



Glenorchy Community Visioning Report 2016

Forum Report: November 2016



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1. Overview

This report summarises the outcomes of two forums held in Glenorchy on 11th and 12th April 2015. The first workshop took place over the course of a whole day, allowing for significant discussion of longer term goals as well as more immediate priorities. The second shorter workshop moved more quickly and focused on priority issues, but allowed reflection and comment on the long-term goals that emerged from the first.

In total 67 people attended these sessions, with 21 at the first and 46 at the second. Forum attendees were asked to share their views on a vision for the future of the Glenorchy and identify barriers and issues that need to be addressed. Attendees were asked to provide one word that described the biggest challenge currently facing the community. The results are presented in the wordle below:



A Glenorchy Visioning Task Force was established of volunteers from the community in May 2015 to consider the views raised at the forum, create a long term vision and recommend steps for the community to achieve their vision.

In developing their recommendations the taskforce considered the key themes raised at forum - community, environment, economy and infrastructure

The taskforce also considered the Glenorchy Community 2001 Community Plan “2001 Community Plan” and you will find reference to relevant parts of the plan throughout this report.

2. Scope

- This review encompasses Glenorchy township and the area west and north of Rat Point and enclosed by the Richardson and Humbolt Mountains.
- The taskforce were guided by the Terms of Reference set out by the Shaping our Future Steering Group. The full Terms of Reference are available in Appendix 1.
- The taskforce decided that the specific design guidelines held within 2001 Community Plan and incorporated into the QLDC District Plan were outside the scope of this taskforce as they were not dealt with specifically at the forum and should be part of a separate process.

4. Key Recommendations

In order to achieve the vision for Glenorchy the taskforce have identified a number of key recommendations as steps to achieving the vision for the community. In formulating the recommendations the taskforce considered the forum information, current situation, successful outcomes, gap analysis and key performance indicators. The taskforce focused on the key areas identified at the public forum of community, environment, economy and infrastructure. Further recommendations are included with each section.

1. Glenorchy Community reaffirms that Section 2 (The Spirit and Vision) and Section 3 (District Wide) of the Glenorchy Community 2001 Community Plan, along with the additions in this report, desirable outcomes for the collective future of the community.
2. The Glenorchy Community Association adopts this report and actions the recommendations in section 6.2 specifically related to the GCA.
Why? To continue to provide the Glenorchy community with a strong representative unified voice within the district.
3. Sustainable Glenorchy, QLDC and the GCA agree a wastewater management framework that leads the way in environmentally sound long term solutions.
Why? To ensure a long term environmentally sustainable, self-sufficient community.
4. The Glenorchy Community Trust is approached to consider commissioning a report on the options for renewable energy generation and use at the Head of the Lake that provide the best possible fit with the Glenorchy environment. *Why? To ensure a long term environmentally sustainable, self-sufficient community.*
5. QLDC commission a report to identify traffic management strategies including routing, calming, pedestrianisation and parking that will minimise the impact of increasing traffic in the township eg bus parking, campervans.
Why? To be pro-active in planning for future infrastructure needs of Glenorchy, ensuring funding is in place and the impact of increasing traffic is minimized and/or managed within the township.
6. Businesses operating in Glenorchy form a Glenorchy Business Association with the initial objectives of:
 - a. Leading an assessment of the economic wellbeing of the Glenorchy community to identify opportunities for diversification, gaps to fill or areas to strengthen.
 - b. Identify options and demand for establishing a shared office space/business hub.
 - c. Review worker accommodation availability and demand.
 - d. Facilitate the production of briefing material and training for frontline tourism staff.
 - e. Establish shared key messaging about Glenorchy, its values and work with Destination Queenstown to establish and attract target visitor groups.
 - f. Provide a central source for gathering statistics and sharing information.
 - g. The group considers independent executive or facilitator support to assist businesses to collaborate.*Why? To achieve a unified community, business leaders, owners and operators need to work together to plan for the long term future of Glenorchy. Increasing numbers of visitors impact on the local environment and community. By working together the industry can proactively work towards managing growth in a way that is advantageous to the community.*

7. A group is formed to identify the requirements, options and actions necessary to place Glenorchy at the centre of a growing network of tramping and cycling trails at the head of the lake. *Why? The type of visitor that is attracted to cycling and tramping are more likely to share the values of the Glenorchy community, valuing their rural and native environment.*

8. QLDC, when reviewing the District Plan rules for Glenorchy identify actions that will encourage development of residential accommodation (1) suited to the elderly and (2) as affordable accommodation.
Why? Affordability and supply of the right type of housing is an issue facing the entire district.

