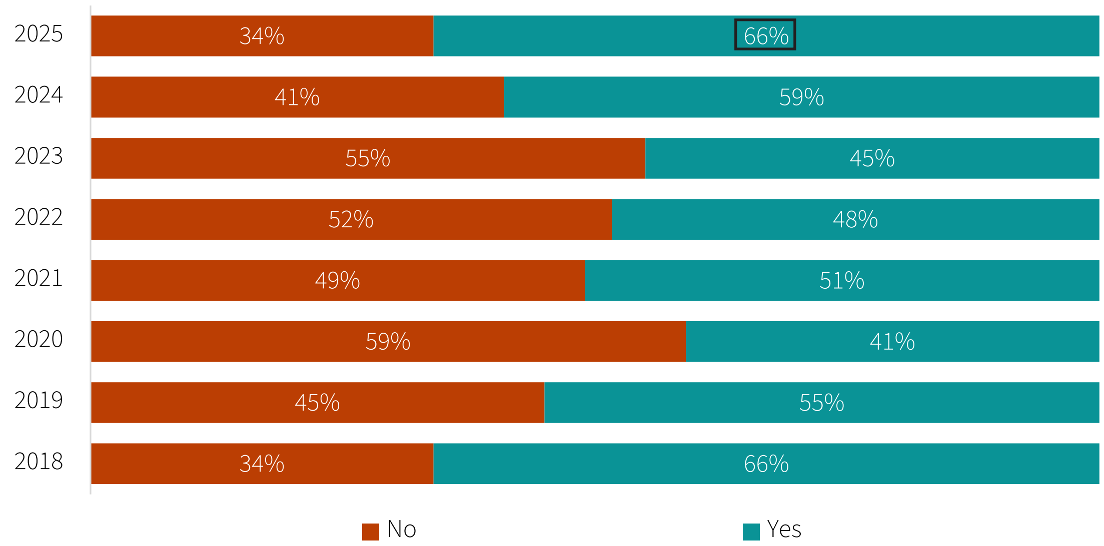
Respondents were asked about their involvement in district events.

This year, 66% of respondents indicate they have participated, performed, or attended an event.

Respondents aged 25-39 and those who identify as Other European are more likely to be involved in events.

This year's result continues the increase seen last year and is now the highest reported involvement since monitoring commenced.

Participation, performance, or attendance at events in the district




**A square box indicates the 2025 result is significantly higher or lower than the 2024 result.**

Q. Have you participated, performed at, or attended any events in the district in the last 12 months? n=1000

SUMMARY
CONTENTS
PROJECT BACKGROUND
OUR DISTRICT
HOUSING
JOBS & INCOME
HEALTH & ACCESS TO KEY SERVICES
**CREATIVITY, CULTURE, & HERITAGE**
TRANSPORT
NEIGHBOURHOODS
ENVIRONMENT
QUALITY OF LIFE
CONCLUDING COMMENTS
APPENDIX 1-3

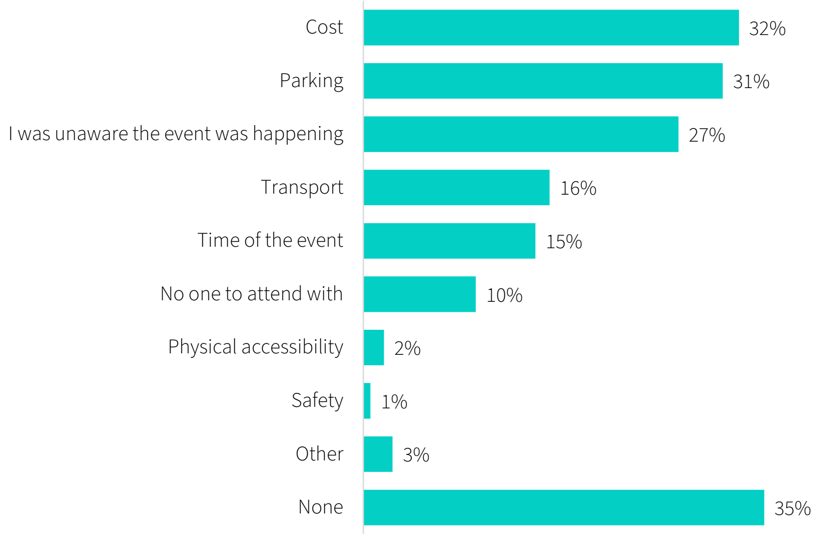
# Event Attendance

In a new question this year, respondents were asked whether any barriers prevented them from attending an event. Just over one-third of respondents (35%) state that nothing prevents them from attending events, while 32% indicate cost is a barrier, and 31% state parking is an issue. Awareness, transport, and timing are the other most significant barriers to attending.

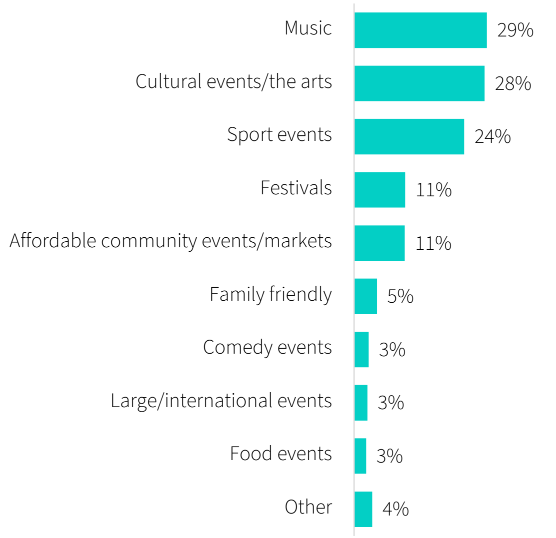
Cost and timing are more significant barriers for respondents aged 25-39, while respondents aged 55+ are significantly more likely to state that nothing prevents them from attending events.

All respondents were asked whether there were other events they would like to see in the district, and, if so, what they were. Forty-four per cent of respondents would like to see additional events in the district, with the most common being music, cultural, and sports events, followed by festivals and affordable community-style events.

## Barriers to event attendance*




## Events for the district*




*New in 2025
Q. Have you experienced any of the following barriers to attending an event in the district in the last 12 months? (Please select all that apply) n=1000
Q. Are there any specific types of events you would like to see more of in the district? n=439

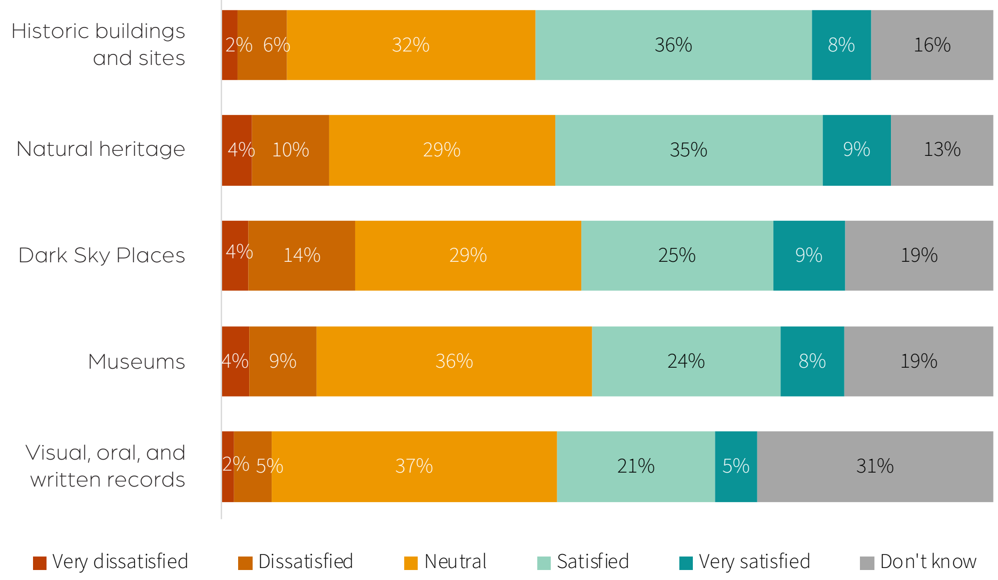
# Preservation of Heritage Assets

Respondents were asked about their satisfaction with the preservation of the district's heritage assets.

Forty-four per cent (each) are satisfied or very satisfied with the preservation of the natural heritage and the historic buildings and sites. Just over one-third of respondents (34%) are either satisfied or very satisfied with the preservation of dark sky places, and a similar proportion (32%) is satisfied or very satisfied with the museums. At the same time, only 26% are satisfied with the visual, oral, and written records (although a large proportion of respondents are unsure how to rate this asset).

These results are relatively similar to those from previous monitoring years, with no significant year-on-year changes.

## Preservation of heritage assets in the district




## Preservation of heritage assets in the district: By year (total satisfied and very satisfied)

| | 2023 | 2024 | 2025 |
|---|---|---|---|
| Historic buildings and sites | 40% | 41% | 44% |
| Natural heritage | 43% | 42% | 44% |
| Dark Sky Places | 22% | 32% | 34% |
| Museums | 35% | 33% | 32% |
| Visual, oral, and written records | 22% | 26% | 26% |

Q. How satisfied are you with the preservation of the following heritage assets in the district? (Please select one answer for each row) n=1000

SUMMARY
CONTENTS
PROJECT BACKGROUND
OUR DISTRICT
HOUSING
JOBS & INCOME
HEALTH & ACCESS TO KEY SERVICES
CREATIVITY, CULTURE, & HERITAGE
TRANSPORT
NEIGHBOURHOODS
ENVIRONMENT
QUALITY OF LIFE
CONCLUDING COMMENTS
APPENDIX 1–3

# Personal Cultural Connections

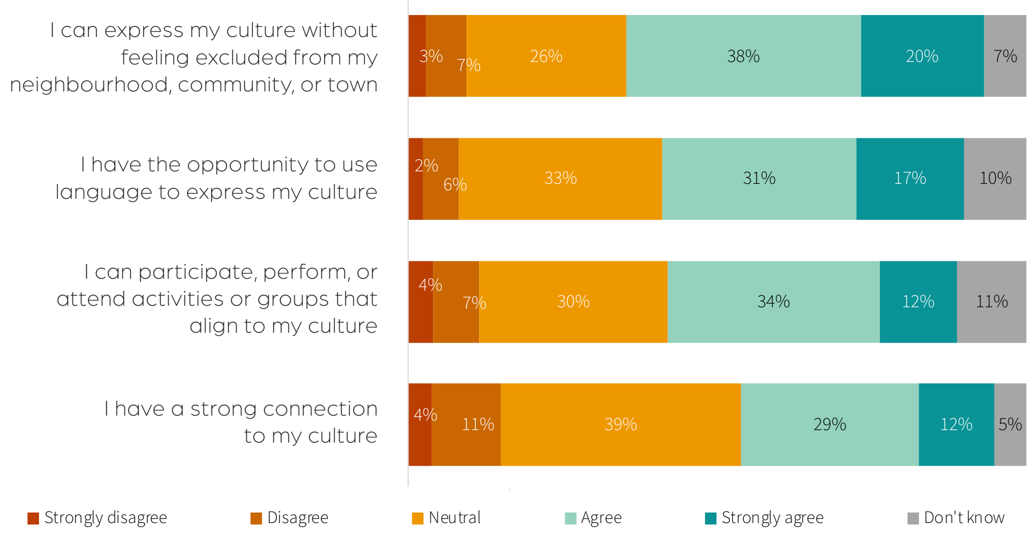
Respondents were asked about their personal cultural connections with the community.

Fifty-eight per cent of respondents agree or strongly agree that they can express their culture without feeling excluded from their neighbourhood, and 48% agree or strongly agree that they have the opportunity to use language to express their culture. Forty-six per cent agree they can engage in activities that align with their culture, and 41% agree they have a strong connection to their culture.

Older respondents (65+) are more likely to agree that they have a strong connection to their culture. Respondents who identify as Pasifika are more likely to disagree or strongly disagree that they can express their culture without feeling excluded, use their language, or be involved in events that align with their culture.

This year's results are relatively similar to those from previous monitoring years, with no significant year-on-year changes.

## Perceptions of personal cultural connections




## Perceptions of personal cultural connections: By year (total agree and strongly agree)

| | 2022 | 2023 | 2024 | 2025 |
|---|---|---|---|---|
| I can express my culture without feeling excluded from my neighbourhood | 59% | 57% | 57% | 58% |
| I have the opportunity to use language to express my culture | 50% | 48% | 46% | 48% |
| I can participate, perform, or attend activities or groups that align to my culture | 49% | 49% | 47% | 46% |
| I have a strong connection to my culture | 43% | 40% | 43% | 41% |

Q. Below are some statements relating to your culture. Please indicate how much you agree with the following statements. (Please select one answer for each row) n=1000

# Māori Culture

Respondents were asked about their views on the celebration of Māori culture in the district.

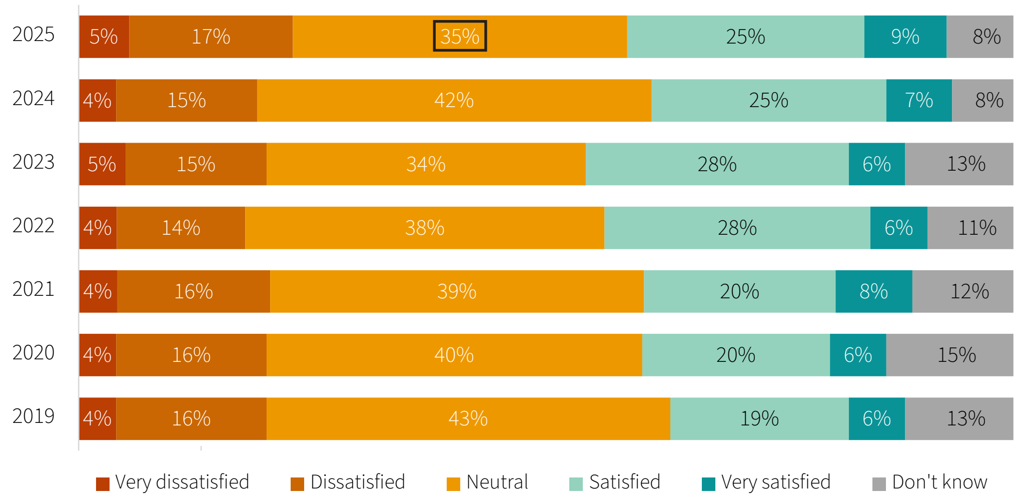
This year, 34% of respondents are satisfied or very satisfied with the celebration of Māori culture in the district, while 22% are dissatisfied or very dissatisfied. Thirty-five per cent of respondents are neutral, and 8% are unsure how to respond.

This year, there is a significant decrease in the proportion of respondents who are neutral on this issue with subsequent increases in the overall proportions of both satisfied and dissatisfied responses.

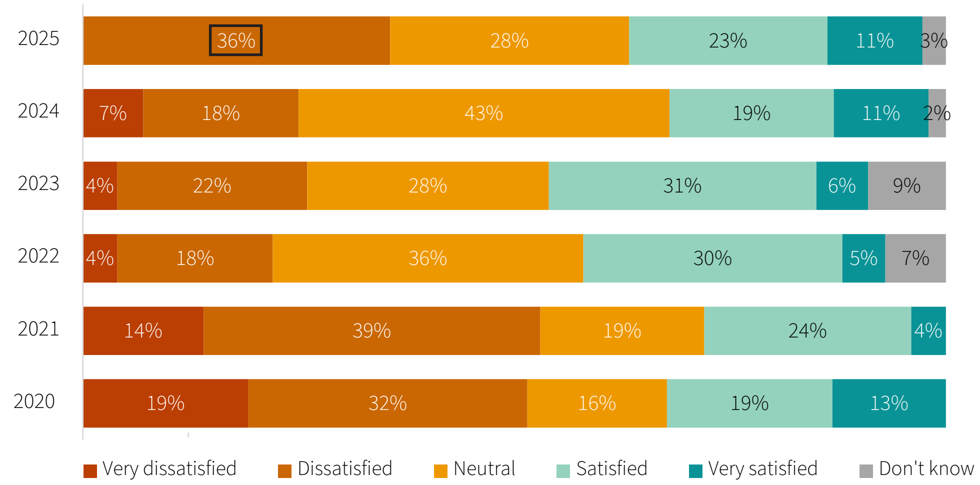
When these results are viewed by those who identify as Māori, 34% are satisfied or very satisfied with the celebration of Māori culture in the district. In comparison, 36% are dissatisfied, and no respondents are very dissatisfied.

This year sees a significant increase in the proportion of Māori respondents who report being dissatisfied. This is coupled with a decline in the proportion of Māori respondents who provide a neutral rating and a slight increase in the proportion who are satisfied. However, neither of these changes are statistically significant.

Celebration of Māori culture




Celebration of Māori culture: Among Māori respondents




**A square box indicates the 2025 result is significantly higher or lower than the 2024 result.**

Q. How satisfied or dissatisfied are you with the celebration of Māori culture in the district? n=1000, Māori n=69

# Creativity, Culture, & Heritage in the District

The image on the right shows key creativity, culture, and heritage measures across the district's wards.

Respondents from the Wānaka-Upper Clutha ward have higher participation in events within the district, although none of the wards are significantly more likely to face barriers to attendance than any other ward (although Queenstown-Whakatipu ward respondents do state that parking is a barrier to event attendance).

Respondents from the Arrowtown-Kawarau ward are more likely to hold more positive impressions of the preservation of the heritage assets. In contrast, those in the Wānaka-Upper Clutha ward appear to have lower perceptions.

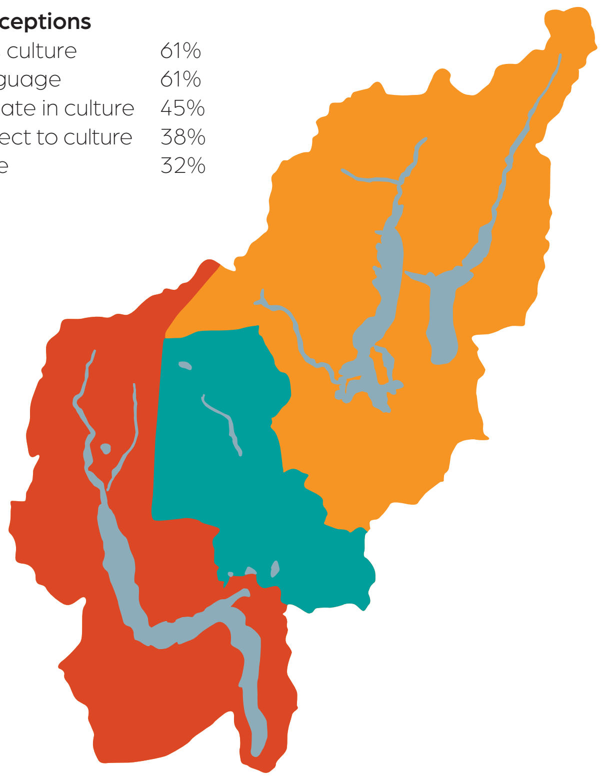
There are no significant differences in cultural perceptions across the different wards.

**ARROWTOWN-KAWARAU WARD***

| | |
|---|---|
| Participation | 67% |
| No attendance barriers | 35% |
| **Heritage perceptions** | |
| Buildings and sites | **53%** |
| Natural heritage | **50%** |
| Dark Sky Places | 37% |
| Museums | **44%** |
| Visual, oral, and written | 28% |
| **Cultural perceptions** | |
| Can express culture | 61% |
| Can use language | 61% |
| Can participate in culture | 45% |
| Strong connect to culture | 38% |
| Māori culture | 32% |

**WĀNAKA-UPPER CLUTHA / MATA-AU WARD***

| | |
|---|---|
| Participation | **73%** |
| No attendance barriers | 37% |
| **Heritage perceptions** | |
| Buildings and sites | **29%** |
| Natural heritage | **35%** |
| Dark Sky Places | **29%** |
| Museums | **18%** |
| Visual, oral, and written | **23%** |
| **Cultural perceptions** | |
| Can express culture | 55% |
| Can use language | 47% |
| Can participate in culture | 46% |
| Strong connect to culture | 41% |
| Māori culture | 34% |



**QUEENSTOWN-WHAKATIPU WARD***

| | |
|---|---|
| Participation | 61% |
| No attendance barriers | 32% |
| **Heritage perceptions** | |
| Buildings and sites | **49%** |
| Natural heritage | 46% |
| Dark Sky Places | 36% |
| Museums | **38%** |
| Visual, oral, and written | 27% |
| **Cultural perceptions** | |
| Can express culture | 58% |
| Can use language | 49% |
| Can participate in culture | 48% |
| Strong connect to culture | 43% |
| Māori culture | 35% |

**Bold figures indicate that the result for that ward is significantly higher or lower than the results for all other wards.**

*Heritage perceptions and Māori culture figures show total satisfied and very satisfied results. Cultural perceptions show total agree and strongly agree results.

# Creativity, Culture, & Heritage

Respondents were asked if they wished to provide any comments about creativity, culture, and heritage in the district. These comments were in open-text format and were coded into themes after the fieldwork. A total of 217 respondents provided comments and a summary of the feedback is provided below.

The main themes across these comments centred on two areas: polarising views on Māori culture within the region and the general infrastructure that supports creativity, culture, and heritage in the district.

## Polarising views on Māori culture

One of the main and consistent pieces of feedback throughout the monitoring period has been the polarised views of culture across the district, and this theme was evident again in this year's feedback.

While many respondents want to see more initiatives in the arts and culture space, a number feel overwhelmed by the focus on culture, particularly initiatives aligned with te ao Māori. Thus, two broad camps of opinion emerge through the comments:

- **Those who feel that Māori culture is underrepresented in the district:** Comments from these respondents reflect concerns about the lack of Māori representation in public spaces, limited Waitangi Day celebrations, little public acknowledgment or information about mana whenua history, and the need for a greater respect for Māori culture in general, e.g., the correct use of macrons and pronunciation, and consideration in planning, design, and decision-making.

  *"I think we need to celebrate our Māori culture more in this district."*

- **Those who feel that Māori culture is 'forced' on the district:** In comparison, some respondents report the opposite opinion. Comments include that te reo is 'forced' on residents through signage, communications, or ceremonies, perceptions that Māori receive disproportionate funding, awards, or recognition at schools, the lack of explicit celebration of other cultures that shaped the district, e.g., Chinese or Scottish, and a feeling that supporting cultural expression is outside of QLDC's core role.

  *"As a middle aged European Kiwi it feels like there is shame in my heritage and everywhere Māori cultural views and te reo is pushed as an ideology...I am proud of Kiwis' history and culture, I dislike it being pushed on me."*

It is interesting to note that the language used by both sides of the argument appears to have strengthened this year. Possibly, such sentiment is a reflection of the broader context or social dialogue which has occurred across Aotearoa/New Zealand over the past 12 months.

# Creativity, Culture, & Heritage

## Local infrastructure is lacking for arts, culture, and heritage

Some respondents suggest the district has very little dedicated infrastructure for the arts and creative sectors, which results in local arts organisations struggling and in limited community-based events.

Some of the more common suggestions for purpose-built arts and culture infrastructure includes more spaces for local theatre groups, community arts groups, dance groups, orchestras, rehearsal and storage spaces, and greater affordable access to venues for workshops and community creative and arts events.

*"We need arts buildings and performing spaces in Queenstown for both the community and tourists. The Memorial Hall SHOULD NOT GO. Especially for a road that should go around it. We also need a good art gallery. Both locals and tourists would appreciate it."*

Some respondents also express concerns about the loss of heritage in the district, particularly due to commercial development. Respondents note that the need to progress should be balanced with the preservation of the district's authentic and historic heritage, which makes the area what it is. These respondents express a desire to ensure the continued promotion and protection of significant spaces, e.g., older buildings, heritage areas, and natural areas.

