



NOTICE OF MEETING

**Notice is hereby given of the Meeting
of the Finance and Policy Committee
to be held in the Victoria Room, Civic Theatre,
88 Tay Street, Invercargill on Tuesday 17 September
2024 at 3.00 pm**

Cr L F Soper (Chair)
Mayor W S Clark
Cr A J Arnold
Cr R I D Bond
Cr G M Dermody
Cr T Campbell
Cr D J Ludlow
Cr I R Pottfingher
Cr B R Stewart
Rev E Cook
Mrs P Coote

MICHAEL DAY
CHIEF EXECUTIVE

Finance and Policy Committee - Public

17 September 2024 03:00 PM

Agenda Topic	Page
1. Apologies	
2. Declaration of Interest	
a. Members are reminded of the need to stand aside from decision-making when a conflict arises between their role as an elected representative and any private or other external interest they might have.	
b. Elected members are reminded to update their register of interests as soon as practicable, including amending the register at this meeting if necessary.	
3. Public Forum	
4. Minutes of the Finance and Policy Committee Meeting Held on 23 July 2024 (A5464749)	5
5. Financial Update – September 2024 (A5521691)	10
6. Performance Report for the Year Ended 30 June 2024 (A5503333)	25
6.1 Appendix 1 - Performance Report for the year ended 30 June 2024 (A5547291)	31
6.2 Appendix 2 - Roadmap to renewal report June 2024 (A5546891)	105
6.3 Appendix 3 - 2023/2024 Residents Survey Report (A5460634)	107
7. Unbudgeted Expenditure Request to Support Council Operations (A5536120)	304
7.1 Appendix 1 - Health, Safety and Wellbeing Policy (A5443162).	312
7.2 Appendix 2 - Harm definitions – Health Safety and Wellbeing – Event Classification – Guidelines (A5178478)	314
8. Tabled item - Great South Presentation for the Performance Report for the Year Ended 30 June 2024 (A5558326)	325
9. Public Excluded Session	

Public Excluded Session

Moved , seconded that the public be excluded from the following parts of the proceedings of this meeting, namely:

- a) Minutes of the Public Excluded Session of the Finance and Policy Committee Meeting Held on 23 July 2024
- b) Financial Update – as at 31 July 2024
- c) Our Council Programme Update
- d) Verbal Update – Invercargill Airport Limited

The general subject of each matter to be considered while the public is excluded, the reason for passing this resolution in relation to each matter, and the specific grounds under section 48(1) of the Local Government Official Information and Meetings Act 1987 for the passing of this resolution are as follows:

General subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Ground(s) under Section 48(1) for the passing of this resolution
a) Minutes of the Public Excluded Session of the Finance and Policy Committee Held on 23 July 2024	<p>Section 7(2)(h) Enable any local authority holding the information to carry out, without prejudice or disadvantage, commercial activities</p> <p>Section 7(2)(i) Enable any local authority holding the information to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations)</p>	<p>Section 48(1)(a) That the public conduct of this item would be likely to result in the disclosure of information for which good reason for withholding would exist under Section 7</p>
b) Financial Update – as at 31 July 2024	<p>Section 7(2)(a) Protect the privacy of natural persons, including that of deceased natural persons</p> <p>Section 7(2)(h) Enable any local authority holding the information to carry out, without prejudice or disadvantage, commercial activities</p>	<p>Section 48(1)(a) That the public conduct of this item would be likely to result in the disclosure of information for which good reason for withholding would exist under Section 7</p>
c) Our Council Programme Update	<p>Section 7(2)(h) Enable any local authority holding the information to carry out, without prejudice or</p>	<p>Section 48(1)(a) That the public conduct of this item would be likely to result in the disclosure of information for which</p>

disadvantage,
commercial activities

good reason for
withholding would exist
under Section 7

Section 7(2)(i)

Enable any local authority
holding the information to
carry on, without prejudice
or disadvantage,
negotiations (including
commercial and industrial
negotiations)

- d) Verbal Update –
Invercargill Airport
Limited

Section 7(2)(h)

Enable any local authority
holding the information to
carry out, without
prejudice or
disadvantage,
commercial activities

Section 48(1)(a)

That the public conduct
of this item would be likely
to result in the disclosure
of information for which
good reason for
withholding would exist
under Section 7

**MINUTES OF THE FINANCE AND POLICY COMMITTEE, HELD IN THE VICTORIA ROOM,
CIVIC THEATRE, 88 TAY STREET INVERCARGILL ON TUESDAY 23 JULY 2024 AT 3.00 PM**

Present: Cr L F Soper (Chair)
Mayor W S Clark
Cr A J Arnold
Cr T Campbell
Cr D J Ludlow
Cr B R Stewart

In Attendance: Cr P M Boyle
Cr P W Kett (arrived at 3.03 pm)
Rev E Cook – Māngai – Waihōpai
Mrs P Coote – Kaikaunihera Māori – Awarua
Mr M Day – Chief Executive
Ms E Moogan – Group Manager – Infrastructure
Mrs P Christie – Group Manager – Finance and Assurance
Mrs T Hurst – Group Manager – Community Engagement and Corporate Services
Mr R Capil – Group Manager – Community Spaces and Places
Mr J Shaw – Group Manager - Consenting and Environment
Mr A Cameron – Chief Risk Officer
Mr M Morris – Manager – Governance and Legal
M J Botting – Manager Financial Planning
Mr L van Nierop – ICHL Group Finance Lead
Ms L Knight – Manager – Strategic Communications
Mr G Caron – Digital and Communications Advisor
Mrs L Williams – Team Leader - Executive Support
Ms D Hallas – Executive Support

1. Apologies

Cr Bond, Cr Crackett, Cr Dermody and Cr Pottinger.

Moved Cr Ludlow, seconded Cr Stewart and **RESOLVED** that the apologies be accepted.

2. Declaration of Interest

Nil.

3. Public Forum

Nil.

4. Minutes of the Finance and Projects Committee Meeting held on Tuesday 18 June 2024

A5409389

Moved Cr Campbell, seconded Cr Arnold and **RESOLVED** that the Minutes of the Finance and Projects Committee meeting held on Tuesday 18 June 2024 be confirmed.

5. Equity and Access for People with Disabilities Policy Adoption for Consultation

A5399472

Mrs Trudie Hurst and Mr Daron Titus presented the report and noted that staff advice was to go out to consultation. It was noted that there had been a formatting issue and that new copies of the policy had been provided in hard copy for members.

A question was asked around employment on page 3, and it was noted the issue was more around part time or full time rather than a work permit.

A query was raised around community views and that talked of a submission made seven years ago and if had more recent information. It was noted that there had been some and similar issues had been raised.

Moved Cr Ludlow, seconded Mayor Clark and **RESOLVED** that the Finance and Policy Committee:

1. Receives the report "Equity and Access for People with Disabilities Policy Adoption for Consultation".
2. Notes the draft policy for consultation includes the following proposed additions or amendments:
 - a. Addition of definitions for a range of key terms, and
 - b. Minor amendments to the wording of the entire policy to improve readability.
3. Adopts the draft Equity and Access for People with Disabilities Policy for consultation (A4051340).

Moved Cr Campbell, seconded Cr Stewart and **RESOLVED** that the Finance and Policy Committee:

4. Delegates a hearings and deliberation panel comprising Cr Ludlow; Cr Boyle; Cr Soper and Rev Cook with Cr Stewart as an alternate for the hearings and deliberation to be held on 17 September 2024.

6. Financial Update - June 2024

A5457395

Mr Jaimee Botting spoke to the report and noted that in a good position and that the \$18 million which had been advanced to the Holding Company had been repaid and \$12 million of the ICL advance had also been repaid.

With respect to the Clean Air Loan programme, Council had been required to wind down the balance due to government changes.

Thanks went to the staff administering the scheme which was outside the realm of normal council work and that had been done very well by the staff concerned, down to eight loans outstanding.

It was noted that details were provided around the staff recruited through agencies; and that there were 18 and the breakdown was provided in the report.

A query was raised round the money advanced to ICL and if Council received more interest, it was noted that Council received a margin and that it was more than if the funds had been in a reserve account.

A query was raised if staff could look at the net debt held by other councils, it was confirmed that could look at other councils Long-term Plans and get that information.

Moved Cr Campbell, seconded Cr Ludlow and **RESOLVED** that the Finance and Policy Committee:

1. Receives the report "Financial Update – June 2024".
2. Notes the current net debt and treasury position.

Moved Cr Ludlow, seconded Cr Campbell and **RESOLVED** that the Finance and Policy Committee:

Recommend to Council that:

3. Council close the Clean Air Loan Scheme and continue to manage the remaining eight loans to maturity.
4. The contributions (less outstanding loans) from Environment Southland and Invercargill City Council are repaid as per the terms of the Memorandum of Understanding between Environment Southland and Invercargill City Council.

7. Invercargill City Holdings - Final Statement of Intent 2024-25

A5459905

Mrs Patricia Christie presented the report and noted that by 30 June all CCO's were required to provide a Statement of Intent to Council.

A query was raised around Electricity Invercargill and that when the letter of expectation was written that the last bullet point was not considered and if whether the additional dividend of \$4 million did not include the sale of PowerNet and should a resolution be added to request that the sale proceeds be a donation to the museum. It was noted that while the sale provided cash there was a corresponding reduction in dividend from that investment that needed to be considered.

Moved Mayor Clark, seconded Cr Stewart that the Finance and Policy Committee:

1. Receives the report 'Invercargill City Holdings – Final Statement of Intent 2024 - 2025'.
2. Notes the receipt of the final Statement of Intent from Invercargill City Holdings Limited.

The motion, now put, was **RESOLVED**.

Moved Cr Campbell, seconded Cr Stewart that the Finance and Policy Committee:

Recommend to Council that:

3. If the sale of the ICHL Group (EIL) share in PowerNet occurs that Council requests that Holdco consider a special donation/dividend to the Museum fund to the value.

Note: Mr Brian Wood, Chair of ICHL joined the meeting via Zoom at 3.29 pm.

Mr Wood noted that PowerNet itself held assets. Electricity Invercargill's investment in PowerNet was 50% and the total assets of PowerNet were around \$4 million to \$5 million.

The motion, now put, was **RESOLVED**.

8. Public Excluded Session

Moved Cr Stewart, seconded Cr Ludlow and **RESOLVED** that the public with the exception of Mr Brian Wood, Chair of ICHL be excluded from the following parts of the proceedings of this meeting, namely:

- a. Minutes of the Public Excluded Session of the Finance and Projects Committee Meeting Held on 18 June 2024
- b. Invercargill City Holdings – Verbal Update from the Board
- c. Invercargill Central Limited Monitoring

The general subject of each matter to be considered while the public is excluded, the reason for passing this resolution in relation to each matter, and the specific grounds under Section 48(1) of the Local Government Official Information and Meetings Act 1987 for the passing of this resolution are as follows:

General subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Ground(s) under Section 48(1) for the passing of this resolution
a. Minutes of the Public Excluded Session of the Finance and Projects Committee Held on 18 June 2024	<p>Section 7(2)(h) Enable any local authority holding the information to carry out, without prejudice or disadvantage, commercial activities</p> <p>Section 7(2)(i) Enable any local authority holding the information to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations)</p>	<p>Section 48(1)(a) That the public conduct of this item would be likely to result in the disclosure of information for which good reason for withholding would exist under Section 7</p>
b. Invercargill City Holdings – Verbal Update from the Board	<p>Section 7(2)(h) Enable any local authority holding the information to carry out, without prejudice or disadvantage, commercial activities</p>	<p>Section 48(1)(a) That the public conduct of this item would be likely to result in the disclosure of information for which good reason for withholding would exist under Section 7</p>
c. Invercargill Central Limited Monitoring	<p>Section 7(2)(h) Enable any local authority holding the information to carry out, without prejudice or disadvantage, commercial activities</p> <p>Section 7(2)(i) Enable any local authority holding the information to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations)</p>	<p>Section 48(1)(a) That the public conduct of this item would be likely to result in the disclosure of information for which good reason for withholding would exist under Section 7</p>

There being no further business, the meeting finished at 4.15 pm.

FINANCIAL UPDATE – SEPTEMBER 2024

To:	Finance and Policy Committee
Meeting Date:	Tuesday 17 September 2024
From:	Jaimee Botting – Manager – Financial Planning Stephanie Roberts - Manager - Financial Services
Approved:	Patricia Christie – Group Manager Finance and Assurance
Approved Date:	Wednesday 11 September 2024
Open Agenda:	Yes
Public Excluded Agenda:	No

Purpose and Summary

The purpose of this report is to provide an update on the Council's financial position including, level of debt owed to Council from rates and operations to July 2024.

Recommendations

That the Finance and Policy Committee:

1. Receives the report "Financial Update – September 2024".
2. Notes the current state of Council finances.
3. Notes the current net debt and treasury position.
4. Notes that it has reviewed the sensitive expenditure listing provided.

Background

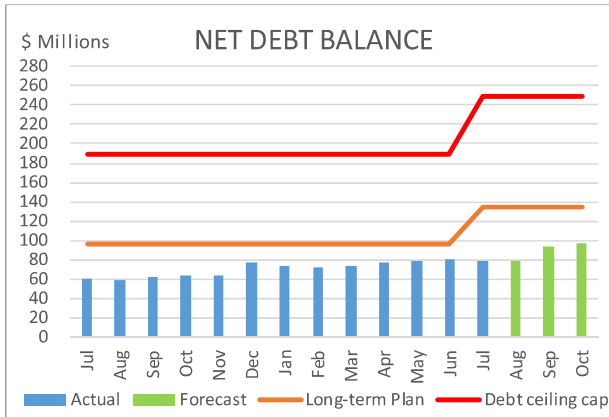
This report provides the Committee with an update on key financial issues and areas for Council including the regular reporting of net debt of Council (Borrowings and Investments) and debt owed to Council (Debt Management).

Issues

Net debt and Treasury update

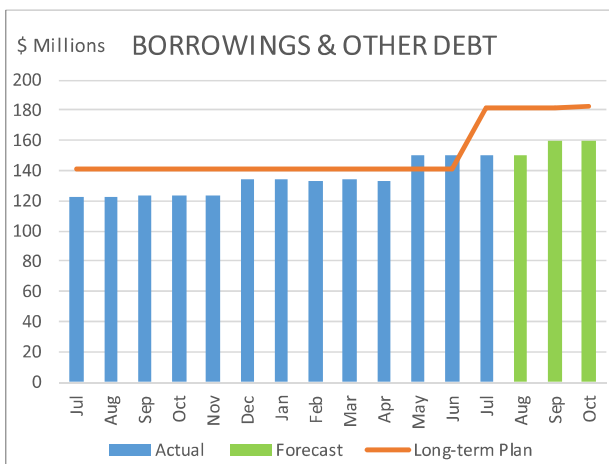
At 31 July 2024, Council had borrowings and other debt of \$150 million and cash investments of \$71 million. These generated a net debt balance of \$79 million. The highlights of Council's net debt position are provided below.

Credit Rating	Net Debt Balance	<i>Borrowings & other debt</i>
AA+	\$79m	<i>\$150m</i>
		<i>LESS: Cash & Cash Investments</i>
		<i>\$71m</i>



Debt ceiling cap is set at 1.5 times total revenue up to June 2024. This increases to 180% from July 2024 onwards.

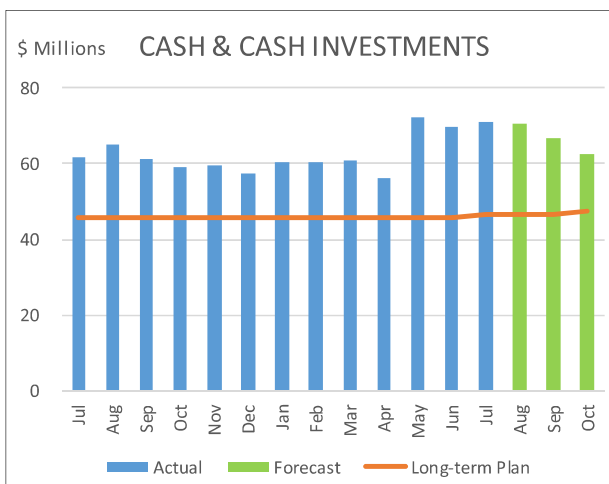
This is to allow capacity to cover any significant expenditure from an extraordinary event in the future.



December 2024: \$10 million raised from LGFA to cover capital expenditure to December 2024

May 2024: Borrowings of \$18 million was raised to fund a short term advance to Invercargill City Holdings Limited to assist with ICHL purchase of shares in ICL.

Forecast: Further borrowings expected to be raised to cover capital expenditure.



May 2024: Issued an \$18 million short term advance to Invercargill City Holdings Limited to assist with ICHL purchase of shares in ICL; \$12 million repayment was received from Invercargill Central Limited, reducing the advance balance.

July 2024: \$18 million short term advance to Invercargill City Holdings Limited was repaid and funds placed onto term deposit until associated borrowing matures in November 2024.

Forecast: Cash on hand balance varies per month based on payments made and rating revenue received.



Net Debt Breakdown

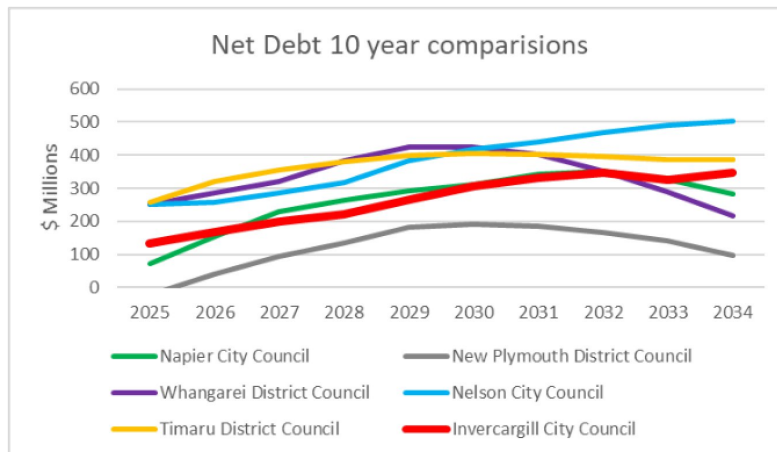
Borrowings & other debt				Note
Borrowings				
<u>Party</u>	<u>Maturity date</u>	<u>Interest rate</u>		
LGFA	29-Oct-24	5.82% Fixed	\$20,000,000	
LGFA	4-Nov-24	5.74% Fixed	\$18,000,000	
LGFA	15-Apr-25	5.61% Fixed	\$9,140,000	
LGFA	15-Apr-25	1.49% Fixed	\$15,000,000	
LGFA	15-Oct-25	0.59% Fixed	\$8,500,000	
LGFA	15-Apr-26	1.09% Fixed	\$10,000,000	
LGFA	29-Apr-26	5.83% Floating	\$10,000,000	
LGFA	29-Apr-26	5.90% Floating	\$10,000,000	
LGFA	29-Apr-27	2.62% Fixed	\$10,000,000	
LGFA	29-Apr-27	6.01% Floating	\$10,000,000	
LGFA	27-Jun-27	5.33% Fixed	\$10,256,410	
LGFA	29-Apr-28	6.02% Floating	\$10,000,000	
LGFA	15-May-28	4.06% Fixed	\$10,000,000	
Accrued interest payable			\$915,829	
		Total		\$151,812,239
Other debt				
LGFA Borrower Notes			(\$2,278,910)	
Environment Southland -Clean Air Scheme			\$200,000	
Financing Lease - Canon			\$117,852 ^A	
		Total		(\$1,961,058)
TOTAL BORROWINGS & OTHER DEBT				<u>\$149,851,181</u>
LESS: Cash & Cash Investments				
Cash and cash equivalents				\$14,030,268
Term Deposits				
<u>Party</u>	<u>Maturity date</u>	<u>Interest rate</u>		
WP	24-Oct-24	5.90%	\$5,395,166	
WP	3-Nov-24	5.70%	\$18,000,000 ^C	
SBS	27-Jan-25	6.36%	\$4,467,146	
SBS	27-Jan-25	6.36%	\$132,649	
BNZ	28-Apr-25	6.35%	\$4,556,864	
SBS	25-Jul-25	6.00%	\$4,593,103	
Accrued interest receivable			\$535,476	
				\$37,680,404
Other Investments				
Share investments			\$1,042,068	
Loan advances issued - Invercargill Central Limited			\$18,450,000 ^B	
Loan advances issued - Invercargill City Holdings Limited			\$0 ^C	
Loan advances issued - Other			\$31,914	
		Total		\$19,523,982
TOTAL CASH & CASH INVESTMENTS				<u>\$71,234,654</u>
NET DEBT BALANCE				\$78,616,528

^A The Council entered into a 5 year finance lease agreement with Canon to supply copier machines

^B As of 31st of July 2024, the outstanding loan balance advanced to ICL amounted to \$18.45 million. The current lending limit that ICC can extend to ICL is \$31.45 million. During August 2024, \$0.69 million was repaid back to ICC.

^C During July 2024, the advance to ICHL was repaid. Funds were placed onto Term deposit until associated borrowings matures.

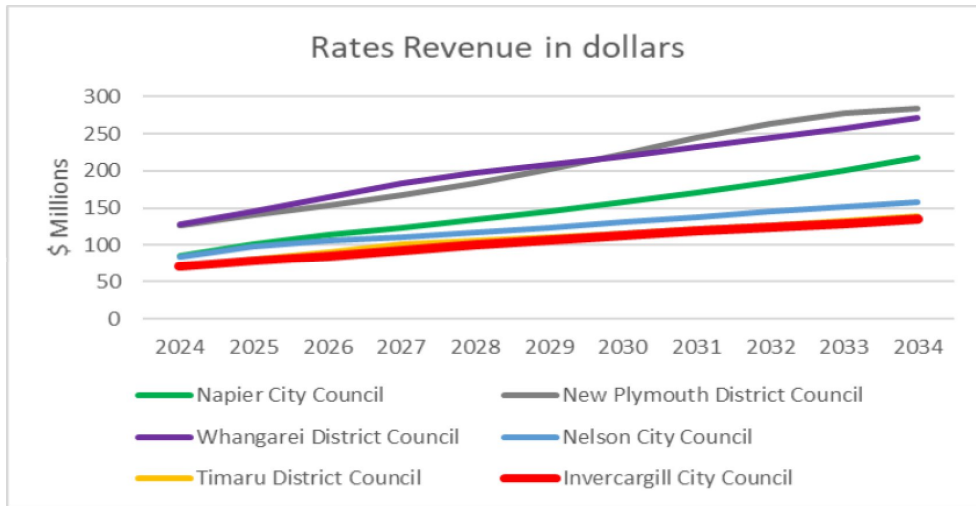
At the meeting of the Committee held on 23 July 2024, a request was received to show a comparison of net debt positions of Council with various other councils of similar size. The below graph provides a sample this. Please note the calculation of the other councils net debt are based on their Long-term Plan statement of financial position and may not match exactly the calculation used for Invercargill City Council. When comparing councils positions it is important to consider that each council is in a different situation and this is only a 10-year snapshot.



As illustrated, Invercargill City Council (ICC) sits in the mid-range area over the ten years but has an increasing trend.

Some councils have a curved shaped profile peaking in year 5 and decreasing in later years. There are various possible reasons for the differences between the two trend shapes with the most common including:

- The amount of rates revenue gathered. Higher rates revenue can lower net debt balances to create room for future capital renewals (i.e. 100% depreciation funding / intergenerational spread of costs). The below graph shows the amount of rates revenue each council is planning to generating. ICC sits low on this graph and remains low for the LTP alongside Timaru (line sitting behind ICC).
- Profile of capital renewal programme. Peak levels or lumpy capital programmes above annual depreciation rates funding percentage can cause an increasing net debt profile. ICC has a number of large capital projects within the first 10 years including Bluff/Clifton treatment plant upgrades and alternation water supply.
- New assets will also contribute to increasing net debt profiles. This is because there was no previous rates raised due to no depreciation funding. ICC has a couple of projects that sit within this area including Project 1225.



Sensitive Expenditure

In accordance with Council's Sensitive Expenditure policy the list of sensitive expenditure for the Mayor, Councillors, Chief Executive and Executive Leadership Team is reported to the Finance and Policy Committee. The table below covers the period from 29 May to 27 August 2024.

Sensitive expenditure is broadly defined in the Sensitive Expenditure Policy and for the purpose of reporting sensitive expenditure is interpreted to include; travel, meals, training and hospitality for Mayor, Councillors, Chief Executive.

Cost Centre	Period Expense Recorded	Transaction Amount	Who	Description	Supplier
Councillors	Aug-24	647.13	Alex Crackett	Airfares - LGNZ Conference, Wellington	Air New Zealand
Councillors	Aug-24	129.57	Deputy Mayor Campbell	Airfares - LGNZ Conference, Wellington	Air New Zealand
Chief Executive Office	Aug-24	612.35	Michael Day	Airfares - Taituara Conference, Wellington	Air New Zealand
Chief Executive Office	Aug-24	411.48	Michael Day	Airfares - Ngai Tahu Meeting LWDW Worksop	Air New Zealand
Councillors	Aug-24	71.74		Staff Gifts - Bereavement Flowers	Plaza Supervalve
Councillors	Aug-24	1,430.00	Pania Coote	Courses & Seminars - LGNZ Conference, Wellington	BNZ CC May / Jun M Sievwright
Councillors	Aug-24	42.76	Pania Coote	Courses & Seminars - LGNZ Conference, Wellington	BNZ CC May / Jun M Sievwright
Chief Executive Office	Aug-24	53.94	Michael Day	Taxis - PWC CE's Forum Wellington	BNZ CC May / Jun Michael Day
Councillors	Aug-24	60.26	Darren Ludlow	Courses & Seminars - Gala Dinner Tickets	BNZ CC May / Jun M Sievwright
Chief Executive Office	Aug-24	32.61	Michael Day	Airport Parking - PWC CE's Forum Wellington	BNZ CC May / Jun Michael Day
Mayor	Aug-24	204.35	Mayor Clark	Accommodation - Property Council National Awards	BNZ CC May / Jun S Gage
Councillors	Aug-24	426.09	Darren Ludlow	Airfares - Whenua Hou 25 years Codfish Island	BNZ CC May / Jun S Gage
Councillors	Aug-24	60.26	Darren Ludlow	Courses & Seminars - Gala Dinner Tickets	BNZ CC May / Jun M Sievwright

Cost Centre	Period Expense Recorded	Transaction Amount	Who	Description	Supplier
Mayor	Aug-24	1,231.31	Mayor Clark	Event Costs - Mayoral Reception	Invercargill City Council - Civic Theatre
Mayor	Aug-24	1,460.87	Mayor Clark	Event Costs - Citizenship Ceremony	Invercargill City Council - Civic Theatre
Chief Executive Office	Aug-24	426.09	ELT	Event Costs - Kanoa/ Great South/ ICC Catch up	Invercargill City Council - Civic Theatre
Mayor	Jul-24	389.31	Deputy Mayor Campbell	Car Hire - Dunedin to Invercargill	Expense Claim
Mayor	Jun-24	30.44	Mayor Clark	Airport Parking - Auckland Property Council Awards	Expense Claim
Mayor	Jun-24	102.51	Mayor Clark	Taxis - Auckland Property Council Awards	Expense Claim
Mayor	Jun-24	155.65	Mayor Clark	Suit Hire - Auckland Property Council Awards	Expense Claim
Councillors	Jun-24	164.35	Deputy Mayor Campbell	Accommodation - Infrastructure Symposium	MNYM Investment
Mayor	Jul-24	100.00	Mayor Clark	Koha - Southland and Otago Joint-Te Roopu Taiao Koha	Expense Claim
Councillors	Jul-24	100.00	Mayor & Councillors	Koha - Koha for Murihiku Marae Councillor Visit	Expense Claim
Chief Executive Office	Jun-24	579.30	Michael Day	Airfares - Water Services Bill Submission, Wellington	Air New Zealand
Chief Executive Office	Jun-24	455.83	Michael Day	Airfares - LWDW Workshop Ngai Tahu & Councils	Air New Zealand
Councillors	Jun-24	579.30	Deputy Mayor Campbell	Airfares - Water Services Bill Submission, Wellington	Air New Zealand
Councillors	Jun-24	400.17	Deputy Mayor Campbell	Airfares - LGNZ Conference, Wellington	Air New Zealand
Councillors	Jun-24	127.12	Darren Ludlow	Taxis - LGNZ Conference, Wellington	Expense Claim
Councillors	Jun-24	427.13	Darren Ludlow	Airfares - LGNZ Conference, Wellington	Air New Zealand
Chief Executive Office	Jun-24	1,467.18	Michael Day	Courses & Seminars - LGNZ Conference Wellington	BNZ CC Apr / May Michael Day
Chief Executive Office	Jun-24	248.35	Michael Day	Courses & Seminars - Zone 5 & 6 Meeting	BNZ CC Mar / Apr Michael Day
Chief Executive Office	Jun-24	32.61	Michael Day	Airport Parking - Zone 5 & 6 Meeting	BNZ CC Mar / Apr Michael Day

Cost Centre	Period Expense Recorded	Transaction Amount	Who	Description	Supplier
Councillors	Jun-24	1,431.27	Deputy Mayor Campbell	Courses & Seminars - LGNZ Conference Wellington	BNZ CC Apr / May Michael Day
Councillors	Jun-24	1,431.27	Darren Ludlow	Courses & Seminars - LGNZ Conference Wellington	BNZ CC Apr / May Michael Day
Chief Executive Office	Jun-24	56.37	Mayor and councillors	Catering - Afternoon Tea for Mayor & Councillors	BNZ CC Mar / Apr Michael Day
Mayor	Jun-24	8.77	Mayor Clark	Event Costs - Juice for Mayoral Reception - Thai Students	BNZ CC Mar / Apr M Sievwright
Chief Executive Office	Jun-24	164.35	Michael Day	Accommodation - Infrastructure Symposium	MNYM Investment
Councillors	Jun-24	43.48	Mayor & Councillors	Catering - Charlies Kitchen - Council Meeting	Charlies Kitchen
Chief Executive Office	Jun-24	220.00	Michael Day	Event Costs - SOLGM - Gala Dinner, Wellington	SOLGM
Chief Executive Office	Jun-24	-319.65	Michael Day	Airfares - Refund - Course Attendance Cancelled	Air New Zealand
Chief Executive Office	Jun-24	60.09	Michael Day	Courses & Seminars - Zone 5 & 6 Meeting - Taxi	BNZ CC Feb / Mar Michael Day
Chief Executive Office	Jun-24	710.96	Michael Day	Courses & Seminars - Zone 5 & 6 Meeting	BNZ CC Feb / Mar Michael Day
Councillors	Jun-24	422.78	Mayor Clark	Airfares - Property Council National Awards	Air New Zealand
Councillors	Jun-24	77.87	Mayor & Councillors	Catering - Biscuits & Drinks for Mayor & Councillors	BNZ CC Feb / Mar M Sievwright
Mayor	Jun-24	60.87	Mayor Clark	General Expense - Chocolates for Thai visit	BNZ CC Feb / Mar M Sievwright
Chief Executive Office	Jun-24	10,656.21	Council	Subscription - NZLGA	NZLGA
Chief Executive Office	Jun-24	825.22	Michael Day	Professional Membership - CAANZ Membership	Chartered Accountants Australia and New Zealand
Mayor	May-24	326.09	Mayor Clark	Event Costs - Catering for Chinese Delegation	Invercargill City Council - Civic Theatre

Expense Analysis

The following is a snapshot of the draft financial performance for the year ended June 2024, providing detailed analysis of certain expense categories comparing against the Annual Plan 2023/2024. These numbers align with the figures in the Performance Report also presented to this Committee today. It should be noted The Performance Report currently focuses on the forecast position and this financial update report focuses on comparisons with the Annual Plan 2023/2024.

The actual June 2024 numbers are the current draft result and are still subject to audit. This means the result reported in the Annual Report may differ.

Variance to Annual Plan

	Actual Management numbers 2023/2024 (\$000)	Variance 2023/2024 (\$000)	Variance Actual vs Annual Plan (\$000)	Variance Actual vs Annual Plan %
REVENUE				
Rates and penalties	71,303	71,137	+ 166	100%
Fines	648	475	+ 173	136%
Subsidies and grants	16,168	16,621	- 453	97%
Direct charges revenue	26,235	25,777	+ 458	102%
Rental revenue	3,327	3,653	- 326	91%
Finance revenue	4,229	3,042	+ 1,187	139%
Dividends revenue	5,499	5,303	+ 196	104%
Total revenue	127,410	126,008	+ 1,402	101%
EXPENSES				
Employee expenses	34,409	32,136	- 2,273	107%
Depreciation and amortisation	42,790	41,663	- 1,127	103%
Other expenses	58,143	56,252	- 1,891	103%
Finance expenses	5,077	4,368	- 709	116%
Total expenses	140,419	134,419	- 6,000	104%
Net operating surplus (deficit)	(13,009)	(8,411)	- 4,598	

Notes

Rates and penalties:	Rates revenue is higher than plan due to greater than expected growth above the projected rating base.
Fines:	Fines are higher than plan due to a larger number of high value infringement notices have been issued this year (i.e. vehicle registration infringements).
Subsidies and grants:	Subsidies and grant revenue is lower than plan due to timing variances for funding from the government to subsidise capital projects, including the Tisbury Storage Facility, new Housing Care unit's builds, Bluff Boat Ramp renewals, Te Unua Museum of Southland and Bluff Hill recreation development.
Direct charges revenue:	<p>Direct charges revenue is higher than plan due to:</p> <ul style="list-style-type: none"> • Higher user fees income from the transfer station, recovery income for recycling services provided to Southland District Council and administration services provided to WasteNet (+\$1.3 million). • Increase in recovery contributions from external parties for roading construction (+\$1.4 million). • Lower building and planning consent revenue due to lower volumes received (-\$1.0 million) • The annual plan figure includes ICC share of WasteNet revenue of which actuals were not available at the time of writing this report(-\$1.4 million)
Finance revenue:	Finance revenue is higher than plan due to the interest rates on term deposits and ICL advance being higher than the budget assumption.
Dividend Revenue:	Dividend revenue is higher than plan due to receiving an unplanned dividend from Invercargill Venues and Events Management Limited.
Employee expenses:	See employee expenses section below
Depreciation and amortisation:	Depreciation is higher than plan due to a higher revaluation of roading assets in 2022/2023. The revaluation was not available at time of setting the annual plan.
Other expenses:	See other expenses section below
Finance expenses:	Finance expenses are higher than plan due to higher average level of Council borrowing and interest rates on borrowings compared to budget assumptions

Employee Expenses and Other Expenses Breakdown

Employee and Other Expenses are the two most significant expense categories for Council and a further breakdown and commentary is provided below.

	Actual Management numbers 2023/2024 (\$000)	Annual Plan 2023/2024 (\$000)	Variance Actual vs Annual Plan (\$000)	Variance Actual vs Annual Plan %
Employee expenses	34,409	32,136	+ 2,273	107%
Salaries & wages	32,456	30,585	+ 1,871	106%
Misc Staff expenses	1,953	1,551	+ 402	126%
Total Employee expenses	34,409	32,136	+ 2,273	107%
Internal job cost allocation	(3,387)	(3,288)	- 99	103%
Net employee expenses	31,023	28,848	+ 2,175	108%

Notes

Salaries and Wages

Variances reflect differences between actual and planned staffing levels and movements. The annual leave liability has also increased by \$0.3 million on last year, adding additional expenditure. This is due to a change in the annual leave policy, granting a 5th week annual leave to staff with length of service of four years instead of six.

Misc Staff expenses:

Includes training, travel and accommodation, recruitment and ACC levies. This is higher than plan principally as a result of higher recruitment costs totalling \$0.5 million. The driver of increased recruitment costs was the number of vacancies and use of specialist recruitment firms to secure candidates.

	2023/2024	2022/2023
ACC levies	\$186,000	\$163,000
Recruitment	\$521,000	\$364,000
Training & Travel	\$863,000	\$970,000
Other staff costs, including, FBT & Health and Safety staff costs.	\$383,000	\$416,000

Internal job cost allocation:

Recovery of internal staffing costs have been fully allocated to capital projects.

Other Expenses

	Actual Management numbers 2023/2024 (\$000)	Annual Plan 2023/2024 (\$000)	Variance Actual vs Annual Plan (\$000)	Variance Actual vs Annual Plan %
Other expenses	58,143	56,252	+ 1,891	103%
Administration expenses	5,339	4,575	+ 764	117%
Honoraria paid	812	869	- 57	93%
Consultancy expenses	2,209	3,714	- 1,505	59%
Operational expenses	30,637	30,543	+ 94	100%
Repairs & maintenance	7,484	6,141	+ 1,343	122%
Grants & subsidies expenses	6,309	6,015	+ 294	105%
Utilities expenses	8,740	7,683	+ 1,057	114%
Internal job cost allocation	(3,387)	(3,288)	- 99	103%
Total	58,143	56,252	+ 1,891	103%

Notes

- Administration expenses: Includes software licenses, legal, postage and printing expenses. The variance to plan includes costs of code of conduct investigations, local body election and timing differences of software license renewals.
- Honoraria paid: Includes payments to Mayor, Councillors, Mana whenua reps and Bluff Community Board. This is below Plan due to a vacant Councillor position for part of the year.
- Consultancy expenses: Variance reflects lower use of consultancy services across the Council, in particular Roding and Planning & Building service areas.
- Operational expenses: Variances include:
 - Higher contractor costs within solid waste activity for recycling and transfer station services (+\$1.2 million).
 - Higher contractor costs to provide the Total Mobility Scheme and bus services (+1.0 million)
 - Reduced costs in other areas including lower use of operational contractors and materials. (-\$0.8 million).
 - The annual plan figure includes ICC share of WasteNet expenses of which actuals were not available at the time of writing this report (-\$1.4 million)
- Repairs and maintenance: Variance include:
 - Timing differences of some planned maintenance during the year compared to plan.
 - Repairs to three burst water supply line faults.
Removal of tree roots from parts of the stormwater pipe network.
- Grants and subsidies expenses: Funds granted to external organisations are above plan due to increase grant funding to align with Heritage building strategy and additional funding to He Waka Tuia.
- Utilities expenses: Insurance, electricity & rates expenses. Variance relates to:

- higher insurance premiums for the 2023/2024 year have been received which align with international trends and increased asset base value. (+\$1.0 million).
- Higher electricity costs, particularly quarter 4 (+\$0.3 million)

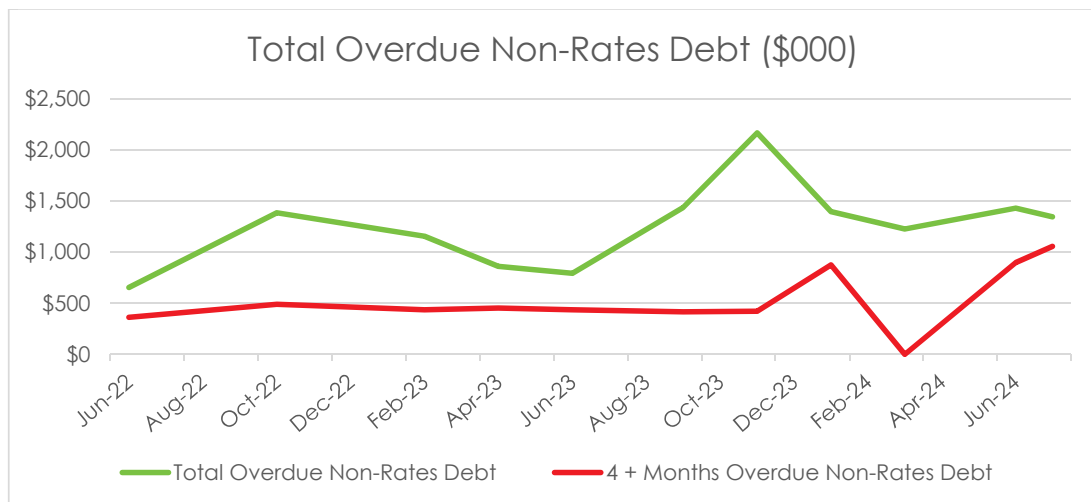
Internal job cost allocation: Recovery of internal staffing costs have been fully allocated to capital projects.

Debt Management

Sundry (Non-rates) Debt

At 31 July 2024 the non-rates debtors outstanding was \$1.346 million a decrease of \$0.08 million on 30 June 2024. The decrease is a combination of the timing of invoices being processed and the invoicing of contributions to delivered capital projects.

The graph below shows the trend in total overdue non-rates debt for the period from June 2022 to July 2024, and non-rates debt over four months old for the same period.



The table below details the total Council debt and the age of the debt.

	As at 31 July 2024					As at 30 June 2024				
	1 Month	2 Months	3 Months	4 + Months	Total	1 Month	2 Months	3 Months	4 + Months	Total
Grand Total	166,128.92	78,724.26	46,011.65	1,054,904.37	1,345,769	176,319.66	135,041.52	219,879.62	898,302.29	1,429,543

Of the above balance \$0.886 million (\$0.515 March 2024), relates to debtors with outstanding debts over \$5,000 and more than 2 months overdue.

Debt Write Off

There has been no debt written off since 1 July 2024. Debts are only written off following an extensive review of amounts which are two or more months overdue where it is not considered cost effective to be sent to our external debt collectors for debt recovery.

Rates Debtors

The table below summarises the current rates arrears balance. With the 2024-2025 rating year beginning on 1 July, any unpaid rates for the 2023-2024 year are now shown as arrears. Unpaid amounts for instalment 1 for the 2024-2025 rating year are not considered arrears until 1 July 2025.

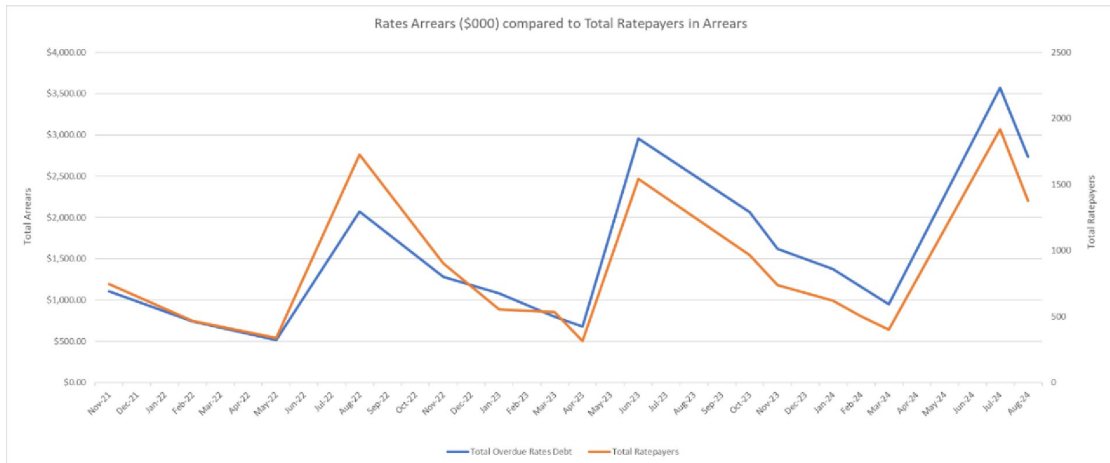
	Rating Year						Total
	Period 1	Period 2	Period 3	Period 4	Period 5+	2018 & older	
Rates arrears per rating year	2023-2024	2022-2023	2021-2022	2020-2021	2019-2020	2018 & older	Total
As at 27 August 2024	2,258,026	340,421	77,830	21,308	42,027		2,739,613
As at 15 July 2024	2,928,178	453,476	114,014	31,516	44,466		3,571,650
As at 31 March 2024		697,052	165,114	43,003	15,011	30,995	951,175
As at 23 February 2024		874,336	194,229	47,319	16,930	30,995	1,163,809
As at Jan 2024		1,063,414	214,151	51,310	18,553	31,295	1,378,723
As at Nov 2023		1,259,037	248,786	58,694	19,565	31,556	1,617,638
As at Oct 2023		1,605,031	322,105	75,553	23,106	37,282	2,063,077
As at June 2023		2,378,364	418,819	97,435	24,235	38,100	2,956,953
As at April 2023		0	507,049	105,570	26,219	39,171	678,009
As at March 2023		0	603,591	120,899	34,960	41,407	800,857
As at January 2023		0	832,952	145,938	46,012	58,739	1,083,641
As at November 2022		0	1,055,366	161,968	4,939	59,619	1,281,892
As at August 2022		0	1,738,026	205,383	59,252	67,080	2,069,741

91.99% (93.1% March, 91.9% February 2024, November 94%, October 94%, June 87%, April 92%) of Council's rates arrears by value are owed on 873 (March 292, February 343, November 514, October 643, June 897, April 222) properties with amounts greater than \$1,000 outstanding.

Council offers ratepayers who get behind in their rates the opportunity to enter into a payment plan arrangement. Those ratepayers who are in arrears with a payment plan are not charged rates penalties.

In those situations where there is no payment plan arranged (and followed), Council has a number of debt recovery methods available to it under the Rating Act. These include collection from the mortgage holder (where there is a mortgage) and court judgement. The final recovery method is a rating sale where Council obtains a court judgement to sell the property to recover the rates owed and the costs incurred.

The graph below shows total rates arrears (in thousands), together with total number of ratepayers that are in arrears for the period from November 2021 to March 2024.



Water Billing

Water billing relates to invoices raised quarterly to non-residential ratepayers who use more than a prescribed m³ of water. At present the threshold for charging is use above 249 m³.

The total value of water bills overdue at August 2024 \$9,516 (March \$14,464, February \$23,708, November \$20,956, October 2023 \$38,726, July 2023 \$67,165, May \$9,081) relating to 45 (March 136, February 203, October 107, July 111, May 57) customers. The vast majority of these are for amounts under \$1,000, (\$5,285) 55.54% of the outstanding amount relates to three customers.

Dog Registrations

The total value of dog registrations unpaid at 29 August \$103,458 (July \$188,420, April \$51,260, February 2024 is \$58,342, January 2024 is \$60,414, December 2023 is \$64,154) relating to 1062 animals (July 2048, February 2024 is 627, January 2024 639, December 2023 627).

Total registrations to date are 9,047 dogs.

We do note that the current legislation prevents us from offering instalment payments for dog registrations.

Next Steps

Collection activities will continue on outstanding debtors and rates arrears.

Attachments

Not applicable.

PERFORMANCE REPORT FOR THE YEAR ENDED 30 JUNE 2024

To:	Finance and Policy Committee
Meeting Date:	Tuesday 17 September 2024
From:	Rhiannon Suter, Manager – Strategy, Policy and Engagement Jaimee Botting, Manager - Financial Planning
Approved:	Patricia Christie - Group Manager - Finance and Assurance
Approved Date:	Thursday 12 September 2024
Open Agenda:	Yes

Purpose and Summary

This report provides Council an overview of service performance against the Long-term Plan and financial performance against the forecast for 2023/2024 ahead of completion of the 2023/2024 Annual Report.

Recommendations

1. Receive the report "Performance Report for the year ended 30 June 2024".
2. Notes 70 of 99 measures (71%) of the level of service performance were achieved for the year ended 30 June 2024, compared to 71/99 (72%) in 2022/2023 and 63/99 (64%) in 2021/2022.
3. Notes the draft net operating deficit for the year ended 30 June 2024 is \$13.0 million.
4. Notes the capital programme to 30 June 2024 has delivered \$48.9 million. This represents 97% of forecast and 86% of the planned programme in the Annual plan.
5. Notes the performance report contains provisional results for the year and is not the draft annual report. Year-end review and adjustments including selected asset revaluations and Council's share of WasteNet are still to be reflected.

Background

The Performance report is a quarterly update on activity and level of service structures developed and agreed in the 2021-2031 Long-term Plan.

Performance against Level of Service targets is provided based on assessment of performance at 30 June 2024, noting there remain a few areas where data is not yet complete which will be finalised in the Annual Report.

The financial performance results provided in this report are the current numbers at the time of reporting. A number of processes necessary to complete the Annual Report financials have

not yet been completed, most notably the inclusion of Council's share of WasteNet, allocation of net debt interest to activities and the revaluations of 3 waters and forestry assets. As this is the last report for the 2023/2024 financial year, the figures in this report have been prepared on an accrual basis compared to the prior reports which are with an invoice processed focus. This means invoices for work completed in June 2024 of which the invoice is not raised, received or processed until July 2024, are included in the June 2024 numbers, where as in previous reports it would have appeared in July 2024 instead.

Issues and Options

Roadmap to Renewal Delivery

As at 30 June 2024, Te Pātaka Taoka Southern Regional Collections Facility and Te Moutere – Tuatara Island have been completed. The Tuatara enclosure was officially open to the public on 8 June 2024, marking the completion of two of the three projects that make up Project 1225. The demolition of the former museum started in April. At the time of this report, the demolition was complete.

Rugby Park closed in April 2024 and Stage Two of the works are now well underway. The venue has reopened in time for the rugby season however, some there are a number of works that will need to be completed after the season closes.

The construction phase of the Bluff Boat Ramp Renewal is progressing well, with all piles installed and the west floating section being installed. Installation of the first sea pontoon has been delayed until July, and the second sea pontoon has been painted and is currently being fitted out.

The overall forecast for the roadmap programme remains at \$151.9 million (from amended Long-term Plan 2021-2031) with \$42.0 million spent to date. The majority of the programme forecast for the 2023/2024 year was delivered (98%) with the exception of Rugby Park stage two as mentioned above.

Levels of Service

The third year of the Long-term Plan (LTP) saw Council performance stabilising and in most areas, returning to pre-Covid levels.

Seventy of the 99 performance measure have been met, compared to 71 in 2022/2023 and 63 in 2021/2022 financial years. Data for one additional Rooding measure is not available yet.

The Water, Stormwater and Sewerage activities have continued to perform well, however challenging weather conditions and flooding during Quarter One resulted in two customer satisfaction measures (stormwater and sewerage) not able to be achieved.

To date, nine of 14 Rooding KPIs have been achieved and for two measures the target was just missed – personal risk and percentage of sealed local road network that is resurfaced. There is one measures requiring further national data before it can be reported – overall cost per km and vkt. Two Rooding performance measures have not been recorded in 2023/2024 – number of unplanned road closures and mean travel times for private vehicles.

The Solid Waste Management Activity continued to build on the progress made in the previous two years, with four of the five performance measures achieving their targets. However, there has been a notable reduction in the volume of recyclable materials throughout the year, as well as overall waste volumes. The overall reduction in waste output, which includes recyclable materials, is largely attributed to economic conditions which have resulted in reduced consumer expenditure and consumption, and thus waste generation.

Council continued to focus its efforts on education programmes and engagement with the community. Kerbside standardisation came into effect on 1 February 2024 and WasteNet ensured initiatives have been in place since end of 2023, to educate the community about changes to recycling. The outcomes of these efforts are reflected in the kerbside recycling data statistics, which shows a year-end contamination rate of 17.97% in comparison to 19.71% in 2022/2023 and 18.66% in 2021/2022. With kerbside standardisation having been introduced in February 2024, the data set is relatively limited and as such WasteNet, on behalf of Council, will continue to monitor these trends and adjust their community and engagement strategy accordingly.

Visitor numbers across most Council facilities and services have continued to increase. In 2023/2024, our entertainment venues, parks and Splash Palace have not only exceeded their yearly targets, but they have also exceeded the previous two years' results. For the second year in a row, public transport boardings continued to increase, now exceeding 2019/2020 levels by approximately 8,700.

The Libraries activity failed to meet its performance targets during 2023/2024. A reduction in the physical collection budget, along with increased freight costs saw less items being purchased during the year, missing the 60% target by six points. Visitation numbers decreased, reaching similar levels to those seen in 2021/2022. There were a number of programming vacancies throughout the year which are likely to have impacted visitation. Satisfaction remains high at 81%, however there was a slight decrease from 84% in 2022/2023.

Results from the residents' survey showed continued high satisfaction with our parks and reserves at 75%, however this has decreased from 80% in 2022/2023. Feedback highlighted the Low Mow pilot and poor maintenance as factors likely to drive dissatisfaction.

While still below target, customer satisfaction with venues lifted to 51% in 2023/2024, from 44% in 2022/2023 and 38% in 2021/2022. This may be attributed to a refresh of civic venues and improved service options being introduced. The overall feedback for our venues is positive with residents highlighting that they are well maintained, however feedback on specific venues varies. In all other areas, resident satisfaction remained below target.

Regulatory Services is legislatively required to maintain 100% targets for processing. The Activity continues to maintain a high standard of delivery in the area of building consents and non-notified resource consents not requiring a hearing at 99% and 98%, respectively, missing the target only by a very small margin. In 2023/2024, two food registrations (out of a total of 59) issued outside of the statutory timeframe, resulting in a 96% year-end result. Alcohol applications are continuing to meet their timeframes 100% of the time.

Great South

As at 30 June 2024, Great South met five of its nine KPIs. Great South continued to support regional economic development in the region and during 2023/2024, it provided significant

support to the aquaculture industry, including completing water assessments, Southern Green Hydrogen Project, and facilitated two cruise famils that enabled 17 cruise ships to call into Bluff harbour during the summer months, Estimates show that nearly 4,000 passengers were on the 17 ships, with around 40% of them coming onshore for activities. The estimated spend from cruise on retail and hospitality over the season is approximately \$600,000.

Other key tourism development projects include the development of the Murihiku Southland Cycle Tourism Opportunities Assessment, the Motupōhue visitor experience Te Taurapa o Te Waka and the continued implementation of the Southland Murihiku Food Tourism Strategy which included the release of the Murihiku Eats food guide to Southland featuring several Invercargill and Bluff based hospitality providers.

Four of the five regional business development KPIs were not met in 2023/2024, largely due to a general drop in business confidence, an increase in operational costs and businesses reprioritising their resources.

Financial Performance

For the year ending 30 June 2024, excluding depreciation the Council had an operating cash surplus of \$29.8 million. This is in line with forecast (\$29.8 million). Including depreciation, the Council had a net operating deficit of \$13.0 million, this is \$0.2 million higher than the \$12.8 million deficit forecast provided to Council prior to completion of the 2024 – 2034 Long-term Plan in June.

Total revenue for the year was \$127.4 million and is higher than forecast by \$1million. Additional forestry was able to be harvested in quarter four due to changes in the timber price market resulting in addition revenue of \$800,000 above forecast. Roading was able to recover a share of construction costs from external parties that was not included in the forecast. Interest rates on investments continue to remain higher than forecast, generating additional revenue but less subsidies revenue for Project 1225 was also realised during the year.

Total expenditure for the year was \$140.4 million and is higher than forecast by \$1.2 million.

Employee expenses were higher by \$0.6 million reflecting differences between actuals and forecast staffing levels and movements. The annual leave liability has also increased on last year adding additional expenditure. This is due to a change in the annual leave policy, granting a fifth week annual leave to staff with length of service of four years instead of six. Other expenses were higher by \$0.3 million which includes timing differences to maintenance programmes, lower consultancy costs, unplanned local election and code of conduct investigations. Interest rates on new borrowings continue to remain higher than forecast, generating additional expenses.

From an activity view, 12 of the 19 activities' net operating financial performance were lower than forecast. These include:

Water – Other expenses was higher with a full operational works programme completed and additional repairs required for three supply main bursts.

Stormwater – Other expenses was higher with a full operational works programme completed and additional essential tree root removal from the pipe network, drain clearing and ongoing CCTV investigation work.

Solid Waste – had a minor net variance to forecast due to volume of waste and recycling revenue generated.

Democratic Process – Timing differences between when staff vacancies forecast and being filled within the employee expenses area as well as unplanned costs of code of conduct investigations and local body election.

Regulatory Services – Lower income from building consents due to economic downturn.

Arts, Culture and Heritage – Higher costs in relation to the relocation of collection and settling into operations at the Te Pātaka Taoka Southern Regional Collections Facility.

Venues and Events Services – Additional staffing was required to host the increased number of shows.

Public Transport – Income from activity and subsidy revenue was lower due to lower passenger revenue generated and a government subsidy ending for half price fares.

Public Toilets – Other expenses was higher due to higher volume of vandalism repairs, insurance excess payments required and higher than expected inflation increases for Wachner Place operations.

Corporate Services – Employee expenses was higher due to a lower vacancy level within the teams.

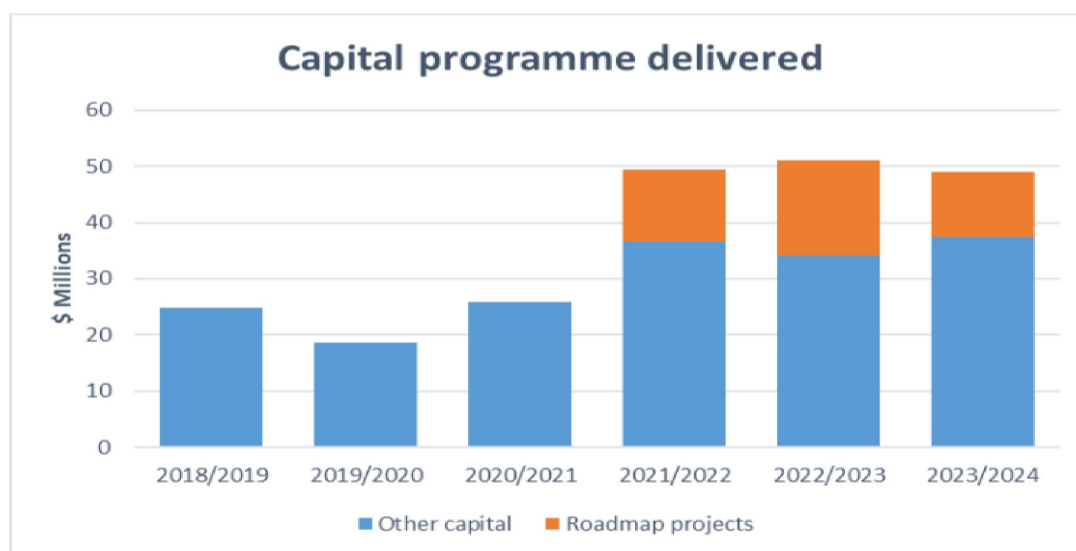
Property – Less subsidies revenue for Project 1225 was realised during the year.

City Centre – Other expenses was higher due to the reclassification of some stage 2 capital costs as operational as it did not meet the capitalisation requirements.

Forecast changes in quarter four were required to align with late adjustments to the forecast included in the Long-term Plan 2024-2034. These included adjustments to the balances of advances to Invercargill Central Limited and Invercargill City Holdings Limited along with corresponding interest amounts.

The Finance Update report for the year ended 30 June 2024 is to be presented to this meeting as well. It should be noted the Performance report currently focuses on the forecast position and the Finance update report focuses on comparisons with the Annual Plan 2023/2024 with further detail break down of some areas.

Capital Delivery



Capital expenditure of \$48.9 million has been spent for the year to June 2024 which is lower than forecast by \$1.7 million and last year by \$2.2 million. 86% of the 2023/2024 Annual Plan planned capital was able to be delivered this year (up from 64% last year).

Council continues to deliver a consistent programme of capital work across the asset managed activities. This year celebrated the completion of a number of key projects including housing units in Stirrat Street, Te Moutere – Tuatara Island and Te Pātaka Taoka Southern Regional Collections Storage Facility, all closely aligned to their forecasts. Other key projects took large steps forward in progression like demolition of the museum pyramid, renewal of the Bluff boat ramp, the Branxholme Supply line and continuation of tranche one of the Our Council programme. There were also a few projects that were delayed to 2024/2025 or are still in progress of completion including Surrey Park Grandstand (shortly to commence design phase), Bluff Hill Precinct project (Weather conditions and contractor availability), Rugby Park (underway and to be completed post Stags season) and various other Council building renewals (strategic assessment reviews and contractor availability).

Next Steps

The Annual Report for the 2023/2024 year is expected to be presented to the Risk and Assurance Committee on 22 October 2024 and adopted by Council on 29 October 2024.

The next Performance Report will be for the first three months of 2024/2025 to 30 September 2024 and will be brought to the Finance and Policy Committee in November 2024.

Attachments

1. Performance Report for the year ended 30 June 2024 (A5547291)
2. Roadmap to renewal report June 2024 (A5546891)
3. 2023/2024 Residents Survey Report (A5460634)



PERFORMANCE REPORT

As at 30 June 2024

He Ngākau Aroha - Our City with Heart





PERFORMANCE REPORT

As at 30 June 2024



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Traffic Light Colour Key

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Stormwater	<i>Wai tupuhi</i>
Roading Services	<i>Ratonga rori</i>
Solid Waste Management	<i>Para</i>
General Services	<i>Ngā ratonga</i>

Democratic Process

Regulatory Services

Parks and Reserves

Libraries

Aquatic Services

Arts, Culture and Heritage

Venue and Events Services

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Public Toilets

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Investments

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City Centre

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Statement of Cashflows

Statement of Financial Position





PERFORMANCE REPORT

As at 30 June 2024



Traffic Light Colour Key

Level of service performance

	On target or achieved
	Of concern
	Not achieved
	No measure currently available

Financial performance

Revenue

Positive variance (+) = Income higher than forecast
 Negative variance (-) = Income lower than forecast

Expenses

Positive variance (+) = Spend lower than forecast
 Negative variance (-) = Spend higher than forecast

Actual / Forecast	Revenue	Expenses
<= 92%		
92 < >=94%		
94 < >98%		
98 < >102%		
102 < > 106%		
>106%		
If variance is below \$10,000		

Note: If no forecast amount, the traffic light is green

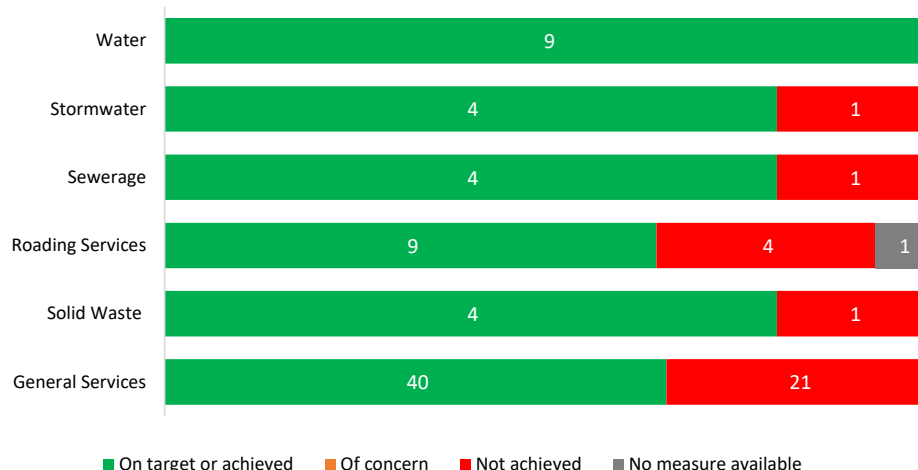
Net Operating surplus / (deficit)	
If Variance is positive	
If Variance is negative:	
Variance as % of forecast <6%	
Variance as % of forecast >6%	



Performance Summary

AS AT 30 June 2024

Level of service performance



Commentary - Level of service performance

The third year of the Long-term Plan (LTP) saw Council performance stabilising and in most areas, returning to pre-Covid levels.

Seventy of the 99 performance measure have been met, compared to 71 in 2022/23 and 63 in 2021/2022 financial years. Data for one additional Rooding measure is not available yet.

The Water, Stormwater and Sewerage activities have continued to perform well, however challenging weather conditions and flooding during Quarter One resulted in two customer satisfaction measures (stormwater and sewerage) not able to be achieved.


To date, nine of 14 Rooding KPIs have been achieved and for two measures the target was just missed – personal risk and percentage of sealed local road network that is resurfaced. There is one measures requiring further national data before it can be reported – overall cost per km and vkt. Two Rooding performance measures have not been recorded in 2023/24 – number of unplanned road closures and mean travel times for private vehicles.

The Solid Waste Management Activity continued to build on the progress made in the previous two years, with four of the five performance measures achieving their targets. However, there has been a notable reduction in the volume of recyclable materials throughout the year, as well as overall waste volumes. The overall reduction in waste output, which includes recyclable materials, is largely attributed to economic conditions which have resulted in reduced consumer expenditure and consumption, and thus waste generation.

Performance Summary

AS AT 30 June 2024


Commentary - Level of service performance



Council continued to focus its efforts on education programmes and engagement with the community. Kerbside standardisation came into effect on 1 February 2024 and WasteNet ensured initiatives have been in place since end of 2023, to educate the community about changes to recycling. The outcomes of these efforts are reflected in the kerbside recycling data statistics, which shows a year-end contamination rate of 17.97% in comparison to 19.71% in 2022/23 and 18.66% in 2021/22. With kerbside standardisation having been introduced in February 2024, the data set is relatively limited and as such WasteNet, on behalf of Council, will continue to monitor these trends and adjust their community and engagement strategy accordingly.

Visitor numbers across most Council facilities and services have continued to increase. In 2023/24, our entertainment venues, parks and Splash Palace have not only exceeded their yearly targets, but they have also exceeded the previous two years' results. For the second year in a row, public transport boardings continued to increase, now exceeding 2019/2020 levels by approximately 8,700.

The Libraries activity failed to meet its performance targets during 2023/24. A reduction in the physical collection budget, along with increased freight costs saw less items being purchased during the year, missing the 60% target by six points. Visitation numbers decreased, reaching similar levels to those seen in 2021/22. There were a number of programming vacancies throughout the year which are likely to have impacted visitation. Satisfaction remains high at 81%, however there was a slight decrease from 84% in 2022/23.



Results from the residents' survey showed continued high satisfaction with our parks and reserves at 75%, however this has decreased from 80% in 2022/23. Feedback highlighted the Low Mow pilot and poor maintenance as factors likely to drive dissatisfaction.

While still below target, customer satisfaction with venues lifted to 51% in 2023/24, from 44% in 2022/23 and 38% in 2021/22. This may be attributed to a refresh of civic venues and improved service options being introduced. The overall feedback for our venues is positive with residents highlighting that they are well maintained, however feedback on specific venues varies.

In all other areas, resident satisfaction remained below target.

Regulatory Services is legislatively required to maintain 100% targets for processing. The Activity continues to maintain a high standard of delivery in the area of building consents and non-notified resource consents not requiring a hearing at 99% and 98%, respectively, missing the target only by a very small margin. In 2023/24, two food registrations (out of a total of 59) issued outside of the statutory timeframe, resulting in a 96% year end result. Alcohol applications are continuing to meet their timeframes 100% of the time.

Performance Summary

AS AT 30 June 2024

Financial performance YTD (\$000)

Net operating surplus / (Deficit)

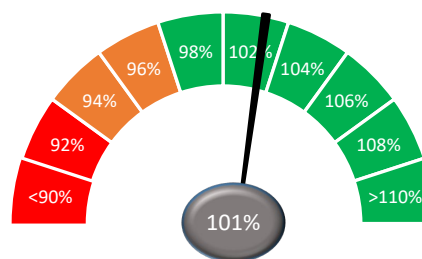
Actual: **(\$13,009)**

Forecast: (\$12,797)
Variance: (\$212) unfavourable

Revenue

Actual: **\$127,410**

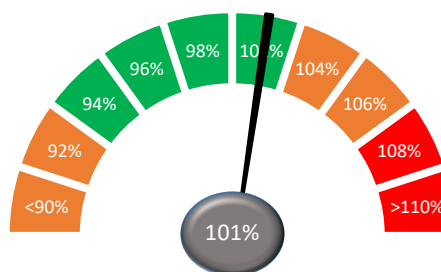
Forecast: \$126,374
Variance: \$1,036 favourable



Expenditure

Actual: **\$140,419**

Forecast: \$139,171
Variance: (\$1,248) overspent



	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	71,303	71,373	- 70		71,373	71,137
Subsidies and grants	16,168	16,482	- 314		16,482	16,621
Income from activities	30,210	29,155	+ 1,055		31,931	29,905
Investment revenue	9,729	9,364	+ 365		9,364	8,345
Total revenue	127,410	126,374	+ 1,036		129,150	126,008
Employee expenses	34,409	33,807	- 602		33,807	33,005
Other expenses	58,143	57,805	- 338		60,296	55,383
Finance expenses	5,077	4,920	- 157		4,920	4,368
Depreciation	42,790	42,639	- 151		42,639	41,663
Total expenses	140,419	139,171	- 1,248		141,662	134,419
Net operating surplus / (deficit)	(13,009)	(12,797)	- 212		(12,512)	(8,411)

Performance Summary

AS AT 30 June 2024

Net operating surplus by activity group

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Water	(33)	196	- 229		(242)	463
Stormwater	(908)	(683)	- 225		(655)	(675)
Sewerage	(2,670)	(3,309)	+ 639		(3,309)	(3,326)
Roading Services	(2,139)	(2,849)	+ 710		(2,708)	(1,937)
Solid Waste	(457)	(413)	- 44		(178)	(473)
General Services	(6,801)	(5,740)	- 1,061		(5,421)	(2,463)
Council	(13,008)	(12,798)	- 210		(12,513)	(8,411)

Commentary

For the year ending 30 June 2024, excluding depreciation the Council had an operating cash surplus of \$29.8 million. This is in line with forecast (\$29.8 million). Including depreciation, the Council had a net operating deficit of \$13.0 million, this is \$0.2 million higher than the \$12.8 million deficit forecast provided to Council prior to completion of the 2024 – 2034 Long-term Plan in June.

Total revenue for the year was \$127.4 million and is higher than forecast by \$1.0 million. Additional forestry was able to be harvested in quarter four due to changes in the timber price market resulting in addition revenue of \$0.8m above forecast. Roothing was able to recover a share of construction costs from external parties that was not included in the forecast. Interest rates on investments continue to remain higher than forecast, generating additional revenue but less subsidies revenue for Project 1225 was also realised during the year.

Total expenditure for the year was \$140.4 million and is higher than forecast by \$1.2 million. Employee expenses were higher by \$0.6 million reflecting differences between actuals and forecast staffing levels and movements. The annual leave liability has also increased on last year adding additional expenditure. This is due to a change in the annual leave policy, granting a 5th week annual leave to staff with length of service of four years instead of six. Other expenses were higher by \$0.3 million which includes timing differences to maintenance programmes, lower consultancy costs, unplanned local election and code of conduct investigations. Interest rates on new borrowings continue to remain higher than forecast, generating additional expenses.

From an activity view, 12 of the 19 activities' net operating financial performance were lower than forecast. These include:

Water – Other expenses was higher with a full operational works programme completed and additional repairs required for three supply main bursts.

Stormwater – Other expenses was higher with a full operational works programme completed and additional essential tree root removal from the pipe network, drain clearing and ongoing CCTV investigation work.

Performance Summary

AS AT 30 June 2024

Commentary

Solid Waste – had a minor net variance to forecast due to volume of waste and recycling revenue generated.

Democratic Process – Timing differences between when staff vacancies forecast and being filled within the employee expenses area as well as unplanned costs of code of conduct investigations and local body election.

Regulatory Services – Lower income from building consents due to economic downturn.

Arts, Culture and Heritage – Higher costs in relation to the relocation of collection and settling into operations at the Te Pātaka Taoka Southern Regional Collections Facility.

Venues and Events Services – Additional staffing was required to host the increased number of shows.

Public Transport – Income from activity and subsidy revenue was lower due to lower passenger revenue generated and a government subsidy ending for half price fares.

Public Toilets – Other expenses was higher due higher volume of vandalism repairs, insurance excess payments required and higher than expected inflation increases for Wachner Place operations.

Corporate Services – Employee expenses was higher due to a lower vacancy level within the teams.

Property – Less subsidies revenue for Project 1225 was realised during the year.

City Centre – Other expenses was higher due to the reclassification of some stage 2 capital costs as operational as it did not meet the capitalisation requirements.

Forecast changes in quarter four were required to align with late adjustments to the forecast included in the Long-term Plan 2024-2034. These included adjustments to the balances of advances to Invercargill Central Limited and Invercargill City Holdings Limited along with corresponding interest amounts.

The Finance Update report for the year ended 30 June 2024 is to be presented to this meeting as well. It should be noted the Performance report currently focuses on the forecast position and the Finance update report focuses on comparisons with the Annual Plan 2023/2024 with further detail break down of some areas.

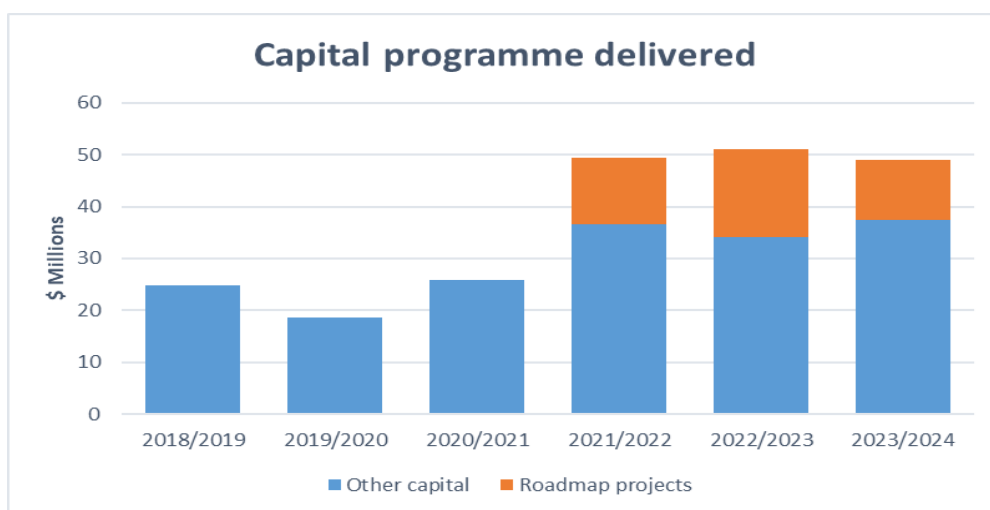
Capital Expenditure Summary

AS AT 30 June 2024

Commentary

Capital expenditure of \$48.9 million has been spent for the year to June 2024 which is lower than forecast by \$1.7 million and last year by \$2.2 million. 86% of the 2023/2024 Annual Plan planned capital was able to be delivered this year (up from 64% last year).

