
MONTHLY HIGHLIGHT REPORT



JULY
2020

Key Performance Indicators – Traffic light status report

Health & Safety Summary

Key Priorities Update

Financial Management Report
(not included this month)

Recovery Report

Monthly Highlight Report – July 2020

CORE INFRASTRUCTURE & SERVICES

Key Performance Indicators

WATER SUPPLY

WATER CONSUMPTION

Amount consumed per person per day

TARGET	RESULT
<470L	456.55L

WATER SUPPLY COMPLAINTS

No. of complaints per 1000 connections

TARGET <4 PER ANNUM	MONTHLY RESULT	YTD RESULT
Odour	0	0
Clarity	0.15	0.15
Taste	0	0
Pressure/flow	0.08	0.08
Continuity of supply	0.3	0.3
TARGET <2 PER ANNUM	MONTHLY RESULT	YTD RESULT
QLDC response to issues	0	0

WATER SUPPLY FAULTS

Median response time to attend site (urgent and non-urgent)

TARGETS	RESULTS
<60 mins	14 mins
<1440 mins	162 mins

WATER SUPPLY FAULTS

Median response time to resolve problem (urgent and non-urgent)

TARGETS	RESULTS
<1440 mins	106 mins
<10,080 mins	1749 mins

STORMWATER

STORMWATER COMPLAINTS

No. of complaints per 1000 connections

TARGET <5 PER ANNUM	MONTHLY RESULT	YTD RESULT
	0.68	0.68

STORMWATER FLOODING

Median response time to attend site

TARGET	RESULT
<180 mins	0 mins

Results in **RED**
Target missed by >5%

Results in **AMBER**
Target missed by <5%

Results in **GREEN**
Target achieved

● DIA measures

WASTEWATER

WASTEWATER OVERFLOWS

Median response time to attend site

TARGET	RESULT
<60 mins	17 mins

WASTEWATER OVERFLOWS

Median response time to resolve problem

TARGET	RESULT
<240 mins	107 mins

WASTEWATER COMPLAINTS

No. of complaints per 1000 connections

TARGET <5 PER ANNUM	MONTHLY RESULT	YTD RESULT
Odour	0.08	0.08
Faults	0.61	0.61
Blockages	0.34	0.34

TARGET <2 PER ANNUM

TARGET	RESULT
QLDC response to issues	0

SERVICE & \$\$\$

REQUESTS FOR SERVICE (RFS)

% customer RFS resolved on time

TARGET	RESULT
>95%	3 Waters 95% Solid Waste 99% Roading 85%

CAPEX

% within capital expenditure budget

TARGET	RESULT
80%-110%	N/A

WASTE MANAGEMENT

WASTE DIVERTED FROM LANDFILL

Total waste diverted from landfill

TARGET	RESULT
>917t	617t

WASTE TO LANDFILL

Total waste to landfill

TARGET	RESULT
<3,417t	3,605t

EXCEPTIONS

The following KPIs were not achieved and are shown to the left in red.

Requests For Service (RFS) - Roading - 85% of roading requests for service were resolved on time this month. This is below the target set. There has been an increase on internal RFS compliance for this month and the team is looking to continue this upward trend leading into next month.

Capex - This financial KPI is unable to be reported on this month due to the focus being on finalising year end financial reports for the upcoming annual audit.

Waste Diverted from Landfill - 617 tonnes of waste was diverted from landfill this month. The target for this reporting year (year 3 of the Ten Year Plan) has increased as it was set in line with the assumption of a step change associated with commencing the diversion of organics. Unfortunately, the diversion initiatives for this are not in place as originally planned and therefore the new 2020/21 target will be difficult to achieve. It is expected that diversion rates will be similar to the 2019/20 reporting year.

Waste to Landfill - Total waste to landfill this month was 3,605 tonnes and higher than the target set. The high contamination rates at the Materials Recovery Facility due to the aged plant are impacting results. This month, 168 tonnes of contamination from this facility went to landfill.