*"Urban intensification in Arrowtown should be approached with extreme care; the town's heritage and charm are its identity."*

# Transport

*Respondents' use of alternative transport modes and their views on public transport in the district.*

SUMMARY
CONTENTS
PROJECT BACKGROUND
OUR DISTRICT
HOUSING
JOBS & INCOME
HEALTH & ACCESS TO KEY SERVICES
CREATIVITY, CULTURE, & HERITAGE
TRANSPORT
NEIGHBOURHOODS
ENVIRONMENT
QUALITY OF LIFE
CONCLUDING COMMENTS
APPENDIX 1-3

# Use of Different Transport Modes

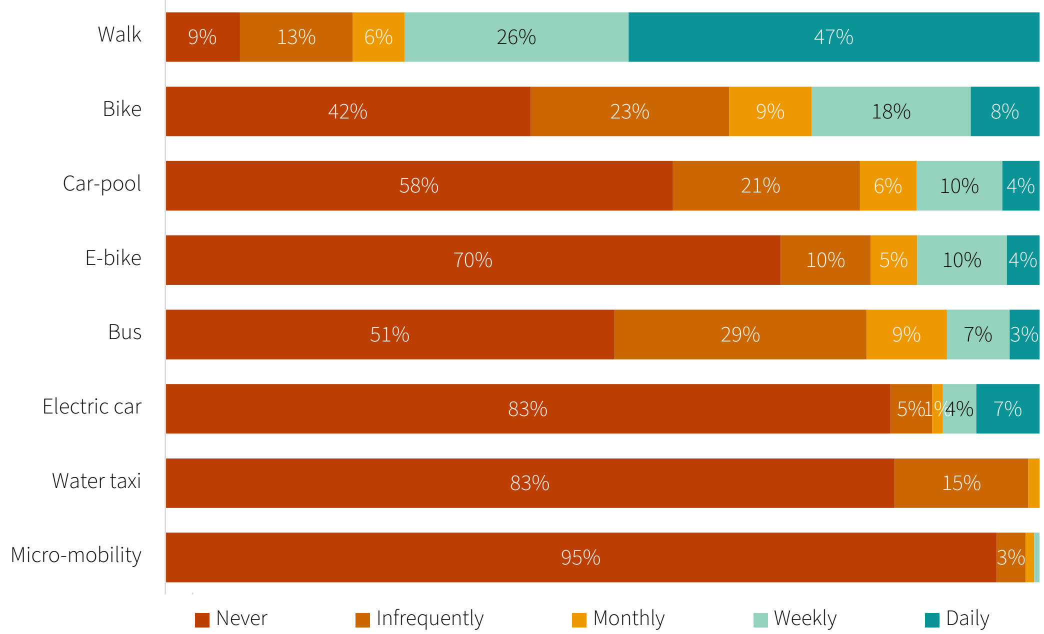
Respondents were asked how often they used different modes of transport.

The most common form of alternative transport is walking, with 79% of respondents undertaking it daily, weekly, or monthly. The next most commonly used transport modes are biking (35%), carpooling (20%), and e-biking or bussing (19% each).

This year, the proportion of respondents who bike at least monthly has significantly decreased, while most other measures remain similar to the 2024 results.

Respondents under 39 are more likely to carpool at least monthly, while respondents over 55 are more likely to e-bike at least monthly. Male respondents are more likely to use a bike at least monthly and respondents under 24 are more likely to bus at least monthly.

## Use of different transport modes




## Use of different transport modes: By year (use at least monthly)

| | 2022 | 2023 | 2024 | 2025 |
|---|---|---|---|---|
| Walk | 69% | 64% | 81% | 79% |
| Bike | 37% | 41% | 42% | **35%** |
| Carpool | 20% | 20% | 23% | `20% |
| E-bike | 15% | 14% | 22% | 19% |
| Bus | 22% | 22% | 22% | 19% |
| Electric car | 9% | 11% | 14% | 12% |
| Water taxi | 4% | 3% | 3% | 2% |
| Micro-mobility | – | – | 4% | 2% |

**Bold figures indicate the 2025 result is significantly higher or lower than the 2024 result.**

– Not measured this year.

Q. How often do you typically use the following transport methods? n=1000

SUMMARY
CONTENTS
PROJECT BACKGROUND
OUR DISTRICT
HOUSING
JOBS & INCOME
HEALTH & ACCESS TO KEY SERVICES
CREATIVITY, CULTURE, & HERITAGE
TRANSPORT
NEIGHBOURHOODS
ENVIRONMENT
QUALITY OF LIFE
CONCLUDING COMMENTS
APPENDIX 1-3

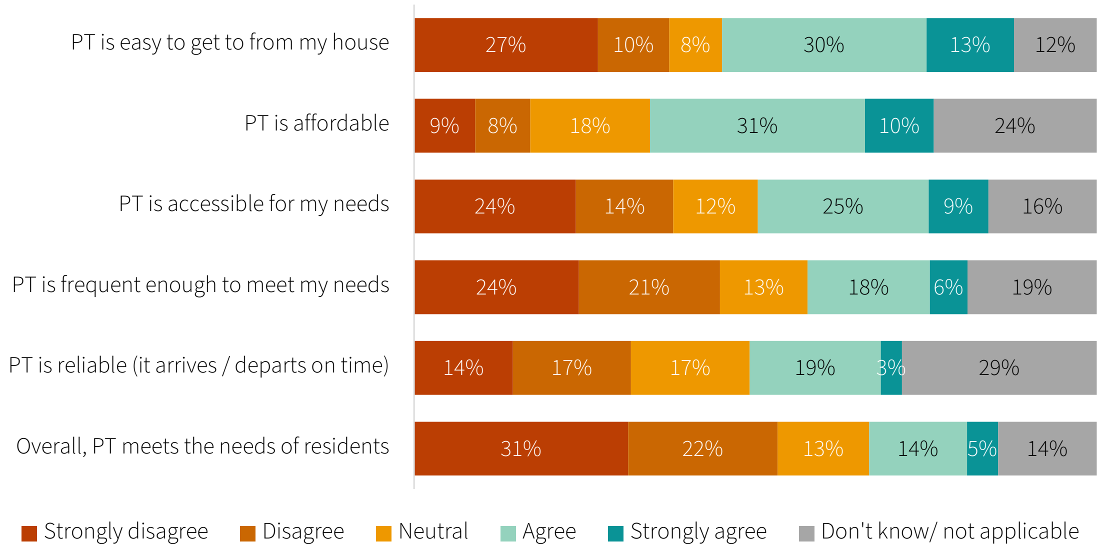
# Public Transport Perceptions

Respondents were asked about their perceptions of public transport in the district.

The most highly rated attribute is that public transport is easy to get to, with 43% of respondents agreeing or strongly agreeing, followed by public transport being affordable, with 41% agreeing or strongly agreeing. At a lower level, 34% agree or strongly agree that public transport is accessible, 24% that it is frequent enough, and 22% that it is reliable. Overall, 19% agree that public transport meets residents' needs.

When public transport views are compared between users (defined as using the bus at least monthly) and non-users, users have significantly more positive impressions, suggesting a relatively high level of satisfaction with the service, but have concerns about reliability and frequency.

## Perceptions of public transport (PT) across the district




## Perceptions of public transport (PT) across the district: By users and non-users (total agree and strongly agree)

| | Non-user | User |
|---|---|---|
| PT is easy to get to from my house | 34% | **80%** |
| PT is affordable | 36% | **62%** |
| PT is accessible for my needs | 25% | **70%** |
| PT is frequent enough to meet my needs | 17% | **50%** |
| PT is reliable (it arrives/ departs on time) | 16% | **48%** |
| Overall, PT meets the needs of residents | 15% | **36%** |

**Bold figures indicate the user result is significantly higher than the non-user result.**

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

# Public Transport Perceptions

The results for most public transport measures increased slightly this year, with perceptions of accessibility growing significantly. The only measure to decline this year is affordability, where agreement declined 6% to 41%; this is the lowest the result has been and is now 19% down from the 2018 result. While ease of access to public transport has remained relatively stable over time, affordability, frequency, reliability, and overall satisfaction are all significantly lower than in the initial 2018 monitoring measure.

With regards to differences in public transport perceptions across the district, respondents from the Queenstown–Whakatipu and Arrowtown–Kawarau wards have more positive perceptions of public transport than those in the Wānaka–Upper Clutha ward.

Perceptions of public transport (PT) across the district: By year (total agree and strongly agree)

| | 2018 | 2019 | 2020 | 2021 | 2022 | 2023 | 2024 | 2025 |
|---|---|---|---|---|---|---|---|---|
| PT is easy to get to from my house | 46% | 38% | 47% | 39% | 40% | 43% | 40% | 43% |
| PT is affordable | 60% | 57% | 54% | 56% | 55% | 52% | 47% | **41%** |
| PT is accessible for my needs | – | – | – | – | 27% | 29% | 28% | **34%** |
| PT is frequent enough to meet my needs | 40% | 28% | 37% | 22% | 14% | 17% | 19% | 24% |
| PT is reliable (it arrives/departs on time) | 32% | 25% | 28% | 27% | 13% | 14% | 19% | 22% |
| Overall, PT meets the needs of residents | 33% | 22% | 31% | 20% | 12% | 12% | 14% | 19% |

**Bold figures indicate the 2025 result is significantly higher or lower than the 2024 result.**
– Not measured this year.
Q. Thinking about the public transport in the district, how strongly do you agree or disagree with the following statements? n=1000

# Safety Perceptions

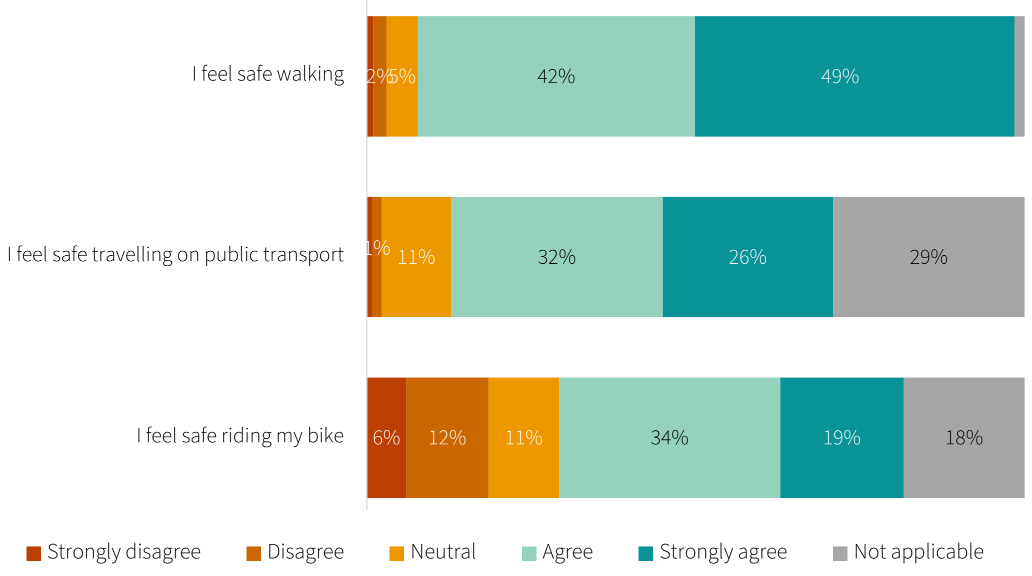
Respondents were asked about their views on the safety of alternative transport modes in the district.

Ninety-one per cent of respondents feel safe walking, a significant increase from 2024.

Fifty-eight per cent of respondents agree or strongly agree that they feel safe travelling on public transport; however, a number of respondents (29%) are unable to respond to this question. When this measure is looked at by public transport users, 91% agree or strongly agree that they feel safe travelling on public transport.

Fifty-three per cent of respondents agree or strongly agree that they feel safe riding their bikes, similar to the 2024 result. However, this measure attracts the largest proportion of disagree or strongly disagree responses at 18% total disagreement. When the results are considered by those who use a bike for transport, the results indicate that 68% of respondents agree or strongly agree that they feel safe riding their bike.

## Perceptions of safety of alternative transport modes




## Perceptions of safety of alternative transport modes: By year (total agree and strongly agree)

| | 2024 | 2025 |
|---|---|---|
| I feel safe walking | 88% | **91%** |
| I feel safe travelling on public transport | 56% | 58% |
| I feel safe riding my bike | 52% | 53% |

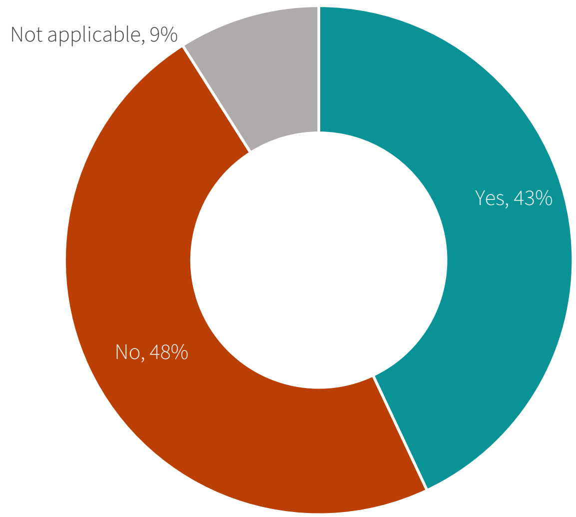
**Bold figures indicate the 2025 result is significantly higher or lower than the 2024 result.**
Q. Thinking about the following alternate modes of transport, how strongly do you agree or disagree with following statements as a means of transport? n=1000

# Use of Alternate Modes

Respondents were asked if they had used their petrol or diesel vehicle less by using an alternate mode of transport.

This year's results are nearly identical to those from 2024, with 43% of respondents indicating that they use their vehicle less, and 48% indicating they do not use their vehicle less. Nine per cent of respondents indicate that this does not apply to them.

Using petrol or diesel vehicles less by using alternate modes of transport




Using petrol or diesel vehicles less by using alternate modes of transport: By year (total agree and strongly agree)

| | 2024 | 2025 |
|---|---|---|
| Yes | 42% | 43% |
| No | 49% | 48% |
| Not applicable | 9%% | 9% |

Q. In the last 12 months, have you chosen to use your petrol or diesel vehicle less by using alternate modes of transport or active travel? (Examples of alternate modes of transport include bus, water taxi, carpool, electric car, while active travel examples include walking, biking, e-bike)? n=1000

# Transport

Respondents were asked if they wished to provide any comments about transport across the district. These comments were in open-text format and were coded into themes after the fieldwork. A total of 444 respondents provided comments and a summary of the feedback is provided below.

The main themes across these comments relate to the lack of public transport in the district, increasing congestion, and safety concerns for cyclists and walkers. This year saw two new themes emerge relating to the cost of transport and parking in the district.

### Lack of public transport across the district

In keeping with previous years' monitoring, one of the strongest themes is the absence or inadequacy of public transport in the district. While there are areas where public transport is available and well utilised, other areas report no availability or a very limited system.

Across the feedback, residents from Glenorchy, Wānaka, and surrounding areas repeatedly note that there is no public transport, forcing them to rely on private transport. Residents in these areas state they feel under-served, with some noting that any public transport feasibility trials were often poorly designed and inevitably failed.

*"This area needs a public transport system. The trials were a joke. You don't change behaviour by providing inadequate trials. Queenstown started with one bus, starting us here, Wānaka, Hāwea loop, then occasionally Luggate. Start a reliable, affordable option, and people will engage."*

Respondents from the satellite areas surrounding Queenstown centre also note that public transport exists but is often slow, unreliable, and inconveniently timed (not running early/late enough).

*"I would love to see an express bus service from schools to key after school sport locations e.g., event centres, Remarks Park/landing. This would allow our kids to use buses more and reduce cars on the roads between, Shotover Bridge, Five Mile, Pak'nSave, airport, and Frankton areas. Most parents are doing the same routes and it is causing traffic jams."*

This year, respondents also commented specifically about the potential removal of the public school bus services. Most comments oppose the removal of these services, with concerns about increasing school-related traffic, overloading the current public transport system, and the potential need to improve safety at bus stops for children.

*"We need to resolve the school bus situation. I'm concerned about the safety of the children if they're required to use the public bus. It will also lead to more cars on the roads as parents will need to pick up their kids, which the district simply won't be able to manage."*

### Concerns about chronic and increasing traffic congestion

Another significant theme throughout the feedback is the increasing traffic congestion in the district, particularly in the Whakatipu Basin. Respondents' comments indicate that these areas experience daily gridlock and long

# Transport

delays, making travel times difficult to estimate. Some residents comment that the transport system in the district has not been planned to keep pace with growth in some areas, making the situation difficult to address.

*"It's obviously painful to get around, it wastes so much time and a detriment to our reputation and the efficiency of our district. As a small business owner, I lost countless hours to traffic in lost production. It's a tough situation because of our geography, I get that, but increasing the size of the district without taking into account proper traffic flows is just insane."*

## Safety concerns for cyclists and pedestrians

This year also sees comments from respondents about safety when cycling and walking around the district. Respondents' concerns fall into two broad areas, both of which relate to improving the separation between traffic and cyclists/pedestrians:

- **Unable to avoid passing traffic:** Respondents comment that vehicles pass too closely and are concerned about the lack of options to avoid them.
- **No safe routes/infrastructure:** Respondents also note limited infrastructure (footpaths or cycleways) on routes where residents frequent.

*"We need a trail from Hanley's Farm to Frankton, it is not safe biking on the road. There also needs to be a direct bus from Hanley's Farm/Jack's Point to Queenstown. We need alternate forms of public transport as the bus system is in the same traffic."*

While many respondents enjoy using active transport as an alternative to driving (particularly for off-road trails), others feel it is increasingly unsafe and reinforces car dependency. While such comments have been present in previous monitoring, this year's comments appear more prevalent, possibly reflecting increasing traffic and congestion in the district.

## Affordability and parking concerns

As in 2024, respondents call for greater investment in alternative transport options, particularly given increasing congestion. While the infrastructure to support alternative transport is outlined above, this year's comments emphasise the costs of making alternative transport a realistic option for residents.

The recent price increases on buses are said to have deterred usage and, in some instances, pushed residents back into cars. While the water taxi is a positive alternative, it is seen as prohibitively expensive for frequent commuters, and also requires expanded routes and park-and-ride options.

Another area where comments are increasingly prevalent this year relate to parking in the district, specifically access and fairness. Respondents' comments note that there is a limited parking supply in the main centre with high costs and strict time limits.

*"Cut prices of parking, make parking more accessible, why is everything a 30-minute limit that seems so silly? Why is the parking at gardens limited timing?"*


# Neighbourhoods

*Respondents' views on their neighbourhood's dynamics, support for new residents, and how well their neighbourhood is prepared for an emergency.*

# Sense of Community

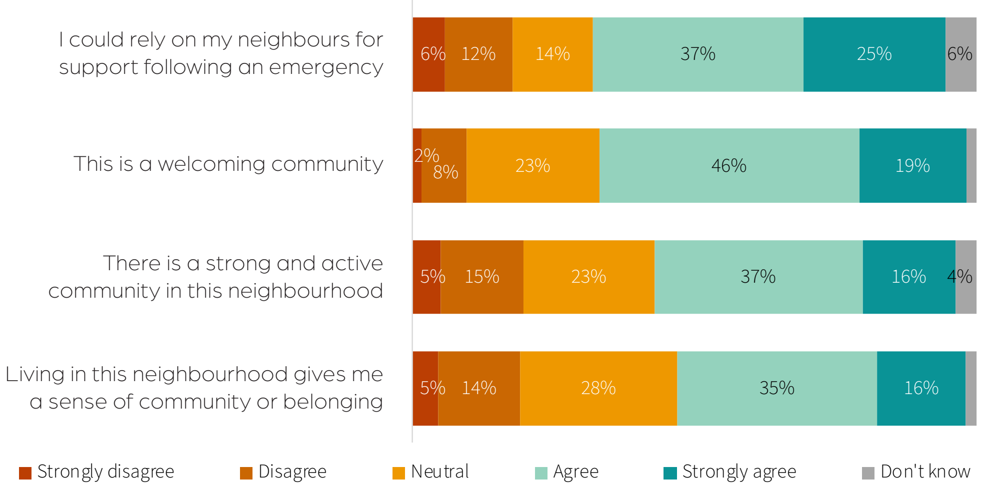
Respondents were asked about their views on the sense of community in their neighbourhood.

This year, 62% of respondents agree or strongly agree that they can rely on their neighbours for support following an emergency, which is a significant decline from last year's result.

Sixty-five per cent of respondents agree or strongly agree that the community is welcoming. This measure has remained consistent over the monitoring period.

Fifty-three per cent of respondents agree or strongly agree that there is a strong and active community in their area and 51% agree or strongly agree that they have a sense of belonging in their community. These results have remained relatively stable over the past few years, but have declined since the initial measure in 2018.

## Perceptions of the sense of community




## Perceptions of the sense of community: By year (total agree and strongly agree)

| | 2018 | 2019 | 2020 | 2021 | 2022 | 2023 | 2024 | 2025 |
|---|---|---|---|---|---|---|---|---|
| I could rely on my neighbours for support following an emergency | - | - | - | - | - | - | 67% | **62%** |
| This is a welcoming community | - | - | - | 66% | 64% | 66% | 65% | 65% |
| There is a strong and active community in this neighbourhood | 58% | 55% | 55% | 57% | 54% | 55% | 52% | 53% |
| Living in this neighbourhood gives me a sense of community or belonging | 63% | 61% | 61% | 57% | 53% | 51% | 51% | 51% |

**Bold figures indicate the 2025 result is significantly higher or lower than the 2024 result.**
-Not measured this year
Q. Thinking about the neighbourhood where you live, please indicate how strongly you agree or disagree with the following statements? n=1000

# Sense of Community in the District

Perceptions of the sense of community: By community (total agree and strongly agree)

| | Arrowtown | Lake Hayes Estate and Shotover Country | Arthurs Point | Whakatipu Basin | Wānaka | Hāwea and Hāwea Flat | Albert Town | Other Wānaka |
|---|---|---|---|---|---|---|---|---|
| I could rely on my neighbours for support following an emergency | 72% | 52% | 70% | 71% | 65% | 75% | 80% | 78% |
| This is a welcoming community | 71% | 61% | 74% | 73% | 63% | 75% | 69% | 64% |
| There is a strong and active community in this neighbourhood | 71% | 55% | 80% | 47% | 44% | 80% | 66% | 86% |
| Living in this neighbourhood gives me a sense of community or belonging | 66% | 44% | 61% | 49% | 53% | 61% | 64% | 56% |

| | Queenstown | Frankton | Sunshine Bay-Fernhill | Jacks Point | Glenorchy | Other Whakatipu |
|---|---|---|---|---|---|---|
| I could rely on my neighbours for support following an emergency | **39%** | 61% | 52% | 58% | **100%** | 81% |
| This is a welcoming community | **48%** | 63% | 57% | 69% | 89% | 73% |
| There is a strong and active community in this neighbourhood | **27%** | 39% | 45% | 55% | **93%** | 67% |
| Living in this neighbourhood gives me a sense of community or belonging | **28%** | 46% | 40% | 50% | **100%** | 72% |

**Bold figures indicate that the result for that community is significantly higher or lower than the results for all other communities.**

# Safety and Spaces

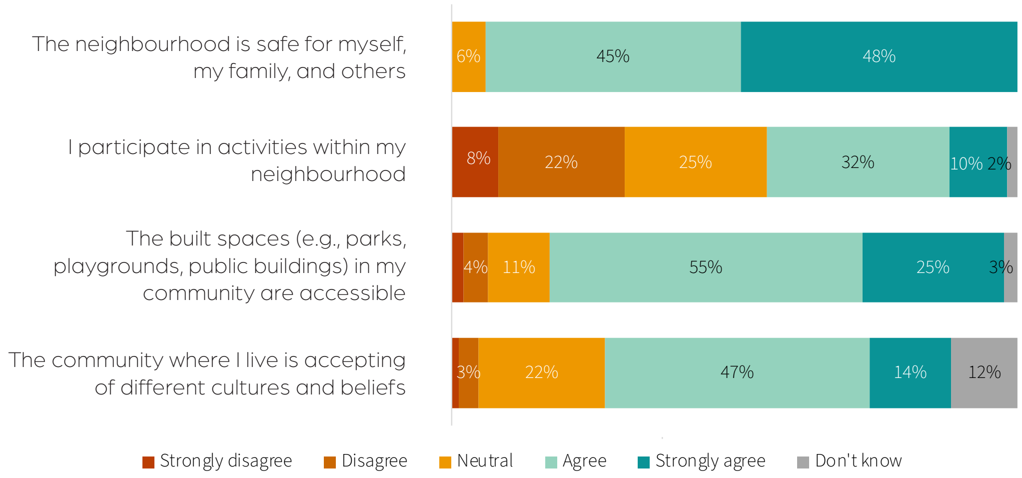
Respondent were asked for their views on the safety and spaces in their neighbourhood.