Council continues to deliver a consistent programme of capital work across the asset managed activities. This year celebrated the completion of a number of key projects including housing units in Stirrat Street, Te Moutere – Tuatara Island and Te Pātaka Taoka Southern Regional Collections Storage Facility, all closely aligned to their forecasts. Other key projects took large steps forward in progression like demolition of the museum pyramid, renewal of the Bluff boat ramp, the Branxholme Supply line and continuation of tranche one of the Our Council programme. There was also a few projects that were delayed to 2024/2025 or are still in progress of completion including Surrey Park Grandstand (shortly to commence design phase), Bluff Hill Precinct project (Weather conditions and contractor availability), Rugby Park (underway and to be completed post Stags season) and various other council building renewals (strategic assessment reviews and contractor availability).



Capital Expenditure by activity group

	Actual YTD	Forecast YTD	Variance	% of Full year forecast	Full year forecast	A/Plan Planned capital
	(\$000)	(\$000)	(\$000)		(\$000)	(\$000)
Water	9,945	9,681	+ 264	103%	9,681	14,000
Stormwater	2,538	2,062	+ 476	123%	2,062	3,151
Sewerage	3,244	3,075	+ 169	105%	3,075	3,005
Roading Services	10,401	8,366	+ 2,035	124%	8,366	10,684
Solid Waste	0	135	- 135	0%	135	109
General Services	22,768	27,228	- 4,459	84%	27,228	25,734
Council	48,897	50,547	- 1,650	97%	50,547	56,683

Capital Expenditure Summary

AS AT 30 June 2024

Road map to renewals projects

See Roadmap to renewals table for progress details on projects

Project		Actual	Forecast	% of forecast spent	Amended LTP Planned capital
		(\$000)	(\$000)	%	(\$000)
Anderson House	2023/24	-	-	100%	-
City Centre - Stage 1	2023/24	159	159	100%	-
City Centre - Stage 2	2023/24	- 63	-	100%	91
Museum redevelopment (Project 12 25)	2023/24	9,607	9,319	103%	9,155
Bluff Boat Ramp renewal	2023/24	1,418	1,441	98%	770
Rugby Park renewal	2023/24	298	546	55%	985
Water Tower	2023/24	-	-	100%	-
City Centre Masterplan Urban Play	2023/24	54	-	100%	-
Surrey Park Grandstand renewal	2023/24	0	301	0%	301
Arts and Creativity Invercargill	2023/24	-	-	100%	-
Additional Pool at Splash Palace	2023/24	-	-	100%	-
Total	2023/24	11,474	11,766	98%	11,302



Water

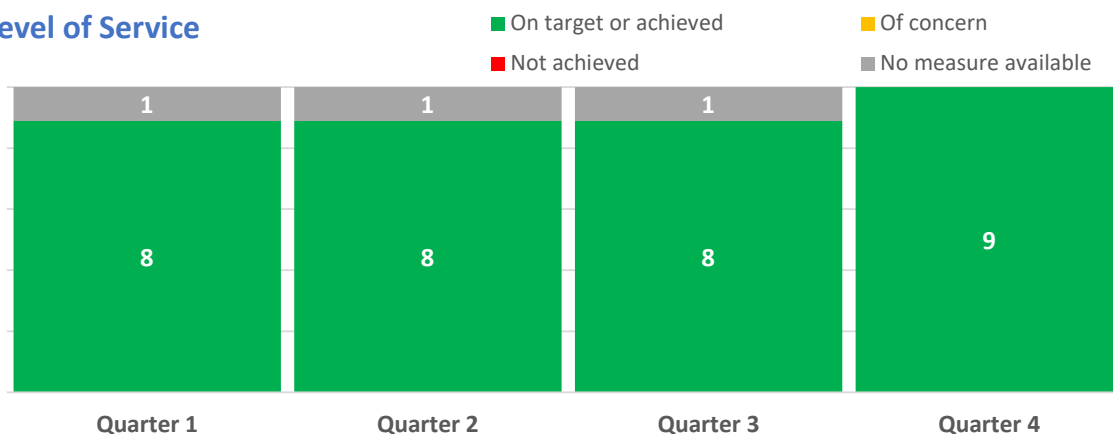
Wai

Commentary

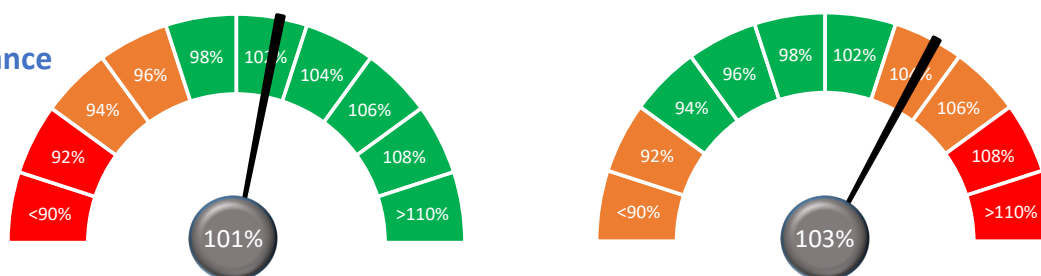
The Water Activity has continued to ensure the delivery of a safe supply of water to Invercargill and Bluff properties in 2023/24. The activity met all its performance measures.

Revenue is higher than forecast due to higher water sales income. Operating expenses have run higher than forecast due to three supply line bursts during the year. Pipe maintenance plans were adjusted to reduce this variance however has not returned to forecast due to pipe maintenance contract commitments and reactive maintenance required in the last quarter. Renewal work programme was completed as forecast.

Level of Service



Finance



Revenue YTD

Expenditure YTD

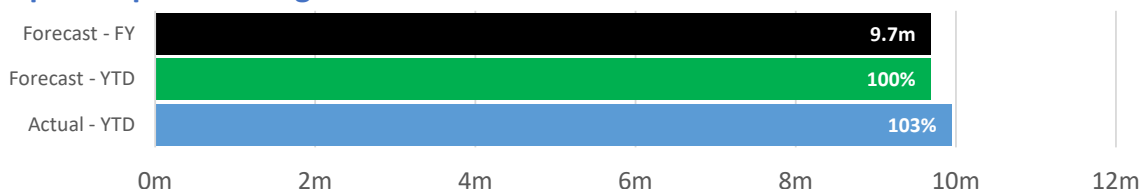
	Operating Revenue	Operating Expenditure	Net Operating surplus
Actual YTD:	\$ 12,277,000	\$ 12,310,000	(\$ 33,000)
Forecast YTD:	\$ 12,133,000	\$ 11,937,000	\$ 196,000
Variance:	+ \$ 144,000 Favourable	- \$ 373,000 Overspent	- \$ 229,000 Unfavourable



Water

Wai

Capital expenditure against forecast



Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
The extent to which the Council's drinking water supply complies with part 4 of the drinking-water standards. (Bacteria compliance criteria)		100%	100%		100%
The extent to which the local authority's drinking water complies with part 5 of the drinking-water standards (protozoal compliance criteria)		100%	100%		100%
The percentage of real water loss from the Council's networked reticulation system. (Calculated according to the methodology outlined in Water NZ Water Loss Guidelines publication Feb 2010)		Less than 30%	18%		19%
The median response time for urgent callouts, (from the time the Council receives notification to the time that service personnel reach the site).		4 Hours	25m		29m
A review of KPI processes identified an error in the calculation of median response and resolution times, where public holidays and weekends were not accounted for. As a result, 2022/23 figures have been recalculated with the new result being 29 minutes (previously reported result was 39 minutes).					



Water

Wai

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
The median time to resolve urgent callouts (from the time the Council receives notification to the time that service personnel confirm resolution of the fault or interruption).		24 Hours	1h 45m		1h 47m
	A review of KPI processes identified an error in the calculation of median response and resolution times, where public holidays and weekends were not accounted for. As a result, 2022/23 figures have been recalculated with the new result being 1 hour 47 minutes (previously reported result was 2 hours 9 minutes).				
Attendance for non-urgent call-outs: from the time that council receives notification to the time that service personnel reach the site		5 working days	3d 00h 02m		4d 00h 28m
	A review of KPI processes identified an error in the calculation of median response and resolution times, where calendar days (instead of working days) were counted. As a result, 2022/23 figures have been recalculated with the new result being 4 days and 28 minutes (previously reported result was 5 days 18 hours 8 minutes). It appears that the contractor has become more efficient.				
Resolution of non-urgent call-outs: from the time that the council receives notification to the time that service personnel confirm resolution of the fault or interruption		10 working days	3d 22h 19m		5d 1h 44m
	A review of KPI processes identified an error in the calculation of median response and resolution times, where calendar days (instead of working days) were counted. As a result, 2022/23 figures have been recalculated with the new result being 5 days 1 hour 44 minutes (previously reported result was 6 days 2 hours 33 minutes). It appears that the contractor has become more efficient.				
The average consumption of drinking water per day per resident within the Invercargill City Council territorial district		Less than 300 litres/day	234		231
The total number of complaints received by Council per 1,000 connections about any of the following: - Drinking water clarity - Drinking water taste - Drinking water odour - Drinking water pressure of flow - Continuity of supply		<10 in total	1.02		1.82
	The network is performing better due to continuous maintenance and capital work upgrades.				



Water

Wai

Financials

	Actual YTD	Forecast YTD	Variance		Full year forecast	Annual Plan
Rates and penalties	9,895	9,895	-		9,895	9,942
Subsidies and grants	-	-	-		-	-
Income from activity	2,382	2,238	+ 144		2,238	2,738
Investment revenue	-	-	-		19	19
Total revenue	12,277	12,133	+ 144		12,152	12,699
Employee expenses	6	-	- 6		-	-
Other expenses	5,425	5,077	- 348		5,077	4,997
Finance expenses	-	-	-		457	457
Depreciation	6,879	6,860	- 19		6,860	6,782
Total expenses	12,310	11,937	- 373		12,394	12,236
Net operating	(33)	196	- 229		(242)	463

Key capital projects over \$250,000

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)	% of Full year forecast	Full year forecast (\$000)	A/Plan planned capital (\$000)
Alternate water supply	274	800	- 526	34%	800	700
	Work on additional exploratory is being carried out.					
Pipe renewals	3,027	2,734	+ 293	111%	2,734	2,364
	Delivered above forecast and plan with Main projects were Bluff Hill Reservoir Outlet Main Renewal & Gladstone Terrace and Russel Street Watermain Renewal.					
Branxholme pipeline	6,528	5,915	+ 613	110%	5,915	10,704
	A revised programme has been provided now through the prolonged bad weather period; this has the pipe lay drifting into the end of March/April 2025. The team is split at present between livening work (north) and pipelay works at Myres. We will soon have the first fresh water passing through the north sections, a huge achievement for the project despite the poor weather we have had this summer.					



Sewerage

Waikeri

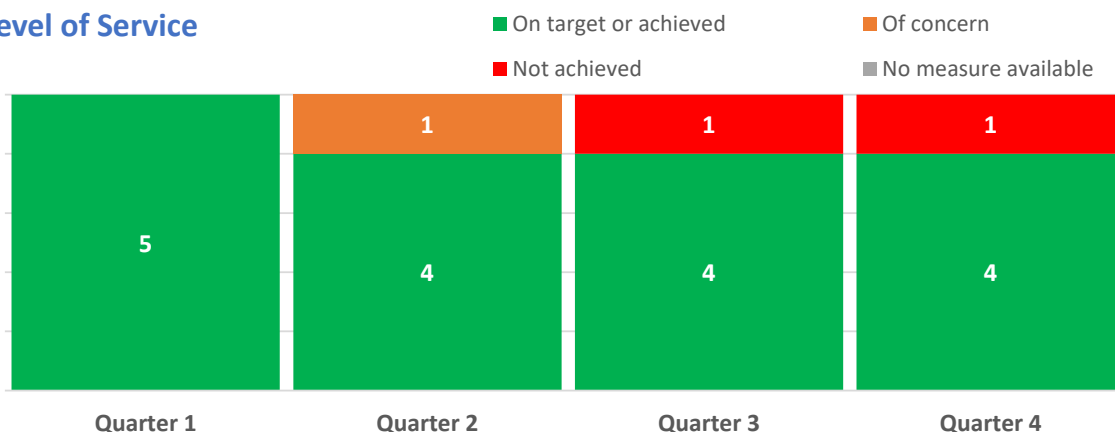
Commentary

The Sewerage Activity covers the pipes, pumping stations and treatment plants for the collection, treatment and disposal of sewage in order to enhance the health and wellbeing of Invercargill residents.

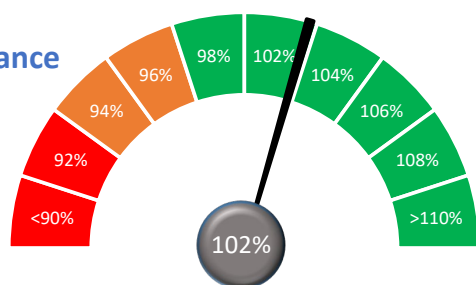
While the number of complaints relating to the sewer network were on trend for most of the year, the significant rainfall event in Quarter One resulted in a higher than usual number of complaints, and thus the target was exceeded. All other measures were achieved.

Operating expenses ended the year below forecast with an anticipated sludge pond 1 emptying not undertaken due to contractor and space for disposal availability. The capital works program was completed for the year as forecast.

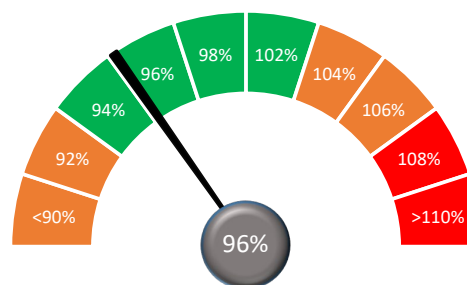
Level of Service



Finance



Revenue YTD



Expenditure YTD

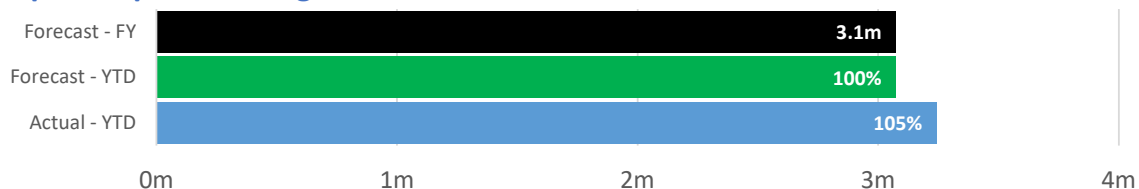
	Operating Revenue	Operating Expenditure	Net Operating surplus
Actual YTD:	\$ 9,025,000	\$ 11,695,000	(\$ 2,670,000)
Forecast YTD:	\$ 8,869,000	\$ 12,178,000	(\$ 3,309,000)
Variance:	+ \$ 156,000 Favourable	+ \$ 483,000 Underspent	+ \$ 639,000 Favourable



Sewerage

Waikeri

Capital expenditure against forecast



Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
Number of dry weather sewerage overflows per 1,000 properties - DIA Performance Measure 1 (system and adequacy)	DIA	Max 4	0.88		0.72
	A review of KPI processes identified an error in the calculation of dry weather sewerage overflows where only instances where discharge to the stormwater network were counted. All discharge to environment occurrences should have been counted. As a result, 2022/23 figures have been recalculated with the new result being 0.72 (previously reported result was 1.37).				
Compliance with Council's resource consents for discharge from its sewerage system - DIA Performance measure 2 (discharge compliance)	DIA	Max 0	0		0
DIA Performance Measure 3 (fault response times)					
(a) The median response time from notification to arrival on-site to attend blockages or other faults in the sewerage system	DIA	<1 hour	26m		16m
	A review of KPI processes identified an error in the calculation of median response and resolution times, where public holidays and weekends were not accounted for. As a result, 2022/23 figures have been recalculated with the new result being 16 minutes (previously reported result was 37 minutes).				



Sewerage

Waikeri

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
(b) The median response time from notification to resolution of blockages or other faults in the sewerage system	DIA	<6 hours	45m		1h19m
A review of KPI processes identified an error in the calculation of median response and resolution times, where public holidays and weekends were not accounted for. As a result, 2022/23 figures have been recalculated with the new result being 1 hour 19 minutes (previously reported result was 1 hour 1 minute).					
DIA Performance Measure 4 (customer satisfaction) The number of complaints received about: 1. sewage odour 2. system faults 3. system blockages 4. Council's responsiveness (expressed per 1,000 properties connected to the Council's sewer system)		Max 4	4.69		2.25
While the number of complaints relating to the sewer network remained on trend during Quarters Two to Four, due to the rainfall event in Quarter One causing a significant increase in number of complaints, the target has been missed.					

Financials

	Actual YTD	Forecast YTD	Variance		Full year forecast	Annual Plan
	(\$000)	(\$000)	(\$000)		(\$000)	(\$000)
Rates and penalties	7,619	7,619	-		7,619	7,551
Subsidies and grants	-	-	-		-	-
Income from activity	1,406	1,250	+ 156		1,250	1,029
Investment revenue	-	-	-		-	-
Total revenue	9,025	8,869	+ 156		8,869	8,580
Employee expenses	10	-	- 10		-	14
Other expenses	3,781	4,296	+ 515		4,296	4,040
Finance expenses	-	-	-		-	-
Depreciation	7,904	7,882	- 22		7,882	7,852
Total expenses	11,695	12,178	+ 483		12,178	11,906
Net operating	(2,670)	(3,309)	+ 639		(3,309)	(3,326)



Sewerage

Waikeri

Key capital projects over \$250,000

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)	% of Full year forecast	Full year forecast (\$000)	A/Plan planned capital (\$000)
Treatment plant renewals	1,310	1,348	- 38	97%	1,348	998
	Work program completed on target for the year.					
Pumping station	137	378	- 241	36%	378	378
	Plant and equipment had been ordered with delivery expected before year end, equipment had not arrived by year end.					
Pipe renewals	1,244	1,349	- 106	92%	1,349	1,629
	Due to resource constraints the full program was not fully delivered.					



Stormwater

Wai tupuhi

Commentary

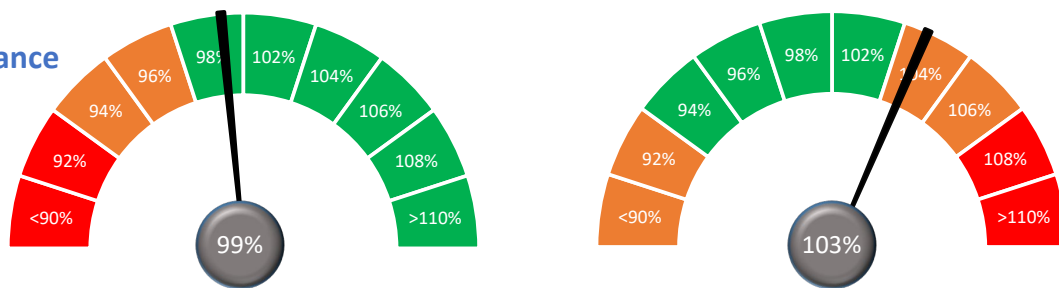
Stormwater activity performed well this financial year complying with four of the five DIA performance measures. However, the number of complaints received about the performance of the stormwater network exceeded the target of 4 per 1000 connections. This is largely due to a significant number of complaints were received in Quarter One compared to other periods due to a high rainfall event in September. In addition, more storm events occurred throughout 2023/24 compared to the previous financial year.

The 40k negative revenue was for DIA claiming it back for shovel ready subsidised work on Stead Stead. Operating expenses were higher than forecast with the work programme completed. We have undertaken additional essential tree root removal from pipe network, drain cleaning and CCTV investigation work, this work will be ongoing.

Level of Service



Finance



Revenue YTD

Expenditure YTD

	Operating Revenue	Operating Expenditure	Net Operating surplus
Actual YTD:	\$ 6,387,000	\$ 7,295,000	(\$ 908,000)
Forecast YTD:	\$ 6,430,000	\$ 7,113,000	(\$ 683,000)
Variance:	-\$ 43,000 Unfavourable	-\$ 182,000 Overspent	-\$ 225,000 Unfavourable



Stormwater

Wai tupuhi

Capital expenditure against forecast



Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
DIA Performance measure 1 (system adequacy) (a) The number of flooding events that occur in the Invercargill City district	DIA	0	0	Green	0
DIA Performance measure 1 (system adequacy) (b) For each flooding event, the number of habitable floors affected (expressed per 1,000 properties connected to the Council's stormwater system)	DIA	0	0	Green	0
DIA Performance measure 2 (discharge compliance) Compliance with the Council's resource consents for discharge from its stormwater system, measured by the number of: - Abatement notices - Infringement notices - Enforcement orders - Successful prosecution	DIA	0	0	Green	0
DIA Performance measure 3 (response times) The median response time to attend a flooding event, measured from the time that Council receives notification to the time that service personnel reach the site	DIA	<1 hour	0	Green	0
DIA Performance Measure 4 (customer satisfaction) The number of complaints received about the performance of the stormwater system (expressed per 1,000 properties connected to the Council's stormwater system)	DIA	<4	4.2	Red	1.8
A significant number of complaints were received in Quarter One compared to other periods due to a high rainfall event in September. In addition, more storm events occurred throughout 2023/24 compared to the previous financial year.					



Stormwater

Wai tupuhi

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	6,421	6,421	-		6,421	6,424
Subsidies and grants	(40)	-	- 40		-	-
Income from activity	6	9	- 3		9	9
Investment revenue	-	-	-		28	28
Total revenue	6,387	6,430	- 43		6,458	6,461
Employee expenses	(4)	-	+ 4		-	-
Other expenses	2,677	2,504	- 173		2,504	2,451
Finance expenses	-	-	-		-	-
Depreciation	4,622	4,609	- 13		4,609	4,685
Total expenses	7,295	7,113	- 182		7,113	7,136
Net operating	(908)	(683)	- 225		(655)	(675)

Key capital projects over \$250,000

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)	% of Full year forecast	Full year forecast (\$000)	A/Plan planned capital (\$000)
Treatment plant renewals	-	-	-	100%	-	328
Stormwater designs progressing as per SRC discharge consent, treatment devices have yet to be evaluated. No capital work undertaken due to designs not able to be installed this year.						
Pipe renewals	2,418	1,931	+ 487	125%	1,931	2,692
Dee and Herbert St's Stormwater upgrade successfully completed. Deveron St works well underway.						



Roving Services

Ratonga rori

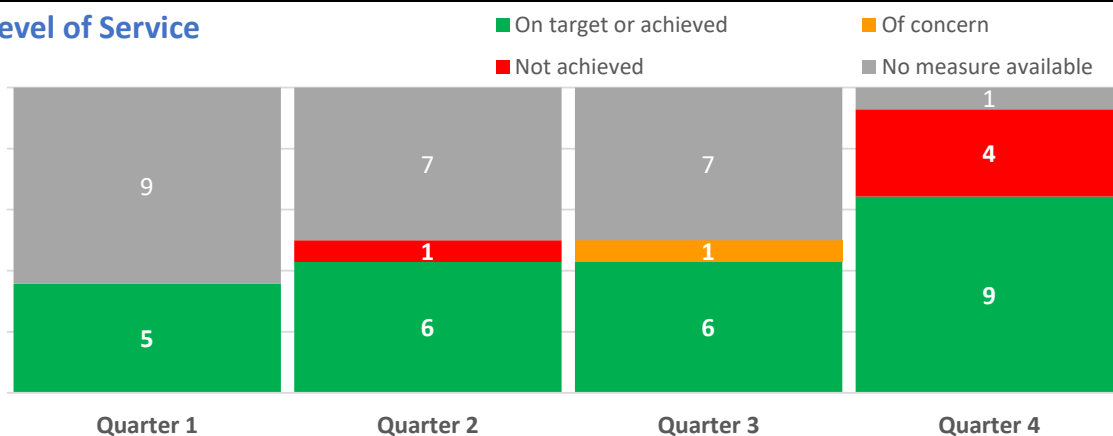
Commentary

Many of the Roving performance measurements are set by the DIA. Nine of the 14 measures have been achieved this financial year. The result for one measure is supplied by external sources, and this data is not available as of 5 September 2024. Two measure (unplanned road closures and mean travel times) have not been measured this financial year.

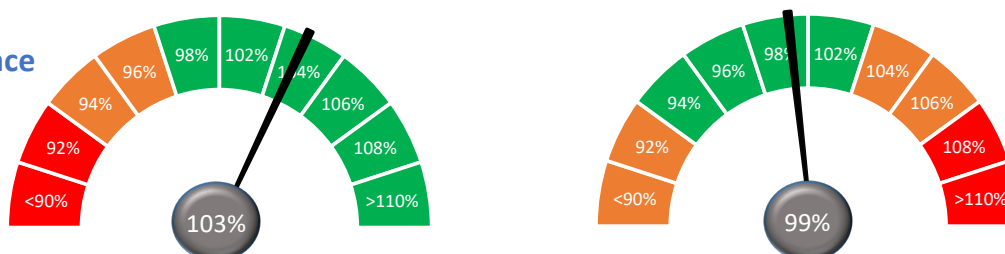
Parking revenue has recovered to pre covid levels, \$1.1m vs \$0.7m 2022/23. State Highway Delegated recovery revenue moved from Subsidy to recoveries (Income from Activity) in the forecast as per audit requirement. Additional Income from activity revenue received from Waka Kotahi for Bluff cycleway, curb, channel & footpath work.

The alliance transition continues and as such the work on the revised programme continues to be delivered. Next season's pre-arrival preparations are underway.

Level of Service



Finance



Revenue YTD

Expenditure YTD

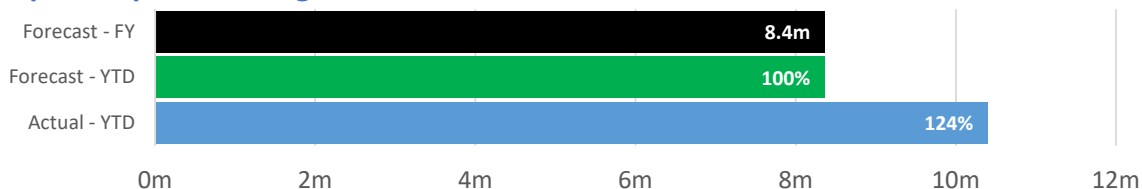
	Operating Revenue	Operating Expenditure	Net Operating surplus
Actual YTD:	\$ 20,054,000	\$ 22,193,000	(\$ 2,139,000)
Forecast YTD:	\$ 19,514,000	\$ 22,363,000	(\$ 2,849,000)
Variance:	+ \$ 540,000 Favourable	+ \$ 170,000 Underspent	+ \$ 710,000 Favourable



Roading Services

Ratonga rori

Capital expenditure against forecast



Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
The number of and change from the previous financial year in the number of fatalities and serious injury crashes on the local road network, expressed as a number	DIA & ONRC	Decreasing annually	7 Crashes Year to Date - 0 fatalities, 7 people with serious injuries	Green	17 total number of crashes - 2 more crashes than last year (1
Collective risk (crash density) – fatal and serious injury rate per km of road	ONRC	Decreasing annually	0.01	Green	0.04
Crash rates for DSI decreased - achieved					
Personal risk – average annual fatal and serious injury crashes per 100 million vehicle-kilometres	ONRC	Decreasing annually	6.27	Red	6.24
Overall trend over 5 years is downward, last 12 months the trend has flattened.					
The average quality of ride, on a sealed local road network, measured by smooth travel exposure	DIA & ONRC	Higher than national average Urban – 84.5% Rural – 95.1%	Higher than national average Urban - 88.99% Rural - 95.5%	Green	Urban - 85% Rural - 98%



Roading Services

Ratonga rori

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
The percentage of the sealed local road network that is resurfaced	DIA	> 5.5%	5.3%		6.6%
	The sealed road resurfacing programme was physically completed 1st week in April. The KPI was recalculated at the end of the financial year to ensure that (where applicable) the different seal treatment types on a road were accounted for. As consequence, the result changed from 5.7% (as reported in Quarter Three) to 5.3%. While the programme was completed on time and budget, the overall cost of doing the work has gone up in 2023/24 compared to previous years. There is a higher budget allocated to this for 2024/25 and tenders for the work have been received during Quarter One of 2024/25.				
The percentage of footpaths within the district that fall within the level of service, or service standard for the condition of footpaths as set out in the Asset Management Plan	DIA	< 8% in very poor condition	1.8%		1.8%
The percentage of customer service requests relating to roads and footpaths, to which the territorial authority responds within the time frame specified in the Long-term Plan	DIA	75% of requests are responded to in five or less business days	91%		83%
	More staff training and contractor management saw an improvement in the KPI performance in 2023/2024.				
The number of unplanned road closures and the number of vehicles affected by closures annually	ONRC	Number of closures <=8 Affected vehicles	No measure available		-
	Not measured in 2023/24				
Proportion of network not available to Class 1 heavy vehicles and 50MAX vehicles	ONRC	Maintain / Increase proportion	No Change (0.01%)		No decrease in % of network
	No decrease in proportion of network not available to Class 1 heavy vehicles and 50MAX vehicles.				



Roading Services

Ratonga rori

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
Mean travel times for private motor vehicles on key routes	ONRC	Maintain stable trend	No measure available		-
	Not measured in 2023/24				
The overall cost per km and vkt of routine maintenance activities, and cost by work category on each road network for the financial year	ONRC	<= Peer Group Average	-		57%
	Final results not available				
An Invercargill street lighting fault is responded to promptly	ICC	> 75% of requests within 2 business days	98%		99%
Vandalised signs are promptly responded to and corrective actions commenced	ICC	> 85% of requests within 2 business days.	98%		96%
Damaged traffic signals are attended to promptly	ICC	> 85% of emergency requests are responded to by attending the site within one hour	100%		100%



Roading Services

Ratonga rori

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	8,584	8,584	-		8,584	8,584
Subsidies and grants	8,182	8,188	- 6		8,188	8,923
Income from activity	3,288	2,742	+ 546		2,742	1,325
Investment revenue	-	-	-		141	141
Total revenue	20,054	19,514	+ 540		19,655	18,973
Employee expenses	3	-	- 3		-	-
Other expenses	8,563	8,773	+ 210		8,773	8,578
Finance expenses	-	-	-		-	-
Depreciation	13,627	13,590	- 37		13,590	12,332
Total expenses	22,193	22,363	+ 170		22,363	20,910
Net operating	(2,139)	(2,849)	+ 710		(2,708)	(1,937)

Key capital projects over \$250,000

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)	% of Full year forecast	Full year forecast (\$000)	A/Plan planned capital (\$000)
Resurfacing. Rehabilitation and drainage renewals	6,353	5,038	+ 1,314	126%	5,038	5,881
	Program was fully delivered as forecast, excellent outcome.					
Footpath renewals	911	729	+ 182	125%	729	911
	Program was fully delivered as forecast, excellent outcome.					
Low cost, low risk capital renewals	1,447	712	+ 735	203%	712	3,044
	Program was fully delivered as forecast, with some supplementary work done in Windsor. Waiting for NZTA to complete the work on the Lake St roundabout. Forecast \$545k & Annual Plan \$475k was contained in Public Transport Project.					



Solid Waste Management

Para

Commentary

While kerbside rubbish generated spiked in 2021/22, the next two years followed a downward trend, with the 2023/24 tonnage reaching similar levels to those seen in 2020/21. Concurrently, solid waste going to landfill followed a very similar trend, with a decrease of over 2000 tonnes seen in 2023/24 figures compared to previous years. An increase in the amount of green waste dropped off at the transfer station during warmer months resulted in the overall result diverted material for 2023/24 exceeding the total recorded for 2022/23.

However, there has been a notable reduction in the volume of recyclable materials throughout the year, as well as overall waste volumes. The overall reduction in waste output, which includes recyclable materials, is largely attributed to economic conditions which have resulted in reduced consumer expenditure and consumption, and thus waste generation.

In 2023/24, Council continued to focus its efforts on education programmes and engagement with the community with this service undertaken by WasteNet, being a joint committee of the Invercargill City Council, Southland District Council and Gore District Council. Kerbside standardisation came into effect on 1 February 2024 and thus, WasteNet ensured initiatives have been in place since end of 2023, to educate the community about changes to recycling. A range of educational initiatives have been delivered to residents, schools and businesses in order to raise awareness of waste minimisation, take voluntary actions to minimise waste and progressively transition to a circular economy. This included an advertising campaign focused on naming the waste mascot (Bitz McGee), radio and newspaper adverts to advise of Christmas holiday bin collection changes, kerbside standardisation roll out and bin sticker distribution via Southland Express (in February 2024). This was accompanied by Google Display advertising on “what goes in your yellow bin” campaign for kerbside standardisation. In addition, WasteNet website has been updated in January 2024 to support kerbside standardisation changes. The website includes a search database to allow people to search for an item, showing whether it goes in the red or yellow bin or if an alternative disposal method is available.

The outcomes of these efforts are reflected in the kerbside recycling data statistics, which shows a year-end contamination rate of 17.97% in comparison to 19.71% in 2022/23 and 18.66% in 2021/22. With kerbside standardisation having been introduced in February 2024, the data set is relatively limited and as such WasteNet, on behalf of Council, will continue to monitor these trends and adjust their community and engagement strategy accordingly.

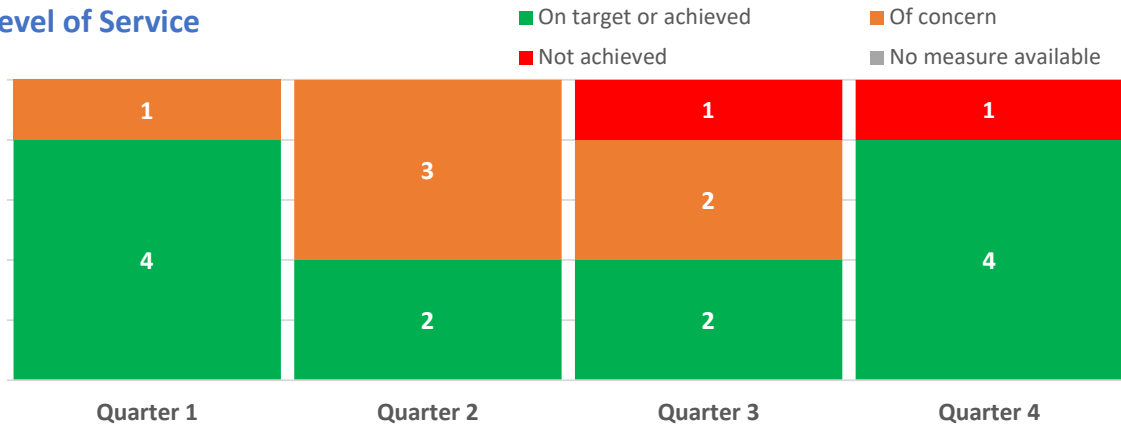
Revenue at the Transfer Station and for recycling service recoveries are higher than forecast as too are expenses. There was an unplanned recycling contract payment for building insurance was made in January. Note the difference between forecast YTD and Full year forecast is due ICC's share of Wastenet revenue and expenses which are processed as part of the annual report process.



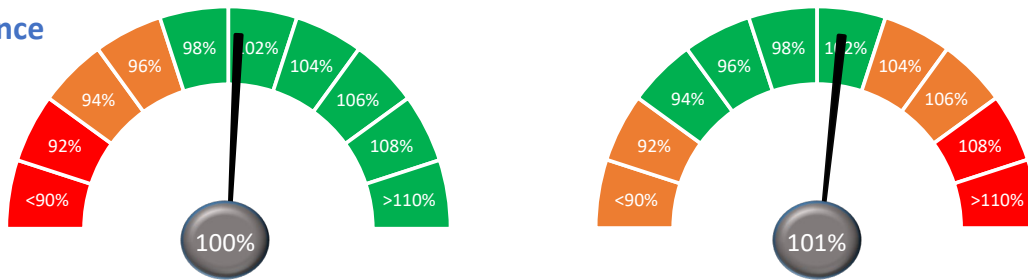
Solid Waste Management

Para

Level of Service



Finance

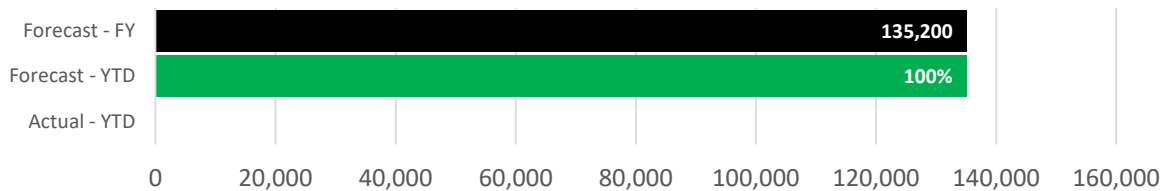


Revenue YTD

Expenditure YTD

	Operating Revenue	Operating Expenditure	Net Operating surplus
Actual YTD:	\$ 11,513,000	\$ 11,970,000	(\$ 457,000)
Forecast YTD:	\$ 11,483,000	\$ 11,896,000	(\$ 413,000)
Variance:	+ \$ 30,000 Favourable	- \$ 74,000 Overspent	- \$ 44,000 Unfavourable

Capital expenditure against forecast





Solid Waste Management

Para

Level of Service

Measure		Baseline	Target	Actual YTD	Status	Last yr YTD
Monitoring the trends in key material types to landfill (i.e. cleanfill green waste, recyclables)	Trend in solid waste to landfill	ICC	Decreasing trend	21,041		23,063
	Less waste has been going to the landfill this year due to an overall decrease in kerbside waste and commercial drop off this financial year compared to same period to date last year. Overall, this is consistent with the trends we are seeing in the waste disposal patterns as discussed above.					
	Trend in diverted material	ICC	Increasing trend	10,083		8,078
	The third quarter of 2023/24 recorded a slight increase in the amount of green waste dropped off at the transfer station, which resulted in the overall result for 2023/24 exceeding the total recorded for 2022/23 by 2,005 tonnes. The cause for this anomaly in Quarter Three of 2023/24 is unknown.					
Discarded materials rate per person per annum (kgs)		ICC	Maintain a regional materials discarded rate of 650kg per person per annum (based on 2010/2011 figures, Ref WWMP).	575		575
	At the end of Quarter Four, the volume of waste disposed to landfill is slightly than the 2022/23 year-end result of 577 kg per person, at 575 kg per person. There has been a notable reduction in waste volumes generated across the region throughout 2023/24 in comparison to historic averages, however monthly trends have continued to generally follow historic seasonal patterns. The overall reduction in waste output is largely attributed to economic conditions which have resulted in reduced consumer expenditure and consumption, and thus waste generation.					



Solid Waste Management

Para

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD	
Monitoring the trends in key material types to landfill (i.e. cleanfill green waste, recyclables)	Trend in kerbside recycling	ICC	Increasing trend	3,026		3,168
	<p>At the end of Quarter Four, the total volume of materials collected via the kerbside recycling service was 141.62 tonnes less than that recorded in 2022/23.</p> <p>Akin to waste volumes, there has been a notable reduction in the volume of recyclable materials throughout the 2023/24 year, however monthly trends have continued to generally follow historic seasonal patterns. The overall reduction in waste output, which includes recyclable materials, is largely attributed to economic conditions which have resulted in reduced consumer expenditure and consumption, and thus waste generation.</p> <p>Council continues to invest in marketing and education programmes in an effort to increase awareness and educate the public. This included a campaign to raise awareness around kerbside recycling standardisation which was implemented by Ministry for the Environment in February 2024.</p>					
	Trend in landfill rubbish	ICC	Decreasing trend	10,619		10,811
	<p>At the end of Quarter Four, the total volume of kerbside rubbish collected was 192.54 tonnes less than that recorded in the 2022/23 year.</p> <p>Akin to the regional trend, there has been a notable reduction in waste volumes generated within the Invercargill City Council area throughout the 2023/24 year. Monthly trends have however continued to generally follow historic seasonal patterns. The overall reduction in waste output is largely attributed to economic conditions which have resulted in reduced consumer expenditure and consumption, and thus waste generation.</p>					



Solid Waste Management

Para

Financials

	Actual YTD	Forecast YTD	Variance		Full year forecast	Annual Plan
	(\$000)	(\$000)	(\$000)		(\$000)	(\$000)
Rates and penalties	5,382	5,382	-		5,382	5,369
Subsidies and grants	-	-	-		-	-
Income from activity	6,131	6,101	+ 30		8,877	6,733
Investment revenue	-	-	-		30	30
Total revenue	11,513	11,483	+ 30		14,289	12,132
Employee expenses	-	-	-		-	-
Other expenses	11,854	11,780	- 74		14,271	12,033
Finance expenses	-	-	-		80	80
Depreciation	116	116	-		116	492
Total expenses	11,970	11,896	- 74		14,467	12,605
Net operating	(457)	(413)	- 44		(178)	(473)



General Services

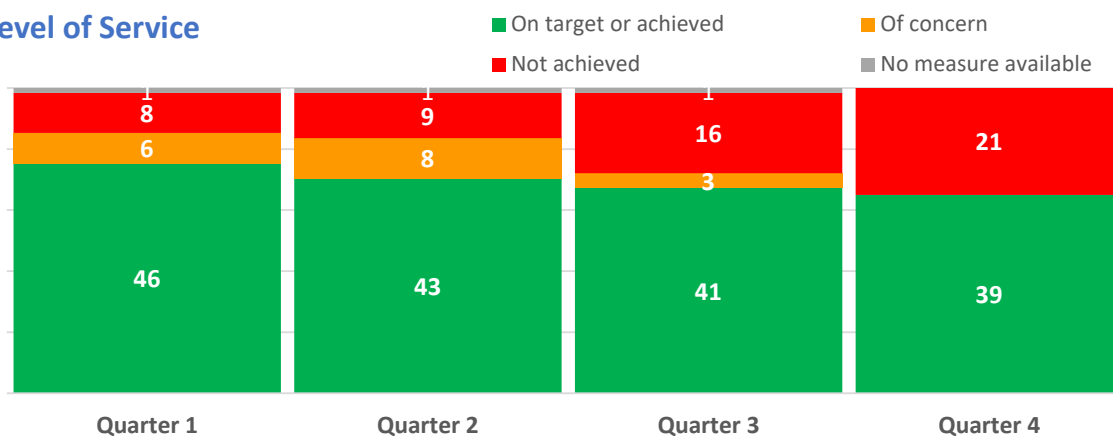
Ngā ratonga

Commentary

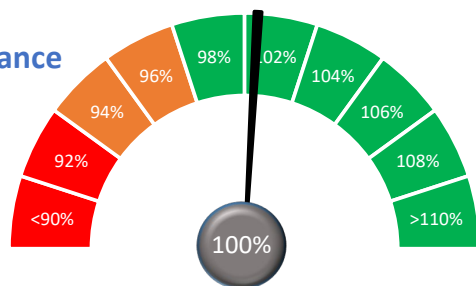
The General Services activity covers a range of activities of Council. Five of the 14 activities had net operating performances better than forecast. Performance in each of these areas is reported individually.

The capital programme ended below forecast for the year with a number of building renewal projects delayed to 2024/2025 or still in progress of completion.

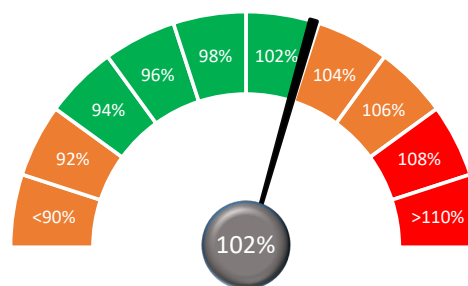
Level of Service



Finance



Revenue YTD



Expenditure YTD

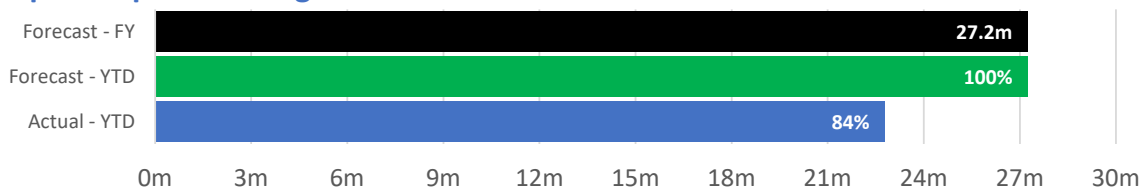
	Operating Revenue	Operating Expenditure	Net Operating surplus
Actual YTD:	\$ 68,155,000	\$ 74,956,000	(\$ 6,801,000)
Forecast YTD:	\$ 67,944,000	\$ 73,684,000	(\$ 5,740,000)
Variance:	+ \$ 211,000 Favourable	- \$ 1,272,000 Overspent	- \$ 1,061,000 Unfavourable



General Services

Ngā ratonga

Capital expenditure against forecast



Financials - General Services Group

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	33,401	33,471	- 70		33,471	33,267
Subsidies and grants	8,027	8,294	- 267		8,294	7,698
Income from activity	16,998	16,815	+ 183		16,815	18,071
Investment revenue	9,729	9,364	+ 365		9,146	8,127
Total revenue	68,155	67,944	+ 211		67,726	67,163
Employee expenses	34,394	33,807	- 587		33,807	32,991
Other expenses	25,843	25,376	- 467		25,376	23,284
Finance expenses	5,077	4,920	- 157		4,383	3,831
Depreciation	9,642	9,581	- 61		9,581	9,520
Total expenses	74,956	73,684	- 1,272		73,147	69,626
Net operating	(6,801)	(5,740)	- 1,061		(5,421)	(2,463)

Financials - Net operating surplus / (deficit) by activity

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Democratic Process	(998)	(655)	- 343		(650)	(145)
Regulatory Services	(1,359)	(1,035)	- 324		(1,084)	145
Parks and Reserves	406	(449)	+ 855		(383)	1,385
Libraries	(56)	(94)	+ 38		(103)	-
Aquatic Services	(337)	(356)	+ 19		(593)	-
Arts, Culture and Heritage	(377)	127	- 504		126	-
Venue and Events Services	(26)	23	- 49		23	-
Public Transport	(94)	156	- 250		159	198
Public Toilets	(241)	(136)	- 105		(136)	-
Housing Care	(806)	(1,786)	+ 980		(1,784)	(1,680)
Investments	5,125	4,804	+ 321		6,301	5,930
Corporate Services	(11,291)	(11,136)	- 155		(11,690)	(12,306)
Property	2,095	3,555	- 1,460		3,555	4,010
City Centre	1,160	1,246	- 86		842	-
Net operating	(6,799)	(5,736)	- 1,063		(5,417)	(2,463)



General Services

Ngā ratonga

Key capital projects over \$250,000

	Actual YTD	Forecast YTD	Variance	% of Full year forecast	Full year forecast	A/Plan planned capital
	(\$000)	(\$000)	(\$000)		(\$000)	(\$000)
Museum redevelopment (Project 12 25)	9,607	9,319	+ 288	103%	9,319	9,155
	Both Storage and Tuatara have been completed this year and Museum demolition in the clean-up phase and running on schedule to be completed in July 2024. For the Museum Build, the project team has received final bids and cost advice; an options paper was presented in July to Council.					
Housing Care building improvements	3,655	3,291	+ 365	111%	3,291	1,793
	New houses - The four units have all passed with flying colours the passive air test and are very near completion, handover is planned for April 2024 (on programme) Renewals - 3 Waters Better off funding funded double glazing and accessibility under way due to complete by year end, minor finishing happening. Tone St Bluff re-roof to be scheduled into 2024/25.					
Our Council property records digitalisation	1,234	890	+ 343	139%	890	610
	The project has been delayed due to vendor ability to complete deliverables.					
Our Council programme	2,758	2,910	- 152	95%	2,910	1,642
	Three projects in tranche One have been delivered on time and within budget. One of the inflight projects has been impacted by a number of factors including the lack of capacity and capability within the organisation to deliver on business as usual activity and increased workload from a project. At the current time there are still some vacancies, key leadership roles have been filled and the roadmap of projects is being taken to the Project Governance Board for approval which will provide the team clarity and direction going forward.					
Rugby Park renewals	298	546	- 248	55%	546	985
	Stage 2 work is now underway as planned with scaffold and steel being erected. Works are to continue into 2024/2025 with completion due after the NPC rugby competition.					



General Services

Ngā ratonga

Key capital projects over \$250,000

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)	% of Full year forecast	Full year forecast (\$000)	A/Plan planned capital (\$000)
Bluff Boat Ramp renewal	1,418	1,441	- 24	98%	1,441	770
	The west pontoon is completed, and the east is in production. The piles are set, and work has started on the jetty walkway to the east. Due to weather and tides, the sea pontoons will be launched; 1 in July and 1 in August. This is an 8-week delay in total.					
Parks capital renewals	1,611	2,058	- 448	78%	2,058	2,745
	Bluff Hill Precinct Project has occurred delays due to weather conditions and contractor. It is now expected to be completed in the first half of 2024/2025.					
Surrey Park Grandstand	0	301	- 301	0%	301	301
	In the design phase, and physical work will start in the new year.					
Library building renewals	0	80	- 80	1%	80	350
	While no capital has been required this year, operational roof repairs was completed in quarter four while a strategic assessment is carried out into 2024/25.					
Splash Palace building renewals	157	618	- 461	25%	618	567
	Carpark renewals completed. Internal wall modifications are underway and to be completed in 2024/25.					
Parks building renewals	132	155	- 23	85%	155	837
	Crematorium is at early scoping and should be delivered in 2024/2025. No other scheduled parks buildings work required this year.					



General Services

Democratic Process

Commentary

The Community Wellbeing Fund has had another very successful year. Five of the six rounds were oversubscribed, and requests for funding far outweighed the average amount available to allocate. With 15 more projects supported compared to the previous year, the fund supported a wide range of applications in the community wellbeing sector.

As in previous years, community satisfaction with opportunities Council provides for community involvement in decision making was below target at 22% (up three points on 2022/23 figures).

During the year, additional grant revenue from Creative NZ was received. This was coded to Income from activity however the forecast currently sits under subsidies and grants. Timing differences between when staff vacancies forecast and being filled have also resulted in variances within the employee expenses area. Other expenses are overspent for the year due to unplanned costs of code of conduct investigations and local by-election.

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
Percentage of residents' survey respondents who provide a rating of satisfied or greater with the opportunities Council provides for community involvement in decisionmaking.		50%	22%		19%
	Satisfaction remains low. This will be a focus of a Council workshop in 2024/2025				
Number of activities or events supported by the Community Wellbeing Fund		25	68		53
	The Community Wellbeing Fund has had another very successful year. Five of the six rounds were oversubscribed, and requests for funding far outweighed the average amount available to allocate. With 15 more projects supported compared to the previous year, the fund supported a wide range of applications in the community wellbeing sector. Allocations totalled \$3,600 more than the \$565,000 total funds available due to a partial return of grant during the year. The total number of projects supported includes 5 multiyear grants uplifted throughout the year. These were allocated during previous financial years. No projects were cancelled in the 2023/2024 year.				



General Services

Democratic Process

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	7,188	7,188	-		7,188	7,033
Subsidies and grants	6	77	- 71		77	77
Income from activity	96	3	+ 93		3	3
Investment revenue	-	-	-		5	5
Total revenue	7,290	7,268	+ 22		7,273	7,118
Employee expenses	3,586	3,477	- 109		3,477	3,312
Other expenses	4,674	4,418	- 256		4,418	3,930
Finance expenses	-	-	-		-	-
Depreciation	28	28	-		28	21
Total expenses	8,288	7,923	- 365		7,923	7,263
Net operating surplus / (deficit)	(998)	(655)	- 343		(650)	(145)



General Services

Regulatory Services

Commentary

The Regulatory Services Activity is responsible for implementing national legislation in the Invercargill context, while focusing on community outcomes. There are a number of legislatively required performance measures which have a target of 100% delivery within 20 working days.

The Activity continues to maintain a high standard of delivery in the area of building consents and non-notified resource consents not requiring a hearing at 99% and 98%, respectively, missing the target only by a very small margin. These results reflect the strong culture of continuous improvement in the Planning and Building teams. In 2023/24, two food registrations (out of a total of 59) issued outside of the statutory timeframe, resulting in a 96% year end result. Alcohol applications are continuing to meet their timeframes 100% of the time.

Planning and Building services has net deficit of \$1.3 million as at 30 June 2024, which is \$145,000 below forecast due to the continued reduction in building consent numbers received due to the economic downturn felt nationwide, and the higher cost of using external contractors. This was offset with staff vacancies, consultancy savings and lower uplift of the seismic grant.

Environmental Services has a net surplus of \$57,000 as at 30 June 2024, which is \$225,000 lower than forecast due to parking revenue continuing to be impacted by the court case decision. A provision expense of \$535,000 has been applied to the year end performance, reducing the surplus of the year to allow for future refunding of parking infringements as a result of the court case. As at 30 June 2024 \$67,000 has been paid out from the provision.

Other Regulatory Services overall has a deficit of \$173,000 as at 30 June 2024, which is \$62,000 better than forecast driven by lower grants uptake and reduced use of consultancy.

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
We identify potentially earthquake-prone buildings		Potentially earthquake-prone buildings are all identified by 1 July 2022	100%		100%
This work was completed by the legislative deadline and the KPI is to be withdrawn at the next LTP					



General Services

Regulatory Services

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
We promote incentives to owners of heritage buildings, especially when they undertake earthquake strengthening		Earthquake-prone buildings incentives are developed and implemented	Achieved		Achieved
We process building, resource consent, food and alcohol applications in accordance with the quality manual and statutory timeframes		100% of food registrations issued within the statutory timeframe	96%		100%
	In Quarter Two, processing error issues resulted two registrations technically issued outside of timeframes. This resulted in a number of data and/or process improvements required, with CIs already in place to address this. 57 registrations in 2023/24 were issued within the statutory timeframe.				
		100% alcohol applications not requiring a hearing are issued within 30 working days of receipt	100%		100%
	338 alcohol applications not requiring a hearing were issued in 2023/24.				
		100% of building	99%		98%
	The BCA works hard to meet statutory timeframes and has consistently good results (2327/2369 met timeframes over the year). System errors and/or human errors or circumstances outside of staff control impact perfect achievement. There is a strong culture of continuous improvement to identify and address issues as they arise.				
		100% of non-notified	98%		96%
	Only 3 of 177 decisions were outside the statutory timeframe for the year. Factors such as contractor timelines and staff leave, which are outside staff control can affect achievement of statutory timelines.				



General Services

Regulatory Services

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	1,080	1,080	-		1,080	1,225
Subsidies and grants	-	-	-		-	-
Income from activity	4,647	5,058	- 411		5,058	5,568
Investment revenue	-	-	-		13	13
Total revenue	5,727	6,138	- 411		6,151	6,806
Employee expenses	3,509	3,599	+ 90		3,599	3,600
Other expenses	3,513	3,509	- 4		3,509	2,981
Finance expenses	-	-	-		62	62
Depreciation	64	65	+ 1		65	18
Total expenses	7,086	7,173	+ 87		7,235	6,661
Net operating surplus / (deficit)	(1,359)	(1,035)	- 324		(1,084)	145



General Services

Parks and Reserves

Commentary

The Parks and Reserves Activity met 14 of its 16 performance measures in 2023/24. Similar to previous years, deadlines for the investigation and mitigation of a number of health and safety complaints in Quarters One, Two and Four were missed due to legislative requirements dictating the repair process and timing of the complaint coming in. At the end of 2023/24, there were four complaints still being investigated as they required more detail in order to be finalised.

Satisfaction with parks and open spaces decreased to 75% in 2023/24, thus failing to meet its target. Residents' feedback highlighted that overall they are pleased with the parks and open spaces Council provides for the community, maintenance, upgrades to playgrounds and the low mow trial areas where they would like to see improvements.

Financially, Parks has exceeded the revenue forecast due to being able to recognise subsidy revenue for the bluff boat ramp capital projects. There has also been a change in the market for forestry timber pricing allowing harvesting to recommence in quarter four increasing unforecast revenue and expenditure.

Level of Service

Measure		Baseline	Target	Actual YTD	Status	Last yr YTD
Queens Park is accredited as a "Garden of National Significance"			Retain accreditation	Retain accreditation		Achieved
Maintain the area of actively maintained parks and recreational land at or above the national median	Area of actively maintained parkland (hectares per 1000 residents)		24.4ha	24.4		24.4ha
	Including Premier Parks (i.e. Queens Park, Anderson House, Otepunui Gardens)		112ha	112.0		112ha
	Area of natural parkland (hectares per 1000 residents)		27.9ha	27.9		27.9ha
	Area of Sports Parks (hectares per 1000 residents)		2.5ha	2.5		2.5ha
	Grass fields (total)		105.6ha	105.6		105.6ha
	Non-grass sports surfaces (total)		2.1ha	2.1		2.1ha



General Services

Parks and Reserves

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD	
Maintain the area of actively maintained parks and recreational land at or above the national median	Number of Playgrounds (per 1000 children)		6.7	7.3		6.8
	Number of street trees (approximate number per 1000 residents). Note: assessed numbers to be confirmed		Maintain	108		109
	Gardens/ Horticultural planted beds (m ² per 1000 residents)		4,701m ²	4,701		4,701m ²
	Grass Mowing (hectares per 1000 residents)		8.0ha	8.1		8.1ha
	Trails (km per 1000 residents) note: assessed numbers TBC		Maintain	700.4		700.4m
	Percentage of health and safety complaints are investigated and mitigated where possible		100%	92%		95%
	At the end of 2023/24, all bar four health and safety complaints have been investigated and mitigated. The four outstanding RFS required further investigation in order to complete them.					
	Community groups are working with Council to implement pest control		Maintained or increasing	3		3
The Parks and Recreation team has worked with three community groups in total, during 2023/24. This was previously reported as three groups per quarter which was incorrect.						
Number of visitors per head of Invercargill population identified through annual user surveys		Increasing use	1,179,345		939,291	



General Services

Parks and Reserves

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
Percentage of customers satisfied with parks identified through annual user surveys		Maintained or increasing	75%		80%
<p>As noted in the last quarter work being done within Parks and Recreation is highly visible so when a new policy is trialled, such as Low Mow, everyone sees it. Responses regarding poor maintenance have increased accompanied by responses relating to the 'low mow' area trial, identified by 6% of respondents. While Queens Park has been rated positively on a consistent basis, there have been comments regarding other parks in the district that are less positive. These factors are likely to be the drivers of the decline in satisfaction.</p>					

Financials

	Actual YTD	Forecast YTD	Variance		Full year forecast	Annual Plan
	(\$000)	(\$000)	(\$000)		(\$000)	(\$000)
Rates and penalties	7,384	7,372	+ 12		7,372	7,372
Subsidies and grants	1,455	943	+ 512		943	1,593
Income from activity	2,239	1,716	+ 523		1,716	2,863
Investment revenue	-	-	-		107	107
Total revenue	11,078	10,031	+ 1,047		10,138	11,935
Employee expenses	5,242	5,150	- 92		5,150	5,099
Other expenses	4,684	4,587	- 97		4,587	4,785
Finance expenses	-	-	-		41	41
Depreciation	746	743	- 3		743	625
Total expenses	10,672	10,480	- 192		10,521	10,550
Net operating surplus / (deficit)	406	(449)	+ 855		(383)	1,385



General Services

Libraries

Commentary

The Libraries Activity failed to meet its performance targets during 2023/24. A reduction in the physical collection budget, along with increased freight costs saw less items being purchased during the year. Visitation numbers decreased, reaching similar levels to those seen in 2021/22. There were a number of programming vacancies throughout the year which are likely to have impacted visitation. However, all programming vacancies have been filled during Quarter Four and a calendar of new events and programmes has been developed. We expect to see improvements in visitor numbers in the 2024/25 financial year.

Revenue ended lower than forecast due to lower recovery of fees gathered. Employee expenses are below forecast due to the timing of vacancies over the last half of the year and when the positions were filled. Variations on the depreciation expenses relates to changes within the library collection.

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
Percentage of collection published in the past 5 years (excludes heritage collections)		>60%	54%		63%
	There has been a reduction in the physical collection budget and this is having an effect on the number of new physical items added to the collection. This, along with cost of freight means less items were purchased and therefore the KPI was not met.				
Percentage of library customers who rate the library collections as satisfactory or greater in annual residents' survey		>85%	81%		84%
	While slightly below target, satisfaction with library services and collections remains high at 81%. Residents' feedback is generally positive, citing helpful staff, good range and resources (including digital resources and services), and good programmes and activities. The negative feedback focuses on the limited range, the layout (ie. open plan, noisy), parking, opening hours and communication about activities. New programming roles have been filled and we expect to increase satisfaction through new events and improved communication of activities.				



General Services

Libraries

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
Number of visits per year		515,000	462,462		485,535
<p>At the end of Quarter Four the libraries' visitor numbers were about 10% less than where they should be. Whilst the team continues to deliver a range of quality programmes and speakers, there have been a number of staff vacancies throughout the year which unfortunately have impacted on the events and public programmes calendar, and in return impacted on visitor numbers.</p>					

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	2,842	2,842	-		2,842	2,842
Subsidies and grants	1	5	- 4		5	5
Income from activity	71	100	- 29		100	131
Investment revenue	-	-	-		5	5
Total revenue	2,914	2,947	- 33		2,952	2,983
Employee expenses	1,847	2,041	+ 194		2,041	1,826
Other expenses	498	527	+ 29		527	531
Finance expenses	-	-	-		14	14
Depreciation	625	473	- 152		473	612
Total expenses	2,970	3,041	+ 71		3,055	2,983
Net operating surplus / (deficit)	(56)	(94)	+ 38		(103)	-



General Services

Aquatic Services

Commentary

The Aquatic Services Activity continues to deliver a strong performance, meeting three of its four performance measures. However, resident satisfaction remains below target at 56%.

Employee expenses are underspent compared to forecast, which is due to the savings made from the reduction of weekend opening hours and current vacancies. Operational expenses were overspent for the year due to additional cleaning services, chemicals and other fuel costs incurred but was partly offset by additional income from fees and charges.

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
Time when a minimum of four 25 metre public lanes are available for swimming		95%	98%		98%
	Ensuring public lanes are maintained to cater for recreational swimmers during times when the pool is well utilised has remained constant from 2022/23.				
Time pools are kept within operating guidelines of the New Zealand Pool Water Standards NZS5826:2010		100%	100%		100%
	Pool water standards are maintained at all times to ensure the safety of all bathers, this includes carrying out regular maintenance on water treatment systems to ensure continued compliance.				
Number of visits per head of (Invercargill City) population		>6.5	6.70		6.60
	Participation increased on 2022/23 by 4%, which is a good result and shows the members of the community are starting to come back to the facility with numbers almost reaching pre-Covid levels.				
User Satisfaction Survey shows 85% or more rate the overall quality as satisfactory or above		85%	56%		67%
	Satisfaction was not achieved, although we had a higher percentage of residents (48%) rating the facility as good compared to 45% in the previous year. There was also a significant reduction in respondents (5%) rating Splash Palace as expensive compared to 36% in the previous year. There was also a reduction in respondents commenting that the facility was poorly maintained (6%) from 17% in 2022/23. However, there 7% of respondents also commented that it was good for kids/families down from 11% in 2022/23. There were concerns that there was not enough family change rooms or separate toilets for families to use and that the pools were often overcrowded.				



General Services

Aquatic Services

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	953	953	-		953	953
Subsidies and grants	183	180	+ 3		180	180
Income from activity	2,248	2,208	+ 40		2,208	2,608
Investment revenue	-	-	-		4	4
Total revenue	3,384	3,341	+ 43		3,345	3,745
Employee expenses	2,169	2,195	+ 26		2,195	2,091
Other expenses	1,531	1,480	- 51		1,480	1,391
Finance expenses	-	-	-		241	241
Depreciation	21	22	+ 1		22	22
Total expenses	3,721	3,697	- 24		3,938	3,745
Net operating surplus / (deficit)	(337)	(356)	+ 19		(593)	-



General Services

Arts, Culture and Heritage

Commentary

For the second year in a row, He Waka Tuia's visitor numbers exceeded their target by over 4,000 visits, likely due to the wide range of exhibitions and programmes offered to visitors of all ages. Similar to last year, resident satisfaction levels have not reached the intended target. Residents' feedback continues to highlight the transitional nature of the facility and public expectations of the facility.

The relocation of collection and transition of operations to the Tisbury Facility has contributed to higher staff expenses incurred. Lower than forecast reimbursement of Project Ark from SRHC was also incurred.

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
He Waka Tuia - Number of visits		14,000	18,473		18,553
Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
He Waka Tuia - Customer satisfaction rating is satisfactory or above		7-8	23%		17%
He Waka Tuia continues to work to increase the range and type of exhibitions to attract a range of people to the facility. The low satisfaction rating appears to be primarily due to the natural limitations of a small temporary facility and related programming constraints.					

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	2,394	2,394	-		2,394	2,402
Subsidies and grants	33	33	-		33	45
Income from activity	1,612	1,745	- 133		1,745	1,345
Investment revenue	-	-	-		2	2
Total revenue	4,039	4,172	- 133		4,174	3,794
Employee expenses	1,080	727	- 353		727	868
Other expenses	3,075	3,058	- 17		3,058	2,775
Finance expenses	-	-	-		3	3
Depreciation	261	260	- 1		260	148
Total expenses	4,416	4,045	- 371		4,048	3,794
Net operating surplus / (deficit)	(377)	127	- 504		126	-



General Services

Venue and Events Services

Commentary

The Council venues exceeded the targets set for 11 of its 17 performance measures. While the target for bookings for Victoria and Drawing Rooms was missed by only one booking, there was a major lift in the overall number of bookings from the previous year, when the space was utilised for the Vaccination Clinic for two quarters. The ongoing limitations with hiring out Rugby Park as well as the closure in early April for remedial works resulted in its performance measures not being achieved.

While still below target, customer satisfaction lifted to 51% in 2023/24, from 44% in 2022/23 and 38% in 2021/22. This may be attributed to a refresh of civic venues and improved service options being introduced. The overall feedback for our venues is positive with residents highlighting that they are well maintained, however feedback on specific venues varies.

The increased show activity at venues have raise employee expenses and other expenses higher than forecast as more casual staffing was required and operating costs incurred. Higher revenue from bookings have offset part of the costs.

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
Increase public use of venue services through the attraction and support for a range of community events through to touring shows and performances		>55	69	Green	60
	Auditorium	The increase in number of bookings is a sign of the sector recovering post-Covid, with various promoters coming back into the market.			
		>28%	33%	Green	211 1/2 Days 30%
	Victoria and Drawing Rooms	>70	70	Red	52
	While just missing its target, there has been a significant increase on 2022/23 likely due to the improvements made and a focus on meeting space industry.				
		>11%	26%	Green	434 1/2 Days 62%
	While the occupancy target has been met, there is a decrease from 2022/23 result due to the Vaccination Clinic being located in the Victoria Room for half of 2022/23 period.				
	Increasing public awareness and use of the Civic Theatre complex and its range of facilities	>10	37	Green	36
		>6	28	Green	13
		>35	60	Green	28



General Services

Venue and Events Services

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD	
Increase public use of venue services through the attraction and support for a range of community events through to touring shows and performances		>40	160		115	
		The Scottish Hall is proving more popular each year as it is affordable to the community. It sees a good mix of community, cultural and private events. These continue to increase.				
	Expanding the use and awareness of the Scottish Hall as a venue for meetings and a range of social and cultural experiences		>18%	45%		233 1/2 Days 33%
		A higher occupancy rate in 2023/24 was largely to due a significant increase in occupancy in Quarter Four due to the Rotary Books Sale occupying the Scottish Hall for five weeks.				
		>10	75		46	
		The Scottish Hall is proving more popular each year as it is affordable to the community. It sees a good mix of community, cultural and private events.				
		>30	88		52	
		The Scottish Hall is proving more popular each year as it is affordable to the community. It sees a good mix of community, cultural and private events.				
	Expanding the use and awareness of the Rugby Park as a venue for meetings and a range of social, cultural and sporting experiences		>25	13		17
			Rugby Park has been closed due to ongoing remedial works. This work will help with future use but in the interim Rugby Park targets are not able to be met.			
		>8%	4%		49 1/2 Days 7%	
		Rugby Park has been closed due to ongoing remedial works. This work will help with future use but in the interim Rugby Park targets are not able to be met.				
		>13	8		9	
		Rugby Park has been closed due to ongoing remedial works. This work will help with future use but in the interim Rugby Park targets are not able to be met.				
		>12	5		5	
	Rugby Park has been closed due to ongoing remedial works. This work will help with future use but in the interim Rugby Park targets are not able to be met.					



General Services

Venue and Events Services

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
Number of visits per head of Invercargill City population		0.40	1.64		1.5 Vph 149% (80,648)
Percentage of Venues and Events Services customers (hirers and patrons) who rate the experience or the venue as good or very good		>80%	51%		44%
<p>While there was an increase in satisfaction for 2023/24 from 2021/22 and 2022/23 figures, feedback includes all venues and does not give an accurate picture of experience at each individual venue. Rugby Park significantly decreases the overall score.</p>					

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	505	505	-		505	505
Subsidies and grants	-	-	-		-	-
Income from activity	710	661	+ 49		661	500
Investment revenue	-	-	-		-	-
Total revenue	1,215	1,166	+ 49		1,166	1,005
Employee expenses	683	638	- 45		638	630
Other expenses	532	479	- 53		479	362
Finance expenses	-	-	-		-	-
Depreciation	26	26	-		26	13
Total expenses	1,241	1,143	- 98		1,143	1,005
Net operating surplus / (deficit)	(26)	23	- 49		23	-



General Services

Public Transport

Commentary

For the second year in a row, public transport boardings continued to increase, now exceeding 2019/2020 levels by approximately 8,700. While still below target, there was a slight increase in satisfaction with quality of the bus service to 46% compared to 40% in 2022/23. Overall feedback highlighted that coverage, scheduling and convenience (especially after hours or weekends) continue to drive dissatisfaction. Satisfaction with cost of the bus service has decreased to 48%. While half price fares have dominated the fare structure, this is still seen by some as too high.

The Total Mobility Scheme has had another successful year as it continues to be administered and supported by Council, with usage increasing among the more vulnerable members of the community. The spend on Total Mobility was higher but additional funding was agreed by Waka Kotahi and reflected in the Forecast, this is not guaranteed going forward. A paper is coming to council around options on the potential Total Mobility shortfall.

Although public transport boardings continues to improve, revenue remains lower than expectation but higher than the previous year.

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
Total public transport boardings		Year on Year increase	157,141		141,837
Customer satisfaction rating for quality is satisfactory or above		70%	46%		40%
	While still below target, there was a slight increase in satisfaction with quality of the bus service to 46% compared to 40% in 2022/23. Overall feedback highlighted that coverage, scheduling and convenience (especially after hours or weekends) continue to drive dissatisfaction. However, the sample size in 2023/24 was lower than 2022/23..				
Customer satisfaction with price is satisfactory or above		80%	48%		64%
	Satisfaction with the cost of the bus service declined in 2023/24. Half price fares have dominated the fare structure and this is still seen by some as too high. In 2022/23 Council sought specific input regarding public transport and as a result we have had a higher proportion of residents responding to the public transport satisfaction questions, compared to 2023/24. .				



General Services

Public Transport

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
Council administers and supports the Total Mobility scheme.		Total Mobility Scheme is administered	TM scheme is administered and supported by Council.		Annual

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	1,017	1,017	-		1,017	1,018
Subsidies and grants	2,299	2,482	- 183		2,482	1,788
Income from activity	194	306	- 112		306	306
Investment revenue	-	-	-		3	3
Total revenue	3,510	3,805	- 295		3,808	3,115
Employee expenses	-	-	-		-	-
Other expenses	3,547	3,592	+ 45		3,592	2,823
Finance expenses	-	-	-		-	-
Depreciation	57	57	-		57	94
Total expenses	3,604	3,649	+ 45		3,649	2,917
Net operating surplus / (deficit)	(94)	156	- 250		159	198



General Services

Public Toilets

Commentary

The public toilets in the community have continued to meet their target, and remained operational 97 percent of the time.

Other expenses ended the year higher than forecast due to higher than expected inflation increases, 12.5% per annum, for Wachner Place operations. A higher volume of vandalism repair and insurance excess payments required have also contributed to additional costs.

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
Public toilets are operational 95% of open hours (which is 24 hours per day)		95%	97%		95%

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	620	620	-		620	620
Subsidies and grants	-	-	-		-	-
Income from activity	-	-	-		-	-
Investment revenue	-	-	-		-	-
Total revenue	620	620	-		620	620
Employee expenses	-	-	-		-	-
Other expenses	692	590	- 102		590	472
Finance expenses	-	-	-		-	-
Depreciation	169	166	- 3		166	148
Total expenses	861	756	- 105		756	620
Net operating surplus / (deficit)	(241)	(136)	- 105		(136)	-



General Services

Housing Care

Commentary

For the third year in a row, Council’s housing units continue to be occupied in excess of the 95% target. In 2023/24, 267 non-urgent requests for service were received and only one of those requests were responded to outside of the five working day timeframe, resulting in a missed target. No urgent requests for service were received during 2023/24.