ACTIVE PARTICIPANTS

active sport and recreation participants per capita

TARGET	RESULT
>2,872	3,233

LAKE HAYES PAVILION

% hours of community use per month

TARGET	RESULT
>35%	26.04%

LAKE WANAKA CENTRE

% hours of community use per month

TARGET	RESULT
>39%	24.73%

QUEENSTOWN EVENTS CENTRE (INDOOR)

% hours of community use per month

TARGET	RESULT
>39%	53.97%

QUEENSTOWN EVENTS CENTRE (ROOMS)

% hours of community use per month

TARGET	RESULT
>47%	50.79%

TRAIL USAGE

Average number of daily trail users

TARGET	RESULT
>1800	1,070

QUEENSTOWN MEMORIAL CENTRE

% hours of community use per month

TARGET	RESULT
>59%	34.1%

ARROWTOWN ATHENAEUM HALL

% hours of community use per month

TARGET	RESULT
>38%	51.61%

ARROWTOWN COMMUNITY ROOMS

% hours of community use per month

TARGET	RESULT
>20%	22.12%

LIBRARY EVENTS

of community events held within libraries

TARGET	RESULT
>93	105

LIBRARY CIRCULATION

of items issued per month

TARGET	RESULT
>33,611	46,141

PARKS RFS

% RFS resolved within specified timeframe

TARGET	RESULT
>80%	80.73%

RESOURCE CONSENT TIME

% processed within the statutory timeframe

TARGET	RESULT
100%	92.77%


REGULATORY FUNCTIONS & SERVICES
BUILDING CONSENT TIMES

% processed within the statutory timeframe

TARGET	RESULT
100%	99.34%

FREEDOM CAMPING RFS

of freedom camping RFS per month

TARGET	RESULT
<26.5	1

CUSTOMER CALLS

% answered within 20 seconds

TARGET	RESULT
>80%	89.8%

COMMUNITY ASSOCIATION MEETINGS

% attended by Elected Members/QLDC staff

TARGET	RESULT
>80%	73%

COMPLAINTS RESOLVED

% complaints resolved within 10 working days

TARGET	RESULT
>95%	50%

LGOIMA REQUESTS

% responded to within 20 days

TARGET	RESULT
100%	100%

COUNCILLOR ENQUIRIES

% responded to within 5 working days

TARGET	RESULT
>95%	86%

INTEREST RATES

Weighted average interest rate per month

TARGET	RESULT
<6.5%	3.11%

EXCEPTIONS

The following KPIs were not achieved and are shown to the left in red.

Lake Hayes Pavillion - The occupancy rate for the Lake Hayes Pavilion was 26.04% this month. There are five regular weekly bookings in the facility but only two further event bookings for the month.

Lake Wanaka Centre - The occupancy rate for the Lake Wanaka Centre was 24.73% this month. While the monthly target was not achieved, there were six event bookings as well as a variety of bookings in the Armstrong Room. This included District Plan hearings, a workshop and a regular church group booking. The venue has had a lot of cancellations or postponements due to COVID-19.

Queenstown Memorial Centre - The occupancy rate for the Queenstown Memorial Centre was 34.1% this month. The facility lost a lot of bookings due to COVID-19, although some have been rescheduled for the latter part of this calendar year. The QLDC Holiday Programme used the facility for eight days which accounts for most of the usage this month.

Trail Usage - The average number of daily trail users in July was 1,070. Although lower than the target set, this is an expected result due to seasonal trends and is consistent with the same period last year.

Resource Consent Time - 92.77% of resource consents were processed within statutory timeframes in July. 89 consents were lodged and 83 decisions made this month. There is a continued focus on improving the processing of consents within statutory time frames.

Community Association Meetings - The number of community association meetings attended for July 2020 has not achieved the target set, with eight out of 11 meetings attended by Elected Members.

Complaints Resolved - 50% of complaints received were resolved within 10 working days this month. Two complaints were recorded in July, with one complaint for Planning and Development not meeting the KPI timeframes.

Councillor Enquiries - 86% of Councillor enquiries were responded to within five working days. 14 Councillor enquiries were lodged for July. The breakdown of these is three for Planning and Development, nine for Property and Infrastructure, one for Finance, and one for Regulatory. The two that did not meet the KPI timeframes were for Planning and Development and Property and Infrastructure.