The majority of respondents (93%) agree or strongly agree that their neighbourhood is safe, and 42% agree that they participate in activities in their neighbourhood; both results are similar to those of 2024.

In a new question this year, 80% of respondents agree or strongly agree that the built spaces are accessible and 61% agree or strongly agree that the community is accepting of different cultures.

Māori respondents are significantly more likely to strongly disagree that the community is accepting of different cultures and beliefs, as are Pasifika respondents and respondents who identify as gender diverse. Those with a health condition are significantly less likely to agree that built spaces are accessible.

## Perceptions of safety and spaces*




## Perceptions of safety and spaces: By year (total agree and strongly agree)

| | 2018 | 2019 | 2020 | 2021 | 2022 | 2023 | 2024 | 2025 |
|---|---|---|---|---|---|---|---|---|
| The neighbourhood is safe for myself, my family, and others | – | 91% | 92% | 92% | 91% | 91% | 90% | 93% |
| I participate in activities within my neighbourhood | 50% | 49% | 38% | 45% | 43% | 46% | 43% | 42% |
| The built spaces (e.g., parks, playgrounds, public buildings) in my community are accessible | – | – | – | – | – | – | – | 80% |
| The community where I live is accepting of different cultures and beliefs | – | – | – | – | – | – | – | 61% |

*New statements added in 2025
–Not measured this year
Q. Thinking about the neighbourhood where you live, please indicate how strongly you agree or disagree with the following statements? n=1000

# Safety and Spaces in the District

Perceptions of safety and spaces: By community (total agree and strongly agree)

| | Arrowtown | Lake Hayes Estate and Shotover Country | Arthurs Point | Whakatipu Basin | Wānaka | Hāwea and Hāwea Flat | Albert Town | Other Wānaka |
|---|---|---|---|---|---|---|---|---|
| The neighbourhood is safe for myself, my family, and others | 95% | 90% | 97% | 94% | 96% | 90% | 89% | 95% |
| I participate in activities within my neighbourhood | **60%** | 31% | 48% | 46% | 47% | **60%** | 59% | 57% |
| The built spaces (e.g., parks, playgrounds, public buildings) in my community are accessible | 91% | 78% | 73% | **46%** | 87% | 86% | 76% | 68% |
| The community where I live is accepting of different cultures and beliefs | 65% | 73% | 68% | 58% | **51%** | 67% | 53% | 41% |

| | Queenstown | Frankton | Sunshine Bay–Fernhill | Jacks Point | Glenorchy | Other Whakatipu |
|---|---|---|---|---|---|---|
| The neighbourhood is safe for myself, my family, and others | 89% | 93% | 89% | 94% | 100% | 100% |
| I participate in activities within my neighbourhood | **27%** | 31% | 24% | 37% | 76% | 62% |
| The built spaces (e.g., parks, playgrounds, public buildings) in my community are accessible | **63%** | 85% | 65% | 91% | 83% | 76% |
| The community where I live is accepting of different cultures and beliefs | 54% | 67% | 65% | 64% | 55% | 60% |

**Bold figures indicate that the result for that community is significantly higher or lower than the results for all other communities.**

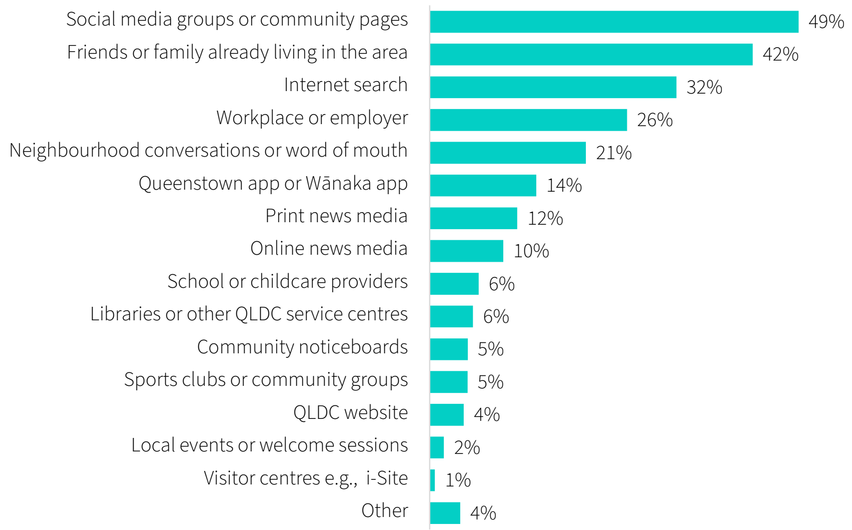
# Moving to the District

In a new question for 2025, respondents who had lived in the district for fewer than 5 years were asked about the information sources they used to find out about the area and how they adjusted to living in the district.

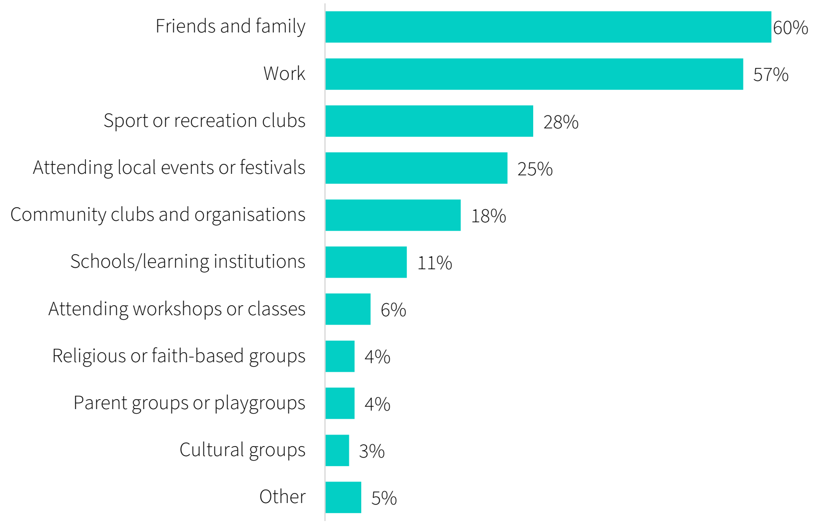
The primary source respondents use to find information about the area is social media groups or community pages, with 49% accessing these channels. This is followed by friends or family in the area (42%), internet searches (32%), employers (26%), and neighbourhood conversations (21%). Respondents under the age of 39 are more likely to access social media pages, while those 55–64 are more likely to use the Wānaka or Queenstown app.

When adjusting to life in the district, respondents who are new to the area note that friends and family (60%) and work (57%) are most helpful. This is followed by sports and social clubs (28%), attending events (25%), and community clubs or organisations (18%). MELAA and Asian respondents are more likely to state that cultural groups help them to integrate into the district.

## Information sources*




## Adjusting to life in the district*




*New in 2025
Q. When you first moved to the district, what were your primary sources of information about the local area? (Please select up to three answers) n=285
Q. What things helped you adjust the most to life in the Queenstown Lakes District? (Please select up to three answers) n=285

SUMMARY
CONTENTS
PROJECT BACKGROUND
OUR DISTRICT
HOUSING
JOBS & INCOME
HEALTH & ACCESS TO KEY SERVICES
CREATIVITY, CULTURE, & HERITAGE
TRANSPORT
NEIGHBOURHOODS
ENVIRONMENT
QUALITY OF LIFE
CONCLUDING COMMENTS
APPENDIX 1–3

# Emergency Resilience

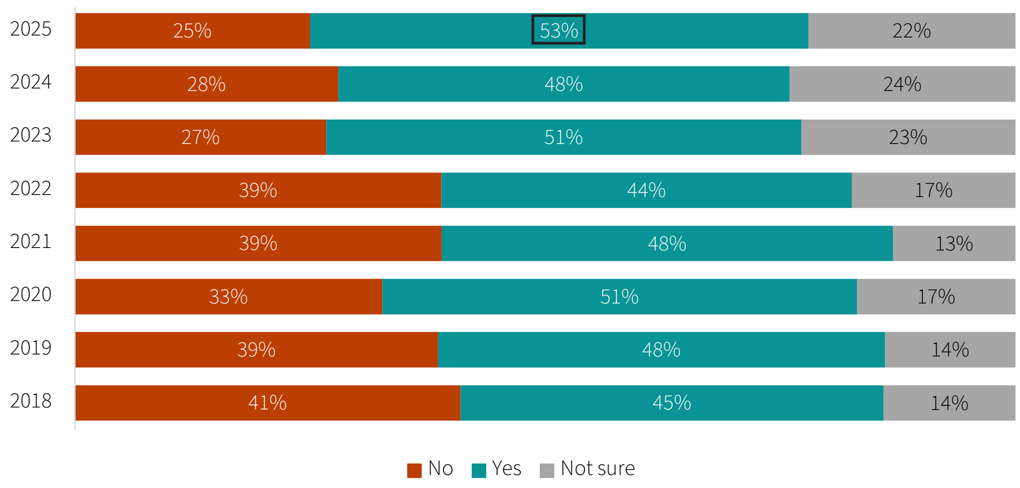
Respondents were asked about their personal resilience and their neighbourhood's resilience in an emergency.

Overall, 53% of respondents think they are prepared for an emergency, while only 21% believe their neighbourhood is prepared. This year sees an increase in personal resilience, which is now the highest it has been since monitoring commenced. While neighbourhood resilience has not significantly increased this year, it is now 8% higher than when monitoring commenced in 2018.

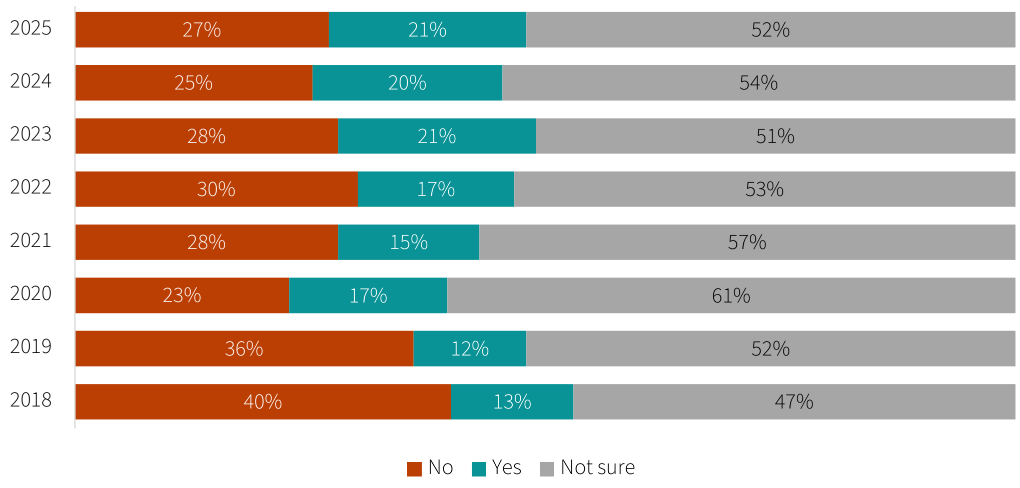
Male respondents, Pākehā respondents, and those over the age of 55 are more likely to indicate that they are prepared for an emergency.

While there were no differences across communities in personal resilience, respondents from Glenorchy and Other Wānaka are more likely to think their community is resilient. In comparison, respondents in Queenstown are significantly less likely to think their community is resilient.

## Personal resilience




## Neighbourhood resilience




**A square box indicates the 2025 result is significantly higher or lower than the 2024 result.**
Q. Do you consider yourself and your neighbourhood resilient and prepared for an emergency event? n=1000

# Recommendation and Pride

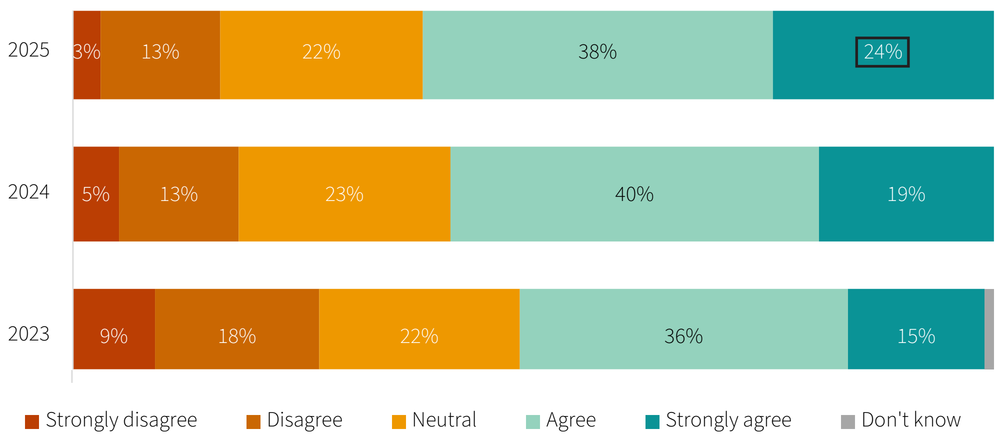
Respondents were asked if they would recommend the district to others and their level of pride in the district.

This year, 62% of respondents agree or strongly agree that they would recommend the district, while only 16% disagree or strongly disagree. Twenty-two per cent of respondents had a neutral response. This year sees a significant increase in the proportion of respondents who strongly agree they would recommend the district, and total agreement has increased by 11% in the past three years.

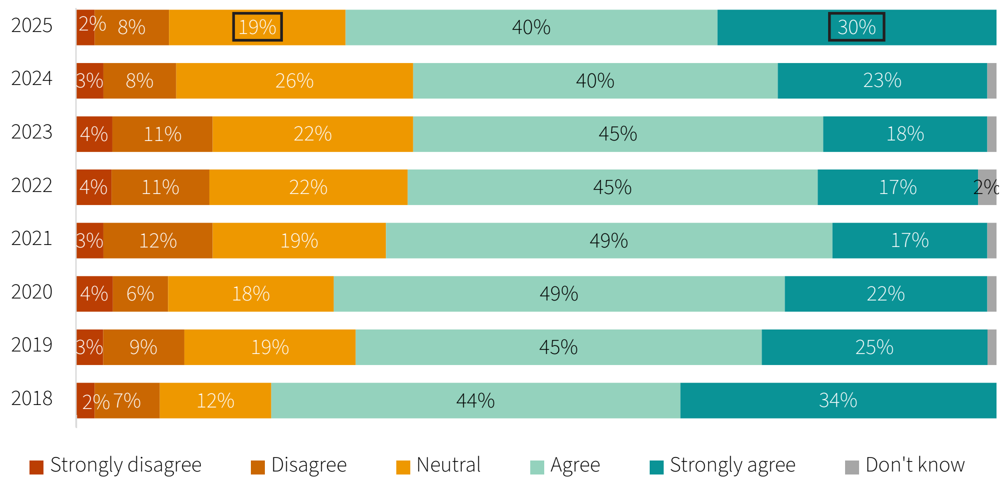
Seventy per cent of respondents agree or strongly agree they have pride in the district, while only 10% disagree or strongly disagree, and 19% have a neutral response. This year, there is a significant increase in the proportion of respondents who have pride in the district and a decline in the proportion who have a neutral response.

There are no differences across demographics, wards, or communities with regard to their recommendation of, or pride in, the district.

## Recommendation of the district




## Pride in the district




**A square box indicates the 2025 result is significantly higher or lower than the 2024 result.**

Q. How much do you agree or disagree with the following statement: 'I feel a sense of pride in the district'? n=1000

Q. How much do you agree or disagree with the following statement: 'I would recommend living and working in the district'? n=1000

# Neighbourhoods

Respondents were asked if they wished to provide any comments about their neighbourhood. These comments were in open-text format and were coded into themes after the fieldwork. A total of 221 respondents provided comments and a summary of the feedback is provided below.

The main themes across these comments were the positive experiences of living in the area, the impact of the housing mix on communities, emergency resilience and preparedness, and the provision of community amenities, particularly in new developments.

## Positive sense of community for some respondents

Respondents made several positive comments about their community, noting these are safe, welcoming, and supportive. Such comments are often from those in smaller locales, those who have lived in the district for extended periods, or those who connect with their community through children or family.

*"I love living in Fernhill. The houses are old and in poor condition, but this means they are more affordable and more likely to be occupied by long term residents making it feel more like a community. I love our dairy, fish and chip shop and pub as a community centre and our reserves are lovely. I also love the amazing trees and bird life we have here."*

## The impact of housing on the sense of community

This year sees several respondents comment on the impact that different types of housing have on a community. The main themes relating to housing-mix are:

- **High levels of short-term/absent ownership reduce community feel:** Among responses, there is a very strong sentiment that communities have become "full of short-term rentals, holiday homes, or empty mansions". Such short-term ownership is considered to weaken the community feel, making it hard to know neighbours and reducing the everyday support in a neighbourhood.
- **Transience and churn affect community connections**: Some respondents note that even where properties are rented, high occupier turnover (short-term seasonal workers, frequent move-outs) makes it challenging to build relationships with neighbours.
- **Affordability pressures are changing community demographics:** Respondents report that poor affordability and investor-driven housing is causing younger locals to leave or leads to overcrowding in homes. There seems to be a sense that long-term locals are being pushed out of the community with limited options for settling down.
- **Rapid intensification changes how a community feels:** Respondents note that the increasing density, infill, or new subdivisions erode the sense of space and rural character they moved to the area for.

# Neighbourhoods

## Emergency readiness and resilience of communities

In response to questions about community and personal resilience, respondents provided additional context on their community's preparedness. While some people have their own emergency kits (albeit scattered around their homes), most feel their neighbours are unprepared, especially older residents. Other respondents note that although Community Response Groups exist in some areas, they are under-resourced or not widely publicised.

Respondents also note some geographic challenges in the district, which make it more vulnerable in an emergency. Comments note that areas with single access/exit routes or critical access points can be easily cut off, e.g., One Mile Roundabout, Glenorchy, Lake Hayes Estate. At the same time, some respondents question how the town will cope with a significant event, suggesting that more can be done to raise awareness and planning.

*"I attended a few of the emergency preparatory sessions in Hanley's but seems we are under prepared. The maximum amount I seen in one event was about 25 and it was for Hanley's, Jack's, and the community further down the road. The organisation seems not supported to broadcast the event to more residents and possibly not support to do more sessions in a different time to meet peoples' needs (i.e. some people may see it but with kids they are unable to attend, but these people are more likely to need more help in an emergency event). Maybe package it with a school event so the parents can attend or a district emergency awareness week to raise importance of emergency preparation."*

## Inconsistent provision of community amenities

Respondents also make comments about the facilities across the district. While many are happy with the grounds and reserves in some suburbs, others complain about a lack of facilities, with no playground equipment or shade, or that promised facilities have never arrived. Specific requests include playgrounds, pump tracks, skate parks, public toilets in reserves, and community buildings (youth centre, club rooms, libraries, swimming pool, indoor courts, village hubs).

*"I would very much like an actual playground in Northlake in Wānaka as the community is growing and there are many children."*

As with other topics, respondents note concerns about growth in their communities, particularly for newer subdivisions. Respondents comment that there needs to be a greater focus on providing wider streets, upfront infrastructure, and green spaces in new areas, and an increase in consideration of community hubs and assets which build community feel and facilitate connections.

*"New subdivisions require more thought around community hubs. Hanley's is completely soulless for its size."*

# Environment

*Respondents' concerns about climate change and local biodiversity, actions they take to support the environment, and their views on recycling.*

# Climate Change

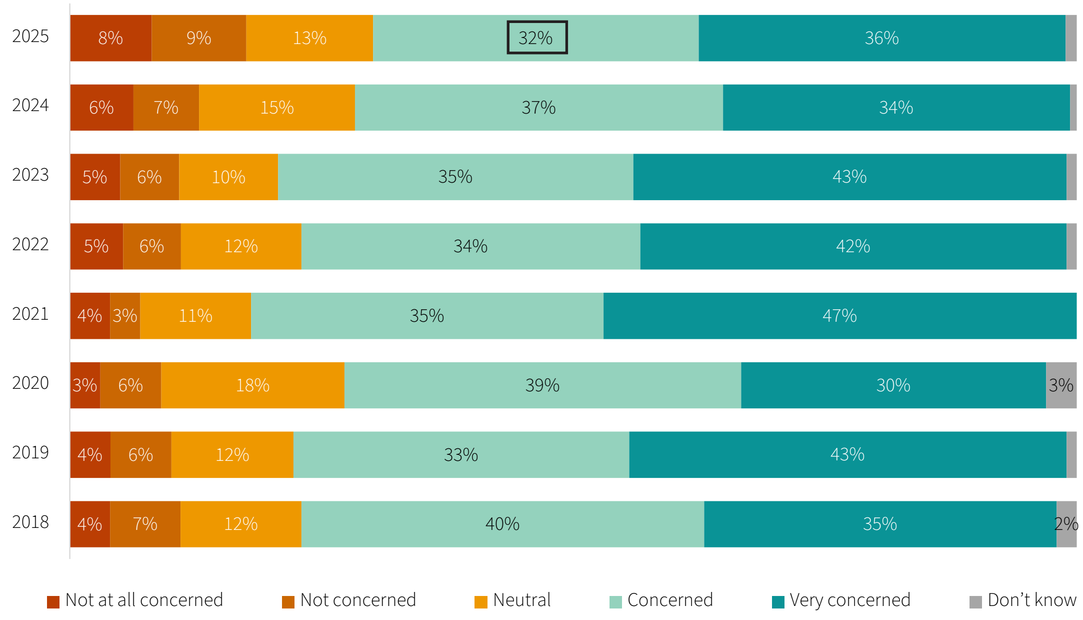
Respondents were asked about their concerns about the impacts of climate change.

This year, 68% of respondents are either concerned or very concerned about the impact of climate change, while 17% are not concerned or not at all concerned, and 13% have a neutral view.

This year sees a decline in the proportion of respondents who are concerned, and total concern has declined consistently over the past three years, while the total proportion of respondents who say they are not concerned has slowly increased.

Respondents who are female, aged 25–39, or who are Other European are more likely to be very concerned about the impacts of climate change.