Capital subsidy was received during the year to offset some of the capital funding required to install double glazing in units (\$1.1 million). Rental revenue was down on forecast due to timing of refurbishments between tenancies taking longer than anticipated because of contractor availability during the year.

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
Units are occupied 95% of the time		95%	96%		98%
Requests for service are responded to and remedial action in place: - Urgent		24 hours	0		100% within 24
	No urgent requests for service were received in 2023/24.				
Requests for service are responded to and remedial action in place: - Non-Urgent		5 working days	99.8%		99% within 5 working days
	267 non-urgent requests for service were received in 2023/24. During Quarter Two, one request has been responded to outside of the timeframe as it required further investigation by staff to determine the issues prior to issuing multiple work orders and closing it.				



General Services

Housing Care

Financials

	Actual YTD	Forecast	Variance		Full year	Annual Plan
	(\$000)	YTD (\$000)	(\$000)		forecast (\$000)	(\$000)
Rates and penalties	-	-	-		-	-
Subsidies and grants	1,120	-	+ 1,120		-	-
Income from activity	1,665	1,770	- 105		1,770	1,770
Investment revenue	-	-	-		2	2
Total revenue	2,785	1,770	+ 1,015		1,772	1,772
Employee expenses	-	-	-		-	-
Other expenses	1,456	1,432	- 24		1,432	1,333
Finance expenses	-	-	-		-	-
Depreciation	2,135	2,124	- 11		2,124	2,119
Total expenses	3,591	3,556	- 35		3,556	3,452
Net operating surplus / (deficit)	(806)	(1,786)	+ 980		(1,784)	(1,680)



General Services

Investments

Commentary

Percentage of properties leased and net rate of return both exceeded their targets in 2023/24. However, for the third year in a row, lease rates were below the market rate target as a result of five leases at community rates being provided from within the investment portfolio, one lease under negotiation and one property being vacant.

Investment Property - Revenue ended the year higher than forecast with higher recoveries of operational expenses at 20 Don Street received (+\$0.1 million). Operational expenses were lower than forecast with lower costs for cleaning services during the year.

Treasury - Both Investment revenue and Finance expenses were higher than forecast YTD with interest rates remaining above the predicted rates for both term deposits and new borrowings. Note the difference between forecast YTD and Full year forecast is due to net debt interest allocations have not been allocated out to the other activities at time of writing.

Level of Service

Measure	Baseline	Target	Actual YTD	Status	Last yr YTD
All properties, excluding those prepared, are leased		95%	97%		95%
	36 revenue leases from 24 Properties with one vacant.				
Lease agreements are current at market rental levels		100%	96%		93%
	At the end of 2023/24, there were a total of 41 leases with five leases at Community rate as per Council resolution, one lease under negotiation and one vacant.				
Net rate of return		> Market interest rate	6%		5%
	90 day bank bill rate at 27 June 2024 is 5.63%				



General Services

Investments

Financials

	Actual YTD	Forecast	Variance		Full year	Annual Plan
	(\$000)	YTD (\$000)	(\$000)		forecast (\$000)	(\$000)
Rates and penalties	-	-	-		-	-
Subsidies and grants	-	-	-		-	-
Income from activity	1,944	1,831	+ 113		1,831	1,729
Investment revenue	9,155	8,864	+ 291		8,505	7,700
Total revenue	11,099	10,695	+ 404		10,336	9,429
Employee expenses	9	-	- 9		-	-
Other expenses	878	968	+ 90		968	983
Finance expenses	5,084	4,920	- 164		3,064	2,512
Depreciation	3	3	-		3	4
Total expenses	5,974	5,891	- 83		4,035	3,499
Net operating surplus / (deficit)	5,125	4,804	+ 321		6,301	5,930



General Services

Corporate Services

Commentary

Corporate services includes a range of support functions including finance, customer services, quality assurance and IT. Other expenses includes staff and other related costs oncharged to capital projects.

Rate penalties ended the year lower than forecast with the 4th installment quarter having lower than expected outstanding rates debt for the 2023/2024 year. Income from Activity revenue ended higher than forecast driven by higher petroleum tax collected from fuel usage in Southland. Investment revenue is favourable with higher average operational bank balances and interest rates generating more interest. Employee expenses has ended up higher than forecast due to differences between actuals and forecast staffing levels and movements.

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	1,031	1,113	- 82		1,113	909
Subsidies and grants	538	564	- 26		564	-
Income from activity	1,555	1,407	+ 148		1,407	1,238
Investment revenue	574	500	+ 74		500	286
Total revenue	3,698	3,584	+ 114		3,584	2,433
Employee expenses	16,259	15,977	- 282		15,977	15,562
Other expenses	(2,280)	(2,261)	+ 19		(2,261)	(1,990)
Finance expenses	(7)	-	+ 7		554	554
Depreciation	1,017	1,004	- 13		1,004	613
Total expenses	14,989	14,720	- 269		15,274	14,739
Net operating surplus / (deficit)	(11,291)	(11,136)	- 155		(11,690)	(12,306)



General Services

Property

Commentary

Lower than forecast capital subsidy revenue for the museum (1225) project was obtained this year due to changes in funding availability and timing of the project spend which revenue can be received for.

Although cleaning costs were higher than forecast it was offset by lower repairs and maintenance for the year including some administration building refurbishment.

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	7,141	7,141	-		7,141	7,141
Subsidies and grants	2,392	4,010	- 1,618		4,010	4,010
Income from activity	28	10	+ 18		10	10
Investment revenue	-	-	-		-	-
Total revenue	9,561	11,161	- 1,600		11,161	11,161
Employee expenses	8	3	- 5		3	3
Other expenses	2,967	2,995	+ 28		2,995	2,665
Finance expenses	-	-	-		-	-
Depreciation	4,491	4,608	+ 117		4,608	4,483
Total expenses	7,466	7,606	+ 140		7,606	7,151
Net operating surplus / (deficit)	2,095	3,555	- 1,460		3,555	4,010



General Services

City Centre

Commentary

This activity included city centre activation, which has been removed from the forecast as it was not required this year. Other expenses includes reclassification of some stage 2 capital costs which has not meet the capitalisation requirements. Depreciation costs for stage one have been reallocated to the Roothing and 3 Waters activities.

Financials

	Actual YTD (\$000)	Forecast YTD (\$000)	Variance (\$000)		Full year forecast (\$000)	Annual Plan (\$000)
Rates and penalties	1,247	1,247	-		1,247	1,247
Subsidies and grants	-	-	-		-	-
Income from activity	(12)	-	- 12		-	-
Investment revenue	-	-	-		-	-
Total revenue	1,235	1,247	- 12		1,247	1,247
Employee expenses	-	-	-		-	-
Other expenses	75	1	- 74		1	243
Finance expenses	-	-	-		404	404
Depreciation	-	-	-		-	600
Total expenses	75	1	- 74		405	1,247
Net operating surplus / (deficit)	1,160	1,246	- 86		842	-

Support for external organisations

AS AT 30 June 2024

Organisation / Fund	Actual YTD (\$000)	Full year forecast (\$000)	Funds remaining (\$000)	Annual Plan (\$000)
Bluff Indoor Pool Trust	125	125	-	120
Bluff Maritime Museum Trust (Council Controlled Organisation)	20	20	-	20
Emergency Management Southland	440	440	-	463
Great South (Council controlled organisation)	1,687	1,687	-	1,800
Invercargill Public Art Gallery	314	314	-	314
Saving Grace (IC2 Trust)	100	100	-	100
Southland Indoor Leisure Centre Trust	700	700	-	700
Southland Regional Heritage Committee	1,048	1,048	-	1,046
Southland One Stop Shop Trust	33	33	-	31
Te Ao Marama Inc.	108	152	44	152
	4,575	4,619	44	4,746
<u>Other grants funds:</u>				
Community Wellbeing fund	563	565	2	565
Heritage Building Strategy fund	276	250	(26)	120
Facilities Maintenance fund	-	100	100	100
	839	915	76	785

Great South

AS AT 30 June 2024

Level of Service

Measure	Quarter 4 Actual	Target	This year	Last Year
Regional economic development – grow the population and diversify the economy	<p>Great South supported several industries in the 2023/24 Financial Year including:</p> <ul style="list-style-type: none"> * Aquaculture - Advancement of several opportunities for onshore and offshore aquaculture covering finfish, seaweed and shellfish. Also completed water assessments for wastewater and water infrastructure needs for two of the mentioned opportunities. * Hydrogen - Completed two technical papers for Southern Green Hydrogen project and supported industry collaboration. We also undertook liquefaction, geotechnical and sea level rise impacts on various sites and key transport routes in Awarua area. * Tourism - Completed two Cruise Famils that enabled 17 cruise ships to call into Bluff harbour during summer 2023 and a number of onshore activities in Invercargill and beyond were enabled as a result. Estimates show that nearly 4,000 passengers were on the 17 ships, with around 40% of them coming onshore for activities. The estimated spend from cruise on retail and hospitality over the season is approximately \$600,000. * Submissions: Although not a KPI for the 2023/24FY, Great South made a number of submissions on behalf of our region including; to MfE for the Emissions Trading Scheme, The Regional Emissions Report, Sandy Point Domain, Climate Change Response Act submission on Section 5 ZW, Submission on the National Transport Draft Policy Statement, Otago Southland Regional Transport Plan, Invercargill i-Site Options Report, Bluff Exports Assessment, Bluff Highway Sea Level Rise Impacts. * Opportunities Papers - On behalf of the region, Great South developed seven opportunities papers for the region to support discussions by regional leaders with central government. The opportunities include: Aquaculture, Tourism, Agriculture, Housing, Energy, Water, Rooding & Transport 	Support the development of one new industry in Invercargill		Achieved

Great South

AS AT 30 June 2024

Level of Service

Measure	Quarter 4 Actual	Target	This year	Last Year
Regional business development – grow innovative businesses and build a skilled workforce	149 business engagements within the Invercargill City area. There was a general slowdown of uptake of products last year. Business confidence has dropped and many are seeing an increase in their operational costs and the feedback has been that personal and professional development has reduced in priority as businesses find ways to reduce costs. Other achievements: Great South developed and launched the "Get A Life / Get Southland" toolkit. This toolkit holds collateral including videos and imagery for Southland businesses to use to market Southland when recruiting for new staff. It enables our business to have a unified story on the benefits of living and working in Murihiku Southland.	165 business Engagements (not unique)		Not Achieved
	Great South hosted five workshops. The topics covered included: exporting, lean manufacturing, industry 4.0 showcase, business mentors and technology development.	Host four workshops on relevant topics		Achieved
	Four business connected to Callaghan R&D funding. Callaghan Innovation have revised their product funding model and many of the previous grants have been replaced with a general R&D tax incentive credit (RDTI). This is managed via the Inland Revenue Department and the data remains confidential in regard to how many Invercargill businesses have accessed this tax credit.	Connect six businesses with Callaghan R& D funding		Not Achieved
	This contract finished in June 2022. Business Mentors NZ complete the business mentor matching at a national level. This means that local businesses have access to a wider range of mentors and expertise.	Connect 12 businesses with Business Mentors NZ		Not Achieved

Great South

AS AT 30 June 2024

Level of Service

Measure	Quarter 4 Actual	Target	This year	Last Year
Regional business development – grow innovative businesses and build a skilled workforce	The 130 target was set for all of Southland, out of which 89 vouchers were issued. The main industries represented were: agriculture, retail trade, health care and social assistance, construction, manufacturing and professional and technical services. Invercargill businesses received 46 co-funded capability management training vouchers in the last financial year. With businesses reporting increases in their operational costs many have implemented a reduction in spending on professional development as they find ways to reduce costs. The training service providers in Southland have all noted a reduction in registrations for many of their courses.	Issue 130 co-funded vouchers for capability management and training		Not Achieved
Regional tourism development – diversify the economy.	<p>The revised Murihiku Southland Destination Strategy 2023 – 2029 was launched in September 2023, written by Great South, based on research and input from a wide range of stakeholders. This year as well, Great South funded the Bluff Motupōhue Tourism Master Plan Coordinator and oversaw management of this role.</p> <p>Five Projects progressed including: * Cycle Tourism: The Murihiku Southland Cycle Tourism Opportunities Assessment was completed and shared with ICC staff before a wider stakeholder presentation was also held in Invercargill. A key outcome from the assessment was the investigation of a regional entity for cycle tourism development. This investigation is now underway and the consultant supporting this work, Rob MacIntyre, visited the region to meet with Councils and key stakeholders. Following these meetings, the draft Murihiku Southland Regional Trails Entity Assessment was completed and presented to Council towards the end of June. This will be shared with all councils in the region before a joint forum to discuss possible pathways will be facilitated. * Motupōhue visitor experience Te Taurapa o Te Waka: Final hui between Great South, Awarua Rūnaka and experience designers Locales was held. Following this hui, the full project cost estimates were completed by Frame Group.</p>	Process five projects identified in the Southland Murihiku Destination Strategy		Achieved

Great South

AS AT 30 June 2024

Level of Service

Measure	Quarter 4 Actual	Target	This year	Last Year
Regional tourism development – diversify the economy.	<p>A public meeting was held at Te Rau Aroha Marae to share the concept with the community and a further presentation to Council was held. After a request from Council, a submission on this project was made as part of the ICC LTP process. The project was received very positively</p> <p>* Food Tourism: Implementation of the Southland Murihiku Food Tourism Strategy continues. The Murihiku Eats food guide to Southland was released featuring several Invercargill and Bluff based hospitality providers. We also supported the Murihiku Kai Collective and the Good food Road Map - Feeding Murihiku launch. While this programme is predominantly about food resilience, this ties in with our ability to feed and look after our visitors, in the event of a major disruption.</p> <p>* Sustainable Tourism: An online platform for Tourism Sustainability has been created and is available on Southlandnz.com. A Sustainable Tourism Webinar Series was launched with experts discussing key topics in relation to sustainability to operators. The first was 'Electric Vehicles in Your Business' with Jordan Wyatt of EV City and Nigel Humphries of Envy Experiences. The second webinar was held focused on Renewable Energy Certificates. This was presented by Delphine David of BraveTrace</p> <p>* Touring Route Networks: We hosted the Southern Way Project Manager to familiarize her with the tourism proposition in Invercargill and further develop future opportunities. The Southern Way Project Manager attended the Covi Motorhome Caravan & Outdoor Show promoting Southern Way to show attendees. New slow travel itineraries created. A joint promotion with Air NZ is currently being planned. This campaign will focus on open jaw travel between the three airports within Southern Way – Invercargill, Dunedin, and Queenstown.</p>	Process five projects identified in the Southland Murihiku Destination Strategy		Achieved

Great South

AS AT 30 June 2024

Level of Service

Measure	Quarter 4 Actual	Target	This year	Last Year
Regional tourism development – diversify the economy.	655 media results region wide, 157 of those featured Invercargill.	45 media results featuring the region		Achieved
Regional events – diversify the economy	<p>Overall in 2023/2024 we delivered and supported delivery of 32 events and 7 cluster events campaigns, bringing the total to 39 events or group of events.</p> <p>We had 16 events that drove overnight visitation and these include:</p> <ul style="list-style-type: none"> * ILT Kidzone Festival each year (July - we own this event) * Miharō Murihiku Polyfest (August) * Davis Cup (September) * NZ Road Transport Hall of Fame Awards (September) * ILT Southland Darts Masters (October) * 3x3 Cup (October) * SBS Bank Tour of Southland (October) * Ascot Park Christmas at the Races (December) * Burt Munro Challenge (February) * Hop N Vine replacement event (March) * Taste Southland (April) * Rock ‘n’ Roll Junior Nationals * SPW Fight for Gold * Southland Softball Association * Southern Lights Rally * Bluff Oyster and Food Festival <p>The following events were supported during the 2023/24 FY, enabling use to secure these events for 2024/25 FY, all of which will drive overnight visitation.</p> <ul style="list-style-type: none"> * 2025 BMX Nationals * FMG Young Farmers 2025 * South Island U15 Softball Open * National U19 Girls Softball Championships * NZ Evergreen Softball Tournament * Vantage Elite and U19 Track National Championships * NZ Marching Championships * Clubs NZ National Indoor Bowls 	Support 15 events, both existing and new, which drive overnight visitation in the region		Not Achieved

Great South

AS AT 30 June 2024

Level of Service

Measure	Quarter 4 Actual	Target	This year	Last Year
Regional events – diversify the economy	<p>The following events were also supported, but targeted local consumers:</p> <ul style="list-style-type: none"> * Upstage: Invercargill Festival of Cabaret (August) * Southland Heritage Month (March) * Arahi Māori Womens Welfare League (June) * Matariki Celebrations (June), * Invercargill Filipino Dance and Talents Group event (June) * The Y – community open day (June) * Mash Catering Events * Night of the Arts <p>Additional cluster marketing campaigns were created to support the following:</p> <ul style="list-style-type: none"> * Matariki events * Spring events (July to September) * The Southland Arts Trail * The Southland events calendar * Summer Staycation campaign – informing residents and visitors of events occurring in the new summer (Dec-Jan) * Summer Wheels Guide – campaign promoting wheel-based activity during the summer (Dec – March) * Autumn events campaign (Feb - March) <p>Additionally, Great South has been successful in confirming hosting rights for 24 Business Event for the next several years.</p>	Support 15 events, both existing and new, which drive overnight visitation in the region		Not Achieved

Schedule of Forecast Changes

AS AT 30 June 2024

Item Name	Activities	Nature Of Change	Quarter 1 (\$000)	Quarter 2 (\$000)	Quarter 3 (\$000)	Quarter 4 (\$000)	Total Change (\$000)
STATEMENT OF COMPREHENSIVE REVENUE AND EXPENSES							
Revenue							
Rates and penalties	Various Activities	Reallocation of rates revenue to activities based on actual rates generated for the year		(1)	80		79
Rates and penalties	Corporate Services	Rates penalties increased to reflect higher rates % increase			157		157
Fines	Regulatory	Increase in revenue from parking and animal infringement notices issued during the July to September. This was driven by more valued fines during this period.		673	120		793
Fines	Regulatory	Provision created for refunding parking fines			(535)		(535)
Subsidies and grants	Various Activities	Decrease of subsidy revenue to align with applications being applied for and funds no longer available, including monument grants from MBIE.		(244)	(11)		(255)
Subsidies and grants	Corporate Services & Water	3 waters transition subsidy			564		564
Subsidies and grants	Parks and Reserves	Subsidy recognition timing revised to align with capital programme			(365)		(365)
Subsidies and grants	Parks and Reserves	Apprenticeship funding via MBIE reduced			(168)		(168)
Subsidies and grants	Parks and Reserves	Funding to recover costs of the Urban Play Co-ordinator			85		85
Direct charges revenue	Solid Waste	Revision of ICC share of Wastenet revenue based on Wastenet year end performance report for 2022/2023		900			900
Direct charges revenue	Parks and Reserves	Revision of forestry revenue to align with harvesting plan supplied by the forestry management consultant and adjusted base on current timber pricing		(484)	(388)		(872)
Direct charges revenue	Arts, Culture and Heritage	Recovery of costs from Southland Regional Heritage Committee for the operations of Project Ark which has helped to pack and relocate the museum collection		312	88		400
Direct charges revenue	Various Activities	Re-forecast to reflect current trends in revenue received		29	(8)		21
Direct charges revenue	Sewerage	Transfer sewerage revenue from Rental revenue to Direct charge revenue to correct interpretation of type of revenue.		225			225
Direct charges revenue	Water Supply	Lower water charges revenue due to lower demands and wetter summer			(500)		(500)
Direct charges revenue	Regulatory	Lower consent revenue due to softening development environment resulting in falling consent numbers.			(1,111)		(1,111)
Direct charges revenue	Solid waste	Additional revenue due to higher volumes of recycling and transfer station			1,417		1,417
Direct charges revenue	Roading	Cost recoveries from external parties for work completed			1,417		1,417
Direct charges revenue	Sewerage	Trade waste volumes generating more revenue			221		221
Direct charges revenue	Parks and Reserves	Lower cemeteries / crematorium revenue generated			(275)		(275)
Direct charges revenue	Corporate Services	Increase Petrolum tax revenue received due to higher price prices			150		150
Rental revenue	Sewerage	Transfer sewerage revenue from Rental revenue to Direct charge revenue to correct interpretation of type of revenue.		(225)			(225)
Finance revenue	Investments	Revised to reflect increasing interest rates in term deposits, operational accounts and ICL advance		456	214	(10)	660
Finance revenue	Investments	Projected interest revenue from ICHL advance investment			184		184
Dividends & subvention revenue	Investments	Alignment of ICHL dividend with payment received			(97)		(97)
Dividends & subvention revenue	Investments	Invercargill Venues and Events Management Limited Dividend			272		272
Total Forecast Adjustments to Revenue			-	1,641	1,511	(10)	3,142

Schedule of Forecast Changes

AS AT 30 June 2024

Item Name	Activities	Nature Of Change	Quarter 1 (\$000)	Quarter 2 (\$000)	Quarter 3 (\$000)	Quarter 4 (\$000)	Total Change (\$000)
Expenses							
Employee expenses	Various Activities	Movements to reflect revised current staffing structure, vacancies and pay levels		1,648	(418)	(12)	1,218
Employee expenses	Democratic Process	Transfer of Mayor, Councillors and Bluff Community Board members Honoraria payments from Employee expenses to Other expense to align with correct disclosure treatment.		(818)			(818)
Employee expenses	Corporate Services	Increased use to specialist recruitment firms to secure candidates to fulfil vacant positions.		257			257
Employee expenses	Various Activities	Revised ACC expenditure to align with ACC levies and staffing levels		145			145
Depreciation and amortisation	Roading	Revised to reflect the increase in replacement cost value of Roothing fixed assets during the revaluation in 2022/23		1,267			1,267
Depreciation and amortisation	Various Activities	Revised forecast to align depreciation with updated asset register		(208)	50	(133)	(291)
Other expenses	Various Activities	Re-forecast to reflect current trends in revenue received		77	(256)		(179)
Other expenses	Democratic Process	Transfer of Mayor, Councillors and Bluff Community Board members Honoraria payments from Employee expenses to Other expense to align with correct disclosure treatment.		818			818
Other expenses	Solid Waste	Revision of ICC share of Wastenet expenses based on Wastenet year end performance report for 2022/2023		700			700
Other expenses	Arts, Culture and Heritage	Recovery of costs from Southland Regional Heritage Committee for the operations of Project Ark which has helped to pack and relocate the museum collection		312	(38)		274
Other expenses	Parks and Reserves	Revision of forestry expenses to align with harvesting plan supplied by the forestry management consultant		55	(236)		(181)
Other expenses	Regulatory	Increase grant funding to align with Heritage building strategy		180			180
Other expenses	Various Activities	Insurance premiums have increase by up to 20% reflecting world wide trend in insurance risk and rising asset replacement values.			1,022		1,022
Other expenses	Solid Waste	Additional contractor costs due to higher volumes through recycling and transfer station			1,441		1,441
Other expenses	Various Activities	Additional cost recover charge to capital projects based on additional staff working on projects			(382)		(382)
Other expenses	Corporate Services	Value of current software licenses have increase due to delays in the transformation programme meaning licencing savings are delayed			478		478
Other expenses	Public Transport	Revised costs to align with NZTA programme and increasing total mobility costs			649		649
Other expenses	Corporate Services	Increases to audit fees & disbursements to align with fee proposal letter from Audit New Zealand			116		116
Other expenses	Public Toilets	Additional maintenance for self cleaning toilets and vandalism repair			100		100
Other expenses	Water	3 waters transition expenditure incurred			120		120
Other expenses	City Centre	Removal of City Centre activation as not occurring this year			(243)		(243)
Finance expenses	Investments	Re-forecast of borrowings interest expenses based on borrowing levels and increasing average interest rates		466		86	552
Total Forecast Adjustments to Expenses			-	4,899	2,403	(59)	7,243

Schedule of Forecast Changes

AS AT 30 June 2024

Item Name	Activities	Nature Of Change	Quarter 1 (\$'000)	Quarter 2 (\$'000)	Quarter 3 (\$'000)	Quarter 4 (\$'000)	Total Change (\$'000)
STATEMENT OF COMPREHENSIVE REVENUE AND EXPENSES							
Other gains/(losses)	Investment Property	Revised revaluation assumption based on inflation forecast changes		51	(5)	(268)	(222)
Property, plant and equipment revaluation gain (loss)	3 Waters	Revaluation of 3 Waters assets has been brought forward and is to be carried out in June 2024			50,904		50,904
Total other comprehensive revenue and expense			-	51	50,899	(268)	50,682
Adjustments to Surplus / (Deficit) After Tax			-	(3,207)	50,007	(219)	46,581
STATEMENT OF FINANCIAL POSITION							
Assets							
Cash and cash equivalents	Various Activities	Re-alignment of opening balances with the Annual report 2022/23	4,347				4,347
Cash and cash equivalents	Property	Adjustment to capital forecast for Project 1225	(6,000)				(6,000)
Cash and cash equivalents	Various Activities	Re-forecast cash position to reflect revised operating and capital forecast		3,892	(9,369)	(1,069)	(6,546)
Trade and other receivables	Various Activities	Re-alignment of opening balances with the Annual report 2022/23	3,087	(560)			2,527
Prepayments	Various Activities	Re-alignment of opening balances with the Annual report 2022/23	54	(54)			-
Inventories	Various Activities	Re-alignment of opening balances with the Annual report 2022/23	122	(20)			102
Property, plant and equipment	Various Activities	Re-alignment of opening balances with the Annual report 2022/23	5,793				5,793
Property, plant and equipment	Property	Adjustment to capital forecast for Project 1225	6,000				6,000
Property, plant and equipment	Various Activities	Re-forecast capital expenditure profiles to reflect revised programme		(3,575)	1,828	(360)	(2,107)
Property, plant and equipment	3 Waters	Revaluation of 3 Waters assets has been brought forward and is to be carried out in June 2024			50,904		50,904
Intangible assets	Various Activities	Re-alignment of opening balances with the Annual report 2022/23	(3,531)				(3,531)
Intangible assets	Various Activities	Re-forecast capital expenditure profiles to reflect revised programme		5,360	1,584		6,944
Biological assets	Parks and Reserves	Re-alignment of opening balances with the Annual report 2022/23	116	(16)			100
Investment property	Investments	Re-alignment of opening balances with the Annual report 2022/23	(1,464)				(1,464)
Investment property	Investments	Re-forecast capital expenditure profiles to reflect revised programme		(201)	(125)		(326)
Other financial assets - other investments	Various Activities	Re-alignment of opening balances with the Annual report 2022/23	(3,597)				(3,597)
Other financial assets - other investments	Investments	Re-forecast loan advanced to Invercargill Central Limited to reflect current drawdowns		1,658		(11,450)	(9,792)
Other financial assets - other investments	Investments	Loan advanced to ICHL			20,000	(2,000)	18,000
Derivative financial instruments	Various Activities	Re-alignment of opening balances with the Annual report 2022/23	270				270
Total Forecast Adjustments to Assets			5,197	6,484	64,822	(14,879)	61,624
Liabilities							
Trade and other payables	Various Activities	Re-alignment of opening balances with the Annual report 2022/23	3,374	(635)			2,739
Provisions	Regulatory	Provision created for refunding parking fines			535		535
Employee benefit liabilities	Various Activities	Re-alignment of opening balances with the Annual report 2022/23	103	(185)			(82)
Borrowings	Investments	Re-alignment of opening balances with the Annual report 2022/23	(2,376)				(2,376)
Borrowings	Investments	Re-forecast borrowings profiles to reflect revised capital programme and the loan balance advanced to Invercargill Central Limited		10,511	(5,720)	(12,660)	(7,869)
Borrowings	Investments	Borrowings to fund ICHL advance investment			20,000	(2,000)	18,000
Total Forecast Adjustments to Liabilities			1,101	9,691	14,815	(14,660)	10,947

Schedule of Forecast Changes

AS AT 30 June 2024

Item Name	Activities	Nature Of Change	Quarter 1 (\$000)	Quarter 2 (\$000)	Quarter 3 (\$000)	Quarter 4 (\$000)	Total Change (\$000)
Equity							
Retained earnings	Various Activities	Movements in operating surplus (deficit) and other reserves		(3,207)	50,007	(219)	46,581
Retained earnings	Various Activities	Re-alignment of opening balances with the Annual report 2022/23	11,558				11,558
Retained earnings	3 Waters	Revaluation of 3 Waters assets has been brought forward and is to be carried out in June 2024			(50,904)		(50,904)
Other reserves	Various Activities	Re-alignment of opening balances with the Annual report 2022/23	(7,462)				(7,462)
Other reserves	3 Waters	Revaluation of 3 Waters assets has been brought forward and is to be carried out in June 2024			50,904		50,904
Total Forecast Adjustments to Equity			4,096	(3,207)	50,007	(219)	50,677

Statement of Comprehensive Revenue and Expense

As at 30 June 2024

	YTD Actual Jun 2024 (\$000)	YTD Forecast Jun 2024 (\$000)	Full Year Forecast 2024 (\$000)	Annual Plan 2024 (\$000)
REVENUE				
Rates and penalties	71,303	71,373	71,373	71,137
Fines	648	733	733	475
Subsidies and grants	16,168	16,482	16,482	16,621
Direct charges revenue	26,236	24,994	27,770	25,777
Rental revenue	3,326	3,428	3,428	3,653
Finance revenue	4,230	3,886	3,886	3,042
Dividends & subvention revenue	5,499	5,478	5,478	5,303
Total revenue	127,410	126,374	129,150	126,008
EXPENSES				
Employee expenses	34,409	33,807	33,807	33,005
Depreciation and amortisation	42,790	42,639	42,639	41,663
Other expenses	58,143	57,805	60,296	55,383
Finance expenses	5,077	4,920	4,920	4,368
Total expenses	140,419	139,171	141,662	134,419
Net operating surplus (deficit)	(13,009)	(12,797)	(12,512)	(8,411)
Other gains/(losses)	2,518	1,241	1,241	1,463
Surplus / (deficit) before tax	(10,491)	(11,556)	(11,271)	(6,948)
Income tax expense	0	0	0	0
Surplus (deficit) after tax	(10,491)	(11,556)	(11,271)	(6,948)
OTHER COMPREHENSIVE REVENUE AND EXPENSE				
Property, plant and equipment revaluation gain (loss)	2,610	50,904	50,904	0
Carbon credit revaluation gains/(losses)	0	0	0	0
Cash flow hedges	0	0	0	0
Total other comprehensive revenue and expense	2,610	50,904	50,904	0
TOTAL COMPREHENSIVE REVENUE AND EXPENSE	(7,881)	39,348	39,633	(6,948)

YTD forecast differs from the full year forecast due to a number of annual report adjustment not completed at the time of producing this report. This includes Council's share of Wastenet, allocation of net debt interest to activities and the revaluations of 3 waters and forestry assets.

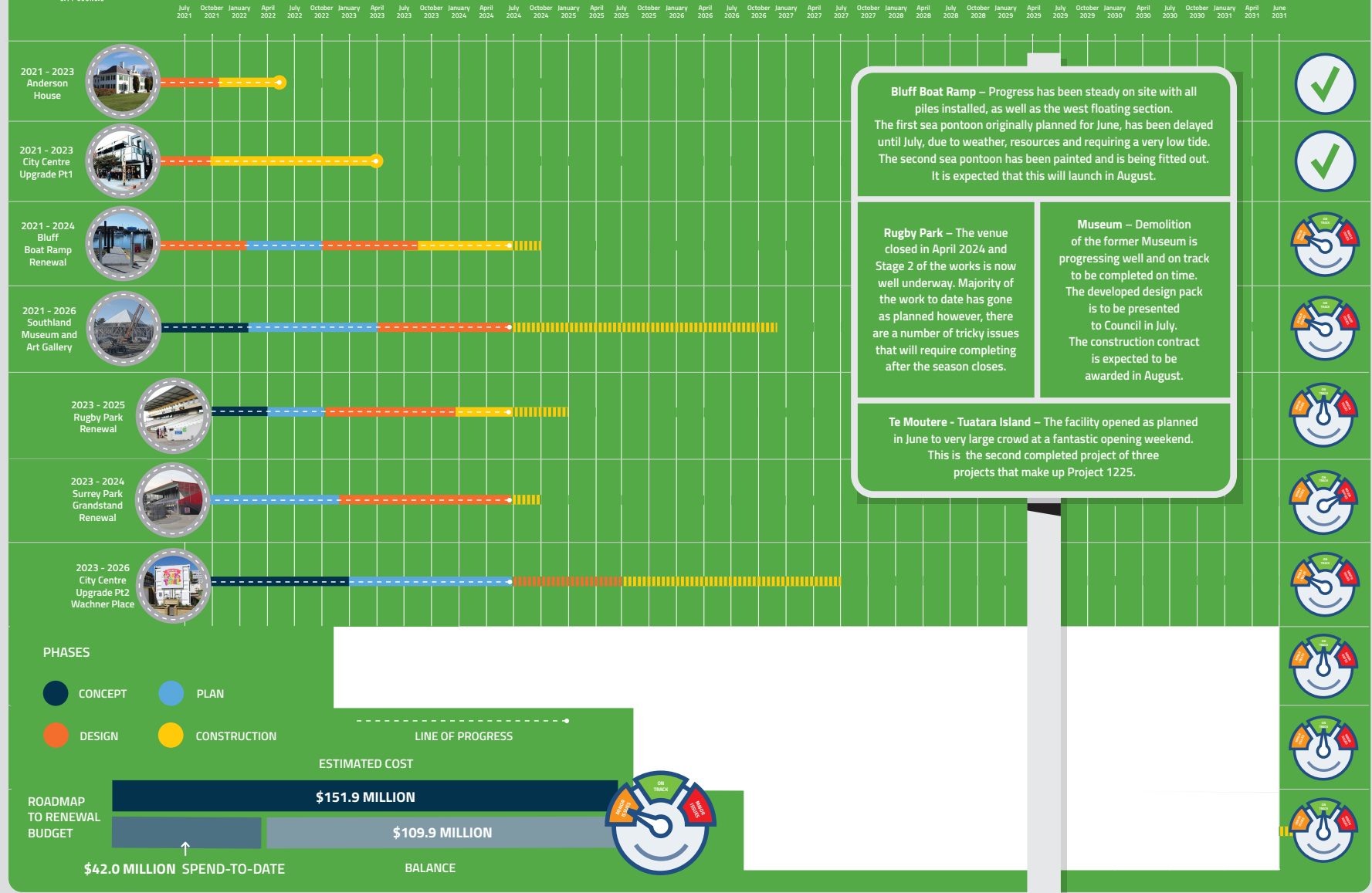
Statement of Financial Position

AS AT 30 June 2024

	YTD Actual Jun 2024 (\$000)	Full Year Forecast 2024 (\$000)	Annual Report 2023 (\$000)
ASSETS			
Cash and cash equivalents	12,122	2,897	15,443
Trade and other receivables	10,921	16,428	16,428
Prepayments	1,705	1,333	1,333
Inventories	366	602	602
Non-current assets held for resale	0	0	0
Property, plant and equipment	1,107,466	1,164,629	1,098,578
Intangible assets	2,130	8,577	2,391
Biological assets	4,203	4,371	4,203
Investment property	26,536	27,909	26,956
Investment in CCOs and similar entities	76,569	76,569	76,569
Other financial assets - other investments	60,002	57,255	44,124
Derivative financial instruments	751	751	751
TOTAL ASSETS	1,302,771	1,361,321	1,287,378
LIABILITIES			
Trade and other payables	12,102	18,683	18,683
Provisions	1,429	1,463	928
Employee benefit liabilities	2,907	3,810	3,810
Borrowings	152,146	158,274	124,499
Derivative financial instruments	0	0	0
Total liabilities	168,584	182,230	147,920
TOTAL EQUITY			
Retained earnings	373,249	365,898	378,519
Other reserves	760,938	813,193	760,939
Total equity	1,134,187	1,179,091	1,139,458
TOTAL LIABILITIES AND EQUITY	1,302,771	1,361,321	1,287,378



Roadmap to Renewal Delivery - Progress to 30 June 2024



Road map to renewals projects

See Roadmap to renewals table for progress details on projects

Project		Actual	Forecast	% of	Amended
		(\$000)	(\$000)	forecast spent %	LTP Planned capital (\$000)
Anderson House	2023/24	-	-	100%	-
	LTP	1,407	1,400	101%	1,400
City Centre - Stage 1	2023/24	159	159	100%	-
	LTP	21,077	20,800	101%	20,800
City Centre - Stage 2	2023/24	- 63	-	100%	91
	LTP	50	13,600	0%	13,600
Museum redevelopment (Project 12 25)	2023/24	9,607	9,319	103%	9,155
	LTP	17,114	71,460	24%	71,460
Bluff Boat Ramp renewal	2023/24	1,418	1,441	98%	770
	LTP	1,899	1,800	105%	1,800
Rugby Park renewal	2023/24	298	546	55%	985
	LTP	361	4,900	7%	4,900
Water Tower	2023/24	-	-	100%	-
	LTP	3	4,100	0%	4,100
City Centre Masterplan Urban Play	2023/24	54	-	100%	-
	LTP	54	6,500	1%	6,500
Surrey Park Grandstand renewal	2023/24	0	301	0%	301
	LTP	0	1,500	0%	1,500
Arts and Creativity Invercargill	2023/24	-	-	100%	-
	LTP	-	17,600	0%	17,600
Additional Pool at Splash Palace	2023/24	-	-	100%	-
	LTP	-	8,200	0%	8,200
Total	2023/24	11,474	11,766	98%	11,302
	LTP	41,966	151,860	28%	151,860

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Invercargill City Council Residents Survey 2023/24



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About the research



Data collection for the Invercargill City Council Residents Survey is conducted using an online survey design. Participants are invited to complete the survey at any time during the year. Core questions regarding the factors identified by the Council as Key Performance Indicators (KPIs) are measured on an ongoing basis. In addition, in most quarterly data collection periods, non-core questions are included that relate to specific issues or initiatives that the Council is looking to undertake. For Quarter Four (Apr-Jun 2024), additional questions were asked regarding activity levels or 'play' of residents. Each quarter, the responses are collated and reported to the Council,

including findings from the current iteration of data collection and trends in data from the preceding quarters.

Prior to 2022, the Residents Survey was conducted using a telephone survey design. As relatively few households now have landline telephones, this design was discontinued due to the risk of significant bias. Data from surveys prior to 2022 are not included in the trend analysis due to the change in sampling design.

Since 2022, various tools have been used to engage residents. This has included invitations circulated through direct mail to households within the Invercargill city boundaries, advertising using traditional and social media, promotion of the survey through community groups and the Council's website, and notifications incorporated into emails sent by the Council to people who have provided their email addresses to the Council for use in various contact databases.

Each year, a range of processes are used to engage with the residents of Invercargill. In Quarter Four, the survey has been publicised through the Council's Let's Talk website, social media, email invitations sent to residents in a contact database, and promotional posters. 331 responses were received between 1 April and 30 June 2024. This data set provides data with a margin of error of +/-5.4%. The total response for 2023/2024 was 1,454 responses providing data with a maximum margin of error of +/-2.6%.

Responses were analysed based on demographics of age, gender and ethnicity, and the proportion of responses were contrasted with the Invercargill population data from the 2018 Census¹. An analysis was conducted to test the raw data with data weighted by these three factors. Data collection in the third and fourth quarters (i.e. Jan – Jun, 2024) focused on addressing a previous imbalance in the sample. Based on these efforts, the final sample resembles the demographic structure of the population based on age, gender, and ethnicity. As a result, only minimal weighting have been applied to the results for this report.

¹ Note – while the top-line data from the 2023 census have been released at the time of preparing this report, the data relating to age groups within each territorial area have only been released in broad categories. As a result, the analysis for this report has been based on the 2018 census.

Research & Analysis



The sampling process for the 2024 data collection has been generally aligned with the design used in 2022 and 2023. The 2024 results have been contrasted with the results from 2022 and 2023.

Over the past five years many New Zealand LGAs have made similar changes in data collection processes. While the process used in this survey has been structured to minimise the risk of bias, an inherent aspect of self-selected response surveys is that respondents are more likely to engage if they feel that they have something to contribute to the outcome. As a result, there tend to be more 'negative' respondents than 'positive'.

There has been an increasing trend in recent resident surveying, nationally, to use data collection processes similar to the design used for Invercargill City. Whenever a data collection process is amended, there is a risk of the results showing a distinct change from the previous sampling method.

Historical data from LGAs such as Dunedin City and Kapiti Coast showed a decline in satisfaction with Council performance of around 10% compared to other survey designs such as telephone surveying when the change in design took place. After the changes were implemented and a new benchmark was set, responses from subsequent iterations of data collection could be effectively contrasted.

A further complicating factor is the impact of sentiment related to ongoing rate rises on resident perceptions of all services provided by any council. Research First Ltd investigated this in 2021. The result indicated that nationwide, New Zealanders believe that rates were increasing too quickly and were too high. Since that time, year-on-year rate increases have continued to be common in many LGAs. This has been publicised on an ongoing basis in the media, and appears to have resulted in lower sentiment scores regarding Council expenditure. The combined effect of these factors may impact on the results for some KPIs within the Council.

Forms of Analysis

Many of the core questions in the Invercargill Residents Survey are presented to respondents using a five point (Likert) scale. There are two ways common methods for analysing data from questions of this nature. The first is simply to provide an analysis of the **average** of the responses, then to contrast that average score with other factors being measured.

When an analysis is conducted based on averages there is a chance that two data sets may have the same average, but have notably different responses. For example, many respondents may be highly disinterested in a factor, and therefore have a very high proportion of responses rating that factors as neutral (3). Conversely, the factor may highly polarise the population, with similar proportions of the population rating the factor negatively (1 or 2) and positively (4 or 5). The average for the both data sets may be similar, but the responses were very different.

Therefore, the alternative analysis, measuring **top boxes** can also be used to analyse the data. In this model, the total proportion who rate a response above the neutral (4 or 5) are added, and that response is presented

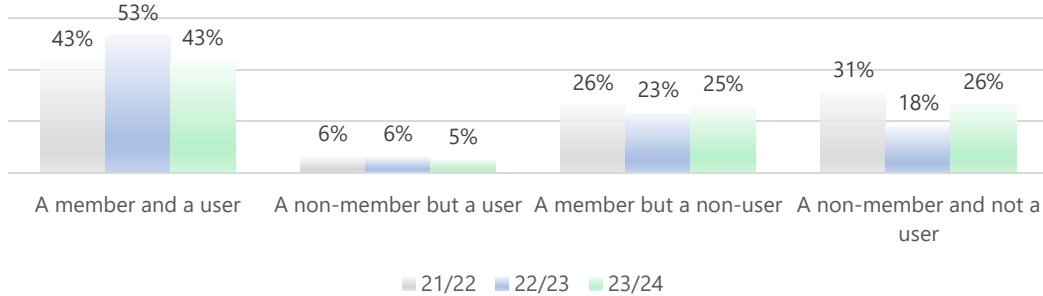
Invercargill Residents Survey, 2023/2024

as a proportion of the total population. Both analytical tools can provide insights into the data, and as a result, both have been presented in this report.

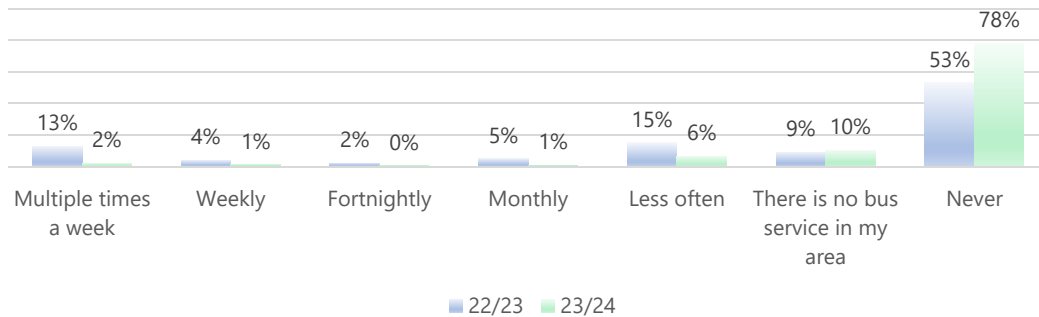
Frequency of use of Council Facilities and Services²

The survey questionnaire asked participants to identify the frequency of their use of various Council facilities and services.

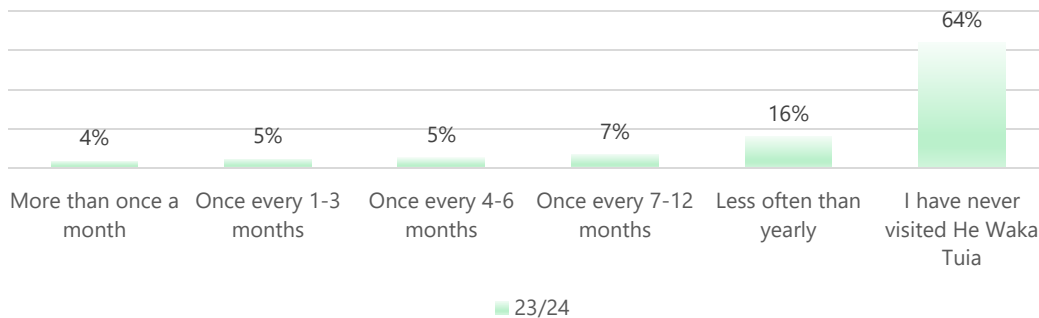
Category - Library User



Frequency - Use of Bus Service



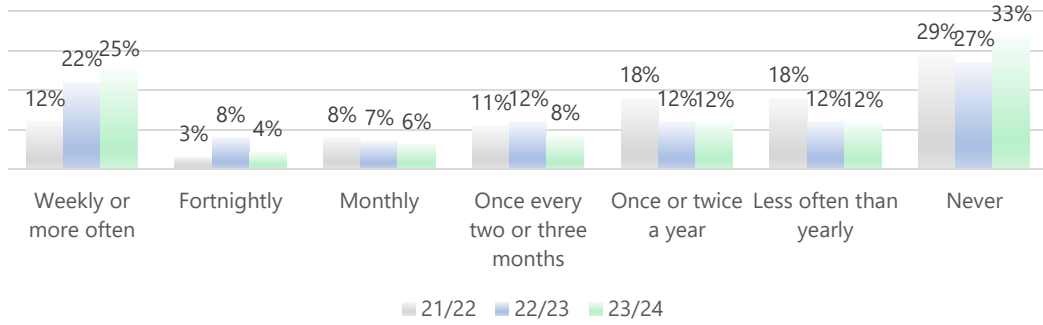
Frequency - Visiting He Waka Tuia



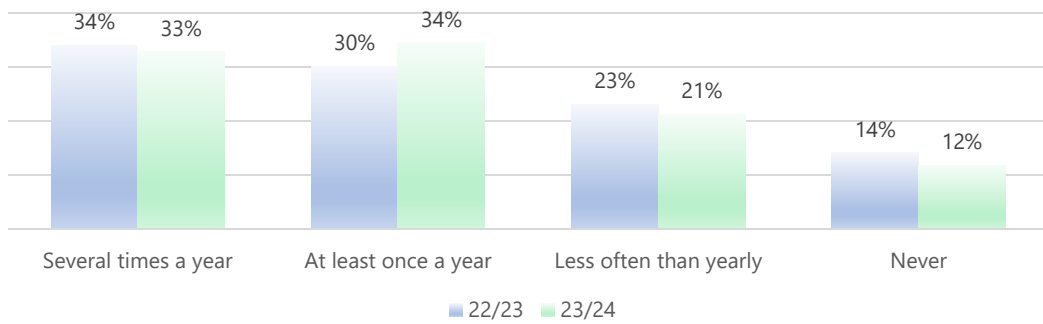
² Frequency of use questions have been asked of an increasing number of services with each iterative year of data collection.

Invercargill Residents Survey, 2023/2024

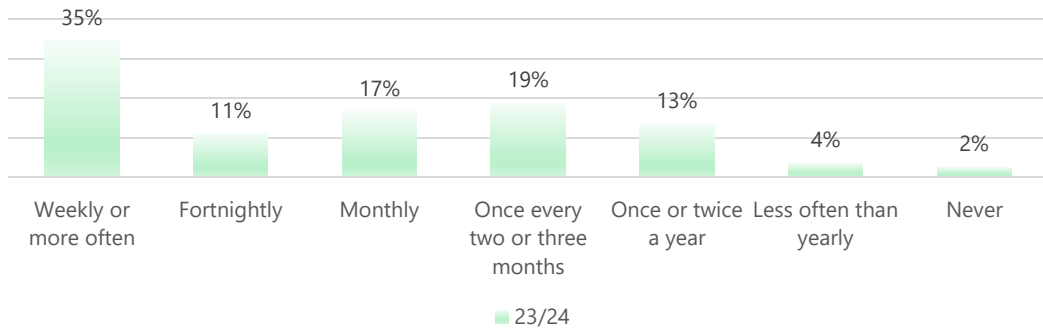
Frequency - Visiting Splash Palace



Frequency - Visiting Council Venues

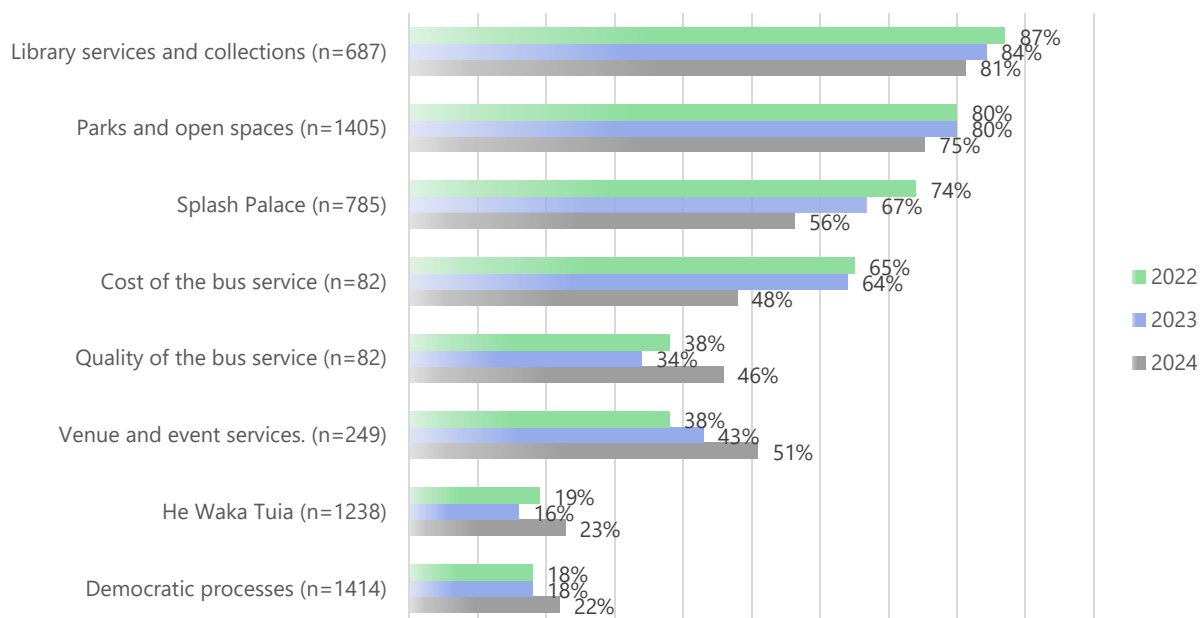


Frequency - Visiting Parks and Recreation Areas



Satisfaction

Overall Satisfaction - Key Services



Only residents who used the various facilities and/or services were asked to provide a rating of their satisfaction with the service. For 2023/24, satisfaction was highest with library collections and services (81%), followed by parks and open spaces in Invercargill (75%). Splash Palace, the focus of the Oct-Dec data collection, had a satisfaction rating of 56%. Satisfaction with venues and event services increased significantly compared to the previous two years and for the 2023/2024 year is 51%. Satisfaction with He Waka Tuia remained low, but with a marginal increase over previous responses, while there was no change in the low rate of satisfaction with community involvement in the Council's democratic processes.

Satisfaction – Comparison with Previous Periods (1=very dissatisfied to 5=very satisfied)

	'21-22	'22-23	'23-24	'21-22	'22-23	'23-24
Library services and collections	3.6	4.2	4.2	87%	84%	81%
Parks and open spaces	4.2	4.1	4.0	80%	80%	75%
Splash Palace	3.3	3.8	3.5	74%	67%	56%
Venues and event services	2.9	3.3	3.3	38%	44%	51%
The cost of the bus service	3.8	3.9	2.0	65%	64%	48%
The quality of the bus service	3.8	3.1	3.5	65%	40%	46%
He Waka Tuia	2.3	2.3	2.7	19%	17%	23%
Democratic processes - involvement	2.3	2.6	2.6	19%	17%	22%

Satisfaction by Age and Gender, 2024

	< 25	25-34	35-44	45-54	55-64	65+	Male	Female
Library services and collections	4.3	4.2	4.3	4.3	4.0	4.1	4.1	4.3
Parks and open spaces	3.9	4.0	4.1	4.2	4.0	4.2	4.0	4.2
Splash Palace	3.6	3.5	3.4	3.5	3.8	4.0	3.7	3.5
The cost of the bus service²	3.1	2.0	3.7	3.8	3.8	4.0	3.8	3.6
The quality of the bus service²	3.1	3.5	3.3	4.1	2.9	3.5	3.8	3.1
Venues and event services	3.7	3.3	3.3	3.3	3.3	3.5	3.2	3.5
He Waka Tuia	3.2	2.6	2.7	2.4	2.5	2.8	2.3	2.7
Democratic processes - involvement	3.2	2.6	2.7	2.4	2.5	2.8	2.5	2.7

Comments Regarding Key Services

Survey participants were given the opportunity of providing comments about key services that provided context for their rating of the service. Responses have been summarised into categories, as follows. All comments are included in the Appendix to this report. The structure of open-ended responses changed from 2022/23 to 23/24, resulting in a higher rate of response and an increased range of response categories. As a result, the data sets for the two periods cannot be directly contrasted.

Library

Satisfaction declined from 87% in 2021/22 to 80% in 2023/24. The result continues to demonstrate high satisfaction with the library. There was no major differences in response between the two years. The proportion of respondents identifying that the library was 'great' was unchanged, while there was an increase in the number of respondents citing helpful staff and the good range and resources. There were small increases in the number of respondents identifying the library being 'tired, needing refreshing', the opening hours being limited, identifying operational issues, and noting the noisy environment and lack of supervision.

	2022/23	2023/24
• Great	35%	35%
• Helpful staff	12%	33%
• Good range and resources	2%	21%
• Good programmes / activities	7%	8%
• Good facility, environment	7%	8%
• Great for kids	1%	7%
• Limited range	9%	5%
• Online service good	1%	4%
• Good app, digital books	0%	3%
• Average/ tired / needs refreshing	1%	3%
• Limited, costly parking	1%	2%
• Longer opening hours	1%	2%
• Good accessibility, parking	0%	2%
• No communication re: activities	0%	1%
• Don't like new open plan	2%	1%
• Nothing good for kids	1%	0%
• Costly	3%	0%
• Disappointed, COVID lock-out	1%	0%
• Home service good	0%	1%
• Limited e-books, audiobooks	1%	1%
• Community hub	0%	2%

Invercargill Residents Survey, 2023/2024

• Operational issues	0%	2%
• Ease of use	0%	1%
• Needs a café	0%	1%
• Noise, lack of supervision	0%	2%
• Website issues	0%	0%
• Other	3%	5%

Parks

Satisfaction with parks and open spaces declined from 80% in 2021/22 to 75% in 2023/24. In Quarter One, 2023/24, the satisfaction with parks was 81%. Based on this, the decline of the more recent three periods has been considerable. While a satisfaction rating of 75% should be considered to be a positive result, the comments indicate reasons for the decline.

Responses regarding poor maintenance have increased in that period, accompanied by responses relating to the 'low mow' area trial, identified by 6% of respondents in 2023/24. While Queens Park has been rated positively on a consistent basis, there have been comments regarding other parks in the district that are less positive. These factors are likely to be the drivers of the decline in satisfaction.

	2022/23	2023/24
• Great, amazing	55%	66%
• Well maintained	19%	18%
• Queens Park great	15%	15%
• Poorly maintained	22%	11%
• Need better, improved playgrounds	13%	5%
• Low mow areas not good	0%	6%
• Comment about visit frequency	0%	2%
• Need more facilities (toilets, BBQs)	0%	2%
• Landscaping concerns	0%	2%
• Good for families/ children	0%	2%
• Safety concerns, vandalism	0%	2%
• Need better dog park	0%	1%
• Toilet upkeep, maintenance required	0%	1%
• Other parks not good	0%	1%
• Accessibility, more car parking	0%	1%
• More community gardens	0%	1%
• Dog parks good	3%	1%
• Only average	0%	1%
• Better paths needed	0%	1%
• Need more native plants	0%	0%
• Need a coffee shops	0%	0%
• Costly to maintain	0%	0%
• Needs to be valued	0%	0%
• Other	2%	4%

Splash Palace

The satisfaction with Splash Palace has declined significantly from 2021/22 (74%) to 2023/24 (56%). Most of the positive responses have been consistent over the period, with a slight increase in the proportion rating the facility as 'good', paralleled with a decline in responses regarding the pool being too expensive. Factors that may have driven the decline include a higher proportion identifying overcrowding (12%, up from 8% in 2022/23), and a perception that that was little for children to do (up from 1% to 4%).

	2022/23	2023/24
• Good	45%	48%
• Overcrowded	8%	12%
• Changing room /entry layout not good / transgender change access issues	11%	11%
• Fair/ OK / needs upgrade	8%	7%

Invercargill Residents Survey, 2023/2024

• Good for kids / families	11%	7%
• Poorly maintained	17%	6%
• Nothing for younger kids	1%	4%
• Expensive	36%	5%
• Health and safety concerns	5%	3%
• Poor staff/ instructors/ lifeguards	11%	3%
• Well maintained	3%	2%
• Poorly managed	7%	2%
• Good staff	2%	3%
• Need spaces for people with different capabilities	1%	1%
• Opening hours limit visiting	4%	1%
• Accessible	0%	1%
• Upgrades/ new slides aren't great	9%	1%
• Water too cold	0%	1%
• Comment related to use	0%	1%
• Slides are good	3%	1%
• Reasonable cost	0%	1%
• Hard to park / access by bus	1%	1%
• Water too hot	0%	0%
• Challenged by chlorine	1%	0%
• Underused	1%	0%
• Stop subsidising, sell to private sector	1%	0%
• Suggest pay all costs from rates	0%	0%
• Needs place for pre-swimmers to be safe	4%	0%
• Other	0%	6%

Venues and Events

There has been an increase in satisfaction with venues and events over the last three years, from 31% satisfied in 2021/22 to 51% in 2023/24. The question structure specifically called out the Civic Theatre, Scottish Hall and Rugby Park. Identification of these venues may have resulted in increased satisfaction. While a similar proportion identified that the venues were 'good' and 'well maintained', many of the negative factors declined in the last year. Notably fewer respondents identified that the venues were run-down and in need or maintenance, that there was poor venue management, or that events were too expensive.

	2022/23	2023/24
• Venues are good, well maintained	31%	29%
• Average only	12%	15%
• Civic Theatre is a good facility	33%	14%
• Rugby park rundown, under-utilised	8%	11%
• Events are good / good variety	2%	8%
• Venues are run-down, need maintenance	20%	8%
• Poor venue management, underused	16%	4%
• Events too expensive	8%	4%
• Events not promoted	10%	4%
• More events (e.g. arts, families)	2%	2%
• Scottish hall run down	0%	1%
• Rugby park subsidy concerns	0%	4%
• Scottish Hall good	0%	1%
• Council shouldn't run events delete	0%	0%
• Good staff delete	0%	0%
• Museum needs to be replaced delete	0%	0%
• Great atmosphere	0%	0%
• Other	0%	6%

He Waka Tuia

Invercargill Residents Survey, 2023/2024

There was a marginal improvement in satisfaction with He Waka Tuia over the period from 2021/22 to 2023/24, from 19% to 23%. Notably, the result in 2022/23 was 16%. While the satisfaction remained low, there were some factors that impacted on the change. Notably fewer respondents commented that the facility was 'not a replacement for the museum', that it was 'small, with not enough exhibits', that the venue was inaccessible with poor parking, or that there was 'nothing for children'. In parallel, there was an increase in the number of respondents who felt that the exhibits were not interesting.

	2022/23	2023/24
• Good facility, exhibitions	19%	21%
• Not a replacement for the museum	33%	21%
• Small, not enough exhibits	29%	16%
• Exhibits not interesting	7%	13%
• Inaccessible / poor parking	28%	11%
• Names need to be in English	11%	11%
• OK - not great	4%	8%
• Good children's exhibitions	3%	5%
• Waste of money	2%	4%
• Poor facility overall	1%	3%
• Exhibitions not publicised	1%	2%
• Good staff	5%	2%
• Hours	2%	1%
• Too focused on Māori	1%	1%
• Nothing for children	11%	1%
• Needs interactive displays	2%	1%
• Poor staff	2%	0%
• Other	0%	1%
• Visited – seemed empty. No one there		1

Public Transport

The survey measures two aspects of satisfaction with the bus service – satisfaction with the cost and with the quality. Satisfaction with the cost of the service declined from 65% to 48%, while satisfaction with the quality of the service increased from 38% to 46% over the period from 2021/22 to 2023/24. There were slight declines in the most commonly identified negative factors (coverage, timetables, not being convenient after hours or on weekends). There was a notable decline in the proportion of respondents who expressed concern about the lack of bus shelters. In the 2022/23 year, the survey sought specific input regarding public transport. The number of responses was higher in that year. This targeted response may have had an impact on the change in response for the identified factors.

	2022/23	2023/24
• Buses don't cover all areas / stops at poor locations	30%	27%
• Bus timetables poor / inconvenient / infrequent	22%	15%
• Good	10%	9%
• Not convenient (late/weekends)	9%	7%
• Poor	6%	4%
• Expensive	5%	3%
• Average	6%	3%
• Not used/ empty buses	5%	3%
• Waste of money/ rates	1%	2%
• OK for kids	3%	1%
• Need bus shelters	6%	1%
• Drivers are good	1%	2%
• Drivers are poor	1%	1%
• Essential for community	1%	1%
• Timetable information not available/ poor website	2%	1%
• Not safe	1%	1%
• Other	0%	2%

The Democratic Process

The survey asks respondents to rate their satisfaction with the opportunities Council provides for community involvement in decision making. Satisfaction increased from 18% in 2021/22 to 22% in 2023/24. The primary areas of concern were that the Council doesn't listen and that engagement opportunities are not advertised. The proportion of respondents identifying these factors did not change significantly. However, there were fewer respondents who indicated that the Council doesn't give an opportunity for engagement or that there was no community involvement, and in parallel, more respondents who were prepared to respond that the current system was 'ok, but not great'. In addition, there was a larger sample of respondents aged under 25 in the 2023/24 year, and this cohort provided a higher average rating for this question than other cohorts.

	2022/23	2023/24
• Council doesn't listen	34%	33%
• Engagement opportunities not advertised	18%	15%
• Current system/ consultation is effective	8%	13%
• Council doesn't give opportunity for engagement	15%	9%
• Consultation is poor/average	2%	7%
• Current system ok - not great	0%	6%
• Need more surveys to provide input	0%	4%
• No community involvement	26%	4%
• People don't understand local government system	0%	3%
• Unelected officials have too much say	8%	2%
• No published information on what the Council intends	0%	2%
• Council doesn't provide feedback	0%	2%
• System relies on those who voted. Other voices are ignored	0%	1%
• No co-governance - one person, one vote	0%	1%
• Too much consultation would make council ineffective	0%	1%
• Concerns about spending	0%	1%
• Concerns over corruption	0%	1%
• Other	26%	5%

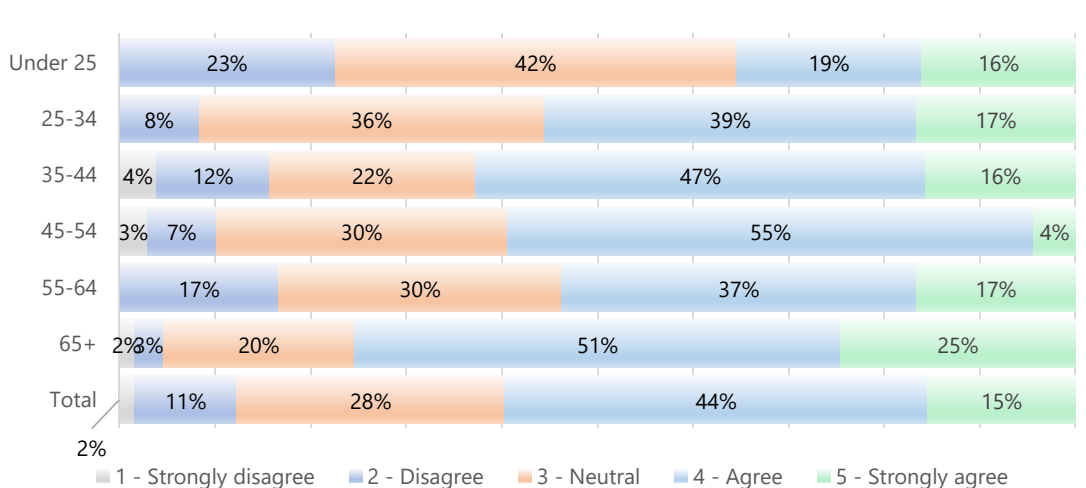
Perceptions of Invercargill

Pride in Invercargill

In Quarter Four, 2024, a new question was included in the survey:

Please rate the following statements on a scale from 1 = strongly disagree to 5 = strongly agree: I feel proud to live in Invercargill and/or Bluff

Responses indicated that the community does have a strong sense of pride about living in Invercargill, with 59% agreeing, with only 13% disagreed. Those aged under 25 were the least likely to agree that they had pride in living in Invercargill (35%, with 23% disagreeing), while those aged over 65 were the most likely to agree (75%, with 5 disagreeing).



Positive Aspects of Life in Invercargill

Survey participants were asked 'What do you currently like most about living in the Invercargill region?' The most common response was that it is easy to get around the city and region; and that everything is accessible. Other common responses related to the quality of life in Invercargill, parks and beaches, friendly people and outdoor activities.

There was minimal variation in the most frequently cited positive aspects of Invercargill, although the number of people citing some factors showed some level of variation. For example, in 2022/23, 31% of respondents indicated that everything was accessible in Invercargill. While this was still the most frequently cited aspect of the city, the proportion identifying it declined to 24% in 2024. Other aspects that were identified by fewer respondents in 2023/24 included the parks, beaches and outdoor spaces, and families.

A summary of responses is as follows:

	2022/23	2023/24
• Accessibility – everything is easy to get to	31%	24%

Invercargill Residents Survey, 2023/2024

• Quality of life	19%	18%
• Friendly people/ community	17%	14%
• Not crowded/ no traffic problems	11%	12%
• Parks, beaches and outdoor spaces	13%	9%
• Family	10%	6%
• Affordable living	5%	5%
• Good facilities and services	2%	5%
• CBD redevelopment	4%	5%
• Lots of places to visit	4%	4%
• Safe / Low crime rate	3%	4%
• It's home	4%	3%
• Outdoor activities	4%	3%
• Nature	2%	3%
• Weather	4%	2%
• Jobs / Opportunities	2%	1%
• Sports/ exercise/ walking/ horse riding	2%	1%
• Low pollution / clean	1%	1%
• The local culture/ personality	0%	1%
• Good schools	0%	1%
• Good food	0%	0%
• Everything	0%	0%
• Sandy Point	3%	0%
• Other	0%	2%
• Don't know/ nothing	2%	2%

Community Resilience

Survey participants were asked 'What do you think the Council should be doing to provide for community resilience and building strength into the social aspects of the Invercargill community?' As the question was open to any response, the subjects covered were diverse. They have been grouped, and presented as the percentage of the community that provided similar responses. Data have been included from the 2022/23 and 2023/24 years. Responses identified by fewer than 2% of the community have not been included in the data table. All responses from Quarter Four, 2023/24 are included in the appendix.

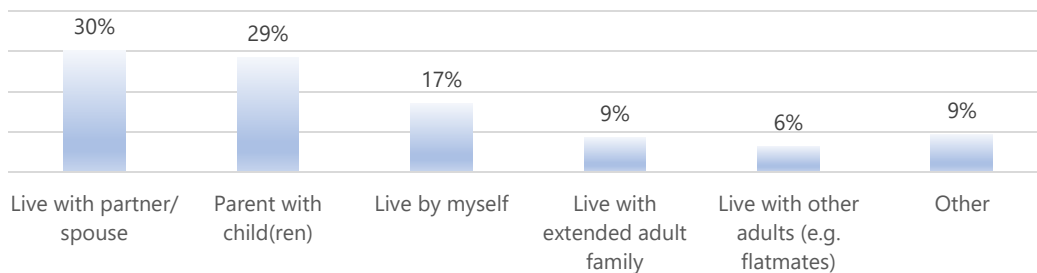
The most common responses were that the Council (councillors, mayor and staff) needed to listen to the people more and the Council should increase the number of events and community activities. Notable variations over the two year period include a small decline in the proportion calling for more events, a decline in responses relating to calls for the Council to listen to public opinion, with an increase in the proportion calling for the Council to focus on core services. Details of suggestions are as follows:

	2022/23	2023/24
• More, free/ affordable events	14%	12%
• Listen to public opinion and engage with the community	10%	6%
• Focus on core services such as water, sewerage, roads, footpaths, street lights	2%	5%
• Improve financial responsibility	5%	4%
• Revitalise inner city	5%	4%
• Activities for youth, young adults	4%	4%
• Provide more venues for community groups	3%	3%
• Encourage inclusion and diversity including aged, disabled	7%	3%
• Affordable housing	1%	3%
• Transparent council, councillors	3%	3%
• Address crime, graffiti and vandalism	0%	2%
• Community meetings and forums	1%	2%
• Current activities OK	1%	2%
• Improve communication	4%	2%
• Not the council's job	2%	2%
• Develop better facilities for residents, such as parks, playgrounds, and bike trails	2%	2%
• Collaborate - community groups, other councils	0%	2%
• More, free/ affordable events	14%	12%
• Listen to public opinion and engage with the community	10%	6%
• Focus on core services such as water, sewerage, roads, footpaths, street lights	2%	5%
• Improve financial responsibility	5%	4%
• Revitalise inner city	5%	4%

Creating Opportunities for Play

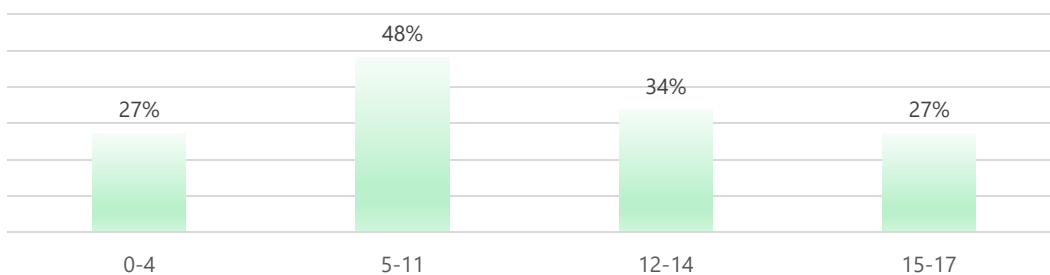
The focus of the April-June quarter was perception of play opportunities and ways to encourage our community to become more active. Participants were asked to provide details of the household structure where they live. This question was used as a basis for asking about regarding their level of activity and the types of activities they take part in, and about the activities of any children living with them. The most common living situations were people who lived with their spouse or partner and people who lived with children.

Household structure



Respondents who identified that they lived with children were asked to provide the age bands of the children in their household. They were able to provide multiple responses if they had more than one child living with them. Respondents were not asked to provide details about adult children (i.e. those aged 18 and older) who lived with them.

Age bands of children

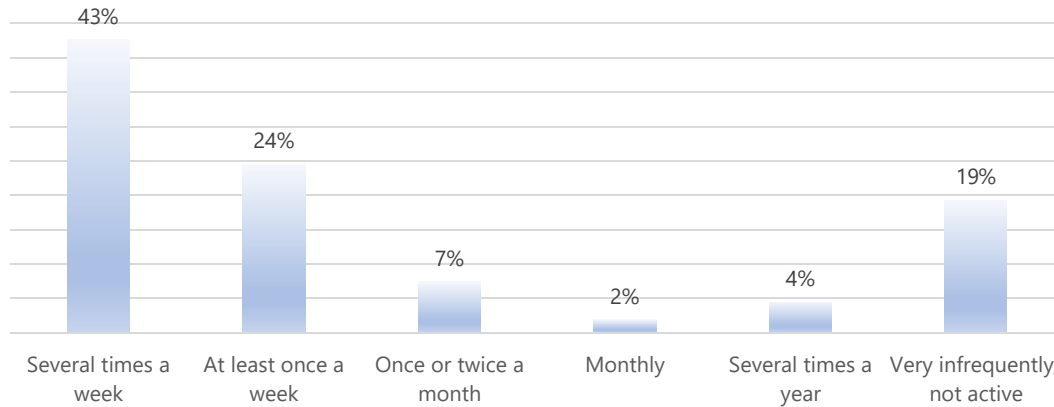


Participants were then asked to provide details regarding their own personal activity (or 'play') and that of the various children in their care.