9. The Glenorchy School Board of Trustees work with Wakatipu High School, and the Education Board to explore options for a modern learning environment eg satellite classroom for secondary students in Glenorchy and/or a mid-week boarding option.
Why? Education provision is changing, in order to continue to have young people educated within the community alternatives to long daily travel times need to be investigated and acted upon.

5. Current Situation (Baseline Analysis): Glenorchy Community

- The total Glenorchy population in 2015 is 465 individuals. This is projected to grow to 830 by 2031.
- Based on QLDC growth projections and projected population growth the village has enough dwelling space available for growth based on an average of 2 people per household. This prediction is based on current zoning and includes rural dwellings (both built and unbuilt)

Business/Commercial

- In 2016 the Glenorchy business/commercial environment is made up of a mix of retail, tourism, agriculture and accommodation services.
- Current urban plans for Glenorchy allow for reasonable growth over the next 50 years.
- Any large scale development or change to the commercial environment eg Milford Tunnel could have a large impact on the township and surrounding areas.
- Glenorchy currently has range of accommodation businesses.
- Tourism activities and visitor numbers to Glenorchy are growing with an associated increase in stress on current infrastructure. Promotion for Glenorchy is managed by Destination Queenstown with no current active Business Association.
- There is a growing element of concern around wages/accommodation and consistent messaging for the Glenorchy Region.
- The Glenorchy 'Head of the Lake' brand is still active but not managed by the community and appears to lack direction or buy in from all tourism businesses.

Education:

- Primary School population of 35/40 is expected to remain stable for the future with a lot of young families in the area replacing those leaving to go to further education. The school is well resourced and supported by local families and businesses.
- 16 Students currently travelling to Queenstown for High School. Others travel to boarding school further afield. Wakatipu High School is due to move to Frankton Flats in 2018 which will impact on the number of students staying in the area due to commute time.

Community:

- Glenorchy community is well served with primary school, nurse (due to finish up), medical centre (multipurpose, library, museum), petrol station, post office, airstrip, pubs, cafes, general store, fire and ambulance services, and a good selection of community and sporting groups.
- There is currently a wide range of community organised activities based around the hall and village green - fishing competitions, flower show, long lunches, market days, film and music nights, programmes of talks and discussions as well as a range of sporting and other social groups and activities such as community planting and clean up working bees
- The local community is currently actively trying to maintain the sense of community and support for local clubs and services that has been a feature of the lifestyle in Glenorchy. There are challenges, with increasing demands on people's time and engaging with new residents/visitors.

Environment:

- The Queenstown Lakes District currently defines Glenorchy as an area of 'outstanding natural landscape'. This is defined by the district plan and environment court. The boundaries were defined in 14005 Landscape Boundary Report by M Read (Appendix 4).
- Visual impacts affecting Glenorchy:

- Above ground power-lines in the township and along the Glenorchy Road.
- Cumulative effects of light, noise in the town as it grows eg heat pumps, street lighting and lighting from new houses.
- Current guidelines and goals from the Community 2001 Community Plan incorporated into the District Plan are still relevant and valid. The full Community Plan is available in Appendix 3.
- In 2015 air and water quality are good but not monitored in a consistent manner. Glenorchy is currently in Zone 3 for air quality, dry, untreated wood, and no industrial waste. This should be maintained.
- In 2015 the Glenorchy Community is currently looking at options for sewerage. The desired outcome is a sustainable sewerage system that is suitable for the location and leads the way in sustainability.
- Glenorchy is currently served with an excellent recycling system, this should be maintained. Education around good choices eg food packaging should be considered.