## Concerns about the impacts of climate change




**A square box indicates the 2025 result is significantly higher or lower than the 2024 result.**
Q. How concerned are you about the impacts of climate change? (Please select one answer) n=1000

# Climate Change Actions

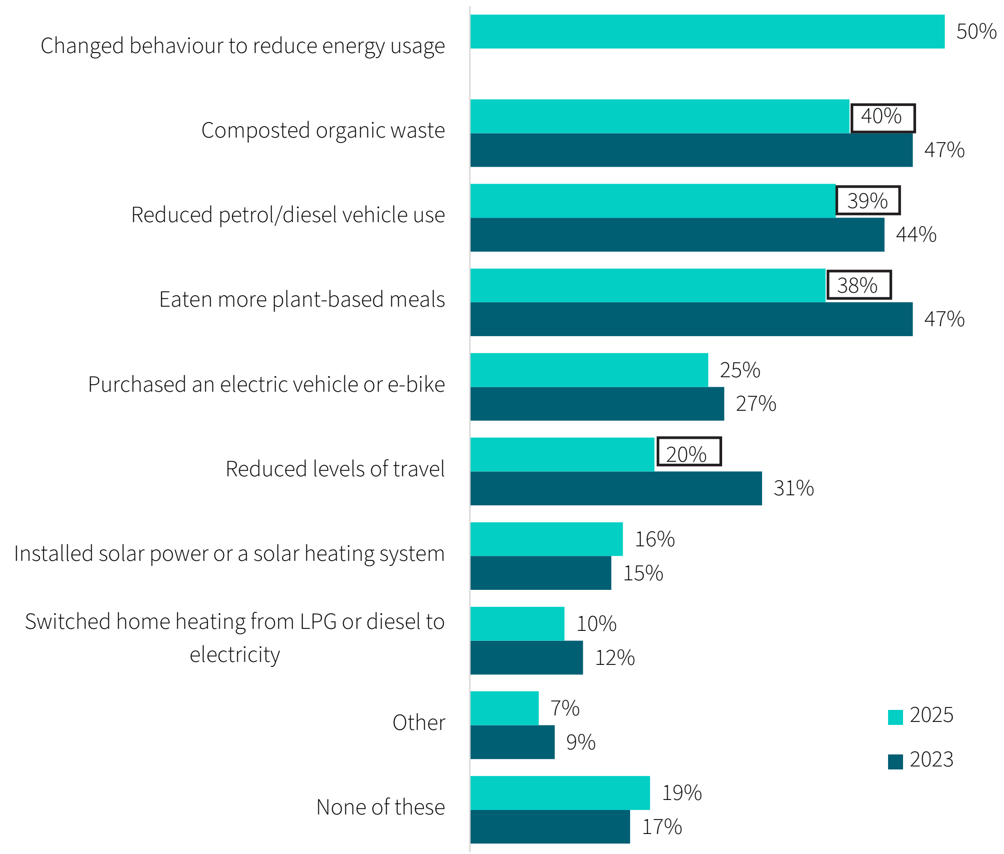
Respondents were asked which actions they had taken to reduce their greenhouse gas emissions.

The most common actions that respondents undertake are reducing their energy use (50%), composting (40%), reducing their vehicle use (39%), and eating more plant-based food (38%). Nineteen per cent do not undertake any of the listed actions.

Respondents who are female or aged 25-39 are more likely to eat plant-based meals, while those over the age of 40 are more likely to install solar units. Male respondents are less likely to undertake any activities. Respondents in the Wānaka-Upper Clutha ward are more likely to compost waste, reduce their travel, and install solar power or heating.

This question was previously asked in 2023 and this year sees some changes in behaviour with significantly fewer respondents indicating that they are reducing their levels of travel, eating more plant based foods, reducing petrol/diesel vehicle use, or composting organic waste.

## Actions taken to reduce greenhouse gas emissions*




**A square box indicates the 2025 result is significantly higher or lower than the 2023 result.**

* Previously asked in 2023, new answer option added in 2025.

Q. What actions has your household taken to reduce greenhouse gas emissions? (Please select all that apply) n=1000

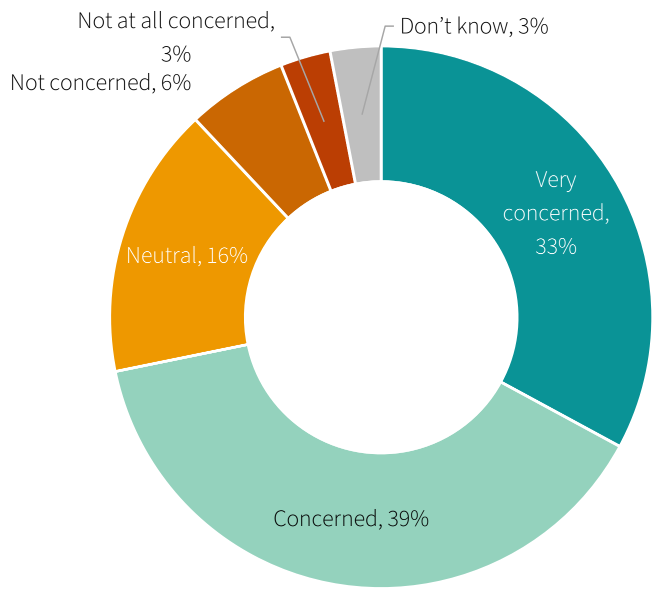
# Biodiversity and Environment

In a new question this year, respondents were asked how concerned they were about local biodiversity and the natural environment.

Overall, 72% of respondents are either concerned or very concerned about biodiversity and the environment, with only 9% either not concerned or not at all concerned. Sixteen per cent have a neutral view, and 3% are unsure.

Female respondents are more likely to be concerned about the local biodiversity, whereas male respondents are more likely to be unconcerned.

Concern about local biodiversity and the natural environment*




* New question in 2025
Q. How concerned are you about the health of our local biodiversity and natural environment? (Please select one answer)? n=1000

# Biodiversity and Environment Actions

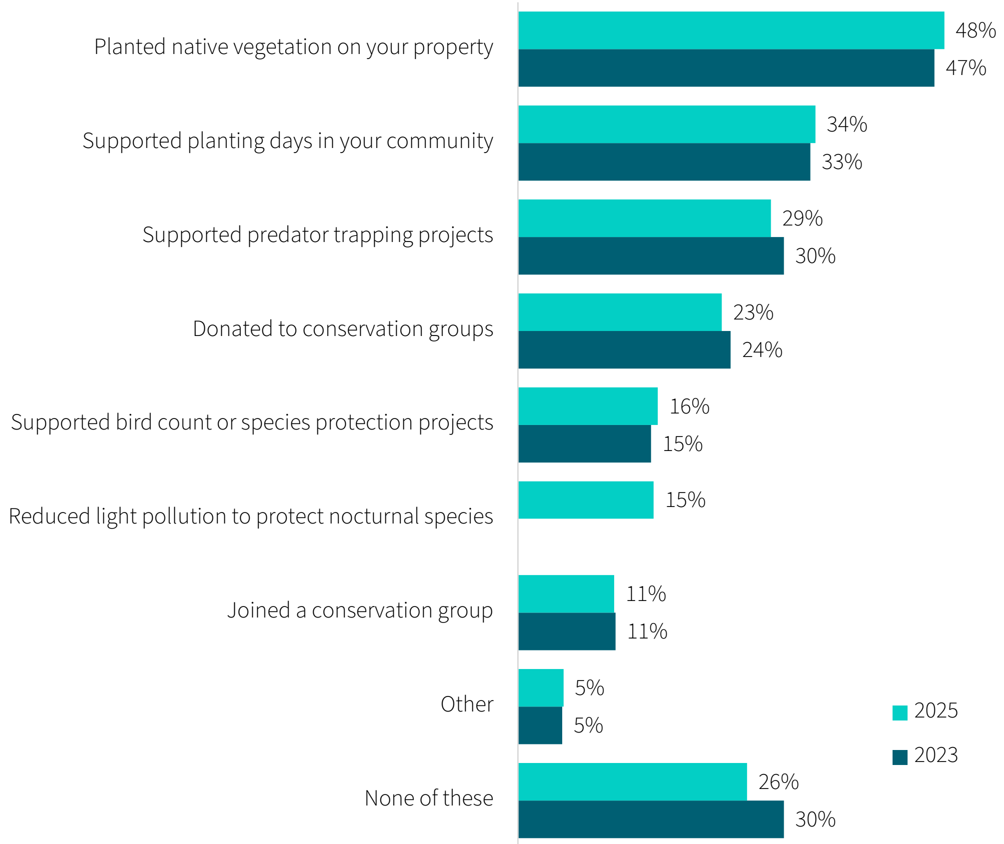
Respondents were asked about the actions they had undertaken to support their local biodiversity.

The most common action respondents undertake is planting native vegetation on their property (48%). This is followed by supporting community planting days (34%), supporting predator trapping (29%), and donating to conservation groups (23%). Twenty-six per cent of respondents do not undertake any of the listed actions.

Respondents who are over 65 are more likely to support bird count or species protection programmes or to donate to a conservation group. Respondents in Hāwea and Hāwea Flat are more likely to plant native vegetation, while respondents in Glenorchy are more likely to reduce light pollution.

This question was previously asked in 2023 and the results for this year are largely similar to the previous findings.

## Actions taken to support biodiversity and environment*




* Previously asked in 2023, new answer option added in 2025.
Q. What actions has your household taken to support local biodiversity? (Please select all that apply) n=1000

# Perceptions of Recycling

Respondents were asked about their views on recycling in the district.

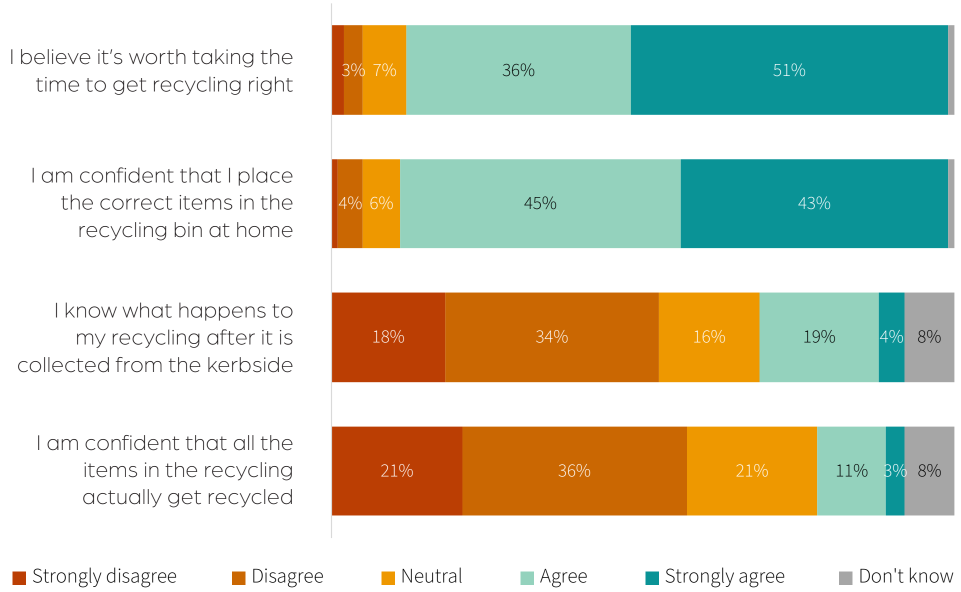
This year's results show that 87% of respondents agree or strongly agree that it is worth taking the time to get recycling right, and 88% agree or strongly agree they are confident that they place the correct items in the recycling bin at home.

Fewer respondents agree or strongly agree that they know what happens to the recycling after it is collected from the kerbside (23%), and only 14% of respondents agree or strongly agree that all the items they place in the recycling bin are actually recycled.

All these results are within 1% of the results from 2024.

There are very few demographic or geographic differences across the results, although respondents aged 18–24 are significantly less likely to agree that they are confident they place the correct items in the recycling bin at home.

## Perceptions of recycling in the district




## Perceptions of recycling in the district: By year (total agree and strongly agree)

| | 2024 | 2025 |
|---|---|---|
| I believe it's worth taking the time to get recycling right | 87% | 87% |
| I am confident that I place the correct items in the recycling bin at home | 87% | 88% |
| I know what happens to my recycling after it is collected from the kerbside | 22% | 23% |
| I am confident that all the items in the recycling actually get recycled | 15% | 14% |

Q. How much do you agree or disagree with the following statements about recycling?
(Please select one answer for each row) n=1000

# Environment

Respondents were asked whether they wished to provide any comments on the district's environment. These comments were in open-text format and were coded into themes after the fieldwork. A total of 278 respondents provided comments and a summary of the feedback is provided below.

The main themes across these comments are awareness of kerbside recycling and district-wide recycling needs, the need to balance growth and environmental needs within the district, and issues relating to climate change.

## Lack of awareness about home recycling practices

Some respondents note they are unsure where their recycling goes, and some explicitly state they do not trust that their kerbside services are recycled at all. Some respondents report the perception that all recycling goes to landfill, leading them to believe separating waste is not warranted. There also seems to be some confusion about what can be recycled through the kerbside collection, e.g., meat trays, soft plastics, lids, and caps, and a perception that contaminated recycling is more common in apartments and short-term rentals.

*"Lots of other recycling bins in the neighbourhood are being filled with non recyclable items. Maybe could improve education of what can go in which bin."*

Despite some mistrust or confusion in kerbside services, positive comments were made about Wānaka Wastebusters, with suggestions that these services should expand and commence in the Queenstown area.

*"Who the heck knows what happens to the recycling? We hear all the stories of it being dumped due to contamination but is this really true? I know if I take it to Wānaka Wastebusters it will be recycled..."*

Respondents also express a desire for better green waste services in the district. While some suggest such services could be introduced to households via kerbside services, particularly for food waste, others suggest that large-scale commercial composting or community/neighbourhood composting could be considered.

*"I would love to see a green waste bin like they do in the bigger city. Love to see QLDC to give composting bins to use and to encourage more recycling."*

## Balancing growth and environmental needs

As in previous years, many respondents link the increasing pressure on the district's environment to rapid growth and development. Respondents express concern that the district's population growth is outpacing water and wastewater infrastructure, leading to wastewater system failures that affect lakes and rivers.

*"I'd like to see improvement of looking after our rivers, especially around waste entering our rivers!"*

Environmental decline is also linked to an increase in tourism over the past few years. Freedom campers and tourists are often considered by some respondents to be the causes of excessive littering, increased noise, and greater emissions. Some respondents suggest that large

# Environment

tourism operators should contribute more through levies or carbon charges so that local residents do not bear the cost of the environmental challenges.

*"We all live here because of the special environment. Let's all, from QLDC down, look after the place!!! Climate change is real. Let's do our bit not kick the can down the road. Tourism causes many of our current problems in the district. Time to put the brakes on."*

## Mixed views on climate change and QLDC's role

The other significant theme emerging from the responses relates to respondents' views on climate change and QLDC's responsibility. Several respondents feel that climate change and its impact on the local environment are real and urgent issues, and that they should be at the forefront of QLDC's decision-making.

Some respondents propose greater emphasis on initiatives that align with decarbonisation, e.g., increased public transport and active travel, solar incentives, dark sky lighting, and urban design that reduces the need for cars. This group of respondents strongly endorse the actions of local conservation and climate groups and wish to see greater support for them.

*"Council needs to continue to focus resource and attention in this critical area by exploring more options for community to decarbonise. Continuing to support the community-based conservation projects is excellent and should continue and be more financially supported as small investment leads to significant long term outcomes. The new Climate and Biodiversity Plan really showed how much Council is doing and that should be the starting point for much more."*

However, there is also a smaller group of residents who appear more sceptical about climate change. This group, in particular, think that QLDC should stay away from supporting climate work and focus more heavily on core council services.

*"Man-made climate change is a con, C02 is a trace gas and there is nothing that we as a country or on a local scene can make any difference at all to the level of C02. Total waste of time and money."*

It is interesting to note that both groups express a desire for reduced waste and improved infrastructure to support the environment. Ultimately, the disagreement lies in how this is framed, i.e., whether such actions are considered environmental management or action on climate change.

# Quality of Life

*Respondents' views about their quality of life in the district, how their quality of life has changed, and the reasons for these changes.*

SUMMARY
CONTENTS
PROJECT BACKGROUND
OUR DISTRICT
HOUSING
JOBS & INCOME
HEALTH & ACCESS TO KEY SERVICES
CREATIVITY, CULTURE, & HERITAGE
TRANSPORT
NEIGHBOURHOODS
ENVIRONMENT
QUALITY OF LIFE
CONCLUDING COMMENTS
APPENDIX 1–3

# Quality of Life

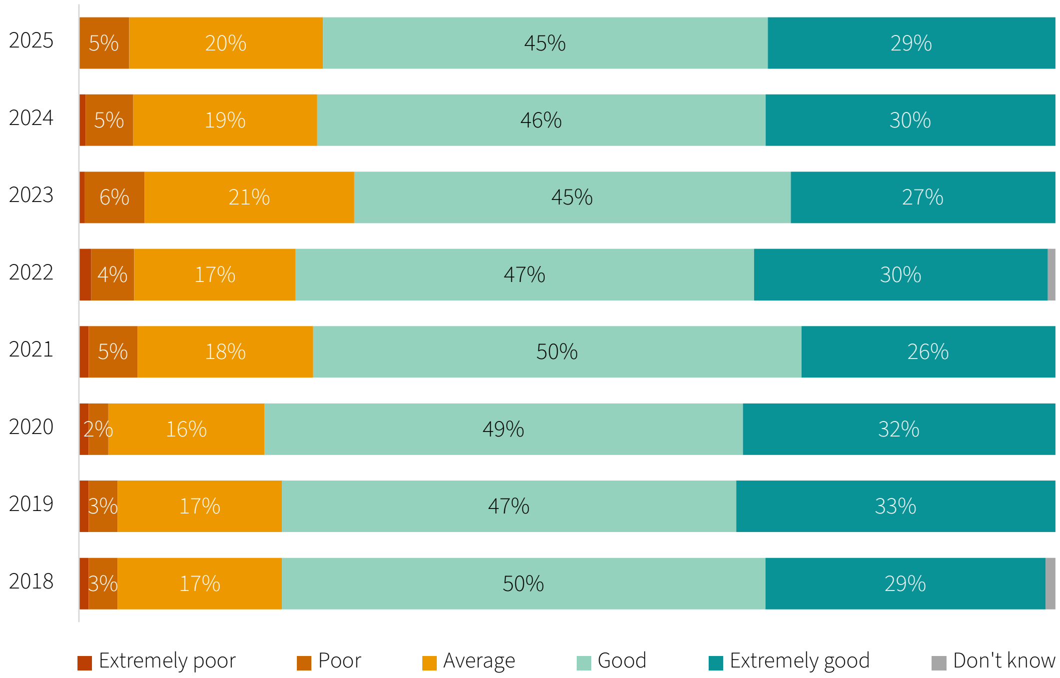
Respondents were asked to rate their overall quality of life in the district.

This year, just under three-quarters of respondents (74%) rate their quality of life as extremely good or good, 20% rate their quality of life as average, and only 5% of respondents rate their quality of life as poor. Fewer than 1% o f respondents rate their quality of life as extremely poor.

These results are all within 1% of the previous year's results and have remained relatively stable over time.

Although not statistically significant, respondents 18–24, Asian respondents, MELAA respondents, those who identify as gender diverse, and those with some form of health condition have the lowest quality of life ratings. In comparison, respondents 65+ and those without any form of health condition have the highest quality of life ratings.

## Overall quality of life




Q. How would you currently rate your overall quality of life? (Please select one answer) n=1000

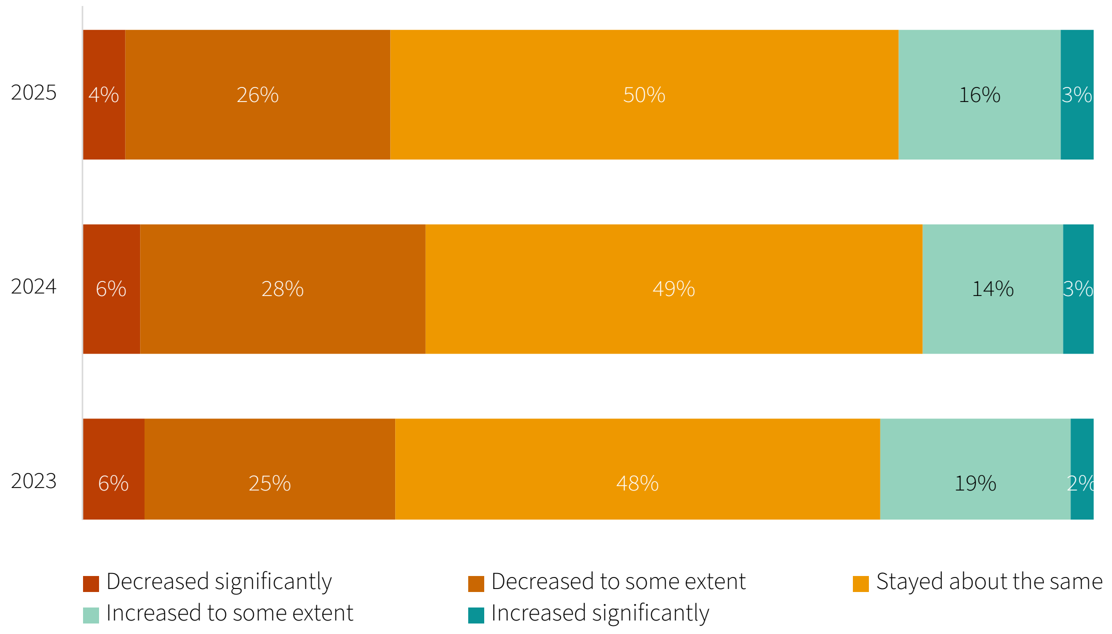
# Change in Quality of Life

Respondents were asked if they had seen a change in their quality of life over the past 12 months.

Overall, 19% of respondents indicate that their quality of life has somewhat improved or significantly improved, while 30% indicate that their quality of life has declined or significantly declined. Fifty per cent indicate that their quality of life has remained the same over the past 12 months.

There were no statistically significant differences across demographics, wards, or communities for this question.

Change in quality of life




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

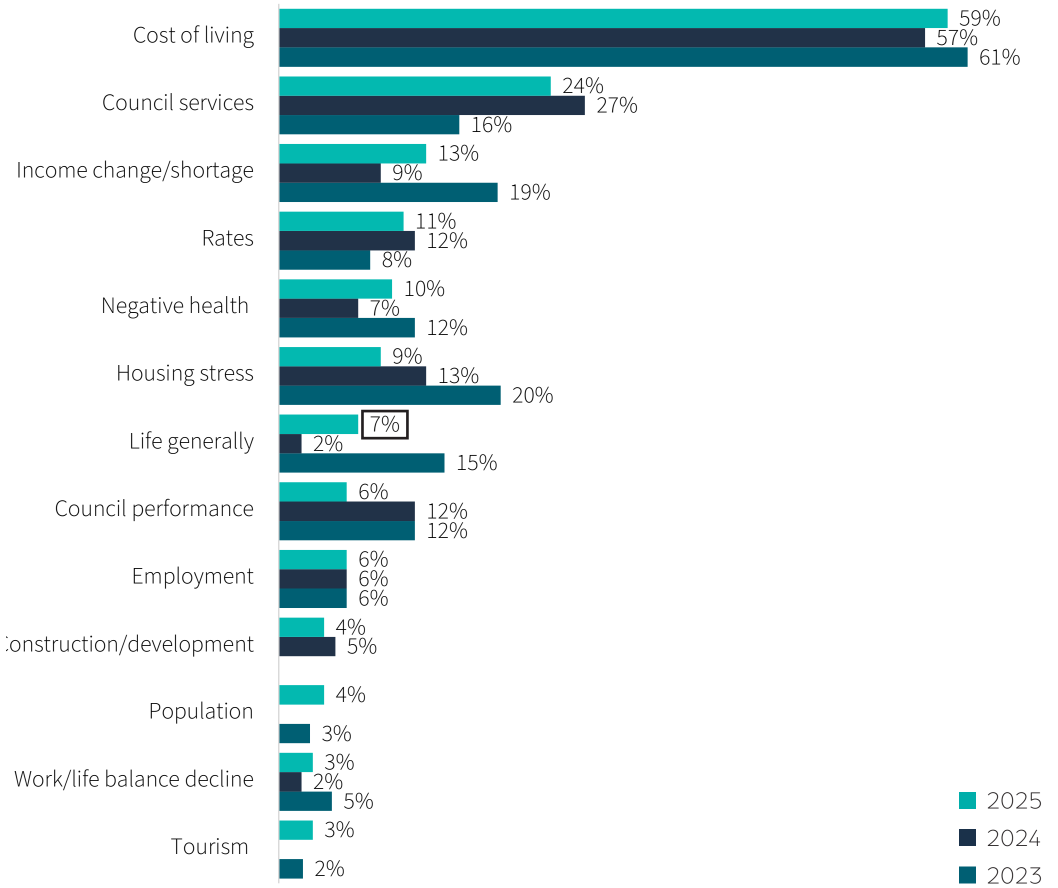
# Change in Quality of Life

Respondents who have experienced a decline in their quality of life indicate this is primarily due to the cost of living in the district (59%), which is similar to previous years' results. This was particularly noted by respondents who are not Pākehā.