Personal Activity Levels

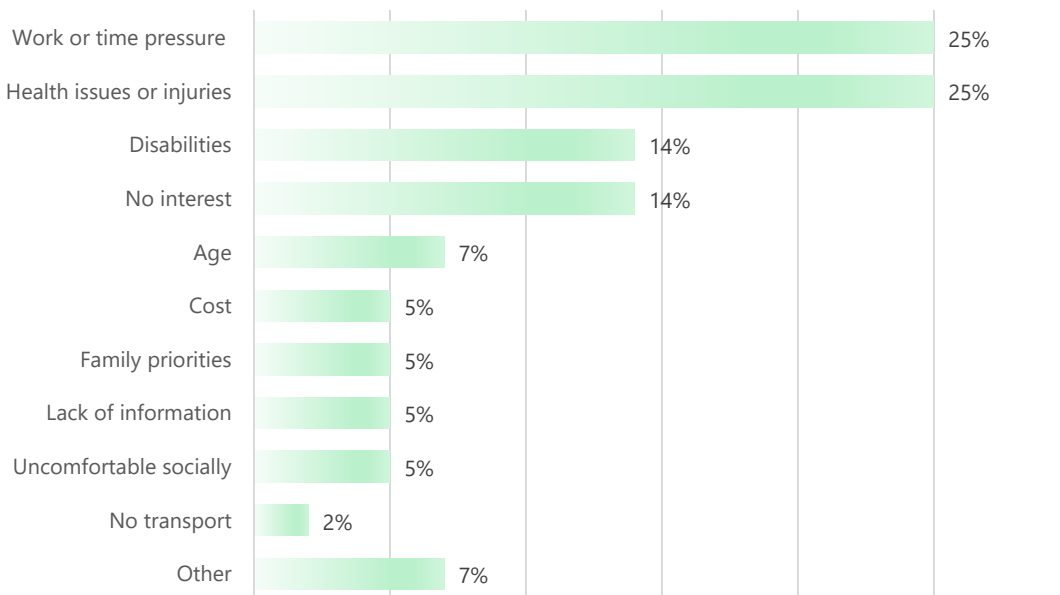
Respondents generally indicated that they were active, with two thirds indicating that they took part in activities at least weekly. Only 19% indicated that they were infrequently active or not active at all.

Frequency of Activities



Those who indicated that they did not take part frequently or at all, were asked why they chose not to be active. The most common responses were work or time pressure, health issues or injuries, disabilities, or having no interest in physical activity.

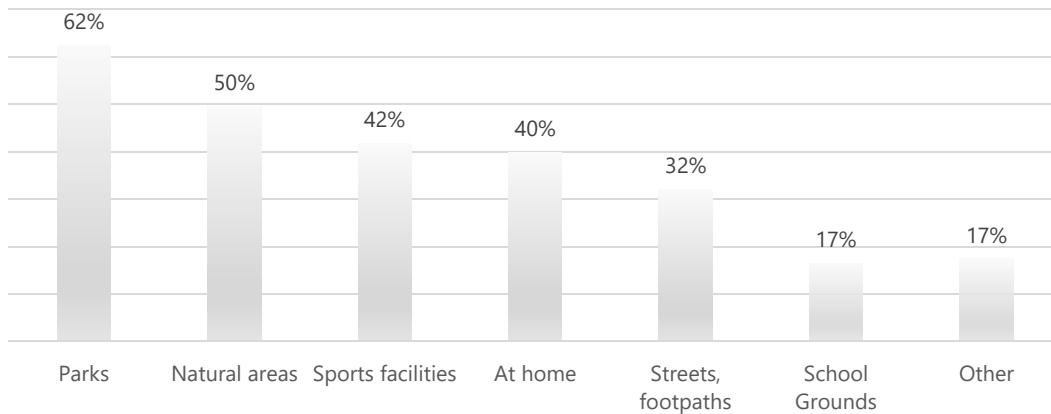
Reasons for Inactivity



Invercargill Residents Survey, 2023/2024

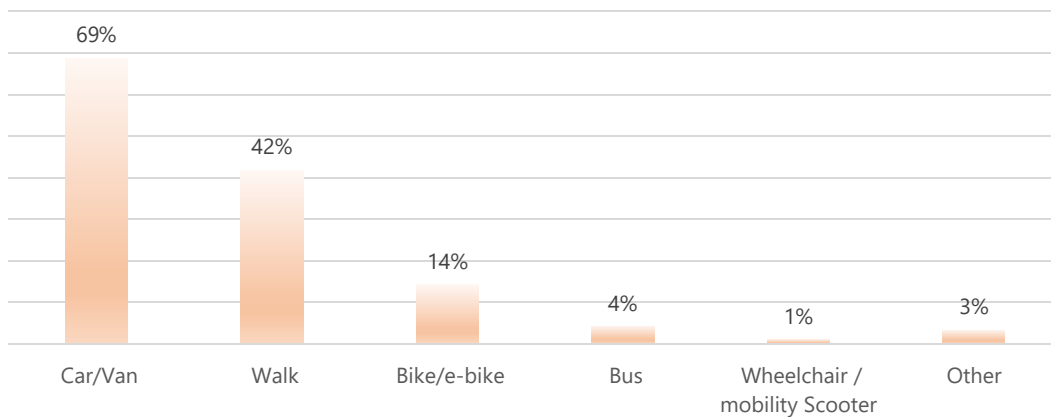
The most-used location of activities was parks, followed by 'natural areas' such as Oreti Beach and Sandy Point. Other locations include private gyms, golf courses, lawn bowling clubs, community rooms, and hockey facilities. As participants could take part in multiple activities, they were able to select more than one option.

Location of Activities



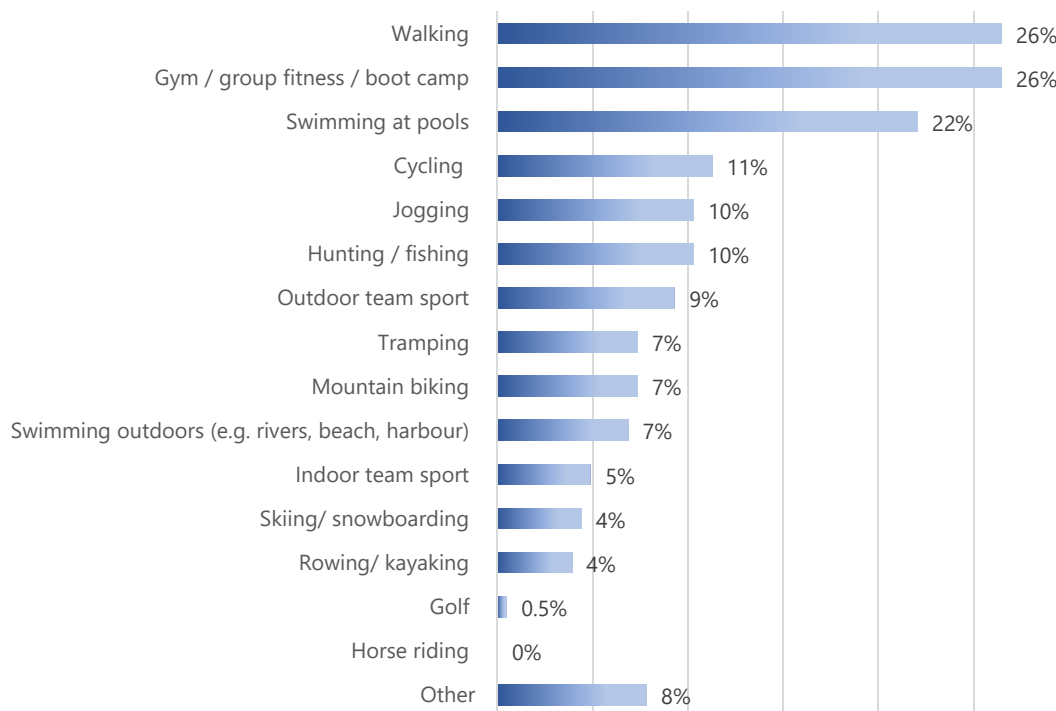
People were asked how they travelled to the activity venue. The most common form of transport was a car (or van), followed by walking. As participants could travel to activities using different forms of transport, they were able to select more than one option. When participants were asked to rate how easy it was to get to their/ their child's activity, 77% indicated that it was easy to get to their activity location, with only 7% indicating that it was difficult to get there.

Travel to Activities



Participants were asked to identify the activities they took part in. They were provided with a list and could choose multiple options. The most common activities were walking and going to the gym (or similar activities), followed by swimming at pools and cycling. Other activities include bush walking, roller-skating, shooting, squash, surfing, tennis, bowls, yoga, and K I o rani.

Activity Undertaken



Children’s Activities

Participants who have children living with them were asked to provide details of their children’s activities. As the needs of children vary considerably as they grow, parents and caregivers were asked to provide responses based on the age of the children, using the age bands 0-4, 5-11, 12-14, and 15-17. If parents or caregivers had children in more than one age group, they were asked to provide responses related to each age group.

The number of responses for children in each age band was limited, as shown in the following table³.

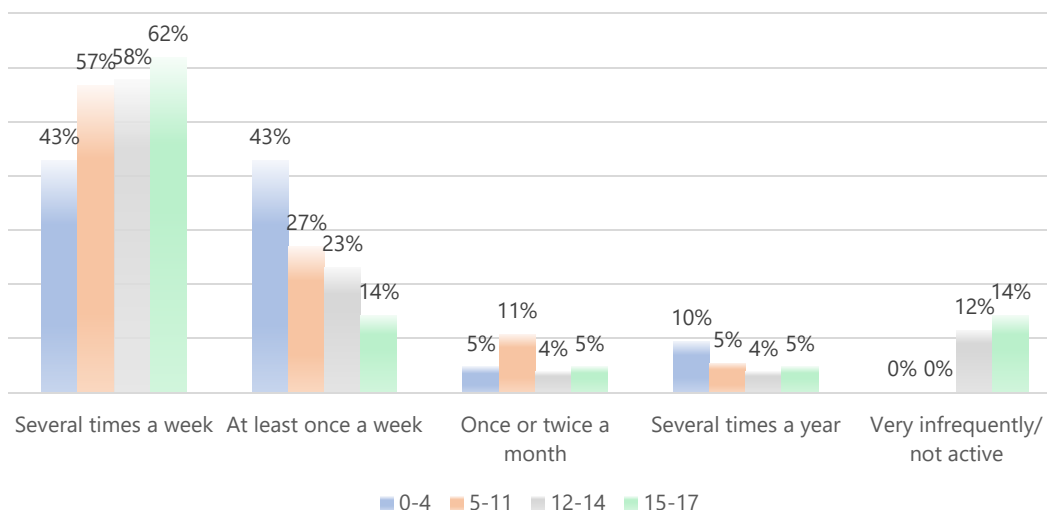
	0-4	5-11	12-14	15-17
Number of responses	21	37	26	21

Among all respondents, most children were active at least once a week. Some call-outs regarding different activity levels for children included:

- 15-17 age group likely to be active several times a week
- Age group 5-11 and 12-14 not far behind at 57% and 58% respectively
- 0-4 likely to be active at least once a week
- 12-14 and 15-17 are either rarely active or not active.

³ Due to the limited number of responses in each age group, the data have been provided, but have high margins of error.

Frequency of Activities, Children



Parents and caregivers were provided with a list of activities that children could take part in. The list varied based on the age group of the children. The most common activities for each age group were as follows:

- 0 – 4: Playing at home with family and friends, visits to parks, visits to playgrounds
- 5 – 11: Playing at home with family and friends, visits to parks, visits to playgrounds
- 12 – 14: Walking, swimming at pools, visits to parks
- 15 - 17: Visits to parks, walking, playing at home with family/friends

Full details are provided in the following table.

	0-4	5-11	12-14	15-17
Visits to parks	67%	68%	42%	31%
Playing at home with family/friends	71%	70%	38%	19%
Visits to playgrounds	67%	70%	27%	19%
Walking	57%	51%	46%	23%
Swimming at pools	52%	62%	42%	8%
Play group (e.g. Wriggle and Rhyme)	33%			
Visits to parks	67%	68%	42%	31%
Commercial play services (e.g. Chipmunks)	29%			
Outdoor team sport		43%	27%	8%
Indoor team sport		30%	35%	12%
Visiting commercial indoor play spaces (e.g. Jump N Fun)		46%	23%	4%
Climbing trees		38%	19%	15%
Playing outdoors (but close to home e.g. on the street or footpaths) with family/friends		38%	23%	12%
Cycling	5%	49%	31%	12%
Scootering	14%	41%	12%	
Playing games (e.g. Disc golf, kicking a ball)		35%	19%	12%

Invercargill Residents Survey, 2023/2024

Dancing	5%	24%	12%	12%
Mountain biking		19%	12%	8%
Building huts		22%	12%	4%
Tramping		5%	27%	4%
Swimming outdoors (e.g. rivers, beach, harbour)	10%	8%	15%	
Playing in the river		14%		4%
Jogging		5%	4%	15%
Skateboarding		8%		
Horse riding		3%	4%	12%
Rowing/ kayaking			8%	4%
Parkour		5%		
Skiing/ snowboarding		5%	4%	
Other	14%	8%	15%	15%

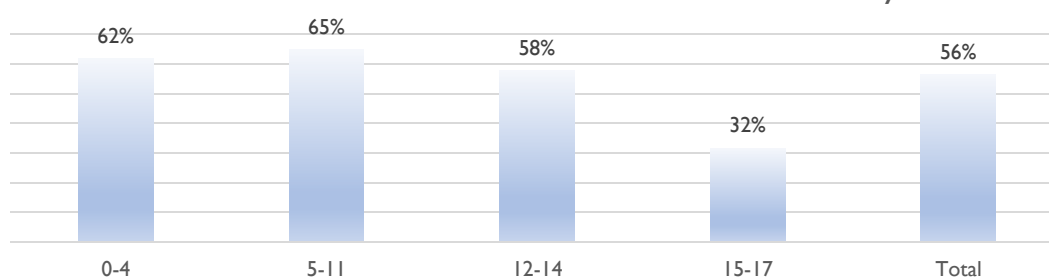
Other activities included aerobics, bush walking, clip-and-climb, gym, indoor activities, kung-fu, roller-blading, tee ball, and weight lifting.

Facilities

Respondents were asked whether there were facilities that the Council could provide that would support the respondent or their children to become more active and play. 31% indicated that the Council providing facilities would support them to be more active, with a further 42% being unsure. Only 27% indicated that the Council's provision of facilities would not increase their activity.

Overall, 56% of parents indicated that the Council providing facilities would increase the activity level of their children. This varied based on the age of the children, with fewer of those responsible for 15-17 year old children agreeing that Council facilities would increase their child's activity levels.

Provision of Facilities would Increase Child's Activity



The most commonly identified suggestions from respondents, including the number of suggestions were:

- An indoor venue (various purposes suggested) 11
- Improved bus service to access venues after hours 8
- More cost-effective entry to venues 6
- More/ better maintained walking and cycling tracks 5
- A Council-operated gymnasium 5
- More information about teams, venues, and activities 4

Invercargill Residents Survey, 2023/2024

- Improved parking at facilities 3
- Disability access 3
- More dog parks 2

For parents and caregivers, suggestions for facilities that would increase the activity levels of their children activities were:

- A youth-friendly indoor activity venue 10
- Improved walking and cycling tracks 5
- Cost-effective access to venues 3
- Sheltered play areas 4

The detailed responses are provided in the appendix.

Demographics

A crucial aspect of resident surveys is having confidence that the data are representative of the population based on demographic factors. The response rates for each key demographic factor for the quarter and the 2023/24 year responses are provided in the following charts. For gender, age, and ethnicity responses did not align with the data from the most recent census. Demographic factors that were under-sampled included gender (under-sampled males). Minor data weightings were applied to the results to measure the impact of these sampling issues. The impact of this weighting generally was no more than +/-1% for any index.

Age

	Q4	YTD
Under 25	13%	5%
25-34	11%	11%
35-44	15%	22%
45-54	21%	19%
55-64	17%	16%
65+	21%	21%
Declined	1%	1%

Gender

Male	26%	38%
Female	46%	52%
Identify in other way/ declined	29%	10%

Time in Invercargill

0-2 years	3%	5%
3-5 years	7%	6%
6-10 years	10%	10%
11-15 years	10%	8%
16-20 years	10%	7%
20+ years	59%	63%
Declined	1%	2%

Ethnicity⁴

	Q4	YTD
NZ European/ Pakeha	56%	76%
Māori	11%	9%
Asian	2%	3%
Pacific Islander	2%	1%
Other	3%	2%
Declined	26%	9%

Residential Status⁵

Resident ratepayer	56%	81%
Resident non-ratepayer	2%	11%
Non-resident ratepayer	2%	2%
SDC Residents	0%	<1%
Declined	24%	5%

Employment

Full time	32%	44%
Part time	11%	12%
Retired	12%	22%
Self-employed	7%	9%
Beneficiary	2%	2%
Student	8%	3%
Unemployed	3%	3%

⁴ Total exceeds 100%, respondents could choose multiple options

⁵ Non-residents of Invercargill whose details were in the Splash Palace database were able to provide responses to the questions relating to Splash Palace

Declined	24%	6%
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Appendix – Verbatim Responses, 2023/ 2024

Perceptions of Invercargill

- 5 mins to everything
- 5 minutes to get anywhere, and the parks in and around the city (albeit somewhat spoiled by the low mow policy!)
- A council that has an agenda that they are fulfilling
- A more laid back lifestyle
- A small city with great community.
- Ability to move across the district with relative ease
- Ability to travel half hour any direction for fauna landscape change
- Able to drive to work in a short time
- Access and friendly people
- Access to activities
- Access to airport
- Access to built and natural resources
- Access to everything
- Access to good sports venues
- Access to mountains, sea and bush
- Access to nature
- Access to outdoors
- Access to parks, walks and relaxed vibe.
- Access to parks/nature
- Access to public parks and amenities
- Access to services, no longer 1 x hour drive in and back
- Access to the Catlins and south coast
- Access to the city centre, close to residential areas. Also, the want to be able to give people opportunities.
- Access to the great outdoors
- Access to the outdoors
- Access to what we want to do
- Accessibility
- Accessibility to international airport and the open spaces
- Accessibility
- Accessibility
- Accessibility
- Accessibility of activities

Accessibility of trades and services
Accessibility to everything
Accessibility to everything
Accessibility to facilities and work and is affordable to live here
Accessibility to services.
Accessible to so many places
Affordability
Affordability and access to the outdoors
Affordability and ease of commute / employment opportunities
Affordability and lifestyle
Affordability is still a good factor
Affordability, great schooling, good job opportunities, sit, the stadium.
Affordable and not too busy
Affordable housing, queens park on our doorstep, small town vibe
Affordable housing, safe communities and low unemployment
Affordable, Richardson group providing great facilities
After travelling and living in other parts of the world for 20+ years as a marine engineer Invercargill is home. I was born here.
After years of going backwards finally seeing some action driven by the Richardson group
All area is near us and clean
All facilities within 10 minutes
All the green space we have & how close everything is
All the upgrades
All things close by
Although I don't participate in indoor and outdoor activities there is plenty of clubs, grounds, parks, the swimming pool and the stadium for youngsters and those able to participate in.
Ample opportunity to do things, free or at little cost
Area I in is quite which I like
Area is flat and easy to get around
Availability of hobbies and interest. Also good weather usually.
Away from the maddening crowd
Awesome friendly people and a great place to live
Awesome people, lots to do, great seasonal weather, and easy flight or road access to other NZ centres.
Beach, bush, hills, rivers
Beautiful natural areas nearby, not too crowded
Beautiful parks, small city feel, less traffic
Because I am a southlander
Because it has some old historic building, and clean
Being able to travel anywhere within 8 min.
Being able to walk to many locations of interest
Being close to beautiful landscape
Being close to sea and nature
Being close to the city
Being close to whanau. The ease of getting around the city (on foot and in the car)
Being in the older bracket being close to all amenities

Being near family

Big wide streets. Double lanes through town. You can easy get to where you need to go. It's rains a lot here so travelling by car and ease of travel is what I like.

Bluff hill

Born here. No hustle and bustle.

Born & bred here, nothing to compare it to but happy here

Born & breed here

Born and breed

Born here, grew up here, raised two children here

Calm and rural

Calm quiet less traffic

Calming

Can get to work quickly

Cheap

Cheap house prices

Cheap housing, easy living

Cheap living

Cheap to buy property. Good hunting close by.

Cheaper cost of living

Cheaper housing

Cheaper housing market and affordable

Cheaper living

Cheaper than most not over crowded with most of the facilities of a big city

Cheaper than most other places

Cheapish houses

City bus service.

City upgrade

City upgrade. Mall for cold weather shopping and meeting friends in the food court

City's not to big

Clean air

Clean and tidy parks, safety, simple living

Clean and tidy, being in close access to many beautiful destinations in the lower south.

Clean safe good people

Clean, tidy, safe place

Clifton

Close access to parks, library, outdoor activities.

Close drive to bluff Riverton Qtown Dunedin. I enjoy splash palace the new mall also the new museum being built

Close family

Close location of everything

Close proximity to a variety of different things

Close proximity to everything

Close proximity to many facilities

Close to a wide range of different activates

Close to all amenities, less traffic, place to relax

Close to all my family
Close to all services needed to live a good healthy and active life.
Close to all the facilities that Invercargill has
Close to city
Close to cool nature spots/some forest and its quiet
Close to every think
Close to everyone
Close to everywhere
Close to family
Close to family
Close to family
Close to family
Close to family
Close to family
Close to family
Close to family
Close to family
Close to family
Close to family.
Close to great destinations
Close to outdoor recreation, friendly people
Close to shops, schools, medical centres, and hospital.
Close to the beach and lots of recreational activities
Close to the most beautiful parts of NZ
Close to town & all amenities
Close to work
Close to work
Close to work and family.
Closeness to everything
Closeness to facilities
Closeness to family
Community
Community feel
Community feel and frequent events.
Community investment from ILT
Community, facilities
Community, space, peace
Community. The long days in summer
Compact and easy family living
Compact and everything close
Compact city with lots of amenities for all.
Compact nature of it
Compact service and commercial area
Compared to other main centres Invercargill is a safe place to bring a family up
Comparatively dry weather!

Convenience of facilities
Convenience
Convenient
Convenient access to shops
Cost of housing
Cost of living
Cost of living
Cost of living
Could take it or leave it but at last the CBD is starting to look great
Council have made a good start to attract and retain younger people to Invercargill
Country feel, slow pace, good facilities. Queens park and other green spaces. Close to beach.
Cruisy lifestyle
Decent people, family
Delivery easy
Development occurring, can visit city and park my car, city wide events
Diving
Doesn't take long to get anywhere
Doesn't take long to get where you need to
Don't know really. It has become home.
Ease of getting around
Ease of access to amenities
Ease of access to amenities, the growth of the city, easy traffic
Ease of access to any part of the city
Ease of access to get around the city
Ease of access to lots of things like events and locations
Ease of access to many and varied sporting possibilities
Ease of access to shops and our new mall as well as our outstanding queens park
Ease of accessibility, very few traffic delays
Ease of country/city life, not too much traffic and affordability
Ease of driving places plus our amazing new CBD.
Ease of getting around
Ease of getting around city
Ease of getting around the city
Ease of getting around, lifestyle
Ease of getting around, nice people
Ease of getting around. Our lovely new CBD
Ease of getting from a to b
Ease of living
Ease of living here
Ease of living.
Ease of movement
Ease of movement
Ease of movement, no traffic. Short commute.
Ease of travel
Ease of travelling around. The people and the open spaces

Ease to get around town.
Ease to get places
Easy access
Easy access around city, park is exceptional, sandy point
Easy access to all amenities
Easy access to all services
Easy access to any place mall hospital GP groceries even holiday destinations are 1-5 hours away by land
Easy access to community facilities
Easy access to everything.
Easy access to facilities. Cheaper housing and living costs
Easy access to many facilities
Easy access to most things , friendly people
Easy access to recreational activities
Easy access to services
Easy access to the countryside, rivers and sea.
Easy access to venues, parks & reserves, good entertainment variety
Easy and quick to travel places.
Easy city to get around and has everything I like about life at my fingertips
Easy life style
Easy lifestyle
Easy living
Easy living
Easy living and easy to make an impact
Easy living. Everything close, no congestion. Easy access to natural areas Fiordland, Queenstown
Easy location and safe
Easy pace of life
Easy parking
Easy place to live and raise kids
Easy quiet town to live in...everything is easy to get to time wise...brilliant facilities no matter which part of town you live in
Easy to access surrounding areas.
Easy to commute
Easy to drive around. Quick to get places.
Easy to get around
Easy to get around
Easy to get around
Easy to get around
Easy to get around
Easy to get around
Easy to get around (barring roadworks)
Easy to get around and plenty of work opportunities
Easy to get around and slower pace living.
Easy to get around so long as you don't need public transport
Easy to get around town
Easy to get around, lots of outdoor activities and increasing family events.

Easy to get around, people friendly
Easy to get around, plenty of parking, lots of green open spaces, friendly
Easy to get around, sort distance between one end of town to the other. Family close, and close to other great areas, e.g. central Otago
Easy to get around.
Easy to get around. Cheaper housing
Easy to get around. Invercargill has everything I need for retirement. Culture, physical activities and wonderful gardens.
Easy to get around. The people.
Easy to get around. No traffic. Everywhere is close by
Easy to get from a to b, make more friends in smaller city, great parks etc
Easy to get from one end of town to the other. Friendliness of the people. The inner city rebuild is looking great.
Easy to get out and explore
Easy to get round
Easy to get to places
Easy to get to the places want to go to
Easy to travel around, not too far to travel around the city.
Easy to walk and access different amenities
Easy travel everywhere
Easy travelling distance to all facilities
Environment
Everything is in walking distance, and the community is a very friendly one!
Everything - great place to raise a family.
Everything being so close
Everything I need is nearby
Everything is all within a ten min drive, nice people, family live here
Everything is around a ten minute drive away
Everything is close and family are here
Everything is close by
Everything is close by
Everything is close by
Everything is close proximity, great people/community
Everything is close, not too far to travel for anything. Particularly like parks, walkways and green spaces. Even better we now have a mall, I am very pleased with the inner city and Esk and don streets.
Everything is convenient
Everything is handy
Everything is so close.
Everything is so close.
Everything is so easily accessible
Everything is so easy to get to.
Everything is within a 10/15 drive
Everything is within walking distance
Everything that I need is close enough to cycle to. I do not have a vehicle to use, so it is good that I am able to cycle - unless some idiot has thrown a bottle onto the cycle way, then my bike tyres become punctured.

Everything within a short distance. Parks. Lower cost of living
Everything within easy reach by car , new shopping centre.
Everything's accessible
Everything is close by
Expansive feeling, most large stores here, , clean tidy, lovely parks,
Facilities on the doorstep
Familiar; small city - easy to get around, but has most services; good range of activities available; some lovely scenic places around.
Familiarity, I was born here. A good central park
Familiarity. Being close to friends and family. appreciate all the close by facilities. Born and bred in southland,
Family
Family
Family
Family
Family
Family
Family
Family
Family
Family
Family
Family & mainly decent people
Family and friends
Family and friends
Family and friends
Family and friends close by.
Family and friends live here
Family and friends, easy access to most things.
Family are close by, safe (most of the time) for children growing up, good school, secure job
Family are here
Family around
Family close by
Family focussed, friendly people, small community but not small minded people
Family friendly
Family friendly
Family friendly
Family friendly
Family friendly activities & events
Family friendly, outdoorsy,
Family is here
Family is here
Family is here
Family nearby
Family oriented thanks to ILT
Family, friends, relaxed pace of living. It's my birthplace.

Fantastic parks and walks
Fast and easy to get around/to places I want to go.
Feel safe
Feeling of community, ease of travel to destinations
Fees free at sit
Fishing
Flat and easy access to rural community
Flat well laid out city. Close access to bush and parks
Flexible in travel options. Traffic is minimal. Outdoor options
For a small city it is punching above its weight for great facilities which I guess is somewhat helped by the ILT foundation
For the most part people are friendly
For the most part, it's quiet. Things are reasonably close together.
Freedom to do a lot of activities in one day
Fresh air
Friend and work
Friendliness
Friendliness
Friendliness and connectivity to people
Friendliness of people
Friendliness of the people. Fresh air. Very homely
Friendliness, climate
Friendly
Friendly
Friendly and affordable
Friendly atmosphere
Friendly attitude of residents generally
Friendly community involvement
Friendly engaged people
Friendly people
Friendly people
Friendly people
Friendly people
Friendly people
Friendly people
Friendly people
Friendly people
Friendly people
Friendly people
Friendly people
Friendly people
Friendly people
Friendly people
Friendly people
Friendly people wide open spaces
Friendly people, easy going.
Friendly people, nice shopping now
Friendly people, no hills, close to beech and nature, reasonably wheelchair friendly in most parts of the city.
Friendly people, surrounding areas
Friendly, chilled, cheaper housing

Friendly, minimal traffic
Friendly, not too big, easy to get around, plenty to do.
Gardens and CBD
Generally easy to access services. Not too hectic.
Go anywhere without massive travel. E bikes have a great variety of tracks to go on.
Good
Good
Good and fundamental changes to the city appearance
Good annual income and low living costs
Good community
Good community facilities, good schools and only short commute to get around
Good facilities
Good for children safe and good indoor stadium
Good lifestyle and affordable. Easy to drive around the city without traffic congestion.
Good place to raise family
Good public schools, cheaper house cost, low traffic, location - close to Dunedin and central Otago
Good recreational clubs and facilities
Good roads and good pasture. No hustle of town.
Good roads, cycle paths, street lighting and foot paths. Great areas for walks, wonderful library and swimming pool.
Good sporting and cultural activities and native bush walks
Great community
Great community . Slower pace of life. No traffic jams
Great country and green grass, plenty of fishing a hunting handy
Great facilities, sandy point, ILT stadium, nature, reserves and parks
Great for any outdoor activities
Great for bringing up families
Great lifestyle in a small town
Great neighbourhood
Great people less crime. Beautiful parks
Great place for kids to grow up
Great place to bring the kids up, relatively safe feeling and the ability to get ahead.
Great place to bring up a family
Great place to bring up a family. Generally, not too far away from where you need to get too. City has potential to grow with infrastructure to support it, mostly
Great place to raise a family
Great place to raise my family.
Great sporting facilities.
Great sports facilities and outdoor spaces
Great walking spaces for dogs
Great weather, friendly people, small town.
Great weather, good new mayor, things coming up great all over town
Green spaces
Green spaces
Green spaces

Green spaces and parks are clean and tidy
Green spaces for exercising
Green spaces, reserves and new streets in Invercargill central
Green spaces.
Greenery, queens park
Grew up here
Grew up here and haven't left'sfl. Pace of life is good, sea, lakes and bush all close
Handy
Handy to a lot of things.
Handy to anywhere
Handy to southern lakes and Queenstown
Handy to work place
Handiness' to shops and Civic amenities
Hardiness to CBD and park
Has everything I need without the crap that goes on up north
Has just what we need, not much we don't
Have lots of friends here and there are amazing facilities for everyone to use
Having a thriving musical venue at the southland musicians club
Having access to a lot of facilities
Having access to queens park and being able to hang out downtown and feel safe
Having family around. Close proximity to everything I need
Having Mr Clark as mayor.
Having so many amazing places on our doorstep
Having time... Not having to fight traffic to get anywhere, being able to get to most places within a few minutes. Less stress as a result.
He tangata he tangata he tangata. An easy to get on with others sort of place
He tangata!
Honest people
House prices
House prices
Houses are relatively affordable
Housing affordability
How close every is
How close everything is
How close everything is
How close facilities are, and how fast it is to get anywhere.
How community-based and small it is
How easy and fast to get from a to b
How easy day to day living is, short commute times, no traffic issues
How easy it is to get anywhere in the city within about 15-20 minutes the environment of southland
How easy it is to get around
How easy it is to get around & the amount of beautiful outdoor spaces available
How easy it is to get around our city and all the many things such as mall and updating of Esk & Don Sts etc.
How safe it usually is. Friendliness of people
How things are close to visit.

How we improving slowly

How's the CBD is changing

I am pretty proud to be an Invercargill person but I think more needs to be done to make everyone proud to live here

I can go there within half an hour drive and usually get what I need

I could (just) afford to buy a house here

I don't like living here

I don't live in Invercargill, but have recently visited again and find that the town has a good flow, even though my driver took me here there and everywhere

I enjoy the communities and neighbourhoods as they seem quite friendly. I like the fact it only takes 5-10minutes to get anywhere in Invercargill. The people are friendly. It is a quiet and great place to raise kids or go on adventures in surrounding places.

I have a daughter with down's syndrome and she feels safe here

I have access to all the essential services needed for an older person, and Invercargill remains relatively affordable.

I have lived here all my life it is quiet and peaceful with a lot of greenery

I just like living here

I just like the ease of going anywhere

I like that everything is accessible, parking available, I love queens park and the slower pace of life.

I like that Invercargill is community focused, has plenty of local hobby groups, and is actively developing itself to be better in the future

I like that we finally have a kapa haka group from the deep south representing us for Te Matatini

I like that we're a small, comfortable community. Everyone knows everyone

I like the fact that you can be anywhere in Invercargill in 15 minutes

I like the green spaces/parks and walks

I live here because I work here

I live in a peaceful neighbourhood.

I love being able to study at sit

I love that we don't get the weather extremes the rest of the country gets, we are close to outdoor activities and we are still a reasonably safe town

I love the garden soil, and being able to grow berry fruit and apricots? So productive!

I really like how friendly most people are

I think the city centre has a new vibrancy now and people seem to look happier when they are in there. But I have always loved Invercargill as it is small enough to get around easily and we are so close to so many amazing places.

I was born here

I'm 86 and have lived in southland all my life - 65 years in Invercargill. I love Invercargill and all the facilities it offers. All I want and need are here and everything is so handy to where I live. Windsor, where I live is such a lovely suburb to live. Also the people in Invercargill are so friendly. The city council does a really good job and caters for everybody.

I'm close to my work - good for biking

I'm close to work

I'm on the outskirts so quiet

Immediacy of everything with little stress

Increasing vibrancy of city

Invercargill is a small city, easy to get around. We have all the things a big city does

Invercargill Residents Survey, 2023/2024

Invercargill user to be a quiet and safe town to grownup and live, but sadly this has changed to a town I no longer feel safe anymore! Our city and especially in the suburbs are overtaken by lawlessness young adults that frightened me to go out of my home now.

It feels a long way from most of the troubles of the world. The people.

It has a fantastic community, plenty of clubs and organisations. Great weather, better than the northerners think we have.

It has always and will always be home for me. I enjoy the location and many surrounding areas e.g. Fiordland, Catlins, gore, bluff

It is a quiet city

It is a relatively safe and quiet town

It is a slower way of life than other centres.

It is a very quiet and normally a safe place

It is an easy city to get around in.

It is family friendly

It is home

It is not overpopulated and cars can usually drive freely with traffic jams

It is ok

It is quiet

It is quiet

It is rural but close to all amenities

It is small enough that you are never far away from anything

It is where I was born and the people are the best.

It is where my family live and I particularly like the compactness of the city and the accessibility of services.

It is within reasonable travel times to a diverse range of landscapes, e.g. dry central Otago, coastal seascapes, mountains, rivers, and outdoor recreational activities

It isn't extremely busy but it has everything you need.

It seems to be going through time of growth with lots happening

It used to be a safe place to bring up a family but it seems that is not the case at present

It's a beautiful city that is going ahead in leaps and bounds

It's a beautiful part of the country

It's a big city but it feels like a small town where we know each other.

It's a friendly city

It's a quiet town

It's a small and quiet city compared to other cities. It's very diverse and everyone knows each other.

It's a small town. Doesn't take long to get to places within the city

It's affordable and everything is close

It's all I've ever known, I enjoy the quiet.

It's as far away from Auckland as you can get!

It's become more modern, still cheaper to live here than other places, close to everything

It's calm and quiet, folk are generally good

It's cheap

It's cheap and has everything you need

It's close to the cheap shops

It's cold

It's cold

It's convenience of getting around
It's easy pace of life
It's easy to get anywhere
It's easy to get around, the mall, queens park, Otepunu gardens, Donovan park
It's easy to get from one place to another. Most places around town are within walking distance
It's easy to get places, we have everything we need, it's fairly quiet and don't have to travel far to see amazing things
It's easy to live here, low number of residents
It's easy to navigate and travel
It's familiar, it's home
It's family friendly.
It's far from the madding crowd
It's finally getting the upgrades needed
It's flat
It's friendly
It's funny to say I do
It's getting a bit scary actually with the violence and robbery's
It's handy to a lot of other places, people are generally friendly, and it's not overly busy.
It's home
It's home
It's home
It's home I was born here
It's more affordable than the rest of the country
It's my home
It's nice and quiet. Most things are close
It's of a size that makes it easy to get around the Invercargill area. There are numerous green spaces, parks and reserves.
It's okay but not as safe as it used to be
It's peacefully and safe
It's people they are so friendly
It's quick to drive anywhere in town. It is a good place to raise a family
It's quiet
It's quiet
It's quiet
It's quiet and not too busy nothing is too far away to travel to within the city.
It's small and easy to get around
It's small and not busy like Auckland
It's starting to come up with the inner city rebuild.
It's the gateway to so many great places like Stewart island, central Otago, Milford etc
It's the region I like most, the proximity to other places, the Catlins, Queenstown, central Otago, Stewart island etc.
It's very average
It's a beautiful part of the country with easy access to key tourist destinations like Queenstown, Stewart island, Te Anau, Milford sound etc.,
It's a beautiful town lots of very good public amenities. I have lots of fun using these services

It's a safe place to live
It's my home
It's not Auckland
It's not too busy like other bigger towns
It's quiet
Its surroundings
Just love the place
Knowing where everything is and being able to get there quickly and easily.
Lack of crime- easy to find your way round not much traffic great amenities
Lack of population
Lack of traffic
Lack of traffic, lots of walking tracks and reserves, lots for kids of all ages to do
Laid back
Laid back
Laid back lifestyle
Laid back lifestyle, not much traffic.
Laid back pace of life
Laid back people.
Landscape
Less busier than big cities
Less busy, less traffic, relaxed
Less traffic and close to outdoor pursuits
Less traffic than bugger cities
Lesser population compared to Auckland or Wellington.
Life style of Otatara
Lifestyle
Lifestyle
Lifestyle
Lifestyle
Lifestyle
Lifestyle
Lifestyle
Lifestyle
Lifestyle
Lifestyle
Lifestyle
Lifestyle , easy travel distance to central and Dunedin. Being able to walk to work, great parks and reserves.
Lifestyle simplicity
Lifestyle, 10mins to anywhere, no traffic congestion, Queens Park, friendly southland people
Little amount of time to travel from one end of town to the other
Lived here most of my life , but our new city centre will make a city to be proud of can park and shop whatever the weather .
Lives here all my life
Living by the ocean
Living close to queens park

Local to everything.
Location & close to all amenities
Location and born and bred here
Location and facilities
Location and family
Location and quiet neighbourhood
Location to other places, not as busy as bigger centres
Lots of family here, easy to get around - no traffic, good place to raise kids
Lots of green spaces and trees , wide roads and ok bus services
Lots of green spaces, gardens, parks, walks, etc and also the wide roads!
Lots of land
Lots of recreational choice of things to do
Lots of space and easy to get into the bush/mountains
Love the parks and bush walks and the new mall and what Invercargill has to offer
Love the quiet small and friendly street we live in
Lovely parks gardens cemetery etc we'll kept
Loving all the new facilities and shops
Low cost of living
Low cost of living
Low crime, wide streets, good parks
Low key, good for family, and opportunity to have lifestyle block
Low living costs
Low population
Low population
Low population
Low population density and ease of access to my activities I enjoy, plus good enough internet services to be able to work remote.
Low population density.
Low traffic
Low traffic , good people
Low traffic levels, good access around the city. Quick access to Fiordland, central Otago and Dunedin
Low traffic more friendly people
Low traffic, friendly
Low traffic, good air
Mall
Minimal distances/times to travel anywhere
Minimal transport disruptions
Minimalistic hustle and bustle unlike larger cities
No traffic hassle
Most places only take 15 minutes to get to
Mostly, light traffic.
Much to my dismay I can't actually come up with anything
Museum use to be awesome, parks are good
My church
My extended family is based here

My family are here
My family is here
My family is near.
My family live here
My family, friends are here
My friends are here.
My home
My home
My home city. Most facilities are in easy reach.
My home town
My home town where I have friends and family
My job
My job and family is here
My neighbour hood
My neighbours
My wife & I feel safe here.
My work
My hometown so will not be moving
N/a
Natural assets and recreation
Nature
Nature, city, people
Near my whanau and part of a community
Near to preferred activities
New CBD
New inner city development, the community
Nice park
Nice people and lower crime rate
Nice people low crime
Nice quiet place and within easy reach of any city destination in approx. 5 - 10 mins.
Nice safe place
Nice sized city & great for raising a family
No ants
No congestion. Plenty of space
No idea
No lengthy travel times to get into town for work etc
No more Tim Shadbolt
No rush hour traffic easy to get around the wide city streets friendly people and you know all your neighbours
No traffic
No traffic
No traffic
No traffic congestion
No traffic congestion
No traffic hold ups. All shopping within easy reach. For the most part - law abiding citizens. Plenty of activity to do & enjoy.

No traffic jams
No traffic jams!
No traffic, friendly
Non traffic
Not a busy city
Not a lot of traffic, easy to get around, lots of open spaces.
Not a lot really
Not a lot this council doesn't listen
Not a rat race like Auckland, southland people used to be very friendly, lived here all my life, enjoy wide streets
Not a lotas I don't feel safe. Things have changed and people don't seem to care.
Not as crowded as bigger cities
Not busy
Not busy
Not crowded
Not crowed, close to te Anau, Queenstown, alexander, Catlins
Not living in a very big or busy city
Not much
Not much
Not much
Not much anymore, council ruining everything with their silly ideas
Not much traffic
Not much traffic - proximity
Not over crowded
Not overcrowded
Not overcrowded
Not rushed
Not to big yet.
Not too busy
Not too far from everything
Not too big compared with bigger cities. Friendly neighbours.
Not too big easy to get around.
Not too big or too small a city. Familiarity with surrounding area. My roots are here.
Not too many people
Not too many people, good facilities, friendly people
Not too much hustle and bustle, and the ease of which to get to Fiordland and Central Otago
Not very busy like big cities
Not whole lot
Nothing
Nothing
Nothing
Nothing
Nothing
Nothing
Nothing
Nothing
Nothing

Nothing

Nothing except my family and own my own home.

Nothing I only live here because family is here.

Nothing in particular, been here my whole life so don't know any different

Nothing really, looking to relocate

Nothing special .close to bluff for fishing.

Nothing.

Nothing. It's awful.

Nothing. It's boring, unloved and dirty

Old fashioned sort of place. No stress, friendly atmosphere. Beautiful surrounding areas. Uncrowded.

Open spaces

Open spaces , easy to drive around

Open spaces, wide streets, lovely green areas and good facilities

Opportunity

Oreti beach

Otatara and its community

Our amazing park and the events happening in the city.

Our new Invercargill central mall and private central city construction

Our proximity to skiing, swimming, fishing, tramping etc

Outdoor facilities, no traffic. Has everything you need

Outdoor recreational activities

Outskirts where I live are quiet

Pace and quality of life

Pace of life

Pace of life

Pace of life

Pace of life

Pace of life slower

Pace of live. Close to all holiday spots. Cheaper living

Parks

Parks

Parks

Parks

Parks

Parks, walking tracks

Parks, wide streets proximity to coast

Pass

Peace and quiet

Peace and quiet

Peace and quiet

Peace and quiet

Peace and quiet

Peaceful

Peaceful

Peaceful

Peaceful
Peaceful living
Peaceful not to many people
Peaceful,
Peaceful, low crime, parks, walks,
Peaceful ness
Peacefulness
People
People
People
People
People
People
People
People
People
People
People
People
People
People
People are friendly and look out for each other
People who live here have spirit, friendliness and that get stuff done regardless
People, location, quiet, space
Plenty of community groups.
Plenty of space.
Population
Pretty quiet and easy to get anywhere
Proud of the success of the youth council
Proximity to activities
Proximity to all
Proximity to beach bush etc
Proximity to beach, mountains, forests.
Proximity to nature
Proximity to other beautiful south island attractions, friendliness of residents
Proximity to services
Proximity to Te Anau
Proximity to tourism areas
Proximity to work, friends, church.
Quality of life
Quality of life
Queen's park
Queens park
Queens park
Queens park
Queens park
Queens park

Queens park
Queens park
Queens park
Queens park
Queens park and being close to the city centre
Queens park and the mall
Queens park, Catlins, close to central
Queens park, everything easy to access and peaceful for a city.
Queens park, slow pace life
Queens park!!!
Queens park. Fast and easy to get everywhere.
Queens park/aviary
Queens park
Queens park, the friendly people, no traffic
Quick to get any were
Quick to get anywhere
Quick to get around
Quick to get around
Quick to get around
Quick to get around.
Quiet
Quiet and safe
Quiet and safe neighbourhood
Quiet city atmosphere and easy access to parks
Quiet compared with other places
Quiet easy driving and shopping. Clean
Quiet pace of life
Quiet town
Quiet, calm, outdoor life opportunities.
Quiet, safe & easy access to town
Quiet, everything close by
Quiet. When I bought houses were cheap.
Quieter city, easy to get round, great sports facilities
Quieter than other cities
Quieter town, wider streets
Quite
Quite
Quite - not a big city.
Quiet and safe
Quite clean space
Quite friendly safe city
Quite life
Quite nights in the winter
Quite place to live
Racist council

Ready access to anywhere
Reasonably fast travel across town and accessibility to central Otago tourist areas
Reasonably quiet. Friendly people
Recreational locations easily available and accessible
Redevelopment of the city streets, increased hospitality and retail experiences
Registered nurse
Relatively stress free compared to where I used to live - wellington
Relaxed life, more affordable
Relaxed lifestyle
Relaxed lifestyle
Relaxed lifestyle
Relaxed lifestyle
Relaxed lifestyle
Relaxed pace of life
Relaxed pace of life
Relaxed pace of life here
Relaxed pace of life. The people generally welcoming
Relaxed way of life
Relaxed way of life. Easy to get around town
Relaxed, easy to get around
Room to move , far from the maddening crowd
Rural living
Safe
Safe and quieted
Safe community, easy to get around
Safe for families
Safe friendly environment within easy access to facilities
Safe, friendly and good location to raise a family
Safe, small town, access to a range of walks/parks, has all the main things we need, friendly people
Safety
Safety
Safety and kindness of the people.
Safety security ease of commute
Safety, convenience, wholesome
Scenery
Selection of parks & walks
Sem I affordable and safe
Sem I rural
Shit ass weather
Shopping
Short commute
Short commute to work
Short distance
Short distance to almost everything
Short distance to drive to work

Short distance to everything
Short distances to everything - work, school and day care for instance
Short distances to get places
Short drive anywhere
Short drive to work
Short driving distance to get anywhere
Short travel times
Simplicity
Simplicity of layout
Simplicity, no rush
Since the new city centre and street lay out plus the tidying up of other shops around town and be able to park and shop without getting wet is a big plus.
Sit, southland Christian Adventist school easy access to amenities, peaceful
Size
Size
Size family
Size of city limited travel time
Size of city/ facilities and people
Size of the city
Size of the city is about right. Living costs and commute times not too bad.
Size, pace of life
Size. Big enough but not too big
Slow pace.
Slow paced, easy to get around, more affordable than other places
Slower and safer live style no traffic jams
Slower more affordable life style
Slower pace than other cities
Small
Small and easy to get around, with lots of work opportunities
Small city
Small city
Small city
Small city with a great community spirit
Small city with big city features - a natural environment
Small city with lots of parks.
Small city, not so busy.
Small community
Small easy to get around
Small friendly community, great place to raise kids
Small population
Small population not much traffic cheap houses
Small size
Small size makes access to all parts of the city easy
Small town
Small town feel

Small town feel with everything you need
Small town less crowds no waiting community safe
Small, friendly, good facilities
Small, no traffic worries, everything accessible
Smaller city with a slower pace
Smaller communities help one another better than larger places
Smaller community, reduced traffic and better work-life balance
Smallish city
Smallness
So many thing for the kids to do
Some of the people
Some vibrancy with the new mall, becoming a lot busier.
Southlanders - their loyalty to the region and each other
Space
Space
Space and sky
Space, lack of traffic, friendly people
Spaciousness
Splash palace, library, reserves i.e. seaward down, bluff hill, Omaui, daffodil bay.
Sports opportunities for children
β
Staying home in damn grey days
Still able to afford a home
Still able to get around without too much trouble think council are working hard to keep spending under control compared to other council
Still not sure why we moved back?
Strong community, good schools, potential to become a gateway to deep south region of new Zealand, wide spacious roads
Suburban shopping and queens park
Suits my family needs
Takes less than 5 minutes to drive to work.
Takes no time to get anywhere
That I can own and operate my small business
That it doesn't take long to get places
That my family is close
That the city has finally come out of the doldrums
That there's developments happening in the city centre
The access to so many nice places
The accessibility to everything.
The amount of people
The area
The beach. The wide roads. The parks and the mall.
The beauty of the area
The big old trees
The city is a nice size without the rubbish that occurs up north

The city of water and light the twilight evenings and climate
The climate (best in NZ at moment) - peaceful - not too much traffic - nice people (in general)
The close parks and the continual work on the city
The closeness to everywhere locally and our scenery is beautiful
The closeness to Fiordland, central Otago and Catlins
The closest to other towns
The community
The community and southern individuals friendly nature.
The community coming together and not accepting answers easily.
The community feel, we have a great bunch of people living here in bluff (although some drop-kicks have moved in)
The compactness and the green spaces of the city which makes it so easy to move around without resorting to a motor vehicle.
The cost
The cost of living e.g. Housing costs, is so more affordable. The ability for young families to afford to purchase their own homes.
The ease of driving or cycling through/around the city. The numerous places I can take my dog for off leash exercise and the multiple bush walks that are so well maintained by the city council.
The ease of everything
The ease of getting around
The ease of getting around the town and the closeness of central and Fiordland
The ease of getting around town
The ease of getting everywhere and all the parks
The ease of getting places
The ease of moving around the town. Except for the road works that are plaguing the town and disrupting the flow of traffic.
The ease to get around the city quickly without too many hassles
The easy and short commute to get to most of the places we need to get to. E.g. School, work, pool, queen's park, BMX track etc
The easy traffic system, affordable living, good place to raise the kids
The facilities such as queens park, sandy point, beaches and walkways
The facilities that are available for everyone to enjoy, i.e. Queens park
The fact I can now drive into town and not go shopping. I hate malls and having so many shops in the mall is saving me lots of money.
The family oriented approach with the parks and facilities geared to families
The food options
The freedom
The freedom
The friendliness and being close to family
The friendliness of its people
The friendliness of the people
The friendliness of the people
The friendly people
The friendly people
The friendly, no-nonsense approach of the people.
The friendliness and caring of neighbours

The general amenities
The generosity of some people
The green areas and the facilities we have.
The green space
The green spaces in our city
The green spaces, parks, walks, family friendly environment, and wide roads
The greenery
The greenery around
The ICC mall, gardens
The interconnectedness of the community
The lack of congestion
The large housing areas (great for walking the dog) and the fact that a lot of the most prominent stores and venues are within walking distance.
The life style
The lifestyle
The lifestyle
The lifestyle
The lifestyle and the people.
The location
The lovely long twilight's of summer
The mall
The nature scenic routes
The new additions to the CBD
The new build CBD, the movement with the new museum and the beautiful parks
The new CBD and surrounding area
The new CBD and surrounding streets
The new centre city developments
The new development in city centre and ease of travelling within town boundaries
The new developments and inner city work, and parks, reserves and sandy point when properly maintained
The new Invercargill central building
The new mall
The new mall and CBD is fantastic
The new mall, recent developments in the CBD, queen's park, airport, ILT, surrounded by natural resources and opportunities, close proximity to Queenstown, te Anau and other scenic places
The new redevelopment & painting going on to Invercargill CBDs rotting buildings
The new shopping mall
The newly built mall
The novelties at CBD
The open green spaces
The openness. Everything is semi-easily accessible
The opportunities for everyone to participate in activities.
The opportunity and greenspace
The outdoors and the close proximity of everything
The outdoors being so close.
The pace

The pace and the people
The pace of living and the accessibility to the countryside
The pace of the city. And short distance from one side to the other.
The parks
The parks and recreational reserves
The peace
The peace and having every basic necessity available- including hospital
The peace and quiet
The peaceful life style
The peaceful living in Windsor with walking distances to shops and wonderful queens park and the new city with mall
The people
The people
The people
The people
The people
The people
The people
The people
The people
The people
The people
The people
The people
The people
The people
The people
The people
The people
The people & easy access to city and amenities
The people and pace of life
The people and sense of community
The people and the vastness
The people are so friendly.
The people here are so nice. The grace presbyterian church is even great.
The people, and the personal service you get. Access to so many beautiful places to visit. No traffic.
The people, easy to get around
The people, our beautiful gardens, walk ways, our new CBD
The people.
The people. The ease of getting around the city.
The people
The population size and close proximity of all facilities
The price of housing
The progress and development by council and private businesses. Like the support given to those in need.
Can' transfer questions when no English translation. Assuming that question means the marae
The progress that is being made by the council il
The proximity to great spaces and the life work balance
The quiet community feel
The quiet life, style great facilities, the people

The quiet streets.
The quietness
The quite life
The quite progressive scene we enjoy
The rain
The range of quality restaurants and how close everything is.
The rebirth of the city centre. Auckland direct flight. New food offerings
The regeneration that's happening. Feels like Invercargill is finally moving forward
The relative quietness and close to the mountains and lakes
The relaxed lifestyle and love the people
The renewal of city centre, facilities but most of all the support given to those in need.
The revitalisation of the inner city
The safety and ease of living
The sense of community
The sense of community and watching our city develop!
The sense of space - both literally and figuratively
The shopping
The size
The size
The size of the city
The size of the city and the fact that nowhere is far away. Right across the city is only a 10 minute drive.
The size of the city, big enough to have access to most things, but not too big that travel time becomes an issue
The size...it is big enough to have a range of things to do but not too big
The slower pace of life
The southland district
The space and the rejuvenation of the inner city.
The space we have
The space, wide open places, amazing scenery friendly people and the lovely twilight
The stress free city living, no traffic and large numbers of people and yet the city offers most of what you'd find in bigger cities around the country
The town is looking great going ahead nice
The upgrades to the city centre and seeing more new residential buildings appearing.
The vibe community awareness convenient
The walkability of the city and the friendliness of its residents.
The weather
The weather
The weather
The weather
The weather - it's so changeable - I like the warm days and cold days
The weather, the people, the parks
The weather, no traffic jams. The people.
The weather's pretty typical, and there's a number of good things to do
The whole area has a lot to offer, there are less people and it's simple to get around the area
There are lots of opportunities

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There are some good food options and walks etc. However we are lacking things to do, activity's etc.
There is no better hole anywhere else in country
There's a variety of parks, bush walks, beaches that is great for families with children of all ages to explore.
Also that it's a great place to raise a family, and that town, shops and other public facilities are in close distance wherever you live to access which is amazing.
There's too much to mention. Queens park would be just one thing
This is home
Tight-knit communities
Time it takes to get anywhere
Tiwa I not closing although I doubt council made a difference
Too many good things to mention
Town centre is close to everything
Traffic flow
Tranquillity and accessibility of services
Travel time is short to anywhere
Travel times and proximity to central Otago, te Anau, Dunedin
Travel times around city
Twilight nights in summer
Unable to answer. Invercargill is not region.
Unhurried lifestyle & good atmosphere
Unsure
Updating and development of the inner city. Queens park, walking tracks, cafes and wide roads.
Use to be affordable but not so now
Used to be an easier lifestyle down here
Variety of activities
Very clam and quite with less traffic (very peaceful)
Very laid back
Vibe of the city
Vibrant progress with the new mall
Vicinity of facilities, family friendly
Walks, bike paths. Access to the beach
We are small, but we have lots of opportunities available
We have acreage
Weather
Weather
Weather
Weather
Weather, less people
Weather, not over crowded. Lots of outdoor opportunities
Weather. Access to Queenstown and other epic regions.
Well-kept green areas including queens park. Plenty of opportunities for sports for children. Like it that
Invercargill is a city but with a country feel. Like wide streets.
Well set out town opportunities to participate
We're not Auckland
We're not Auckland .

We're not Auckland .

Whanau and friends and the ease of commuting in the city

When I bought my house it was more affordable then when I was looking for one in the Hamilton region.

Whanau

Wide open streets, easy to drive everywhere, everything is accessible, some of my family are here.

Wide roads

Wide streets

Wide streets

Wide streets, easy to get anywhere without busy traffic, queens park, Oreti beach. Omaui beach

Work and life balance, outdoor

Work is 10 minutes away

Work/life balance

Yes

You can travel anywhere in the city within 25 mins

You don't have to travel far

Your people and security its people, tranquillity and security.

Invercargill – resilience

10/10 for getting rid of the last CEO. She was bad for business

A better selection of events, artists, music etc

A central activity such as museum top is available at all times of year. It shares southland's diverse human and natural history and is gateway to subantarctic (which is a NZ treasure and not captured in other public displays)

A covered area for events such as Sunday markets, entertainment in city centre

A difficult answer elected councillors have all the info.

A gym at the ascot end of town would be fab, everything is up the other end of town and it makes it a hassle

A little more consultation would be great

A lot more than what they're doing. It's crap.

A new mayor would be a good start.

A permanent place for food trucks

A small dog park please

A small dog park please. In the town area please not in south city

A space for teenagers, through summer have street markets and entertainment. Entertainment in queens park bring ppl out of their homes to enjoy this beautiful city

A teens cafe (alcohol free) with pool tables.

Actively remove graffiti I and rubbish from the city centre. Stop using languages nobody understands!!

Actually involving us in decisions. This year's Matariki I sucked. Which will impact a lot of people going back next time

Actually listen and don't do silly things to Wachner place,

Actually listen to the ratepayers, get back to core services and not all the willy nilly waste spending on silly things

Actually listen to the ratepayers. And sort out the rates increases!

Advertising events maybe through social media or billboards. I generally find it hard to know what is on in Invercargill.

Advertising of open conversations around things that affect our community

Invercargill Residents Survey, 2023/2024

Affordability on rates, housing...if you don't have the money don't spend what you don't have. Rents going through the roof. The more rules that are put on homeowners will reflect on what they charge in rentals everyone is wanting a piece of the pie, pay bills to keep a roof over your head or go with food that's the bloody hard choice people are needing to make on a weekly basis...get bloody realistic in what you're asking for rates

All cultures are treated the same

Allow higher density housing close to city centre

Allow more freedom and less interference of an individual's rights

Allow STV and do more to encourage diversity on the governing body (the council). I think the way that particularly the mayor behaves is divisive and disruptive to social harmony.

Amalgamation with GDC and SDC

Alternative nightlife

Anything planned for family's needs to be affordable/free.

Anything possible to reduce poverty and increase healthy homes

As far as I'm concerned, everything is well catered for.

Ask down to earth questions which mean something

Ask the community straight up what they want to see, and actually. Listen/take into consideration. I.e. the development of Wachner place (would be better as a public space as opposed to a bus exit for a hotel that's only going to benefit an individual. Or making Esk St walking only, such a good opportunity wasted

Ask the people what we want I instead of telling us what you want

Asking the rangatahi what they need. They're bored !!! Leads to crime.

Asphalt foot paths around entire city. Look at Napier city how they connect to Hastings and Clive with cycle trails around the province. And

Assessing aging infrastructure and creating plans that strengthen community spaces & involvement

At this stage, it's great to see a variety of events going on in Invercargill throughout the year.

Attract more events from outside the area then include locals with the events

Back to basics, community wellbeing initiatives. Extend the veges in park etc

Backing off to help people during cost of living crisis. People will struggle with anything higher than 4 percent increase

Banding together, stop embarrassing Invercargill in the media with the ridiculous work place discord and replacing all old boy mentality and bringing in new fresh ideas

Be firm on the values we want southlanders to have - be vocal about not approving of the extra crime happening in our town

Be less segregation amongst things

Be low standard

Be more financially responsible and stop putting pressure on everyone financially

Be more focused on helping out, rather than in fighting

Be more in tune with the public and actually listen to what the public has to say.

Be more open and approachable

Be more present and engage with the community more

Be more responsive to request and requirements from their citizens

Be more seen, work on taking council values and spreading this to all members i.e. Pool staff couldn't give a hoot. But parks staff are amazing.

Be more transparent it's about all of us, not just about what you want, or certain groups

Be open about decision making and make sure the community gets the opportunity to voice their opinion.

Be publicly honest with decisions, rather than having "have your say" when decisions are clearly made

Be transparent in all decisions

Be transparent. Be available. There are just a couple of counsellors that make themselves visible and available. They are representing the people, be available and be seen. And please counsellors, attend meetings!!

Be up front with the rate payers.

Because gang behaviour and crime in general has become in my opinion, quite concerning. The council need to perhaps interact more with the police, local iwi and perhaps schools to increase awareness and make some in roads to increasing the safety of the community. Petition the police to stop treating vandalism, burglaries and other "used to be crimes" as a "civil matter" and have a stronger supportive presence in the community. E.g., call police, report so and so were doing this and doing that. Police response it's ok they're known to us. In the meantime to sort out your damages etc you will need to go through the disputes tribunal or hire a lawyer.

Being more accountable for their spending and consulting the public about spending. Keep the rates down

Being more active in the community. The only one I see regularly is Steve Broad

Being more present and relevant in the community

Being very frugal with our money

Better acknowledgement of mobility limitations

Better communication

Better communications, marketing

Better community initiatives, events for families and young people, spaces the community can use despite the weather.

Better dog park, lower rates

Better education and awareness campaigns thereby equipping the community to become resilient and strong.

Better outdoor physical activity for families

Better policing and providing more for the youths of today e.g., min I golf, time zone etc

Better policing of south city minors

Better potential for growth

Better prep for natural disasters , they are coming

Better street lighting

Big topic. Housing as close to passivhaus as possible, great health and wellbeing outcomes for

Bit more consultation with public and reflect their choices by going with what the majority would like.

Boost the farmers market and provide a spacious covered venue. Such as covering Esk St, Whangarei did this and it was great

Bring parking fee down and people will pay. Too expensive

Bringing more family friendly events to city. Making sure facilities are available at affordable prices for club's & organisations especially for youth

Broad and vague question to be honest. Families in other centres have an array of places to go and things to do with their kids. A lot of things here are a bit costly to do regularly, and then for the rest of the time there is really only parks to go to.

Building our Scottish heritage realising our city roots and history and that it's not a Māori town

Build around free social activities. Biking is a great one. If you can build world class tracks, people come from all over the world to use them. And don't just focus on the entry level ones. It's the expert ones that get the global attention. Overall, we need more things that we can say are great about our city, and those kinds of things should never be 'oh our library is great' or 'far out you should come and see our park!'. It should be like 'yeah, but have you seen our biking tracks?'

Build cultural awareness and community cohesion

Build housing

Build more council housing , scrap state rents in council housing

Build more council housing and scrap state rents

Invercargill Residents Survey, 2023/2024

Build on what we have, we don't need to waste money on big new ventures when we have things around town that could be given love

Build pride back in places.

Building more facilities for residents to enjoy. Update playgrounds and parks

Building newer a fun exciting things for all ages giving children more places to hang out

Building up lower socio-economic areas, not selling land to high end developers. Focus on the forgotten parts of society and life the community as a whole. Not encourage the divide

Buying h & j's demolishing it and replacing it with a "Margaret Mahy" type playground - but indoors, that has a link through to the mall.

By only allowing decision making by people elected by this community at the polling booth.

Can you explain what that means? Is the community resilient because it keeps coming back for more, despite being knocked back in the past? How is strength built into the social aspects of the Invercargill community?

Most social aspects are the little groups that provide services, facilities, events - not much is provided on a city-wide basis.

Carefully town plan...encouraging businesses to flourish beside attractions. More attractions. Where is the selfie opportunity or Instagram worthy feature? Tourists love these and bring their money with them. Think unique.

Cease spending millions with millionaires . The council aren't millionaires the council represents the hardworking ratepayer or at least are supposed to

Central city market

Change....

Cheaper rates

Church is pretty good for that

Clean up the streets to bring a sense of pride into the city! More community events, with better advertising

Close Esk St to cars and encourage buskers, continue to encourage street art. Allow people to open some different bars

Communicate more about big projects well before they happen, let us know so we can organise ourselves to deal with things.

Communication

Communication is always the key

Communication is the key

Community building themselves. Social housing is embarrassing in middle of town

Community events and also free education.

Community events just as Christmas in the park. Nights on Esk street etc.

Community events that build pride and community collaboration. The excitement around painting of the murals was awesome.

Community gardens

Community housing is a huge issue.

Community mental health services for adults, all ethnicity, that provides peer support & creates a wellbeing plan

Community resilience in the form of climate resilience; must make and repair community bonds through climate action (will become super important for when a climate disaster occurs).

Complete security camera systems, police local by-laws more effectively. Provide an information centre in the inner city.

Complete the museum asap

Concentrate on structural and infrastructure resilience instead of wish washy social programs

Connect with the other councils in the region join up effort so they are

Invercargill Residents Survey, 2023/2024

Consider housing for senior single persons so as to free up "family houses" that are underutilised.

Consider the areas that may be least resilient such as parts of south Invercargill and support organisations like south alive to support their community - and provide south with peter public transport

Consult more on issues. Stop investing in things that are not core council work.. Frivolous trips to Japan etc

Continue developing the CBD area, invest in the Otepunu gardens, provide walkways and places to meet.

Ensure that our community is safe i.e. Install security cameras in places like Russell Square, CBD, etc. Encourage new business and industry, increase partnerships with sit with sit,

Continue funding a wide range of organisations that cater to all demographics

Continue to build Invercargill so we can be proud.

Continue to operate a good robust civil defence operation, with full transparency.

Continue to run free community events e.g. night markets, family fun days, stop letting big cooperates dictate the structure of our inner city, close off Esk St and make it just for pedestrians- pop outdoor tables/ seating along, need to think of things for teenagers to do, tidy up Wachner place but don't demolish it- how can you make this a hub?

Continue to seek community feedback and consultation. Although community perspectives are conservative and don't like much change. It is important we look after our area and upgrade where needed. More community events.

Continue to tidy up the centre of town. It looks better now, but still has the perception of an old decrepit place. Gore by contrast, looks lovely.

Continue to upgrade the main city buildings to bring more people into the central areas of town. Provide places where people can meet.

Continue what you are doing ..more exposure etc

Continued support of all public institutions

Continuing community and expanding events such as the markets on Esk St

Continuing to develop functions for special occasions like those held in queens park.

Continuing to strengthen infrastructure

Continuing with events great to see lots of options for families

Council cannot build resilience

Council have no responsibility to build social strength in the community. That's the communities' responsibility

Council needs new outlook. All active council member should resign if they actually care about the community

Council needs to foster and be involved with more community events. Making sure that we have enough accommodation for the elderly that require council assistance

Council should be advocating for our health services

Council should concentrate ratepayers money on facilities such as reopening the museum and not trips overseas to a sister city that has no benefit to locals

Council should focus on core services - water, drainage, wastewater, rubbish, parks, and providing venues for activities. All this allows the Invercargill community to function. ICC cannot provide the social support but can provide the catalyst with venues, places, and spaces.

Crack down on crime

Create a food market area like Wanaka food truck market area. More activity in the CBD

Create more spaces for people to come together. Remove graffiti I in 24 hours, don't make a song and dance about it just remove it and eventually it will stop. Fund our sports and rec clubs to maintain their buildings as this is where community exists and thrives.

Creating community vegetable gardens everywhere. People feeding people and they are a wonderful way to promote community involvement

Creating more spaces in town for bars/eateries like the auction house & toasted (the outdoor area is great).

Esk street should be a no traffic/vehicles street - and covered in so on wet days, people could go there and

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still mingle around the shops/eateries & on warm days they can eat outside. That seems like such a missed opportunity. Create an outdoor bar/eatery space like Trafalgar Street in Nelson. Diversity of parks/places for people is important. Not everyone wants to go to a park with a playground in it and hear kids screaming. Not all dog owners want to have to go to a fenced in dog park where every other dog owner lets there dog off without watching them. Older/less physically able people may want easier to access parks/places they can't get to for whatever reason. Most community things are for families with kids. As a couple without kids, we don't go out to council events much because they just don't interest us.

Creating opportunities for people to meet. Having a bus service that is buses friendly people can build social ties. Having events all-over Invercargill not just in town.

Demolish the club hotel in bluff, so there can be another oyster festival

Development of use of Don and Esk

Discuss constructively

Do it well, make sure it is accessible to all ages, and physical abilities.

Do more for young families, immigrants & new comers

Do the basics. Water roads sewerage drains, etc. not politics.

Do what they are doing now

Do whatever it takes to keep fees free at sit. Invercargill needs new people and very few people are going to enrol at the cost of new fees for next year

Do you have days when councillors go to events and are approachable.. The young adults find not much to do here - as do many teens'fl do you ask them what they would like? Must be cheap/ affordable as many are students/ refugees/ teens with limited access to \$

Doing everything they can to make it easier and less costly to run things

Doing good job there

Doing more for family's and recreation. Train rides through queens park, putting in more cycle-ways and not through the stinky old tip.

Don't know

Don't know

Don't let transphobic and anti-queer and sex-negative voices get elevated over the great work many of your services do to serve and protect these vulnerable groups

Don't neglect the majority of people/rate payers who speak English. Push back against central government overreach

Don't spend more than you need to, now is not the time for grand plans. Everyone's wallets are hurting at the moment. Rates have increased a ridiculous amount as it is.

Don't think council's job to supply everything. Their job is to look after infrastructure

Don't use Māori language in surgery unless there is the English version also. The pool splash palace is too expensive .

Drop IG NZ and any UN agenda we have not voted for these

Drop price for parking in mall and around town and people will pay happily

Drop the rates. From 2016 to 2023 my rates have doubled. Stop in fighting and work as a team. Environmental rates doubled in price 2022 to 2023

Education, activities and opportunities for all young people, especially those who are marginalised.

Educational opportunities, learn where the water goes, civil defence training and emergency preparedness...pretty much educate communities to take care of themselves

Effective law enforcement, support for health care sector

Elected councillors should refrain from making inflammatory statements. I think the way some of them behave incite tension and division with their comments and behaviour. They should act with more decorum and diplomacy.

Emergency management preparedness

Empty buildings in CBD should be utilised or removed

Encourage 'the arts' more, things people can go to on the weekend or evening with their family and friends. Non-drinking, family friendly activities, that don't cost too much. Things that encourage young people & all people to be physically active and socially engaged rather than on devices. Even things like teapot racing (steampunk), fun activities that anyone can do. Also in Esk St, if Esk St were covered in with a Perspex roof we could have lights up, outside dining & music and a festive atmosphere during winter which would provide something for people to go out to.

Encourage families. Strong families make strong communities

Encourage neighbours to talk to each other.

Encourage people to come to town, hold events, entertainment for teenagers, better night life. Bars.

Encourage people to take responsibility for their actions and encourage them to get involved in the community instead of sitting back and moaning.

Encouraging and facilitating more neighbourhood activities so newcomers and "oldies" get more chances to mix and mingle.

Encouraging people to the inner city

Engage with young people more

Engage with youth more

Enhance Invercargill venues and bring better events to town

Enhancing opportunities for disabled people to join in with activities. If one requires someone to push them in a wheel-chair, one doesn't always have the chance to attend a function unless a whanau member or support-worker can take me. Would be good to have some volunteers to help disabled people during these activities.

Ensure access to facilities is equitable and therefore encourage all parts of community to engage with services and come together.

Ensure all voices are heard and prioritizing co governance and true partnership with mana whenua.

Ensure continued access for children

Ensure that essential services are well funded and that the council is financially very resilient

Ensure voice of the different stakeholders is always considered. It takes a village to support families.

Ensuring accessibility for the elderly and disabled

Ensuring essential services are well maintained and the council has the ability to make repairs, especially following a disaster e.g. earthquake.

Equal opportunities

Esk St a no car zone & keep up the night markets & farmers market

Establish a second water supply source and upgrade the sewerage network.

Expand on social housing publicly not thru privatisation

Facilitate and encourage the wide range of groups and activities that are already present in the community.

Facilitate connections where possible but that not your core role.

Facilitate treaty of Waitangi education for elderly citizens increase their understanding. Under take their own cultural competency training.

Family activities and keeping young people in Invercargill

Family focus and you'll build a community that sticks around

Family friendly events in the centre of town and more promotion of the museum

Fast track CCTV, make our streets safe. Fix Rugby Park. Plan road works and detours better.

Festivals or events

Find ways to reduce antisocial activities practiced in the city centre (i.e. dee St laps)

Finish the CBD. Get it sorted and make it a great place for families to go.

Firstly council needs to work as a team and not focus on personal individual agendas. You are being paid to do a job

Firstly the mayor should resign over his getting involved with the Peter Skelt situation at ILT stadium. He should be neutral in all things. Actually the council should visit, look at, places or observe more what we see when we out and about so they are more aware of the city social aspects. Normally they would see it as councillors not as Joe Bloggs

Fix Rugby Park

Fix the museum fast update the pool it's boring and needs more small slides and young area would also be nice to be able to use the leisure pool like advertised

Fix the streets : dee St is a good example of lots of potholes that doesn't represent the new city centre

Flatten out footpaths especially pram crossings. These are diabolical for mobility scooters!

Flooding protection from climate change

Focus on a smaller number of areas and do them well.

Focus on affordability, it is getting very expensive to live here and local wages are not raising enough to keep up

Focus on delivering infrastructure and minimize the councillors building of and spending on unnecessary projects.

