Discussion paper 2016/01
A Queenstown perspective on tackling poverty

This paper forms part of a series showcasing insights from individuals who have attended a one-day workshop in their local community.

'We need to develop a shared vision for the things we value and want to protect here in Queenstown.'

Nicole Lowery, local school teacher

'People living in poverty aren't necessarily going to match the image we have been trained by the media to associate with poverty. They could be living next door to you, they could be your child's best friend at school. We need to open our eyes and look.'

Mayor Vanessa van Uden, Queenstown Lakes District

' **WE NEED TO IDENTIFY AND EXPLORE SOLUTIONS. GOVERNMENT (LOCAL AND CENTRAL), BUSINESSES AND COMMUNITIES WILL ALL HAVE ROLES.**'

Cath Gilmour, Catalyst Trust chair and local councillor

'Long-term renters leaving the district is heartbreaking as they are the coaches of our sports teams, the PTA committee members and the volunteers of our community.'

Niki Mason, Happiness House

' To maintain a world-class tourism destination as well an amazing place to live, we must consider how to best build and maintain a resilient, vibrant and connected community.'

Marie Day, Queenstown Lakes District Council

'We shouldn't be able to say you can't live here, but it is actually coming down to that.'

Hine Marchand, Salvation Army

'Businesses can be real drivers of change within the community and it is essential that they are present when we discuss how to tackle poverty.'

Tal Yochay, participant
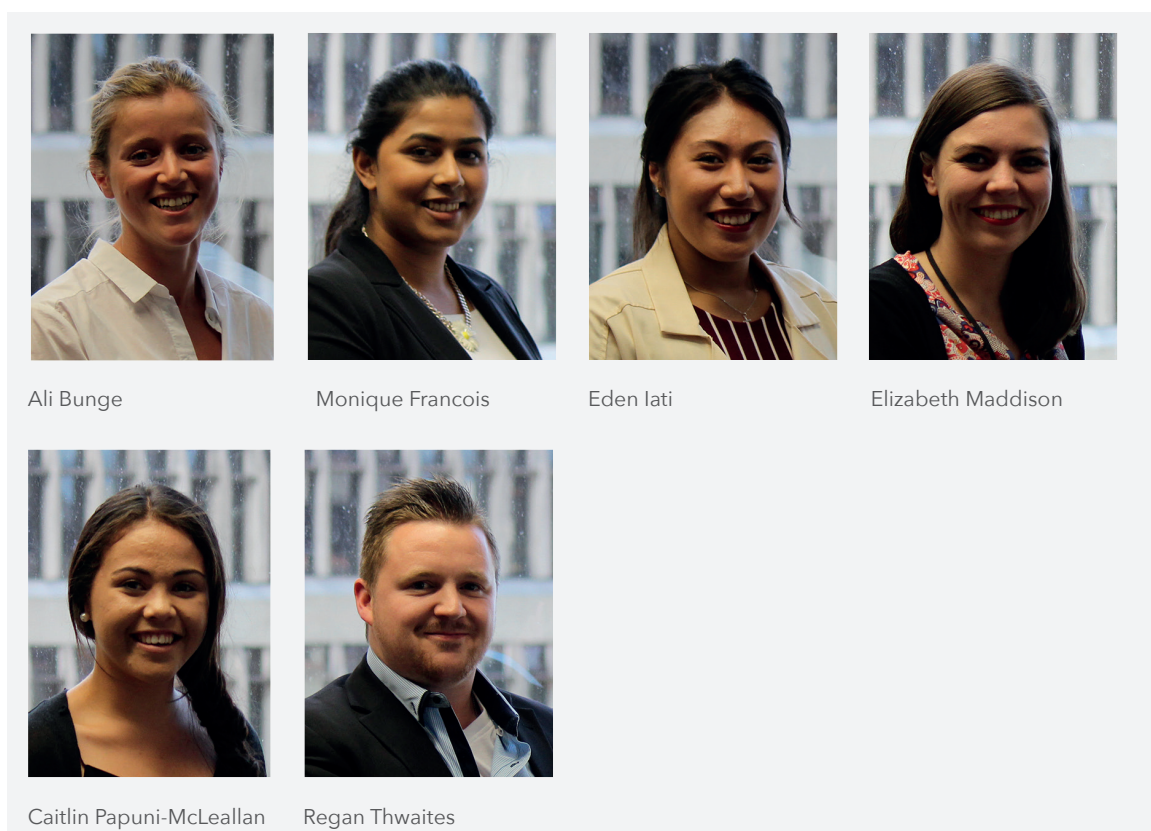
TACKLING POVERTY NZ
Queenstown

Contents

1.0 Introduction

The purpose of this paper is to bring to light the issues raised by locals at the one-day *TacklingPovertyNZ* tour workshop in Queenstown, held on 29 March 2016. The views expressed in this paper represent those of the workshop participants on the day, who themselves represented the Queenstown community. This paper describes the structure of the one-day workshop, sets out the main discussion themes raised by participants, and presents the solutions they proposed at the close of the workshop.