Council services, income shortages, rates, poor health, and housing stress continue to be reasons for a decline in a respondent's quality of life. Health issues and perceptions about QLDC's performance are significantly higher among respondents over 65 years, while the council's services (e.g., parking, roads/traffic, rubbish) a re more likely to be mentioned by male respondents.

This year sees a significant increase in the proportion of respondents who state that life is generally difficult. However, there has been a steady decline over the past few years in the proportion of respondents who state the housing stress is the reason for a decline in their quality of life.

## Reasons for a negative change in quality of life




**A square box indicates the 2025 result is significantly higher or lower than the 2024 result.**

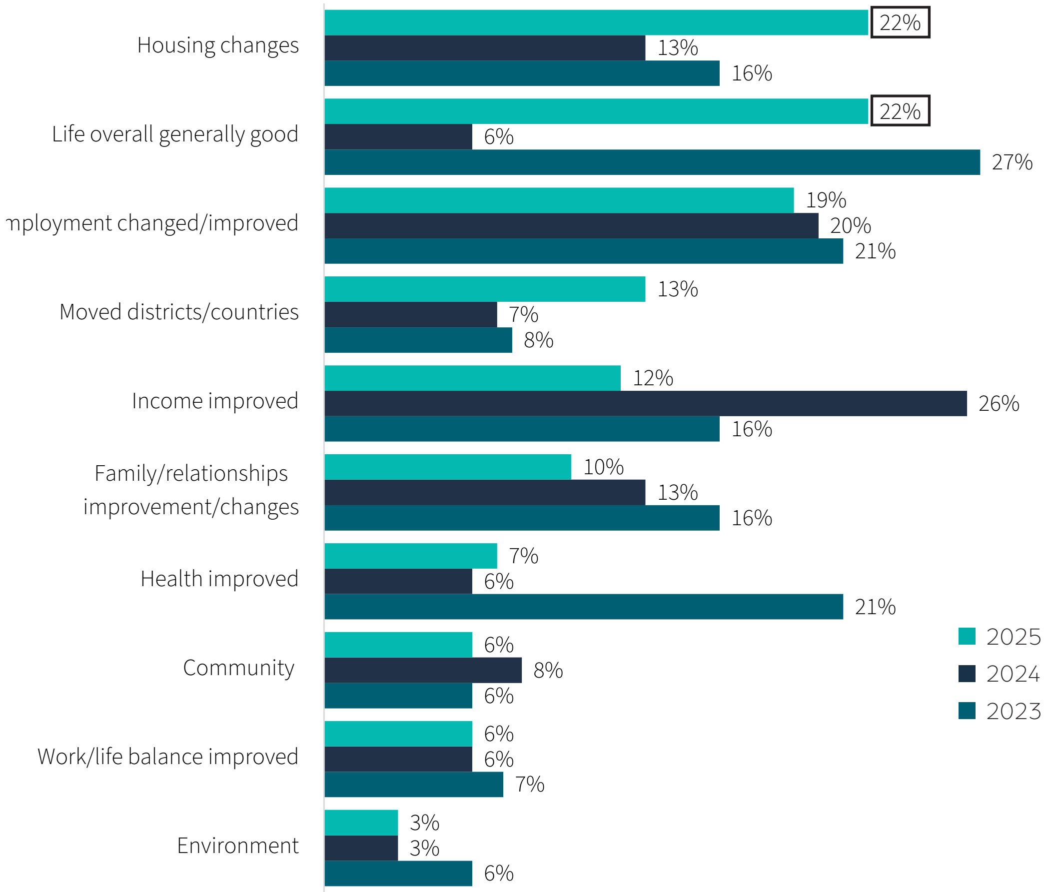
Q. Why do you say your quality of life has changed? n=311

# Change in Quality of Life

Respondents who have experienced an improved quality of life in the past 12 months indicate that improvements in housing, life generally, and employment are the primary factors that contribute to a positive change.

This year sees a significant increase in the proportion of respondents who state that housing has improved and that life generally has improved. In particular, respondents 25-39 are more likely to say improved housing has led to an improved quality of life.

## Reasons for a positive change in quality of life




**A square box indicates the 2025 result is significantly higher than the 2024 result.**

Q. Why do you say your quality of life has changed? n=183

SUMMARY
CONTENTS
PROJECT BACKGROUND
OUR DISTRICT
HOUSING
JOBS & INCOME
HEALTH & ACCESS TO KEY SERVICES
CREATIVITY, CULTURE, & HERITAGE
TRANSPORT
NEIGHBOURHOODS
ENVIRONMENT
QUALITY OF LIFE
CONCLUDING COMMENTS
APPENDIX 1–3

# Quality of Life Profiles

The images below profile respondents who report different levels of their quality of life.

| | POOR | AVERAGE | GOOD |
|---|---|---|---|
| **QoL** | | | |
| Declined | **83%** | **55%** | **20%** |
| Stayed the same | **13%** | **37%** | **56%** |
| Improved | **4%** | **8%** | **23%** |
| **Demographics** | | | |
| Male | 51% | 43% | 50% |
| Female | 49% | 56% | 50% |
| 18–24 | 6% | 7% | 3% |
| 25–39 | 43% | 39% | 6% |
| 40–54 | 26% | 27% | 26% |
| 55–64 | 20% | 18% | 18% |
| 65+ | 6% | 9% | **17%** |
| Has a health condition | 53% | **55%** | **39%** |
| **Housing** | | | |
| Own home | **40%** | **47%** | **71%** |
| Steady place to live | **48%** | **65%** | **86%** |
| Experienced homelessness | **36%** | **15%** | **7%** |
| Home suits you | **45%** | **67%** | **89%** |
| Neighbourhood suits you | **44%** | **65%** | **87%** |
| **Jobs & Income** | | | |
| Can cover expenses | **70%** | 88% | 95% |
| **Health** | | | |
| Mental health | **14%** | **41%** | **74%** |
| Physical health | **35%** | **49%** | **77%** |
| Face barriers to seeing healthcare professional | **76%** | **81%** | **60%** |
| Have accessed mental health services | 61% | 51% | **41%** |

**Bold figures indicate that the result for this group is significantly higher than the results for all other groups.**
Home suitability, neighbourhood suitability, physical health, and mental health results all show the total agree/strongly agree ratings.

# Quality of Life Profiles

The images below profile respondents who report different levels of their quality of life.

| | POOR | AVERAGE | GOOD |
|---|---|---|---|
| **Creativity, culture, and heritage** | | | |
| Participated in events | 54% | 60% | **69%** |
| Faced barriers to attending events | **81%** | **76%** | **62%** |
| Can express culture without exclusion | **40%** | **45%** | **63%** |
| Use language to express culture | 37% | 41% | **52%** |
| Attend culture activities | 33% | **35%** | **51%** |
| Strong connection to culture | 30% | 34% | **44%** |
| **Transport** | | | |
| Meets needs of residents | 12% | 15% | 20% |
| **Neighbourhood** | | | |
| Rely on neighbours | **30%** | **46%** | **69%** |
| Welcoming community | **37%** | **43%** | **73%** |
| Strong and active community | **20%** | **40%** | **59%** |
| Sense of community or belonging | **23%** | **30%** | **59%** |
| Neighbourhood is safe | **81%** | **84%** | **96%** |
| Participate in activities | 31% | **30%** | **47%** |
| The built spaces are accessible | **59%** | **73%** | **84%** |
| Community accepts different cultures | 50% | **50%** | **65%** |
| **Environment** | | | |
| Concern about climate change | 53% | 67% | 70% |
| Concern about biodiversity and environment | 62% | 73% | 72% |

**Bold figures indicate that the result for this group is significantly higher than the results for all other groups.**
All results show the total agree/strongly agree (or similar) rating except for participation end event barrier questions.

# Concluding Comments

# Concluding Comments

This year's Quality of Life Survey findings demonstrate that residents continue to enjoy a high standard of living, but there are still pressures of affordability and growth within the district. The main themes from this year's findings are discussed below.

### Quality of life continues to remain high for most

Generally, respondents continue to rate their overall quality of life positively, with 74% stating they have either a good or extremely good quality of life.

The results for the quality of life measure remain relatively stable over time, suggesting that the district continues to have elements that support strong personal wellbeing for most respondents.

This position is reinforced through feedback about respondents' communities, where perceptions of safety remain high, and many respondents continue to view their communities as welcoming and inclusive. Indeed, this year's results also show increases in the proportion of respondents who would recommend living in the district and those who have pride in the district.

However, not all respondents experience the district equally. Respondents who are younger, renting their home, facing financial strain, or living with a health condition all consistently report lower levels of wellbeing. These respondents often also report greater barriers to accessing services, participating in community life, and feeling secure in their housing. These differences suggest a need for more targeted interventions, particularly in areas such as housing, health, and transport.

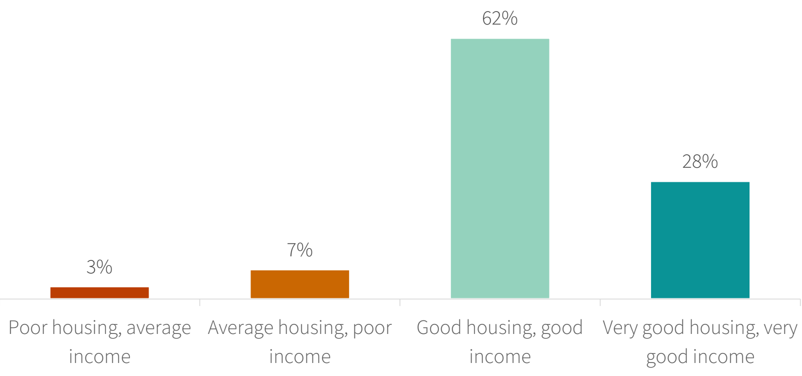
### Housing and income stress have reduced since 2024, but remain a significant challenge for some

This year's findings continue to highlight the housing and financial pressures the district faces. While the housing measures in the survey show reasonably strong results for housing ownership and stability, this year also sees 10% of respondents unable to access housing that meets their needs and 10% experiencing some form of homelessness over the past 12 months.

With regards to income, this year sees a lift in employment metrics, and a greater proportion of respondents reporting access to disposable income. However, open-text responses highlight ongoing concerns about affordability, availability, and quality within the housing market, and also indicate that cost-of-living pressures continue to impact the long-term viability of the district for some.

# Concluding Comments

Segments of housing and income exposure




When the elements of housing and income are looked at together (chart above), it appears that the challenges in these areas are not distributed equally. Most respondents (62%) fall into a group characterised by good housing and good income, suggesting that they can cope reasonably well in the current market.

A further 28% report having very good housing and very good incomes, and represent a segment of the community who are largely insulated from financial stresses.

However, the analysis also highlights a smaller but significant group of respondents for whom housing and financial pressures are more challenging. Seven per cent of respondents are classified as having average housing but a poor income, indicating they have very little financial resilience and are more susceptible to rising costs.

Furthermore, 3% of respondents are classified as having poor housing and an average income, indicating they are the respondents who are most likely to face challenges related to housing quality, availability, or security rather than income alone.

Such analysis demonstrates that the housing and income issues in the district are not universal, but neither are they confined to a small minority; instead, they represent an ongoing challenge that affects specific and potentially growing segments of the district.

### Health infrastructure challenges continue for the district

Access to health services represent a significant and increasing concern in this year's results, with only 35% of respondents stating nothing stops them from seeing a healthcare professional. Respondents note difficulties getting appointments with both GPs and specialists, with delays particularly felt for mental health access, after-hours services, and specialist referrals.

Cost continues to be a barrier to healthcare access, particularly for younger respondents, non-Pākehā respondents, and female respondents.

This year's survey had a specific focus on mental health services and compared the results to measures from 2021. The 2025 results illustrate that an increasing number of residents have used mental health services since 2021; however, access to services at a suitable time

# Concluding Comments

and location has declined, as has awareness of where to get support from. Many respondents report difficulty accessing appropriate support, with long wait-lists or reliance on external providers common, particularly for younger people and working-age adults.

Open-text feedback further reveals a sense of frustration among some respondents who believe local health infrastructure has not kept pace with population growth, visitor volumes, or demographic changes. Respondents state there needs to be improved local facilities and an expanded service capacity for the district to make a noticeable difference in healthcare for residents.

### Growing concerns about transport

Respondents continue to raise concerns about the district's public transport services. Despite some improvements in transport-related measures over recent years, only 19% of respondents agree that the current public transport system meets residents' needs.

Across the district, respondents note that the current network is not well-connected and offers very few options for early morning or late evening travel, and for travel between areas such as Queenstown, Frankton, Arrowtown, and Wānaka. Respondents in more remote or lower-populated areas state that public transport is not a viable option for daily travel, which can affect equitable access to employment and essential services.

The open-text responses highlight the need for a public system that is frequent and reliable, and respondents' suggestions include express commuter routes, more regular inter-area services, and improved alignment between transport planning and residential growth areas.

The continued limited provision of public transport reduces confidence that public transport can be a dependable alternative to private vehicle use. In a district where congestion and parking pressures are longstanding challenges, the perceived lack of a reliable alternative exacerbates frustration and stymies progress on improving movement around the district.

In sum, while most respondents rate their quality of life positively, significant challenges remain in housing, healthcare, and public transport. The issues within these sectors will require further attention to ensure an equitable quality of life across all segments of the community.

# Appendix 1: Non-Resident Results

# Usual Residence

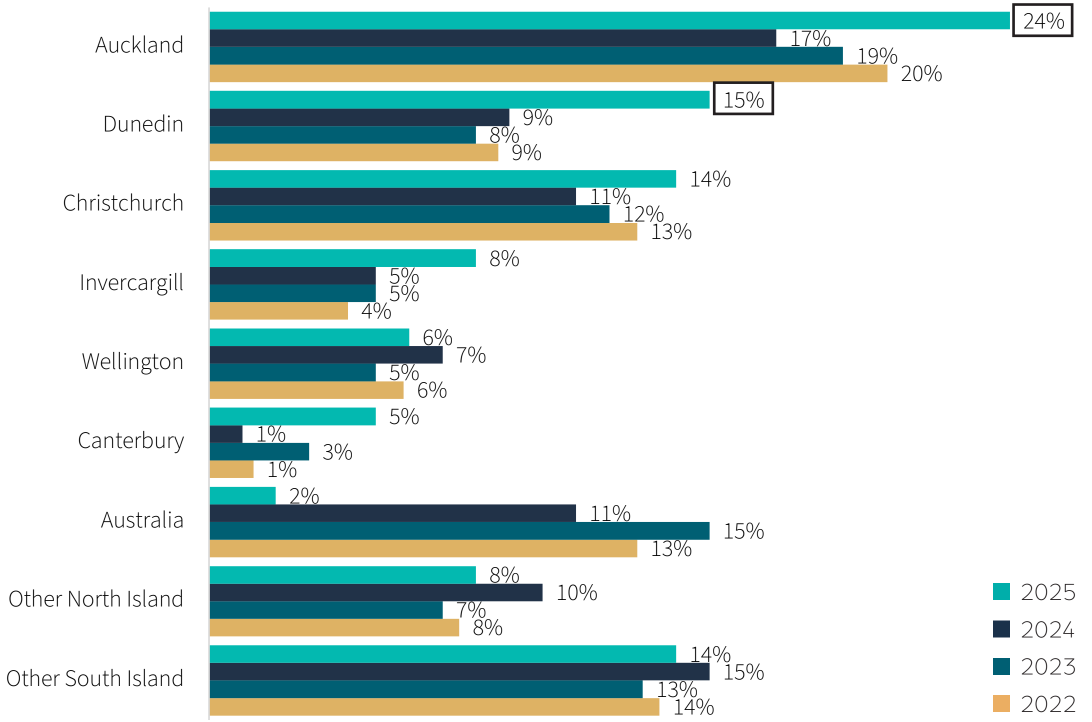
Non-resident ratepayers were asked where they usually live.

As with previous years, Auckland was the primary place non-resident respondents usually live, although the proportion from this area has increased significantly this year.

This year also sees an increase in the proportion of respondents from other main cities in the South Island, particularly Dunedin.

There has been a decline in respondents who live in Australia this year.

## Usual place of residence




**A square box indicates the 2025 result is significantly higher than the 2024 result.**

Q. Where is your usual place of residence? n=330

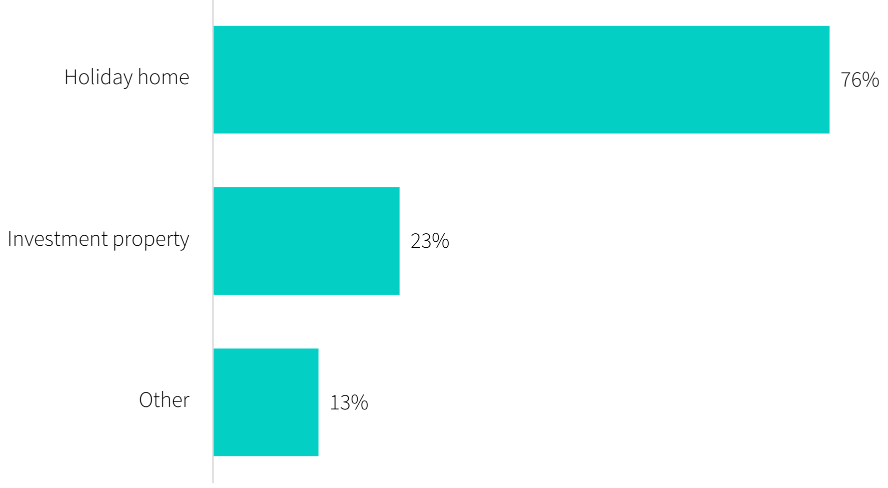
# Home Ownership

Among non-resident respondents, 76% own a holiday home, and 23% own an investment property. Thirteen per cent indicate that they own another property type, e.g., a section.

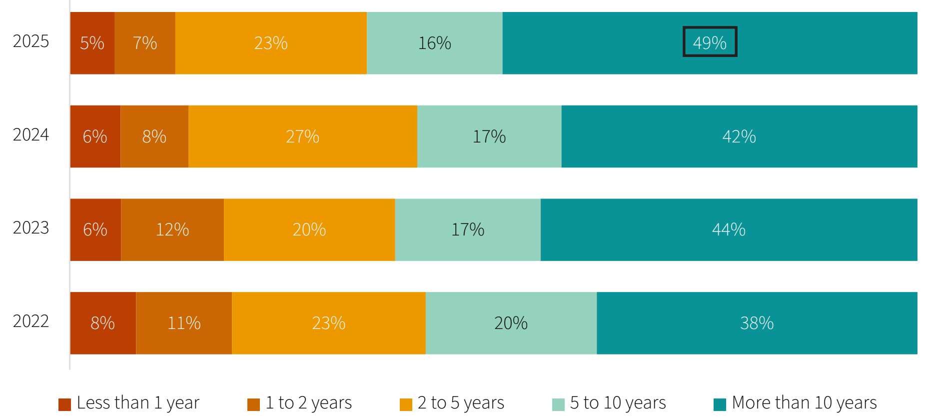
This year, 49% of non-resident respondents indicate they have owned their Queenstown Lakes property for more than ten years, which is a significant increase from the 2024 results.

Sixteen per cent of respondents have owned their property for 5–10 years, 23% had owned it for 2–5 years, and 12% had owned it for less than 2 years.

## Property type*




## Duration of property ownership



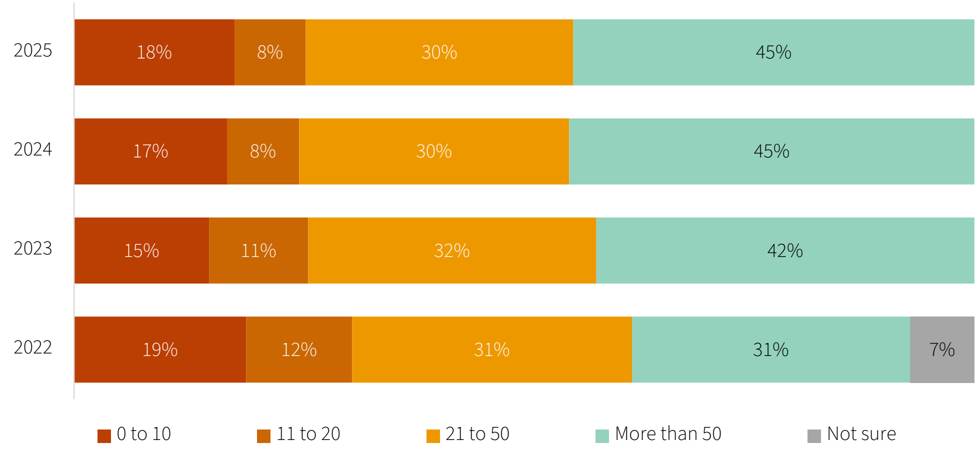

**A square box indicates the 2025 result is significantly higher than the 2024 result.**
*Other option added.
Q. Do you own either a holiday home or investment property in the Queenstown Lakes District? n=330
Q. How long have you owned your holiday home/investment property? n=330

# Use of Property

Just under half (45%) of non-resident respondents indicate that they spend more than 50 days a year at their property, while 30% indicate they spend between 21 and 50 days.

At a lower level, 8% spend 11-20 days, and 19% spend fewer than 10 days at their Queenstown Lakes property.

Days spent at property




Q And how many days in total did you or your family/friends spend at the property over the last 12 months? n=330

# Frequency of Renting Property

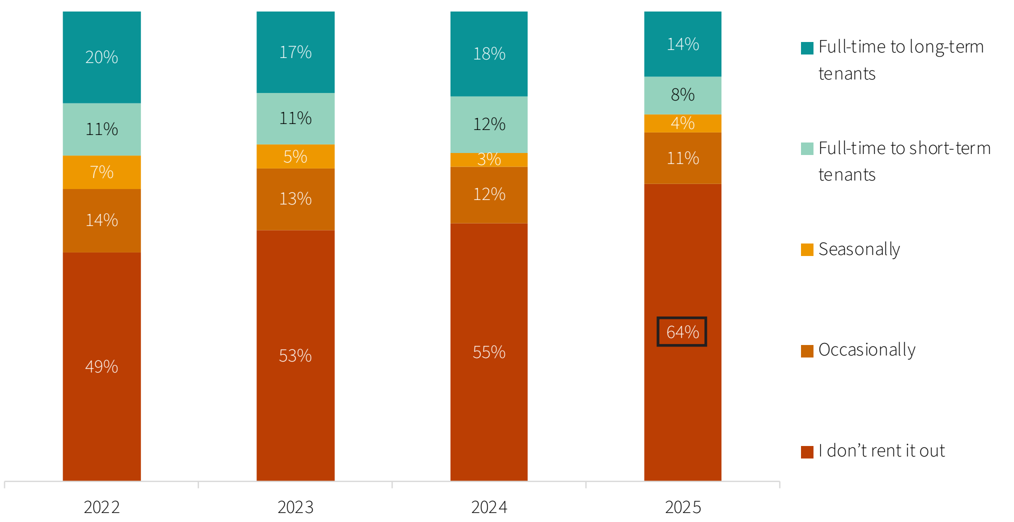
This year, 64% of non-resident respondents indicate that they do not rent out their property, which is a significant increase since 2024.