Focus on what important to the people and only keep what's needed

Focus on wider areas of the community rather than straight to the good old "family event", we are a multicultural and multigenerational society and need to build on this socially

Focus on youth, ensure there are engaging and vibrant things for them to do. Ensure that the future of the city is inclusive of disability, old people and people of different backgrounds. Invercargill is seen as racist and backwards by the rest of the country, we need to change that perception and image by being socially progressive and inclusive.

Focusing on the future, bring people together, tell better stories about our past but also where we could be heading as a city. More opportunities for events, barriers removed and focus on improved the sociability of the city centre. Consideration needs to be given to if the ILT is still fit for purpose or if it is holding back the city's development.

Follow the south Invercargill model

For a start listen to what the people say. E.g. the Wachner place survey.

For one and if I ever get this wish and I've been bleating about it for over 40 years now and when I was a retail business owner in the city centre is that you definitely need to make the new Esk St upgrade vehicle free and only pedestrian accessible of course essential service vehicles and couriers only. Design & build structure over this strip so all year round it will provide shade in summer and pleasant throughout autumn/winter seasons. That's what making the tough decisions are all about. Innovation and leadership, that's what is needed and this strip in Esk St should have had this element in the upgrade and council should have moved mountains to achieve that. I am convinced that would improve retailers business, well the ones that actually understand what ILT means to provide for customers first and not think that the loss of parking right outside their shops would ruin them... What a load of bollocks!!

Free parking for the older people

Frequent engagement with the community, stakeholders.

Freshen up the old but retain the history

Full involvement of the residents

Funding the arts, funding youth initiatives

Further raising their overall profile.

Get a decent leader instead of a knob

Get back to basics , why are the teenagers going to stay here?? Get a tech centre up and going ,

Get more people involved

Get Nobby to stop pushing his own agenda - 3 waters makes sense, and pandering to fringe views not backed by science is undermining all confidence in local govt admin

Get rid of all the old cars on bay road

Get rid of crime

Get rid of its racist mayor

Get rid of old way of thinking and think for the future and how to get visitors staying a bit longer in our town.

Get rid of that racist idiot, Nobby. He's an embarrassment

Get rid of the drugs and the dole

Get rid of the ILT

Get rid of the monopoly the ILT has and make them compete like everyone else and give the city a chance to create its own ideas rather than being dictated to by a few of the Invercargill elite that sponsor the other Invercargill elites children in their chosen sports

Get rid of the racist mayor and his old boy network

Get something done about that building on d street which is holding up one lane of traffic and also get the stand repaired at Rugby Park

Get the CCTV up & running

Get the councillors out and about in the community, interacting with the people instead of hiding in there building, they are supposed to represent us, so get out and talk to us

Get the museum sorted. Start getting on with managing the city and stop squabbling amongst yourselves. Do a restructure and remove some of the staff at the council office as it appears to be too heavy with too many managers

Get the new museum built.

Getting a better understand of what the community of Invercargill actual wants from there council

Getting ideas from residents and schools to run events and utilized/improved existing facilities and places for families and youth. It seems all the changes focus on CBD only.

Getting public support for any mission is extremely difficult. I am on numerous committees and getting people to help is extremely

Getting rid of all the things swept under the mat

Getting rid of mayor Nobby Clark who has been decisive and belittling in his approaches.

Getting rid of the mayor. He's an embarrassment to all southlanders. More community funding for mum and me groups and activities for young families. Making the trains better!

Getting the inner city area safer and tidier

Give attention to south Invercargill, the "outer regions" appear to be neglected

Give more funding to existing groups and services not try and take them over

Give support to local promotions for area, not just arts etc

Giving more support/ awareness to community-based food programs

Gosh, not sure really but CCTV cameras will be good as people will feel safer.

Great

Great they are updating water, though very disturbing at present! Need more council housing urgently.

Happy

Hard to assimilate when you move here. Culture is very different to other parts of NZ

Has improved markedly in recent times but I'm disappointed to hear that Wachner place is being opened up to become a wind tunnel again and catering to one business

Have a closer look at your demographics and cater to them a little better. You are so technologically focused which is great, but you are leaving the elderly behind, particularly with the parking meter access.

Have a commitment to social housing

Have a noise control officer in weekends. Have a cat control program, cats should be desexed and kept on owners property. Clean up the streets and gutters.

Have a team that focuses on community relationships and needs, not just the comms but real people leading change and supporting communities to achieve their aspirations, untangle the council speak. Social bumping spaces for families such as the CBD playground like promised for 2023-2026 and pump tracks. Disc golf in queens park is a very good showcase of what family friendly and youth friendly activities or projects can do for communities-this has changed queens park for the better.

Have an actual southland anniversary day celebration, like every other province. Celebrate the uniqueness that is southland

Have better security cameras to help keep the city safer for disabled and other vulnerable community citizens. Having wheelchair parking available when there is a street event, as at present I can never get a park close by, so just have to go back home. Wheelchair taxis are often very busy on these evenings so not always an available option without a lot of pre planning/booking. The CBD has already had a lot of money spent on upgrades, when will the suburbs get more upgrades on their footpaths as much needed for disabled, elderly and wheelchair users. Please when planning the city's future, if the retailers want more shoppers with disabilities in their shops, we need far more mobility parking. At present I can never get adequate parking in the CBD, so I now do most of my shopping online.

Have more free stuff for rate payers

Have more kid friendly events and find ways to include the community in decision making instead of it always be left that up to the local council, as unfortunately I find many of the older councillors to not take the community into consideration and they are too conservative and stingy in how they deal with what's best for southland and us southland ratepayers need to have more say that not

Having forums where the community is kept current with what are in the works so to speak

Having free concerts

Having lots of free events that cater to everyone both inside and outside

Having more community events

Having more events such as sirf (sic) to city like events that enable everyone to participate

Having more market events in Esk street. These have been fantastic, and we need to do more of them.

Unfortunately when you remove the windbreak and open Esk street back up you will not be able to keep a marquee from blowing away, or small children from being blown over. I think there needs to be a plan here on how we are to protect Esk street from the wind so we can continue to hold events in the CBD and keep our inner city alive. Matariki in queens park has blown me away year after year. Having a summer "night market" on Friday nights will increase the number of people that come into town and incidental revenue to our retail stores in the area from people "popping in" for a look while they are attending the night market. We need more places that are warm and sheltered for people to congregate and socialise. Our nightlife is sorely lacking for those of us that want to have a drink and a dance.

Having more meetings open to the public and perhaps a monthly pamphlet advising of upcoming events and plans- asking for ratepayers input.

Having more regular community events. These do not have to be organised and run by council but need to be increased so people feel like they can attend different things

Having spaces for our youth to exist. All these kids loiter because no were caters to their desires. Get them off the streets by providing somewhere they want to go, and can afford to be (aka free).

Heading right direction with social stuff. I'm just not hearing about until after. Stay connected

Help homeless, more accommodation options for those struggling

Help make an attractive, thieving city that people are proud of and to call home

Help to fix the roads around the city

Helping deter crime cameras etc to assist police

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Helping people re-learn the value of community through more events and art

Hire leading professionals capable of providing social wellbeing and security for the small business

Hold local meetings and discussions.. Invite more participation

Hold more free events for larger gatherings. Get more food vendors out and about in popular places like uncles is at queens park.

Hold up more events and encourage new businesses and different ethnic/communities must be heard regularly too.

Holding more community events. The night market is a good example

Hosting more evening community activities, e.g. learning events

House rates down, maybe have more social events for teens to get them off the streets, youth group sport events

Housing for many, somewhere that teenagers can go that is safe and entertaining, lots of bars and eateries for older and middle-aged people, entertainment more often on Esk St and maybe more festivals

Housing that type of thing if monies allow

Hurry up with museum . And get all our attractions open

I am happy with the museum rebuild finally being decided upon and look forward to being able to visit when completed.

I am honestly not that sure as we are a fairly big city and everyone is busy with their own stuff nowadays.

I am not long enough in Invercargill to comment

I am not sure how to answer that question.

I can only speak regarding bluff more done to boost tourism

I council could not only look at other go ahead towns that have people flocking to live there, but actually practice what those councils are doing when it comes to red tape. It's like some of the council's department staff get a tiny bit of power and they need to flex it to feel alive. Instead of bending over backwards to help get new businesses off the ground for a start.

I do not think that the council has any business getting involved in community activities, beyond basic core activities. Not enough attention is paid to the effects on ratepayers.

I do not think the council has a need to do anything, sociality and resilience are matters for the citizenry to take personal responsibility.

I don't believe this is a job for council

I don't know.

I don't know. It all seems good to me. We have a Santa parade & have just had the truck parade. I suppose there are other occasions I have missed.

I don't see that as a high priority for council or a role it should take. Council should be concerned about infrastructure and services to ratepayers.

I don't understand the question

I don't think either of those are jobs the ICC should be doing

I don't think social housing is a local govt problem to fund. Read of folks who have lived in council/rate payer subsidized housing for years

I don't understand

I feel there are a lot of councillors out of touch

I find some staff are not friendly, think they are there for a job, this includes ICC main floor and at splash palace

I frequently go to Otatara. I am still wondering does the council know there is such a suburb. No street light in any roads other than Dunns road. No phone signal. Just 5km away from city. Please improve the services. I pay 900 dollars rates a quarter.

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I have major concerns with the new budget proposed by the government. We are potentially looking at most social services being slashed. I think the council has a real opportunity to take some of the funding needs away from central government and to work with iwi and NGOs and government organisations to protect the future of the people of Invercargill. With all youth services facing being cut by to we need to really invest in the young people to make the future safe for them. Opening a youth bail house is a start. I think we ought to consider investment in police safety order houses etc. Just some considerations. Unsure if this is what the question was looking for.

I have seen the Friday night event markets etc and always regret not attending so that would be a really cool thing to keep going. It brings some real life to the city after majority of people stay inside now because they've been brainwashed with covid!

I like the idea of bringing migrants in and helping them with a better outlook in life. Not all of the community are on the same page with this one but I like it. They are very friendly and great workers. If Invercargill residents had the same work ethic as a lot of overseas people there would be less on the dole

I like what south city are doing with community gardens etc ...and maybe some youth oriented projects around town would be helpful with the teens getting a certification

I love Matariki celebration in the park, summer festival in Esk St, How about more environmental educational events and walks for kids and families such as Lloyd Esler Fung I walk in queens park last year.

I really have no idea.

I saw half off surrey park grand empty on Sunday it should be repaired so it can be used. Not a good look

I see the council's role is to continue to support all organisations that provide social services, sports, and recreational activities as much as they can. Supporting/facilitating the building of affordable and social housing should be a priority.

I think an increase in social housing would be crucial for the future population, perhaps the facilitation of resilience workshops

I think council should be attending to providing appropriate services to the community and being aware that rates need to be manageable for the ratepayers. I don't understand what you mean about the 'social aspects' of the community. I think the council needs to consider what the core duties of a council are.

I think council should concentrate on more material aspects of the city leave the social aspect to other organisations

I think councillors should be out in the community more. Steve broad and Alex Crackett showed this recently when canvassing about the LTP.

I think current provision of venues is adequate

I think ICC do the entertainment very well - bringing in some good artists. Would like to see more storage around the pools rather than having to walk around things.

I think it is offering some good things.

I think many residents are feeling threatened and frustrated with the amount of thefts which are happening in our city.

I think that Invercargill has been doing a good job at this, mainly through services like sit. The new mall is also a good example of this!

I think that providing people with low cost places to go during the winter months would go a long way.

I think the council does this quite well. Nice to see new initiatives like the fire dancers in Esk street over winter and the food truck nights. Would love to see more events like they're dancers

I think the council need to invest in a hydrotherapy pool so

I think the council needs to facilitate the repair or removal of the Briscoes building. For a seemingly modern city this is a disgraceful eyesore

I think they are doing a good job, sort out Wachner place

I think they do well but don't get very involved

I think this is a difficult task, but some things are being done well

I thought this survey was about splash palace, not sure.

I would like to know what the council wishes to have achieved in 5 years and 10 years. Particularly expansion of infrastructure e.g. water and sewerage for the increasing households outside the boundary of 10 years ago. Much better to have reticulation than soak hoses for waste water

I would love to see more space made easily available for the dance community to hire

I'm not really sure

I'm not really sure what this question means.

ICC has bigger problems to worry about before "community resilience"

ICC should move their staff in to new intercity to show support for town and bring more staff to the inner city

If you have rules, enforce them. If you're not prepared to enforce rules, get rid of the rules. Resilience comes from sensible rules sensibly and consistently enforced. Otherwise half the community utterly ignores the rules and faces zero consequences while the other half struggles to conform to unreasonable rules.

If you want straightforward answers, don't ask pretentious philosophical questions.

Improve Wachner place so less concrete and more vegetation - and stop people from doing laps in the city centre. Integrate the museum and art gallery so it is a single destination for all ages. More recognition of new river estuary as a community asset to be enjoyed. Get rid of the ILT.

Inclusiveness. There are many community event which highlight the special character of specific groups however allow many encourage connections between these groups?

Increase activations in CBD, that lean on Civic pride

Increase in recreational space and bike trails

Increase public transport, may folk do not have their own transport and as everything closes so early in the evening the cost of taxis is excessive and not always available

Increase the tourism appealing

Increased community events

Infrastructure, second water source and sea level rise mitigation

Insist the mayor and councillor regular liaise with the public

Install more measures to restrict boy racer activities.

Invercargill desperately needs more places for teens to hang out instead of loitering around Esk St and intimidating older people, there needs to be something to keep them entertained. And for adults there are a lack of bars/clubs in the city.

Invercargill is not very welcoming of those who are different and having moved from the north island in 2014. I still find the racism here appalling, and I'm a Pakeha woman.

Invercargill should never be turned into another Queenstown, very few New Zealanders can visit now. Spend more on the suburbs and their amenities as the CBD has had its fair share of upgrading now. Invercargill is more than the city CBD!

Invest in health and wellbeing facilities like splash palace

Invest in public spaces and gathering points for the community. Invest in core infrastructure and negotiate good deals for ratepayers as if you're spending your own money. Chill out with the parking tickets - you've already got a bad rap on fair go

Invest in spaces for the community that encourage social interaction the mall was a start but something less money based would be good in this tight economic climate

Invest more in the needs of the bluff community not just the visitor attractions although that is also very limited and an obvious reflection of a disconnected council organisation

Invest more in what we do and build on that

Investing in community members who are already working hard to do all this

Investing in infrastructure

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Investing in infrastructure that gives private groups place to hold events, council should be in charge of providing the space and promoting the city so that people want to hold events (music, markets, shows etc.) But not run the events themselves

Investing on grassroot community involvement not big business. Not investing in massive building works that we can't afford without loaning funds. Not banning residents from council facilities, I've not returned to venues, library, splash palace since I was banned, if you can't acknowledge the wrongs you haven't made them right. I don't even want to pay rates anymore, I don't trust you can provide core council services on the future, seems to be intent on bankruptcy

Investment in youth projects, community based mental health, support new ideas and passionate people
Investment into south city

Involve communities for opinions

Involve people with decisions

Involve the community in decisions. Keep mayor and Mrs mayor to themselves . I didn't realise when I voted I was voting for candidates and their partners

Involve the community instead of lies. and not listening. hiding things

Involve the public more in decision making

Involving more sections of the community.

Involving the all community and stop being racist with funding

Is it the role of the council?

Is that council's job? More community grants? Promoting community events? But then ratepayers have to fund it through rates. Too many rundown barely habitable buildings not fit for people to rent . Pensioner housing is very good. More community housing self-funding and no cost to ratepayers.

Is that its role though?

Is there a directory where people can seek help for particular issues, perhaps citizens advice, but can people seek help by themselves? Does the library?

Is this really the role of council? Maintain the roads, water services etc

It doesn't matter what I think, the council will do whatever the ILT tell them to do, you rub my back and I'll rub yours

It is upsetting to see roads and intersections black from boy racer activities and grass areas at the likes of sandy point reduced to bare mud from similar behaviour. More needs to be done to limit this as it will only get worse.

It seems like you're not going to ask my opinion on splash place so you can have it here. People with a penis should all use the same changing room. And people with vaginas should all use the same. Someone with a penis who identifies as female should not be allowed to dress in the same area as my daughter. End of story this is sickening and you all should be ashamed. Stand up for the children who can't stand up for themselves.

It should be openly supporting such groups like the hub at south city.

It should not be up to the council to provide social aspects and when people are standing for council, they shouldn't to be running to the public asking what to do. They have been voted in. If we the public don't like what they do, we won't vote for them next time to the public running to the public for recommendations

Just carry on

Just keep on providing places and events for people to meet, like what is happening in south city with south alive.

Keep been on top of keeping the inner city modern - don't let shops spread out, keep on top of the roads. Don't waste money on a by election you should have taken the next person from the last election as it was only done just last year

Keep creating free family friendly events

Keep doing lots of community events

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Keep doing what you are doing, don't let rogue councillors derail progress
Keep focus on infrastructure and not on social engineering
Keep getting our youth and new immigrants involved. They are the future
Keep going on museum space. Very important. Improve ICC main building or rebuild. Time to improve it.
Keep moving forward and making the city more vibrant. Would love to see an eating out strip with more boutique bars maybe Dee St? Like Chch's the strip
Keep on joining with other community institutions to encourage social activities, council cannot afford to do things on their own as not enough ratepayers money to do on their own
Keep our rates at a more realistic increases
Keep rate increases minimal
Keep ratepayers informed
Keep rates prices down
Keep the alcohol out of the supermarkets
Keep the ears open for communication when needed. Respond to queries to the front desk. Very poor feedback when concerns raised.
Keep the events going, the night markets, etc
Keep the rates down
Keep the rates down
Keep to infrastructure . Stay out of social events
Keep up the free events in community spaces like the food market
Keep up venues like Rugby Park, get the stand sorted out, get things like water tower reopened, keep on top of museum rebuild, reconsider covered public viewing at tuatara new house, sort out Wachner place
Keep up with building regulations
Keep working on a central city where people are happy to come together and make memories.
Keeping running social events
Keeping the public fully informed of any decision making.
Keeping up the good work and trying to get the rest of the community involved!
Keeping up with community wide events esp. eucalyptus for children and attracting outside people to the city to boost tourism.
Keeping up with core services only!
Leave things alone . Stop planning to demolish our history and selling off land
Less car centred, more easy city transport (pick up and go bikes) better bus coverage. More fruit trees as street trees, more community orchards and gardens. Fund south alive to do more of what they do, it's successful.
Focus on lessening isolation and loneliness through community connections not just in CBD as transportation is issue
Less use of out of town advisers for everything. Utilise local people & knowledge
Less vape shops, bring down speed limits, more bumpers on streets, to slow traffic.
Let more small business thrive
Let the public have more input
Let the smelter stay, build more housing, control the housing prices, reduce traffic congestion
Leveraging broader social outcomes, for all residents of Invercargill, by implementing a strong local social procurement policy- which aligns with other New Zealand government agencies.
Like what's going on, I could become more involved , had not thought about it.
Listen and act on what the people have to say you are employed by them after all
Listen and act upon what the ratepayers want, for example the museum and traffic returning to Esk street
Listen and do what you are told....not what you want to do...

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Listen more, stop getting rid of things that aren't damaged or ruined. E.g. area by Menzies building getting changed. Keep it the same! They can walk from the car park by the library. They are never full. Car parking is too expensive for us now too and start listening to everyone especially rate payers. Splash palace is always too cold also.

Listen positively to submissions and I am a strong advocate for the disabled persons who live in our community. Also as our community is also aging easy access around town needs to be preserved and while Esk and don street are more open to pedestrian traffic the issue around Wachner place and a bus lane is not fitting in with this strategy. Take another look at the safety and wellbeing of our people,

Listen to its people

Listen to many not just those with the loudest voice re access requirements, exceed minimal access standards

Listen to people

Listen to people

Listen to ratepayers and holding referendums for the big stuff

Listen to the community

Listen to the community & start future proofing

Listen to the community and get everyone more involved. Our kids are the future and should be considered and invested in. The mall has provided some space for kids and families but everything is outdoors so more covered spaces.

Listen to the community input and make better decisions instead of asking what we think and doing the complete opposite

Listen to the community. I know you can't please everyone. But what's wrong with doing like a voting system online where there's no charge e.g. letters etc

Listen to the concerns of the businesses and operators in the areas decisions are made

Listen to the people

Listen to the people and leave Wachner place alone

Listen to the people more.

Listen to the people that voted them in

Listen to the people, get out on the streets and actually talk to people

Listen to the people, stop trying to make money off the people, control spending and projects in the current climate

Listen to the people! Spend more money on upgrading other areas in north Invercargill and not just always in south city

Listen to the people. Provide more for the next generation. I have young children under 5 and there is not enough for them in the city. Do things like the bike park, there is potential to make that a really cool place. More things in north Invercargill. South gets so much I would love to know why as it doesn't change south Invercargill at all

Listen to the public

Listen to the rate payers

Listen to the rate payers not that idiot mayor

Listen to the ratepayers don't waste our money

Listen to the southlanders & stop spending money unnecessarily

Listen to us

Listen to us more. Have more family friendly things available. We also can't afford to pay to do things like we use to either

Listen to what the community wants

Listen to what the people want

Listen to your rate payers, and get back to basic

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Listen when groups advocate for their recreational places to be maintained.

Listen, take notice, seek understanding from providers lens

Listening

Listening does not constitute agreement, but having an honest discussion about concerns is really important and ICC are getting better

Listening to our voices, and then taking action.

Listening to public opinion. Lowering the prices for splash palace as I go for fitness but can't afford to go

Listening to the community and replying to concerns, which they never do now.

Listening to the community in the first instance, the community should feel that they have been part of the journey as opposed to having been taken for a ride

Listening to the community, not making decisions that benefit their own pockets or priorities. We have gone around in circles for years - we need to 'engage' and provide areas and activities for the youth yet nothing appears to be happening in that space.

Listening to the input from "all walks of life"

Listening to the people and acting accordingly would be a good start

Listening to the people who live in Invercargill

Listening to them. I have noticed that there are often many ideas, opinions and discussions on social media when the council has already made and published a decision. I feel the council could meet more people and get more input from the Invercargill public on a social platform and maybe provide a link or something for people to use for more official input if comments etc are not a viable source of engagement

Listening to what they want instead of asking and doing what they like

Long overdue for city to become gateway to all tourist attractions with an international airport

Look after the things the city not just sell off or only look after certain things

Look at incorporating more community events/facilities that cater to youths and kids interests

Look at what all age groups need especially tee s

Look at what can be done for those in need, living on the street, people are struggling yet council appears to not care and spend money of frivolous projects

Looking after housing roading water/sewerage etc not building monuments for sports

Looking at the new river estuary sheet piling

Lots of support

Love more social events for families to go to that doesn't cost the earth

Love to see creating jobs around town , still not so much jobs or people they aren't hiring

Low cost affordable housing. Not selling off land to be developed by developers but the council building and managing the properties. There needs another swimming pool built, Donovan park would be a great spot.

Why do Otatara residents pay for rubbish disposal. Surely this should be covered in our rates?

Lower the rates

M

Maintain current assets

Maintaining community sports grounds to a higher standard rather than just mowing them. Free memberships to council facilities e.g. the swimming pool for rate payers

Maintenance and repair venues. Rugby Park

Make builder owners sort out the buildings and intervene earlier

Make Esk Street car dress for entertainment artists

Make existing facilities available to all residents at a reasonable cost

Makeover of city centre has really upped tempo. Turn H&Js building into the museum!

Make sure there are places for young children to play safely and older kids to hang out safely or get engaged in activities

Make the things cheaper e.g. pool

Make the. Centre of town alive with activities

Making council facilities accessible for all ice pools - cheaper pricing it is way too expensive for normal families which helps with wellbeing and resilience.

Making disability peoples have rights as well not just normal people

Making everything better for the community like easier to get houses in Windsor etc

Making it easy for neighbourhoods to connect.

Making it safer

Making land lords accountable for the up keep of their buildings

Making public spaces available for growing food. Having more fruit and nut trees in parks and playgrounds. Supporting local food providers.

Making the place safe from dope & crime

Massive investment needed in infrastructure (i.e. Storm, sewer, water infrastructure), less investment in things that benefit private businesses directly (i.e. New hotel support)

Maybe advertising weekend or weekday events

Maybe meetings in the suburbs as it is not easy for people to access the council premises.

Maybe more social groups for single people

Maybe put a questionnaire in the high schools and see what you get back. They are the next adults coming through

Maybe stick with what councils should be doing, clean plentiful drinking water, flood mitigation, clean streets, good roads and staying out of business deals that cost the rate payers huge amounts of overrun money for too many consultants and other areas they have no need to be involved in.

Minimising housing pressure caused by speculation and rental exploitation.

More activities for all ages

More activities for rangatahi that don't cost an arm and a leg. I feel like a lot of activities are designed for primary/middle school aged children.

More activities for young adults so they don't drink and cause trouble

More activities that are interesting and fun

More activity from council and our local electoral candidate.

More adds and information

More affordable council housing for the elderly. Initiatives for involving youth in council decisions.

More affordable housing

More art, community gardens? Rebates for those who have allotments or run, support them?

More cameras everywhere.

More CCTV

More celebration of events throughout town, like Halloween and dia de los muertos

More chair disability parking spaces

More cohesion amongst city councillors and engagement at events from them.

More cohesive events and no segregation based on vaccine status ever again

More communal spaces and walking tracks

More communication around events going on

More community days

More community events

More community events

More community events for families
More community events that are better accessed and advertised.
More community events that involve whole family
More community events to keep people connected
More community events, better publicising of events, often find there was something on but have missed it was not aware
More community funded events
More community spaces and community events, especially in spaces like south city. Also ensure schools have what they need like devices.
More community surveillance
More concerts, better promotion of the city. Listen to the public.
More council housing for everyone no matter how much you earn as long as you have a roof over you to keep warm .
More council housing.
More CCTV coverage
More cultural experiences like grand piano, museums like big cities
More culture. More restaurants/bars cult&vate night life
More disable parks
More diverse sport facilities
More diversity on the council and in the leadership levels of the ICC.. It's 2023 not the 1950s patriarchal society anymore.
More emphasis on housing for elderly and vulnerable people .drop in centres to assist people with access to housing , health and social connection similar to a networking hub
More emphasis on older people
More events
More events and tourist attractions
More events for people in their 20s
More events in Invercargill central Esk St
More events in queens park that have variety to appeal to different groups. Provide a better place for the farmers market
More events like Don St's food night, Murihiku (sic) in Queens Park etc.
More events like music in the park
More events or workshops. Put feelers out, there are many creative people down here who I'm sure would love to share their knowledge and craft. Like a florist and a floral workshop. A basic car maintenance workshop. A relaxation and mindfulness techniques workshop. Endless opportunity here
More events planned, never anything on
More events that bring the community together
More events with purpose, like fundraisers, council goers showing support for local communities and things instead of events for just fun attendance
More events, live music, arts
More events. Improve Wachner place - hold events there
More events. More events and more events. Ah and maybe a bit more greenery between those concrete and brick buildings -all through town
More facilities/organisation's such as south alive providing social opportunities
More family activities
More family events

More family focus activities
More family friendly events
More family oriented events and affordable activities
More family spaces to increase connection
More feedback
More focus on social gathering and "third places". Big issues of loneliness in the world.
More for teenagers and young people
More for teenagers to do and join together for a night with music maybe
More free activities for young people
More free community activity that enhances community camaraderie
More free community events
More free events in queens park and the Civic Theatre
More funded activities. City fireworks??? Other cities have great displays e.g. wellington.
More further proofing
More housing
More housing for vulnerable, community events,
More inclusion. (age, race, disabilities etc etc). More support of sporting events, sports facilities
More inclusive bus services, especially from south Invercargill for young people to get around and engage in activities.
More indoor activities during winter.
More initiatives in the different suburbs that bring neighbourhoods together to connect
More inner city events, more food markets like the hidden market which was put on by local businesses. Brings people together and gives everyone something to do in town
More inner city family friendly events
More integration between demographics. Intervene with the homeless now before it gets out of hand. Use council land/halls to create small communities and find mentors for the homeless.
More involved
More involvement in planning community events based
More Māori related events/ involvement / tangata whenua not always mana whenua as tangata whenua can be excluded - especially if you have lived as tangata whenua for most of your life
More night life for young ones.18+
More night markets and inner city events
More of the Esk street initiative the other day, yet try to aim for more reasonable weather
More of the same
More often events like the street food market, but with entertaining as well. Not just the trailers and maybe a DJ that's bored of his life. Better maintenance of the roads, walkways and cycling paths.,
More opportunities to meet up or take part in activities.
More organised activities, advertising the activities and often don't know they are happening
More outdoor/alfresco drinking and dining areas, like the lower octagon in Dunedin, much more social and inviting
More outside venues and busking
More public gas BBQ's at queens park kids area, Andersons park, sandy point, Fassbender park, surrey park sports grounds..
More public involvement
More publicity. The southland times isn't serving Invercargill and southland well.

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More regular night life activity e.g. Night markets. Malls should be opened until late nights someday. Basically closing at 6pm means normal everyday working adults only have opportunity to go to the mall on weekends, if their plans are not already filled with other activities. Late nights for example Thursdays, Fridays and Saturdays

More relativity to younger generation

More resources for youth.

More rubbish bins at sports grounds, mow the hay at kids playgrounds, make the estuary an off leash dog walking area, get rid of the dead wood old boys club in council and come up with fresh young ideas

More social gatherings (e.g. Like night markets, like stumpery Halloween event) etc

More social housing particularly for elderly... Peacehaven recently signalled closing their rental units leaving some very elderly people in a vulnerable and precarious position. This should never happen.

More support and more activities

More support for local clubs and groups

More talking to public and residents , asking what they need .

More targeted on areas of high need. We can't do everything everywhere - so focus the effort

More things that don't cost the earth for children to do indoors during the holidays.

More to recognise our growing multiculturalism. Did you know you can still pay homage to our "Scottish roots" while also integrating the huge variety of cultures that now exist here? All of us call this place home. Bringing our city into 2023 doesn't mean taking anything away from those with Scottish heritage.

More transparency, and inclusion of the locals..

More understanding for parking infringements when people actually choose to shop in local establishments, and greater information for when roading and parking updates for workers

More updating

More use made of don for food trucks and street entertainment.

Move a lot faster on getting things done, way too much dilly dallying

Much more social housing

Multi-cultural events

Need a youth council

Need more for the young ones to do and socialize

Need more support for the kids especially on school holidays, more events and activities pls

Need more things for the younger generation to keep them out of trouble. Police use to patrol the streets all the time. Lucky if you see one around town these days. If they were still walking the inner city streets then there may not be so many problems with tagging etc around the town.

Need to remove reliance on personal cars to get about, this would put more people on the streets with more time to mingle, community builds community.

Need to take climate change and residents well-being seriously

Needs to be focused on younger generation as they will support financially and resilience as they return to live

Needs to do better on core services such as footpaths and gutters and road sweeping (very poor in my area).

Needs to show responsible leadership and decision making.

Neighbourhood networks to be encouraged, not just south alive, replicate that into other areas, use the local schools as hubs.

Night life needs improved, open community space in CBD needed, I

Night markets are great, support the Sunday market encourage vendors and people to attend, I do not think it's councils responsible for social for me. Rugby should be free for under 16 full the park and then adults will go

Night markets at queens park so there is space for kids to be kids

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Night of the arts was really good - more opportunities for people to come together like that in the city!
Enough funding for the library to keep providing plenty of clubs and social activities
Night shelter for homeless, and place for them to gather at in the day near the grand.
No idea. Spend more time fixing potholes .
No more by-election use the ones who have just missed out save money.
Nobbys ideas for more going on in inner city great. Need to look after teens and young people. Use don and Esk streets more.
Not a council problem.
Not council focus
Not cutting social services would be a good start. And then looking at how to support them in a way they need to be supported
Not following the other regions
Not its job
Not panda to 2% of the population
Not postpone security monitoring for starters. Publicise event funding including that that is provided by rates and NZ creative community funding. Those in the know work the system fairly but there are many smaller groups who aren't aware of what is possible/ available
Not really thought about it. The don street markets were good and having events in Esk and don street, but not sure if the city council is involved with this?
Not sure about council involvement here. Most social issues are countrywide, therefore central government's responsibilities.
Not sure as the new mall and surrounding streets are not actually built for Invercargill weather, and it just looks like wellington or Auckland no southern atmosphere
Not sure I understand the question. A new museum where it is a space to connect with others, stay, talk, grab a good cup of coffee with friends would bring the community together
Not sure that community social strength is true local government business, but councils should do all they can
Not sure where to start - maybe public meetings
Not sure. Everyone likes different things. If you want to make a community stronger, cater for the majority. Then target the small groups later.
Not the councils job stick to core values
Not the councils problem. Stick to pipes and paths.
Not their job
Not their job
Not waste money
Not your job focus on roading water infrastructure core council services
Nothing more than present. South alive is a good example. Spread it about a bit perhaps.
Nothing. Focus on getting the basics right first.
Nothing. Leave it to private enterprises
Nothing. We are in a cost of living crises. You should be doing the basics which is what I pay for
Offer more events for residents to bring together and provide opportunities to bring people and businesses into the city to safety net for when things change, such as smelter closure or economic downturn.
Open meetings
Open nights/markets with local crafts/artists/food/entertainment!
Open up a game zone for kids and adults where they can go and play with modern toys
Overall the council works well. My main criticism is the lack of mowing in town and sandy point
Parks need updating. Provide decent foot paths.

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Partnerships with organisations that are making a difference, partnerships with organisation that have amazing events. Engage with the population that's not engaging. Māori and Pacifica

Perhaps advertise what is available to community better.

Persisting through challenges. Things can be damaged by a lack of common sense and education. Make these the norm and then they aren't seen for example garden projects and fruit and nut trees. Gardening project and events.

Plan for all earthquake buildings. Get loans and do it right. Loans will mean future generations who use the facility help pay for them

Plan for the future, focus on high density living in the city to prevent sprawl, anything within 10 minutes of downtown should be zoned for high density residences, connect everything with public transit to cut down on traffic and drunk driving, plan ahead for infrastructure, likely multiple new schools are going to be necessary in the next few years, the hospital needs to grow by 25% to meet current need, consider some beautification projects to raise pride in the city, finishing the green spaces as parks, and lights during Matariki would be a big step. Drug use, gangs and crime seem to be on the rise which threatens the best park of this place which is its wholesome safety, haven't the faintest idea how to fix that. The food served at splash palace is so unhealthy.

Planning adaptation for rising sea levels, stop new development in low lying areas, increasing use of cycle ways - separated from main vehicle routes, integrated into intersections not shunted off the road and onto footpaths to cross the road

Planning for climate resilience (good work along Stead St), ensuring safe and adequate water, addressing social inequities e.g. prioritising south Invercargill. Engagement with mana whenua essential.

Police on streets as language is diabolical.

Preparing for population growth - unlock housing through plans, add edible gardens to encourage food security, continue what you're doing just be innovative in the approach

Prioritise stuff that would actually benefit the community instead of aesthetics

Promote acceptance, consideration and respect for each other.

Promote at least one different event every month with other organisations like sports or social organisations to show commitment to the community

Promote community participation, acceptance of all walks of life

Promote more community events

Promote the good stuff. Promote when young people get it right. Everyone loves positive feedback. Even the ones who treat the city with disrespect. Catch them doing good and promote it.

Promoting a well-defined progressive procurement framework that aligns with other government agencies (particularly within the north island)

Promoting affordable housing and lifestyle

Provide a central congregation area that is pleasant to spend time in

Provide a central database for local halls and council run or owned venues which community groups could use.

Provide a lot more activities that are free for teenagers

Provide a nice community with welcoming venues.

Provide a venue for feedback that is easy to access and transparent at all times to all.

Provide actual things to do in this town, shopping in your mall is not an activity

Provide feedback options on events or new initiatives after they have been put in place. The actual day to day users of this town need to have a say on what is actually working or not .

Provide for all not minority groups

Provide good camera coverage over main areas.

Provide more event in the city

Provide more for younger people involving young ones.

Invercargill Residents Survey, 2023/2024

Provide more social housing for those on low incomes, elderlygetting priced out of the rental market....heaps of us... You will see tent cities soon...if no plans made, investment, cut red tape out. Make it cheaper to build etc, e.g. turn the h + j smiths building into small units/small flats, charge affordable rents...only rent to those with references etc, so no security issues like at "the grand."

Provide more social housing which is actually affordable, particularly for the elderly

Provide numerous and satisfactory services and attractions for the younger people to keep them involved and keen to stay in Invercargill

Provide food support for those in the community who make these things happen

Provide opportunities for networking amongst community members. We are only as strong and resilient as we are together.

Provide safe free places for young teens to hang out where small children cannot go and older teens cannot go

Provide support for police and education services for struggling families - not put the rates up????

Providing a better bus service , so young people can travel into the inner city and reduce the number of cars in the inner city

Providing for the majority and not the minority. Revert all signage back to English. Stop thinking only Māori have a heritage in southland min goes back to 1860

Providing free access to community groups to use facilities instead of charging

Providing more funded public events

Providing more permanent entertainment venues for rangatahi

Providing opportunities for kids and young adults so that they are engaged from a young age

Providing space for youth in different areas of inverts. Not everyone has a safe mode of transport to get places. I.e. what is there in Waikiki for young people? Clifton? Ascot??

Providing spaces for people to meet and interact such as the vibrant CBD and new street upgrades on ram and don

Providing venues and landmark locations that allow the community to be proud of their city

Proving value for my ever increasing annual rates.

Provision of more social housing for vulnerable people, more safe cycleways, more considered town planning.

Public transport from Winton to Invercargill and bluff to gore etc.. Trains or buses

Publicise events more fully. Consider a flat rate for vital services not government funded i.e. hospice, dementia care

Pushing for the next govt to get out sit zero fees scheme back to entice overseas students back. The new city centre shopping mall is wonderful and good to see Esk street empty shops filling up with new businesses to Invercargill. Can't wait for the new museum to be completed.

Put a census out for Invercargill city alone

Put biking tracks in. Put world class ones so it draws world class visitors

Put more effort into promoting events

Put more events on, utilise the spaces we have, advertising so people actually know things are happening

Putting more money into roading so people are happy

Reach out and ask what community needs. Involve iwi

Realizing the reality of cost of living and give families a helping hand

Recognise and provide services and support for more than just heterosexual white families

Reduce spending, pretend you're spending your own money

Reduce staff turnover; reduce councillors internal conflict

Reducing cost to access pool. Proving community events. Love the Esk street events

Reducing rates by reducing commitment to large building works in the current economic circumstances.

Regular advertising about emergency boxes in homes
Regular street clean ups sponsored by local companies. Regular seasonal events in town.
Reinvest in the spirit of a nation promotional organization
Rejuvenate inner city with social spaces basketball and paddle board courts green lunch spaces
Remember it's the council, not a social project, stop projects and finish things, we can't afford rates increases.
Nothing in the rebuild is affordable, not even a coffee
Research and knowledge about what is happening in our community and how families or individuals can play a part in solving issues like crime, gangs and incidents.
Resourcing the right groups/units to be able to activate (and then promote that activation) so that people know what is actually happening. I'm relatively "plugged in" but seem to miss so much of what is happening in the community.
Respectful and equality and listen to people
Retaining Rugby Park
Reword questions such as these so average people can understand and respond to them.
Run a program we can all get behind like. We have the cleanest streets in n z
Should allow discounts for rate payers to access facilities and events around the city
Should be concentrating on infrastructure more than social issues.
Should be looking at inclusion
Should be more venues for community groups to use that are of little cost.
Should be setting good examples of leadership and values
Should have more place for traveller come to check in like the bluff. When visitor come here nowhere to go.
Show exemplary leadership as councillors
Show honesty
Show that what the community says counts. Don't just ask for opinions, listen to what is being said and why it's being said. Even if there's not much participation from the community, those that stand up are passionate about what they are saying and every. Single. Person in our small community should feel like they matter.
Show us more bout plans regarding new design and letter regarding reason high rates
Social housing - more should be built but not in big clusters.....four to six units on any one site. Large development attract more social problems than a small easily managed complex. South city is a good example of a community redeveloping an area....but it is a slow process. .similar redevelopment in glengarry would enhance the area. Windsor has a village green but the area has now "centre" - this is an area with many retired residents but there is little in the Windsor area for them...not all are church goers, which seems to be the only avenue for group/social activities.
Socially, get rid of the taggers and street rats and vandals.
Some family friendly spaces in the inner city would be an asset, disappointing there was nothing incorporated in Invercargill central. Could be provided at Wachner place
Somewhere fun for teenagers and young families to go - time zone
Sort out the council infighting. Mow all park and stream banks regularly.
Spend less money on unnecessary earthquake and stop putting terror into the citizens.
Spend money in areas that have a positive impact. Not on a giant whale tail and walk way to the airport - have you tried walking to the airport in a westerly? What an absolute waste of resources that should have been spent elsewhere
Spend money where needed not Māori artwork etc
Spend on bringing splash palace up to date. Separate area for entering if not swimming. Easier entrance to get to cafe g
Spend the money needed to help alleviate the housing crisis.
Spending money where public are asking for it to be spent,

Spending money wisely and in areas required
Start by cleaning the streets, roads parks and cemeteries remove the long grass and all the weeds, the Invercargill area looks very untidy
Start by making the question understandable!
Start listening
Start listening to your people
Start listening.
Stay focused on core services and do them efficiently.
Stick to core business stop building office and shop precincts
Stick to doing what a council should do, supplying water, surge,
Stick to the basics, and keep debt at a minimum
Stonewall the gobshite mayor
Stop allowing the mayor to be racist, sexist, homophobic and completely out of touch, it's embarrassing. What sort of resilient community allows that sort of behaviour in 2023? Inclusivity is essential to a strong community.
Stop behaving like children
Stop being racist towards indigenous
Stop being racist, provide bi-lingual signage with Māori first.
Stop bowing to the vocal minority on progress. Just get on and do it
Stop closing them and fix them
Stop culling our history
Stop going woke make hard calls
Stop increasing the rates and also tougher penalties on wondering loose dogs in the community and stop delaying permanent for builders building or doing altercations for people in the community
Stop letting so much of the town disappear - the mall has been great, but there are buildings coming down all over the place it seems, and shops leaving. Get people proud of our built resources.
Stop looking after foreigners first. Let locals feel looked after too.
Stop making everything about the Māori population and include everybody. Sort out Rugby Park and make it more accessible to all sports, it needs to be utilised 52 weeks a year, yet you have priced everyone out of using it. Make the stadium the centre for sports and stop having everything so spread out with all entities working against each other. Sort your own relationships out in the council office and provide a united front, you bunch of absolute scumbags
Stop protecting buildings with no commercial value and let the oncoming generation see that there may be some future in Invercargill.
Stop spending money
Stop spending money especially now that times are tough . Stop raising our rates it's that bad and they just think of themselves
Stop spending rate payers money on overpriced fancy buildings, the museum being the obvious.
Stop the vulgar liquor culture with the ILT the inner city has.
Stop trying to take over the bluff oyster festival and knock down the club hotel. Care about the people.
Stop wasting money
Stop wasting money on stupid projects that aren't necessary
Stop wasting money. Concentrate on infrastructure and services.
Stop wasting ratepayers money on millionaires grand schemes
Stop writing buzzwords, cutback on excessive spending and consultants and stop trying to engineer events, council should provide infrastructure and maintain it as efficiently as possible

Strengthening buildings where possible.

Such a broad question. I don't require much from them but there is others that do

Suggest that a building facade clean up would bring real pride to the region. Look at Oamaru.

Suggestion. Set 4 ideals that Invercargill stands for and celebrate them seasonally, i.e., for spring - environment (nature and climate change strategy), for summer - waste management, for fall - economy (leading businesses/industries) for winter - education. Celebrate these with month-3 months competitions, activities, programs, theatre, music, mascots (i.e., tippy and ben characters for waste management; tippy pick up trash and ben holds it; just a thought).

Support all not just factions

Support community events. Look at more social housing maybe in more compact areas

Support events in indoor venues

Support grass root movement, for example support the Sunday local market and integrate it into the city centre. Culture is created by people and markets have provided for a long time and around the world a great place to meet, connect and trade.

Support more events

Support sit zero fees scheme

Support us to make ourselves feel up to the task of securing our safety. Our town is no longer the safest place to live, council needs to recognise this and support us to feel strong in the face of rising crime.

Supporting the farmers market to create better links between the grower and the community by assisting to facilitate an all-weather venue with aesthetics that lend to people milling around and socializing with growers

Supporting the growth of sports and events.

Supporting ventures like south alive and encouraging these types of initiatives in other suburbs / areas.

Tackle the graffiti problem with all available weapons!! For so long I was so proud of our city for not being like the others, and now we are one of them. We need investment in removing graffiti the very next day, zero tolerance. Really sad to see. Take the lead.

Tackling crime with the recent spat of car thefts etc no loitering rules etc

Take an intergenerational wellbeing approach to all activities that council undertake

Take climate change adaption seriously

Take into account the land/soil type when rezoning/subdivision on the outskirts of the city, to prevent highly productive land being destroyed by urban sprawl

Take notice of surveys and community comments. Consultation should be real. Get on council ignore the people.

Taking seriously the threat that climate change will present and giving strong advice to all sectors on what they should be doing - this is absent.

Talented is a big topic. What does council mean by resilience? What is council willing to do ? What is council legislatively able to do ?

Talk

Talk to the people more

Talking to the community to see what is required. Building a plan based on what is required - needs versus wants

Target more safe hang outs for teenagers. They are the future citizens of our city

That money should first be spent on essential services instead of trying to make things look better instead of making the budget to fit what you want to you should do what you can with what you have like every house hold has to do

That's why councillors put their hat under the ring for this answer

The better bluff looks the better people will feel about our wee town, sometimes we feel left behind

Invercargill Residents Survey, 2023/2024

The city needs more businesses/event/activity places for parents to take tamarind and also for older rangatahi safely enjoy. For example a Timezone. A venue we can take our tamarind to have some sport practice that doesn't cost much.

The council need to push for international airport for extra visitors or city upgrade will be a white elephant.

The council need to take responsibility for their bad investments

The council needs to be more inclusive and respect their woman councillors. They have drive and vision from a different perspective from their male counterparts.

The council needs to be more realistic about its citizens and more positive with its messaging all we seem to hear about is business and corporates

The council should think of more ways to combat the worsening effects of climate change. More so, more cost cutting measures in order to improve the economy of NZ which at present is really bad with the worth of NZ dollars going down versus other foreign currencies.

The food market was a great idea but I was disappointed with the amount of stalls and the queues. Great idea and I would love to see that back but with improvements

The infrastructure of Invercargill is shocking for the population growth.

The new centre city is looking beautiful thanks to her so I hope that inspires other businesses and building owners to up their game

The new shopping malls appear to be a boon. Older people need to be catered for.

The pools for a start, my rates go towards keeping the up keep of the pools yet to go for a swim I'm charge just under \$10. Way to expensive

The resources are there now via volunteer organisations if people want to look. The council should just support those organisations and stick to the basics.

There are many diverse groups within our community and not all feel safe not only in the CBD but in their own neighbourhoods. Bring pack community policing.....reopen south city and north Invercargill police stations and increase the foot patrols within the CBD, security guards and wardens have very little power other than being seen

There needs to be more pride ensuring lawns and garden centre plots are kept tidy.. Lawns by umbrella really long, centre plots north to and bank corner are over grown and have heaps of large weeds. Roundabouts Clyde and tweed and Lorneville corner are disgusting.., our visitors arrive into our city, first impressions are key. Also south roads need to prioritise and reseal dee, gala to Tay and stay to Queens Drive.., those roads are shocking, and re seal the whole road, not just patchwork. That would tidy up the CBD no end

There seems to be little in the way of communicating what happens at council meetings i.e. business. There is no dialogue to gain an understanding of how our councillors co-operate or contribute to discussions. I would find this useful when assessing candidates in the following election.

There's a huge need for a youth hub and building on exercise, nature and mental and physical wellbeing there are some good events but mores needed

They are doing enough now

They are doing the right service at this moment

They are doing very well

They are working on it. This city is definitely moving forward doing ok

They need to be among the people

They need to be inclusive of all and non-judgmental of all. A little less crawl up the arse of old boys network and more supportive of fresh new insights. For the love of god please quit the batching about co governance and learn to work together, is that not what co governance should be?

They need to be making decisions in line with predicted effects of climate change. More needs to be done looking after the city's poor rather than catering for the rich

They need to embrace culture of every ethnicity in the city, and create more event to harmonize its people.

They need to listen more.

Invercargill Residents Survey, 2023/2024

They should do their homework and stop sending out letters to buildings that don't require alterations
Think more outside the box for housing, living and building solutions for low-cost, alternative sustainable practices
Think they do pretty good at this already
This area should be government lead. Councils do not have the funding or staff expertise to lead these areas.
This question doesn't make a lot of sense
Throw out all the woke bs
To be aware what the current generation and following require in the changing world to meet their needs and is socially appropriate.
Too hard for this time of the morning to answer I would need a few more coffees or beers first
To keep rates down every year it goes up even while they gave themselves a pay rise
To reduce the significant differences between north and south city
Transparency it always good. Everything council is doing so far is great
Treat every member of the public and organizations the same
Try to bring more business to this city. Retain people here. Sit used to have zero-fee which attracted many students here.
Try to get us more into 2023. This must be the oldest town run by the oldest people in NZ.
Two questions here building resilience means preparing for the future as regards climate change. Other part ensure tolerance of diversity is a top priority.
Unsure
Unsure if this is already done but community meetings where the people can use their voice. This will show the community of Invercargill is important and listened too by the council.
Unsure.
Unsure. Continue to support all aspects of wellbeing
Update playgrounds and outdoor gathering areas to encourage some good healthy fun for families
Upgrade inner city building to meet the earthquake codes
Upgrade public walk way especially at Otatara. I have only just moved there and am shocked that people young and old walk on the grass verge as there's no foot paths !!
Uplift the housing and zoning around town and invest in suburbs south of the tracks please so that those areas are better suited for residents at par with areas such as Richmond, Windsor, etc.
Use English language first
Use social media more as half the time people don't know what is happening with events etc
Using real forums and survey methods not sham (the public announcements after consultations but forgone results to meet councils obligations to consult
Utilise shared space, music, etc
Very hard to say as the budget only goes so far some buildings just can't be saved
Very important to keep what we have up-to-date , well-serviced and maintained. Make it easier for people to keep in contact with the council, particularly those that feel they don't have a voice.
Watch the spending, be a leader, stop asking for more money
Way more activities and initiatives to get people into spaces ...the Halloween stuff is cool, but we could do more throughout the year.
We better quality housing, we need more land made available for private developers to make good building sections available
We desperately need another 25m pool
We don't need a museum, put them into infrastructure & housing

We need a secondary water supply. All new housing must; where it makes sense, have a water tank, and solar panels.

We need more police on duty while the bars and restaurants are open

We need new houses in Invercargill. Our existing housing stock is very old. Old houses in a cold climate is not good. We need new homes. The council need to provide opportunities for developers to subdivide land and make more good quality sections available.

We should be all treated the same. No discrimination between colour and race.

What a ridiculous question - half of Invercargill won't even know what this means. Know your audience.

What does that mean

What does this even mean? Focus on the basics of potable water, waste water, rubbish and roads. Reduce expenditure, cut frivolous spending and spending on "nice to haves".

What is community resilience? Buzzwords Concentrate on the delivery of council services

What sort of a question is this? Really. Explain what you mean by community resilience and then building strength and what sort of social aspects are you referring too? This sort of question is more than one question and indicates a lack of desire on the questionnaires part to really want an answer.

What you can offer the nightlife, somewhere for cars to go and safely do burnouts, rather than in our local streets, and a place we can watch them do the laps rather than up and down dee street and feeling intimidated, even though I'm just trying to get through town to go home, after a great meal and finishing mahi for the night. To find a home for our Sunday market that is safe, dry and I can take my time to walk around. Make rent affordable to fill our empty shops in the suburbs as a good quality shop or restaurant you want to call into, not another second hand shop. Pop up fitness rooms

Wider promotion of things they are doing - webinars, videos etc

Work more closely and be supportive of organisations that are more skilled in the area. And do something about the racist mayor to stop the divide

Work on safety within the city - lights, toilets, cameras, etc.

Work with community groups and engage them in the decision making

Work with police to make it a safe place! Less gangs, ram raids, vehicle theft.

Work with police to reduce crime

Working with police around crime and our youth perhaps getting our youth involved in sum community projects

Working with police to build safer communities - I feel recent events has impacted how safe people are feeling in a negative way

Worthwhile events, clean up downtown buildings, except new ones.

Would be lovely if the mayor could keep his politics to himself. He isn't bringing the community together.

Yearly family passes for council facilities such as splash palace, make it affordable to use, hold food truck nights etc in park over summer

You need to increase trust from the community by more transparent consultation on various platforms

Your places for young people. Like the old players

Youth activities that are run consistently all year round

Youth engagement

Libraries

A 4score of 4 because there is no way of finding out if someone has put a hold on the book you have borrowed until you try and renew it. Really inconvenient/annoying

A bigger range of non-fiction books would be great

A first rate library with great staff

A great place to be.
A great range of programmes for children, vegan and well organized library. Maybe some more information into the community about the libraries programmes.
A great service
A great service with excellent staff, very helpful with advice.
A huge variety of books, free computer use and internet, free scans and helpful staff.
A larger range of on line books would be good
Accessible, great staff
Adding evening opening hours
All good on visit
Allows me to find my search request
Always a fantastic place to visit, inclusive of all ages and walks of life, plenty of free activities for our youth
Always clean and warm
Always clean, warm and friendly. They actually listen to their patrons
Always clean, tidy and great selection of books
Always friendly and online availability too
Always friendly and well stocked
Always so helpful
Always very efficient with a great range of reading material
Amazing
Amazing activities for kids and support for primary schools
Amazing facility!
Amazing service, great access to books and digital technology, always innovative
Amazing!
An absolutely essential service for our whole community and to visitors to our city
An awesome service, lots to offer
An excellent library with great staff
An excellent library but needs to be connected digitally with all the other libraries in NZ. Also needs to be a national catalogue system that I can look up online if another library has a particular book without having to go into the library and ask staff to search for me
An incredible selection, very modern technology and service wise
Audio books, there's always really long waits I lose interest or forget
Audiobooks are limited
Avid book reader - variety of books available.
Awesome - can't fault the library
Awesome facility, go several times a week with the kids
Awesome service
Awesome staff and collection
Awesome staff, love the different events and resources available
Beautiful library, calming atmosphere amazing technology
Because I'm an avid reader and regularly frequent there and occasionally use the online service via the computers, usually by printing out things I'm interested in
Book return could be more visible and probably closer to main entrance
Brilliant service
Brilliant set up and resources

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Can make library building better suited for the next 100 years. Also multilingual books are less in numbers compared to other cities, the digital resources section is often not clean or adequate to cover people visiting. Caters for all, always tidy and clean, helpful staff, they cater to schools too, after school programmes are great, Lindsay is awesome!!

Children to young at the moment

Clean organized

Collection could do with major upgrade

Convenient, easy access

Costly but good.

Could be more innovative in its layout and combined with technology

Could do with wider catalogue, especially digital material

Could of, with a wider selection particularly non-fiction help books

Difficult to find what additional services are available e.g. craft sessions

Dislike the American system and authors

Don't like layout. .. And a simple bother... When I request the library order a book they don't have in stock I never ever hear back unless they manage to get it and put a hold on it. It disappears into a pit. Quite frustrating and easy to fix.

Don't use often enough to make much comment

Dull

E library and excellent service

Easy to find what I want and to check anything out

Easy to get the kids their books and returning is also easy. I like the email reminders of when they're due back.

Easy to take and return books

Easy to use

Easy to use and friendly helpful staff

Easy to use online

Easy to use, great to get book bag picked out. Just need to keep a closer eye on the children area from time to time. Some unattended children make it hard to visit or want to stay from the behaviour

eBooks and site are great

Enjoy electronic services

Enjoy it my daughter and I always pop in for a look when we are in the area and some cases there's activities for us to do during certain times of the year i.e. school holidays

Enjoy the books, play station, toys, games, activities, Halloween

Excellence

Excellent

Excellent

Excellent

Excellent

Excellent

Excellent

Excellent

Excellent

Excellent

Excellent

Excellent

Excellent

Excellent especially now fines have gone. Thanks

Excellent facility - great staff

Excellent gold star

Excellent library. Good use of digital services. Offers plenty of activities for a wide range of people

Excellent parking space and good central location. Excellent environment in all areas. I would like far more supervision in and around the team members to quiet down an elevated amounts of users at the table areas near the computer suite talking away and often quite loud. I know libraries are not sources of old when you were hushed and frowned upon fir talking but it has at times got louder and it certainly needs more proactive supervision in the adult areas please.

Excellent public library, a better range and more readily available e-books would be great though

Excellent selection both physically and online, nice space to take the kids too

Excellent service

Excellent service

Excellent service

Excellent service

Excellent service

Excellent service

Excellent service and a nice place to be

Excellent service but need more Māori input activities by tangata whenua

Excellent service especially when they will drop off and pick up your books

Excellent staff

Excellent staff & book stock

Excellent staff & selection

Excellent staff and onsite carpark

Excellent staff too.

Excellent staff.

Excellent staff. Extremely knowledgeable and helpful

Excellent with access and parking.

Excellent service and always new stock and events

Fabulous staff

Facilities below average. Staff excellent

Fair

Fantastic

Fantastic

Fantastic for my grandchildren

Fantastic little library

Fantastic space

Fantastic staff & environment

Fantastic, very welcoming has everything you need, amazing staff and the social media content is also great.

Fantastic!

Friendly staff, great kids puzzles and books, easiness of check in/out items

Fine

For research and archives excellent service

Free. Able to request new or inter loan books. Invaluable, free educational resource.

Friendly and helpful staff.
Friendly, helpful staff, great knowledge and great events/campaigns
Friendly and helpful and seems modern.
Friendly and helpful staff.
Friendly helpful staff, good layout, great parking, the stairwell in the car parking area very grotty looking though
Friendly knowledgeable staff, free Wi-Fi, computers to access the net
Friendly staff
Friendly staff and easy to access
Friendly staff and inviting atmosphere
Friendly staff, extra activities available
Friendly staff, great groups and programs run. Great selection of books and e books/audiobooks too
Friendly staff, great programmes and resources. My family love going to the library!
Friendly staff, school holiday activities are great.
Generally, the library is a very good service but I think that, like any public service, the more funding the better! Especially for community programs
Good
Good
Good
Good
Good
Good
Good
Good
Good
Good
Good
Good
Good
Good
Good
Good
Good
Good
Good
Good
Good assortment of books, would be nice to have a night opening once a week.
Good but not well advertised.. Would go more if they was kids shows or programmes on
Good collections, archives & staff
Good collections, great community space
Good content
Good facility for people to use
Good facility, my children use it
Good knowledgeable
Good library & service
Good now open 7days
Good online options to borrow
Good selection
Good selection and easy to use self service
Good selection and service
Good selection of book. Jigsaw puzzles. Information on everything happening in Invercargill

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Good selection of books, easy to borrow, great place to bring kids
Good selection of books, helpful staff
Good selection of books. Staff helpful
Good selection of services
Good selection, but noticing a lot of propaganda books being added to the kids section
Good service
Good service staff are very nice
Good service, but I'm not paying for parking to attend the library
Good service, gone off reading for a while!
Good services
Good staff
Good, need upgrade
Great
Great
Great
Great
Great
Great
Great
Great
Great
Great
Great
Great
Great
Great
Great
Great
Great
Great
Great
Great staff help
Great - love it
Great asset
Great atmosphere
Great book collections, great community involvement, great staff
Great books and service
Great building post renovation, good services
Great collection of reading material
Great customer service
Great customer service and range of early childhood programmes
Great engaging staff
Great environment and activities for kids to engage in.
Great facilities, helpful staff and good supply of new releases
Great facility
Great for the kids, perhaps a cafe lease would offer more flexibility for us to stay longer
Great helpful staff and a good selection of books and other events they run
Great holiday programmes
Great kids sessions
Great library
Great library and helpful staff
Great library service .

Invercargill Residents Survey, 2023/2024

Great library service helpful and friendly staff and love the under 5 music and Storytime they provide for the community

Great library with plenty on offer.

Great library, love it

Great library. Love the programs they run for children in school holidays

Great location

Great people, selection of books, community involvement

Great place and have always loved it

Great place to get everything done including computers, scanning, printing and knowledgeable staff

Great place.

Great range of books

Great range on offer

Great range, good for kids

Great resource for the community needs more financial investment

Great selection

Great selection and fantastic service and staff

Great selection and staff

Great selection of activities

Great selection, good staff

Great service

Great service

Great service

Great service

Great service and so good to have regular, free activities. Lovely staff

Great service and staff xxxxx

Great service since they changed the over time for books

Great service, friendly staff and good catalogue

Great service. Great at trying to get you the books you want.

Great service

Great staff

Great staff so educated and helpful. Vast array of books and activities

Great staff who are really helpful. Lots of selection.

Great staff, collections and atmosphere

Great staff, facilities and books

Great staff, Minecraft club is great

Great staff.

Great staff. Good stock

Great team - always friendly and helpful!

Great team good collection and easy access availability of parking wish it was free but payment shows good use of people's money

Great variety of books, cool activities as well but should create more activities that caters kids and family during weekend when they are not able to do the school holidays activities due to parents are both working.

Great work excellent

Great, easy to use and friendly.

Handy

Happy with the library and the home book services

Happy with the service I get

Has all the necessary services that a user's requires

Hate the parking

Have only recently joined the library - needed a certain book which I could not access anywhere else. Well I was looked after so well by the lovely staff - signed me up , found the book I wanted (in the archives somewhere) a very satisfactory outcome & a wonderful service.

Have to pay for new releases not right

Haven't been in a while but has excellent range of reading material

Helpful knowledgeable, good natured stall. Wa (sic)and tidy. User friendly

Helpful staff

Helpful staff easy to use for my new

Helpful staff nice environment

Helpful staff, places to sit, range of books

I am a frequent user and love the child friendly nature of it

I am a prolific user and when reading a series I like to request older/back copies if they are no longer on the shelf. I appreciate back publications are sometimes not obtainable but I find that after putting in a request there is no further communication from the library unless (a) I put a hold on the request book and (b) it is available. I basically never hear anything until the book turns up (if it is obtainable) and I have a hold on it. Additionally when frequently requesting books the hold cost becomes prohibitive. Given I am indirectly acting as a book selector (i.e., if I request a book there is likely others would be interested in that book [under population normal distribution this is highly likely) thus having to pay a hold cost is inappropriate. So in summary two concerns: (1) lack of communication, and (2) paying a fee for requesting a book be bought.

I am involved with the chatter group . The staff are wonderful. I deliver talking books to a client

I believe libraries where it's a place to hire books is a thing of the past. The library should be more it focused and provide activities and a space for groups to connect people and encourage engagement

I do online library but do take my grandchildren to the library they love it

I don't often use the library, but whenever I do it is an enjoyable experience

I enjoy the library and visit frequently. The services are pretty good

I find the library can be slow to get copies of new release books in the genres that I like reading. Generally, they have a good range.

I go to the library a lot but have found lately there are problems with their website that do not seem to be getting fixed promptly and they do not have the availability of good books that they used to have.

I have kids who love reading so the library is visited weekly.

I just have stated my level of support, usage

I like and use the library a lot but find as I am still working that the hours are not as suited. I think they used be open later in the evening.

I love that the computers are free and the people working there are very friendly and helpful

I love the chatter - my go to place

I love the library

I love the library and the variety of books, genres and resources that are available

I love the range and quality of their board games

I love visiting the library with my kids. And there is always lots of events and activities on offer and for free which is awesome

I rarely visit the library now

I tend to use the digital library, but on occasions physically visit the library. It is a great facility.

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I think it's great however it would be better if you could do more events like crafts or learning, services and activities (indoor, meaning can be accessed all year round) etc

I use all the time

I use eBooks, very limited variety

I use it for photo copying etc good for what I need

I use library online

I use library online it's awesome

I use the homebound library services and the staff are very helpful, reasonably good selection of audio books and wonderful service.

I use the library app only

I use the library weekly, for myself and my kids. We use the books and the clubs, and room hire. Staff are great and helpful.

I usually find what I want

I value the library more for research purposes rather than reading.

I visit the library every Sunday to study. It provides an amazing quiet study area. My nieces regularly get books from there and it is an integral part of our city.

I'm a member but have found using my kindle more rather than go to the library.

I'm a member of homebound library service and very grateful for this service. I don't visit the library now as I can't find wheelchair parking that is within close distance.

If I can't find what I want the staff are very helpful

It could benefit from a face lift and be more up to date with more modern libraries around the country

It is good I just don't have time to go there

It offers a nice space to study and often has the books I'm looking for. I appreciate the community noticeboard and the occasional book sale.

It's a great library & our family uses it a lot, especially all the activities for kids like clubs, robots, coding

It's a very basic and older style library, compared to many around the country. The children's area could do with putting some effort into. In fact the whole lot could benefit from a refresh.

It's clean, tidy, has covered parking at the back and the staff are very nice.

It's great for students etc, not me, a deadline to reading something doesn't work for me

It's ok, dee St parking is non-existent

It's pretty good, no complaints

It's rather difficult to find where to look for what activities the library has available e.g. craft days, book club

It's great, but no longer has a safe place for children, they can easily access the front doors

It's okay, I find some book series I want are not stocked

Just ok but unobjectionable and not voted 4

Keep running kids programmes, providing access to PlayStation, games, weekend building blocks, free parking, friendly approachable staff

Kids activities r good

Knowledgeable, friendly and helpful staff and a great selection of books. Solution-driven people!

Kool

Lack of open hours in weekend

Lacks resources

Last time I was in the library it had a lot of unsavoury people in it very unsavoury people init.

Library is an integral hub for the community

Library is easy to use. Libby app is great

Library is great

Library is great
Library is great and staff very helpful and friendly
Library works great
Light, bright, helpful and enjoyable
Limited selection but helpful staff.
Loan books online great selection
Lots of resources and friendly staff
Love books and the staff are friendly
Love it, except that they introduced gaming and find that distracts my kids
Love love love! It is the best library!
Love that we have a library service in bluff, when economy is low we need to make sure we keep these services especially in our small town.
Love the easy technology to get books out and return
Love the library
Love the library go a few times a month the staff are so helpful
Love the library. A real star. Such good staff
Love the library. It's a great place to study, the kids activities are really good and the staff are lovely
Love the library's! I don't get as many books out as I use too
Love the range of reading materials but also all the other activities they offer. Staff always very helpful
Love the support they give schools
Love the system for getting books in and out.
Love the variety, ease of use, friendly staff
Lovely bright environment, a great selection of books and research material and friendly, helpful staff.
Lovely building. Great array of books and activities.
Lovely helpful staff
Lovely library friendly staff.
Lovely modern layout. Great selection of books in both paper and electronic formats
Lovely staff
Lovely staff, good electronic service to streamline things, good resources, great holiday offerings overall one of my (and my kids) favourite places in Invercargill
May use in the future when I retire
Modern, good selection of book
My child gets a lot of books from there
My child uses so I spend time with her
My family and I enjoy the library and staff.
Need a wider selection or be open to sourcing some new books
Need more variety of children's books, more bilingual books (French)
Need to offer more children's books
Needs a revamp!
Needs a wider range of authors instead of having double copies of some books - I often see two of the same book side by side.
Needs better non-fiction collection
Nice building just not a reader
Nice place for research
No comment

No issues
Not a high user.
Not a user
Not as good as it once was
Not enough classical/quality books
Not happy that unvaccinated people were excluded from using the library.
Not happy with the renovation, was better before with walls between children's and adult section. The children's section is boring and bland, my grandchildren don't want to visit it.
Nothing wrong with the library
Online use
Open great times, it's free, cool programmes for kids, relaxed space for toddlers
Open hours could be longer but resources good.
Open later at night n on the weekend pls. Keep putting out the Lego, building magnets, Halloween and Matariki were fun, school holiday programmes all day please
Order my books through library
Our library is awesome
Our library is the best I've ever been to. Such a fantastic range of resources and programmes. Truly exceptional
Our library is the best in every possible way.
Outstanding library with great staff
Overall great. Take the kids there every few weeks. Like the new no fines system and parking is good.
Parking difficult
Parking is expensive
Pay the library staff more
Please bring in the option to pay fines electronically/online. Not everyone has the ability to visit the library to pay fines
Poor communications when ordering books that are not at the library. One requests a book and then never hears anything unless they can acquire it. For popular series it seems that books removed due to wear and tear are not replaced (I appreciate they may be out of print in some instances). I also wonder how flexible they are in ordering out of print books, for example, www.bookexpress.co.nz. The online catalogue system is no longer fit for service. It doesn't perform well on mobile devices especially the screen size as well as not being intuitive in a modern sense.
Prefect
Pretty good
Progressive initiatives, welcoming space. Could do with some modernising to the meeting spaces up stairs
Quite satisfied
Read books online
Read eBooks from on-line
Really happy with the facility
Really like the library since its upgrade, also enjoy the app to borrow online
Satisfied
Satisfied
Seems outdated
Seems to be something for everyone
Simple easy to use
So many cool things to do
Staff and atmosphere

Staff and resources are fantastic.

Staff are always helpful and it's a warm, welcome atmosphere so my kids love going there.

Staff are great, collection has been reduced sadly

Staff are great. The events they run that cater to all different age groups are awesome. Love our library.

Staff are lovely. Always new books. Handy for internet as I don't have a computer at home. Always clean and welcoming. J

Superb facility

Superb staff. Excellent resources.

Take my kids there all the time, my 7 year old a huge reader

Tech services often not working

The e library is a very useful tool for those that don't have the setup to print off or sign emails etc.

The home delivery service is awesome

The internet access is easily available

The Invercargill library is the best one I've been too. They have an excellent variety of resources and programs at the library. It's just fantastic!!

The librarians and the opening hours

The library has always been a great resource for our family. The afterschool and holiday programmes were great when my children were younger. The staff are always professional and lovely to deal with.

The library is a great place that anyone can use

The library is a great space

The library is a lovely, calm venue to attend. It's great for kids.

The library is adequate but selection could be better

The library is fabulous

The library is pretty awesome but my children have grown up and I don't go anymore

The library it's self is great, a book drop off that's a stone's throw from the car would be better. When dropping books back, sometimes it's in a haste & I have the kids but no time to come get more. Even drop off points in the suburbs.

The library provides many services and activities for the community

The library service has increased drastically and I think it is great!

The library service is always excellent and friendly! I personally make a lot of use from the audiobook service!

The library team are amazing and I utilise their 3d printing service often!

The library would be more pleasant and appropriate place to browse books if it were to be organized so that children were not running around making a noise and disturbing the purpose of a library. There must be a better way to make sure children can learn to enjoy books and library activities in a way that is not at the expense of adult users of the library. May be the adult library could be upstairs - as the lift makes it easily accessible, and the children's library could be downstairs.

The parking Doing volunteer work get fined parked overtimeparking should be free as ratepayers ...

The range of books has narrowed but I am still finding texts I like

The regularly have lots of fun and free events for children to attend.

The staff are always helpful and generous with their time. Getting to know them is always a pleasure

The staff are excellent but the people loitering there with obvious mental health issues are concerning. I wonder if the staff feel safe? As a user I feel they are lowering the relaxed vibe the library uses to have. They are sometimes scary and make the place feel unsafe.

The staff are great, friendly, great books

The staff are very helpful

The staff are very helpful

There is more room for improvement
There's lots of free activities and a good range of books for my toddler
There's some good staff who make it a good place to visit - but not the grumpy old traditional librarians
These services are very good and easy to use and the library is a welcoming place
They are great
They are great. Very helpful
They're great
This is an important part of the city
Tidy good service
Too Americanised
Too Americanised and poor author choices
Too many other reading options
Top notch facility, great staff, always trying to make the library interesting , great activities
Top place
Uninspiring building - zero atmosphere
Up to date, great selection, easy access
Use digital mostly like non-fiction books
Use digital services daily
Use it all the time
Very capable and friendly staff nothing is too much bother they do a lot for the community
Very frequent user, love it, and so important to our community
Very good
Very good
Very good
Very good
Very good
Very good
Very good and clean
Very good and the staff are helpful
Very good book selection
Very good but require more outside of working day hours
Very good service
Very good service
Very good service, great selection, great staff, great opportunities for activities, more books need to be available on eBooks
Very happy
Very happy all round
Very helpful staff. Excellent archive service. Grandchildren enjoy services and events for children
Very neatly presented, easy to manoeuvre, friendly staff
Very satisfied
Very satisfied. Staff are very friendly and helpful
Very well organized and friendly staff
Very well run
Waste of time
We have the best library. Love the updates it has, the facilities and books available are fantastic

We love the library! What an amazing service!
We will become members as is a great service for our family
Well laid out
Well organised, tidy with friendly staff. Not a huge quantity of books as in the past, but pretty good really.
Well run and laid out
Well run by friendly dedicated staff. Needs a quiet reading room. Can be very noisy with the opening up of the down stairs area.
Well set / friendly
When I used the library regularly it had a very good selection of books available
Wide variety of books especially for kids
Wish there were more eBooks available... I actually download from Chch library because they have a lot more books and magazines available.
Wonderful for selection of books and info.
Wonderful service and a great facility. Use it very regularly
Wonderful service. Be great to expand the digital library content
Wonderful to take my son to
Would be a high five, but not liking the change of hours from a few years ago
Would be good if you could get a hot drink.
Would be so wonderful to open late occasionally, little pop up coffee/hot chocolate truck and have a space for adults who don't drink alcohol to go
Your library team do a fantastic job

Parks

A bit more to engage in within the parks would be good. Queen's park is lovely, but the rest need more
A great asset to this city!
A great example of staff dedication. One of Invercargill most under promoted cities assets.
A lot of them
A pleasure to be in
A real asset to the city.
A real treasure for the local community and one of the reasons we fell in love and moved to Invercargill
A treasure for the city.
Above average
Absolutely amazing
Absolutely beautiful facilities
Absolutely beautiful parks with heaps of events and things going on there.
Absolutely fabulous facility for Invercargill to have, I walk through it regularly and always take my grandchildren
Absolutely fantastic
Absolutely great
Absolutely love the parks in Invercargill
Absolutely stunning
Add some free BBQ spaces, toilets at Russel Square and Elizabeth Park, create some big walking and running tracks around Elizabeth park and add lighting and info boards showing the distances around the loop tracks to encourage physical activity
Adequate parks but the entrance to our city is deplorable

Invercargill Residents Survey, 2023/2024

All area well up kept n look after. I wonder about having a full accessible such as Waihopai school parks syndicate witch is use friendly for people with disabilities or young children they are learning to crawl or stand

All foreign flowers and not natives

All kept well and user friendly

All these are assets which should never be taken lightly

All ways clean and beautiful

A lot need bins. And there's broken glass at a lot of them.