1.1 TacklingPovertyNZ – a national conversation

TacklingPovertyNZ is an initiative that started out as a three-day policy workshop run by the McGuinness Institute and the New Zealand Treasury in December 2015. This workshop saw 36 New Zealanders between the ages of 18 and 25 come together to articulate a youth perspective on the issue of poverty in New Zealand and how we might, as a country, go about tackling it.

Figure 1: December workshop representatives at the Queenstown workshop

Ali Bunge   Monique Francois   Eden Iati   Elizabeth Maddison

Caitlin Papuni-McLeallan   Regan Thwaites

One of the observations made by participants at the 2015 workshop was that poverty in New Zealand is too complex an issue to be overcome with a blanket solution. Instead, solutions must be sought at a local level to acknowledge that poverty has vastly differing consequences for people in different areas of New Zealand. This is a daunting prospect, requiring an enormous amount of difficult and rigorous work. As a first step in this direction, *TacklingPovertyNZ* toured five regions around the country with a series of one-day workshops specifically designed to provide a platform for local voices to address poverty.

The Queenstown workshop was the first of these, and a similar discussion paper will be produced for each subsequent workshop. This initial workshop was designed to test the purpose, process and outputs of running a one-day workshop on tackling poverty in a specific region. By the end of 2016, the Institute intends to have published a series of discussion papers that together provide an insight into the different regional perspectives on poverty in New Zealand, in order to inform national decision-making and to support local initiatives.

1.2 Queenstown – the lay of the land

As a major tourism centre in New Zealand, Queenstown has a unique experience of and perspective on poverty. The pressures of growth in the area have created an underbelly of poverty. While the rest of the world sees Queenstown's veneer of luxury, locals are expressing an increasingly urgent need to look past this at the less marketable reality. Mayor Vanessa van Uden described this phenomenon at the workshop as 'leading the elephant into the room' – the issue tends to be hidden in the interests of showcasing the region's vibrancy. This workshop brought together a group of people who were impatient to acknowledge and address the problem.

The ideas developed at the Queenstown workshop and discussed in this paper are specific to the district and may not be applicable across the rest of New Zealand; however, they may catalyse solutions in other communities facing similar issues.

2.0 Workshop Overview

This section describes the *TacklingPovertyNZ* one-day workshop process in order to provide context around how ideas were developed at the Queenstown one-day workshop.
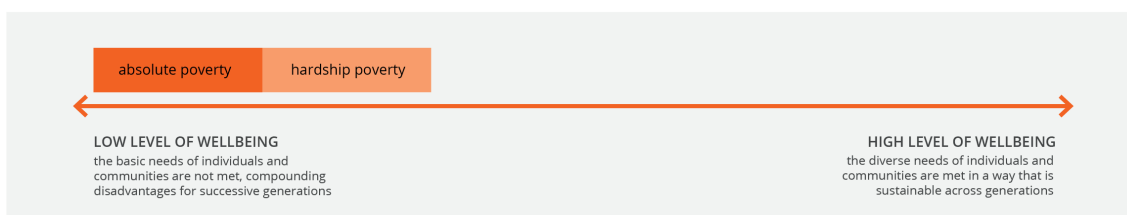
2.1 Defining poverty

The first obstacle in any discussion around poverty is the question of how to define it. Productive dialogue around poverty needs to begin with a degree of shared understanding. Most established definitions of poverty fall short because they place too much emphasis on income and fail to adequately consider some of the less tangible human needs that constitute a dignified life, such as culture, love and self-esteem.

For the workshops we used two imperfect but well-established definitions of poverty: 'absolute poverty' as defined by the United Nations Education, Scientific and Cultural Organisation (UNESCO), and 'hardship' poverty as defined by the New Zealand Treasury.

· 'Absolute poverty' is when an individual does not have access to the amount of money necessary for meeting basic needs such as food, clothing and shelter (UNESCO, n.d.).

· 'Hardship' poverty is when an individual is constrained by their material circumstances from achieving a minimum 'decent' level of wellbeing (Treasury, 2012, p. 3).

For the purposes of these workshops, we found it useful to look at individual and communal poverty as one end of a continuum of wellbeing. If absolute poverty represents the extreme experience of poverty, and hardship poverty is a step up from that, then the opposite and desirable end is a high level of individual and communal wellbeing that is sustainable over the long term.

