

ARLA Annual Report 2022-2023

Submitted 22 September 2023

1. Please provide the name of your District Licensing Committee.

Queenstown Lakes District Licensing Committee

2. Please provide the name, email, and contact phone number of your Committee's Secretary.

Anthony Hall, Anthony.Hall@qldc.govt.nz +64 3 450 0312

3. Please name each of your licensing inspectors and provide their email and contact phone number.

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4. The following questions relate to the number of licences and managers' certificates your Committee issued and refused in the 2022-2023 financial year. *Note: the 2022-2023 financial year runs from 1 July 2022 to 30 June 2023.*

Licences 2022-2023

4A: In the 2022-2023 year, how many total Applications did your committee grant for New 'on licences' and to renew existing 'on licences'?

102 (New = 29, Renewal = 73)

4B: In the 2022-2023 year, how many total Applications did your committee refuse for New 'on licences' and to renew existing 'on licences'?

0

4C: In the 2022-2023 year, how many total Applications did your committee grant for New 'off licences' and to renew existing 'off licences'?

67 (New = 16, Renewal = 51)

4D: In the 2022-2023 year, how many total Applications did your committee refuse for New 'off licences' and to renew existing 'off licences'?

0

4E: In the 2022-2023 year, how many total Applications did your committee grant for New 'club licences' and to renew existing 'club licences'?

5 (New = 1, Renewal = 4)

4F: In the 2022-2023 year, how many total Applications did your committee refuse for New 'club licences' and to renew existing 'club licences'?

0

Managers' certificates 2022-2023

4G: In the 2022-2023 year, how many managers' certificates did your Committee issue?

919 (New = 493, Renewal = 426)

4H: In the 2022-2023 year, how many applications for managers' certificates did your Committee refuse?

0

4I: In the 2022-2023 year, how many applications for managers' certificates were withdrawn?

0

Renewals 2022-2023

4J: In the 2022-2023 year, how many licence renewals did your Committee issue?

128

4K: In the 2022-2023 year, how many licence renewals did your Committee refuse?

0

4L: In the 2022-2023 year, how many managers' certificate renewals did your committee issue?

426

4M: In the 2022-2023 year, how many managers' certificate renewals did your committee refuse?

0

4N: As at 30 June 2023 what is the total number of On-Licences (new and existing) in your licensing district?

304

4O: As at 30 June 2023 what is the total number of Off-Licences (new and existing) in your licensing district?

124

4P: As at 30 June 2023 what is the total number of Club-Licences (new and existing) in your licensing district?

19

5. Please comment on any changes or trends in the Committee's workload in 2022-2023.

There has been a 30% decrease in temporary authorities sought, and also a reduction on the number of new licences being sought and issued, an overall decrease of 45%. New duty manager certificates increased by 40%.

6. Please comment on any new initiatives the Committee has developed/adopted in 2022-2023.

As the town was opening up again to tourists, licensees needed to employ new staff however they did not have the recommended six months experience to obtain a managers certificate. The committee introduced the 'Managers Experience Policy' for a 12 month trial period from July 2022 to July 2023. The policy allowed a managers certificate to be issued with less than six month experience provided an undertaking was signed.

The policy was reviewed in July 2023 and the DLC elected to continue the policy temporarily until February 2024. From March 2024 the DLC will assess new managers applications against the premises risk versus the managers amount of experience using a matrix system.

7. Has your Committee developed a Local Alcohol Policy?
No
8. If the answer to **7** is 'in force', what effect do you consider your Local Alcohol Policy is having?
N/A
9. A. If the answer to **7** is 'in force', is your Local Alcohol Policy due for review?
N/A
- B. If the answer to **9A** is Yes, has such a review been undertaken; and, if so with what result?
N/A
10. Please comment on the ways in which you believe the Sale and Supply of Alcohol Act 2012 is, or is not, achieving its object. Note: the object of the Sale and Supply of Alcohol Act 2012 is that:
- the sale, supply, and consumption of alcohol should be undertaken safely and responsibly; and*
 - the harm caused by the excessive or inappropriate consumption of alcohol should be minimised.*
- We believe the object of the Act is mostly achieved within our district. The majority of licensees cooperate well with the agencies and are aware of their responsibilities towards the object of the Act.
 - All applications must meet a set criterion under the Act, making sure licensees are scrutinised before licences are issued.
 - We believe the Act fails to meet the object in relation to remote sales and the delivery of alcohol. Most remote sales licensees contract the delivery of alcohol to a third party who do not deliver the alcohol to a person but prefer to leave it at the door. There is no accountability to ensure the person who has ordered and received the alcohol is over 18 years of age. Also with the increase of remote sales, the Act does not consider the instant delivery of the alcohol. There is no minimum time period that alcohol can be delivered.
11. What changes or trends in licensing have you seen since the Act came into force?
- There has been an increase in internet sales to purchase alcohol resulting in the increase of instant delivery of alcohol (less than 30 minutes).
12. What changes to practices and procedures under the Act (if any) would you find beneficial?
- Change to the procedure for calling a hearing for DLC/ARLA for time sensitive applications like a special licence. If an application only needs to be submitted 20 working days before the event, there is no time to call a hearing, even an emergency hearing. To ensure natural justice, the applicant should be entitled to a hearing rather than think they are required to accept all suggestions by any one of the three agencies.
 - Change to the address requirements where a remote sellers licence is issued to. Because all remote sales are conducted through the internet, a licensee does not need to be at the physical address the remote licence is issued to in order to process the sales. We have had a number of licensees needing a new licence because they have changed their home (licence) address. This creates extra work for inspectors when essentially the entire business operation remains the same, except the address. While licensees are aware they are required to only process their sales at the address the licence is issued to, in reality they could be using their lap top while in a café, on the bus, or using a shared work office space.
 - Consider simplifying when temporary and acting managers are appointed. There is still confusion among licensees and staff in understanding the difference of these two appointments.

- Consider removing the duty manager certification altogether. Instead, all employees working in a licensed premises be required to obtain the LCQ certificate or a new training standard. However, the requirements and offence remain the same for the person who would be appointed the overall responsible person.
- Clarification on whether buy now pay later 'AfterPay' service is compliant to the object of the Act.
- Clarification on whether table side order through QR codes is compliant to the object of the Act.
- When the Act came into force, 0% 'alcoholic' drinks were not particularly common. These have since proven extremely popular even the craft brewery industry is producing these. At Act requires on-licensed premises to have a low alcohol option that must be between 1.15% and 2.5% alcohol. Consideration to 0% beers may be beneficial as patrons appear to prefer these to the 2.5% options.
- Aisle ends are a contentious issue in supermarkets when assessing the exposure of alcohol. If alcohol products are not permitted in aisle ends, 0% alcohol is. These products still look like and are marketed the same as alcoholic products. Clarification is needed on whether these products should be considered when assessing the exposure of alcohol within a supermarket/grocery store.
- Aligning the reporting time frame for both the agencies and objectors to 25 working days. It is considered this alignment would allow the agencies adequate time to talk to public objectors if their views are similar and allow the agencies time to provide sufficient evidence to back up their opposition to applications.
- With the incoming changes to DLC practices within the next nine months it would be beneficial to require all members of DLCs to be qualified to undertake their roles similar to RMA commissioners.