Always a joy

Always a joy. Particularly the main attraction - Queens Park

Always a pleasure to visit

Always attractive and well maintained

Always beautiful

Always beautiful

Always beautiful

Always beautiful

Always beautiful

Always beautiful and well maintained

Always beautiful and well maintained

Always beautifully kept. Stunning.

Always enjoy going there with kids or no kids

Always enjoy going there with kids or no kids

Always good

Always in tip top condition

Always kept tidy and love to walk especially in Queens Park and often frequent The Cheeky Llama to have coffee with friends and family

Always look great. Brings colour to the city.

Always looking great

Always loved Queens Park and it's well maintained

Always maintained love queens park

Always nice

Always refreshing

Always tidy

Always tidy, and clean areas. Excellent displays, to be proud of. I only have concerns about the tall trees near the children's swim area.

Always up to standard except the grass. Cut it shorter especially in winter. Shouldn't have to wear gum boots

Always very well maintained, Queens Park is awesome and always impresses friends from out of town

Always well kept

Always well maintain

Always well maintained

Always well maintained

Always well maintained and beautiful places to visit

Always well-presented and council staff, are always visibly working within parks

Always worth a visit

Am happy with where they are located and how easily accessible it is to get to.

Am in these regularly, most weeks.

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- Amazing although missing the animals at Donovan park
- Amazing facilities
- Amazing for city this size
- Amazing free space for kids to run around and it's quiet
- Amazing places
- Amazing up keep of gardens and equipment around
- Amazing!! So well-kept and tidy.
- Amazing. Beautifully kept and a great variety of spaces to enjoy.
- Amazingly beautiful
- Apart from the low mow areas that make our city look scruffy our parks and reserves are a real asset.
- Are beautiful
- Are lovely a lot of money is spent on them.
- Are ok
- Are well kept
- As above.
- Average
- Awesome
- Awesome
- Awesome
- Awesome
- Awesome
- Awesome - world class
- Awesome.
- Barring Queens Park our parks and reserves are in a horrible state and sit mostly unkept. As a regular user of walking and running tracks these have rapidly fallen into a sad state.
- Beautiful
- Beautiful
- Beautiful
- Beautiful
- Beautiful
- Beautiful
- Beautiful
- Beautiful
- Beautiful
- Beautiful
- Beautiful
- Beautiful
- Beautiful
- Beautiful
- Beautiful
- Beautiful
- Beautiful
- Beautiful
- Beautiful
- Beautiful
- Beautiful
- Beautiful
- Beautiful
- Beautiful - top notch
- Beautiful & great variety. Lots to do & see. One of the best things about Invercargill!



Beautiful and lovely for visitors
Beautiful and relevant
Beautiful and the only negative would be the new low mow areas, as it makes the city look untidy
Beautiful and unique
BEAUTIFUL AND USEABLE
Beautiful and we need to keep our green spaces
Beautiful and well kept
Beautiful and well-kept but why not give the trees you cut down to pensioners
Beautiful and well kept. Need more wildlife signs e.g. Duck crossing at Thompsons bush and easier access for the ducks to get over the curbs. Have stopped to help a lot
Beautiful and well looked after
Beautiful and well maintained
Beautiful and well maintained
Beautiful and well maintained
Beautiful and well maintained.
Beautiful but again not used often enough
Beautiful but needs to be better policing of dogs off lead in the park. Can be quite stressful at times when people do not have control of their dogs
Beautiful but often neglected.
Beautiful but too many tussocks!
Beautiful gardens. Would love to see more events in the park. Especially missing Matariki night
Beautiful job by the caretakers
Beautiful kept gardens, love the variety and events at queen's Park. Would be cool to have a min I golf course there and fruit trees
Beautiful parks and gardens
Beautiful parks would like more picnic areas
Beautiful parks. Could not be better
Beautiful planting and the new developments are spot on
Beautiful work done by all , beautiful parks, could have some all-weather areas for all round use
Beautiful, and well maintained
Beautiful, kids love it!
Beautiful, something our town really takes pride in
Beautiful, tidy, overseas visitors rave about it
Beautiful, well maintained
Beautiful, well maintained, great range of spaces and opportunities
Beautiful, well-maintained
Beautiful, would like to see more edible gardens across the city at parks
Beautiful!
Beautiful! Please continue maintaining them as you do.
Beautiful. Love them.
Beautiful. Love them. Free and family friendly
Beautiful. Maintained. Real asset to inners
Beautiful. Other smaller playgrounds could do with renovations though
Beautiful& relaxing, as always
Beautifully crafted and well looked after.

Beautifully kept
Beautifully kept areas
Beautifully kept, a huge asset to Invercargill
Beautifully kept.
Beautifully looked after
Beautifully maintained
Beautifully maintained and a credit to all those that maintain them
Beautifully maintained queens park, a real asset to the city and well used
Beautifully maintained, spotless, upkeep, animals healthy, miss the chickens at Queens Park, animal centre.
Lots to see and do
Beautifully maintained. We are very blessed to have the parks.
Beautifully well maintained, good cafe
Being a cyclist, I travel through our parks regularly and I am very impressed with our open green spaces within Invercargill.
Being a dog owner I strongly advocate for Oreti Sands as a dog park with ongoing maintenance
Best in NZ
BEST IN NZ
Best in the country
Best parks & green areas in NZ
Best parks in NZ
Best part of Invercargill.
Bluff Hill upgrades are great. Myers reserve is amazing and more like it is needed
Bluff parks (all 4) need better equipment
Boy aren't our parks so beautifully kept. Keep up the great work. Queens Park is the heart and soul of this city...well done
Brilliant love our parks and gardens
Brought, well kept, proud of them
Beautiful and well maintained
By far my most favourite thing about Invercargill is the parks and reserve's
Children's parks and playgrounds outside of queens park are small and outdated. I moved here from Perth where they have much higher quality children's play areas
City parks have gone down in morale, they used to have annuals and perennials growing, the grass was well kept and playground areas in parks were cleaned and kept kid friendly for the masses, nowadays all parks look a bit sorry and only focus seems to be around Windsor and nearby areas!
Clean and good
Clean and tidy. Is a pleasure to show visitors to
Clean, green and beautiful
Coffee time
Colour has been replaced with natives
Could always improve. On hot summer days we use the water park area and there is absolutely no shade for mums and bubs to continue watching our children.
Could be better looked after.
Crap
Cut the grass, we pay rates for that to happen
Cut the grass. You expect us to

Invercargill Residents Survey, 2023/2024

Dated would like to see more new playground equipment in queens park, a wee pump track would be great open to the public

Delightful walking in all seasons. A few more benches and rubbish bins wouldn't go amiss.

Dissatisfied with lawnmowing

Don't like the no mow and some parks looking shabby

Don't visit, but I know it is well maintained

Enjoy Queens and Andersons Park

Enjoy the green space

Enjoy the parks, especially Queens Park

Enjoy these but they need more attention

Enjoy walking around Queens park

Every week for work we take 10 children to explore the park, bird life and get out into nature. A well-kept Queens Park. I am yet to visit other parks around the city.

Excellent

Excellent

Excellent

Excellent

Excellent

Excellent

Excellent

Excellent

Excellent

Excellent

Excellent

Excellent

Excellent

Excellent

Excellent

Excellent

Excellent

Excellent , world class

Excellent access and well looked after.

Excellent but you already know that. But why have you not asked about other services other than including parks? Are you aware that there is no i-Site information centre and hasn't been for over 5 years now going on more now. It used to be in the museum but council FAILED to pop up another in town to have this vital service for visitors and tourists. Another really upsetting fact that's verbally happening that really gets my blood boiling is that I hear from actual visitors is that many of the tourist industries from outside Invercargill around our country when asked by these visitors/tourists about visiting Invercargill the answer was "why do you want to visit Invercargill, there's nothing to see and do there" I am appalled this is happening and when those visitors that did ignore that remark and did visit Invercargill were ecstatic they did and were absolutely amazed at what we had to offer. SO SERIOUSLY, SOMETHING NEEDS ADDRESSED ON THIS RHETORIC THAT'S HAPPENING. Whoever is the industry body that handles this concern here in Invercargill needs to sort this talking of Invercargill like that out make sure that's corrected. People in that industry saying that need to learn if you can't say something nice then don't say anything or at least get themselves educated quick smart.

Excellent facilities

Excellent facility especially Queens Park a place we are all very proud of

Excellent for kids
Excellent maintained
Excellent parks
Excellent parks
Excellent Queens park.
Excellent, great asset to INV
Exceptional facility
Fabulous
Fabulous
Fabulous places love spending time when able enjoying the spaces
Fantastic
Fantastic
Fantastic
Fantastic facilities, free and accessible for all, nature at its best.
Fantastic for all
Fantastic job.
Fantastic space in a convenient location for all
Fantastic, great amenities
Fantastic, please consider less mowing, herbicide
Fantastic. Especially queens park
Favourite places to visit with family, the nature exploration available and well as children's playgrounds.
Feel like they need done up again
Fine
Fruit gardens need the city
Gardens are nice, well kept. Playgrounds are dated and not inclusive
Gardens could be unkept better and new parks/facilities/ equipment for kids to play on. Otherwise mostly tidy and rubbish free
Gardens great
Gem of Invercargill very important
Generally beautiful but could always do with more equipment for play and exercise
Generally great but the new direction of lots of grasses as landscaping round town is boring to look at. Get a designer who is local. Get rid of cabbage trees too.
Generally well cared for
Generally well looked after
Generally, beautiful and well maintained.
Get rid of the homeless and paedophiles
Get rid of the low mow areas , they look scruffy , harbour vermin and are a fire hazard.
Go back to fully mowing reserves.
Good
Good
Good
Good
Good
Good
Good

Great
Great
Great and very capable staff who do a marvellous job of looking after our parks and gardens
Great as ever
Great asset
Great assets
Great assets, not to be sold off
Great but could have more facilities
Great facilities
Great facilities but at times are taken over by groups restricting access i.e. park run telling people they can't use the paths. Council should be proactive in removing problematic trees.
Great facilities
Great for walking the dog and attending events
Great job by parks team
Great look good well maintained love the little neighbourhood parks for kids too
Great on the whole, well managed and great ideas
Great park
Great park queens park
Great parks
Great parks
Great parks (joke about the tree problem in park just a money gatherer
Great parks and appear to be very well looked after
Great parks and facilities
Great parks and gardens
Great parks! Would love to see more edible gardens.
Great parks. Team do an awesome job keeping them looking great
Great playgrounds
Great spaces generally well maintained
Great spaces, need more events in Queens Park
Great to have the space but it's very tired round the edges and under resourced
Great to visit
Great variety of parks and well maintained
Great we are so lucky and appreciate Queens Park.
Great we love the parks of Invercargill. Need more dog poo bags at all the parks especially Donovan Park
Great well maintained
Great, but hate the "low mow" areas, they spoil the look
Great. Always clean and tidy
Happy with QP. Don't regularly use others
Happy with the gardens
Happy would like toilets on Vic Ave to be working more as they are most used by 100 + people on park run every Saturday morning.
Have been disappointed with the low mow areas looks disgraceful, at very least plant wildflowers not just let grass grow. Bluff service has deteriorated since we lost our permanent person who really cared about bluff. Now it's very lacking. Dog park is terrible for disabled owners have to walk too far which is not acceptable.
Health reasons can't walk far

I always find the parks enjoyable
I am always enjoy a stroll through the parks!
I am usually in Queens Park, Donovan Park every day. Even our visitors comment on how lucky we are to have such amazing facilities.
I believe we need an inner city park - demolish the H&J building and replace it with a smaller park with a playground for kids, a place for bands to perform, and places for markets etc. This would flow on from all the revitalisation in Esk St,
I do not feel safe in the parks on my own.
I enjoy the parks
I find Queens Park a very relaxing place to walk
I frequented queens park often when my kids were babies. Not as often now but we enjoy it every time we go
I hope more native trees will be planted.
I just love our parks and the upkeep of it
I live in Bluff and the council no longer mows the lawns frequently
I love all the parks.
I love going to the city's parks. Any park is a fun park
I love parks and gardens. More energy given to mana whenua would be good
I love Queens Park and Anderson Park! The parks are amazing keep up the good work
I love the green spaces and the walking tracks that some have
I love the outdoors. Queens park is awesome. Love sandy point and the bush walks. Elizabeth park needs a toilet and some maintenance. Russell Square needs a toilet- super important. If you have multiple kids you cannot leave to go to the supermarket, not practical at all.
I love the parks
I love the parks all around Invercargill
I love the parks and gardens and spend a bit of time in them. Its shame the mowing in these areas has been cut back. Looks awful.
I love the parks when it's sunny
I think the parks need a boost in budget and staff numbers. Some areas looking tired.
I think the Parks staff do an incredible job maintaining them.
I think there REALLY needs to be a few more FENCED dog parks. Particularly one in Bluff. We have a great dog group out here and always mention how fantastic it would be to have a fenced area similar to the one in south city.
I think they are very well managed
I think they're fantastic - and all our tourists do too
I use Queens Park nearly every day and it is great
I used to enjoy a wheel through the park and look at the beautiful gardens, but I no longer feel safe to go there now. I've had too many scares from younger and rough citizens in the past!
I would like to see access to Anderson house returned
I would like to see the farmers market incorporated into Queens Park and the new museum facility
ICC do an excellent job of caring for our parks
I live close to Queens Park and the East belt, walk through them frequently if irregularly
In huge need of work and major upgrades some stuff is out of date and aging badly
Install BBQs in the parks including Queens Park kids playground, more. Off leash dog areas like Auckland botanical gardens. Dog bins and rubbish bins through parks n walkways
Invercargill

Invercargill Residents Survey, 2023/2024

Invercargill has amazing and well-kept parks and gardens. I sometimes see big groups of people cleaning and picking up rubbish which is nice. Queens park is incredible, but so are all the other parks and green spaces.

Invercargill has lovely parks.

It's beautiful and well presented, full of amusement

Jewel in our crown

Keep up the good work

Kept so tidy

Kept well , look great

Lack of care of anything bar Queens Park

Lately the grass is so long we can't even sit down for lunch

Layout, design maintenance

Less rubbish

Like our own Central Park right in the middle of the city

Like Queens Park. Children are well catered for

Living so close to Queens Park I regularly frequent the area and appreciate the variety of users for their different purposes

Look good

Look great but need to get rid of all the ugly tree stumps.

Look great.

Look tidy.

Look unmaintained under the guise of low mow area when realistically the funding is not available to the bloating in council staff numbers

Look very neglected. No colour

Looked after mostly well

Looked after pretty well.

Looking good, maybe a few more BBQ areas.

Looking great, clean and tidy

Looking very untidy and don't the council treated to fine home owners for untidy sections now we have reserves untidy isn't that double standards

Looks good

Lots of good parks around

Lots of parks nearby. Queens Park is stunning. Only thing I would like is more places to walk a dog off a leash

Lots of positives

Love everything about it

Love how we'll maintain they are. They always look stunning

Love our parks

LOVE our parks and super proud of them. Would love to see some more kids playground expansion at queens park.

Love Queen's Park

Love Queen's Park and Anderson's Park and spend hours there.

Love queen's park should be more events food markets in summer bands

Love Queens Park

Love Queens Park

Love queens park

Love Queens Park

Love queens park
Love Queens Park
Love queens park
Love Queens Park - like the hidden Central Park in Invercargill!
Love Queens Park & dog park on old golf course at sandy point
Love Queens Park and surrounding areas but sometimes the grass is a complete mess
Love queens park but would like more animals
Love queens park Thompson bush feels creepy for some reason don't like the low mow area on queens drive looks terrible
Love Queens Park, it's one of the nicest in NZ. Walking around the beautiful gardens is very therapeutic
Love Queens Park, shame about all the tree felling
Love Queens Park! It's a highlight of our town.
Love Queens Park. Use it several times a week
Love Queens Park- always looks clean and tidy- don't really visit any other ones in town
Love them
Love the community gardens - please plant a variety of vege and fruit trees - its helping those less fortunate
Love the effort made in the gardens and cemetery and garden plots. Don't like the cabbage trees on Tay Street they are so messy and cause lots of work for the staff.
Love the gardens and greenery of Invercargill. A playground in central Invercargill would be great now
Love the gardens etc we have around town. Would like to see roundabout gardens on ness St planted
Love the green space, should keep Donovan Park as once gone it will never be replaced.
Love the green spaces and parks... The low mow areas not so great clumps of dry grass and long grass makes it look untidy and uninviting to use
Love the park just beautiful nicest in country my visitors agree
Love the parks and gardens
Love the parks and gardens
Love the parks and gardens.
Love the parks.
Love the playground, paddling pool, animals, swings, mice wheel
Love them
Love them
Love them
Love them
Love them
Love them
Love them starting to get my way through the different parks in the community and finding different areas for the kids to explore
Love them, blessed
Love them, but NOT the LOW MOW areas, spoil everything, messy and ugly
Love them, they are great
Love them! They're so well kept and tidy.
Love them!!
Love them. Please keep them makes invers special
Love them. Amazing mahi
Love to spend time in Queens Park.

Love walking through them
Lovely
Lovely
Lovely
Lovely
Lovely
Lovely but I don't use them often enough
Lovely garden well kept at Queens Park
Lovely grounds. City can be proud of.
Lovely parks - well maintained
Lovely parks, especially Queens Park, but hate the "Low Mow" areas, they just look awful
Lovely place
Lovely places to visit and kept well
Lovely places to visit and spend time in are well maintained
Lovely to take dog for walk.
Lovely, a place to be proud of
Lovely, always well maintained
Lovely. Well maintained and often seen used
Lovely. Well maintained.
Low mow = doing things on the cheap. An incredibly shabby look for our city.
Low mow areas are messy and tatty.
Low mow is a disgrace to the city
Low mow is spoiling some
Low mow zone looks terrible, it makes me not want to be active around them. The parks are otherwise very well equipped and kept
Magnificent parks
Mainly lovely but some of the smaller ones could be kept a bit better
Mainly only use Sandy Point. Should be closed at night to keep morons out
Maintenance and upgrade on facilities
Maybe an upgrade at Queens Park in the playground.
Maybe create more interactive free activity for family
More activities and initiative to get people to the park
More colour around town would be nice. Fruit trees would be an asset
More infrastructure in south city parks
More parks need fencing and more and better seating. The toilets at Queens Park by the playground are always dirty and disgusting
More trees and gardens would be nice in the city centre
More variety of equipment would be great to see, most parks clean but some on southern side of town not so much
Most are beautiful but could do with some upgrading at parks and multi-use of spaces - community gardens in the community parks
Most are good, but be nice to see the plans for the areas of Queens Park, that look like they are going to redone
Most are good but local park not well looked after sometimes
Most areas are lively. But hate that there is still railing around the duck pond that has been there for many months.

Most beautiful parks in New Zealand

Most look great most of the time. At the time of the Burt Munro event the entrance to the city racecourse /east road was in disrepair. Very disappointing

Most of parks are just a large piece of grass with a playground on it. It would be appreciated more variety of distractions such as ponds, game tables, pay to use barbecues, picnic areas.

Most of the gardens and parks are nice year round, the gardens and greenspaces around the town look unkept and unsightly, especially the low mow areas. The build-up of grass clippings on footpath and walkways are a slipping hazard. The low mow areas look like we don't take pride in our city.

Mostly well maintained and good use of space.

Mow all the lawns not just part of it

Mow the lawns

Mowing frequencies need to be increased especially within the eastern cemetery, where loved ones deserve to be resting in a tidy well-kept environment. Currently this location and other low mow areas look absolutely horrific and very untidy. Which reflects poorly with visitors to the city alike with ratepayers.

Need a toilet at Russell Square!!!

Need more play space for under 3 year olds

Need nicer playgrounds in north Invercargill. I biotic a lot of the south city ones have been done up but the ones in Waikiwi - Edinburgh park and Kildare park are pretty average

Need some TLC

Need to be kept tidier with more bins.

Need to be way more disability accessible

Need to kept them mowed. Low mow areas are a joke.

Needs more improvement

Never

Nice

Nice , clean

Nice but queens park playground could do with a spruce up.

Nice calming spaces

Nice enough, but being less well kept than they were a few years ago

Nice facility

Nice garden, but it could be better if more activities for communities

Nice keep investing

Nice maintenance

Nice park.

Nice parks

Nice parks - keep up the maintenance.

Nice parks and gardens

Nice to look at and go to with the children

Nice, could be more utilised

Nicely maintained

Nicer than other towns. More variety.

Nil

No issue, parks and play grounds are in great conditions around Invercargill or though 1 of the parks had broken glass on the footpath.

Normal

Invercargill Residents Survey, 2023/2024

North City = Great, elsewhere leaves a lot to be desired. There needs to be greater equity of provision across the city

Not as well cared for as a few years ago

Not been kept to the same standards as in the past

Not enough around. And no firm rules

Not enough free parking for workers, I don't get paid enough to pay the high prices for long term parking in this town

Not enough patrols done at night 3am parties in children play ground Organisers having to clean up broken glass before we start park run ..

Not up to the standards they use to be

Notably more neglected by parks and reserves

Nothing wrong with them

Numerous. Good facilities

O.K.

Often

Ok

Ok

OK

Ok

Ok

Ok

Ok but would love more dog parks

OK condition for sports.

Ok kept well

Ok...need more activities

Old golf course out at Otatara/Sandy Point. Out there 4-5 times a week. Fantastic facility which needs to continue to be maintained and mowed.

Once again, my kids love it. It's peaceful, beautiful and good for the soul

One of the best parks in the country.

One of the best places to be weather permitting

One of the best things the council does

Only the very occasional golf game there

Our biggest asset for everyone. Tourists included.

Our parks are fabulous- I mainly use sandy point and believe it's an amazing asset to the community as it is. I understand there is always a need for change but don't agree with the prospect of removing the cribs from whalers bay. I would also like to see the old Oreti Sands be used for recreation but let it be fluid.

Our parks are gorgeous

Our parks in Invercargill are terribly out dated compared to other towns and current uplifts they are doing I've been travelling a bit lately and the new parks else where even feel safer up high parts of the playground than our ones especially for younger kids

Our playgrounds could be improved a great deal. More toddler friendly play areas!! I don't think it would be hard to incorporate a few items in playgrounds. An inside playground or facility for kids. H W R have provided the city with many great facilities and venues and I have far more faith in them than the council

Our whole whanau enjoys multiple parks and gardens here

Outstanding

Outstanding

Outstanding

Outstanding generally but the stampers needs work.

Overall really good, however when we visit other cities we marvel at the playgrounds and investments made for the kids - I think INV does lack focus here. The classics are great at Queens park but me oh my do we need some new play attractions and better maintenance of the existing ones. One thing that really annoyed me was some beaut warm summer days, packing all the togs and gear and taking the kids down to the wet area to find it wasn't in order, or turned off for the summer - way too early!

Park and gardens in Invercargill are great

Parking is too expensive

Parks are a significant feature in INVERCARGILL. Beautiful spaces for those who choose to walk.

Parks are awesome. I meant to score a 5

Parks are beautiful and well kept

Parks are exceptional. As are the cemetery and all garden plots around the city.

Parks are generally great - Donovan Park is a mess.

Parks are great as far as I've seen, gardens at times need tended to but this usually happens frequently as far as I see

Parks are great as well.

Parks are great just don't bring kids as much as some people/teens could be rude. 4 encounters with this rude behaviour ?Asking to pay them being rude verbally trying to converse in Chinese mocking etc otherwise parks are wonderful

Parks are great place to walk in and take the dog and kids to

Parks are great, but far too much forestry on traffic roundabouts to the extent you cannot see what's coming.

Parks are largely great, good job

Parks are OK! Just a place to chill and cool zoo

Parks look good

Parks look great but bluff is neglected

Parks look nice, but the gardens around the streets are just terrible. Can be weedy, , no flowers hardly. They used to be lovely but all these grasses and natives don't look as nice.

Parks themselves are great. Playgrounds seriously lacking investment

Parks themselves are well kept, however the playgrounds are outdated and actually quite unsafe for a lot of children, not very inclusive of disabilities or toddlers etc. Given the scale of Queens pay, the playground, and facilities there are and outdated embarrassment that have lacked investment since I was a child (that's going back a couple of decades) especially when compared with other playgrounds around the country. Invercargill tried that terrible rebrand as "Invergiggle" and promotes family friendly city, but lacks public amenities for families, tough sell.

Peaceful

Perfect

Perfect, though some litter in some areas behind bushes etc

Perfect!

Playgrounds are outdated. Would be amazing to have a new style playground/s in our area. Like Margaret Mahy in Chch or Anderson's Park in Napier. Upgrade please!

Playgrounds in South Invercargill seems to get regular upgrades and nice equipment, whilst North Invercargill playgrounds are slowly rusting away and unsafe equipment removed but never replaced. Kildare Playground now has a road cone bolted in place of a previous piece of equipment....

Pleasant

Pleasant experience

Please maintain their levels

Pleased with the main ones, disappointed in the closures/unmaintained or closed ones.

Pleasant

Plenty of road centre plots need better weed control and fresh plantings

Plenty of them, which is needed.

Plenty to choose from especially our big main parks, mostly clean and tidy, animals to visit are great for kids who rarely see animals, good play area and picnic areas at main parks, plenty of parking

Poor

Poorly maintained and features removed "down south"

Predominately Queens Park. It's an Invercargill jewel

Present beautiful

Pretty good

Pretty good except not enough toilets and the one at QP had been out of order for 2 years wow!

Pretty good facilities

Pretty good just the maintenance on some playground equipment not kept up

Proud of queen park. Walk in others weekly

Public spaces, particularly those are essential for public health. Far more important than a shopping mall.

Q's Park excellent.

Queen's park is always a winner. Decent number of parks.

Queen's Park is always looking excellent, great work done by the ICC here.

Queens Park - beautiful

Queens Park & The Links Rd 'dog park' walking area are great places we visit a lot.

Queens Park a jewel. Outstanding. Like to see Otepuni gardens safer and more attractive to people.

Queens Park an awesome asset

Queens Park and Anderson Park are the jewel in the crown

Queens park and High St park are our 'go-to' parks and they are great

Queens park and some of Otepuni are terrific, the rest of the parks seem drastically underdeveloped, it would be amazing to have lights in the trees in the parks and gardens during Matariki

Queens Park and the Doon St reserve are favourites, Also Seaward Bush and Kilmock Bush

Queens Park can be very enjoyable and is beautifully kept. However I worry that spraying is carried out with rarely any signs posted where sprays have been used.

Queens Park does not look or feel as good as it used to be

Queens park good, everything else is really just a blank paddock occasionally with a busted up swing

Queens park great. Love all the little ones. Would love to see more eco approaches. Would love to see more biodiversity corridors

Queens park has had a total make over in the 12 years I've lived here. Love the te reo signage

Queens Park has to be one of the best in the world. A former golfer I have spent many hours enjoying the trees, birds & general scenery for many years. Such a shame we have to lose the big trees, but certainly due to their age they must go for safety reasons. Have seen the devastating results after one has fallen - thank goodness no casualties over the years. The Parks & Reserves boys & girls do a wonderful job with the new garden plot plantings around the town & also with the many other duties they perform. Wonderful job they do. We are so lucky to have such a marvellous park in the centre of the city. It is much admired by visitors - have spoken to many from other parts of NZ & overseas

Queens park is an asset to the community

Queens park is a great asset, beautifully maintained

Queens Park is a great place to take the kids when looking for free or cheap entertainment. Also nice to cycle through in the evenings.

Queens Park is a treasure. We are so lucky to have it.

Queens Park is a wonderful asset - hope this never changes

Queens park is a wonderful asset for the city

Queens Park is always a draw card with many attractions. Including the new museum, tuatarium, golf course, animals and gardens. The other parks around the city offer a number of areas the public can visit enjoy lunch/picnic

Queens park is always the Jewel in Invercargill

Queens park is amazing, and so is Russell Square

Queens park is amazing, but look at Margaret Mahy or Anderson Bay in Dunedin, these are destination playgrounds, ours are so and same from when I was a kid 30yrs ago.

Queens Park is amazing, well done with disc golf as it is truly innovative and providing active options for all ages and abilities, which is always thriving . Our whanau feel much safer in the park now. The paly area could be updated in the park, but separate to this we still need a playground in the CBD. Other playgrounds across parks are tired and lack toilets. We need a pump track in the city most likely two to promote active transport- one in the south and one in the north so families don't need to drive there. We need a CBD playground update please-this is in the long-term plan for 2023-2026 and we are nearly in 2024? Our communities have asked for it and it was accepted and approved by Council in 2021-can you please update us on the location? My children have been asking about it and are really excited for it to come as even with a new mall we need a fun and engaging space in the heart of the city? Just as big a priority as the mall, and museum!!

Queens park is amazing! Highly recommend to anyone and everyone who comes to Invercargill

Queens park is amazing. The staff should be proud of what the offer. Leaves off foot paths would make things less slippery.

Queens park is an amazing facility

Queens park is an asset that needs to be kept up to a high standard so must be well maintained

Queens Park is an awesome facility which is well regarded nationally and internationally

Queens park is awesome. The others are fine

Queens Park is awesome. Great amount of playgrounds around the city. We been to them all.

Queens Park is awesome. Lovely flower beds with lots of colour. Live how it is used for a range of activities as well

Queens park is awesome. So are most of the other parks in the city. This would have to be one of the councils shining lights.

Queens park is beautiful and very well maintained

Queens Park is beautiful

Queens park is beautiful

Queens park is beautiful

Queens park is beautiful, a lot of tourists I meet when walking say it's one of the best, doon St reserves also good

Queens Park is beautiful. The lawnmowing around the parks outside of QP looks terrible - either not morning or morning without a catcher. It's ugly and unkempt looking. Also, why hasn't the East Road entrance to Invercargill been morning this year to show the stunning daffodils and to provide a tidy entrance to the city? Road works were well and truly completed before the daffodils came up so that cannot be used as an excuse.

Queens park is beautiful. What about maintaining the roundabout, city gardens? Children's playgrounds at Fosbender and Sandy point are disgusting, how about updating/upgrading these?

Queens park is beautifully maintained

Queens Park is by far the best park in NZ so please keep it so. We spend time in different parts of the park at least once a week rain hail or shine.

Queens park is excellent

Queens Park is excellent

Queens park is exceptional I love walking there every day!

Queens park is fantastic

Queens Park is fantastic a regular hangout. Absolutely love the Otepunu Gardens too

Queens park is good but the others aren't maintained as well

Queens park is great

Queens park is great

Queens park is great, along with Bainfield Park and Anderson Park which I would like to see used more

Queens Park is great, Stead St planting is a disaster

Queens Park is great.

Queens Park is great. But other parks need more love than currently

Queens park is incredible

Queens Park is incredible. Would be nice if you showed the other parks around the city a bit of love - i.e., modernise the playground facilities at Russell Square.

Queens Park is incredible. Would be nice if you showed the other parks around the city a bit of love - i.e., modernise the playground facilities at Russell Square.

Queens Park is lovely

Queens Park is lovely & accessible for all

Queens Park is lovely I enjoy taking my dog for a walk

Queens park is lovely,

Queens park is lovely, but other parks around Invercargill and bluff are neglected

Queens Park is lovely, but some of the smaller parks in Invercargill are not so well looked after and in Bluff they are looked after at all

Queens Park is lovely. I don't often go to others

Queens park is magnificent and the variety within the park is huge

Queens park is so great and always lots of great improvements to the gardens themselves. Be great if the paths could be improved so they are safer for elderly and easier for wheelchairs and prams

Queens Park is stunning and I really think the Parks team do a great job of beautifying our city

Queens park is stunning, but needs investment in the children's playground. Also, stop the damn forestry at sandy point, it totally ruins this great asset!!

Queens park is such a gem. We need more off leash dog walking areas though

Queens Park is the best thing Invercargill has going for it

Queens Park is well maintained and had a great variety of gardens.

Queens Park is well presented, Sandy Point is a huge asset for those with dogs

Queens park is wonderful

Queens park is wonderful but the city needs cleaned up around centre plots and lots of colour, it is so untidy at present and looks rundown and unloved

Queens Park is world class

Queens Park kids playground needs an upgrade in the types of play areas available. See for example the stone and bucket set up at Elizabeth Park which is great, or the varied types of play equipment in Henley's Farm Playground Queenstown.

Queens Park need a new playground

Queens park needs a Facebook page of its own - offer more gardening lessons

Queens park needs a smooth asphalt path throughout! For kids scooters and blades, the main path from Gala to Herbert is atrocious.

Queens park nice

Queens Park occasionally
Queens Park particularly. Great
Queens Park superb
Queens park the best in the Country
Queens Park top class
Queens Park top rate
Queens park was a lovely place to take a quiet wheel in my wheelchair and enjoy to outdoors on a fine day. But sadly I had a fright some time ago with younger people racing their bikes along the path and pushed me off the path to avoid them, but thankfully there were public nearby that came to my aid and got my powerchair back upright and back onto the path again. Since then I haven't been back to any of the city parks without a friend, family or care person with me for support, plus I now wear a helmet when going into any parks for more protection.
Queens Park well maintained
Queens parks lovely and other smaller parks seem well kept
Queens Park is a jewel in the crown, not only of Invercargill but Aotearoa New Zealand
Queens Park is beautiful
Queenstown park is great but others need work
Quite lovely well done
Really enjoy Q Park
Really enjoy the parks in Invercargill
Really good
Really nice, accessible but would like easier access to find if any events on - e.g. can make park areas very busy and inaccessible to walkers or more stressful
Really nice, use a lot for exercise, especially Queen's Park
Reasonably good
Regularly visit
Relaxing areas
Satisfactory
Satisfied
See far better parks in NZ then our park
Seems to be something for everyone
Several are fabulous; others need some work.
Shame about taking all the trees down
Slipping a little due to reduced gardeners
Some are maintained well and some are a disgrace. Sandy point could be an absolute jewel but it's been f****d over year after year and is now full of gorse, overgrown tracks and heavy logging. It's your biggest opportunity and currently your biggest disgrace.
Some areas in Bluff look scruffy
Some beautiful parks in and around Invercargill
Some great facilities such as Queen's Park. I'm unsure about the low zones, it's hard to get used to how scruffy some areas are looking.
Some left looking messy with no lawn maintenance. Queens Park is beautifully kept.
Some of the gardens need urgent attention and keep up with the weeds
Some of the parks need some work to tidy them up. Weeding hasn't been done like it used to be.
Some of the regulations regarding their use
Some places overgrown

Some really lovely spaces, especially Queens Park.

Some retard decide to cut down all the big trees and caused all the ones sheltered by them to blow over. Now the gardens are a mess.

Some use

Something for Invercargill to be proud of. Generally we'll looked after and plenty of places to visit

Spacious

Spacious and great. The cafe in queens park could be so much better

Spacious well maintained accessible

Spectacular and well maintained, a pleasure to spend in recreationally, I use various parks and reserves daily during exercise.

Staff do a great job keeping the parks just right

Staff do an incredible job and we're very lucky

Staff work and dedication obvious by result

Starting to look a bit tired

Stunning

Stunning

Stunning, protect at all costs

Stunning. Our greatest asset

Such amazing local assets, the addition of a large scale adventure playground would be amazing too (maybe at Elizabeth Park?)

Superb

Superb and well maintained

Tea kiosk is an outdated embarrassment

Terrible playgrounds - outdated

The 'low mow' areas are disappointing & make it look unkept & looks like you just don't want to pay someone to mow the lawns - as well as it restricting more areas to. Walk & run with kids & animals

They are great green space areas well looked after, for the most part, and a good family area to visit and picnic in.

The best in NZ

The best in the country

The best, henry

The council lucked into queens park due to the wise foresight of past councillors and haven't yet managed to screw it up like everything else they touch

The dog park is a disgrace for our dogs

The dog park is an embarrassment, it is a mud but unusable, smaller towns have better parks i.e., Balclutha, the council invests nothing into its dog park

The fact that you are even considering selling part of gifted land (i.e. Donovan Park) is quite frankly abhorrent. It is obvious by quite a few of these decisions that our council is only after lining their pockets and giving their acquaintances preferential treatment The quality and integrity of the upkeep of many of our parks does not mirror the standard they were once held to. Which is weird, because our rates increases have been incredible with little improvements to show for it.

The gardeners work Hard and do a great job. The weeds are not well managed around town at all.

The gardens on the road side are not up to the standard and the gardens at the roundabouts are scruffy , natives have their place and can look great in the right place but not in centre plots or roundabouts

The jewel in our crown especially Queens Park

Invercargill Residents Survey, 2023/2024

The low mow zones have created an eye sore where people leave rubbish, dog poo and generally make spaces less desirable, namely Donovan Park

The main ones are great, the minor ones are a little unloved by council

The new low mow areas make the city look untidy and the area unusable

The new low mow around some of the reserves and parks such as Donovan looks horrible, we should be investing more into them not being tight arse

The new trees around Queens Park will make a difference in about 10 years but the park has lost some grand old trees. Still a bit boggy in places

The parks and gardens are a credit to the staff that work for them

The parks and gardens are kept beautifully but I'd love to see more adventure playgrounds for both kids and adults ...I've always thought a small train taking rides around Queens Park would be great too.

The parks and gardens are very untidy

The parks and gardens are well kept and look beautiful at all times. It does concern me though how many city streets have weeds growing in the gutters and sides of the road

The parks and gardens look great so people can use them

The parks are a great asset to the city

The parks are fantastic, we use them several times a week

The parks are great but the children's play grounds are extremely out dated and yuck

The parks are great. Would love a toilet block at whale tail park. The swings could do with more regular greasing.

The parks are not as pretty as they once were. Maybe it comes down to cost and staffing

The parks are one of the best things about Invercargill, love them and we make use of them almost every day.

The parks are untidy with this low mow rubbish. It makes Invercargill look untidy

The parks are wonderful, especially Queens Park. Would be great to have a dog park in Queens Park to let dogs run off the leash though

The parks I use are always well maintained

The parks look wonderful

The playground at queens park needs a major upgrade. A scooter track there would be great too.

The playgrounds at all the parks need updating.

The staff do fantastic work. I don't agree with the low mow at the umbrella. You spend all that money relocating it then lower the mowing standard.

The tracks need maintenance

The water ways for the parks and gardens are looking quite muddy and gross to look at.

The waterways need to be maintained a lot more than what they are right now.

The west side of queens park. Great that those old trees have been removed but get up to date with modern plantings and plant natives not more pines and exotic trees. The trees along Herbert street are a mess. They drop leaves and branches and are old fashioned and leaning the sides of the centre area is a mess needs sprayed and when they mow it the clippings go all over the road.

There are some pretty bad parks that aren't kept up to a standard where I would let my kid go on them

There great

There is a lot of money being spent for very little reward

There is always broken glass at the parks I go to

There's not very many and there not that good. Would be cool to have an adults park

These are beautiful and well maintained

These are beautiful and well maintained

These are brilliant. I love our parks and gardens.

Invercargill Residents Survey, 2023/2024

These are gorgeous and well maintained. The Parks team do an amazing job in all sorts of weather.
These are great but more needs to be done with Donovan park to make it more useful for the public
These are lovely to walk through. Kept up well
These are some of the best in NZ
These look ok
They always look fantastic and well maintained. It would be great to see some of the old playground equipment updated across the city though.
They always look immaculate - they are something to be proud of.
They are acceptable
They are always lovely
They are beautiful
They are beautiful and very functional
They are beautiful and well maintained
They are beautiful to visit anytime of the year
They are beautiful, but the playground is old hat now, we could do better when the weather is poor, like an indoor picnic area and climbing wall perhaps, but not to be used for drug dealing at night.
They are fantastic
They are great and well maintained
They are great.
They are high quality and well kept, there is heaps of them!
They are lovely
They are lovely
They are lovely parks
They are not as well kept as they used to be.
They are okay
They are very pleasant.
They are very worthwhile and beneficial.
They are well groomed and a pleasure to be at
They are well maintained
They are great, but this low mow policy is bullocks. Makes them look shabby. Queens park is fab
They could mow the lawns more often
They don't feel safe like there are dodgy people around
They have been disgusting this past year due to lack of maintenance. Low mow =no mow in many places. Queens park has looked miserable all year as far as lawns and general tidiness is concerned. Other areas when mowed the cut grass sits for weeks and looks bad. Invercargill had very little to shout out about except for its parks and gardens. This past year even that has been destroyed by council. Such a shame.
They look good but some tidy up work is left to long and takes longer to fix and costs more
They look very good
They look well maintained
They never change
They ok
They were great but now shabby
They're clean and looked after but the need to be patrolled a little more. People doing drive and dogs off the lead at Queens Park when I've got my 1 year old there.
They're generally well kept, I just don't get time to visit them often enough
They're great

Invercargill Residents Survey, 2023/2024

They're ok. Dog park is good. Chinese garden is an embarrassment.
They were excellent but this year have deteriorated due to councils low mow policy. They now look untidy and are an embarrassment. Queens Park is good though
Think it is important to keep these up so satisfied
This is something I think our city takes a lot of pride in, I'm happy to say
This year very disappointing due to poor maintenance levels . Lack of mowing and gardening very noticeable. Queens park was our jewel but now there isn't one. So sad.
Thompson bush is a disgrace. Noxious weeds everywhere
Tidy
Toilet facilities could be cleaner and more secure at night so they don't get vandalized
Toilet is important
Toilets out of service lately
Toilet at Russell Square
Too many but Queens Park and Anderson Park are great
Too many staff employed across the business
Too much spraying and mowing
Top effort
Top heavy with staff.
Top 1 New Zealand!!!! Well maintained. Biggest asset tour city
Top notch job by gardeners and parks staff
Treasures
Trees with high significance are being left to die with the vines growing up totaras in the bush tracks at Thompsons
Unimpressed with the standard of gas cutting and garden keeping, the standard has been declining for a number of years now.
Unnecessary culling of trees
Upkeep is excellent
Use Croquette club in Queens Park
Use for work purposes but could be more things to do
Use frequently
Use Queens Park regularly, beautiful but a challenge for staff with all the old trees & the wind
Use Queens Park every few days
Use quite often
Use several times a week
Use them a lot for running events
Use them all the time and find them awesome, except for cutting trees down for the so called flight path, surely the plane can fly a block or two over
Used to be beautifully presented but not so much now
Used to be well maintained them the low crap started
Utterly fantastic. Queens park is our jewel
V well maintained
Very attractive
Very disappointed with east road entry to City. Looks like lawns/ Berms untidy etc
Very good
Very good

Very good
Very good
Very good
Very good
Very good
Very good
Very good
Very good & well cared for
Very good amongst the best
Very good and well kept
Very good big improvements
Very good but I'm sick of the boring natives
Very good parks
Very good the trees are massive and there is even animals to see
Very good.
Very happy
Very let down by the lack of mowing and spraying at parks
Very lucky to have these well-kept facilities.
Very Nice
Very nice actually! Well maintained.
Very nice and well maintained
Very nice, colourful and vibrant. Cafe is a rip-off though.
Very pleased
Very poor as far as the plots and roundabout plantings, too many grasses, not enough flowers and colour.
Need to take a lesson from Gores garden plots
Very pretty well maintained
Very satisfied
Very satisfied
Very well cared for. Excepted the native bush. Thomson bush, Seaward bush should have more pest control
animals and weeds. Track on Bluff Hill needs the gravel spread which was helicopter in before covid. More
weed control at Omau I reserve, plus around the Estuary and out at reverses in Otatau.
Very well done
Very well keep, queens park is a stand out
Very well kept and adventurous
Very well maintained
Very well maintained
Very well maintained
Very well maintained and attractive
Visit often love to walk through them in all the seasons
Visit queens park regularly for a walk and it well kept
Walk through it a few times, although that's about it. Nothing special about it.
Walking is becoming ever more difficult and consequently I do not often visit any of the parks. I would
however like to see an end to the "low mow" practice.
Walks
We are a young family, queens park needs gated from the pool and an age appropriate play area for 1-3

We are lucky to have such great parks

We are so fortunate to have such beautiful green spaces

We are very fortunate.

We are very lucky to have been gifted some beautiful areas that the council keeps very well. Pleased to see Anderson Park back but feel that the Art Collection should be back there where it belongs.

We have a great variety of parks and playgrounds so there is something to suit everyone.

We have some beautiful parks

We love queens park and think the improvements in that park and other areas are fantastic

We need all of them, Queens Park has magnificent colour at present

We seem to be prone to very limited equipment aspirations. Remember who these spaces are intended for, stop picking out bland order book equipment. Be more creative and inclusive of young wants and needs

We should pride our parks more as they are some of the best in the world., our centre plots and roundabouts let us down

We use the parks and gardens but these low mow areas make the place look like shit

Weeds everywhere long grass

Well cared for

Well cared for

Well cared for parks and gardens

Well done and visit often

Well kept

Well kept

Well kept

Well kept , excellent asset

Well kept.

Well kept.

Well looked after

Well looked after and always take our visitors to see them

Well looked after and the facilities are great

Well maintained

WELL MAINTAINED

Well maintained

Well maintained

Well maintained

Well maintained

Well maintained and admired

Well maintained and beautifully planted- so relaxing

Well maintained and colourful, regularly changing

Well maintained and designed -something for everyone. This is an aspect of Invercargill that I use regularly and bring visitors to

Well maintained and easy to explore

Well maintained and enjoyable. Could do with toilets being fixed in a more timely manner

Well maintained and of a very high standard. Queens Park is one of the best New Zealand.

Well maintained and pleasant to visit

Well maintained and so many options

Well maintained but all the same. No new features.

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Well maintained considering the cost of labour today
Well maintained, lovely places to visit
Well maintained. Except for occasional vandalism in some playgrounds
Well set out and safe places
Well taken care off...could see further progress at Russell Park.. And Queens Park play grounds
Well-kept and a joy to visit
What the heck has happened to our gardens around Invercargill? No lovely flower beds, just scruffy battered natives full of weeds and rubbish. The city gardens have never looked so neglected, it's very sad.
When the weeding and mowing is kept up they are beautiful. It's been a bit sad to lose some of the street plantings.
Why for areas that are out in the open they are supposedly smoke free. If New Zealand and Invercargill is ever to become smoke free trying to stop the public smoking and vaping outside will only drive them to do such activities inside buildings which in the long run will inflict more costs on councils in the future.
Within mobility scooter distance
Wonderful
Wonderful (mostly)
Wonderful assets
Wonderful green belt and queens park should have some trees replaced as some are dangerous in our winds
Wonderful parks, well-kept and well used
Wonderful resource!
Wonderful to take my son to
Wonderful, but not as well kept as previous administration
Wonderful! Something different every day!
Wonderful. Love garden displays around city too. Parks and Reserves - take a bow!!
Wonderful. We'll done the garden team.
Would love a revamp of the queens park playground. Fresh paint in the water area maybe a new playground
Wow, awesome. Did tour of playgrounds with family, it took a month.
Yeah seem good

Splash Palace

Accessibility isn't always consistent for people struggling with mobility. The stairs are often removed from the cold pool which limits where people can do physical therapy in the water
Affordable, great service, friendly and helpful staff
Always clean
Always clean, good hours
As a pool facility it does a good job, need more training for lifeguards and regular pool events
At the moment it isn't open when I can use it
Cafe could be bigger, staff lovely, lifeguards a concern as so overweight, how fit are they exactly to jump in water and save people ,
Cannot afford to use the pool
Changing rooms and air temp inside is cold in winter
Changing rooms need an update, not enough family rooms and family rooms don't have toilet
Clean tidy friendly and water temp great.
Could do with a cosmetic upgrade, but the facilities in general are great, café is nice but needs more friendly/attentive staff

Invercargill Residents Survey, 2023/2024

Could use a slightly extra bit of warmth to the wave pool
Depressing, dirty, and frequented by wayward kids who are just there to create trouble. Pool staff aren't interested in helping or maintaining order. I went one night and went to use the sauna, my visit was cut short as it appears that I walked in on a Mongrel Mob meeting. Not a safe environment.
Don't like the part where you aren't a swimmer but still have to go thru the changing rooms
Don't swim much
Don't use
Expensive for a family to go regularly
Friendly, accommodating staff members. Super helpful staff
Good
Good facility , kids love the Hydroslides
Good for children
Good service nice location
Good venue. Changing rooms freezing.
Grate facility
Great
Great environment and impressive facilities
Great facility
Great family facility
Great for the kids
Great nothing to change
Great place
Great place for age groups
Great place to take children even in lousy weather
Great pool
Great resource and currently affordable to use
Great services for all ages
Greta for kids. I often think of using but I don't go because I don't know how busy it is an how many lanes are free/ what schools are there... Would be great to have an app where you could see what's booked in for the day to choose a good time to go for a lane swim as an adult.
I do laps. Knowing times that suit are difficult. Some nights, the pool is booked out entirely and the staff can seem like I'm a burden when I ring to ask about lanes.
I like being able to swim when I choose, it is a nice pool with good resources. It was built with future proofing in mind as it has needed little work done over the years.
I think the whirlpool would be better with a different surface, the little tiles are slippery.
I would like better changing room not enough family rooms as I have to wee grandson and do not like taking them in to ladies changing rooms but not enough family rooms to use
It a bit over priced for an average family per swim
It needs cleaned properly like the windows etc.
It's a bit boring for the kids and I wish there was better options for the pool with kids under 5 as the older kids can get quite boisterous in the wave pool
It's always a bit cold
It's not bad
It's ok. It's probably a bit small particularly the wave pool when it's busy. Could do with another play area.

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Keep up the affordable food in the cafe, good coffee, open the quieter and calmer learners pool more often for small kids, let the public use the boats, open the dive boards for the public more often, have a jumbo wave session

Lack of pride by management re the presentation of the facilities. From the entrance steps being dirty covered in debris to the shower walls being slimy from soap and shampoo plus hair in the drains not cleared

Less chemicals please

Lots of different options within the complex, just a little disappointed not enough lane swimming available at times when most people are available to participate

Love it but could do with more lanes

Love swimming

Maybe offer the occasional free day or cheap day for locals

Needs a little bit of maintenance work, and would love to have gym and swim member's options

Needs to be maintained better the bottom of the pool floor was gross last time we went

Needs to be more clean

Not the most entertaining swim area of kids... Especially little kids

Often there is no space to have a swim in lanes.

Poor design, now feels like a lot of add ones have been added, it seems to be constantly being upgrade, with no thought into a major upgrade, let's just add this and that, there are a lot of things that could be improved

Reduce the amount of clubs as that really impacts when others can use the pool

Speakers to large pool where aqua jogging is down work and you can't hear any music

Splash palace is amazing, but so expensive!!

Staff are always friendly and professional. Pool needs maintenance but is the only one we have

Super

Super pricey

Take grandchildren there

The lessons are a joke - badly organised and shambolic

The new entry system is painful for spectators.

The only thing I can fault is not having a toilet out at the other end of the pool. It's a long way to go to pee when you're aqua jogging

The play area of the pools is pretty uninspiring. Not much for little kids to do in the water.

The rates are high good for kids, often very crowded

There is not enough space for lane swimming since so many schools and clubs book out the pool all day and in the evenings. Please reopen on weekend evenings - that was when I always liked to swim as there was usually enough lane space then. Otherwise it's a good facility

They need more family changing rooms. Having adjustable changing tables for height so that taller people are not hunched over trying to change a baby on an extremely low changing table.

Think it's fantastic however I'm dissatisfied with the concession cards having an expiration

This is well used by our family. Offering specials or discounts every now and again would bring more people in to use the services as at the moment with the cost of living, the prices are a wee bit steep if you have more than one child.

Too full sometimes hard to use the facilities. Need another pool north I would imagine

Too small, really too small. And also the way the family change rooms have become managed is terrible, a Dad takes his two daughters and they are filled unnecessarily with old people. It's not managed with tokens and has therefore made things more difficult for one parent.

Used to go very regularly but have not this year. Really loved it, but my desire has changed. Loved the service.

War., great Cafe, delicious lovely staff. Took an autistic toddler they very patient with his crying the staff

We would go more but we have wellness issues
Women's spaces need to be for biological women.

He Waka Tuia

\$39m a waste of money. Should have stuck with the old museum

A disgrace to have closed it. Should be a number 1 priority to have one. Even a temporary one.

A good space if a little small what is upstairs

A pathetic stop gap measure to satisfy the disastrous decisions of councillors past and a few existing still currently that ignored very early professional reports on earthquake strengthening well before those earthquakes issues pre Chch and certainly post Wellington. The council failed to maintain this facility to ensure it didn't have to close. By inaction then we are left with full closing of this building. Now it's now nearing a DECADE to when we are supposed to have this museum completed and that's a very unsatisfactory circumstances especially for all our children that grew up to having a city library. You asked for people's thoughts and you had many submitted and that's what was allowed to happen. I HOPE COUNCIL HAVE LEARNT THIS TIME.

A reasonable facility in a temporary form.....

A splendid little Museum located in the CBD - Awesome!

A waste of money

A waste of Ratepayers money

A waste of ratepayers money

A waste of ratepayers money this place

A wasted resource

Abandonment of the landmark pyramid building is extremely disappointing.

Actually I haven't been but I've heard great things

Affordability

Against anything that has a Māori name

Always changing themes, interactive, kids love it!!!

Always good

Always great

Always something for everyone - take my grandchildren too!

Amazing exhibitions that rotate regularly

Amazing quality of exhibitions

Amazing what they do with the space!

Amazing when we go in there

Amazing!

Average. The old museum and art gallery was better.

Awesome set up

Barely goes there but last time was great

Basic and isn't interactive. Only art nothing more. Boring for the family. Only accommodates one group in the community. Waste of money.

Basically unseen and irrelevant

Be good if had a name that we knew what it was, don't see much publicity about what's in there

Beautiful

Been once and it was weak. It seemed like a pathetic excuse for the lack of a proper art space and museum, too much hype and not enough substance

Invercargill Residents Survey, 2023/2024

Been once, spent 10mins and was just plain disappointed with scale of what was on display
Bit flat
Boring
Boring and basic. Not worth the trip
Boring and Māori name
Boring, small, limited.
Call it a Museum and give it back to us the way it should have been
Can't park near it, , not in a good location.
Can't wait for the new one to be open
Child at school trips love it
Convenient albeit small
Cool
Cool things going on but I haven't been as much as I'd like
Cool to see such a vibrant space in the city, art and history are so important and need to be valued
Could be more ambitious with its collections and programming.
Could do with being bigger and having parking
Creative, innovative, inclusive
Currently too small, not worth going
Didn't find it interesting when I went
Didn't find it interesting
Didn't know it was here
Didn't know we had a functional museum and art gallery.
Different often
Different. Not easily accessible. Want old museum back
Difficult access as I'm awaiting back surgery therefore walking distances is difficult
Difficult to access
Disappointed at this
Displays seem a bit limited
Do not understand Māori
Do not use often and seems empty when I do go
Do not know what that is?
Do we have one now
Do we have one now museum closed
Does not interest me
Doesn't appeal
Doesn't replace a comprehensive museums sharing Murihikū (sic) diverse history
Don't actually know what this is
Don't bother going to it as it is not really our museum anymore. Just a shell. Having the cafe in the old museum was great as you could have a look around and meet up for lunch/refreshments etc
Don't feel like the council really listens to what people want
Don't hear enough about it & anything that interests me so I wouldn't know
Don't know. Haven't really been in there much.
Don't really use this facility much.
Don't speak that language
Don't understand Māori,

Don't visit as such as not much art work
Don't visit it!
Don't go as its not at the normal place
English please
English please
Enjoy the activities, games, stuff to play with, Matariki, lollies
Enjoy visiting
Enjoy visiting am looking forward to the new museum
Enjoyed visiting
Eww
Excellent
Excellent place
Fantastic exhibitions and incredible variety
Fantastic variety of thoughtful exhibits, stellar staff. Wonderful spot.
Fantastic to see a change in offering regularly.
Far too small and waste of money. I go in to use the toilet
Fine for what it is
Fit for purpose
For one I don't like it only in a Māori name.
Free and accessible
Frequent visitor to old museum but haven't been to He Waka Tuia - not well advertised and parking is an issue
Fresh, relevant and interesting
Frustrated that Museum was closed but thrilled with new concept.
Get the real one rebuilt
Good
Good
Good
Good
Good
Good
Good alternative to full scale museum - but looking forward to a full museum
Good central location, but we need something bigger
Good displays
Good displays.
Good events for children
Good holding Museum and the Play expedition was outstanding as actually provided something for families to be interactive with-we need much more of these kinds of things
Good source but no community gallery for unknown artists
Good to have a look around n holiday activities are good
Grandkids enjoyed the visit.
Great
Great afterschool craft sessions
Great changing displays often have things for families of all ages
Great children's play exhibition
Great exhibitions

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Great exhibitions and friendly staff. And it is at least something in the culture space!

Great friendly staff loving the things that you have for the kids have taken mine a few times to different exhibits and the play things at the Mall have been a hit

Great ideas, engaging exhibits

Great location, but really small space

Great space

Great staff great exhibitions but far too small

Great staff who approach and discuss displays without being obtrusive

Great temporary venue but often not something that suits me and my family

Great venue for exhibits

Great venue with a lot of cultural art and exposure.

Happy

Happy with the temporary museum

Hard to find a park, so never been in

Hard to get too

Has a variety of exhibits and hands on opportunities

Have been once was good for the kids

Have lovely visits when we go. Nice atmosphere

Have more interactive activities, keynote speakers, free tea and coffee and water

Have never been but look forward to the new museum

Have never been- in the middle of town, don't often go to town because of all the roadworks so have just avoided it for the last year- maybe you need a box that says - no experience as I have never set foot in the door

Have never been. Not enough promotion to know what events are on

Have not been inside. Looked through windows. Seems nice enough.

Have not been there yet

Have not ben

Have not visited it

Have not yet been.

Have only been a couple of times but was impressed with displays when I went

Haven't been in a few years

Haven't been in a long time so can't give a true response

Haven't really enjoyed He Waka Tuia due to size, lack of collections

Haven't visited yet but plan to

Heard its good

Helpful

Huge waste of money and not wanted by majority

I actually don't speak any Māori-no need to force onto us. But the amount of rates and taxes being played by residents do not reflect in many places (roads are only 1 example)

I am looking forward to when the full museum opens again

I am working when it is open

I do not and have never been. I want the real museum.

I do not visit our museum since it moved.

I do not visit very much as it is small and not overly interesting content.

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I don't know what this is? Why not use English as well? Is it somewhere we can access parking? I don't use council parking because of the expense and machines/privacy

I don't rate this service at all and I think it could have been done so much better

I don't speak Māori

I don't understand what this means.

I don't use it but looks good from windows

I enjoy the variety of art exhibited and I was very honoured

I feel council spends a lot of money in the wrong areas.

I have a browse from time to time and try to imagine living in those times when they didn't have we have now

I have never been inside. I did however visit the old museum

I have not been yet

I have only visited once for an event and it is a beautiful venue. Parking here is quite difficult so would prefer it had a free carpark attached.

I have visited this museum and am quite impressed with the service and the exhibits displayed.

I haven't been able to get a mobility park that is available and close to the town art gallery so can't really comment on how wheelchair friendly this is or the quality and selection of the exhibits. As for the museum, I haven't been able to visit any museum since it was closed quite some years ago, this was my favourite place to visit on a wet weekend afternoon. The new museum; there seems to be more lies being told and the opening date just gets put back further and further, perhaps my grandchildren might get to visit it in another 10 years when it finally gets opened.

I haven't been often due to cost of parking but have enjoyed the times I have been, especially the play exhibits for kids in the winter

I haven't gone, the museum didn't need to be moved. In relation to their cities the museum was close enough to the city centre

I haven't visited the new temporary Museum

I like its concept but it doesn't engage me enough, I want to learn and interact when I go in there rather than just observe

I liked the Queens Park building

I love the thought and creativity that goes into this space so that it caters for all ages.

I mean it's a great fill in when we haven't had a museum

I meant to rate it a 5. It's awesome, I clicked on the wrong one and can't go back

I really appreciate art

I really don't have any interest in the place.

I think it's a bit of a waste of space. It's too small to be of any real value as a museum. The only good thing is the Play exhibitions that have been run, otherwise it's not that exciting.

I think it's too much of an art gallery. I know that Council are currently planning a museum but I feel when you go to He Waka Tuia you're either a younger kid or elderly because of child activities and mature art pieces I thought the museum is condemned?

I was so disappointed. I've only visited once and haven't wanted to return. It was a school holiday attraction but there was nothing to do with art or anything on show from the museum.

I'm not paying for parking to visit

I'm not sure

I've never been there

I've never visited because I don't know what to expect

I am still learning what's there.

If you're going to use Māori use it for the entire survey. The museum rebuild was a waste of time and resources. Old one was fine. Could have been repaired

Important to have some cultural hub in the CBD
In the CBD therefore not readily reached.
In the wrong place
Informative
Innovative
Innovative and wonderful.
Insulting
Interesting
Interesting stuff for my young family at times
Is difficult with lacking spaces and small children in town
Isn't it closed and been closed for a few years we use to use the old museum at least once a week or at least once a fortnight
It brings up the quality of our city and opportunities diversify our stories
It is a gallery, not a museum
It is good to have an art gallery but it is a bit small and there aren't many places inside to sit or just be and appreciate the art.
It is not a museum! This has been one of the biggest disasters to happen to Invercargill. We have missed our museum
It is temporary but not inviting
It is what it is...the
It isn't a museum
It lacks wairua. Not interested in going - lack of parking, poor access, miss the old one
It seems to have become a children's playground, and a lot of the exhibitions are of no interest to me
It was okay, looking forward to new museum
It's a great use of space and fantastic we still have a place to go for art
It's advertised as a significant space, every time we've been its messy and somewhat unorganized, unless you get in on the first day of an event everything is used and in a state of disarray. We miss the old museum space.
It's boring and too small
It's good enough
It's good, could be bigger.
It's not much of a museum with very little to look at
It's not the museum
It's ok
It's OK I have enjoyed things like the sensory display for kids but it is too small. Can't wait for the proper museum
It's ok. Take a kids 1-2 times a year.
It's taken way too long to sort this and Council has wasted a lot of money along the way.
It's well done, especially loved the Play exhibit and the music events on NOTA but it's a poor substitute for the old art gallery and museum, just because it's such a small space. And not much parking available nearby makes it less inviting than when it was at Queens Park
It's a good space for the short term
It's a great facility to have while we don't have a dedicated museum and will be good to keep while we wait for an art gallery.
It's not open
Its taking so long to get the museum rebuilt - it is very poor effort
Joke

Joke

Just average

Just don't use

Just give us a proper museum!!!

Kids friendly environment, very good

Kool

Lack of fully operational museum is a joke

Last time I visited the museum I enjoyed the displays on offer but now it is inconvenient in placement and opening times.

Located in a less than ideal spot

Location is difficult to park & haven't actually visited new site as its opening hours aren't great if you work full time

Looking 4ward to Museum completion.

Looking forward to a proper museum facility , miss the pyramid

Looking forward to having the new facility up and running

Looking forward to the new venue,

Love it but can't wait for its replacement!

Love it for children but is a huge space with so little in it.

Love it love it but it's waaay too small

Love it, a great place.

LOVE IT!! More of this please it's the amazing and wonderful and me and my kids would be there every day if we didn't need to work and go to school

Love it. More advertising of events please

Love that it changes monthly

Love the kids activities

Love the quirky exhibitions and centre-of-town space

Love the variety of exhibitions

Love what is done with the space provided

Love what they are doing but old museum should never have closed and it is taken too long to replace

Love what they offer

Marae not museum

Massively subpar compared to the original

Meets a need

Meh

Meh, what's the point, staff are good, seems "box-ticky"

Meh.

Māori bias

Minimal effort

Miss the museum this just isn't the same.

Modern

More effort should have been made to redevelop the existing museum, there's too much ratepayers money being spent on the new planning and storage facility and local designers are not being used

More interactive activities for kids and family and should be communicated to the community so many will know about it.

More interactive displays would be cool

Museum decision was one of the worst made
Museum was much better & easier to access re car parking
My grandson and I found it a bit dull
My kids have grown up in a city without a museum. They have no sense of Invercargill's history and have missed this greatly.
Need a museum not an art gallery
Need a proper place for people to visit
Need marketing, need more events
Needless
Needs a major upgrade and modernized
Needs direction and stick with decisions rather than wasting money
Needs free parking to enjoy time there.
Needs more space/different building
Needs to be bigger
Needs to be bigger and better parking
Needs to be more accessible in terms of parking. Love the child friendly, Interactive exhibitions
Needs to be opened and so miss Anderson Park art gallery
Needs to be. But more open and welcoming
Neutral response as haven't visited.
Nice but not worth visiting often. Not big enough to occupy children for long
Nice but small. More local exhibitors would be nice.
Nice exhibitions
Nice facility
Nice for a quick look when in town
Nice middle point until the new museum is built
Nice resource, more activities and engagement with children needed
No ads or communication, so never found need to visit
No close car parks with 4 children makes it difficult to get to. And it's pretty boring
No complains
No convenient parking as in the old facility
No east parking nearby
No easy to access if all the parking around it is gone
No free car park. Hard to get car park close
No parking
No parking available
No parking, not an inviting area or space
Non accessible
Non existent
None
Not a museum
Not a museum
Not a museum and a waste of money
Not an option, not user friendly like the old museum
Not as good as when part of museum. Parking harder.
Not big enough to carry all exhibits and needs to be back at Queens Park

Invercargill Residents Survey, 2023/2024

Not big enough, missing the permanent expositions from the old museum
Not convenient to visit
Not easily identifiable. Have not been here since the old museum was closed
Not easy to access, needs an English name listed as well as Te Reo. Limited displays and the opportunity to provide them should have been resolved much sooner.
Not fussed on here would prefer to have the museum as it was
Not good enough
Not having interesting exhibits
Not impressed
Not impressed
Not interested
Not interested
Not interested
Not interested
NOT INTERESTED
Not interested
Not much on and a very small space
Not my thing
Not needed
Not present to view or visit
Not really sure
Not so easy to get to as before
Not sure
Not sure what that is
Not very big and there is not much there for adults to look at. In the holidays they do some cool events for kids
Not well advertised when things are on
Nothing more than a photo gallery
Nothing much of interest, large amount of money spent for not much
Occasional visit
Ok
OK
OK
Ok
Ok
Ok
Ok
Ok
Ok
Ok
Ok but very small. Easy access which is great.
Ok for a quick 5 min visit
Ok for the size
Okay
Old museum should never have been closed
Old one better
Old one great, looking forward to new one
Only been a few times

Invercargill Residents Survey, 2023/2024

Only been once for an exhibition. It was ok but no replacement for a museum
Only disappointed with not being able to get a close park.
Only worthwhile to take your children for a short period of time, not very intriguing for adults.
Opening hours suck
Parking an issue, really miss our closed Museum.
Parking difficult
Parking difficulty and never sure what's on and if any costs involved, hours open etc
Parking is a big issue, I loved the old museum and gallery
Parking is difficult, but the two exhibitions I have attended have been diverse.
Parking is expensive
Parking issues .
Pathetic
Pathetic
Perfect the old museum
Please don't go all Māori on us now
Please put in English I have no idea what this means
Please use our English language so I know what you are talking about
Pointless, a five minute wonder
Poor location
Poor location
Poor parking and accessibility.
Poor, boring and situated in a poor place with no parking
Poor.. Need more input from staff especially at the moment with pathetic exhibitions, visited when staff talk to each other but don't interact with those visiting.. Amount of time decision took re museum rebuild
Progress
Quite often worth a visit, sometimes not.
Rather not say
Real waste of money the whole debacle
Ridiculously small space. No one understands the name. Call it an art gallery or museum.
Rubbish
Rubbish
Same as above
Satisfactory
Satisfactory at the moment but will be much better when we have a new museum
Seem to have a lot on offer, although find I rarely go there due to limited parking and genuinely forget that it is a gallery when in the area. Seems more like an office business feel
Seems a confused display of sometimes uninteresting and controversial exhibits, dressed up as art.
Seldom visit
Shocking location at present - no place for parking should there be guests from other centres wanting to visit.
Shocking, not worth the cost to the community
Small
Small and only a fraction of collection visible
Small but good quality, not so great for small kids
Small but good, good for a temporary museum
Small but innovative

Small no parking - really miss the museum at Queens Park
 Small venue, doesn't feel part of council facilities
 Small, no parking and high cost
 Small. Small focus. It's nice and all but hardly a museum.
 So disappointing/ waste of money -700, 000pa
 So small
 Some interesting exhibitions
 Some interesting exhibitions. Staff friendly
 Some window displays are not appropriate. People can go inside and see that kind of art if they want to. My children have made comments around NOT wanting to see that kind of thing (i.e. Naked sculptures) and should have the right to choose if they want to see it or not. Not ok to have it in window displays.
 Something to see fortnightly. Had great-niece's there for 2 hours playing with activities last week.
 Sorry I've never visited, I really need to. But in saying that I have never heard much about it or the shows they show. I usually have my kids with me so kid friendly stuff is great, but also love an adult acquired taste and or events
 Spend time there and know how dedicated the staff are
 Staff and atmosphere
 Staff lacking imagination for exhibitions
 Stunning
 Temporary ones two small and doesn't have that great of displays
 Terrible and embarrassing
 Terrible place to have a museum Never entered the building. Terrible for parking. Not interested in it.
 Thaw most pathetic attempt at an art gallery ever. It's an embarrassment.
 The events they have at Easter etc are great but all round pretty small and boring.
 The green areas are discussing (low now areas what a joke)
 The long time that we have been without access to the museum has been a big disappointment
 The museum debacle is a disaster
 The museum is great - looking forward to its return to its ideal location
 The museum is obviously non-existent and has been now for several years. A generation of kids will miss this experience
 The name and location
 The past two years have seen this asset grow, and they are constantly changing exhibits and making them interactive
 The plans look awesome
 The staff are wonderful especially those ladies at the front counter. I am back in Australia at present and have been reading with interest the discussions about Wachner place . I was sorry when our clock was not replaced and now they want to change Wachner place and have buses go through there. Why not revamp the area like what is happening in Brisbane where I have lived for 20 odd years.
 The streets I walk daily are not swept enough the small street sweeper does a poor job. Everywhere you look has loose stones leaf matter glass and weeds that have been sprayed and left to die. Honestly it's not something we can be proud of
 The work in the Southland Museum is constantly politicized focusing on items no one cares about we just want access to our history for our children,
 There has been no consultation with the public and it's a poor design
 There is no museum- the pyramid was fantastic but the weird display thing in town is boring.
 There is not a lot there to see.

There is nothing wrong with the current museum, waste of money
There's always something new on and happening and they seem to have a family focus
There's no historical aspect of the museum
There's not a lot going on
That name means nothing to me, and have heard similar comments from visitors. Call it Southland Museum or similar. Location not ideal
They are ok
They do amazing displays and great place to run short workshops
Think it's a waste of money
This is a joke. What sort of city doesn't have a museum? It's an embarrassment. It's not a museum, it's an old bank!
This place frustrates me, I love a good museum but I do not like this one, it has no personality, no feeling of history or heart.
This place is amazing!
This place is getting more user friendly - it's great when they run interactive activities
This was a waste of money, the museum should not have been closed
This whole area has been very badly handled for a long time
Tiny
Too small.
Too hard to access in town
Too hard to get to
Too old and legs not as good
Too slow to rebuild the museum
Too small
Too small
Too small
Too small
Too small
Too small
Too small
Too small
Too small and boring
Too small and boring. Need a bigger venue and more interesting stuff for kids
Too small and in poor location
Too small to warrant a visit
Too small waste of time
Too small, not enough on display.
Too small. Doing a great job while we wait.. And wait for the new museum
Took so long to get the place open and on-going in a few times it's the most boring museum I've ever been to
Total waste of money
Totally disgusted
Unable to read
Underwhelming
Underwhelming...bring on the museum
Unfortunately the present lack of space limiting displays

Invercargill Residents Survey, 2023/2024

Unhappy - names should not be changed - no public consultation - more English speaking people
Unknown... Never visited
Unsure
Unsure
Unsure - haven't been.
Unsure what this is
Useless little building
Useless time waste
Usually of no interest to me
Varied selection of displays
Variety of exhibits
Very basic
Very good showcase of art and history
Very happy
Very interesting
Very interesting
Very nice but under utilised
Very poor
Very professional
Very rarely hear about what's going on
Very small
Very small, not much there
Visited once.
Visited twice, enjoyed collection at time.
Very poor choice in location difficult to access with car parking... Not an exciting place to go... Bring back the museum
Waiting for new Museum
Waiting on new museum
Waiting on the new one
Want new museum
Wasn't much for kids when we went
Waste of money
Waste of money
Waste of money
WASTE OF MONEY
Waste of money
Waste of money
Waste of money, nothing there and a joke!
Waste of space and money. Very disappointing
Waste of space. Not really anything there to attract kids or families.
Waste of time, can't believe the money spent on such a small space that has a few pictures hung up.
Waste of time, not really that engaging and not worth a special trip as it once was at Anderson's Park
Waste of time. Too small. Only use it for toilet
We don't currently have a museum?
We have enjoyed visiting a few times.