PREVENTION

Positive Safety Actions

TYPE	RESULT
Take 5's	1572
Inspections/Audits	30
Safety & Wellbeing	71
First Aid Training	12
H&S Meetings	24

DEPT. SAFETY BEHAVIOURS

Self-assessments from monthly safety activities

TYPE	RESULT
A	1
B	17
C	1
Target achieved	No

QLDC WORKPLACE INCIDENTS

Across All Groups

TYPE	RESULT
Employees	2
Contractors	17
Volunteers	0
Public	8

WORK EVENTS

Injury Frequency Rates

TYPE	TARGET	RESULT
TRIFR*	<9	6.12
LTIFR**	<5	4.59

*Total Recordable Injury Frequency Rate
**Lost Time Injury Frequency Rate

NOTIFIABLE EVENTS

Notifiable to Worksafe

EVENT TYPE	RESULT
N/A	0

EVENT DETAILS

There were no notifications to Worksafe in July 2020

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

MONTHLY COMMENTARY

Accidents - Lost Time Injury (LTI), Medical Treatment Injury (MTI), Restricted Work Injury (RWI):

There were two employee incidents in the month of July 2020, one employee incident and one vehicle incident. There were 17 contractor incidents. 15 were self reported and two were reported by QLDC personnel. There were eight public incidents involving a member of the public at a QLDC work place. None of the incidents reported were significant or notifiable.

HEALTH & SAFETY COMMITTEE CHAIR

We are in Alert Level 1 with up to 75% occupancy of people in the office. Offices have ongoing trials in place around flexible working in regards to collaboration spaces and opportunities for future work environments.

Third party prequalification for contractors that perform medium to high-risk work is now a requirement for contractors working or wishing to work for Council. This is part of the contractor management update that is underway.

Department Safety Scoring: 1 A, 17 B's and 1 C.

Training in July: Winter Driving, First Aid and Site Safe.

COVID-19 is still playing a big part in the business. Hygiene and physical distancing is still a strong focus.

QLDC Health and Safety Objectives Review

2020/21	
COMPLIANCE:	Health & Safety internal audit by each department to be conducted utilising the WSMP standard
WORK EVENTS:	TRIFR 9 - LTIFR 5
PREVENTION:	90% of all incidents reported each month closed within allocated timeframe 100% of all Positive Actions Safety Statistics reported each month 100% reporting of safety statistics for all volunteers involved in high risk work as defined in the QLDC Induction Pack for Volunteers.
IMPROVEMENT:	90% of Health & Safety Committee actions completed on time
BEHAVIOUR:	Behavioural self assessment - Twice the amount of A scores to be reported monthly compared to C scores
WELLBEING:	At least 60% participation across wellbeing activities

KEY CAPITAL PROJECT UPDATES

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
<p>Project Manawa</p>	<ul style="list-style-type: none"> - Planning meetings were held to align transport related design and programming matters with other related projects. - Project Working Group update held. 	<ul style="list-style-type: none"> - Work continues for the project team, who are working with Ngai Tahu Property (under the Partnering Agreement) in developing the Foundation Documents for Council approval. - Workshop with Elected Members on progress with Ngai Tahu Property to be scheduled before end of October. 	<p>Amber</p>
<p>Wanaka Lakefront Development Plan</p>	<ul style="list-style-type: none"> - Stage 2: The project team is preparing for community feedback sessions for Stage 2 design options. - Stage 3: The Wanaka Lake Front Stage 3 design drawings have been submitted to the community. <p>QLDC and ORC consents for Stage 3 are currently being processed.</p> <p>Procurement plans for Stage 3 are being drafted.</p> <ul style="list-style-type: none"> - Stage 4 and 5: The concept plans for Stages 4 and 5 have been finalised and presented to the Wanaka Community Board. 	<ul style="list-style-type: none"> - Stage 2: Community consultation sessions to be held in August - one public meeting and three drop-in sessions. <p>Community feedback will close at the end of August.</p> <ul style="list-style-type: none"> - Stage 3: Tender documents to go out in August. 	<p>Green</p>
<p>Queenstown Gardens Development Plan</p>	<ul style="list-style-type: none"> - Feedback has been received from the Community Stakeholder groups on the concept landscape plan. - Work continues on the lighting engineer design. - Work continues on the detailed design for the carpark area with WPS. 	<ul style="list-style-type: none"> - Detailed design of Stage 1 to be started by Boffa Miskell. - Continue to work with Iwi on signage package. 	<p>Green</p>
<p>Coronet Forest Harvest</p>	<ul style="list-style-type: none"> - ORC audit in July - This has been graded as compliant. 	<ul style="list-style-type: none"> - H&S audit to be carried out 12 August. - Working with Friends of Lake Hayes, they have proposed that QLDC carry out an assessment on the sedimentation trapping. - Next ORC audit in Spring. 	<p>Green</p>