Fifteen per cent of respondents indicate that they rent their property out occasionally or seasonally, while 22% rent the property to either short-term or long-term tenants full-time.

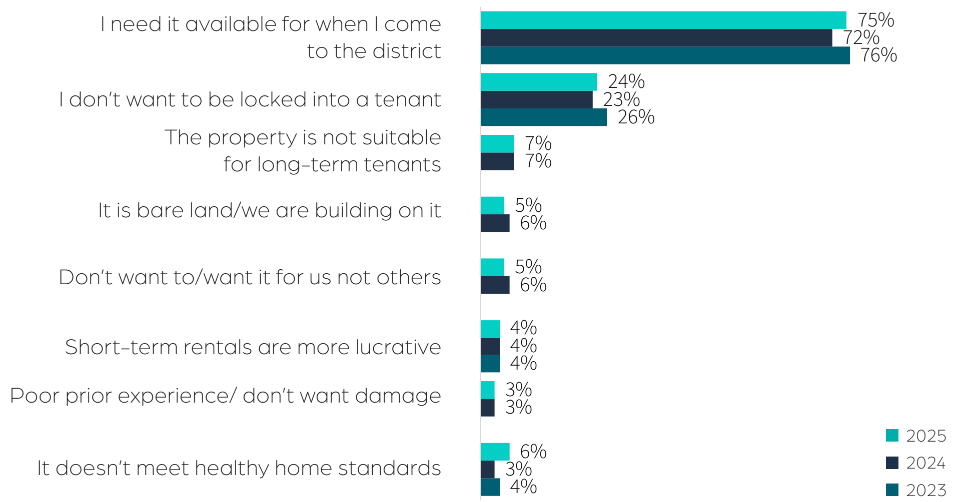
The primary reason non-resident respondents do not rent their property to long-term tenants is that they would like it available when they come to the district. This is followed by not wanting to be locked into a tenancy (24%) and the property not being suitable for long-term tenants or not meeting healthy home standards.

All other reasons registered fewer than 5% of the responses.

## Frequency of renting property out




## Reasons for not renting property to long-term tenants



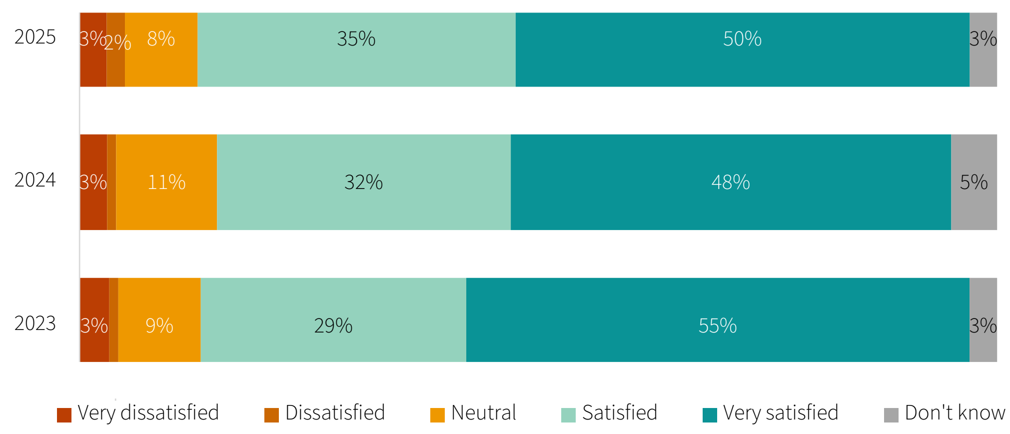

**A square box indicates the 2025 result is significantly higher or lower than the 2024 result.**
Q. How often do you rent your property out? n=330
Q. What prevents you from renting out your property to long-term tenants? n=283

# Satisfaction with Facilities

Generally, non-resident respondents were happy with the community facilities in the district, with 85% indicating they are satisfied or very satisfied with such facilities. Only 5% of non-resident respondents are either very dissatisfied or dissatisfied.

These results are similar to previous years' results, with continued low levels of dissatisfaction.

Non-resident 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.)? n=330

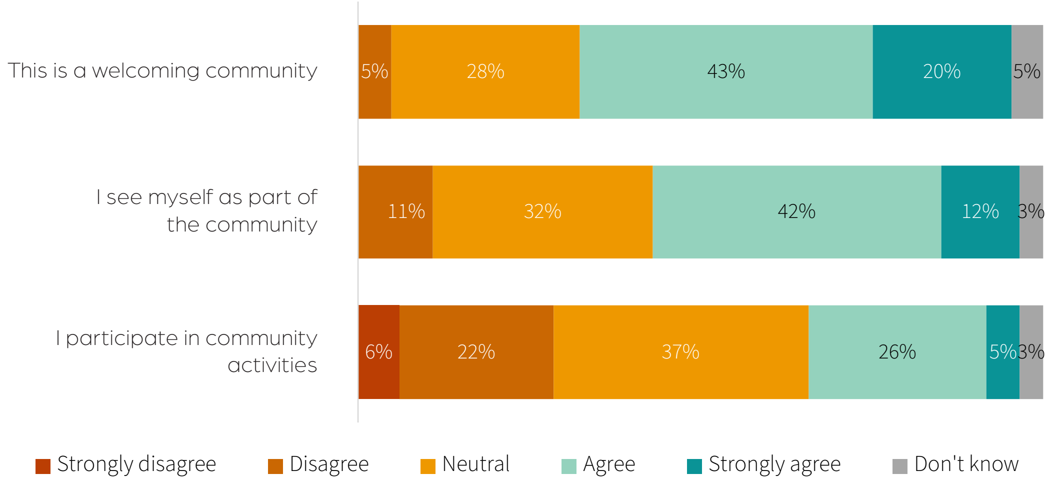
# Neighbourhood Perceptions

Non-resident respondents were asked about their perceptions of the local community.

This year, 63% of non-resident respondents agree or strongly agree that the community is welcoming, and 54% agree or strongly agree that they see themselves as part of the community. At a lower level, 31% of respondents agree or strongly agree that they participate in community activities.

This year sees a decline in the proportion of non-resident respondents who agree or strongly agree that the community is welcoming.

## Perceptions of neighbourhood dynamics




## Perceptions of neighbourhood dynamics: By year (total agree and strongly agree)

| | 2022 | 2023 | 2024 | 2025 |
|---|---|---|---|---|
| This is a welcoming community | 70% | 68% | 71% | **63%** |
| I see myself as part of the community | 48% | 50% | 48% | 54% |
| I participate in community activities | 21% | 31% | 35% | 31% |

**Bold font indicates the 2025 result is significantly higher or lower than the 2024 result.**
Q. Thinking about the neighbourhood where you live, please indicate how strongly you agree or disagree with the following statements? n=330

SUMMARY
CONTENTS
PROJECT BACKGROUND
OUR DISTRICT
HOUSING
JOBS & INCOME
HEALTH & ACCESS TO KEY SERVICES
CREATIVITY, CULTURE, & HERITAGE
TRANSPORT
NEIGHBOURHOODS
ENVIRONMENT
QUALITY OF LIFE
CONCLUDING COMMENTS
APPENDIX 1-3

# District Perceptions

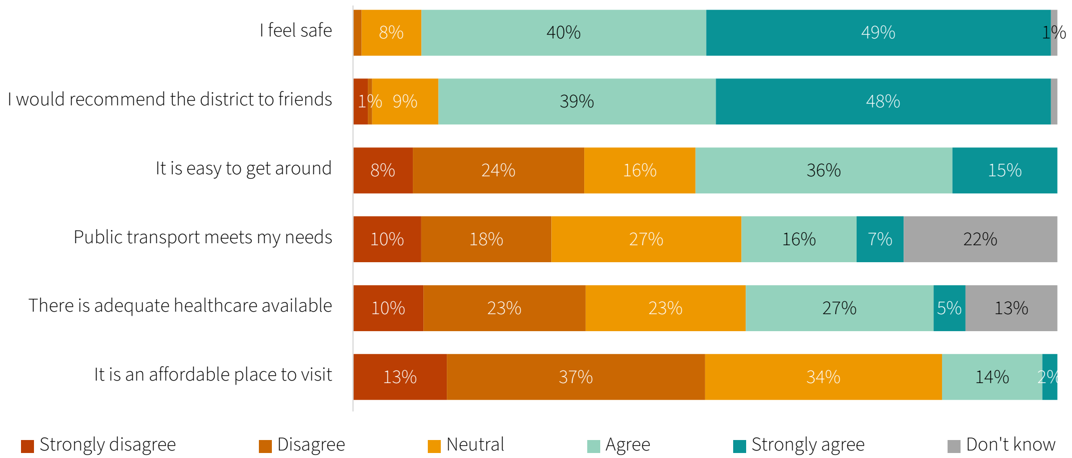
Non-resident respondents were asked about their perceptions of the Queenstown Lakes district in general.

This year, there is strong agreement among non-resident respondents that they feel safe (89%) in the area and that they would recommend the district to friends (87%). Just over half of non-resident respondents agree or strongly agree that it is easy to get around in the district.

At a lower level, 32% of non-resident respondents agree there is adequate healthcare available, and 23% agree that the public transport meets their needs.

This year, only 16% of non-resident respondents agree or strongly agree that the district is an affordable place to visit; this result represents a significant decline in agreement since 2024, with half (50%) of non-resident respondents disagreeing or strongly disagreeing with the statement.

## Perceptions of the Queenstown Lakes District




## Perceptions of the Queenstown Lakes District: By year (total agree and strongly agree)

| | 2022 | 2023 | 2024 | 2025 |
|---|---|---|---|---|
| I feel safe | 92% | 90% | 90% | 89% |
| I would recommend the district to friends | 92% | 91% | 88% | 87% |
| It is easy to get around | 58% | 58% | 52% | 51% |
| Public transport meets my needs | 35% | 24% | 25% | 23% |
| There is adequate healthcare available | – | – | 29% | 32% |
| It is an affordable place to visit | 22% | 24% | 23% | **16%** |

**Bold figures indicate the 2025 result is significantly higher or lower than the 2024 result.**
– Not measured in this year.
Q. Thinking about the Queenstown Lakes area in general, please indicate how strongly you agree or disagree with the following statements? n=330

# Non-Resident Ratepayers

Non-resident respondents were asked if they wished to provide any comments about the district. These comments were in open-text format and were coded into themes after the fieldwork. A total of 187 respondents provided comments, and a summary of the feedback is provided below.

The main themes across these comments were traffic and congestion issues, rapid growth in the area, the affordability of the district and rising rates, and the lack of health facilities to serve a growing population.

### Traffic is increasing in the district.

Traffic and congestion were one of the most frequent issues noted by non-resident respondents. These respondents noted that congestion in the district was constant and worsening. They blamed it on poorly timed roadworks, confusing and frequently changing speed limits, and high traffic volumes, which make day-to-day travel difficult. Some respondents stated they now avoid visiting central Queenstown or other town centres as travel has become too stressful.

*"Traffic, congestion and roadworks are an ongoing issue and deterrent."*

Furthermore, some thought the district's public transport network does not offer enough frequency or coverage to be a realistic alternative to driving. Other non-resident respondents also commented that there were missing or poorly lit footpaths and bus stops, which can reduce safety when travelling around the district.

*"I would love a more frequent bus service between Wānaka and Queenstown. Also change speed from 40 to 50 away from town centre."*

### Loss of local character through development

Several non-resident respondents also noted the changing character of Wānaka, Hāwea, Arrowtown, Frankton and the wider district. Respondents felt that intensification, rezoning, and large subdivisions were approved too quickly, without sufficient regard for rural amenity, environmental protection, or cumulative effects on lakes and landscapes.

Several non-resident respondents with properties outside of central Queenstown worried about their area losing the small-town charm and sense of community that initially attracted them. Others raised concerns about freedom camping, environmental pressure, and poorly managed stormwater or wastewater systems as evidence that infrastructure has not kept pace with expansion.

*"Over development has been allowed with inadequate infrastructure... to preserve the environment and keep the beauty pristine."*

# Non-Resident Ratepayers

### General affordability of the district

Affordability and high rates were mentioned by several non-resident respondents, who note they pay substantial rates even though they used local services infrequently. Rising operating costs, expensive amenities, and perceived "nice-to-have" spending are the main drivers of a sense of poor value for money.

*"Rates through the roof and poor value for money from QLDC, not enough infrastructure for visiting camper vans, not a good value place for people and families on low incomes."*

Some non-resident respondents also perceive the district's growth to be subsidised by existing ratepayers, with developers not contributing enough to infrastructure upgrades. As a result, some suggest other revenue alternatives, e.g., a visitor tax to ensure tourists help fund the services they rely on and reduce financial pressure on households.

*"Too much development allowed with inadequate infrastructure and large burden on existing ratepayers."*

### Concerns about the lack of healthcare facilities in the district

The other significant theme non-resident respondents raise is concerns about the healthcare facilities in the district. Non-resident respondents comment that the hospital and emergency services are inadequate for the district's population size, aging demographics, and adventure-tourism context. Respondents comment that the lack of a full hospital, limited specialist care, and poor disability transport options make the area less viable for retirement or long-term living.

Some non-resident respondents note that the district's health infrastructure is a long-standing issue and believe it now needs urgent investment to meet basic expectations of those living and holidaying in the area.

*"Needs a full hospital! Growing population, an aging population, tourists and locals doing adventure sports!!"*

# Appendix 2: Resident Questionnaire

SUMMARY
CONTENTS
PROJECT BACKGROUND
OUR DISTRICT
HOUSING
JOBS & INCOME
HEALTH & ACCESS TO KEY SERVICES
CREATIVITY, CULTURE, & HERITAGE
TRANSPORT
NEIGHBOURHOODS
ENVIRONMENT
QUALITY OF LIFE
CONCLUDING COMMENTS
APPENDIX 1-3

# Resident Survey

## QLDC QUALITY OF LIFE SURVEY 2025

**Welcome to the 2025 Queenstown Lakes District Council Quality of Life survey.**

We've run the Quality of Life survey every year since 2018. The important data and evidence we collect through this survey helps us better understand residents' wellbeing across the Queenstown Lakes district, and the challenges and opportunities they face - whether it's in Wānaka, Queenstown or one of our smaller communities. This information allows us to plan for the future; shaping the district's Long-Term Plan, supporting advocacy with government agencies, and guiding projects such as the Welcoming Plan and the Waste Management and Minimisation Plan.

This survey is being conducted by Versus Research. If you have any questions or difficulties completing the survey due to a disability or language barrier, please contact them directly on 0800 837787 or email info@versus.co.nz.

If you would like to complete the survey online please use a smart device camera to scan the QR code OR visit versus.co.nz/surveys. If you do not have access to a device, free computers and internet access are available at our public libraries.

Please complete the survey by 16 November 2025. We appreciate your time and feedback.

**Q1. Do you primarily live in the Queenstown Lakes District? (Please select one answer)**

| | |
|---|---|
| Yes | ○ |
| No | ○ |

## QUALITY OF LIFE

**Q2. How would you currently rate your overall quality of life? (Please select one answer)**

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

**Q3. Compared to 12 months ago, would you say your quality of life has...**

| Decreased significantly | Decreased to some extent | Stayed about the same (Skip to Q5) | Increased to some extent | Increased significantly |
|---|---|---|---|---|
| ○ | ○ | ○ | ○ | ○ |

**Q4. Why do you say your quality of life has changed?**

................................................................................

................................................................................

................................................................................

## ABOUT YOU

**Q5. Which of the following best describes you? (Please select one answer)**

| | |
|---|---|
| Male | ○ |
| Female | ○ |
| Gender diverse | ○ |

**Q6. What is your current age?**

................................................................................

**Q7. Please write which country you were born in.**

................................................................................



**Q8. Which of the following ethnic groups do you belong to? (Please select all that apply)**

| | | | |
|---|---|---|---|
| Māori | ○ | Middle Eastern | ○ |
| NZ European/ Pākeha | ○ | Latin American | ○ |
| Other European | ○ | African | ○ |
| Pacific peoples | ○ | Other ethnicity, please specify: ................................................ | ○ |
| Asian | ○ | Prefer not to say | ○ |

**Q9. Where in the district do you currently live? (Please select one answer)**

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

**Q10. How many years have you lived in the district? (Please select one answer)**

| | | | |
|---|---|---|---|
| Less than 1 year | ○ | 21 - 30 years **(skip to Q13)** | ○ |
| 1 year to just under 2 years | ○ | More than 30 years **(skip to Q13)** | ○ |
| 2 years to just under 5 years | ○ | Other, please specify: **(skip to Q13)** ................................ | ○ |
| 5 years to just under 10 years **(skip to Q13)** | ○ | | |
| 10 - 20 years **(skip to Q13)** | ○ | | |

**Q11. When you first moved to the district, what were your primary sources of information about the local area? (Please select up to THREE answers)**

| | | | |
|---|---|---|---|
| Friends or family already living in the area | ○ | Online news media | ○ |
| Print news media | ○ | Libraries or other council service centres | ○ |
| QLDC website | ○ | Internet search | ○ |
| Queenstown app or Wānaka app | ○ | Visitor centres e.g. i-Site | ○ |
| Social media groups or community pages | ○ | School or childcare providers | ○ |
| Citizens Advice Bureau | ○ | Local iwi or cultural organisations | ○ |
| Sports clubs or community groups | ○ | Community noticeboards | ○ |
| Workplace or employer | ○ | Other, please specify: ................................ | ○ |
| Local events or welcome sessions | ○ | | |
| Neighbourhood conversations or word of mouth | ○ | | |

**Q12. What things helped you adjust the most to life in the Queenstown Lakes District? (Please select up to THREE answers)**

| | | | |
|---|---|---|---|
| Friends and family | ○ | Community clubs and organisations | ○ |
| Religious or faith-based groups | ○ | Schools/learning institutions | ○ |
| Sport or recreation clubs | ○ | Work | ○ |
| Attending workshops or classes | ○ | Other, please specify: ................................ | ○ |
| Attending local events or festivals | ○ | | |
| Parent groups or playgroups | ○ | | |
| Cultural groups | ○ | | |

# Resident Survey

**Q13. How much do you agree or disagree with the following statements? (Please select one answer for each row)**

| | 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 | ○ | ○ | ○ | ○ | ○ | ○ |

## HOUSING

**Q14. Do you own or rent the home you currently live in? (Please select one answer)**

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

**Q15. Please indicate how much you agree or disagree with each of the following statements. (Please select one answer for each row)**

| | Strongly disagree | Disagree | Neutral | Agree | Strongly agree | Don't know/ Not applicable |
|---|---|---|---|---|---|---|
| The home you live in suits the needs of everyone in your household | ○ | ○ | ○ | ○ | ○ | ○ |
| The general area or neighbourhood your home is in suits the needs of everyone in your household | ○ | ○ | ○ | ○ | ○ | ○ |

**Q16. Have you needed to move house within the district in the last 12 months? (Please select one answer)**

| | |
|---|---|
| Yes | ○ |
| No | ○ |

**Q17. How would you best describe your current living situation? (Please select one answer)**

| | |
|---|---|
| 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 | ○ |

**Q18. Have you experienced homelessness or needed to access any of the following forms of temporary or insecure accommodation over the past 12 months? (Please tick all that apply)**

| | |
|---|---|
| I have needed to sleep on the street or in other public spaces | ○ |
| I have needed to sleep in my car or other form of transport | ○ |
| I have needed to access emergency accommodation | ○ |
| I have needed to sleep in a tent or caravan | ○ |
| I have needed to rely on friends and family for temporary accommodation | ○ |
| I have needed to stay in overcrowded accommodation | ○ |
| I have needed to stay in poor quality accommodation | ○ |
| Other, please specify: ........................................ | ○ |
| I have not experienced homelessness or accessed any forms of temporary or insecure accommodation | ○ |

**Q19. Is there anything else you would like to add about housing?**

........................................

........................................



## JOBS AND INCOME

**Q20. Which of the following categories does your current or most recent occupation fall into? (Please select one answer)**

| | | | |
|---|---|---|---|
| Tourism Operations e.g. adventure tourism, ski operator, tour operator | ○ | Rental, Hiring, and Real Estate Services | ○ |
| Accommodation and Food Services | ○ | Professional, Scientific, and Technical Services | ○ |
| Construction | ○ | Administration and Support Services | ○ |
| Retail Trade | ○ | Public Administration and Safety (including Local Government) | ○ |
| Agriculture, Forestry, and Fishing | ○ | Education and Training | ○ |
| Mining | ○ | Health Care and Social Assistance | ○ |
| Manufacturing | ○ | Arts and Recreation Services | ○ |
| Electricity, Gas, Water, and Waste Services | ○ | Stay at home parent/ carer | ○ |
| Wholesale Trade | ○ | Retired/ partially retired | ○ |
| Transport, Postal, Warehousing | ○ | Other, please specify: ........................................ | ○ |
| Information Media and Telecommunications | ○ | | |
| Financial and Insurance Services | ○ | Not currently in employment | ○ |

**Q21. Which BEST describes the kind of work you primarily do? (Please select one answer)**

| | | | |
|---|---|---|---|
| Full-time paid work | ○ | Not currently in paid employment **(Skip to Q23)** | ○ |
| Part-time paid work | ○ | Student **(Skip to Q23)** | ○ |
| Full-time self-employed / contractor/ business owner | ○ | Retired **(Skip to Q23)** | ○ |
| Part-time self-employed / contractor/ business owner | ○ | Other, please specify: **(Skip to Q23)** ........................................ | ○ |
| Caring for children (unpaid) **(Skip to Q23)** | ○ | | |
| Volunteer work **(Skip to Q23)** | ○ | | |

**Q22. Do you work remotely for an employer based outside of the district?**

| | |
|---|---|
| Yes | ○ |
| No | ○ |

**Q23. 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? (Please select one answer)**

| | |
|---|---|
| I can cover my expenses and have a sufficient level of disposable income **(skip to Q25)** | ○ |
| I can cover my expenses and have some disposable income **(skip to Q25)** | ○ |
| I can cover my expenses but have no disposable income **(skip to Q25)** | ○ |
| I cannot cover my expenses | ○ |
| Prefer not to answer **(skip to Q25)** | ○ |

**Q24. What is the MAIN reason you cannot cover your expenses? (Please select one answer)**

| | | | |
|---|---|---|---|
| Low wages | ○ | General cost of living | ○ |
| Rent/Mortgage costs | ○ | Unexpected costs e.g. house or car repairs | ○ |
| Rates bills | ○ | Prefer not to say | ○ |
| Grocery bills | ○ | Other, please specify: ........................................ | ○ |
| Energy bills | ○ | | |
| Childcare and education costs | ○ | | |

SUMMARY
CONTENTS
PROJECT BACKGROUND
OUR DISTRICT
HOUSING
JOBS & INCOME
HEALTH & ACCESS TO KEY SERVICES
CREATIVITY, CULTURE, & HERITAGE
TRANSPORT
NEIGHBOURHOODS
ENVIRONMENT
QUALITY OF LIFE
CONCLUDING COMMENTS
APPENDIX 1-3

# Resident Survey

**PLEASE ANSWER Q25 AND Q26 IF YOU ARE CURRENTLY EMPLOYED, OTHERWISE SKIP TO Q27.**

**Q25. Below are some statements relating to your employment/business in the last 12 months. Please indicate how much you agree or disagree with each of the following statements. (Please select one answer for each row)**

| | Strongly disagree | Disagree | Neutral | Agree | Strongly agree | Don't know/ not applicable |
|---|---|---|---|---|---|---|
| I have learnt something new in my occupation in the last 12 months | | | | | | |
| My skills are being utilised to full capacity | | | | | | |
| There are opportunities for promotion or career advancement | | | | | | |
| I see a long-term career path for me in the district | | | | | | |

**Q26. How much do you agree or disagree with each of the following statements? (Please select one answer for each row)**

| | Strongly disagree | Disagree | Neutral | Agree | Strongly agree | Don't know/ not applicable |
|---|---|---|---|---|---|---|
| There are opportunities for meaningful professional learning & development within the district | | | | | | |
| I believe that in years to come there will be more career and training options open to me and my family | | | | | | |

**Q27. Is there anything else you would like to comment on regarding jobs and income?**

..............................................................................................................................