6. Community

The original Glenorchy community forum focused a lot on the community engagement and participation as well as the values that make Glenorchy a desirable place to live and work. For the purposes of this report community has been split into two sections – community services and Glenorchy Community Association.

Community Vision:

“Strong community engagement and participation with a healthy village, great community services for residents and visitors. A community that is largely self-sufficient and balances business/commercial interests with those of the community.”

Glenorchy Community 2035:

- All aspects of the community (including new members) are engaged in decision making, and collectively work towards achieving our vision for the future.
- The collective community voice is heard and listened to by relevant agencies eg QLDC
- Glenorchy village culture is retained - safe, welcoming, communal, caring and a 'muck in together' attitude.
- Community hub based around hall and village green provides a space for community celebration.
- Glenorchy is well connected, with viable transport options and access to the latest technology (eg phone and internet).
- Town boundaries are clearly defined.

What is the gap with today?

- Difficulty engaging with all aspects of the community.
- Newcomers integrating and understanding the Glenorchy community and opportunities.
- Individuals working within the community – lack of shared space /community hub for interaction and communication.
- Lack of aged care facilities, bus services and a lack of secure medical services.
- Wakatipu High School is due to move to Frankton in 2018 making the commute for students over 1 ½ hrs each way.
- Lack of affordable short term accommodation / housing for staff.

Potential issues to delivering the vision:

- Growth of the community with new people moving in.
- Ensuring the 'loudest' voice isn't the final decision.
- Reaching new/all community members to ensure a balanced community view
- Youth taking responsibility and making sure they have a voice and are involved in decision making.
- Drawing people to live in GY for the environment rather than becoming a commuter town.
- Population base for providing community services.

Key Performance Indicators (KPI's)

- Is there a year round, well attended and supported programme of events using the village green, hall and the community hub?
- Posting of agenda, information and notice of meetings on Glenorchy website.
- Items and community events are included in a comprehensive calendar on the website.
- Number of people attending events and meetings.
- Absence of vandalism and destruction of property
- Community Services are available and well utilized by the community eg healthcare, education, social clubs.

Recommendation:

1. GCA to investigate demand for a nurse video link and apply for funding if required.

6.2. Community – Glenorchy Community Association (GCA)

Glenorchy Community Association 2035:

- GCA is a strong community representative group with definitive goals, processes and structures.
- GCA has an effective strategy for dealing with emotive issues as and when they arise.
- GCA engages with all sectors of the community through a variety of channels eg meetings, online, community groups.
- GCA is a strong voice for the Glenorchy community in regulatory issues with QLDC and ORC.
- GCA decision making process is transparent
- GCA leads and works collaboratively with the business community.

What is the gap with today?

- Emotive issues are taking too much time, difficulty coming to a consensus.
- Not all sectors of the community are engaged with the GCA meetings.
- Committee may not be representative of all aspects of the community.
- Difficulties for community and board to understand the scope and definition of the GCA ie what issues they should be dealing with. – maybe electronic input could be considered
- Understanding growth in the community and how to engage with new community members.
- Time and resources required for someone from the Glenorchy community to keep up to date with regulatory issues in the QLDC and ORC that are important to GCA.

Potential issues in delivering the vision:

- Growth of the community with new people moving in, engaging with new members and encouraging them to play an active role in their community.
- Ensuring the 'loudest' voice is not perceived as the collective community view.
- Effectiveness in balancing conflicting individual views to reach progressive solutions for the community.
- GCA becomes discredited in providing a complete community view on issues.
- Reliance on community volunteers, increasing time and complexity of the GCA is providing a barrier to serving on the board.

Key Performance Indicators:

- Glenorchy community understands the responsibilities of the GCA and supports their collaborative approach to representation.
- GCA committee is representative of all sectors of the community.
- GCA is engaged with all sectors of the community including youth, business, special interest etc.

Recommendations:

1. GCA appoints one committee member to be responsible for regulatory issues with QLDC and ORC and keep GCA and its members informed.
2. GCA employs an independent facilitator when a volatile issue is emerging to keep things moving and where possible reach consensus.
3. GCA allows for funding/sources funding for training for the Chair.
4. GCA engages more with social media/online to connect with community members that may not like/be able to attend meetings and to engage with younger community members. This may include the use of simple surveys of members.
5. GCA considers establishing simple job descriptions for committee members now and into the future.