KEY CAPITAL PROJECT UPDATES CONTINUED

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
Tourism Infrastructure Fund (TIF) Projects	<p>TIF 2</p> <ul style="list-style-type: none"> - Albert Town toilet is completed and operational. - Lake Hayes Norski at bottom of Widgeon place is now in place. - Johns Creek (Hawea) two bay toilet has been installed. - Willow Bay (Hawea) toilet is now installed and operational. <p>TIF 3</p> <ul style="list-style-type: none"> - Two replacement toilets: the supply contract has been awarded to Exeloo Ltd. Contract was signed on 10 July. - Working though options as a neighbouring property at Bendemeer Bay wants the toilet moved from current location to the lakefront. Original plan was for replacement at the current site. 	<p>TIF2</p> <ul style="list-style-type: none"> - Working with Property & Infrastructure team on Bennett's Bluff Toilet. - Glenorchy prices for sheet piling and extra engineering to be discussed with the community date to be set. - Lake Hayes rowing club toilet completion date set - 19 October 2020 for all work. <p>TIF 3</p> <ul style="list-style-type: none"> - Bendemeer Bay request for quote - site location to be updated for pricing request. 	<p>Green</p>
Frankton Campground	<ul style="list-style-type: none"> - Lease extension agreed to 31 January 2021 - Currently reviewing the tender documents. - The tender and removals process has and continues to be affected by the impact of COVID-19. - Final removals from the old camp is underway, with three of the 80 structures remaining. 	<ul style="list-style-type: none"> - Expected date updated development plans will be provided by tenderer - 31 August 2020 - Opening date still to be confirmed. 	<p>Amber</p>

KEY COMMUNITY ISSUES

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
Responsible Camping	<ul style="list-style-type: none"> - On the 1st July an end of season hui/debrief was held with regional neighbours. - Review of Strategy for Responsible Camping Project Control Group (PCG) Workshop was held on 15 July. - Development of draft budget for 2020/2021 operational season was discussed at the PCG workshop on 20 July. 	<ul style="list-style-type: none"> - New Zealand Motor Caravan Association (NZMCA) – meeting to discuss upcoming season and expectations – 12 August. - Commercial Campground Owners / Managers Meeting – 13 August. - Next PCG workshop – 18 August - During August – confirmation of MBIE Funding and applications if available. 	Green
Growth - Housing Infrastructure Fund	<p>Kingston:</p> <ul style="list-style-type: none"> - Resource consent for development is granted. Design of the water supply scheme and wastewater scheme underway. Developer committed to proceed with the project. <p>Ladies Mile:</p> <ul style="list-style-type: none"> - Council decided on the 30 May 2019 to proceed with a council-led plan change. - Work on the masterplan is underway. <p>Quail Rise:</p> <ul style="list-style-type: none"> - Wastewater and water supply work along State Highway is finished. - Zoning for site is still under mediation - Negotiations for roadlink from SH6/Hawthorne Drive roundabout into Quail Rise are under way. 	<p>Kingston:</p> <ul style="list-style-type: none"> - Meeting with Kingston Community Association (KCA) to be held - Tuesday 4 August. - After meeting with KCA, a public meeting is proposed to be held - end of September. <p>Quail Rise:</p> <ul style="list-style-type: none"> - Negotiation with developer for water main easment - Resolve zoning appeal. 	Amber
Water Treatment/ Compliance	<ul style="list-style-type: none"> - The set up for meeting with the Small Communities representatives is currently under review. 	<ul style="list-style-type: none"> - Ongoing meetings with the Drinking Water Assessor 	Green