Invercargill Residents Survey, 2023/2024

We have visited a long time ago, have been meaning to go again.

We mainly go when there is a specific thing for children. Been some great events especially in the school holidays. I did only rate it as a 3 though which is to do with the size of the Museum, not a lot to see or do as not much room.

We need a proper museum asap

We need the history side of things to see how far we have come

We visit regularly and really enjoy the experience and exhibitions they have on. Great work!

We visited play 2.0 and it was our first visit, kids had fun and we went back, still pretty gutting that my daughter is 6 and never seen our museum though.

Went there once was quiet fun but not a lot to do

What a joke this has been

What is the point of this place?? Bring back a decent art space

What is this? That museum place on kelvin street is very poor I took out of town visitors there and I was very embarrassed there was nothing there. Get on and sort the museum. We have great history in the Invercargill and Southland region including Stewart island and the sun Antarctic islands

What you've managed to achieve under the constraints is truly impressive

What? Is this museum??? Speak English for a start. Never been in it since it closed the one at queens park

What's this

What's the point? I've visited twice and it seems a lot of space but not much to look at that is interesting or informative. It certainly doesn't have the atmosphere of the old museum. With no parking provided it doesn't seem worth the effort.

What's this? Meaningless name!

While it's small compared to what we had in the old museum, the staff and activities are way better! More engaging, more frequent, more variety and appealing to wide range of audiences. Especially love the opportunity for kids to engage from a young age.

WHO ? I AM A NEW ZEALANDER

Who is that

Who is this

Why does everything have to have a Māori name

Will do until bigger museum built.. Like the changing displays though

Would be great to see maintained after new museum built

Would rather the old museum be sorted.

Wtf.....

Yuck

The Bus Service

A lot of poor driving/don't always feel safe/drivers grumpy

A waste of money due to large empty buses and irregularity of the service.

Abysmal. Ridiculous circuits that make no use of our road grid system.

After seeing how most of them are driven and several near misses by bus drivers not stopping or following road rules correctly will never use or recommend

All good

All good

Although I don't ride on the bus it concerns me about the placement of stops especially the one by Ascot school buses frequently are stopped over my driveway and my neighbours which I believe is illegal but it's as

if we are not valued in our own area. This stop has been recently moved to this section of the street and is not ok

Always friendly service

Always seem empty.

Always seemed more hassle then it's worth.

As I work shift work bus timetables do not work for me

Average

Average

Awesome free service for seniors within off peak

Basically worthless for the area covered and time to travel to anywhere. Possibly the worst public transport system in NZ. Not to mention the abysmal lack of connection to other cities, bring back the southerner.

Because I have limited mobility I have to get myself to where I need to go rather than consider using a bus.

Bus drivers are a bit rude to other drivers. Have seen this a lot.

Bus drivers are nice but the accessibility and availability of buses is terrible. Frequency of buses and routes needs drastic overhaul

Bus is not practical for anything I do

Bus not near my home any more. I have to walk ten minutes to get to a bus stop.

Bus routes need a good look at. Would only use the bus in wet weather. Only 10 min quicker than walking from Collingwood St, To Town Central

Bus service would be a 10/10 if they didn't change the routes as now a lot of the elderly on my street have to walk for longer as the bus route up north don't go down as many side streets as they used too.

Bus services are terrible - 2 hours from Windsor to the hospital. Needs to be more often and more efficient.

Bus stop is too far away to walk to for many in my area.

Bus stop outside house but I go to Splash Place daily so bike or take car as it's quicker. But am looking at using the bus more.

Busses are hard to time and often take longer then walking somewhere.

Busses do not provide the coverage I require so I use my own vehicle

Can't really fault it.

Can't use it, I'm in a wheelchair

Cheap to use

Completely unnecessary. Better and cheaper using a courtesy coach. At least you may see someone in it. The bad usage figures should be published

Cost

Could be a little cheaper

Could be a little more far reaching

Could be better

Could be better

Could be earlier or later

Could be improved not going up narrow streets and having to give way cars to often.

Could definitely do better

Could look at smaller e-buses that go more regular to destinations line Sandy point

Crap waste of time not utilized correctly by passengers or bus companies

Current service is excellent. More promotion needed. Don't increase the full adult price too much or it will be cheaper to drive and park in the CBD

Currently don't need but good to have

Invercargill Residents Survey, 2023/2024

Desperately need a bus service to Otatara, even if it just had one stop, if it then made a loop that included splash palace, and ran with regularity, my life would be so much easier

Disgusting should never have been changed last time

Do a late bus run

Do not use

Do not use

Do not use

Do use and children don't have a direct route to school for them to use

Does not fit in with times for work. Easier to take my car to work

Does not service new developments and also there are non-innovative routes. I would go to work on a bus if the route was better and my area was serviced well.

Does use

Doesn't go frequently enough to enough areas. It's limited services result in less use as less of a feasible option for people

Doesn't run early enough in morning/late enough at night and routes don't cover large enough area, not enough stops or shelters

Doesn't run frequent service near me so have never used

Doesn't run late enough or we'll enough or to places I want to go! No public transport to Bluff, the beach, Otatara??

Doesn't service my area, I used it a lot more when we lived in Waverley

Don't catch the bus.

DON'T HAVE A BUS SERVICE

Don't have it in my area

Don't have one in Otatara

Don't have the need at the moment for buses

Don't know

Don't know

Don't really use the bus

Don't run at times that are convenient for me

Don't us

Don't use

Don't use

Don't use

Don't use

Don't use

Don't use

Don't use

Don't use

Don't use

Don't use

Don't use

Don't use

Don't use

Don't use

Don't use as

Invercargill Residents Survey, 2023/2024

Don't use as I would only use on adverse weather days and it is too far to walk to catch a bus, would end up soaked.

Don't use bus services as it's not easy access for me, don't know timetables, and haven't heard good things about using the services.

Don't use but my daughter will be next year

Don't use it but I hear the WIFI I is excellent

Don't use it but people say it's very poor, don't seem to know what's coming when.

Don't use it enough, because it isn't frequent enough.

Don't use it I have no problem with it

Don't use it so can't comment

Don't use it- not on for my area. Kids could take the school bus but don't

Don't use it, don't even think there is a bus to Otatara

Don't use live in Otatara

Don't use often as inconvenient times, they got rid of too many bus routes

Don't use often but is good

Don't use the bus

Don't use them

Don't use them yet

Don't use, who wants to take forty minutes to get home from work when you could walk it in 15-20. No bus early am for workers and none that fit in with my finishing time

Don't use. Live on bus route bus I see always empty

Don't use. Used to have bus stop nearby but no longer

Don't use it due to disability

Don't use it. None from could try go to town so have my car in there

Don't use this service

Don't use this service .but may in the future

Don't use, seems a waste of money to see empty buses driving round

Drivers mostly friendly current bus route very convenient. Would like more buses but see many empty buses during the day so realise not enough people using the service

Drivers need to show some curiosity to other traffic .

Drivers xxx buses xx routes only serve about 10% of population

Erratic time table

Erratic time table

Essential and should be more widespread, ? E vehicles'fl

Even though there is a dedicated bus stop on corner near Dee and Yarrow the bus can't pull into it property due to scaffolding. Bus will often on the road, making boarding difficult with the high step from road level. No time to lower it as traffic lights ready to change. Really need better placed bus stops where buses can actually pull into and have time to lower platform if required. Bus drivers are under too much pressure and often you can pick up on this. Have to finish work earlier (and make up time) as will catch bus from main hub. Would prefer corner of Spey and Dee if it was fit for purpose. There is nowhere in town that you can safely wave a bus down to stop due to traffic, yellow lines, car congestion etc. Better bus stops outside the hub in town please.

Excellent

Excellent drivers.

Fantastic service. Routes to and from CBD are nice and quick. Great alternative to parking up town, especially now the hub is right at the mall.

Invercargill Residents Survey, 2023/2024

Feel like we don't need as many buses as we have as not a lot of people use them, but still need to be accommodating to the ones that do

Fine

Goes where you need them

Good

Good

Good

Good

Good

Good

Good reliable service

Good routes

Good. I would catch it all the time but my wife is in Calvary Rest Home permanently. If they rang me to say you'd better come up immediately I'd have to get a taxi which would take time. That's why I use our car when I go uptown

Great don't use too often

Great for the ones without cars

Great for those who require them as I will in the future.

Great service reliable

Great service which I intend to use when older as I prefer to walk

Great service, could be cheaper, as sometimes paying for parking is a cheaper option

Great service. Extra runs in the morning and evening as well as a Sunday service would be good. Last run should be after 6 when the mall closes. Don't increase the price. Price should be cheaper than parking to incentivise more passengers.

Has been taken away from our area, too far to walk to now.

Have a car and don't live on a bus route

Have been on the bus a wee while ago. Great drivers, just disappointing these don't run every day.

Have my car

Have never used

Have never used

Have not used it

Have only used it a couple times in the 26 years I've lived here because it's almost non-existent

Have to walk quite a way to catch a bus. I would use a bus on wet days as I bike otherwise, but can't be bothered as I get wet anyway walking to and from bus do take car.

Have used in the past

Haven't used for a very long time, but it must be there and affordable

Haven't used much - may do in future.. Would like to see bus hub in town with easy signage and access to routes. Used the bus sign app once - very helpful. Maybe use small buses like I have used in Nelson esp. on routes that have little passenger usage. Bus card system confusing - I am not sure where to get, how to use, top up etc .. Puts me off using bus

Having to walk 500m with young kids and waiting at a stop can be hard and the times are quite spread out to return home from town, but the kids love it. I guess the challenges of a small city as in London we used public transport all the time.

I am a regular bus user. I think with the right group of people the bus service could be redesigned. A long term strategy is needed to move Invercargill residents towards public transport and or council could look at more shared roadways for bikes. Scooters etc.

I do not travel by bus.

I do not use it

I do sometimes wish services were slightly more regular

I do wish was a map of

I don't find it easily accessible.

I don't go into the city centre like I used to

I don't need to use it

I don't often use the bus but I've only ever had positive experiences

I don't personally use it, my wife sometimes takes the kids on the bus though as they really like it

I don't ride the bus but I used to, to get to s.i.t. Very good. I like the new bus hub. Not too far away from town and has heaps of room for busses to pull in and pull out. Not too busy

I don't think they should be spending a fortune on a bus area we don't have the people using the service to make it worth it. Think the space could be use better another way n money

I don't use

I don't use

I don't use busses. Maybe try a bus service to Otatara?

I don't use it

I don't use it

I don't use it.

I don't use so cannot comment

I don't use the bus as it's too infrequent for me and it would take a couple of rides to get to work for example. I have friends who ride the bus frequently though and they think it's pretty good for their needs.

I don't use the bus service.

I don't use the bus services but my kids do for school and love the bus card system

I don't use the buses

I don't use them sorry

I don't use, don't seem to be that many buses...

I don't have a need for it and so don't use it

I don't use it

I drive

I drive (carbon footprint)

I feel you failed to listen to regular bus users re-routes and timetabling and buses are not being used as frequently as they were before.

I find the bus service suits my needs well. However it does seem to me that there are areas within the city that are not provided for in the current bus routes.

I get we need one but yeah I don't use it

I got a bus card and it didn't work, sad cos I can't afford another one

I have a Bee card and use it, but is often very cold without any weather protection. Usually resort to using car.

I have a car

I medically can't drive so the bus service is something I use a lot, the bus drivers are friendly and as long as you are the actual route they take be it in town or in the suburbs they will drop you off wherever you need to go or pick you up as long as it's on the route they take

I need to use the bus network, but work from home.

I see a bus go past my house but think it's a Tiwa I one otherwise not aware of ANY bus options

I used to use the bus service quite regularly but I find the timetable now is inadequate and if I want to catch the bus to go home the terminal is too far away from the city centre.

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I was a frequent bus user 10 years ago but now find more and more busses are not as friendly as they used to be. Some of the drivers can get quite grumpy when they have to get the portable ramp out and if its wet the traction is very poor, often needing assistance from the driver to get onto the bus. I did get a Bee card to try the busses again but sadly not much has changed. I now do most of my shopping online as this is far more easier than trying to get a buss into the city and back home again.

I wish the services ran more frequently

I wish there is more bus that goes around and longer time frame

I would like to use more if it is free. It wasn't meant to make money.

I'd use it if it went my way, but it doesn't come very close to me at the moment - used to before the last changes. How about My Way, as in Timaru? Such big buses aren't needed for the service that's presently provided.

I'm in Lorneville so no bus services as far as I'm aware

I'm not a user, as the is no access where I live, but PT is so important for a city and the people within it.

Frequent and reliable bus services needs to be a priority for a council

I'm unable to use them as I live out of town.

I'm unclear of when and where the buses will be

I've always found it quicker to bike or walk than take a bus even in London

I've never used this service however it is a critical part of our region's development and enabling our youth to get to places without having to rely on being driven. Also, bus services to our surrounding areas (i.e. Lumsden, Winton, Gore etc.,) need to be considered to open up opportunities and derive better connectedness for our communities

I've not used one for 53 years

Inconvenient now with last route changes

Inconvenient. I can walk to town

Infrequent, poor routes

Is great. But should be cheaper. Know a lot of people who might switch to it then.

Is okay but don't really use it

It doesn't matter to me as I'll walk or bike

It is easier in the car than to wait in the rain for a bus. No bus shelters in my area

It is quicker to drive where you want to go than take a bus. Confusing timetable and routes

It needs to provide for more people. The bus routes aren't great

It never runs late enough to get home so can't use it

It seems to cover the major areas of the city

It's a great service but sometimes it's overcrowded. The drivers are nice.

It's a joke

It's fine

It's great there's a bus service and I'm sure I'll use it in future

It's Invercargill, you can walk anywhere in the same time as it takes to get the bus

It's not really in the Council's control, but the vaping on buses is ridiculous. Drivers could be more attentive or sensors could be put in place.

It's not user friendly

It's not very good it doesn't come to Otatara and it's too infrequent to be useful.

It's ok I don't use it currently

Kool

Lack lustre, international students couldn't rely on it when visiting us due to the singular direction and poor timeslots.

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Last time I caught a bus was 9 years ago and it was terrifying, I will never catch one again as they still pull out in front of people and always slam on brakes

Later time slots would be nice. Especially for when you work till 6pm

Limited

Limited value. The town is small and easy to navigate. Some public service is essential for some in community - but not wide scale

Live at lorneville.no service

Live on a bus route. Bus is often empty

Longer hours, can't take the bus home after work

Looking forward to using it more

Lousy routes

M

Makes no sense

May need this in future

Maybe offer a hop on hop off for a change a weekend perhaps taking people to great places around Invercargill. Promote it in socmed or Social Media

Might as well not exist with the poor coverage and them running only during the day.

More locations

More options in terms of routes

More route please

Mostly punctual, flexible pick up/drop off service, friendly drivers.

Much needed service for the community.

My child uses this each week. Price was amazing when they dropped for a fair while, now we are feeling the pinch as I'm sure many other families are to with the cost of living

My daughter uses the bus every day during school and the bee card sucks a**e the web site was made by a 2 year old. It is all over the place

My family uses the bus service and finds really good, pity there is not an earlier one for my daughter to use to get to work on a Saturday.

N/a

N/A

N/a

N/A

N/A

N/a

N/A

N/A

N/A

N/A

N/a

N/a

N/A

N/a

N/a

N/a

N/A

N/a

N/a

N/A

N/A

N/a

N/a

N/a - main depot in town, no coverage. Really bad.

N/a as don't use

N/a don't use it and never would

NA

Na

NA

NA

NA

Na

NA

Na

Na

Na

NA

Need a bus stop outside the library and buses scheduled to allow workers to get the bus home in the evening.

More bus stops, everywhere.

Need bus service to the airport

Need more bus stops around Ohara St area

Need more routes

Need to advertise it

Needs to be more like that in Timaru - smaller buses and an app

Needs to include Otatara

Never

Never been on

Never use

Never use

Never use

Never use

Never use

Never use

Never use

Never use and doesn't come to Otatara which is disappointing and not equitable to all rate payers and our rates are disproportionate to other suburbs.

Never use it

Never use it. Although my child does and children will next year.

Never use the bus

Never use this but a bus service is important for many

Never use. Inconvenient

Never used

Never used

Never used
Never used
Never used
Never used
Never used
Never used as I drive
Never used it
Never used it
Never used it
Never used it and they always look empty
Never used it as we don't have a need.
Never used it but probably would if it was more accessible
Never used it. No Bluff transport.
Never used the bus services as I have never needed to.
Never used the buses and when my mother in law did with the kids in the October school holidays what a drama to find the routes, to find decent eta at each point. I actually thought it was terrible.
Never used them but they always look empty. I understand some are reliant on the service, but it does seem wasteful.
Never used, but required for our students
Never used, no service in my area
Never used....
Nice and handy bus stops where I live. South Invercargill could do with a bus stop/shelter for bus travelling south.
Nice to have be they really messed up the routes
NIL TO OTATARA
No bus service here in our area.
No bus service in Bluff or into Invercargill
No bus service in my area
No bus service in my area
No bus service in Otatara
No bus service in Otatara
No bus service in Otatara
No bus service not relevant to me
No bus service on queens drive
No bus service where I live
No bus service where I live
No bus service where I live
No buses east of North Rd Waikiwi
No comment
No comment don't use it.
No complaints. Bus hub should be at the old rail station though.
No free
No idea
No idea, I don't use public transport
No nearby

No need
No need to use a bus
No Otatara service
No service
No service in our area
No service to my suburb. Why not??
No use
No use for it
No use to me, I have a car and the times that I would use the service don't fit with schedules
Non-existent service
Non-existent service
Non-existent to Otatara
None available
None east side of north road to Queens Drive
None near Kildare area so can't use now
None out our way, which is not more than 5 km from town. Bit stupid
None to Otatara
None to use
Not a user
Not a user
Not a user
Not a user.
Not a user. But would suggest upgrading to a lower passenger capacity -ev- fleet
Not accessible
Not all bus stops have bus shelters
Not an option
Not an option
Not an option in Otatara
Not applicable
Not applicable
Not applicable
Not applicable
Not as happy since the bus routes changed. Has taken away accessibility to some places .
Not available
Not available in bluff
Not available in Otatara but would use it if it was
Not available to me
Not convenient
Not convenient for me
Not enough people using.
Not frequent enough
Not frequent enough
Not frequent enough, doesn't run late enough
Not many areas that I want to visit, so no point in using the bus service.
Not needed

Not often
Not planned out well and not in my area
NOT PRACTICAL
Not practical
Not really adequate, routes do not cover the entire city
Not really useful
Not regular enough, otherwise good service for those who are happy to walk from the bus stop to their destination
Not required by me
Not ridden before
Not sure
Not sure as I don't use it much would like to have a bus timetable sent to all households and the prices etc and bus stops
Not sure I have ever seen a bus in my area and Invercargill is close enough to walk also good parking around town
Not that comfortable because I need to go to a bus stop to catch a bus.
Not the easiest
Not used
Not used
Not used so no opinion.
Not useful for me or my student child, the bus stop has been cut off our run and there is no shelter from the weather on the new run which is miles away from our old stop.
Not very often
Not very useful
Now feels unsafe
Ok
OK
Ok
OK if it suits your location and timetables
Okay however should have a bus service running to bluff
Only use in school hols as a treat
Only use occasionally
Otatara bus could be great
Pain to have to catch two buses and now have Young kids to factor in so don't use it
Past time to have a hard look at buses, they too big for number of users, might be cheaper to have minibuses, tax I chits, on demand services
Piss poor. But that isn't the buses fault, it is fundamentally a planning issue which I doubt will ever be addressed.
Please improve accessibility
PLEASE run a bus to the beach/sandy point and to Bluff.
Poor
Poor
Poor bus service, with very few passengers. Bus never going the way I need to go. No bus that travels around the CBD area. No orbital bus service.
Poor connections/timetable to infrequent to use to get to work

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Poor coverage of the city and to many of the current routes double back on themselves. A bus every hour is not great. Timetabling for drivers is very tight.....no room for an incident or breakdown

Poor service the last bus at 17:00

POOR. NEED WEEK END BUSES

Pretty good, although I think most runs were reduced at each end of the day.

Probably ok but never use

Punctual and friendly helpful bus drivers

Reliable

Reliable, however would be great if we had another route or two to connect more of Invercargill maybe to Otatara/airport

Routes & frequency need revised, stop outside actual entrances to schools, stadium, sports grounds, churches, supermarkets, banks pubs, splash palace, run on the weekends and later at nights

Routes are poor

Routes don't come close enough.

Rubbish

Rubbish. Can't waste the time on a bus

Sadly I don't use this service, however would not like in the future for the buses aren't available when I can't drive. I do use an E-bike though and am liking the streets that have cycle lanes

Sadly not all busses are wheelchair friendly as some still have a portable ramp the drivers have to man handle to get on and off, some drivers get grumpy when they have to get out of their seat to assist. So I no longer use the busses anymore.

Satisfactory but use my car

Satisfied

Seems fine but don't use it

Seems to be designed around school times

Shame to see empty buses. Need to educate people about using them

Shocking. Bus routes are awful, connections to buses to other parts of Invercargill mean the ride takes a huge amount of time, can't access Otatara, Sandy Point, the beach, Bluff - hopeless.

Should be available till after 6pm

So bloody expensive and never goes where you need it to go!

Somewhat difficult when in town to know where to catch bus from - especially if no access to smart phone.

Sorry, I don't use it.

Stop going down our street where we have a few elderly who used the service. Too far for me to walk to bus stop.

Stupid cause you need a bus card to use that service and you need to go to ICC to get it.

Takes too long. Big circular routes. Can walk faster than having to go into town then change bus to go back out again.

The bus doesn't get me to where I wish to go

The bus is free for school children but it's pretty dirty sometimes

The bus service is for me and my husband a lifeline and we enjoyed the best service from all the drivers

The bus service should have more funding to increase driver satisfaction and route efficiency

The change of direction was shocking in Clifton. Both drivers and passenger not happy.

The connections are useless and rather badly designed

The drivers know their regulars so well- huge thanks to them. However, the fact that my doctor is a 2 minute drive away yet it can take me up to 4 hours round trip- e.g. a 10.30 appointment would mean catching the 8.50 bus into town, transferring to the next bus which is at 9.50, attending the appointment (which, more often

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than not runs late), so probably catch the 11.50 bus to town, and transfer into the 12.50 bus to get home. Excessive... YES!! Any other option, other than a taxi which is a minimum of \$10 each or walking, which is very weather-dependent and takes me more than 30 minutes each way. Also, I've been told by a council staffer that it is a hail and ride service yet I have never EVER seen that advertised anywhere. And the bus stops that have signs are in the most ridiculous, and often inaccessible places- so many over driveways, on yellow lines, or on a berm which is useless if in a wheelchair and it has been raining- mud makes navigating in a wheelchair or with a pram hard-to-impossible. I feel sorry for the bus drivers, under so much pressure to get around their routes in adequate time. And yet another issue- there are large sections of Invercargill that can't even access the bus service easily- from Bainfield road, down to Queens Drive, along to the Herbert street roundabout, and back down to Dee Street; getting up to the Ascot Shops and the pharmacy there... and I'm sure there are other areas not serviced either. Again, lovely bus drivers but the worst planning and execution of a bus service I have ever seen, .

The last bus is too early for me to get home

The pits. A half-hourly service instead of an hourly one would be of great benefit.

The re-routing was unnecessary and saves no time by returning to city on same street .Public and drivers even agree. No consultation on this matter

The routes are poorly laid out. Too many routes repeat the streets on both inward and outward circuits.....Newfield is a prime example. Better access to the two major suburban shopping centres.....the former Purple Circle did what the current busses do not

The service takes far too long to get into town

The weather down here is pretty crap... I don't enjoy waiting or walking in the cold windy wet weather

There is no bus service in my area that is useful to me.

There isn't one in Bluff

There should be a service to Otatara

There's no bus service out in Otatara only school busses

They mostly look empty

This is a need but we don't use it enough.

This is a service that I believe to be underutilised by all members of the public. Removing covered bus stops hasn't helped this and I understand there are fewer stops around the city, making the walk from bus stop to home all the more difficult for many.

This is not really usable for us as it would be too expensive to use with kids and the buses are too infrequent to be practical. They also stop too early in the evening. I see there have been improvements to making it easier to figure out when a bus is coming though which is good as it used to be really difficult

This should be publicised more to encourage people to use this service instead of bringing cars to the CBD.

There are not enough places to catch the buses in the CBD. There should be one outside the library in Dee St,

The timetable doesn't suit inner city workers. Can't get to town early enough or if you work beyond 5.30

Time table doesn't suit me

Times and weekends/ areas may change daily

Times need reviewed - actually stop outside shops, supermarkets, schools, banks - make it easy to use...and run it in the evenings for kids at sports fields etc

Times not suitable

Timetable seems quite limited. We set up a bee card but this didn't seem straight forward to set up - yet to use it as still uncertain how it works.

Timing is inconsistent and not great for those working. Have used since route was changed again

To infrequent.

Too big a buses for the non-use. Better routes and more often

Too dangerous for elderly and disabled because of the strict time pressures on drivers

Too infrequent and routes too long
Too infrequent to be really useful. No service after around 5.30pm, and nothing on Sundays or public holidays
Too limited / doesn't cover routes and areas I need it to
Too long together from one side town to the other - not everyone wants to go to town!! No buses on Sundays when you brave time to buses them, non-essential to Bluff or the beach/Sandy point!! No access to attach bikes to travel with
Too painful to use.
Too slow, we need more shuttle busses and shorter routes or even e shuttles
Total waste of rate payer money. Get rid of them
Town too small to utilize well, Easton drive
Tried to get on once, no pay wave so got turned away
Under used
Unsure, don't use the bus
Unsure, not a user
Use my vehicle
Useless timetable
Usually use my car as buses not that frequent. Did use them last year when unable to drive due to broken shoulder.
Very Good
Very good service and friendly drivers
Very limited re-route and available time options which limits people using it and then it looks like there's not enough demand.
Very limited!
Very novel now as the bus goes down my street in Grasmere, very accessible but I currently drive as no longer working in town.
Very poor service
Very poor, almost unusable
Walk everywhere
Walking has become more onerous and therefore travelling by bus is very much a part of my routine.
Infrequently travel by bus and the only grouch I have is the thirty minute wait to transfer from one north side route to another.
Want to use it more often
Waste of money for most
Waste of money in s town this size I would say they cause a lot of pollution for the number of users, would be better of paying taxis to pick up the users that really need them.
Waste of money in this size city cheaper to run a fleet of free Taxis
Waste of money most buses are empty down grade to vans
Waste of time
We don't have one
We have a bus service in Invercargill?
We have a bus that goes past our home many times daily - so if I have need of one , I will certainly use it.
We used to use the buses but now they are too far away now
What bus service - nothing in Bluff!
What bus service the new routes make no sense backwards
What bus service, it keeps getting smaller, is hard to find information about and no longer have weekends or the free bus

What bus service! Don't even know where/when I could catch one in my area

What bus service?

Where is it? When does it run? No one knows... Also would make much more sense for a bus to go from schools to stadium southland regularly after school rather than random busses around town for not much benefit

Where's the busy stops n bus shelters in the suburbs and around town? Run the buses later at night and on weekends. Change the bus stops around. Add schools, supermarkets, .pubs, bottle stores (right outside the doors of shops)

Who even uses buses

Why do I pay rates into this when I don't even use it? I shouldn't have to subsidise other people's expenses.

Won't get me from home to work in Waikiwi

Would be good if it was regular

Would be good to come out to Otatara

Would be open to using a bus on weekends or certain work days but no service to Otatara

Would bus to work if I could but there is no option for that

Would like an easier and cheaper route

Would never even consider catching it.

Would use a lot more often if more frequent service, also evenings and weekends

Wrong routes

Wrong times, no idea where bus stops are, etc

Ya ok

Venues

A decision on Rugby Park needs to be sorted. Get it fixed and open it up to more activities e.g. club rugby or football. Otherwise scrap it, but have something in place first.

A good variety of entertainment on at venues. But not happy with Ticketek operating bookings as it increases the prices. It seems like a double drip for Council.

A great atmosphere

A great benefit to city

Absolute disgrace. All of them are falling to bits and you keep raising our rates to maintain them, yet nothing actually happens. It's a complete joke, you ought to be ashamed of yourselves

Absolutely disgusted in the councils handling of pulling investment at Rugby Park, this is a vital service for Invercargill

Absolutely love our Civic Theatre.

Access very poor, disability awareness and accommodations minimum

Accessibility is sometimes an issue..

Adequate but could do with some updating

Admin a bit shaky at the present time

Again they are fine. Civic has columns in the downstairs part, the seats need to be blocked off for events as you pay the same amount for a ticket as anyone in that town and you don't shut to see the show. That's prob my only gripe

Agree that something major need to happen with Rugby Park.....it should not be the sole domain of Rugby Southland. Better Community use of the Scottish hall would be great (like the Youth Umbrella day held there)

All good

All good

All good

All good
All good
All good.
All okay
All okay but Rugby Park needs to be fixed up and promoted more
All outdated and could use a revamp
All over priced and look boring
All pretty good
All very satisfactory.
Always enjoy shows at Civic Theatre
Always enjoyable
Always good and a pleasure to deal with
Always seems to be lots happening just haven't made it along to many
Always very nicely dine
Annoyed rate payers pick up tab for professional rugby. I.e. bailing out rugby union for venue almost 100% for rugby. And I am a rugby person.
Appear to be great to me
Are ok
As a benefit receiver we are restricted with our outings
As I have aged I find I no longer have any interest in attending sports and events
Average
Average
Average
Average
Average
Average
Average
Average at best, outdated
Average could do with improvements
Awesome
Awesome
Awesome events, some venues are under utilised
Awesome to see activities happening in CBD. Great to see families have fun in the CBD
Back in the day I used them
Beautiful inside, would love to see more events, and at a more affordable price, so the whole family could go.
Beautifully kept
Below par. Sub events and venues are rough
Brilliant
Bring lots of variety to Invercargill
Bring on some exciting stuff. Rugby Park could be used for soo many other events than just Rugby.
Can be better
Cannot afford to go to shows.
Can only comment on the Civic and it is a credit to the city
Can't comment, Stadium excellent
Can't complain
Can't afford anything

Cheaper please

Civic - perfect. Rugby Park - ILT could pay more?

Civic - thread on stairs is 2 same. Scottish Hall - on air con

Civic attracts great events, Rugby Park significantly underutilised throughout year, Scottish hall is very basic I don't use it

Civic feature is my favourite grand old lady so much beauty

Civic great

Civic is beautiful but Rugby Park needs some attention

Civic is good

Civic is good for shows, nothing wrong with it. Rugby Parks other stand needs fixed.

Civic is good. Rugby Park an embarrassment

Civic is grand

Civic is great but expensive to hire, Rugby Park eek and Scottish hall crusty

Civic is lovely

Civic is wonderful.

Civic lovely venue

Civic seats hard to close together, not enough leg room

Civic Theatre another great asset

Civic Theatre is great

Civic Theatre

Civic Theatre accessible, stadium not accessible, state theatre not accessible, splash palace not accessible

Civic Theatre amazing gorgeous theatre Scottish Hall great venue too

Civic Theatre and Scottish hall are wonderful venues. Rugby Park needs some attention for the average Joe. Not the corporates.

Civic Theatre and stadium is great.

Civic Theatre awesome

Civic Theatre good venue

Civic Theatre is a great venue

Civic Theatre is a lovely space. Don't know much about Scottish Hall. Rugby Park looks dull and unlove. It is underutilized. It could be a venue for all sorts of things. Think outside the box about our Rugby Park.

Civic Theatre is a magical place, and the many venues that allow the gathering of many events.

Civic Theatre is a superb venue.

Civic Theatre is always a great place to go to events

Civic Theatre is amazing

Civic Theatre is an amazing venue.- Haven't used the Scottish Hall for many, many years - Rugby Park could be utilised for more events or promoted as a venue to bring new attractions to town. Put a lid over it and who knows our rugby team might return to be the threat they once used to be :-)

Civic Theatre is beautiful and a great venue but needs to attract more diverse acts

Civic Theatre is classic.

Civic Theatre is excellent

Civic Theatre is excellent

Civic Theatre is fantastic.

Civic Theatre is good, Rugby Park needs a facelift and a bit of money spent to re energise the place.

Civic Theatre is great but Rugby Park needs the grandstand fixed

Civic Theatre is great for shows, Rugby Park good for rugby (even if we are not winning) but pity half grandstand not in use. Doesn't look good on televised games.

Civic Theatre is great,
Civic Theatre is great, Rugby Park is a liability that the council should never have bought into and the Scottish Hall is a liability
Civic Theatre is great, Scottish hall is lacklustre and should have had the musicians club brought together.
Civic Theatre is grossly overpriced for community groups to hire
Civic Theatre is lovely but needs more happening, more frequently, others like Rugby Park are pretty poor
Civic Theatre is superb.
Civic Theatre is well looked after and maintained
Civic Theatre looks great and works well for events
Civic Theatre great Rugby Park disgrace
Civic tries too hard, make rugby make more financially accessible, why does it cost so much for sports to play there, may as well use it. Nobby can stop comparing playing games at other sites like in Wellington
Civic was a good Covid vaccination site
Clear that our city isn't really spending money on these
Cost is off putting
Could be better utilized and made more accessible to all
Could do more
Could do more to attract a more diverse range of events.
Could do with more maintenance and upgrades
Council needs to retain Rugby Park and spend the money on it for repairs. Look at using it for more than Rugby.
Council venues are great. We have preserved our heritage well there.
Dated and lacking investment. ILT does a better job
Delight going to Civic
Didn't know the ICC had events or services
Disappointing. Decades of missing or ineffective maintenance evident
Do not respect ICC decision re Rugby Park
Do the job
Do what they should
Doesn't really interest me much.
Don't go to these places often but have good memories
Don't have time and money to go to too many events
Don't know much about them. Rugby Park could use an overhaul. And there could be more family friendly activities in town to attend.
Don't really use them much but they seem all good
Don't really use them that much.
Don't see much events advertised
Don't use the venue and don't know about events
Don't use them often
Don't use them that much, but perhaps a little dated.
Don't use these as much as we could which is mostly because we don't always know what is going on at them..
Don't use these as regularly now with young kids
Don't use very often but have few issues when I do
Dreadful and need updating.

Easy to get to
Empty seats at Rugby Park stadium a shame
Enjoy entertainment
Enjoy going to concerts in venues
Enjoy going to shows at the Civic. Museum was a great place to visit. Should never have been closed. Tuataras need to go back in the Museum
Enjoy the odd event at Civic Theatre.
Events are very geared at white people. Venues also very white
Events need more advertising
Excellent
Excellent
Excellent
Excellent
Excellent apart from discriminating who can use them
Excellent concert venues, no support for Rugby Park
Excellent facilities
EXCELLENT FOR WHEN I ATTEND
Excellent town hall
Excellent town hall
Excellent.
Expensive
Expensive
Expensive to go to and don't get used enough
Fabulous
Facilities are getting dated and need upgrading
Fair
Fantastic venues
Feels like it's run by old, out-of-touch people. Roster of performers needs to be way more dynamic and interesting. Do more comedy nights. Innovate. Pale stale and male.
Fine
Fine
Fine
Fine
Fine
Fine
Fine for a small city
Fix Rugby Park, it's embarrassing to see half the stands empty at an event.
Focus on core services first
For god's sake sort out Rugby Park.
For shows/entertainment
Great
Generally happy, but open Rugby Park Stands
Generally very good, always well presented.
Generally well maintained venues. Love the new Don Street food events
Generally well presented and run

Get events each year
Get rid of stupid things like the ping pong tables. What a waste of.
Get Rugby Park fixed
Good
Good
Good
Good
Good
Good
Good
Good
Good
Good
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Good
Good
Good
Good - just keep up the maintenance and attract more events.
Good but could be utilised better
Good enough
Good experiences
Good facilities
Good for a city of our size need more people
Good for events, but parking is not so great
Good I guess - I never really use them.
Good quality
Good to see bands at Civic
Good variety
Good variety
Good variety of choices
Good variety that caters to a good amount of people
Good venues
Good venues

Good venues
Good venues
Good venues
Good venues
Good venues, good shows
Good when needed to use
GOOD, NEED MORE NIGHT EVENTS
Good.
Good. Spacious. Clean.
GREAT
Great
Great
Great
Great
Great
Great
Great
Great
Great
Great assets to the city
Great events and facilities
Great events sometimes not marketed as well as it could be
Great for the region
Great places
Great services.
Great spaces and great services
Great to have some good halls/venues to be able to use
Great to see more activity occurring in the Civic
Great variety of events
Great venues
Great venues to go to
Great venues with exception of Rugby Park. But not a rugby fan so agree need a multi-use facility. Awesome events occurring in city centre
Great, good to see remedial work on Rugby Park happening
Great!
Great.
Happy
Happy with these
Happy with these but really don't use them as much as I used to.
Happy with these. Upgrades or refurb always can be done.
Hard to compare Rugby Park with Civic Theatre - ones a shambles and the other is a treasure, RP needs far more use
Hard to find out what's on if you don't use digital media. Should be more advertised in the Express.
Hard to find what's on at times & Southland Times doesn't advertise events
Hardly go out since the council banned me because I didn't have a pass to access
Hardly see them advertised

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Hardly use so no comment , Civic is good

Have attended shows at the Civic and also found the Covid vaccination centre here very useful.

Have been mismanage and the events have become more distasteful over the years.

Have enjoyed a wide array of events this last year.

I am adequately satisfied with the venues and events I have attended.

I am happy for us not to invest more in Rugby Park.

I can't afford to go to events. It's nice that they're open to those that can go

I don't use the venues much since my late wife pass. The times I've used the services centre/Council building, the staff are usually very helpful to wheelchair users.

I don't use them much but Civic Theatre is a lovely venue

I don't use these a lot but have no complaints. Parking when you go to the Civic Theatre is problematic though.

I don't use these very often. I think the Civic is a great building and well maintained though.

I don't attend many events.

I feel incredibly sad for the way council are dealing or more to the point not dealing with Rugby Park

I found some of the venues older and in need of some maintenance while others had been refurbished nicely

I like going to shows and we have a great variety

I like the markets in the Scottish Hall

I often go to the events in Invercargill and really enjoy the venues

I really love the Civic Theatre

I think the password here are very good

I think there is a good range

I used to enjoy going out to events but sadly this has become too expensive for my income now. I tried to go to one of the free street events but being a wheelchair user I couldn't see much nor move around as just too many people so went back home and will never go again.

I very rarely use so am neutral

I visit them often Happy

I would like more community activities organised for families to go to. Really disappointed that trick or treating wasn't done this year. There isn't much to do in the community as far as events go

I'm grateful

I'm pretty sure that the Waitangi I celebration was hosted by the Council

I'm sure there are some....?

ILT stadium is world class and NZ class, The Civic is cool but we recently went there and it took ages to get served and the show started before the lines were cleared at half time, food choices and options for drinks have gone backward. Really excited about the museum-maybe a pump track off that! Splash Palace is good but again I feel like the location could have been better and we keep up grading or doing patch work, but understand the decision was made in the mid-90s.

Impressed with where I have attended for events etc. Rugby Park could do with a bit of makeover

IMT show is always great to go see yearly

Under used

Interesting mix. Well-advertised.

Invercargill has many great venues and facilities

Is okay but very rarely use it

It ok

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It's a shame that Invercargill people don't attend some of the amazing shows and events that are put on...one thing you have a student rate on certain events, gold card? What about a discount for people who have a community card? Make things more inclusive

It's embarrassing to see a whole section of the grandstand at Rugby Park cordoned off on TV. I would visit Rugby Park more if there was a big screen. Splash palace is pretty good but I often think the kids pool isn't warm enough and the family showers are so harsh the kids hate them

It's not the councils venues they are the cities venues that's what council fails to grasp

Just, OK.

Keeping them state-of-the-art

Kept asking and keep listening and certainly keep connected with what's relevant and ensure you keep proactive in doing what you do.

Lack of advertising or notification

Lack of communication about these in forms other than online/email.

Lacking a middle sized venue. Stunning Larger venue

Lacking upkeep and required repairs and modernised

Limited

Little use, what I see looks ok

Live the Civic for shows

Looks good from outside. Keep the English names please

Lots of choice

Love all of the entertainment opportunities, but tickets are increasingly very expensive

Love Civic Theatre, don't go to Rugby Park

Love going to the Civic but we need more shows. Rugby Park should be used for other events. We need a fireworks show! It would be cool to have the crusty demons or something a like come to Rugby Park again.

Love how out of towners praise our theatre and piano

Love that we've kept heritage buildings useful

Love the Civic

Love the Civic

Love the Civic Theatre. Wish there was more events though

Love the Civic Theatre

Love the Civic Theatre, can't stand the neglected Rugby Park, never been in Scottish Hall since it was upgraded, does anybody use it?

Love the Civic, Scottish hall is quite a good venue too.

Love the events that have been happening lately keep having things on and involving the community and love how the council are asking the public more .

Love them. Amazing mahi. Underutilised

Lovely Civic Theatre, never been in the revamped Scottish Hall

Lovely venues

Made more accessible for wheelchair users

Make it more affordable

Maybe we have too many parks and venues to maintain properly.

Meets the needs of the communities

Meh

Meh

Meh, okay.

Meh...

Missing something, always fall short
More cultural events in the theatre
More disable seating at Civic Theatre would be good
More events for families
More events in the CBD particularly Don Street would be welcomed
More events pls
More free events for older kids
More fun events - ask Steve Broad for ideas
More fun stuff for family activities
More fun stuff for family activities
More funding for improving
More maintenance required for Rugby Park
More shows
More than happy with
Most are good
Most are old and tired
Most should be private run, Rugby Park
Most venues are dear to attend with a family
Mostly use Civic Theatre to attend events
Need a lot of TLC
Need a modern venue where out of town/internationals don't laugh at our old shabby event buildings
Need more events
Need more of them
NEED MORE TOILETS
Need more use to help spread fees and charges
Need to be more accessible
Need to centralise facilities
Need to fix seats at Rugby Park
Need to keep Rugby Park going
Need to look after sporting bodies, appears Stadium Southland gets special treatment ahead of sporting bodies
Need updated/refurbished
Needs strengthening and more events to make feasible. T
Needs upgrading
Neutral
Neutral as I don't often go to events.
Nice
Nice but expensive
Nice facility
No issue
No issues. Impressed with the number of toilets at Civic Theatre, males quick work of everyone needing a wee at half time!
No problems with the Civic or the Stadium
No problem
Not a core need

Ok
Ok
Ok
Ok
Ok
Ok
OK I guess. Don't interest me.
Ok with this
Ok, go several times a year
OK. Always a disgrace to see half the grandstand at Rugby Park un used year after year.
Ok. Don't really
Okay
Okay
Okay
Okay
Old
Old . Need work
Old and dank
Only been to the Civic Theatre, lovely old building
Only good for a one of occasion, not something I use all the time. Lots of money focused on things we don't use much
Only really use Rugby Park, would be good to get the mould issue with the stand sorter, it has been too long
Only used a few times with my disability but pretty good
Only used main theatre and sound system needs updating its rubbish
Our venues are awesome.
Outdated, very heavy focus on cars and rugby. Bring in more art!
Outdated.
Overpriced to hire and looking tired
Parking always an issue, and some venues could do with a spruce up! Loving the art work on city walls!
Particularly good facilities for the size of the city.
Pity Rugby Park isn't up to standard but other venues seem fit for purpose
Please tune the grand piano
Pleased the council spend on Rugby Park is reduced. All venues are important
Poor
Poorly maintained and communicated
Pretty good
Pretty good
Pretty good but rubbish does accumulate in grass areas along main streets. Also plant more modern trees.
Pretty good for the size of the town
Pretty good.
Pretty ordinary
Pretty sub-par when it comes to advertising
Quite satisfied with these
Rarely go. Civic is brilliant though.
Really good

Really good events no issues
Really need updating.
Reasonable
Reasonable although many events not well marketed
Reasonable buildings but obviously in need of renovation
Reasonable service for a small city
Reasonably good
Reasonably well kept
Regularly when artists in town
Room for improvement. Missing a bit a magic, flare, imagination, spark.
Rubbish
Rugby needs some urgent work
Rugby Park and Scottish Hall could do with some work.
Rugby Park could do with a lot of upgrading to make it suitable to host more events. It is very run down compared to other cities
Rugby Park going to ruin
Rugby Park grandstand state
Rugby Park half of the grand stand can't be used.
Rugby Park is a bit average
Rugby Park is a disgrace and should be invested in for the future. To let it crumble seems to be the current goal of council despite reports and public consultation several years ago
Rugby Park is a dump and a joke to Rugby stadiums. You have done nothing to sort the seating issue on the western end of the grand stand because it's apparently unsafe. However it's safe enough for people to be drinking in the referees room. Sort it out.
Rugby Park is a shambles and embarrassing to watch the stags games on TV to see most of the grandstand not able to be used.
Rugby Park is awful
Rugby Park is dead. Sort something out with it. Get more community sports held at Rugby Park.
Rugby Park is ok
Rugby Park is old dingy and dirty
Rugby Park is untidy looking. Needs work on it. Plus the light towers have had blown lights for a few years now
Rugby Park looks like a rundown club rooms. If you want to get a better sporting culture and more success you need to invest in renovations. Why is half the grandstand closed off when people can sit in boxes above it.
Rugby Park must be valued more. Repair it, upgrade it and bring events to the park that will turn a profit.
Rugby Park needs a face lift the stand have let to track and ruin.
Rugby Park needs a makeover and utilised much more
Rugby Park needs a re- fresh
Rugby Park needs sold or demolished or both. Civic Theatre and Scottish hall are wonderful
Rugby Park needs sorted out
Rugby Park needs sorted out, Civic Theatre is great
Rugby Park needs to be multiuse and have club games played on it. Could let league use it also
Rugby Park needs work, Civic Theatre fantastic
Rugby Park should be free for kids and on embankment to increase spectators
Rugby Park should have better use

Invercargill Residents Survey, 2023/2024

Rugby Park should not be an ICC facility.....it should be a trust like Stadium Sthld for which the council gives an annual grant. Rugby Park is under utilized

Rugby Park shouldn't have been bought.

Rugby Park total waste of time . Only bought a lemon which is a bottomless money pit

Rugby Park underused, Scottish hall past its best, Civic ok

Rugby Park venue is a joke , part of stand shut. Is this venue run by council or "rugby southland" as the latter seems to dictate its use. Let southland rugby league to use this venue without rugby southland standing in there way

Rugby Park waste of space! Use it to expand the pool and other facilities

Rugby Park. Hard one here as it's only used by rugby. Money could be better spent on other sports that are growing in size

Rugby Park. Needs looked at

Rugby stadium needs fixed and used more often

Satisfactory

Satisfactory

Satisfactory

Satisfied

Satisfied

Scottish hall run down, Rugby Park a fiasco, Civic Theatre great.

Seam OK

Seem fine to me

Seem OK

Seem ok to me

Seems like a good mix of events happening, although I feel there could be more use from different sports and events at Rugby Park

Service can be slow - lack of events and shows

Should assist with Rugby Park, terrible to decide not to fund. Civic Theatre is beautiful

So disability areas are hard to access

So so

Some are a bit run down (Scottish Hall looked a bit rough last time I was there)

Some are a bit run down, Rugby Park

Some great some terrible

Some of the venues i.e. Scottish hall could do with an upgrade

Some of them are great. Rugby Park should be made into a multipurpose outdoor venue. It's a wasted space otherwise. Also plan city events indoors! Love the variety of things the council does in town but honestly, all these street events. The weather is crap!! Do it indoors & then people might come.

Some old and difficult to maintain. Probably too many for a small population

Something to be proud of

Sometimes ok

Sort your stuff out with Rugby Park

Spacious and well organised

Sport stadium is good .

Stadium Southland and the Civic Theatre are very good

Suitable

Suitable

Superb

The buildings' designs are nice

The Civic hall could do with some new paint/renovation on the inside. It feels old and outdated. Just fresh paint will do wonders

The Civic is awesome - great staff and events

The Civic is nice, but Rugby Park is dated, grotty, filthy I have never been to the Scottish Hall.

The Civic is still beautiful and grand but other venues aren't so great and need an update

The Civic is well kept

The Civic Theatre has always been such a gem in the city centre. The maintenance and standard of this facility is incredible. However, Rugby Park should not have the issues that it has with the black mould problems and issues with the grandstands roof. We once had world cup matches held at this venue. It should also be open for more than just rugby. We would go to Rugby Park for all sorts of events, from marching to marathons. When you hear that the provincial League finals could not be held at Rugby Park because our low achieving Stags were practising was disappointing. The park could have made money on admission holding the game there. While Stadium Southland is a fantastic venue for all sorts of things, I think we are missing opportunities to use Rugby Park (especially in the more predictable summer months) and gain revenue from entry fees etc which in turn could help all the issues that are surrounding the buildings. I don't want this to turn into the rigmarole that our museum became.

The Civic Theatre is a lovely venue. I don't have occasion to use the other venues.

The Civic Theatre is a stunning venue - world class

The Civic Theatre is an historic facility

The Civic Theatre is beautiful

The Civic Theatre is great but Scottish Hall is run down and who goes to Rugby Park now? This is such a wasted opportunity and needs to be upgraded with urgency to get the full benefit of having such a facility in our City

The Civic Theatre is lovely but the seats quite uncomfortable. I love shows etc and do use it frequently.

The Civic Theatre is the venue I visit most often

The Council need to work harder to facilitate and bring better events to town. They also need to focus on promoting events that are happening in the city.

The different venues must meet the needs of the community

The events are usually not my cup of tea but I loved the film festival recently and wish it was promoted more. More arts events would be great.

The most venues are adequate, Rugby Park is a scourge costing ratepayers more than it's worth.

The ones I have been too pretty good

The price to use them are high

The Rugby Park grandstand needs money spent on it urgently if we wish to attract more events

The Rugby Park stand badly needs fixed. When it's shown on tv it always looks like no one bothers to turn up yet there's a whole end that's actually condemned. Not a good look!!!

The stadium is awesome - world class in fact. Not sure what else there is.

The venues are okay but there should be more events and the council should do more / support better events to come to town.

The way the likes of Andersons Park was handled was terrible, the council should have more pride in its own property portfolio. And provide many ways for the public to enjoy them.

Theatre is awesome, but expensive

Theirs a lady who does a great job. Angela (I think)

There is never anything that interests me, I don't have kids and don't like sports and that is pretty much all that is catered to

These appear up kept, minimal involvement aside from occasional shows in Civic

These are all very good.
These are always a pleasure to visit
These are fine - happy with these. Would be nice to see Rugby Park utilised more out of season
These are good things to maintain for lots of different reasons
These suit their purpose
They are a lovely space
They are adequate
They are all in need of upgrading an maintenance. Rugby Park is a joke and council should not have bought it
They are fine
They are fine
They are fine
They are fit for purpose
They are good
They are good
They are good. We need to encourage their use, more things for community to engage with. Young adults are bored, so we need things like theatre sports they can go to
They are mostly very good
They are ok
They are ok
They are ok
They are ok
They are ok
They are ok
They are ok
They are okay
They are pretty good
They are the only thing that is right
They could do better in this area
They handy for local kids activities and used to work for rugby southland so was a frequent visitor to the rugby stadium
They look well maintained
They seem to be maintained well
They're all the same. Old, run down.
They're good. I just don't use them much
They're great
They're ok, I suppose?
They're ok, some are quite old
Tired, need investment
Too expensive
Too expensive for community organizations to use
Too costly for majority to use. Great activities but not widely advertised. Use more advertising.
Too costly to attend events so just don't.
Too expensive
Too expensive for families to enjoy
Too expensive to use, especially Civic Theatre.

Invercargill Residents Survey, 2023/2024

Too many staff being paid when venues and events are in use. Also no councillors or fund raising boards e.g. Community of southland plus ILT should not be given free seats to events of any kind. Donate them to people that can't afford tickets

Too many that are underutilised and which the council should not have purchased or taken responsibility for.

Top notch

Top notch

Tremendous.

Under utilised

Underutilized Rugby Park is out of date needs repairs badly

Use rarely but adequate

Used to see shows. They are old but ok

Usually go for the Invercargill musicals and always well look after

Venues and services have a pretty good selection. I just don't use all of them a lot

Venues are awesome, though I wish there wasn't such high fees to buy tickets

Venues are falling apart and council won't do a thing. Rugby Park a prime example

Venues are good, but not aimed at my generation

Venues great - and plenty of events

Very dated, struggling to keep up with modern times and needs

Very expensive to hire

Very Good

Very good

Very good

Very good

Very good

Very good

Very good

Very good apart from Rugby Park

Very good for those using them.

Very happy

Very happy with the current model.

Very nice and well maintained

Very old venues, toilets are become older

Very outdated and do not provide enough facilities

Very rarely go to these places unless a show on at Civic Theatre, Scottish hall I rarely see anything advertised there apart from rotary book sale

Very seldom

Very well kept and upgraded

Very well kept and used

Very well maintained, clean, welcoming. Some of the shows cater for the older demographic.

We need more variety, world class, more events, more attractions

We only ever attend if there's something on we like, Rugby Park is bitterly disappointing. Better venue would actually attract super games.

Well .maintained

Well cared for, functional and community focused

Well kept

Well looked after, multiple uses
Well maintained
Well maintained
Well publicised. (not)
Well Rugby Park needs to be used more
What does Scottish Hall get used for? Not a place in familiar with or have been in.
What events
What I have used are good
When I go to the Civic Theatre, I am very pleased with the service that I receive from staff members there.
Whilst these are great, they are never available for the public to use and are too expensive to hire. The rugby ground could be a multipurpose venue for more things that teens can attend
Wicked
Wonderful
Working on it
Would be good if Venus could be multipurpose e.g. Rugby Park used for other things than rugby
Would be good to see Rugby Park open the whole of the grandstand. The councils sports grounds need to be maintained to a higher standard.
Would be interested to ascertain if they are generating a profit or not
Yes
Yip great
Yip they're pretty good
Your events do not interest me.

Democracy

'Consultation' appears to be just going through the motions of correct process rather than actually listening. Not a great look to put things out for 'submissions' when decisions have already been made.. Decisions being against the clear majority of submissions.

A given Right to Vote

A great to see them checking in with community

A lot of people don't feel that what they say will matter and or don't understand how the system works. I think this is especially true for people that rent and don't own property

A reasonable balance of reporting

Absolute rubbish....do surveys like this and there's no feedback or councillors make up their own minds regardless.

Absolutely terrible. They never act upon the ratepayers wishes and continue to go ahead with their own decisions

Access is too limited, go to the people where they are, at events, in their communities

Adequate

Advertise in local papers (Bluff beacon & Southland express). No body read the Southland Times and it's too hard to find information on your website

Again, I don't really know, but don't hear much sometimes.

Agendas could be more easily accessible

All ages get to have a voice

ALLOW MORE SAY FROM RATEPAYERS

Always an opportunity to be involved

Always do their best

Always every opportunity for people to vote in local body elections - anyone who doesn't vote is just slack - let's hope they are not the whiners who complain about their Council not doing things - if you don't vote then you shouldn't whinge

Always seeing submissions called for online

Always seems to be surveys and things

Always vote to help put best people in the job

Am happy with opportunities

Any offer to be involved in the consultation processes aren't widely publicised.

Apart from involving community reps in all decision making, which is impossible, questionnaires to each household about views on general issues are probably the next best thing. OR public meetings in s different venues?

Apart from the mall

Apart from voting I am unsure of any opportunity

Appreciate the effort they make

Are k

Are never advertised enough for people to know how to

Are they heard?

As a Bluff resident I find the ICC needs to up its game with facilities and it would appear that Bluff is at the bottom of the list when it comes to resources and people of Bluff are not given chance to state their opinion

Ask for feedback but don't listen e.g. Museum. Shut unnecessarily long time for no reason

Ask for feedback and input but the feeling is their mind is already made up on what they are going to do.

Ask for opinions then completely disregard what we want and ask for

Ask for submissions and then never report on those submissions to reflect how the council made the end decision

Ask opinions but doesn't listen. E.g. Museum

Ask the community to vote on the future of Rugby Park, who are the council to make these kind of decisions on the communities behalf

At the end of the day you bow to the decision of the unelected Māori I representative

At the moment it's great that the city council are able to let us local people be able to make decisions for community involvement

Average

Average

Average

Average to most councils, but only just adequate. Not convinced feedback is listened too

Average, to many closed workshops.

Be open to new ideas, look at them in depth as weather they could be beneficial for Invercargill and surrounding areas for future.

Below average

Better communication

Better questions for each area

Can be better

Can be better, what do the people want to see, do?

Can't really comment, I know there are public council sessions but never heard of anything else

Can't think of any time that I have had an opportunity to be involved in decision making

Cheap rates

Invercargill Residents Survey, 2023/2024

Closed meetings undemocratic. Councillors need reminding they are servants of the public who elected them and pay their wages.

Communications from Council are terrible. Never hear what is going on, never get a chance to participate in important decision making and sometimes get told the outcome. I believe the opportunities are there to participate, but we never hear about them, despite the size of the communication team and the number of communication channels they (poorly) use.

Community engagement is very lacking & responses are dismissive. Concerns are ignored

Community is so important where and when our government overlooks us

Considerate

Constant updates and feedback from the council from the meetings

Consult on most. There was none on bus service. Trying to compare with other cities was, a lame excuse for changing. A bad service to the public

Consultation through the Let's Talk hub is easy to find and use

Consultation timeframes could be extended or submission deadlines advertised more.

Consulting on decisions then ignoring the feedback is insulting

Continue to improve

Corruption on top, ILT monopoly, mafia

Could advertise this more.

Could be better

Could be better

Could be better

Could be better advertised on social media or on the local radio stations in advance.

Could be better informed

Could be better.

Could be improved. People need more of a say rather than just the men at the top.

Could do with improvement

Could improve dramatically, with better provision of information that is clear and concise, along with being meaningful when people do engage as opposed to what many in the community see as council being seen to tick a box

Council appears NOT to listen to community voices - i.e. Wachner place!!

Council appears to want to hear our voices.

Council asks people but doesn't really listen or can't accommodate to what people wish or need

Council decision making must remain democratic and should consist of voted Council members only. NO CO-GOVERNANCE

Council do their job. No need for mass community decisions as nothing gets done, Set up proper working groups,

Council does not listen to Bluff residents

Council doesn't listen to ratepayers

Council don't tend to pay attention to what the public actually want and follow their own agenda while making us pay for their horrible ideas

Council generally seems to have an attitude about excluding the community in the first instance, and providing infrequent surveys to residents as a token measure for feedback on council affairs; however, feedback which doesn't align with the council's preconceived ideas is usually left unaddressed or ignored completely. For more divisive matters, the latter is all too common. The pyramid museum being just one example of it. It is hard to take council seriously when it is claimed that community feedback is important to their decision making. Seemingly, it only matters when it is in support of the proposed solutions.

Council has already made up its mind is not interested in public

Invercargill Residents Survey, 2023/2024

Council have been more proactive in recent times. Council needs to remember that they are only the guardians of the assets of the citizens and should always be open to consultation

Council have made opportunities to get involved i.e. east street west. But don't seem to listen when it contradicts what they already have planned for.

Council ignores advice from the community

Council must consult with business owners often

Council only 'consults' so that can be crossed off the list of 'to do' list. The majority can oppose something but council has their agenda and they continue to proceed with what 'they' have decided

Council only listen to minority, Otatara over rated ICC not interested. Curren Rd speed no fit for purpose.

Handing civil contract works to Rooney without fair tender process, i.e. the museum reworks given to an out of town company without tendering is somewhat corrupt and outside tendering requirements

Council provides input for decision making but ignores what the people want

Council seems one dimensional and divisive

Council seems to do what it wants with little regard to citizens wants and needs

Council should make more decisions and consult less

Council staff don't listen or give the right information

Councillors are there for themselves

Councillors need to be more visible and not just at events they like or promote.

Decision already made and the consultation is a tick box exercise

Decisions already made

Decisions are already made, the decision making contributions are a facade

Decisions usually made beforehand and by people of a particular demographic. Younger generations not included and ignored.

Decisions made without any consultation

Definitely good at asking for involvement

Didn't bote

Didn't even know there were any

Difficult, reliant on those voted in and we know so little about them.

Disappointed with response to road speeds

Disgraceful. Council is a joke, the continued rates increases to pay for no extra services is a disgrace. You're just a bunch of money grabbing chancers

Dismal

Do they listen

Do they? Limited options presented For example Wachner place

Do you? How is this published? Does it reach all?

Does anyone listen

Does appear to invite feedback

Does not listen to community feedback.

Does not seem to take notice of what people want

Does this happen?

Doesn't affect me

Doesn't always seem to listen even if there is a large amount of feedback

Doesn't appear to get listened to much.

Doesn't exist, ask for input then ignore it, example: people said no to Wachner place change, mayor says must be a. Compromise then they go ahead with full change. No compromise just 1 business man's wants at a cost of 4 million to ratepayers

Invercargill Residents Survey, 2023/2024

Doesn't feel like what the public wants is considered even after involvement
Doesn't seem to be a lot of public consultation.
Doing well
Don, t use much
Don't actually think council are interested in public opinion - although some public opinion is ridiculous
Don't believe council listens.
Don't feel that this is available
Don't know
Don't know anything about it
Don't know what you mean.
Don't listen anyway so doesn't matter
Don't listen to the residents comments on fb even when they ask
Don't really take on decision
Don't see many opportunities to complete surveys such as this
Don't see much
Don't seem to listen e.g. Wachner place decision to open up for on business
Don't think they give a shit, what about sticking all the woke Māori crap at us. Eel Pot really, Museum name will be woke also. 17% Māori , no full blooded, just crap.
Don't think I've ever been asked my opinion on any matter and previous dealings with council no very engaging
Don't feel heard even if we send submissions
Don't know about things they are doing in advance
Don't listen
Don't listen to youth council
Easier processes could be established to allow the community to add their input
Emails and surveys available . .
Everyone has the opportunity to vote for the best people to lead the council on behalf of citizens
Everything is satisfactory.
Excellent
Excellent
Excellent
Excellent communications team, cover all the bases, no one has an excuse for not knowing about an issue or consultation
Excellent I am seeing more and more of these surveys and applaud them for it
Excellent. Definitely try to keep us informed and consulted.
Fair
Fairly rubbish. Needs to be referendums and do what the community chooses
Feedback is regularly sought in a variety of forms either online or via paper forms.
Feel like regardless we never get listened too anyway
Feel like this could be better, definitely reckless spending occurring and you need to address culture within council
Feel not listened to very often
Feel that there is not much involvement from the community and they do what they want
Feels like no one wanted cars up Esk St but we have cars up Esk St and there shouldn't be

Invercargill Residents Survey, 2023/2024

Feels very much like it's a tick box exercise. Get your staff earning their wages and out from behind their screens. Talk with people, engage people in the library, pools, mall, shops.

Feels very restricted and not listening to the majority of suggestions. Need to also provide feedback for the services once provided i.e. The mall carpark should be a one lane entry and two lane exit with cash option for payment too. Too many people are being excluded by narrow decisions that focus on the most vocal group available.

Fine

Fine as long as council are actually listening

First time ever surveyed, am only aware of limited occasions to meet candidates in recent by-election

Fn hopeless

Follow up on ideas and suggestions from the community.....do not let them go to a subcommittee and be forgotten

Formal submissions seem to be the main vehicle and these tend to get older people with more time

From what I understand the don't usually listen

Generally average notice for upcoming events especially those they know may get some strong disagreements from public.

Generally, I think that the ICC community involvement in this area.

Get most of mine off Facebook

Getting better

Go and sell Donovan park without involving the peoples opinion or even putting it on the open market so you actually get the right price!!!

Go through the motions but have their own agenda anyway

Goes to groups that don't provide any real value

Going in the right direction even if they don't seem to be listening

Good

Good

Good

Good

Good

Good

Good

Good

Good

Good

Good

Good

Good but do you listen?

Good I think?

Good if you make the effort to learn the system

Good in terms of providing opportunities but not so good in terms of LISTENING to feedback

Good invites, up to date

Good social media, session in mall was great

Good these surveys but would be berreo5r

Good to have these online surveys available

Good to see input opportunity. More flexibility for other options raised at these opportunities to be seriously discussed and thought about.

Invercargill Residents Survey, 2023/2024

Good, like they should and they hopefully take note of all the great ideas people put forward

Good, more feedback post these surveys would be good because can feel like your voice is not heard or ignored

Good. I like the reach but only because I am aware and actively seeking information.

Good. More consultation occurring

Good

Great

Great

Great

Great, we need a voice in our city

Great!

Ha ha this is a joke. They don't listen to the people regardless of what they are told

Happy enough

Happy with the options.

Has improved a lot over the years.

Has information freely available on the council website

Have been offered to take part in surveys

Have heard / seen articles of people not being advised of changes until it's too late

Have not experienced.

Haven't given me any opportunity

Haven't heard of any

Haven't heard of any opportunities for community involvement

Haven't seen any action or change implemented

Haven't used any decision making personally

Haven't see any decisions put to public vote

haven't been asked

How are these advertised? Better communication would be great, are community groups approached so all views are considered and not just the ILT's.

How? Send in a video, sit at a boring council meeting? How about some communication about what you're doing rather than try hard posts of Facebook

I always seem to find out about things either last minute or after.. Not sure how/ where you advertise. Do you have a community board posting stuff?? How do I find what's coming up? Tried to fill in a submission one day but was too overwhelming, intense, confusing, difficult to complete

I am a rate payer

I am connected with the Facebook page so see a few opportunities for feedback. I work and study full time so am often not able to give feedback.

I am indifferent. I don't of hear opportunities for my input, however I expect the councillors I vote for to do that for me

I am not sure how to get involved in decision making

I am perfectly satisfied.

I am worried about the future of Donavon Park

I attend meeting on subjects Advertised

I believe the current council is not interested in what the public are needing they all have their own agendas

I care

I do not recall being asked anything

I don't agree with the local government model

Invercargill Residents Survey, 2023/2024

I don't believe it is in the council's narrative to listen to its rate payers. The bigger picture is always involved and this means national government, and councils will continue to have less governance in the future; COVID was the start, three waters, 15 minute cities, cashless society,.

I don't bother anymore, my views aren't following the latest ideology

I don't feel like even if we get a say even if we can respond to things

I don't follow the council closely, so don't know

I don't get involved

I don't hear much as I don't get a newspaper

I don't know

I don't know about this

I don't know how I can voice my ideas/opinions

I don't know. Apart from these sort of surveys, I've not got involved or tried to change anything.

I don't really believe the community has a lot of say

I don't really have any relation towards the community.

I don't remember a survey like this being put out before? Where do we go to voice our opinion?

I don't see much community involvement at all

I don't see or hear of very many opportunities to be involved in decision making. New curbs in Otatara being one example

I don't see the council involving the community in making decisions

I don't think the survey on voting was advertised enough

I don't get asked these types of questions

I feel I missed out

I feel like I am not involved in decision making

I feel like the decisions that do get decided on don't get explain on why to the people who want to know or a timeline

I feel like they ask but don't listen anyway

I feel like we're always giving feedback and then none of it is taken into account at the end? Everyone I speak with who gives feedback has the same opinions as me and sees the same pattern

I feel more information is required for important decisions.

I feel most councils offer carefully listed unfair options drafted by statisticians who wish to mislead people on the true offerings available

I feel there is good community involvement and opportunity for feedback

I feel they give opportunities but don't actually listen to the feedback, like their minds are already made-up

I have discovered the chance to share my thoughts and taken on the challenge of making submissions. I do have a problem though when sometimes it feels that decisions on important matters have been decided prior to submissions being received. Not everyone is aware of the process to make submissions.

I have in earlier part of survey. I.e. e ions made before consultation about decisions

I have in the past with regards to Splash Palace. It was a very specific situation

I have never been involved in decision making but I am interested in how much the community is involved

I have never seen an opportunity to be involved in decisions.

I have no idea

I have no idea how to get involved

I have not known how to be involved with decision making. Yet I would like too, being a rate payer. How to make submissions and be involved with or visit council meetings.

I have not seen anything

Invercargill Residents Survey, 2023/2024

I have seen a lot of "we request your feedback" but am yet to see action from feedback. Especially in the bluff area particularly. I am disappointed as a Bluffy that nothing was done to celebrate the centenary anniversary this year. Very disappointing for many residents.

I have seen quite a few opportunities for community consultation recently which is great.

I have the overall feeling that council may think they engage with community but the overall impression is that they don't and walk to the beat of their own drum

I haven't seen any of these

I haven't taken much interest in this

I know there have been surveys sent out but not widely. Hard to be a part of decisions when you don't know where to participate.

I like surveys and seem to receive a lot

I like the email notification and opportunities provided

I like the Wachner Place survey and similar should be used for other major changes to the city scape.

I love how our council is more caring than other places in engaging with community for feedback. This is what Invercargill council does well. Keep it up!

I love the people here.

I need information

I often see on Facebook and in the paper, which keeps me well enough informed

I regularly receive or see opportunities for community consultation.

I see a lot of requests for community input

I see opportunities to engage via Facebook

I see the odd thing on Facebook, but nothing that makes me feel any obliged or motivated to get involved. The council always seem to be in conflict with each other which puts me off going near that.

I think more online opportunities to voice opinions on upcoming events and projects, through surveys like this would be really good.

I think Nobby Clark is an embarrassment

I think stands outside supermarkets are a good idea.

I think the council doesn't care about the people

I think the opportunities are there for tech savvy people but not advertised enough to our young people and people who don't get the newspaper.

I think the opportunities are there, however they don't seem to be widely known. It would be interesting to know the participation rates of surveys and community numbers involved in any consultation process

I think there are opportunities out there, I just don't take them

I think they need to listen to the people more esp. with the Esk St predestination only apart from loading zones for the shops

I think this question is irrelevant. Council does not listen. Does what it wants

I usually only hear about feedback after a decision has been made, council likes to hide the forms away on websites and say no one submitted anything so we will do whatever we like, unless a formal request is made it is ignored, it doesn't take much to look at the comments on social media about issues in Invercargill and see what the public think.

I vote for council to do this

I voted for the mayor, wish I didn't, he is a tosser

I wanted change, vibrancy and a focus on welcoming new people to our region

I would love to see more, it often feels like decisions are made by noisy minority.

I'm aware feedback is sought, but unsure if the feedback changes councils decisions

I'm not aware of any current decisions

I'm not sure of processes
 I'm not sure that I have ever seen a request for my opinion.
 I'm not sure that the voices of the youth are often heard
 I'm not very aware of how to be involved.
 I'm sure the council do listen to the community but in the end they will vote only on what they want
 I've attended many Council discussion groups about accessibility in the city but sadly not much is listened to.
 Council now have a CBD that I can no longer use nor get a wheelchair park as there is not enough available. I now do most of my shopping online.
 I've never attended a meeting but they are well publicised in advance. There are lots of opportunities to provide feedback if Invercargill citizens want to
 I've never been involved in any decision making
 I've never been involved in any decision making in Invercargill
 I've never seen where we get the opportunity
 I've not had input
 I've seen how council makes decisions which are not in the best interest of the community. I.e. The famous debate of Esk street.
 ICC council must continue to focus on harmony amongst themselves first after years of dysfunctional behaviours. The city needs people focused on running the city. Big picture right. The rest will follow.
 ICC is overall useless as a council
 If interested I think there is opportunity to contribute
 If you don't get feedback, you will not know what the community voice is
 If you don't vote you have no right to complain
 I'm unaware of community decision making.
 Improving slowly
 In the past as a resident of Cooper's creek we have been subject to bullying and negativity from Parks Management and staff under Mr Pagan. Caroline r and dep. Mayor Tom are trying to change that culture and have come out and met with us to actually work together to resolve some issues. Ee
 Invercargill is built on a different strata to most of NZ and major earthquake such as Chch unlikely
 Involvement perhaps but you make a decision before you hear what public have to say this shouldn't be the case.
 Is consultation done even though it seems as if the council has pre-determined the outcome
 Is poor and needs huge help
 Issues around stadium and current mayor does not show exemplary practice
 It always is a vocal minority which is listened to.
 It appear the mayor makes his own decisions about what is best for the people allowing and participating in the ant I co governance rally as well as hushing up the stadium debacle
 It appears they are seeking involvement but then nothing eventuates
 It comes across as ICC playing the game of consultation... It's done because ICC has to tick that box rather than wanting (or needing) ratepayer inputs. All too often, it's abundantly clear the council officers have already made their mind up before consultation.
 It does what it has to, then largely ignores what was said, just goes through the motions. Always has done, hard to change them.
 It feels like decisions are sometimes made before asking the public for their opinion, and that this is only done as a step to tick off
 It feels sometimes as if the opportunity for community involvement is just lip service, and they've already made their mind up anyway.
 It is great to have the chance to have a say and having most of the meetings open and online is great

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It is hard to know when things are being considered etc unless hearing from social media I could be wrong but that's how I'm made aware anyway

It is important to vote

It is not always obvious how the community involvement effects decisions taken

It is not often listened to, just a token

It is poor generally

It is very difficult for most people to find out any information.. I am very actively involved but even I find it difficult. Although I'm a pretty regular visitor to ICC website I find it difficult to navigate. I also didn't know that unless you register you can't participate

It seems like the engagement with the community is after you've decided the option you'll move forward with in some cases.