7. Environment

The environment, sustainability and self-sufficiency were all raised as important to the people of Glenorchy during the forum.

Environment Vision:

"A community that is recognised for conservation, environmental and sustainability leadership. A zero waste community, 100% capture and recycling of nutrients and materials. Air, noise, light and water pollution are minimised and at levels acceptable to the community"

Glenorchy Community 2035:

- Glenorchy is a largely self-sufficient community with a thriving boutique 'export' business.
- The community works together to provide for each other eg weekly markets, collective kitchens, communal gardens, allotments and orchards.
- Glenorchy actively encourages and engages with alternative energy sources without impacting on the outstanding natural landscape. Lifestyle blocks used for self-sufficiency.
- Glenorchy has a strong 'Head of the Lake' brand that unifies and creates a distinctive community brand.
- Glenorchy is recognised as an area of outstanding natural landscape with areas of national importance – DOC land and the wetlands protected.
- Native biodiversity (particularly bird life) is increased with non-native predators and invasive species controlled.
- Glenorchy maintains its status as an unspoilt natural landscape, one that is largely undeveloped. Development is planned and takes into account visual corridors and maintaining the areas natural landscape along with the impact of noise, air and water pollution.
- Glenorchy's wastewater management framework leads the way in environmentally sound long term solutions.
- Air, water and light pollution are kept to a minimum. ORC regularly monitors the quality of air and water pollution and maintains 2015 levels.
- The community is encouraged to make good choices regarding recycling and waste eg food packaging.
- Glenorchy leads the way in operating a 'time-bank' a barter system based on activities eg 1 hour of time spent helping the school could be repaid by someone else spending 1 hour chopping firewood for that person.
- Agriculture sustainability is maintained and enhanced.
- Goals from the Community 2001 Community Plan remain valid in 2015 (pg 16)
 - Visual landscape, vistas and wilderness atmosphere retained / unspoilt.
 - The productive farm landscape to be retained.
 - Rural subdivision and other rural developments to be inconspicuous in the visual landscape.
 - No satellite townships or large developments.
 - No exotic timber plantations on the hills.
 - Heritage and cultural values and sites retained.
 - Consistency in environmental factors, eg waste discharge between sewage and agricultural.

What is the gap with today?

- A lot of produce currently going out of the area, and a lot being brought in.
- Boutique business opportunities exist but there are barriers to entry eg commercial kitchens, knowledge, and co-ordination.
- Use of alternative sources of energy - wind/hydro/home units/solar not common.
- Lack of monitoring of air, water and land pollutants.

Potential issues to delivering the vision:

- Population base for providing services.
- Knowledge and funding for setting up boutique business eg commercial kitchen.
- Time poor part of the community i.e. two full time working parents.
- Ability for energy to flow back into the national grid, update of national grid connections.
- Light and noise from new development, noise from tourism operator's planes and boats.

Key Performance Indicators:

- The majority of waste is recycled, with decreasing amounts of waste going to landfill.
- The community actively helps each other and utilises the time-bank to minimise waste and help each other.
- The Glenorchy Landcare is an active participant in Agricultural sustainability.
- Water and Air quality is monitored and the information is reported back to the community by ORC.

Recommendations:

1. QLDC to facilitate a loan scheme (or other funding options) to encourage ratepayers to install solar/photovoltaic/wind energy generation once the options report is completed.
2. GCA to gauge interest in community gardens, boutique business eg Glenorchy meat or butchers (community sustainability in its food).
3. ORC to monitor air and water quality and share results with the community.



7. Economy

The economic outlook and makeup of the Glenorchy community has changed in recent years. Changes include an increase in tourism numbers in 2015/16 and larger luxury businesses setting up, more community members working globally and concerns around accommodation and pay rates as well as opportunities for career progression were all raised at the community forum.