KEY PROCESSES

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
<p>Proposed District Plan (PDP)</p> <ul style="list-style-type: none"> - Stage one appeals progress - Stage two appeals progress - Stage three hearing progress 	<ul style="list-style-type: none"> - 101 appeals and 1065 appeal points scheduled for mediation and hearings, however more than three quarters of these are now resolved. - Mediations of Topics 1-23 completed with further mediation and hearings scheduled for outstanding complex rezoning appeals. - Decisions and consent notices for over 88% of appeal points updated into the plan. - 84 appeals and 930 appeal points were received challenging Council's decisions. - Mediations underway. - Council evidence on submissions on Stage 3 and 3B delivered March 2020. Submitter evidence delivered June 2020. - Stage 3 and 3B hearings completed July/August 2020. 	<ul style="list-style-type: none"> - Remaining mediations rescheduled but this could change with Level 2-4 restrictions. - Outstanding appeals scheduled for hearing in fourth quarter 2020 and first quarter 2021. - Mediations taking place in third and fourth quarter 2020. - Council reply due 3 September 2020. - Stage 3 recommendations due December 2020. - Stage 3 decisions due first quarter 2021. 	<p>Green</p> <p>Green</p> <p>Green</p>
<p>Annual Report 2019-20</p>	<ul style="list-style-type: none"> - Work is well underway for the Annual Report 2019-20. The project team have recently convened to ensure all deadlines are met in preparation for the auditors arriving on site. 	<ul style="list-style-type: none"> - Auditors arrive on site for four weeks - 24 August to 18 September - Annual Report to be presented to full Council for adoption - 29 October. 	<p>Green</p>

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
<p>Queenstown Centre Masterplan</p>	<ul style="list-style-type: none"> - Streetscape works targeting early construction date in accordance with Crown Infrastructure Project (CIP) timelines. - The arterials designation fast track workstream has commenced. - The arterials design / procurement for construction workstream has commenced. 	<ul style="list-style-type: none"> - Confirmation of streetscape works date. - Programme for arterials designation to be established. - Programme for arterials design to progress following handover from the Detailed Business Case team. - Boundary St Car Park and Alternative Private Sector-led Preferred Car Park proposal to be reviewed at August 2020 Council meeting. - Town Centre Transport Projects Detailed Business Case due to be completed - October 2020. 	<p>Green</p>
<p>Wanaka Town Centre Masterplan</p>	<ul style="list-style-type: none"> - The appointment of a Project Manager has not resulted and an alternative resource is now required. - Current team capacity is reduced through the additions of CIP workstreams. 	<ul style="list-style-type: none"> - Project Manager to be engaged at earliest opportunity. 	<p>Amber</p>
<p>Frankton Flats Masterplan</p>	<ul style="list-style-type: none"> - Final draft Masterplan and Integrated Transport Programme Business Case documents completed. 	<ul style="list-style-type: none"> - Seek Council endorsement. - Masterplan and Integrated Transport Programme Business Case proposed to go to Council in August 2020 (TBC). 	<p>Green</p>

KEY STRATEGIC POLICIES

ITEM	COMMENTARY	NEXT KEY MILESTONES	RAG STATUS
Future Development Strategy/Spatial Plan	<ul style="list-style-type: none"> - Work programme and timeframes being adjusted due to COVID-19. New timetables being finalised and will be released in the next couple of weeks. Spatial Plan and QLDC Recovery Team working closely together. - Draft work stream and scenario reports are being peer reviewed and updated. Quality of Life data is being integrated into all of these workstreams. 	<ul style="list-style-type: none"> - Community consultation feedback summary posted on the Lets Talk page - Spatial Plan timeframes to be adjusted following COVID-19. New work programme and date to be agreed with Central Government and Kai Tahu. 	Green
Climate Change Action Plan	<ul style="list-style-type: none"> - Final version has been adopted. - The Climate Reference Group has convened. - District Emissions Assessment is underway. - Emissions Master Plan and Sequestration Plan procurement is now complete. 	<ul style="list-style-type: none"> - Climate Reference Group to next meet - 17 August. - Review draft District Emissions Assessment - August. - Initiate Emissions Master Plan and Sequestration Plan project. 	Green
Housing Strategy/HAT	<ul style="list-style-type: none"> - Work programme and timeframes are being adjusted due to COVID-19. - The Housing Strategy team are working closely with the QLDC Recovery Team. - Internal and external working groups are currently under formation. - Housing Needs Assessment has been completed. - Strawman of strategy is currently being drafted. - Regular working group meetings have been set. - The communications planning is progressing. 	<ul style="list-style-type: none"> - Updated programme delivery to be developed in conjunction with the Recovery Team. - New Economic Evidence due - 24 August (via the PDP). 	Green
Whaiora Framework/Community and Culture Strategy	<ul style="list-style-type: none"> - Review of strategy focus areas/actions to be undertaken with Tier 3 Managers. - Due to COVID-19 pandemic and the significant effect this will have on the Queenstown Lakes community, re-scoping and alignment with the recovery process is required. 	<ul style="list-style-type: none"> - Strategy to be revisited with project sponsor - August 2020 	Green