..............................................................................................................................

## HEALTH AND ACCESS TO KEY SERVICES

**Q28. How would you describe your physical and mental health over the last 12 months? (Please select one answer for each row)**

| | Very bad | Mostly bad | Neutral - neither good nor bad | Mostly good | Excellent |
|---|---|---|---|---|---|
| Mental health | | | | | |
| Physical health | | | | | |

**Q29. Does a health problem or a condition you have (lasting six months or more) cause you difficulty with, or stop you from: (Please select one answer for each row)**

| | No difficulty | Some difficulty | A lot of difficulty | Cannot do at all |
|---|---|---|---|---|
| Seeing, even if wearing glasses or contact lenses? | | | | |
| Hearing, even if using a hearing aid? | | | | |
| Walking or climbing steps? | | | | |
| Remembering or concentrating? | | | | |
| Washing all over or dressing? | | | | |
| Communicating using your usual language? | | | | |

**Q30. Does anything stop you from seeing a health care professional? (Please select all that apply)**

| | |
|---|---|
| Cost of appointment or treatment | Lack of trust in medical professionals or quality of advice |
| Cost of accessing services outside of usual hours **(Please Answer Q31)** | Length of wait |
| Cost of prescriptions | Cultural barriers |
| Cannot get time off work/ won't be paid if I take time off during the day | No, nothing stops me from seeing a healthcare professional |
| Location (e.g. distance, lack of transport, or proximity to public transport) | Other, please specify: .............................................................. |
| Unable to use technology options (e.g. telehealth) | |

*Queenstown Lakes District Council - Quality of Life Survey 2025* | **5**

**IF YOU SELECTED 'COST OF ACCESSING SERVICES OUTSIDE OF USUAL HOURS' IN Q30, PLEASE ANSWER THIS QUESTION, OTHERWISE SKIP TO Q32.**

**Q31. Which of the following facilities has the cost of accessing services outside of usual hours prevented you from accessing? (Please select all that apply)**

| | |
|---|---|
| Telehealth service e.g. Healthline, Ka Ora | Dunstan Hospital (Clyde) |
| St John Ambulance Service | Health Central Urgent Care Centre (Alexandra) |
| Medical Centre | Other, please specify: .............................................................. |
| Lakes District Hospital (Queenstown) | |

**Q32. In the last 12 months, have you travelled outside the district for any health care or disability services? (Please select all that apply)**

| |
|---|
| Yes – publicly funded |
| Yes – privately funded |
| No **(skip to Q34)** |

**Q33. Which of the following health care or disability services did you require? (Please select all that apply)**

| | |
|---|---|
| Surgery | Mental health service or counselling |
| Radiology services e.g. x-ray, ultrasound, MRI, CT scan | Emergency care |
| Dental services | Disability services |
| Appointment with specialist | Other, please specify: .............................................................. |
| Maternity care | |
| Treatment (such as chemotherapy) | |

**Q34. In the past 12 months, have you or anyone else in your immediate family accessed any of the following mental health services? (Please select all that apply)**

| | |
|---|---|
| GP/Doctor | Employee Assistance Programme service through work |
| Family Centre or other community support service | Online therapies |
| Counsellor/Psychologist | App based services |
| Child, Adolescent and Family Service (CAFS) | None of these |
| Central Lakes Community Mental Health Service | |

**Q35. Thinking about access to mental health services in the district, how much do you agree or disagree with the following? (Please select one answer for each row)**

| | Strongly disagree | Disagree | Neutral | Agree | Strongly agree | Don't know |
|---|---|---|---|---|---|---|
| I know where to get mental health support | | | | | | |
| There is sufficient mental health services in the district | | | | | | |
| Nothing stops me from getting mental health support if I needed to | | | | | | |
| I can access mental health services at a time and location good for me | | | | | | |

**Q36. Is there anything else you would like to add regarding health and access to key health-related services?**

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*Queenstown Lakes District Council - Quality of Life Survey 2025* | **6**

SUMMARY
CONTENTS
PROJECT BACKGROUND
OUR DISTRICT
HOUSING
JOBS & INCOME
HEALTH & ACCESS TO KEY SERVICES
CREATIVITY, CULTURE, & HERITAGE
TRANSPORT
NEIGHBOURHOODS
ENVIRONMENT
QUALITY OF LIFE
CONCLUDING COMMENTS
APPENDIX 1-3

# Resident Survey

## CREATIVITY, CULTURE, AND HERITAGE

**Q37. Have you participated in, performed at, or attended any events in the district in the last 12 months? (Please select one answer)**

| | |
|---|---|
| Yes | ○ |
| No | ○ |

**Q38. Have you experienced any of the following barriers to attending an event in the district in the last 12 months? (Please select all that apply)**

| | | | |
|---|---|---|---|
| Cost | ○ | No one to attend with | ○ |
| Transport | ○ | I was unaware the event was happening | ○ |
| Parking | ○ | None | ○ |
| Safety | ○ | Other, please specify: ........................ | ○ |
| Physical accessibility | ○ | | |
| Time of the event | ○ | | |

**Q39. Are there any specific types of events you would like to see more of in the district?**

| | |
|---|---|
| Yes, please specify: ........................ | ○ |
| No | ○ |

**Q40. How satisfied are you with the preservation of the following heritage assets in the district? (Please select one answer for each row)**

| | Very dissatisfied | Dissatisfied | Neutral | Satisfied | Very satisfied | Don't know |
|---|---|---|---|---|---|---|
| Historic buildings and sites | ○ | ○ | ○ | ○ | ○ | ○ |
| Museums | ○ | ○ | ○ | ○ | ○ | ○ |
| Visual, oral, and written records | ○ | ○ | ○ | ○ | ○ | ○ |
| Natural heritage | ○ | ○ | ○ | ○ | ○ | ○ |
| Dark Sky Places | ○ | ○ | ○ | ○ | ○ | ○ |

**Q41. Below are some statements relating to your culture. Please indicate how much you agree or disagree with the following statements. (Please select one answer for each row)**

| | Strongly disagree | Disagree | Neutral | Agree | Strongly agree | Don't know |
|---|---|---|---|---|---|---|
| I have a strong connection to my culture | ○ | ○ | ○ | ○ | ○ | ○ |
| I can participate, perform, or attend activities or groups that align to my culture | ○ | ○ | ○ | ○ | ○ | ○ |
| I have the opportunity to use language to express my culture | ○ | ○ | ○ | ○ | ○ | ○ |
| I can express my culture without feeling excluded from my neighbourhood, community, or town. | ○ | ○ | ○ | ○ | ○ | ○ |

**Q42. How satisfied or dissatisfied are you with the celebration of Māori culture in the district? (Please select one answer)**

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

**Q43. Is there anything else you would like to add regarding creativity, culture, and heritage?**

........................

........................

........................



## TRANSPORT

**Q44. How often do you typically use the following transport methods? (Please select one answer for each row)**

| | Daily | Weekly | Monthly | Infrequently | Never |
|---|---|---|---|---|---|
| Bus | ○ | ○ | ○ | ○ | ○ |
| Walk | ○ | ○ | ○ | ○ | ○ |
| Bike | ○ | ○ | ○ | ○ | ○ |
| E-bike | ○ | ○ | ○ | ○ | ○ |
| Micro-mobility (e.g. e-scooters,e-skateboards) | ○ | ○ | ○ | ○ | ○ |
| Electric car | ○ | ○ | ○ | ○ | ○ |
| Water taxi | ○ | ○ | ○ | ○ | ○ |
| Car-pool | ○ | ○ | ○ | ○ | ○ |

**Q45. Thinking about public transport in the district, how strongly do you agree or disagree with the following statements? (Please select one answer for each row)**

| | Strongly disagree | Disagree | Neutral | Agree | Strongly agree | Don't know / not applicable |
|---|---|---|---|---|---|---|
| Public transport is afforable | ○ | ○ | ○ | ○ | ○ | ○ |
| 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 | ○ | ○ | ○ | ○ | ○ | ○ |

**Q46. Thinking about the following alternate modes of transport, how strongly do you agree or disagree with following statements AS A MEANS OF TRANSPORT? (Please select one answer for each row)**

| | Strongly disagree | Disagree | Neutral | Agree | Strongly agree | Not applicable |
|---|---|---|---|---|---|---|
| I feel safe travelling on public transport | ○ | ○ | ○ | ○ | ○ | ○ |
| I feel safe riding my bike | ○ | ○ | ○ | ○ | ○ | ○ |
| I feel safe walking | ○ | ○ | ○ | ○ | ○ | ○ |

**Q47. In the last 12 months, have you chosen to use your petrol or diesel vehicle less by using alternate modes of transport or active travel?** *(Examples of alternate modes of transport include, bus, water taxi, car-pool, or electric car, while active travel examples walking, biking, or e-bike.)*

| | |
|---|---|
| Yes | ○ |
| No | ○ |
| Not applicable | ○ |

**Q48. Is there anything else you would like to add regarding transport?**

........................

........................

........................

# Resident Survey

## YOUR NEIGHBOURHOOD

**Q49. Thinking about the neighbourhood where you live, please indicate how strongly you agree or disagree with the following statements. (Please select one answer for each row)**

| | 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 | | | | | | |
| I could rely on my neighbours for support following an emergency | | | | | | |
| The community where I live is accepting of different cultures and beliefs | | | | | | |
| The built spaces (e.g. parks, playgrounds, public buildings) in my community are accessible | | | | | | |

**Q50. Do you consider yourself and your neighbourhood resilient and prepared for an emergency event? (Please select one answer for each row)**

| | Yes | No | Not sure |
|---|---|---|---|
| Yourself | | | |
| Your neighbourhood | | | |

**Q51. Is there anything else you would like to add regarding your neighbourhood?**

.......................................................................................................

.......................................................................................................

.......................................................................................................

## ENVIRONMENT

**Q52. How concerned are you about the impacts of climate change? (Please select one answer)**

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

**Q53. What actions has your household taken to reduce greenhouse gas emissions? (Please select all that apply)**

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



**Q54. How concerned are you about the health of our local biodiversity and natural environment? (Please select one answer)**

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

**Q55. What actions has your household taken to support local biodiversity? (Please select all that apply.)**

| | |
|---|---|
| Planted native vegetation on your property | Donated to conservation groups |
| Supported planting days in your community | Joined a conservation group |
| Supported bird count or species protection projects | None of these |
| Supported predator trapping projects | Other, please specify: |
| Reduced light pollution to protect nocturnal species | ....................................................................... |

**Q56. How much do you agree or disagree with the following statements about recycling? (Please select one answer for each row)**

| | Strongly disagree | Disagree | Neutral | Agree | Strongly agree | Don't know |
|---|---|---|---|---|---|---|
| I believe it's worth taking the time to get recycling right | | | | | | |
| I am confident that I place the correct items in the recycling bin at home | | | | | | |
| I am confident that all the items in the recycling actually get recycled | | | | | | |
| I know what happens to my recycling after it is collected from the kerbside | | | | | | |

**Q57. Is there anything else you would like to say in relation to environment, waste and recycling, biodiversity, or climate change?**

.......................................................................................................

.......................................................................................................

.......................................................................................................

**Q58. Would you like to enter the prize draw for one of four $250 Prezzy Cards?**

| | |
|---|---|
| Yes - I would like to enter the prize draw | No - I do not want to enter the prize draw |

**Q59. If you answered 'yes' to Q58, please enter your contact details below.**

**First Name** ........................................ **Last Name** ........................................

**Email address** ........................................ **Phone**........................................

## THANK YOU FOR TAKING OUR SURVEY. YOUR RESPONSE IS VERY IMPORTANT TO US.

**FREEPOST**
Once you have filled in this paper copy, fold the pages so the Versus Research address is visible, and put it in your nearest postbox.

Please return to:
Versus Research Ltd
Freepost 172567
PO Box 5516
Frankton
Hamilton
Waikato 3242

# Appendix 3: Non-Resident Questionnaire

# Non–Resident Survey



NON-RESIDENT SURVEY

1. Where is your usual place of residence?

   ___________________________

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

| | |
|---|---|
| Holiday home | |
| Investment property | |
| Other specify | |

3. How long have you owned your holiday home/investment property? If you own both or multiple please select the longest period. (Please select one answer)

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

4. 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: | |



QUEENSTOWN LAKES DISTRICT COUNCIL Versus RESEARCH HOW'S LIFE? KEI TE PĒHEA TŌU AO?

5. How many days in total did you or your family/friends spend at the property over the last 12 months? (Please select one answer)

| | |
|---|---|
| 0 | |
| 1 to 10 | |
| 11 to 20 | |
| 21 to 50 | |
| More than 50 | |

6. How often do you rent your property out? (Please select one answer)

| | |
|---|---|
| Full-time to long-term tenants (Skip to Q9) | |
| Full-time to short-term tenants | |
| Seasonally | |
| Occasionally | |
| I don't rent it out | |

7. 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 is more lucrative | |
| I don't want to be locked into a tenant | |
| The property doesn't meet healthy home standards | |
| The property is not suitable for long term tenants | |
| Other: please specify | |

8. 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.)? (Please select on answer)

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

9. Thinking about the neighbourhood in which your Queenstown-Lakes property is located, please indicate how strongly you agree or disagree with the following statements? (Please select one answer for each row)

| | 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 | | | | | | |

# Non-Resident Survey

QUEENSTOWN LAKES DISTRICT COUNCIL | Versus RESEARCH | HOW'S LIFE? KEI TE PĒHEA TŌU AO?

10. Thinking about the Queenstown Lakes area in general, please indicate how strongly you agree or disagree with the following statements? (Please select one answer for each row)

| | 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 | | | | | | |
| There is adequate healthcare available | | | | | | |
| I would recommend the district to friends | | | | | | |

11. Is there anything else you would like to say about your experiences of the Queenstown Lakes District?
___________________________

3

versus

Attachment B: QLDC Quality of Life Report Summary Presentation

# QUALITY OF LIFE SURVEY 2025 RESULTS

QUEENSTOWN LAKES DISTRICT COUNCIL

# QUALITY OF LIFE 2025 SURVEY RESULTS

QUEENSTOWN LAKES DISTRICT COUNCIL

> Survey sent to 11,361 randomly selected residents by either post or email.

> All residents able to participate via link – consistent with previous years to maintain validity of time series data.

> Open for five weeks during October/November.

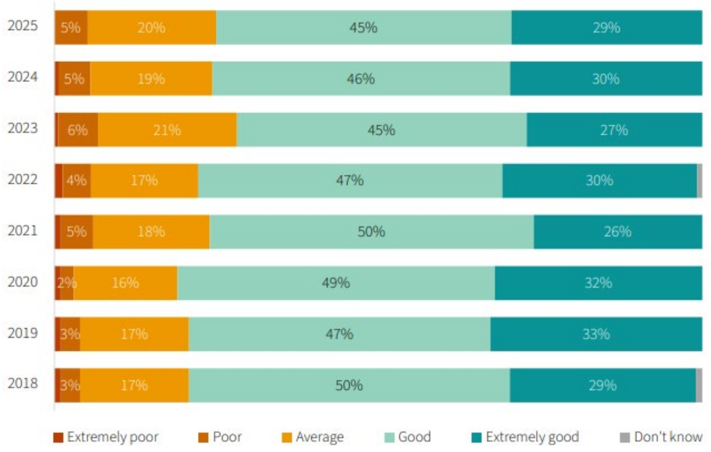
> 1,767 completed responses.

> Non-resident ratepayer survey was also conducted, with all non-resident ratepayers invited to participate via email. This received 330 responses.

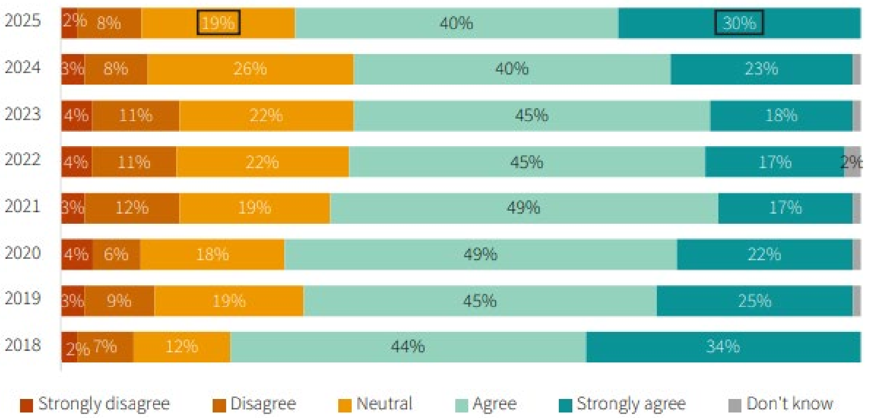
# KEY RESULTS

- Quality of life of residents remains high, with 74% rating it extremely good or better.
- Those that agree they have a sense of pride in the district increased significantly to 70%, and those that would recommend living and working here increased to 62%.
- Cost of living, housing, and access to health services continue to be the primary challenges in the district.
- Transport challenges and a weakening sense of belonging are secondary concerns.

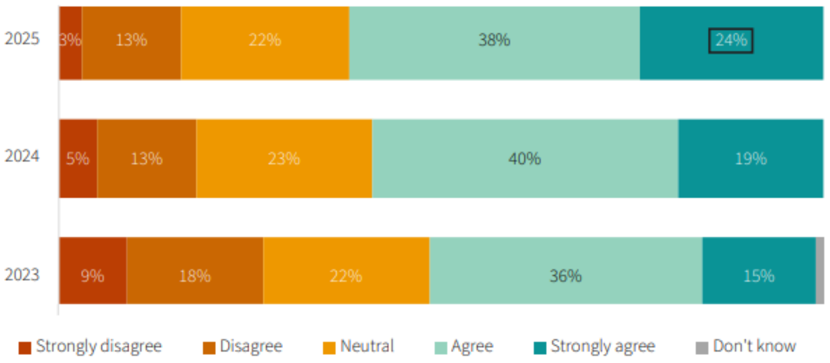
Overall quality of life




Pride in the district




Recommendation of the district

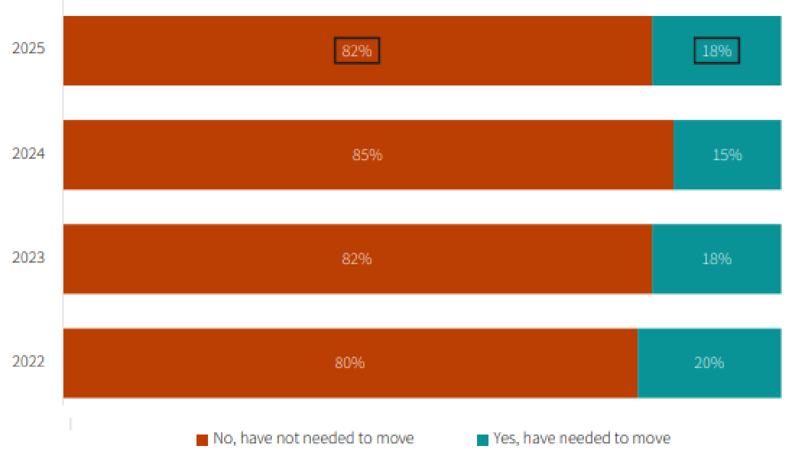


# HOUSING

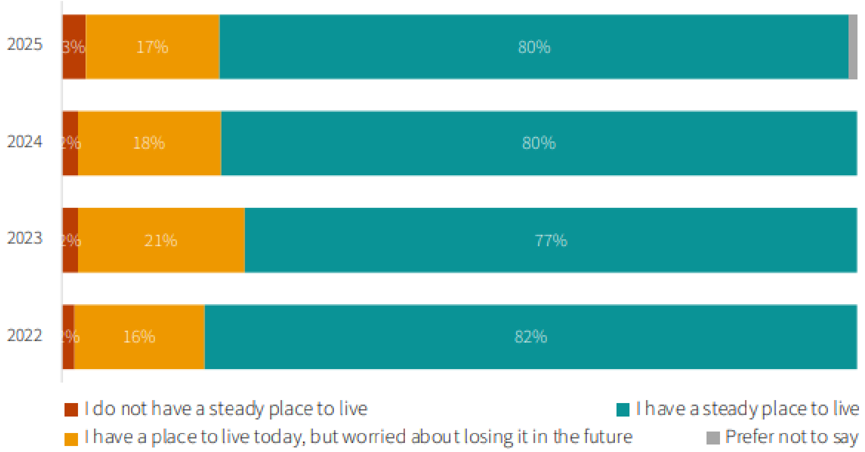
> 18% of residents had needed to move in the past 12 months (up from 15%), 20% didn't have a steady place to live or were worried about losing it in the future (unchanged), 10% had experienced temporary or insecure accommodation (up from 5%).

> Affordability, availability, and quality are frequent concerns of residents.

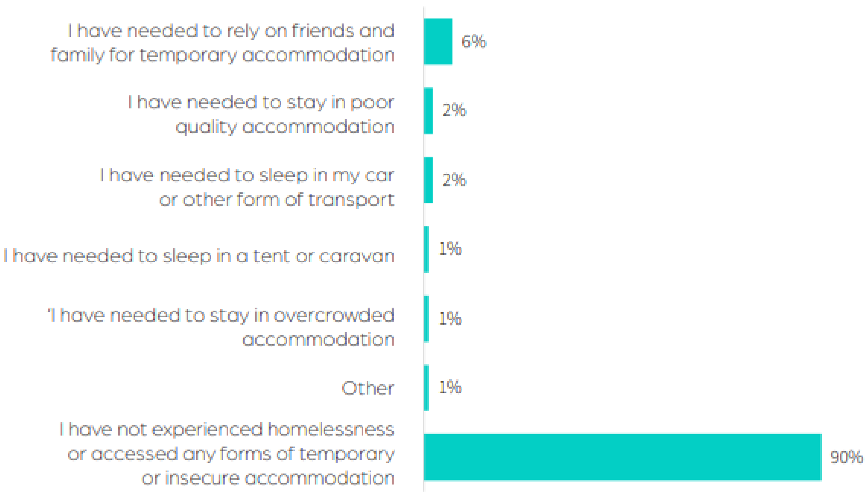
Required to move house in the past 12 months




Current living situation




Accessing temporary or insecure accommodation*

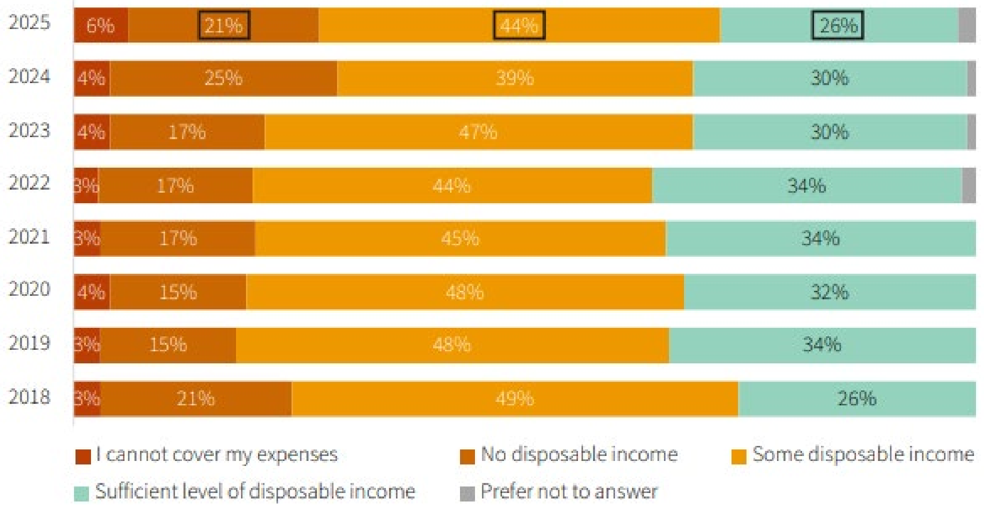


# JOBS AND INCOME

QUEENSTOWN LAKES DISTRICT COUNCIL

- High cost of living vs low wages continues to be a main theme, along with lack of diversity and career opportunities.
- Residents reporting no disposable income or being unable to cover expenses decreased from 29% to 27%.
- Resident's perceptions of their employment increased across all questions.