It's a hard one. People only really get involved in what's important to them. Reference groups are a good way to have community decision making. Citizen assembly. A more interactive website - involvement with schools
It's a joke.

It's been a bit of a debacle this last year.

It's called buy in and having a say, people feel good and valued if are asked to contribute.

It's not easy to know what they are doing

It's ok not the greatest

It's ok, I don't have much to do with that type of thing

IT'S ONLY ON COMPUTER THAT ANYONE IS GIVEN THE CHANCE TO VOICE COMMENTS SEEMINGLY

It's part of the process that you consult, but a decision has probably already been made

Its niche, quiet and works for those with lots of time and strong opinions. You need to engage youth and under 35's that is where the energy, the positivity and the future lies

Just a tick box exercise

Just keep doing that but follow through and listen.

Knowing where to look for the information e.g. is there a regular advertising place the council uses? The council website is reactive not proactive in this field. It is only ok if one knows there IS an item to look out for
Kudos to ICC team on how much better it is with the online survey, email, FB and the pop-ups.

Lack of ease to know process and timing of input

Lack of publicity and accessibility

Less in fighting more action

Less waste through mailers and paper, get the under 50s involved by going digital

Let's talk is a good platform

Like roads to Otatara

Like when the community overwhelmingly votes for Wachner place to be upgraded for use as a community social space and the council ignores that to pander to empty hotels so they can park their buses 100m closer

Like when?

Limited, at best!

Lip service only and don't find out about them

Listen to ratepayers

Listen to the people

Listening via microphone not standard no amount of listening or understanding of specific access needs

Little to none if you do not follow the right channels on social media or read the Southland times.

Local government 3 yearly voting is sufficient

Local input has been ignored

LoI are you kidding

LOL Council are like government don't listen to the people.
Long term plan would be better sent out as an email
Looks good on paper.
Lots of avenues for discussion
Lots of closed door meetings. Coverage seems to be more about personalities than issues.
Lots of community notices, very visible.
Lots of input from people who are not Southlanders
Lots of opportunities to make a submission
Low
M
Making community funding more known about
Many decisions made without any external knowledge, minority view councillors often not listened to at all
Maybe a list of what is to be discussed if it concerns rate payers
Maybe it's out there- I have no idea
Mm what does that mean, you listen to the loudest voice or the largest pocket?
More availability
More community involvement is required. Less inhouse arguing within the council so that we can focus on the needs not wants for the community of individuals
More could be done to include the community in decisions the council is making need more transparency
More could be done.
More disclosure of the matters at hand
More online info/forums.
More say from the people and less of council making their own decisions
More say in rates especially where services not available. Either provide the service or remove from rates.
More surveys would be good
More transparency and clearer opportunities required
More transparency is required. E.g. digging up rugby field in bluff 2 weeks out from first home game
More user input in parking policies and consideration for people working in the CBD needing a place to park for free or for a small fee.
Most of the decisions council makes do not fit with my world view. I see making submissions as a complete waste of my time
Most submission I have made usually don't get considered or ignored.
Mostly happy except the council have over recent times gone into committee too regularly
Much better these days
Museum is a prime example, it just closed - too much woke and running from things that may never happen
Must be good. I've taken advantage of them from time to time
My lack of engagement is probably due to time constraints
Need a youth committee
Need more info published in the paper for all to see.
Need more surveys
Need them early in the piece
Need to ask the consumers more
Need to listen to feedback
Need to take more notice of people's requirements
Needs improvement

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Needs to be more accessible and feel more like our thoughts are being listened to
Needs to be more involvement especially around rates
Needs to be more off that.
Needs work!
Neutral.
Never asked
Never been able to be involved with anything or suggest anything, like talking to brick wall
Never been asked
Never been asked
Never been asked to participate in council decisions
Never been giving the opportunity to have a say until now
Never been involved
Never hear about anything. I don't get the paper, rarely listen to radio
Never heard of one
Never noticed the council making any attempt for community involvement prior to this survey
Never really seen or heard much that interest me
Never really thought they listen to anyone except themselves
Never used
Next to no involvement
Nice to have an opportunity shame they don't always listen.
Nil. You're going to do it anyway
No
No input in closing museum. Internal bickering within Council doesn't give much hope to any involvement being listened to
No involvement
No one ever asks. As a business owner I should have a say
No one is interested once councillors get into office
No one with a penis should be in a the girls changing rooms at splash palace! Absolutely disgusted with the decision and if anyone ever tried to enter when I was there you bet I would be calling them out. Appalling
No opinion
No point, their minds always already made up
No reason
Nobody listening so why get involved in decision making.
None
None
None - lawnmowing decisions? We look at the lawns and don't get a say in how they're mown. The centre plots coming in from Ascot look terrible too. They used to be mown so nicely and it looked cared for.
None that I can see
Not a lot of heads-up in providing involvement
Not at all good
Not aware of any opportunities or involvement until after the fact
Not bad for tech savvy person, would like to see more paid opportunities for community engagers to gather feedback in unheard communities
Not engaged
Not enough contact

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Not enough information.
Not enough notice to trudge through quite a bit of information whilst already running a busy schedule
Not enough notices given out
Not enough public input
Not full enough on specific items.
Not great
Not great
Not great - I was looking on the council website for rate information, and stumbled across this survey. I wouldn't have known about it otherwise. No emails from ICC, no letters about consultation etc. With busy lives, it would be good to prompt residents more to get feedback from them
Not Interested
Not interested unless there is bungling.
Not many Oppertu
Not normally too involved.
Not noticed this
Not really aware of this - apart from perhaps this survey?
Not really happy that the Wachner Place is potentially going to be re arranged to have buses going through. Needs to be better disability parking that can suit all disability vehicles such as those with hoists
Not really involved
Not satisfied
Not satisfied
Not sure anyone listens
Not sure I've ever seen an opportunity to be involved in decision making short of voting for candidates
Not sure what you mean. All rate payers should have a say. We are like shareholders.
Not sure I probably need to explore this more
Not that good
Not too bad, however do they actually take the feedback from rate payers and residences into account when making decisions
Not too sure
Not too sure
Not used
Not very
Not well advertised and not listening to the community
Noted concerns are not appear to be listened to
Nothing I care to share at this time
Nothing of value to add.
O
Often only visibly pop up at last minute
Ok
Ok
Ok
Ok
Ok
Ok
Ok
Ok

Ok

Ok

Ok

Ok

Ok

Ok

Ok

Ok

Ok I suppose

Ok I think

Ok though rate payers should have more say on spending

Ok, but councillors seem to have their own agenda especially the mayor.

Ok, but only useful if the council actually listens to any of the feedback it is given... So far their track record is very poor, to the point of completely disregarding anything that has been brought up with them

OK, I guess. Would like to know whether our council signed the document as many other councils did. I know we vote them in to make these decisions but these decisions should be declared to the public. Did we have any chance to state what we wanted? I didn't see any open meetings about the important decisions. Did I miss these meetings, if so where were that advertised?.

Ok, needs better advertising

Ok.

Ok. Well-advertised.

Okay

Online surveys are a great way to find information such as this.

Online voting

Only hear about them after the event. Not enough notice is given

Only seen this survey

Only time I have presented information to the council was a waste of my time, the ILT won and the street was closed regardless of the effect on the wider community

Only when it suits

Opportunities but not taken notice of

Opportunities are Ok, but do the elected officials listen?

Opportunities are there but often complex

Opportunities are there but seems no notice is taken of what people want, think etc

Opportunity for engagement is less

Other than the three year vote I don't know how I can influence decisions

Our opinion makes no difference

Pass

Pathetic still e.g. the dog police continue as before tinues (sic)

People are invited to submit thoughts but are often not heard it seems, almost as though decisions are already pre-determined

People have a chance to speak

People need to be continually informed

Piss poor decision-making they waste money, there is too many people that work for the council that do not need to be employed. There parking division needs an overhaul and the management need to go. I cannot believe how much money they wasted in the Invercargill Central project, just a waste of money, no one wants

to shop there as it costs so much for the parking. This needs to be addressed or there will be no Invercargill CBD

Plenty but don't make use of

Plenty of chances

Poor

Poor

Poor

Poor

Poor record

Poor record of taking any notice of people

Poor.

Poorly advertised or communicated what is being asked to submit on, or how to submit. Also there is low assurance the public is listened to when they submit

Pretty average. When the speed limits were decreased there was little to no public consultation for such a big issue. Think the council needs to advertise on social media more as that's where most get their news feed from now

Pretty good lately with online surveys etc

Proactive approach to encouraging engagement is appreciated.

Probably token and unread, new museum? Old museum, how much earthquake damage so far?

Process takes too long

Proof that they take any notice

Provide feedback to concerns raised

Public consultation is awesome,

Public consultation using outside agencies to provide impartial accountability has limited success and costs too much. It often seems that decisions are made before ratepayers can become involved

Public forum daunting for many- a more complete summation of issues publicised in layman terms would be helpful to many who really haven't got a clue what some of the issues are and of the long term plan rankings etc

Public meetings are great but at the end of the day council seems to act like school kids doing whatever they want.

Publicly stream council meetings - like DND does

Put a few submissions in the past, seemed like lip service and box ticking

Quite good but recently I tried to register to get my rates notices by email and the system provided was useless. Making this easier would be good

Quite poor from a public's perspective and when local government works without the public input some bad decisions have been made. Especially the town parking meter implementation trying to tax people who are not tech savvy with poor software implementation is quite disappointing.

Rather than asking for suggestions the council comes up with three options that we can choose from because they are the only ones who could have a decent idea apparently

Really like the openness of our new mayor

Really makes you feel part of the "plan"!

Reasonable

Reasonable

Reasonably advertised

Recent confusing changes to speed limits weren't properly consulted upon (school proximity/hours limits sensible, others seem arbitrary, confusing and frustrating). As an Otatara resident, the estuary wall project and

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management of Stead Street has been haphazard and more inconvenient than it should have been (consultation may have provided more pragmatic solutions/approaches from impacted stakeholders)
Recent experience regarding submissions for the old golf course out in Otatara/sandy point, only knew about it because retired father reads the Southland times back to front. No effort seemed to be put into gathering the voices of those who use it. Digital media is how younger generations access news/notices. Follow ICC Facebook page and nothing seemed to be up there either.
Regular opportunities to participate in community matters
Resident's input is never considered.....

Sad

Sadly the meetings I've attended as a disabled wheelchair user we have given council staff a lot of contractive feedback, but not a lot was taken onboard with the final outcomes. It councillors took a good look at the number of wheelchair users in the CBD on any given day, they would see very few compared to before the CBD upgrade, so the retail stores miss our trade.

Satisfied

Satisfactory

See the odd survey

Seems a foregone conclusion with all consultation. When public do make a significant outcry (such as Esk St being closed to traffic) it makes zero difference.

Seems a lot behind closed doors.

Seems fine.

Seems like council already decided and let big business drive decisions not community want i.e. Wachner Place being changed for a business even though it shouldn't be the main driver. Seems like decision has already been made.

Seems like there is opportunity, but many have the impression it doesn't make a difference

Should be able to respond more

Simply forgot it was close off day for voting

Since the change in council I feel you are all working well as a team and we are progressing well as a community and I can't wait to see the progress of the new museum

Slightly better than worthless, asking for public opinion means little when your vote is ignored in favour of the shiny hotel with deep pockets

Social events bring people together and highlight our amazing town and the beauty it has. Even when times are right going to a fun free night/day event brings people together makes them feel help and lets them forget for a short time. We have a lot of beautiful buildings and landmarks but they don't get used

Some good some bad

Sometime it hard to find where to give feedback or quick surveys

Sometimes I think Councils have to get too much input from Community and slows down decision making.

Sometimes it feels like Council is just ticking a box when it comes to this. They have already made up their minds on what they want to do.

Sometimes it's not as well advertised so we are unaware of something going on. But usually it's okay

Sometimes things are pushed ahead and we aren't given a thought

Somewhat agree, sometimes things are not as shown as they should be

Sounds like it is Nobby's way or the highway.

Splash palace changing room decision was a disaster and disrespectful . Disgusting

Submissions easier give more notice Thru social media

Survey

Survey through FB is good I think

Surveys are easy.

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Surveys are good but do the Council listen to what ratepayers want

Surveys are great, action is better

Surveys are ok, but where are results and findings published and shared

Tangata whenua voices needed but if a hu I called it should not be mana whenua led more so tangata whenua

Terrible Don't consider rate payers views just do what they want

The city isn't growing and the council is fractured. Too many people leave for a brighter future.

The council appears to ask for the citizen's opinion but invariably takes very little notice. The overall opinion of people I speak to is that the council do not care 1 iota of what the citizens want.

The council appears to be stuck in a pale, male, stale mentality and has little regard for the people who live here

The council asks for feedback. So that warrants a few points. But how much of that feedback is actually listened to and considered? That's where there is a little gap.

The council didn't consult about vaccination pass requirements for the library.

The council do great. The councillors do not.

The council does not listen to its ratepayers

The council does provide opportunities but I think they don't cater to the majority and more cater to the minority

The council doesn't care what we have to say they just like spending our money look at our rates

The council doesn't listen to the people of Invercargill, they seem to have their own agendas, just let ok at trying to change \$40 parking tickets for a fine that didn't exist and then take people to court and waste the rate payers money, and now they still haven't taken responsibility and now they are trying to charge the bylaws just to make more revenue. This is something the community don't want but they are still pushing it though...

The Council don't listen, they plough on with their own personal ambitions as if the city is their play thing. Even when the public overwhelmingly oppose projects

The council makes opportunities available, but appears to take very little heed of the responses.

The council seem to be a law unto themselves

The council seem to plan and make decisions visions regardless of what the community thinks

The council seems to keep quite a few decisions to themselves.

The elections are confusing and hard to follow. Seen to be an old boys club with not much change but a lot of talk about it. Roading and medical services should be at the forefront of our community but it takes a back seat to local an country wide government arguments. U make basic needs out of reach despite us paying for it while you all sit in your glass houses an thrones while being fairly out of touch with the real desperate fight which is the cost of living an health. It's killing us. Blair Vinings charity has done more for this province than the council.

They have in the past called for submissions and ideas then bold ahead with their own agenda, this losing the trust of the citizens

The invitation to be involved is always there.

The last couple years has been focused on the removal of Tim Shadbolt and in fighting. Tim has done a tremendous lot of good for Invercargill and should have been supported a hell of a lot more during his final term.

The museum was closed against community wishes. The "earthquake" risk is ridiculous if you look at the statistics of damaging earthquakes within Invercargill

The need for open democracy discussions and to listen to what residents say as they are the ones out in the community. Police need to be more noticeable in the Heidelberg area to catch the speedsters.

The odd occasion I've been there, not always happy

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The opportunities are fine, but I would like to feel more confident that the council actually heeded points of view and that citizens input was only taken into account when it suited the plans of the councillors.

The opportunity is there, but could get out into community more esp. south city as high deprivation and transport issues

The owners (rate payers) need more say

The public were against opening up the wind break of Wachner place for a bus lane. I still haven't seen the hundreds of tour busses that frequent town, and the fact that there is a bus lane already in place at the old train station ACROSS THE ROAD has made this whole thing a mockery. I didn't realise that all I had to do to get anything done around here is just have deep pockets to impress our Mayor. Livestreaming open council meetings would be an awesome resource for those of us that cannot attend due to outside factors, and also provides an opportunity for discussion for those that are roadblocked by the anxiety of speaking in public. As a project, we could show the rest of the country how progressive we are by creating a council streaming event for open forums.

The rate rise is bloody high

The recent pom-pom committee vote was a cool way of including the community

The system is a bit one sided

The system is again very white and hard for cultures to engage

The voters said no to co-governance yet we pay unelected Māori to sit and advise. The museum storage shed is just another waste of money. Why not build a museum beside the current one where everything is stored?

Because the council are not listening to ratepayers

The Wachner place consultation was a debacle and council needs to be better

Their minds are made up, they don't listen, so why bother

Then mayor's approach shuts down views that oppose his and creates decisions that dissuades rational discussion.

There are avenues for people/groups to have their say but they never seem to listen to major concerns

There are many decisions made that don't seem to make sense to many residents. It could be so easy to ask - just like this survey

There are opportunities but the channels and language used to communicate them eliminate so many people. Start talking with people again and stop all the online submissions.

There are processes in place for anyone who has issues or concerns.

There are some, but I'm not altogether sure that notice is really taken of community input.

There are the submissions phases but impersonating could be useful for those that's struggle with the process of submissions

There has been ideas put forward but knocked back because of expense but other stuff done that has no great benefit

There has never been a decision made where council has listened to its voters

There have been a few meetings held here in Otatara ...pump track and subdivision talk

There is always more ways of involving the community in decision making. I think we are not using technology enough to involve the younger generation. Need to make it easy to participate.

There is good opportunity, but for some requests for participation there could be more noise about the need. Some have had great advertising, others not so much.

There is no consultation

There is no democracy. People on council who were not elected.

There is no involvement you're going to do it anyway

There is no opportunity for public consultation

There is none

There is plenty of opportunity people prefer to moan than get involved

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There is usually a way you can comment or make a submission if you want to.

There seems to be an uptick in social media providing more platforms for comment

There should be more focus on listening to the community and acting upon those aspirations.

There should be more opportunities to be involved such as smaller focus type groups that could meet in the suburbs in places such as south alive etc.

There's too much in house bs and fighting, or even poor displays of behaviour look at the stadium and what happened there with the staff, trust is the issue

These surveys are a great idea, to include all residents for feedback, insights and ideas.

These surveys are good. Not aware of any other

These surveys are great, but most of the time it feels like they aren't taken into consideration and the results aren't discussed.

These surveys are nice, and in general the council is making good decisions, are there meetings were decisions get made?

These questionnaires are good

They always bend over backwards to get people to involve themselves

They are a name on a piece of paper, you pick 1, 2 or 3 and that's all I see

They are not transparent and insular in their approach

They are not well publicized

They ask for feedback and public opinion but seems they already made the decision and just doing a tick box so they can say they asking... Really disappointing they are not really interested in public opinion and pushing their own agenda and stamp

They consult but they too long to make decisions

They didn't listen to ratepayers regarding Wachner place and are going ahead with the worst option and pandering to the hotel developer wants

They do their best

They do what they want when they want

They don't always listen to the community

THEY DON'T AND CAN'T EVEN AGRESS AMONGOST THEMSELVES

They don't listen

They don't listen

They don't listen and do as they please.

They don't listen so why bother

They don't listen to anyone but themself

They don't listen to the rate payers

They don't seem to be letting Bluff people know about what they are doing on their community until the last minute

They don't. If there is ever a public consultation it will only be for a couple of days. The end result is usually what they were going to do anyway. Usually any initiatives are run by the 'old boys network'. Anyone daring to oppose them are usually pushed aside or pushed out.

They don't

They don't ask they just do what they want. Waste a lot of my rate money on crap

They don't listen to what the community wants

They give opportunities but don't listen anyway

They may give opportunities but then don't take any notice, a good example is not listening to what the majority want very disappointing

They may have an opportunity for us to say something but they always do what they want anyway

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They may involve the community but then they carry on with their agenda.
They need longer periods oft
They never do
They put up surveys and ask for feedback but generally choose their own way anyway
They seem to reach out regularly for feedback; I'm not sure whether it's considered. I don't like where they indicate from the outset what the council's preferred option is as it seems leading.
They spend too much money on things the majority of people don't want
They tick box having community involvement with no real intention of listening
Things need to be better promoted.
Think there needs to be more listening by council to the community
This could be better advertised somehow. Generate more interest from the community, particularly the younger generations. Perhaps involve Community radio in promoting council meeting. Educating the public on how people can have a say or become more aware/involved in the decision. This might help immensely come voting time.
This format is good. How about providing facilities at community spaces for citizens to be shown how to access this platform.
This goes back to Mayor Tim. Yes he might of been losing the plot but instead of the council trying to nurse him through the trouble time they got incredibly frustrated with Tim and it stood in the way of democracy because it was the public that voted for him.
This I have not seen. Do you really ask from the public.
This is a joke. E.g. Wachner Place options were preordained without the option to retain it as a NO traffic public space.
This is absolutely disgusting. Pretty much every survey that I have seen the results for over the last 3 years shows that the council doesn't care what the community wants they do as they please so why ask? If you're going to run it as a dictatorship then own it. Stop lying to people
This is improved - and website much more informative and interesting than it used to be. Keep improving
This is laughable, we don't get a say in anything
This is ok
This is the first survey from ICC I've been asked to do and only because my daughter attends swimming lessons at Splash Palace
This is the first survey I think, I have done for research for the council. They are not known of.
This is the first time in my life living in Invercargill that I've seen a survey made public
This needs to be advertised more.
This one really annoys me...when you go out for consultation you provide predetermined options, but don't let the community decide the priorities to inform what these motions could be...some are left with no options because they're all shit
This survey is a good example of that.
This survey is a great example of that
Thought I did that in the question following it
To be heard as one of the owners of the organization
To help law Enforcement
Too much interference from Government
Too much involved
Too much of a sterile approach the feedback you would typically generate would be from the "worried well" not a true diverse mix of our community due to their being a poor relationship and limited follow through
Too hard

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Too many candidates and why should I have to research them when they want my vote, they should be trying to convince us that they deserve our votes

Too many closed door stuff

Too much done behind closed doors. Things seem predetermined.

Too much Māori involvement s d too much Māori words especially without interpretation

Too much red tape and palaver - everyone knows you've already got your plan and you're box ticked CONSULTATION...booorring

Too much woke/Māori words being used.

Too much, feel it is only a token gesture as decisions are already made, classic case is Wachner place

Too often it is obvious that consultation is a box-ticking exercise. Consultation happens, but then the project goes off in a completely different direction. Not good enough.

Unaware

Unaware

Undecided

Under 18s, (my daughter) could not complete this survey. That seems silly when many of the changes to council venues will affect her and her decision to either stay in Invercargill or move somewhere where her voice as a young person matters.

Unknown

Unsatisfactory. Will not listen to what the public want

Unsure

Unsure

Unsure

Unsure

Unsure if they listen

Unsure of when any of this happens so don't feel involved

Unsure yet

Unsure, I know there's consultation about Wachner Place but I don't have strong feelings either way

Usually closed door and don't listen to actual wants from the community

Usually have to search out avenues to engage

Usually only hear on FB once it's too late

Very aware of needs in city

Very difficult to have your say and not as if anyone cares anyway

Very few

Very fortunate

Very good meeting with candidates

Very in house if you have no knowledge

Very limited and not considered

Very limited and seems like as a rate payer we're not listened to

Very little consultation about. The mall the museum the Wagner place project

Very little given

Very little information given on candidates makes it hard to choose

Very poor

Very poor

Very poor. Minds made up already

Invercargill Residents Survey, 2023/2024

Very poor. Language is always too high level, access is difficult for all and we NEVER get feedback after "consultation". They "consult" but then action a predetermined decision almost every time. Communications from Council are appalling.

Very rarely hear of opportunities to have a say

Very restricted and token

Wachner place was not a decision based on community input.

Wanted input regarding Wachner place upgrade but didn't listen. Removing the wall or part of it will open a wind tunnel regardless of what planting you put in. Opening to buses will separate this area and make it if no use for public use

Was not aware of any opportunities to provide input

Waste money on crap we don't need save money spend it on constructive projects not stupid bloody sign on Esk street that a bloody 5 year old could make

Waste of time as they never listen anyway

We all know you've made the decisions and any community involvement is a 'tick box' activity to say you've consulted...

We are able to go to meetings and voice our opinions.

We are newcomers to Invercargill but we do appreciate the opportunity from the council!

We get a vote once every 3 years and then only here the rubbish that comes out of meetings. No councillor seems to consult outside of campaign time.

We need diffusion about survey and ask to the people pay taxes

We need more opportunities for housing.

We seem to be asked more for what we would like to have/see. So that's great.

We the people living here are never listened too it doesn't matter what we say they just do what they want

We would like to decide how much our rates go up and be informed why they are going up

Well as it is you don't listen to feedback anyway. We pay rates and don't get what we pay for. I have another suspension bill for my car this year because of the poor condition of the roads.

Well I don't recall every being asked for my opinion on any matter concerning this city and I have lived here for 30 years

Well if you aren't a tech geek you are virtually isolated, especially older people, but they are the main ratepayers.

Well led campaign around feedback from community especially around LTP.

Well we can communicate how we feel, but council doesn't always listen or seem to care, but some counsellors do have the rate payers uppermost while others seem to see it as a never-ending supply of finance and they seem to forget counsellors and the council work for the people that pay the rates.

What community involvement. When I hear of it, I'll comment.

What involvement?

What involvement??? The council say this is what we are doing and will just make it look like they are involving the community. They just tick the boxes

What opportunities ?

Whatever

When do they ever consider us

When does that happen

Where are these opportunities

Where are these opportunities involvements publicised???

Where can you find out what goes on at council meetings, how can you participate in council meetings to ask everyday questions, should be having behind closed door meetings.

Where has the public decided much aside from a comment on fb page ?

Invercargill Residents Survey, 2023/2024

Where is the opportunity for my whanau to be involved in the design of things like the CBD playground-the play structures etc.? The schools to be involved and kindys? I see in the newspaper the Mayor thinks a pump track in South Invercargill would be good but has he consulted with the communities as we think the need is for both North and South. We do not really use the stake park because of the location as it feels unsafe for kids, broken glass on the road etc, this is a poor choice of location and we know of many families you won't go there and go to Winton instead-they even travel from Invercargill to Winton to have kids parties there-that tells you something. I assume the community was not consulted on the location. This is key moving forward please.

Why bother? We said we wanted Wachner Place left as is, they completely ignored us, as per usual.

Would like to be told about being involved earlier.

Yea right! They do what they want, stuff the ratepayers

Yeah good

Yep pretty good I guess - that's why I'm filling out this.

Yes you make a chance to say our bit but I notice they don't listen and always do what they want so waste of time.

You are already seeking perspectives and ideas in surveys so this is a step forward

You are reactive instead of proactive. Also you ask for public opinion but then ignore it because it does not fit in with the council's agenda. Too busy keeping the minority happy you forget about the majority.

You ask but don't listen

You banned people from PUBLIC venues due to them refusing a job. Vaccine mandates are a crock of shit. That vaccine has done more harm than good and you bullied people into getting it so they could use the venues

You do a great job of trying, but in my view the whole system is not fit for purpose.

You don't listen to the community who pay your wages, sense of arrogance

You have a brilliant website for people to use yet no one knows about it so they don't and when the public have strong feelings about an issue the council ignores these views and does what they want anyway

You hold your meetings when people who are working and cannot attend important decisions making. Do you really want to hear from us or are you more interested in the brown noses . Why is when a complaint is made by only a few the majority miss out on things because of this be fair

You make up your minds about what you are going to do before you ask community and when you get told what we want you do what you were going to do anyway often going against what the community wants.

You need to help investors come with their business and what I mean by that is for things to do mega arcade that are permanently there

You provide opportunities but don't listen to the answers!

Zilch - this is just a waste of time. Council staff have made the decisions and just have to tick off that they included the community in decisions - once the councillors get in they push their own barrows and forget who put them there

Suggested Facilities – Adults

A building in Bluff with wheelchair access coffee bar open for the whole day and rooms community organization could use

A dog park in north Invercargill

A list of groups or sports available

A multiuser group stadium that isn't just for stags

A walk/cycle track from Kennington to the city boundary

Access to cheap gear like kayaks, sup boards etc

Access, listen, provide

An easier way to get to the stadium

An indoor roller-skating rink. Currently we hire a court at the stadium for an hour, but this could absolutely be a facility that could take off. Have a cafe and arcade games in the premises to gather more revenue, and a space for mum and dad to chill out while the kids are skating.

Another pool that's just for lane swimming, not for schools and clubs. Also a spa that kids are allowed in at splash Palace as one of my kids won't swim as he gets too cold due to Raynaud's Syndrome. Not fair to only allow 18+ - Christchurch pools allow kids in the hot pools if accompanied by an adult

As described before play pods with building materials, may look unsightly to some but want to encourage children to get out and revisit stuff i.e. Cubbies forts etc

Better access to buses like it used to be years ago

Better bus service

Better bus service to allow children to travel from school to sports and into CBD.

Better bus service to get to places.

Better Healthcare Services - I know not directly related but maybe somehow get involved

Better maintenance of old sandy point golf course

Better parking for vehicles Is not easy for people that cannot walk far and getting worse

Better, safer parking at Turnbull Thompson/Lindisfarne St, Is inadequate and dangerous for children at the moment.

Bike hire for the bluff to Invercargill road

Bochia, outdoor chess set, accessible seating, quiet spaces, interactive statuary

Bus service from Otatara.

Cheaper access to Splash Palace; gym subsidies

Cheaper swimming access for families the 50% annual memberships were great. More covered outdoor facilities in town.

Community events, play spaces for families

Council could create a data base of activity/play groups, promote ideas that people have to create activity groups via the ICC website groups o

Council gym facilities

Covered areas in the CBD, similar to Whangarei CBD. It would make the inner city more accessible in poor weather

Cultural activities or services Not sure

Free parking would help. I don't like the new meters. And hate farmers carpark

Fun activities without commitments

Gym

Gym and swim membership options would be ideal

I think it would be beneficial to hold open days for the elderly etc to view facilities that maybe of interest. I, for example, might like to use the Splash Palace but are unsure of times etc.

I would like to be able to go to the pool, but I'm in a wheelchair

I'd live to see a big playground in town like the Margaret Mahy

I'm really not sure. By the time I've gotten to work, worked a full day, then I get home I'm exhausted and need to rest. I'm not lazy (I'm busy every minute that I work), just battling compounding medical problems that sap me of all my energy.

Improving small neighbourhood playgrounds

Indoor

Indoor Free gym for residents

Indoor play options, better/more modern playgrounds

Indoor roller skate ring
Indoor walking area for when the weather id really bad.
It's not that there isn't anything to do. It's the barrier of cost that hinders us to do more.
Later bus services then I can go gym after work
Like a megazone or timezone arcade game place
Literally said unsure
Māori relaxation or Māori Thai Ch I or Māori themed exercise
Maybe more dog parks?
Maybe more for others than me but how about a big 'grassed/padded' rugby sized indoor play area for kids to run free as if they were outside. A corner with slides etc, sandpits, scooter tracks, benches , flower pots etc- just like an outdoor park- but it is protected from the weather
Maybe somewhere for a professional rugby team to play
More advertising of sports
More affordable pool entry.
More art in the community
More bike racks in local parks
More community events such as street shin-digs
More engagement with sports or use of facilities
More indoor facilities for kids during winter. Especially weekend time
More of the built in leg swing equipment stations at other locations
More promotional
More public toilets . Gore Balclutha Clinton etc all have a designated public toilet spot . We really need one especially for children as most shops won't let you take them in and use and can't always get close to the mall
More spaces like playgrounds that youth and young adults can enjoy
More sports shops, more things like Park Run, but for youth
More street light and mobile coverage
More training clinic to all sports at all levels
Mountain biking
Provide a better bus service
Public pickleball courts
Pump tracks and bike jumps
Retain and improve Donovan Park
Safer cycleways through Invercargill that are distinct from roads
See previous answers
Some facilities near Queens Park for public access i.e.. Squash courts, tennis courts etc. Would be well utilised I imagine
Some free classes
Something that is affordable, and actually fun.
The wee bike park should be redone up as it is a well area to help teach kids biking skills as well as parents to get together
They are meeting my needs
To have well thought out seats around so one can rest when sore. How about local exercise classes for the fitness challenged at school halls. Keeping it in the community.
We are a wheelchair family. Often accessibility is an issue.
Would like to see more leisure activities at Queens Park
Youth hub to hang out utilising the now 2 unoccupied spaces on Tay street CBD for a green space

Suggested Facilities, Children

0-4

A playground/park in the inner city (H&J site)

Adding more kids friendly activity places

The bike park on Onslow St used to be great when I was a kid. Used to get a bike license there is potential to make something like that great again.

Free entry to places

Improved playground in queens park

Indoor walking facility

Massive playground in the inner city to build on their already fantastic work and initiative so far. It's all so great but you forgot about the kids!

More community play groups

Probably more free indoor play spaces. In winter it is particularly hard to find places to play as bad weather can hinder play outdoors significantly.

Pump tracks and skate parks

Sheltered outside play

Sports and dance classes and activities.

5-11

Free entry to places

Improved playground in queens park

Indoor walking facility

Massive playground in the inner city to build on their already fantastic work and initiative so far. It's all so great but you forgot about the kids!

More community play groups

Probably more free indoor play spaces. In winter it is particularly hard to find places to play as bad weather can hinder play outdoors significantly.

Pump tracks and skate parks

Sheltered outside play

Sports and dance classes and activities.

12-14

An arcade would be fantastic, bowling, games etc. Or ice skating rink

An indoor roller-skating rink. Currently we hire a court at the stadium for an hour, but this could absolutely be a facility that could take off. Have a cafe and arcade games in the premises to gather more revenue, and a space for mum and dad to chill out while the kids are skating.

Anything other than netball and rugby grounds. That is pretty much all you cater to

Dance /aerobics space to hire

More smooth paths in parks. My child has dyspraxia and very poor balance so he's too afraid to ride his bike or scooter on rough/bumpy/stony paths. He is also autistic and it would really help to have low-sensory sessions at places like Splash Palace e.g. Turn off music, screens, waves at quiet times and don't splash smelly disinfectants around during those times

Pickleball courts

Pool

Invercargill Residents Survey, 2023/2024

Run multi-sport camps during term breaks to get kids active and let them socialise with others.

Same as mine, cheaper swimming access and outdoor facilities which are covered to motivate participation. A lot of families can't afford any of the current council activities. The teenagers street party was great.

Same as previous comment

Something that's cheaper

We like the look of the pump track on yarrow St, Just too far from our home to get there independently

You would have to ask the 14yr old

Youth hub, covered outdoor play spaces for winter

15-17

Something for the teenagers, so they're not loitering on the streets

Venues with low hieebfees (sic)

Young adult areas

UNBUDGETED EXPENDITURE REQUEST TO SUPPORT COUNCIL OPERATIONS

To: Finance and Policy Committee

Meeting Date: Tuesday 17 September 2024

From: Trudie Hurst, Group Manager - Community Engagement and Corporate Services

Approved: Patricia Christie - Group Manager - Finance and Assurance

Approved Date: Thursday 12 September 2024

Open Agenda: Yes

Purpose and Summary

Council has obligations with respect to the health and wellbeing of its staff. Council has been working to improve its maturity including improved monitoring of the "health" of the organisation. Council has been observing an increase in the occurrence and recording of events that are indicators of negative impacts on the wellbeing of staff. Some of this is consistent with the increased levels of anxiety across the community and some is specific to local government in particular.

One of the consequences of this is an increase in tension across the workplace more generally. This tension, amongst other things is resulting in increased demand for the support from People and Culture to help resolve some of these issues. It is also placing demand on People and Culture and the organisation to upskill managers to enable them to manage these issues when they arise.

This report is related to additional expenditure staff have identified is necessary to support the organisation to meet our Health and Safety obligations, Wellbeing objectives and provide capacity to improve the capacity of the existing staff to manage these issues.

Recommendations

That the Finance and Policy Committee:

1. Receives the report titled "Unbudgeted Expenditure Request to Support Council Operations.

Recommends to Council

2. To approve an increase to the People and Culture 2024/25 financial year operational budget of \$265,000, noting the indicative rating increase of 0.02% to be included in the 2025/2026 Annual Plan to cover loan costs.
3. Notes that Council will continue to receive reports on Health and Safety through the Risk and Assurance Committee. Those reports will include the impact of this intervention.

Background

Invercargill City Council staff operate within a Health, Safety and Wellbeing Policy (Attachment 1 - A5443162). The policy states, "The Health and Safety of our people is our top priority". As an organisation there are some key metrics to assess how we are meeting this obligation within the policy such as Health and Safety incidents/near miss reports.

A focus of Council has been wellbeing as a sub part of health and safety generally. Covid-19 has been reported across the world as resulting in negative mental health outcomes throughout the world, and its impact on social interactions and relationships is likely to be evident in problematic social anxiety. (The Influence of the Covid 19 Pandemic on Societal Anxiety: A Systematic Review). This is one of the factors that is considered to be impacting the workplace.

Over the course of the 2024 calendar year, our staff have faced an increase in what is defined as a "Harm Exposure" incident. A snap shot of this data is included in the figure below:

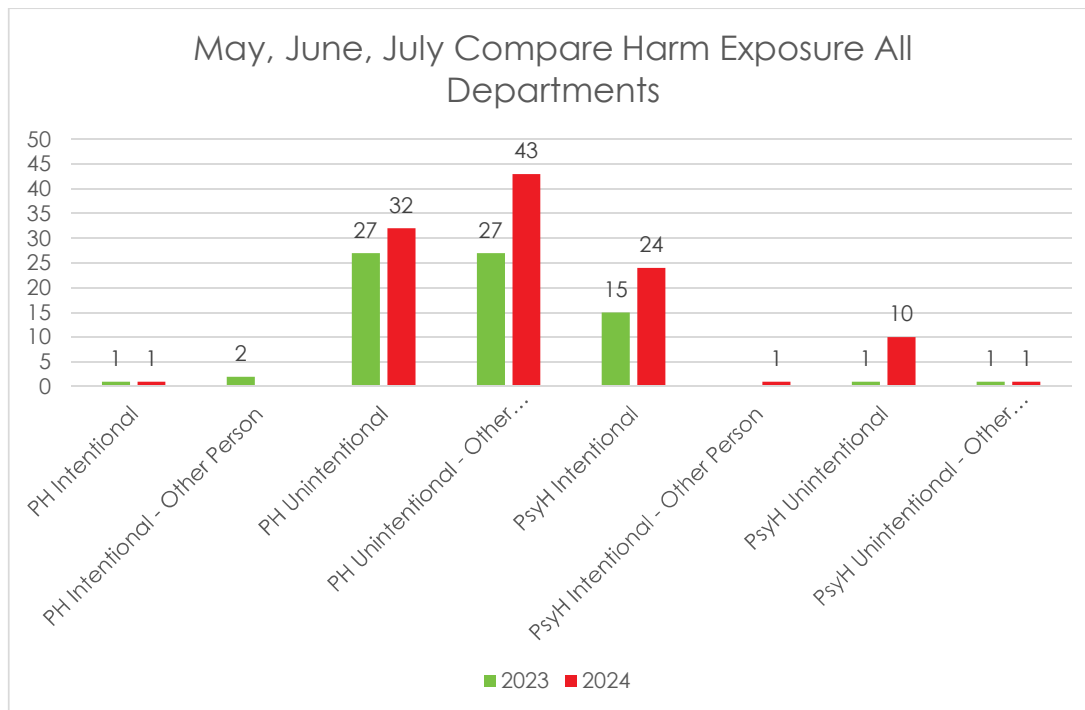


Figure 1 Comparison of number of harm exposure reports across May, June, and July for 2023 and 2024

Attachment 2 (A5178478) provides the harm definitions.

Over the course of the 2024 calendar year, our Employee Assistance Provider has seen an increase in use of the service. For illustration, Table 1 below has the entire number of staff that

have utilised the service in the 2023 calendar year compared to year to date (as at 31 July) for the 2024 calendar year.

2023		2024 - Year to date	
Relatives / Family	4	Relatives / Family	2
Anxiety	5	Anxiety	3
Emotional / General	7	Emotional / General	14
Alcohol / Drug	2	Alcohol / Drug	0
Emotional Distress	1	Emotional Distress	4
Relationships	4	Relationships	5
Relationships Marriage	5	Relationships Marriage	4
Pressure / Stress	6	Pressure / Stress	5
Job Performance	2	Job Performance	0
Grief	3	Grief	2
Depression	1	Depression	1
Employment Conditions	2	Employment Conditions	0
Professional Development	1	Professional Development	4
Harassment	1	Harassment	1
Workplace Change	1	Workplace Change	0
		Health	1
		Gambling	1
		Management	2
		Financial Stress	1
		Critical Incident Debrief	2
Total	45		52

Table 1: Comparison of use of EAP services for the 2023 calendar year and year to date for 2024 calendar year as at July 2024

When further detail is analysed, of the 2024 calendar year, 36.54% of the matters raised have been related to work versus personal matters.

Issues and Options

Analysis

Due to the increase in harm events, workload stress and pressure there has been an increased need for support by the People and Culture team of leaders and staff across the organisation. The volume of work has impacted the team so additional resource is necessary to support a safe work environment, manage the additional workload and support the Our Council project, in particular the Human Resource Information System Project (HRIS).

This can be achieved via the following means:

- Additional support via specialist contractors for the rest of the financial year (\$165,000).
- Increased use of agencies to support recruitment for specialist roles (\$100,000).

- Greater investment in leadership training (from existing training budgets).

Funding across the organisation was reduced as part of the 2024-34 Long-term Plan (LTP) and funding for this operational expenditure cannot be reallocated from other budgets as the funds are tagged for work related to the LTP.

Significance

This matter is determined to be of low significance in terms of Council's Significance and Engagement Policy so the community would be informed of the issue and decision via this report to the Committee.

Options

Option 1: Increase the People and Culture 2024/25 financial year operational budget by \$265,000. Noting this would need to be funded from additional borrowings, and the indicative rating increase of 0.02% to be included in the 2025/2026 Annual Plan to cover loan costs.

Advantages	Disadvantages
Enables a safe and healthy working environment across the organisation which aligns with the Health and Safety at Work Act 2015	Increased cost to serve the community
Alignment to Invercargill City Council's Health, Safety and Wellbeing policy	

This is the preferred option.

Option 2: Do not increase to the People and Culture 2024/25 financial year operational budget of \$265,000

Advantages	Disadvantages
No additional cost to serve the community	Increased workload on current team will not enable a safe and healthy work environment across the organisation which will be in breach of the Health and Safety at Work Act 2015
	Lack of alignment to Invercargill City Council's Health, Safety and Wellbeing policy.

Community Views

Community views have not been considered due to the low significance identified in relation to Council's Significance and Engagement Policy.

Implications and Risks

Strategic Consistency

Invercargill City Council has a Health, Safety and Wellbeing Policy (Attachment 1 - A5443162) which establishes "The Health and Safety of our people is our top priority" and under the

section, "Manage Risks", that, "Aim to eliminate work related injuries by identifying and controlling workplace hazards and managing risks proportionally. We will monitor employee health risks and implement appropriate programmes."

There is no doubt that stress and other constraints on the workforce lead to reductions in productivity. Reductions in productivity will impact the ability of Council to deliver on its LTP, attract and retain staff.

The preferred option aligns to this process.

Financial Implications

The current People and Capability budget for 2024/25 is:

Recruitment costs (including agency fees such as SEEK)	\$353,000
Contactors	\$77,000
ICC training	\$706,000

Note that elected members have their own separate training budget.

Staff have identified there are no potential operational savings or budget reallocation available to cover the increase in funding. If Option 1 is approved, the operational cost in the current year will need to be funded by additional borrowings. The debt servicing (interest cost and repayment) will be funded by rates starting from the 2025/26 Annual Plan until the 30-year loan is paid off. This will increase the rates in 2025/26 by approximately 0.02%.

Option 1	Operational (excl debt servicing)	Additional Borrowings	Indicative rates increase %	Additional Debt Servicing
2024/2025	\$265,000	\$265,000		
2025/2026			0.02%	\$16,269

Legal Implications

This decision meets Council's obligations under the following legislation:

- Local Government Act 2002.
- Health and Safety at Work Act 2015.
- Employment Relations Act 2000.

Climate Change

No Climate Change implications have been identified in this report.

Risk

As discussed at Risk and Assurance the increase in staffing is a reactive measure while Council attempts to further understand the root cause of the anxiety within the organisation. As noted above there is some evidence to suggest that the impacts of COVID-19 are longer lasting than expected. If there is a change in the underlying cause of these events then this may be a structural shift that will require a longer intervention than currently anticipated. Council will continue to look at other factors that may be the underlying cause and what, if any treatments may be put in place to manage those.

The current risk assessment only considers the initial proposed management of the issue for People and Culture, not the underlying root cause of the issues within the organisation.

Risk	Increased workload and impact on staff	Levels of Service not achieved and Poor decision making
Description	Increased workload may overburden council staff leading to stress, burnout (potential increase of Health Safety and Wellbeing risk)	Due to increased workload, projects and outcomes will not be achieved within the timeframes and budgets set out in the LTP
Likelihood	Likely – due to existing workload and resource limitations within Council	Almost certain – in order to prioritise staff wellbeing outputs and projects will need to be directly impacted
Consequence	Moderate –	
Source	Health, safety, and wellbeing	
Council Appetite	Low	
Risk Rating	High	

For the recommended course of action, identify relevant risks and how they will be managed (see the Risk Management Framework - [Risk-management-framework_policy-and-process-v2.pdf \(icc.govt.nz\)](#))

	Increased Harm Exposure Incidents	Increased Use of Employee Assistance Program	Workload Stress on People and Culture Team	Non-Compliance with Health and Safety Obligations	Financial Risk Due to Unbudgeted Expenditure
Risk	Increased harm exposure incidents across 2024, leading to both physical and psychological harm to staff.	More employees using EAP services due to stress and emotional health, indicating increased workplace pressure.	Increased workload on the People and Culture team, risking operational inefficiencies.	Council may fail to meet its obligations under the Health and Safety at Work Act 2015. This could lead to legal risks, reputational damage, and further employee harm.	The request for additional funding, if approved, would increase the operational budget by \$265,000 in the 2024/25 fiscal year, leading to a 0.02% rate increase in the 2025/26 Annual Plan. This could impact the community's perception of affordability and lead to potential dissatisfaction
Likelihood	Likely – Current trends show rising incidents of workplace harm, both psychosocial and physical	Likely - Increase in EAP service usage indicates underlying stress factors	Likely - Workload stress for this team poses a high likelihood of occurring.	Unlikely - Given the proactive nature of this report.	Moderate - Risk of financial strain due to unbudgeted but expense is manageable
Consequence	Moderate – Serious harm (physical or psychosocial) to employees	Moderate – Decreased productivity, higher absenteeism, and burnout	Moderate – Decreased staff support/wellbeing and increased absenteeism, with impact on operations.	Major – Reputational damage, and potential Legal ramifications	Low – Financial strain of increased rates may cause stakeholder concerns.

Risk Source	Health, Safety and Wellbeing – Failure to provide a safe workplace.	Health, Safety and Wellbeing - Inadequate focus on staff well-being.	People and Knowledge – Inadequate human resource planning.	Governance, Reputation, Legislative Compliance and Control – Failure to comply with legislation.	Financial – Inadequate forecasting and budgeting.
Council Appetite	Low	Low	Medium	Low	Medium
Rating	High	High	High	Medium	Low

Next Steps

The recommendation of the Committee will be provided to Council for the meeting on 24 September.

Attachments

- Attachment 1 - Health, Safety and Wellbeing Policy (A5443162).
- Attachment 2 - Harm definitions – Health Safety and Wellbeing – Event Classification – Guidelines (A5178478).

A5443162



Health, Safety and Wellbeing Policy



A5443162

We believe that:

The Health and Safety of our people is our top priority. We all have a responsibility for health and safety, taking all practical steps to prevent injuries and maintain wellbeing.



To achieve this we will:

Build Culture

Ensure that health and safety is a core value within our organisation by building a strong health and safety culture through active participation.

Communicate

Ensure all workers are informed and understand our policies and any other health and safety processes and initiatives. Consult and communicate in an honest, upfront and considerate manner with workers.

Investigate and Learn

Accurately report, record, investigate and take the initiative to improve work practices. We will learn from all workplace incidents, injuries, near misses and critical events.

Take Practicable Steps

Educate workers to understand that they have a responsibility to work in a safe manner in an effort to prevent harm to themselves and all those around them.

Develop Knowledge

Ensure our workers are aware of and comply with relevant health and safety legislation, regulations, relevant codes of practice and safe operating procedures specific to their role.

Be Fit for Work

Ensure all workers on site are mentally and physically fit for work. This includes ensuring all workers are not impaired by any means, including drugs, alcohol or fatigue. We will actively and respectfully manage the early rehabilitation and return to work of any employee who has suffered an injury or illness.

Assist in Emergency

Take a proactive approach to emergency management and ensure we have workers willing to assist when required.

Train and Refresh

Provide appropriate resources and training to achieve and maintain a safe and healthy work environment.

Best Practice

Establish, implement and review measurable health and safety objectives and targets to ensure continual best practice by improvement of processes, procedures and performance.

Manage Risks

Aim to eliminate work related injuries by identifying and controlling workplace hazards and managing risks proportionally. We will monitor employee health risks and implement appropriate programmes.

Collaborate with Contractors

Develop and maintain open communication and effective relationships and processes with contractors and suppliers of goods and services.

Encourage Participation

Encourage active participation through formal and informal means including our Health and Safety Committees and by ensuring regular health and safety discussions, in matters relating to health and safety management, are held across the organisation.

Authorised By:

Michael Day
Chief Executive Officer





Health Safety and Wellbeing Event Classifications – Guidelines Version 1.0

Location of Controlled Copies:	Objective - 2024 01 01 - Health Safety and Wellbeing - Event Classification - Guidelines details - Objective ECM (icc.inet)
Document Reviewer:	Chief Risk Officer
Approved By:	Health Safety and Wellbeing Manager

REVISIONS

Rev	Date	Pages	Description	By
	February 2024	11	Review	A Cameron

Introduction

This document details the classification criteria for work-related events which resulted in, or had the potential to result in injuries and illness to an ICC worker, contractor, visitor or customer.

All Health Safety and Wellbeing related recordable events are reported under the categories below:

- Near Miss
- Incident - Pain, Strain, or Discomfort
- Incident - First Aid
- Incident - Medical Treatment
- Incident - Verbal Abuse
- Incident - Psychological Harm
- Incident - Property Damage

The following categories are events in which there is a legislative requirement to notify the Regulator – WorkSafe NZ

- Notifiable Event – Incident
- Notifiable Event – Injury or Illness
- Notifiable Event – Death

Note: Injuries which are accepted as work-related under ACC legislation will not automatically be accepted as work-related from a Health Safety and Wellbeing perspective – this document should be used in isolation from any ACC acceptance notifications.

Scope

This document applies to all ICC workers and contractors while at a council workplace and undertaking ICC controlled work. It includes visitors or customers accessing ICC operated services.

Definitions & Terms

When considering an event and its classification, we must first define the term ‘harm’, then determine if harm occurred, or, if it had the potential to occur.

What is ‘Harm’

Harm is caused by any event in which a worker is exposed to either physical injury or psychological injury. The source of harm can be either people or machinery (plant), and is either intended or unintended.

Harm must be defined down to ‘actual’ exposure, or ‘potential’ exposure.

Actual Harm is commonly referred to through ICC reporting processes as ‘Incidents’.

Potential Harm is commonly referred to through ICC reporting processes as Near Misses, or in rare cases, ‘Risks’.

Our reportable categories below show what harm exposure will accompany each category.

- Near Miss - *potential*
- Pain & Discomfort - *actual*
- First Aid - *actual*
- Medical Treatment - *actual*
- Lost Time Injury - *actual*
- Verbal Abuse - *actual*
- Psychological Harm - *actual*
- Property Damage - *potential*

ICC breaks down actual harm into the following ‘Type’ categories:

Note – the term ‘Other Person’ in the below table refers to all other people involved in the Incident who are not Council Workers, Contractors or Volunteer Workers. More often than not these are members of the public.

The term ‘source’ refers to either persons, facilities, or plant (machinery/tools)

HARM TYPE – Actual Harm	Definition
Psychological Harm – Unintentional	Defined as harm caused by a source that is not intended to, but as a result, negatively impacts on a worker’s mental wellbeing.
Psychological Harm – Unintentional – Other Person	Defined as harm caused by a source that is not intended to, but negatively impacts on the mental wellbeing of ‘Other Person(s)’ at a ICC workplace or controlled site. It does not include potential exposure. Example, an incident occurred at an ICC controlled event where ‘Other Person(s)’ witnessed serious injury(s) being inflicted upon others.
Psychological Harm – Intentional	Defined as harm caused by a source that is intended to cause psychological injury to a worker and negatively impact on their mental wellbeing.
Psychological Harm – Intentional – Other Person	Defined as harm caused by a source that is intended to cause psychological injury to ‘Other Person(s)’ at a Council workplace or controlled site. It does not

	include potential exposure. Example, an 'Other Person' Indecently exposes themselves to another 'Other Person' while at a ICC controlled site.
Physical Harm – Unintentional	Defined as harm caused by a source that is not intended to, but as a result, causes physical injury to a worker. The physical injury either caused pain, strain, or discomfort, and the worker may or may not have sought medical attention from a qualified medical practitioner, or may have accessed First Aid treatment.
Physical Harm – Unintentional – Other Person	Defined as harm caused by a source that is not intended to, but as a result, causes physical injury to 'Other Person(s)'. The physical injury either caused pain, strain, or discomfort, and the worker may or may not have sought medical attention from a qualified medical practitioner, or may have accessed First Aid treatment. It does not include potential exposure. Example, Slip, trips, falls in an ICC workplace or controlled site.
Physical Harm – Intentional	Defined as harm which results in physical injury to a worker, and is intentionally caused by another person by any means. The physical injury either caused pain, strain, or discomfort, and the worker may or may not have sought medical attention from a qualified medical practitioner, or may have accessed First Aid treatment.
Physical Harm – Intentional – Other Person	Defined as harm caused by a source, where physical injury occurred to an 'Other Person' by a person whose intention was to cause that harm. The physical injury either caused pain, strain, or discomfort, and the worker may or may not have sought medical attention from a qualified medical practitioner, or may have accessed First Aid treatment. Example, members of the public fighting in an ICC workplace or controlled site.

Near Miss

A Near Miss is defined as an unplanned event, exposing a worker or other person to harm, however, no actual harm occurred. It includes any event that offers an opportunity for continual improvement in the way council protect workers and others.

For the purposes of reporting and data collection, all wet and dry rescues performed at the Southland Aquatic Centre - Splash Palace, where the person rescued did not require First Aid or Medical attention, are recorded as a Near Miss.

A recorded event in which any person who is not acting in an unlawful manner, and in the absence of a clear intention to cause harm, will not be regarded as a Near Miss.

Incident

An is defined as an event that has resulted in actual harm occurring through physical injury or ill health to any worker, including events in which a worker is verbally abused or psychologically harmed in the course of carrying out their work. It also includes events in which ICC property is damaged.

Incident Types are classified in the below categories:

- Pain, Strain or Discomfort
- First Aid
- Medical Treatment
- Verbal Abuse
- Psychological Harm
- Property Damage

Pain, Strain or Discomfort

Meaning an ache or pain not requiring first aid or any medical attention and not affecting work performance.

First Aid

Any work-related injuries or illnesses is categorized as first aid where the treatment is limited to the following:

- a. Non-prescription medication at non-prescription strength.
- b. Administering immunizations (such as for tetanus).
- c. Cleaning, flushing or soaking wounds on the surface of the skin.
- d. Application of wound coverings (such as bandages and gauze pads) or using wound closures (such as wound glue, butterfly bandages or steri-strips).
- e. Applications of hot or cold packs.
- f. Applications of any non-rigid means of support, such as bandages and slings. Note - Devices with rigid stays or other systems designed to immobilize parts of the body are considered medical treatment.
- g. Using temporary immobilisation devices whilst transporting an accident victim (e.g., splints, slings, neck collars, back boards).
- h. Drilling of a fingernail or toenail to relieve pressure, or draining fluid from a blister;
- i. Using eye patches.
- j. Use of water/milk (only) to counteract any swallowing of chemicals/substances.
- k. Removing foreign bodies from the eye using only irrigation or a cotton swab.
- l. Removing splinters or foreign material from areas other than the eye by irrigation, tweezers, cotton swabs or other simple means.
- m. Using finger guards.
- n. Assessment by physical therapist (e.g., physiotherapist, chiropractor or massage therapist) for the purpose of assisting the treating doctor with an injury diagnosis.
- o. Drinking fluids for relief of heat stress.

Note - All other forms of treatment that exceed the above list shall be considered medical treatment.

Where a person is referred to a registered health professional and the treatments are restricted to those detailed above, the incident remains as a first aid treatment event.

Medical Treatment

Any work-related event that requires managed treatment, greater than that detailed as first aid, by a registered health professional.

Diagnostic Measures:

Where a person suffering an injury/illness is referred to a registered health professional to assist in the diagnosis of the injury/illness, these measures are not considered to be medical treatment.

The following treatments are considered to be diagnostic measures:

- a. Visits to a physician or other registered health professional solely for observation or diagnosis
- b. Imaging procedures (e.g., x-rays, CT scans and MRI scans)
- c. The administration of prescription medications used solely for diagnostic purposes (e.g., eye drops to dilate pupils)
- d. Other biological testing procedures (e.g., blood tests).

Physical therapist treatment

Physical therapy includes treatments provided by registered medical professionals who conduct physiotherapy, osteopathy, chiropractic and remedial massage.

Diagnosis

Where the treating doctor requires the service of a physical therapist to assist with determining the nature or extent of the injury, this shall be considered as a diagnostic measure, and is not classed as medical treatment, provided that:

- a. The referral is limited to a single visit, or
- b. In the case of multiple visits, the medical certificate clearly states that the referral is for diagnostic purposes only.

If treatment by a registered health professional is subsequently prescribed as a result of the diagnostic testing, then the event will be classified as medical treatment.

Treatment

Where physical therapists provide treatment, the injury shall be considered to exceed first aid and shall be classified as medical treatment.

Lost Time Injuries (LTIs)

Any work-related injury or illness where time is lost for at least one full day/shift on any rostered day after the one in which the injury occurred.

An event shall only be classed as an LTI if it is supported by a medical certificate from a registered health professional clearly stating the duration of the time required to refrain from work duties.

Note - Events which are initially classified as a Medical Treatment, but where the worker ultimately loses time. The medical treatment shall be removed and replaced with an LTI entry.

Verbal Abuse

Verbal abuse is a form of psychological abuse.

Verbal abuse can be defined as any verbal behaviour that causes emotional distress to an individual. It can manifest itself in many ways, such as shouting, yelling, name-calling, or other forms of verbal aggression.

Verbal abuse is one of the most common forms of violence in the workplace, and it can affect both men and women regardless of their age, race, religion, or sexual orientation. It's important to know what verbal abuse is and how to identify it because it has been found that those who are subjected to verbal abuse at work experience a higher rate of absenteeism and presenteeism than those who are not subjected to verbal abuse at work.

Verbal abuse can make the victim feel bad about themselves and create an environment where they are not able to do their best work. It is often an attempt to assert dominance over someone else to get them to do what the abuser wants. This type of abuse is often targeted towards workers who are in lower positions. They are often seen as easier targets because they have less power and influence within the organisation.

Verbal abuse in the workplace can be defined as any communication that is threatening, insulting, or malicious, and it can be either by words or by gestures.

Verbal abuse can take many forms:

- Verbal assault
- Negative criticism
- Ridicule
- Threatening behaviour
- Constant yelling or shouting
- Swearing
- Belittling

Psychological Harm

A victim can experience psychological abuse in the workplace a number of ways. For example, targeted verbal abuse by members of the public, through bullying or harassment by co-workers, or from direct exposure to traumatic events. These are just some avenues in which council staff can be exposed to psychological harm while at work.

Property Damage

Any event in which council owned property is damaged, whether intentionally or not.

Damaged council property may have unintended health and safety consequences, and each incident must be reviewed to understand what if any of those consequences exist, and how best to either eliminate or mitigate any risks that may be present.

What is a Notifiable Event?

A notifiable event is any of the following events that arise from work:

- a death
- a notifiable incident
- a notifiable injury or illness

Only serious events are intended to be notified. These trigger requirements to preserve the site, notify the regulator – WorkSafe NZ, and keep records.

The notifiable incident, illness, injury or death must arise out of the conduct of council work. It could be due to the condition of a workplace, or work site, the way the work activity is organised, or the way equipment or substances are used. See below for examples.

Notifiable Event – Incident

A notifiable incident is an unplanned or uncontrolled incident in relation to a workplace that exposes the health and safety of workers or others to a serious risk arising from immediate or imminent exposure to:

- a substance escaping, spilling, or leaking
- an implosion, explosion or fire
- gas or steam escaping
- a pressurised substance escaping
- electric shock (from anything that could cause a lethal shock, for example it would not include shocks due to static electricity, from extra low voltage equipment or from defibrillators used for medical reasons)
- the fall or release from height of any plant, substance, or thing
- damage to or collapse, overturning, failing or malfunctioning of any plant that is required to be authorised for use under regulations
- the collapse or partial collapse of a structure
- the collapse or failure of an excavation or any shoring supporting an excavation
- the inrush of water, mud, or gas in workings in an underground excavation or tunnel
- the interruption of the main system of ventilation in an underground excavation or tunnel
- a collision between two vessels, a vessel capsizes, or the inrush of water into a vessel
- any other incident declared in regulation to be a notifiable incident, for example those listed in:
 - regulation 6 of the Health and Safety at Work (Asbestos) Regulations 2016

Notifiable incidents do not include controlled activities that form part of the business or undertaking (e.g., the controlled release of water from a dam).

A notifiable incident is where someone’s health or safety is seriously endangered or threatened. People may be put at serious risk even if they were some distance from the incident (e.g., from a gas leak).

A notifiable incident also covers the incidents specified above which may have only resulted in minor (non-notifiable) injuries but had the potential to cause serious injury, illness or death.

Notifiable Event – Injury or Illness

These are specified serious work-related illnesses or injuries.

All injuries or illnesses that require (or would usually require) a person to be admitted to hospital for immediate treatment are notifiable.

Admitted to a hospital means being admitted to hospital as an inpatient for any length of time – it doesn’t include being taken to the hospital for out-patient treatment by a hospital’s Emergency Department, or for corrective surgery at a later time, such as straightening a broken nose.

Other types of injuries and illnesses that also require notification are set out in the following table.

Trigger	Examples
The amputation of any part of the body that requires immediate treatment (other than first aid)	Amputation of: <ul style="list-style-type: none"> • a limb (for example, an arm or leg) • Other parts of the body (for example, hand, foot, finger, toe, nose, ear).
A serious head injury that requires immediate treatment (other than first aid)	<ul style="list-style-type: none"> • fractured skull • a head injury that results in losing consciousness • blood clot or bleeding in the brain • damage to the skull that may affect organ or facial function • a head injury that results in temporary or permanent memory loss
A serious eye injury that requires immediate treatment (other than first aid)	<ul style="list-style-type: none"> • injury that results in, or is likely to result in, the loss of an eye or vision (total or partial) • injury caused by an object entering the eye (for example, metal fragment, wood chip) • contact with any substance that could cause serious eye damage.

	<p>Does not include:</p> <ul style="list-style-type: none"> • exposure to a substance or object that only causes discomfort to the eye.
A serious burn that requires immediate treatment (other than first aid)	<p>A burn that needs intensive or critical care such as a compression garment or skin graft.</p> <p>Does not include:</p> <ul style="list-style-type: none"> • a burn treatable by washing the wound and applying a dressing
Skin separating from an underlying tissue (degloving or scalping) that requires immediate treatment (other than first aid)	<ul style="list-style-type: none"> • skin separating from underlying tissue where the tendons, bones, or muscles are exposed.
A spinal injury that requires immediate treatment (other than first aid)	<ul style="list-style-type: none"> • injury to the cervical, thoracic, lumbar or sacral vertebrae, including discs and spinal cord. <p>Does not include:</p> <ul style="list-style-type: none"> • back strain or bruising
Loss of a bodily function that requires immediate treatment (other than first aid) (for example, through electric shock or acute reaction to a substance used at work)	<p>Loss of:</p> <ul style="list-style-type: none"> • consciousness (includes fainting due to a work-related cause for example, from exposure to a harmful substance or heat) • speech • movement of a limb • function of an internal organ • senses (for example, smell, touch, taste, sight or hearing). <p>Does not include:</p> <ul style="list-style-type: none"> • fainting not due to a work-related cause • a sprain, strain or fracture that does not require admission to hospital (except for skull and spinal fractures).
Serious lacerations that require immediate treatment (other than first aid)	<ul style="list-style-type: none"> • serious deep cuts that cause muscle, tendon, nerve or blood vessel damage, or permanent impairment • tears to flesh or tissue – this may include stitching or other treatment to prevent loss of blood or bodily function and/or the wound getting infected.

	<p>Does not include:</p> <ul style="list-style-type: none"> • superficial cuts treatable by cleaning the wound and applying a dressing • minor tears to flesh or tissue
<p>An injury or illness that requires (or would usually require) medical treatment within 48 hours of exposure to a substance (a natural or artificial substance in any form for example, solid, liquid, gas or vapour)</p>	<p>Burns from skin exposure or inhalation of toxic chemicals that require medical treatment.</p>
<p>Contracting a serious infection (including occupational zoonoses) to which the carrying out of work is a significant contributing factor including any infection due to carrying out work:</p> <ul style="list-style-type: none"> • with micro-organisms • that involves providing treatment or care to a person • that involves contact with human blood or bodily substances • that involves handling or contact with animals, their hides, skins, wool or hair, animal carcasses or waste products or • that involves handling or contact with fish or marine mammals. 	<ul style="list-style-type: none"> • diseases caught from animals (for example, leptospirosis) or E. coli infections • Legionnaire's Disease caught from working with soil, compost or potting mix.
<p>An illness or injury declared in regulations to be a notifiable injury or illness</p>	<p>Any illness or injury listed in Schedule 5 of the Health and Safety At Work (Mining Operations and Quarrying Operations) Regulations 2016.</p>
<p>In this table:</p> <ul style="list-style-type: none"> • 'Medical treatment' is considered to be treatment by a registered medical practitioner (for example, a doctor). • 'Immediate treatment' is urgent treatment, and includes treatment by a registered medical practitioner, registered nurse or paramedic. • Note that if immediate treatment is not readily available (eg because the injury happened at a remote site), the notification must still be made. 	

TABLED AT
17 SEPTEMBER 2024
MEETING

A5558326

Great South Southland Regional Development Agency Ltd

2023/24 Full year update to ICC
17 September 2024

GREAT SOUTH 

Our KPIs

These KPI's were set for the 2021-2031 LTP and covered the following areas of service

- Regional economic development
- Regional business development
- Regional tourism development
- Regional events



Regional economic development

Support the development of **one** new industry in Invercargill – **Achieved**;
Support was provided to progress the below industries.

- **Aquaculture**
- **Hydrogen**
- **Tourism**

We also developed seven opportunities papers that provided the foundation for our regional story



Regional business development

There are five KPIs under this section, only **one** was **Achieved**.
Four were **Not Achieved**

- **165 business engagements – Not Achieved**; 149 businesses engaged (90% of target)
- **Host four workshops – Achieved**; 5 workshops held
- **Connect six businesses with R&D funding - Not Achieved**; 4 businesses connected (67% of target)
- **Connect 12 businesses with Business Mentors - Not Achieved**; *Contract for this ended in June 2022*
- **Issue 130 co-funded vouchers for capability management training - Not Achieved**; 89 vouchers issued (68% of target)

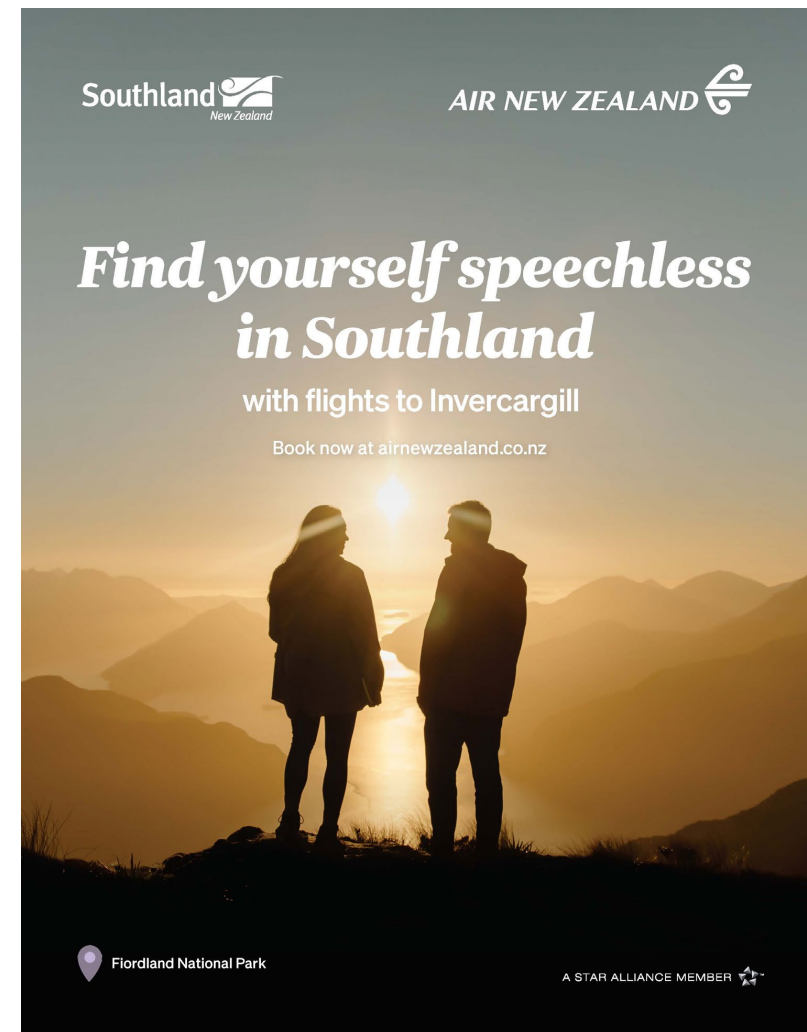
Reasons for results:

Lower business confidence and a contracting economy resulted in less expenditure for professional development

Regional tourism development

There are two KPIs under this section, both were **Achieved**.

- **Progress 5 projects from MSDS – Achieved;** Projects included Cycle Tourism, Te Taurapa o te Waka, Food Tourism, Sustainable Tourism, Touring Route Networks
- **45 media results featuring the region – Achieved;** 655 media results nationwide with 157 of those featuring Invercargill (349% of target)



Regional events

There was one KPI under this section, and this was **Achieved**.

- Support 15 events, both existing and new, which drive overnight visitation in the region – **Achieved**; 39 events supported overall with 16 events that drove overnight visitation (107% of target)
- We also secured 8 events for 2024/25 year that will drive overnight visitation
- We were also successful in securing hosting rights for **24 Business Events** for the next 2-3 years





Achievements against SOI

GREAT SOUTH 

2023/24

- **Challenges**
 - Government change
 - Govt contracts ended – no further funding and tight financial environment
- **Achievements**
 - Restructure – reduced staff with more targeted focus
 - Exceptional achievements in regional promotion
 - Strong progress made for Business Events with great outcomes for Invercargill
 - 2023 Summer saw 17 cruise ships come to the region, with a sizable boost to our economy from passengers coming onshore
 - Progress at Ocean Beach – Manaaki, NZAC, Kelp Blue, Bluff Distillery
 - Beyond 2025 and Great South’s Sustainability programme recognised by peak body groups



Photo Credit: Bluff Distillery

Our SOI KPIs 2023/24

16 KPIs across seven areas of focus –

4 Not Achieved

- **Beyond 2025 Southland Implementation Plan**
 - 3 KPIs **Achieved**
- **Attraction of visitors to Murihiku Southland**
 - 4 KPIs **Achieved**
- **Tourism Sector development**
 - 2 KPIs, one **Achieved**, and one **Not Achieved**
- **Alternative land use**
 - 1 KPI **Achieved**
- **Business engagements**
 - 1 KPI **Not Achieved**
- **Data and dashboards**
 - 2 KPIs **Achieved**
- **Carbon emissions reduction**
 - 3 KPIs one **Achieved** and two **Not Achieved**



Focus Area	Objectives 30 June 2024	Target	Result
Beyond 2025 Southland Implementation Plan	BY 2025 Implementation Plan designed and approved by regional leaders and MBIE	By 30 June 2024	Achieved
	BY2025 - Three key projects identified and implemented	3	3
	Reporting to regional leaders and MBIE on all workstreams that have received funding under Just Transition	By 30 June 2024	Achieved
Attraction of visitors to Murihiku Southland	Deliver and develop 4 destination promotion campaigns	4	11
	Facilitate 10 famils to the region	10	16
	Ensure at least 85% of traffic to Southland & Fiordland websites come from key markets (New Zealand, Australia, North America & Europe)	85%	Southland 94%, Fiordland 85%
	From 2022-23 YE baseline: Increase traffic on southland. com and fiordland.nz by 5% Increase total engagement across all social media channels by 5%	Social Media Traffic Target of 160,553, Fiordland Social Media Target of 37,846	Social Media 162,415, Fiordland 43232
Tourism sector development	Progress 10 projects from the revised Murihiku Southland Destination Strategy	10	11
	Implement Murihiku Southland Business Events Strategy including feasibility of business events in Gore	By 30 June 2024	Draft strategy developed for release in Sep 2024. Gore feasibility has not been undertaken
Alternative land use	Support provided to four projects that encourage land use diversification, including the completion of at least 2 feasibility studies	4	7
Business engagements	280 business engagements	280	250
Data and dashboards	Repository designed	Data Repository Designed to Minimum Viable Product Level	Achieved
	Dashboards developed and designed and made available to councils	4	4
Carbon emissions reduction	120 businesses take part in decarbonisation workshops	120	44
	One-on-one meetings with 100 businesses are held regarding decarbonisation	100	25
	10 Murihiku Southland businesses decarbonise their heating systems	10	11

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Questions