RECOVERY REPORT



Monday, 20th July 2020

Key Messages

COMMUNITY

- The **Kia Kaha QL community hub** stood down as at 17 Jul, and will potentially continue Wellbeing Fridays for a few weeks. Last week we ran a strategic planning workshop with representatives from MBIE, MSD, INZ and DIA. Workshop outputs to be discussed with governance. The next stage will be to prepare the concept operating model.
- The Red Cross began its **provision of migrant welfare support** Wednesday 1st July, under the new DIA-sponsored scheme. CDEM welfare support formally ceased at midnight 30th June, although provision has been made for a quick transition, with CDEM able to continue making NEMA claims until 15 July. At this stage we have no visibility of data on how many migrants are requesting (and receiving) welfare within the district, only at a regional level. These numbers are far lower than anticipated.

BUSINESS

- RTO deadline for the \$1.7m was last Fri. Michelle and Peter spent time with them and MBIE (Abby) last week encouraging them to see destination management as a collaborative opportunity to work alongside QLDC. Seemed to go well and Abby back down July 16 to continue discussions.
- **Events** Event funding round open now. Some funding also earmarked in RTO applications for events – possibly to make sure events that come are leveraged to profile the district. \$10m announced for events - apparently likely to be \$300-400k per event is the expectation – Jan Maxwell is leading the Regional Panel liaising with Major Events New Zealand. To help manage allocation of the additional \$10mil dollars.
- **Film** workshop being run by Paradise studios group this week (they have a studio proposal for Gibbston valley). \$73m extra funding announced – Film office will work to attract some the productions to the district
- **A DOC/QLDC pilot of how tourism workers can be redeployed into nature-based jobs is continuing.** We are inviting Aaron Fleming to the next meeting for when Minister Sage visits the Mayoral forum in Dunedin on the 31st of July. We have also employed Jen Andrews to document the lessons learned from the pilot.
- **Business support organisations** RFP now on GETS for staff retention/leadership project. We have had strong interest for the RFP. This closes on Wednesday 22nd July
- **CBD vitality** is a concern and looking to look at options to deal with this, alongside streetscape work. Talking with Auckland Council experts in this area this week
- **Summit** for governance and exec groups of Chambers/RTOs/Council etc. There is a draft brief being circulated to Michelle and Steve.

INFRASTRUCTURE UPDATE

- QLDC is the first place in the country to receive confirmed CIP funding, for the Arterials (\$50m) and streetscapes (\$35M). No further information on the other three CIP projects (QEC, Wanaka Lakefront, Cardrona wastewater), or whether contributions will be made the remainder of the QTC CIP submission (active travel, PT hub, NZTA street upgrades)
- QLDC is the only TA in the country to have a project (Queenstown Town Centre) listed in the **Fast Track Consenting Bill**, which passed in the House last week. Other than the addition of the QLDC/NZTA project, the list of projects in the Bill remained relatively unchanged. QLDC's other CIP packages, if funded by the Government, will make use of the Bill's "referred project" stream, which uses an Order-in-Council to consider and grant consents. Investigation has begun on the Wanaka Lakefront Project in this regard.

FOREIGN NATIONALS & REPATRIATION

Brazilian Embassy update

- On Wednesday 15 July, the Brazilian Embassy provided a travelling consular service in Queenstown located next to the Hub. Jen Andrews and Craig Gallagher facilitated the visit but the embassy liaised directly with its citizens to promote the service and book appointments. They saw 50 people from Queenstown, as well as a few from Invercargill, Gore and Dunedin, and assisted them with a range of documentation usually only issued in Wellington. This included birth certificates, Power of Attorney, and documentation for over 65-year olds to help them access their pension payments in Brazil.
- The embassy has created a new form on its website to assist its citizens and seek their current status i.e. where people are, who needs assistance, and who plans to go home. Around 250 people have registered and we are currently waiting for the embassy to send us QLD-specific numbers.
- The Brazilian Minister has been in contact with LATAM to ask whether when it will restart its flights to Brazil (none until September/October). Current options are Qatar Airways (Brisbane > Doha > Sao Paolo) and Emirates (Auckland > Brisbane > Dubai > Sao Paolo).