Ability to cover basic needs

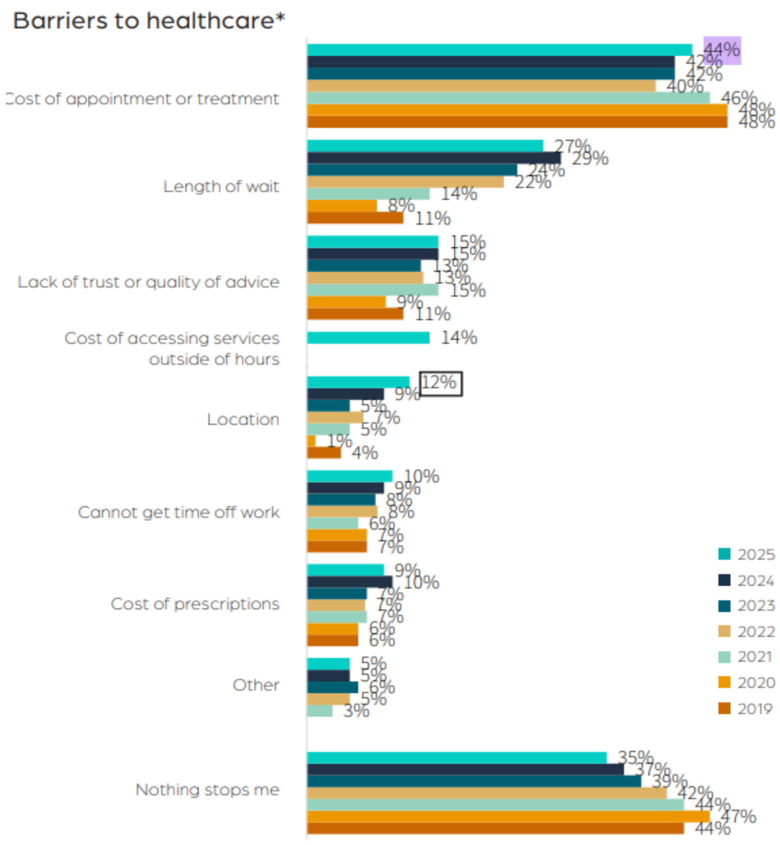



Perceptions of current employment: By year (total agree and strongly agree)

| | 2019 | 2020 | 2021 | 2022 | 2023 | 2024 | 2025 |
|---|---|---|---|---|---|---|---|
| I have learnt something new in the last 12 months | 76% | 73% | 74% | 80% | 83% | 69% | **74%** |
| My skills are being utilised to full capacity | – | – | 57% | 50% | 53% | 53% | **60%** |
| I see a long-term career path for me in the district | – | – | – | – | 45% | 41% | 46% |
| There are opportunities for promotion or career advancement | – | – | – | – | 43% | 38% | 41% |

# HEALTH

- Access to health services continues to be a growing concern amongst residents, along with the adequacy of existing facilities.
- Residents reporting no barriers to seeing a medical professional continues to decrease, with only 35% reporting this compared to 47% in 2020.

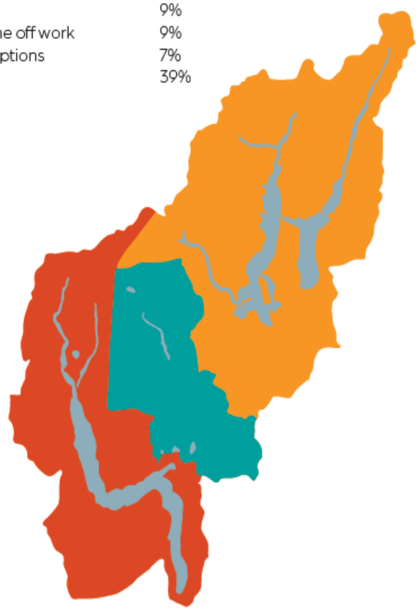



**ARROWTOWN-KAWARAU WARD***

| | |
|---|---|
| Travel for public healthcare | 18% |
| Travelled for private healthcare | 23% |
| Have not travelled | 63% |
| **Barriers to healthcare access** | |
| Cost appointment/treatment | 44% |
| Length of wait | 24% |
| Lack of trust/quality of advice | 14% |
| Cost of accessing outside hours | 10% |
| Location | 9% |
| Cannot get time off work | 9% |
| Cost of prescriptions | 7% |
| Nothing | 39% |

**WĀNAKA-UPPER CLUTHA / MATA-AU WARD***

| | |
|---|---|
| Travel for public healthcare | **27%** |
| Travelled for private healthcare | **31%** |
| Have not travelled | **49%** |
| **Barriers to healthcare access** | |
| Cost appointment/treatment | 44% |
| Length of wait | **37%** |
| Lack of trust/quality of advice | 13% |
| Cost of accessing outside hours | **22%** |
| Location | 15% |
| Cannot get time off work | 11% |
| Cost of prescriptions | 9% |
| Nothing | 31% |



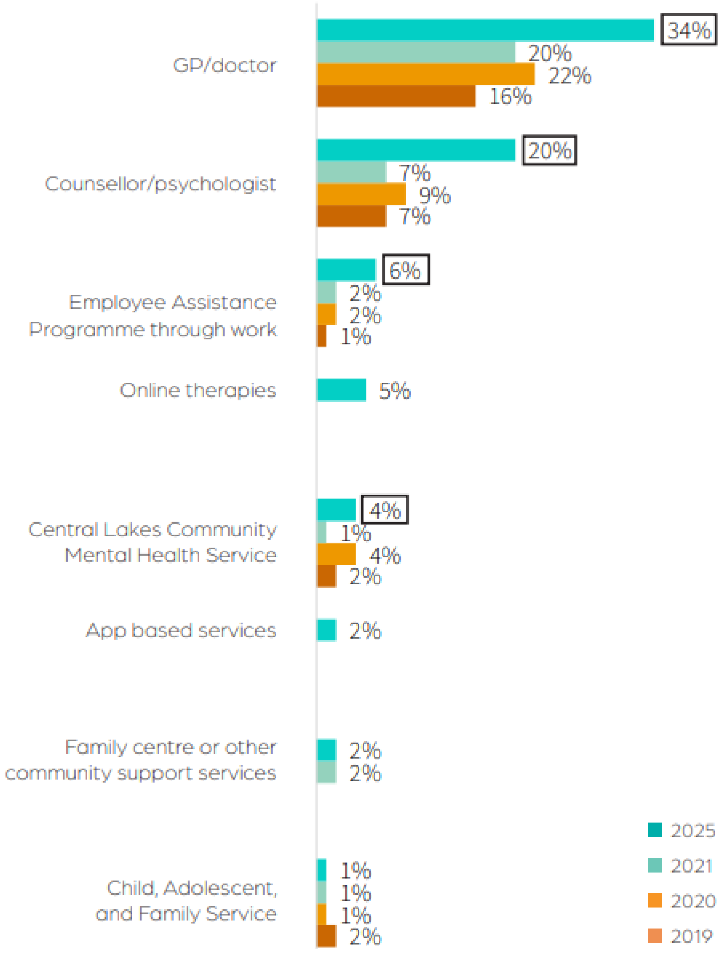
**QUEENSTOWN-WHAKATIPU WARD***

| | |
|---|---|
| Travel for public healthcare | 20% |
| Travelled for private healthcare | **19%** |
| Have not travelled | **65%** |
| **Barriers to healthcare access** | |
| Cost appointment/treatment | 43% |
| Length of wait | **22%** |
| Lack of trust/quality of advice | 16% |
| Cost of accessing outside hours | 10% |
| Location | 11% |
| Cannot get time off work | 9% |
| Cost of prescriptions | 11% |
| Nothing | 37% |

# HEALTH

QUEENSTOWN LAKES DISTRICT COUNCIL

Accessing of mental health services




- Residents accessing mental health services has increased significantly since 2025.
- However, those stating they know where to get mental health support, and that nothing stops them accessing mental health support have decreased significantly.
- Only 8% of residents agree there are sufficient mental health services in the district.

Perception of mental health services: By year (total agree and strongly agree)

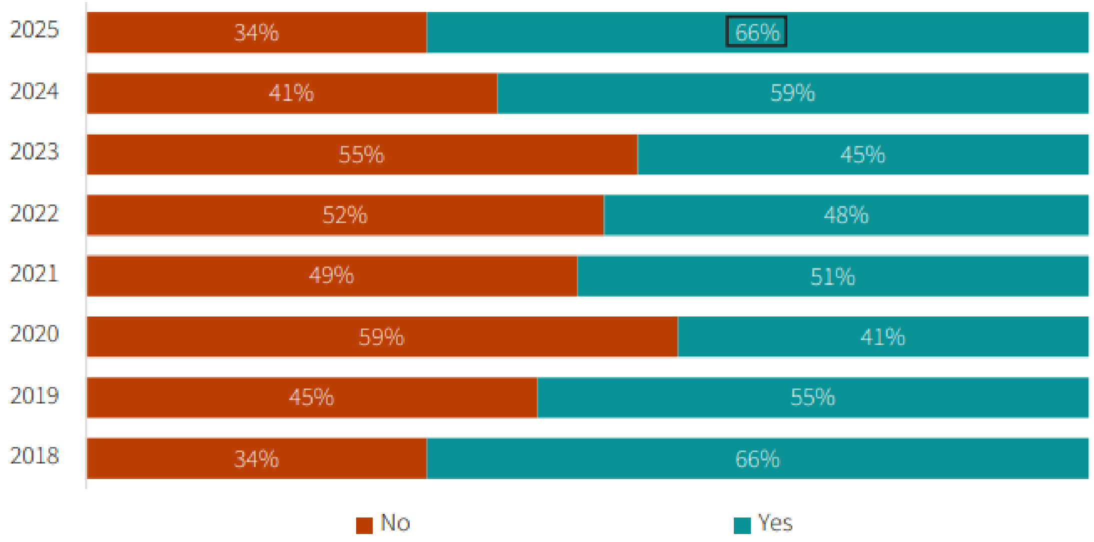
| | 2021 | 2025 |
|---|---|---|
| I know where to get mental health support | 55% | **37%** |
| Nothing stops me from getting mental health support if I needed to | 39% | **29%** |
| I can access mental health services at a time and location good for me | 22% | **18%** |
| There is sufficient mental health services in the district | 9% | 8% |

# CULTURE, CREATIVITY, AND HERITAGE

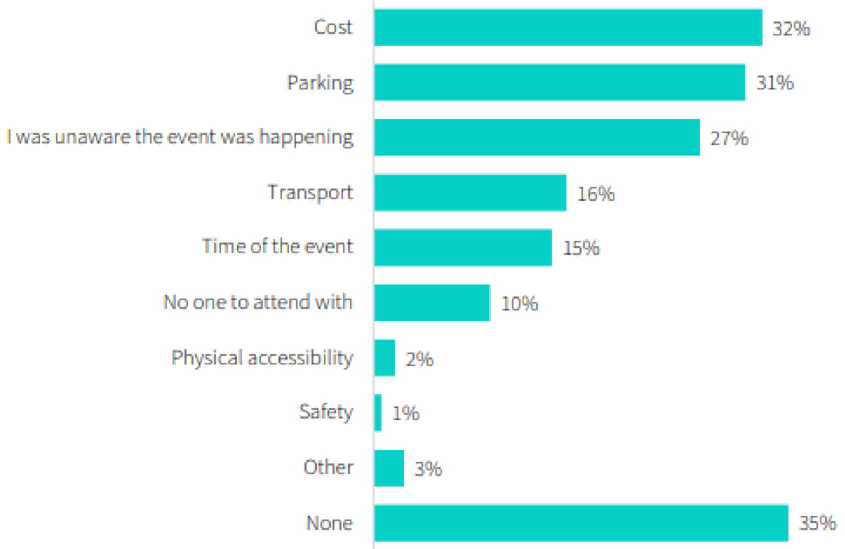
QUEENSTOWN LAKES DISTRICT COUNCIL

- Comments showed polarising views on culture across the district, with many calling for greater Māori representation, while others thought it was being forced upon them.
- There were also calls for greater investment in creative infrastructure.
- 66% reported attending an event in the district, the highest amount since 2018.

Participation, performance, or attendance at events in the district




Barriers to event attendance*



# TRANSPORT

- Residents continue to find public transport inadequate, especially those residing outside of the central Queenstown suburbs. Further comments centred on increasing congestion, safety concerns for cyclists, affordability, and parking.
- There was a significant decrease in residents who biked at least monthly as a form of transport, with small decreases across all other transport forms.

Use of different transport modes: By year (use at least monthly)

| | 2022 | 2023 | 2024 | 2025 |
|---|---|---|---|---|
| Walk | 69% | 64% | 81% | 79% |
| Bike | 37% | 41% | 42% | **35%** |
| Carpool | 20% | 20% | 23% | `20% |
| E-bike | 15% | 14% | 22% | 19% |
| Bus | 22% | 22% | 22% | 19% |
| Electric car | 9% | 11% | 14% | 12% |
| Water taxi | 4% | 3% | 3% | 2% |
| Micro-mobility | - | - | 4% | 2% |

# TRANSPORT

QUEENSTOWN LAKES DISTRICT COUNCIL

- Excluding affordability, all other public transport metrics increased.
- However, overall satisfaction that public transport meets the needs of residents was still only 19%
- When public transport views are compared between users and nonusers, users have significantly more positive impressions,

Perceptions of public transport (PT) across the district: By year (total agree and strongly agree)

| | 2018 | 2019 | 2020 | 2021 | 2022 | 2023 | 2024 | 2025 |
|---|---|---|---|---|---|---|---|---|
| PT is easy to get to from my house | 46% | 38% | 47% | 39% | 40% | 43% | 40% | 43% |
| PT is affordable | 60% | 57% | 54% | 56% | 55% | 52% | 47% | **41%** |
| PT is accessible for my needs | - | - | - | - | 27% | 29% | 28% | **34%** |
| PT is frequent enough to meet my needs | 40% | 28% | 37% | 22% | 14% | 17% | 19% | 24% |
| PT is reliable (it arrives/ departs on time) | 32% | 25% | 28% | 27% | 13% | 14% | 19% | 22% |
| Overall, PT meets the needs of residents | 33% | 22% | 31% | 20% | 12% | 12% | 14% | 19% |

Perceptions of public transport (PT) across the district: By users and non-users (total agree and strongly agree)

| | Non-user | User |
|---|---|---|
| PT is easy to get to from my house | 34% | **80%** |
| PT is affordable | 36% | **62%** |
| PT is accessible for my needs | 25% | **70%** |
| PT is frequent enough to meet my needs | 17% | **50%** |
| PT is reliable (it arrives/ departs on time) | 16% | **48%** |
| Overall, PT meets the needs of residents | 15% | **36%** |

# NEIGHBOURHOODS

QUEENSTOWN LAKES DISTRICT COUNCIL

- Many comments were positive in regards to neighbourhood safety and friendliness.
- Others were critical of the changing feel of their community.
- Sense of community results were little changed year on year, with 65% agreeing they lived in a welcoming community.

Perceptions of the sense of community: By year (total agree and strongly agree)

| | 2018 | 2019 | 2020 | 2021 | 2022 | 2023 | 2024 | 2025 |
|---|---|---|---|---|---|---|---|---|
| I could rely on my neighbours for support following an emergency | – | – | – | – | – | – | 67% | **62%** |
| This is a welcoming community | – | – | – | 66% | 64% | 66% | 65% | 65% |
| There is a strong and active community in this neighbourhood | 58% | 55% | 55% | 57% | 54% | 55% | 52% | 53% |
| Living in this neighbourhood gives me a sense of community or belonging | 63% | 61% | 61% | 57% | 53% | 51% | 51% | 51% |

Perceptions of the sense of community: By community (total agree and strongly agree)

| | Arrowtown | Lake Hayes Estate and Shotover Country | Arthurs Point | Whakatipu Basin | Wānaka | Hāwea and Hāwea Flat | Albert Town | Other Wānaka |
|---|---|---|---|---|---|---|---|---|
| I could rely on my neighbours for support following an emergency | 72% | 52% | 70% | 71% | 65% | 75% | 80% | 78% |
| This is a welcoming community | 71% | 61% | 74% | 73% | 63% | 75% | 69% | 64% |
| There is a strong and active community in this neighbourhood | 71% | 55% | 80% | 47% | 44% | 80% | 66% | 86% |
| Living in this neighbourhood gives me a sense of community or belonging | 66% | 44% | 61% | 49% | 53% | 61% | 64% | 56% |

| | Queenstown | Frankton | Sunshine Bay-Fernhill | Jacks Point | Glenorchy | Other Whakatipu |
|---|---|---|---|---|---|---|
| I could rely on my neighbours for support following an emergency | **39%** | 61% | 52% | 58% | **100%** | 81% |
| This is a welcoming community | **48%** | 63% | 57% | 69% | 89% | 73% |
| There is a strong and active community in this neighbourhood | **27%** | 39% | 45% | 55% | **93%** | 67% |
| Living in this neighbourhood gives me a sense of community or belonging | **28%** | 46% | 40% | 50% | **100%** | 72% |

# NEIGHBOURHOODS

QUEENSTOWN LAKES DISTRICT COUNCIL

> 93% of residents rated their neighbourhood as safe, while 80% thought the built spaces in their community were accessible.

Perceptions of safety and spaces: By year (total agree and strongly agree)

| | 2018 | 2019 | 2020 | 2021 | 2022 | 2023 | 2024 | 2025 |
|---|---|---|---|---|---|---|---|---|
| The neighbourhood is safe for myself, my family, and others | – | 91% | 92% | 92% | 91% | 91% | 90% | 93% |
| I participate in activities within my neighbourhood | 50% | 49% | 38% | 45% | 43% | 46% | 43% | 42% |
| The built spaces (e.g., parks, playgrounds, public buildings) in my community are accessible | – | – | – | – | – | – | – | 80% |
| The community where I live is accepting of different cultures and beliefs | – | – | – | – | – | – | – | 61% |

Perceptions of safety and spaces: By community (total agree and strongly agree)

| | Arrowtown | Lake Hayes Estate and Shotover Country | Arthurs Point | Whakatipu Basin | Wānaka | Hāwea and Hāwea Flat | Albert Town | Other Wānaka |
|---|---|---|---|---|---|---|---|---|
| The neighbourhood is safe for myself, my family, and others | 95% | 90% | 97% | 94% | 96% | 90% | 89% | 95% |
| I participate in activities within my neighbourhood | **60%** | 31% | 48% | 46% | 47% | **60%** | 59% | 57% |
| The built spaces (e.g., parks, playgrounds, public buildings) in my community are accessible | 91% | 78% | 73% | **46%** | 87% | 86% | 76% | 68% |
| The community where I live is accepting of different cultures and beliefs | 65% | 73% | 68% | 58% | **51%** | 67% | 53% | 41% |

| | Queenstown | Frankton | Sunshine Bay-Fernhill | Jacks Point | Glenorchy | Other Whakatipu |
|---|---|---|---|---|---|---|
| The neighbourhood is safe for myself, my family, and others | 89% | 93% | 89% | 94% | 100% | 100% |
| I participate in activities within my neighbourhood | **27%** | 31% | 24% | 37% | 76% | 62% |
| The built spaces (e.g., parks, playgrounds, public buildings) in my community are accessible | **63%** | 85% | 65% | 91% | 83% | 76% |
| The community where I live is accepting of different cultures and beliefs | 54% | 67% | 65% | 64% | 55% | 60% |

# ENVIRONMENT

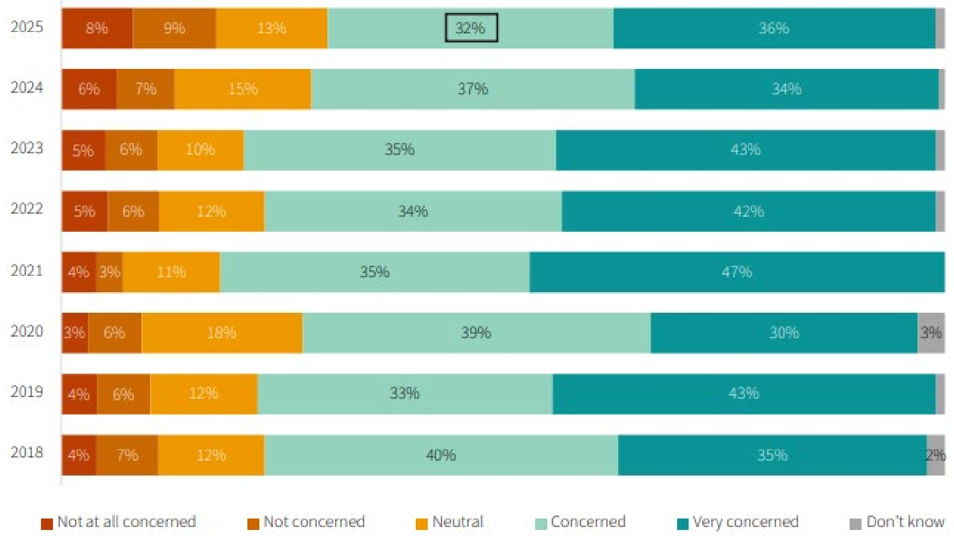
QUEENSTOWN LAKES DISTRICT COUNCIL

- Residents commented on the need for more education around waste and recycling, and better infrastructure.
- The vast majority agreed that they thought it was worth taking the time to get recycling right, and that they recycled correctly, but very few knew what happened to their recycling or whether it got recycled at all.
- 68% were concerned about the impacts of climate change. This was the lowest level since monitoring began.

Perceptions of recycling in the district: By year (total agree and strongly agree)

| | 2024 | 2025 |
|---|---|---|
| I believe it's worth taking the time to get recycling right | 87% | 87% |
| I am confident that I place the correct items in the recycling bin at home | 87% | 88% |
| I know what happens to my recycling after it is collected from the kerbside | 22% | 23% |
| I am confident that all the items in the recycling actually get recycled | 15% | 14% |

Concerns about the impacts of climate change



# NON-RESIDENT RATEPAYER RESULTS

QUEENSTOWN LAKES DISTRICT COUNCIL

- Key results include;
  - 64% do not rent their house out, while 14% rent it full-time to long-tern tenants and 8% full-time to short-term tenants.
  - 75% of those that don't rent their property out state that they need it available for when they come to the district, while 24% don't want to be locked into a tenant
  - 85% are satisfied with the community facilities in the district, 89% agree it is safe and 87% would recommend the district to friends.
  - However, only 51% think the district is easy to get around, 23% that public transport meets their needs, and 16% that it is affordable.
  - 29% agreed there was adequate healthcare (vs 30% disagree).
  - Comments from non-residents mentioned the worsening traffic and congestion, the loss of character, and affordability issues.

# QUESTIONS/FEEDBACK

- Final report along with previous reports can be found at: https://www.qldc.govt.nz/community/community-research
- Any further questions or feedback?