Economy Vision

“A retail/business hub that thrives all year and is actively engaged with the community. Business opportunities for young people and good jobs for all. Businesses are recognised for their environmental stewardship and contributions to a thriving community”

Glenorchy Community Economy 2035:

- Tourism and agricultural industries work collaboratively to compliment the vision of the Glenorchy community.
- Tourism operators visiting Glenorchy make a positive contribution directly or indirectly to the Glenorchy economy and understand and promote Glenorchy’s values.
- The community and tourist operators value and contribute to preserving the rural character and infrastructure of Glenorchy.
- Glenorchy has a strong ‘Head of the Lake’ brand that unifies and creates a distinctive community brand with consistent messages communicated to visitors.
- Business growth is managed in a sustainable way within resource limits.
- Growth in the economy is in keeping with the Glenorchy values and vision eg Cycleways are developed and well maintained with visitors taking the time to stay for longer and enjoy the region.
- The community embraces technology in finding alternatives and energy savings eg car sharing/utilizing capacity in business/driverless cars etc.
- Glenorchy has a diversified economy with opportunities for young people to live and work in their village.
- Boutique businesses, produce export, business hub allowing for mentoring and new ideas as well as providing a shared space for those working globally.
- Technologically advanced community allowing residents to work globally.
- QLDC regularly reviews development boundaries and zoning.
- Agriculture is still valued within the area, with complementary income sources viable and utilized.

What is the gap with today?

- Lack of a business hub, bringing remote workers together.
- Lack of coordinated strategy for expanding network of cycle trails.
- Career opportunities, progression and earning potential for residents.
- Lack of statistical information about the local economy eg visitor numbers, retirees, GY specific information.
- Identified space for light industrial activities.
- Lack of strategy to manage impact of traffic in/ through the town.
- Small ratepayer bases supporting infrastructure for visitors.
- Stress on the farming industry to change and diversify threatening the rural landscape.
- Split between rural, residential and tourism operators.

- Fragmented information being given out to visitors about Glenorchy.

Potential issues in delivering the vision:

- Lack of good internet and cell phone coverage.
- The need to balance commercial activity and community wellbeing.
- Faster paced tourism with people moving through more quickly and contributing less.
- Quantity of visitors putting excess pressure on the town during peak season.
- Resource and collaboration to put together a consistent message for Glenorchy.
- The impact and cost of tourism is not understood – ie numbers, impact on the local economy.
- Change in tourism types, tourists searching for 'new' options.
- Tourism employment often low paid, with less opportunity for advancement.
- Lack of diversification in the local economy.

Key Performance Indicators:

- Rural outlook of Glenorchy is maintained.
- Zoning of rural areas is protected and not allowed to be subdivided.
- New residents, employees, and providers to the area have an accessible, accurate information source.
- Glenorchy economy provides diversified employment opportunities for residents.
- Boutique businesses are thriving and a viable option for residents.
- Tourism business (both local and visiting) contribute to the infrastructure of Glenorchy and provide a consistent message to visitors.
- Visitors to Glenorchy are high yielding and stay for longer.

Recommendations:

1. Glenorchy Community Facebook (or similar) to expand to include help with communications between the community rideshare etc Potentially Glenorchy Community Website – coordination between groups, business with capacity and private vehicles with capacity.

8. Infrastructure/ buildings/ accommodation

Infrastructure Vision

“An enviable network of cycleways and mountain bike tracks. A visitor industry that contributes fairly to the town’s infrastructure requirement, an airport that works for residents and visitors. Public transport services and a full range of accommodation options. Buildings and infrastructure that demonstrate sustainability in action (energy, water, wastewater)”

Glenorchy Community Infrastructure 2035:

- Cycle ways that connect Glenorchy from Queenstown and Walter Peak and linking to other bike trails.
- Accommodation for a full range of budgets, campers, campervans and buses in the town.
- Wastewater treatment scheme that is affordable and reflects the sustainability values expressed by residents and helps reduce water usage and wastewater production.
- Less energy is required for providing town water supply by use of gravity flow.
- High speed internet and cell phone coverage throughout the area.
- Infrastructure – is fit for purpose and attractive to the right type of tourist – eg electric bike stations, charging stations, bus parking.
- Public toilets, signage and facilities on walkways to protect the natural environment.
- Environmental centre and tramping hub for information and a ‘jumping off point’ for trails and tracks.
- Infrastructure to support people stopping in Glenorchy to reprovision or get more information while exploring the national parks. Potential for the return of DOC information centre.
- Mountain biking options/trails, use of private land for commercial operations.
- Village Green is maintained as an open space and well used by the community.
- Space is available and utilised by the community for boutique business, community gardens and a business hub.