Current commercial flight opportunities/challenges/barriers to travel

With further COVID outbreaks around the world, commercial routes have been severely impacted by new border restrictions.

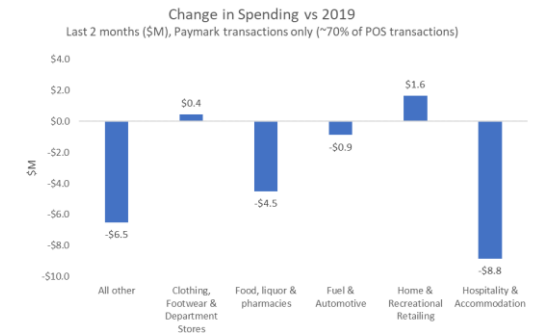
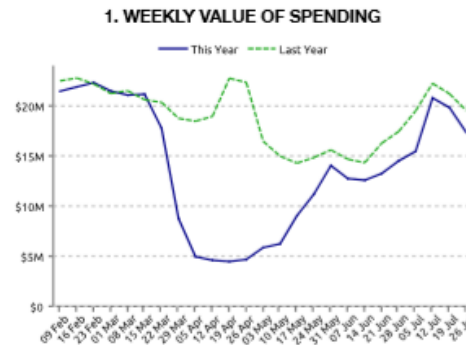
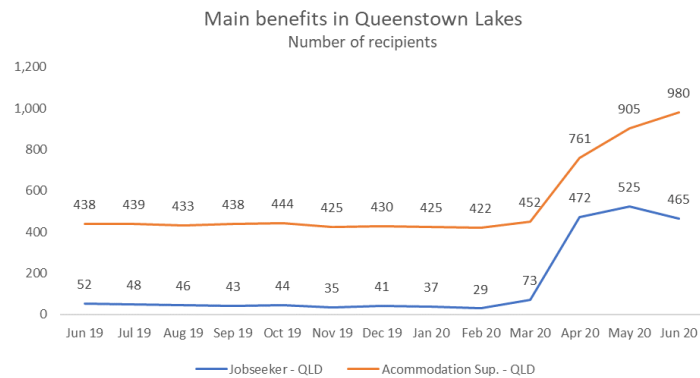
- There is very little capacity to or via Australia until 8 August. New rules mean that NZ passport holders can only transit Australia visa-free for 8hrs or less, airside only. Transit visa processing times for Australia are now out to 38 days.

- Travel documentation remains complex, with people not having the necessary transit visas and quarantine exemptions granted in time for their flights.
- Philippine Airlines has cancelled services to Manila to 30 September (we have quite a large Filipino community and ~480 sought welfare assistance prior to the 1 July handover).
- Air NZ has expanded its network to include Tokyo, San Francisco and Shanghai. It continues to be the most consistent airline for people repatriating to North America and the UK.
- Emirates is now flying 3 times a week out of NZ via Australia but availability is limited with most flights full for the next few weeks.
- Singapore Airlines is now flying 3 x times a week to limited destinations. Many borders in South East Asia remain closed so these flights are more suited for those travelling to the UK/Europe.

Recovery update 3rd August 2020

Key Facts:

- Spending in the first week after the school holidays was 11% behind the same period in 2019, and a similar drop from the previous week. Clothing, footwear, and general retail store spending continues to provide the only increase relative to 2019.
- The number of people seeking MSD’s Jobseeker payment reduced in June to 462 (a drop of 60 from May). MSD confirmed that they had indeed placed a number of jobs with employers; we suspect the uncertainty about economic activity will cause businesses to require a flexible workforce at least in the near term

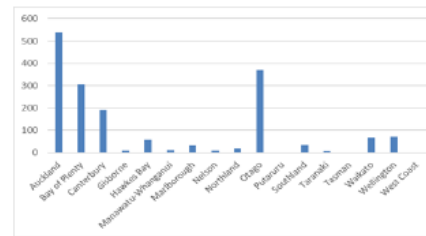


	Num	Change	Change %		2019 (\$M)	2020 (\$M)	Change (\$M)	CHANGE (%)
Jobseeker	465	↓ -60	-11%	Week ending 26 July	\$ 19.50	\$ 17.30	↓ \$ (2.20)	-11.3%
Accommodation Sup	980	↑ 75	8%	Last week		\$ 19.20	↓ \$ (1.90)	-11.0%

