

## ARLA Annual Report 2023-2024

Submitted 11 September 2024

**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.**

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**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 2023-2024 financial year. *Note: the 2023-2024 financial year runs from 1 July 2023 to 30 June 2024.***

### Licences 2023-2024

**4A: In the 2023-2024 year, how many total Applications did your committee grant for New 'on licences' and to renew existing 'on licences'?**

113 (New = 43, Renewal = 70)

**4B: In the 2023-2024 year, how many total Applications did your committee refuse for New 'on licences' and to renew existing 'on licences'?**

0

**4C: In the 2023-2024 year, how many total Applications did your committee grant for New 'off licences' and to renew existing 'off licences'?**

33 (New = 17, Renewal = 16)

**4D: In the 2023-2024 year, how many total Applications did your committee refuse for New 'off licences' and to renew existing 'off licences'?**

0

**4E: In the 2023-2024 year, how many total Applications did your committee grant for New 'club licences' and to renew existing 'club licences'?**

13 (New = 2, Renewal = 11)

**4F: In the 2023-2024 year, how many total Applications did your committee refuse for New 'club licences' and to renew existing 'club licences'?**

0

### **Managers' certificates 2023-2024**

**4G: In the 2023-2024 year, how many managers' certificates did your Committee issue?**

1077 (New = 585, Renewal = 492)

**4H: In the 2023-2024 year, how many applications for managers' certificates did your Committee refuse?**

1

**4I: In the 2023-2024 year, how many applications for managers' certificates were withdrawn?**

23

### **Renewals 2023-2024**

**4J: In the 2023-2024 year, how many licence renewals did your Committee issue?**

97

**4K: In the 2023-2024 year, how many licence renewals did your Committee refuse?**

0

**4L: In the 2023-2024 year, how many managers' certificate renewals did your committee issue?**

492

**4M: In the 2023-2024 year, how many managers' certificate renewals did your committee refuse?**

1

**4N: As at 30 June 2024 what is the total number of On-Licences (new and existing) in your licensing district?**

326

**4O: As at 30 June 2024 what is the total number of Off-Licences (new and existing) in your licensing district?**

137

**4P: As at 30 June 2024 what is the total number of Club-Licences (new and existing) in your licensing district?**

20

### **5. Please comment on any changes or trends in the Committee's workload in 2023-2024.**

- There has been a 18.5% decrease from previous year in Special Licence Applications (issued)
- There has been a 53% increase in Temporary Authority Applications from previous year (issued)
- There has been a 48% increase in New On Licence Applications (lodged)
- There has been a 18% increase in New Managers Certificate Applications (lodged)
- Workload is generally increasing as people look to find workarounds and loopholes to legislation and it feels the burden of proof on the agencies is getting even higher.
- Prices have increased for both food and beverage due to rising costs and inflation. Staff pressures continue, with competitive wages in the district. Immigration process regarding visas is taking a considerable amount of time resulting in frustrations with premises being short staffed and therefore open less hours.

**6. Please comment on any new initiatives the Committee has developed/adopted in 2023-2024.**

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 manager's certificate. The committee introduced the 'Managers Experience Policy' for a 12-month trial period from July 2022 to July 2023. The policy allowed a manager's 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 the end of 2024. After this time, 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:**

- a) the sale, supply, and consumption of alcohol should be undertaken safely and responsibly; and**  
**b) 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).
- On-licence premises are struggling due to inflation and cost of living
- Immigration issues with staffing
- Buy Now Pay Later services such as 'Afterpay' offered in licensed premises to pay for alcohol

## 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 laptop 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.
- Clarification on weather buy now pay later services like 'AfterPay' service 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. The 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.
- 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.
- It would be beneficial to require all members of DLCs to be qualified to undertake their roles similar to RMA commissioners.
- Longer lodgement period for class 1 specials – not feasible for large scale events to be processed within 20 working days.
- Class 1 special licence fees need to be reassessed to add a category for events where thousands of people will be attending. Events where over ~15,000 people attend takes a considerable amount of work before and after the event has taken place. The \$575 amount currently paid does not go anywhere near covering inspector and DLC costs particularly when there may be agency oppositions and a hearing required to take place.
- Consider the removal of the exemption under s.38(2) for caterers not having to display their licence while catering events at third party premises.
- Clearer guidelines for off-licence window displays for supermarkets and bottle stores.
- Legislation needs to be reviewed as it's not keeping up with the times i.e. remote sellers and instant delivery of alcohol.
- Fees need to be reviewed and increased along with the Cabinet set DLC payment rates need to be increased.
- Section 222(c) – Criteria for Manager's Certificates – references the experience or recent experience the applicant has had in 'controlling' a licensed premises – this would only be possible if they have been appointed temporary or acting manager which may not be the case for all applicants.