What is the gap with today?

- Public access for creating trails.
- Wastewater management plan.
- Ensuring tourists or tourism businesses contribute towards infrastructure in the district.
- No high speed internet or full cellphone coverage.
- Lack of a DOC level camp site close to the town, increasing pressure from freedom campers.
- District wide strategy for freedom campers.
- Lack of bus parking within the town, putting pressure on the main street and encroaching on pedestrian safety.
- Lack of suitable space/building for encouraging boutique production business eg meats, food production.

Potential issues to delivering the vision:

- Lack of wastewater treatment options that are acceptable to the community and QLDC.
- Poorly built/ maintained roads causing safety problems.
- Funding for signage and facilities on walkways.
- Low ratepayer base supporting visitor infrastructure.

- Glenorchy not being in a position to capitalise on future potential cycling/walking visitors (eg bused in and out without staying).

Key Performance Indicators:

- Facilities are available for cyclists, freedom campers and hikers.
- Glenorchy is attracting high value visitors that value Glenorchy for its relaxed, unique and environmental community and contribute towards infrastructure costs.
- Signage, rubbish bins and toilets available along walkways that are kept in their pristine natural state.

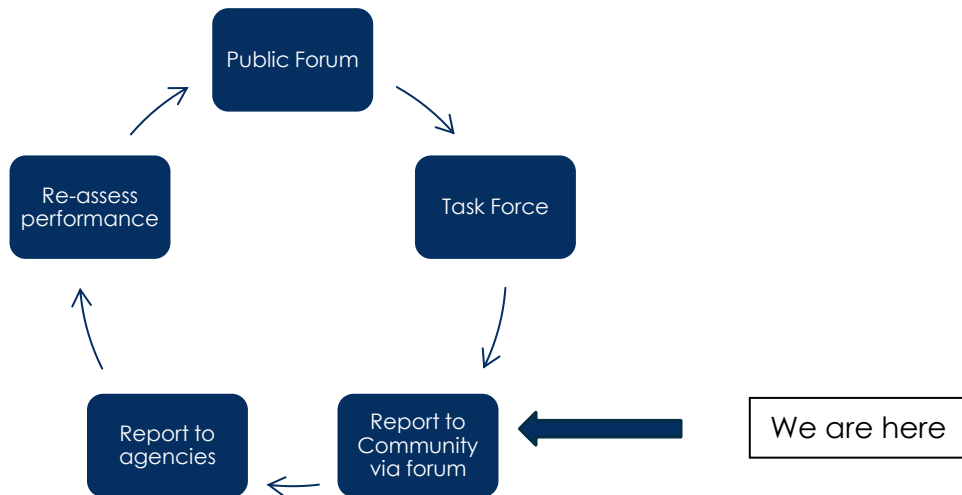
Recommendations:

1. QLDC to review rural waste collection and review walkways and freedom camping locations for toilet needs, waste bins (and collection)
2. QLDC/DOC to produce a district wide strategy for camp sites now and into the future (taking into account an increase in cycling/walking visitors).

7. Fit with other Shaping our Future reports

This report is in line with Shaping our Future vision and priorities, and previous reports.

8. Next steps



9. Appendices

Appendix 1: Taskforce Terms of Reference

Appendix 2: Forum Results (including full list of forum attendees)

Appendix 3: Glenorchy Community 2001 Community Plan

Taskforce: John Glover (Chair), Mark Hasselman, Allie McHugo, Kate Scott, Peter Reid, Dale Jefcoate, Robert Bakhuis, Paul Chapman, Luke Hasselman, Corrine Davis, Anne Percy