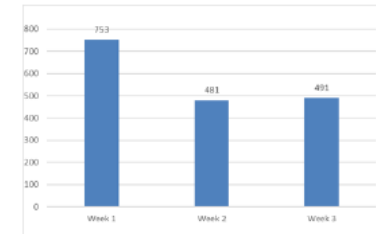
DIA/Red Cross reported that, over the first 3 weeks of the new **migrant welfare** process, 1,700 people nationally (370 in Otago) had sought welfare. This is a dramatic drop from the ~1,000 per week in Queenstown alone that had sought support in the final weeks of the CDEM-led process. DIA report that only 3% of those who had requested support had been declined due to not meeting the hardship criteria.

We have begun calculating average rents in the district. The most reliable source is the Tenancy Office. As shown in the chart below rents have dropped for two months in a row, with average rents now \$140 per week lower than pre-Covid.

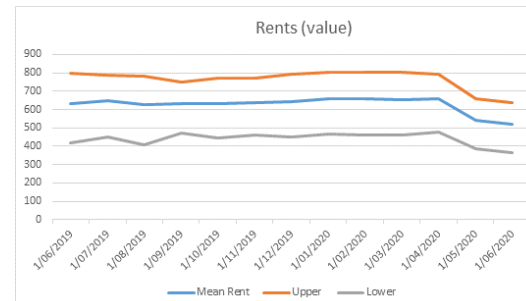
Applicants by Region 1/7-22/7



Applicants by Week 1/7-22/7



Rents (value)



Recovery Initiatives

REPAIR 0-3m	REBUILD 3-18m	REGEN 18m+	PROJECT NAME	PROJECT DESCRIPTION	PROJECT LEAD	PROJECT STATUS
•			Migrant Welfare	Working with DIA and Red Cross to monitor welfare needs and delivery	Bill Nicoll	Underway
•	•		Kia Kaha QL Hub	QLDC in partnership with CG agencies establishing a local (virtual or physical) community and employment hub offering a single place which connects different components of services (locally and centrally)	Marie Day	Design
•	•	•	Psychosocial & Mental Wellbeing Recovery	Working with community orgs and SDHB etc. to develop/enhance services for mental health	Marie Day	Design
•	•	•	Social sector agency capacity analysis	Regular Survey of social agencies to assess capacity to meet increased demand	Marie Day Katherine Davies	Underway
•	•	•	Community Group Liaison	Interagency liaison, community trusts, schools etc.	Marie Day	Underway
•	•	•	Recovery Reporting	Monitoring key indicators of community and economic status and recovery; production of weekly intelligence report.	Katherine Davies	Underway

	•		Short-term Mayoral Taskforce	Input into Mayoral Taskforce on Short term Tourism Recovery	Michelle Morss	Underway
	•		In the Wild	Collaboration of QLDC/DOC/ORC and other nature-based projects to create jobs	Tim Dowson Thunes Cloete	Underway
	•		Workforce Alliance Pilot	Piloting an alliance of local businesses for redeployment into nature-based jobs	Peter Harris	Underway
	•		Workforce Planning	Project considering workforce requirements and coordination across multiple sectors (hort, vit, dairy, conservation, tourism)	Sharon Fifield	Design
	•	•	Diversification plan	Diversification stocktake which will then inform a diversification plan to consolidate efforts	Peter Harris	Design
	•	•	Approved CIP projects	Liaising with CIP re: Arterials and Streetscapes	Steve Batstone Caroline Dumas	Underway
	•	•	RRAG	Input into The Regenerative Recovery Advisory Group	Michelle Morss	Underway
	•	•	Torokiki	Community-facing system (Hunchbuzz) to triage, evaluate and advance good ideas	Peter Harris/ Bill Nicoll	Underway

•	•	•	Intelligence Gathering	Sourcing data, research, analysis and modelling including Infometrics scenarios, ORED, DataVentures etc.	Katherine Davies	Underway
•	•	•	Recovery Briefings for key stakeholders	Ad-hoc advice, infographics, briefings and presentations to key stakeholders e.g., officials, Ministers, community groups etc	Steve Batstone	Underway