Figure 2: A continuum of wellbeing

absolute poverty | hardship poverty

LOW LEVEL OF WELLBEING
the basic needs of individuals and communities are not met, compounding disadvantages for successive generations

HIGH LEVEL OF WELLBEING
the diverse needs of individuals and communities are met in a way that is sustainable across generations

2.2 The workshop process

Each one-day workshop in the *TacklingPovertyNZ* tour followed the same four-phase process (see Appendix 1 for the three exercise worksheets).

Phase one: Gathering information

A panel of national and local speakers opened the workshop by putting forward a diverse range of evidence and ideas concerning the landscape of poverty in the region. The panel was joined by a small group of representatives from the December 2015 *TacklingPovertyNZ* cohort (see page 1), who presented the booklet produced as the primary output of the original workshop.[1]

Exercise 1: Maps (the 'who')

Participants worked in groups to visualise poverty as a map based on their personal understandings as well as information from speakers and resources. The function of this exercise was to develop a common understanding of what participants were seeing and thus identify the groups in society that are being affected.

Figure 3: *TacklingPovertyNZ* 2015 workshop booklet: the primary output from the December 2015 workshop

TacklingPovertyNZ
Exploring ways to reduce poverty in New Zealand
7–9 December 2015

36 participants aged between 18 and 25 share their thoughts on how to tackle poverty

TACKLING POVERTY NZ

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1   See the *TacklingPovertyNZ* website for more details – www.tacklingpovertynz.org/tacklingpovertynz-booklet
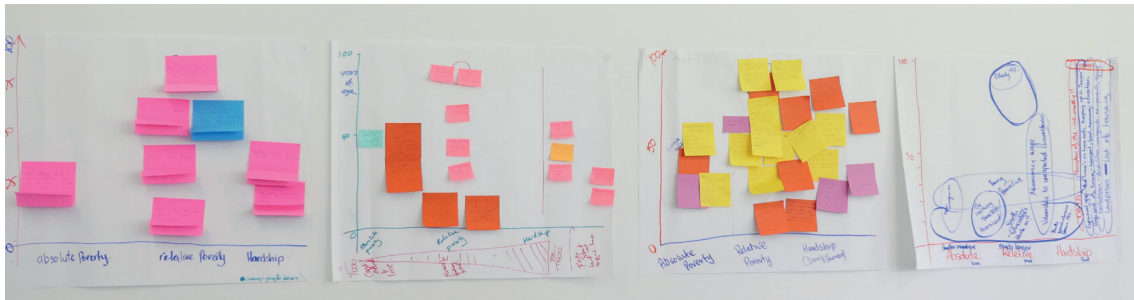
Exercise 1: Mapping poverty

Phase two: Discussing the issues

The second phase of the workshop was about thinking deeply to explore and expand on the information gathered in phase one.

Exercise 2: Post-its (the 'ideas')

The groups were asked to build on their understandings from Exercise 1 by brainstorming ideas describing why and how poverty affects particular groups. They presented these ideas to the plenary on post-its, which were then placed on the wall.

After Exercise 2, high school students joined the workshop for a lunchtime Q&A session with the national speakers. While this was happening, workshop participants used stickers to vote for the ideas on the wall that they considered most significant, and then categorised the ideas into different thematic domains. These domains were then used in phase three to direct the discussion of ways to effect change. After lunch, each participant selected the domain that they were most interested in or to which they felt most able to contribute, and new groups were formed based on this organic selection process.

Participants vote on ideas for discussion in the afternoon

Girol Karacaoglu spends an hour with students from Wakatipu High School

Phase three: Developing consensus

The third phase of the workshop was about focusing the discussion on tangible actions to tackle poverty in the region.

Exercise 3: Seven ways (the 'how')

Each group worked to develop seven specific, actionable suggestions for 'how' to address the issues in their chosen domain. The domain groups presented their results from this exercise back to the plenary, and the plenary presented the full list of 'hows' to the public in an evening presentation

Phase four: Collecting feedback

After the workshop, a survey was made available online to collect feedback on the workshop process as well as on the 'hows' developed at the workshop. This survey was open to the public but directed particularly at workshop participants and attendees of the evening presentation. The purpose of the post-workshop survey was to improve processes for future workshops and to refine the policy ideas generated for the region (see Appendix 2 for more detail on the survey).

Note: The post-workshop survey was a late addition to the process and we were therefore unable to reach all of the participants to gather their feedback. This will be an established phase in future workshops, which should lead to higher levels of engagement with the survey.

Figure 4: The workshop method
Adapted from source: Krogerus & Tschäppeler, 2012: 111
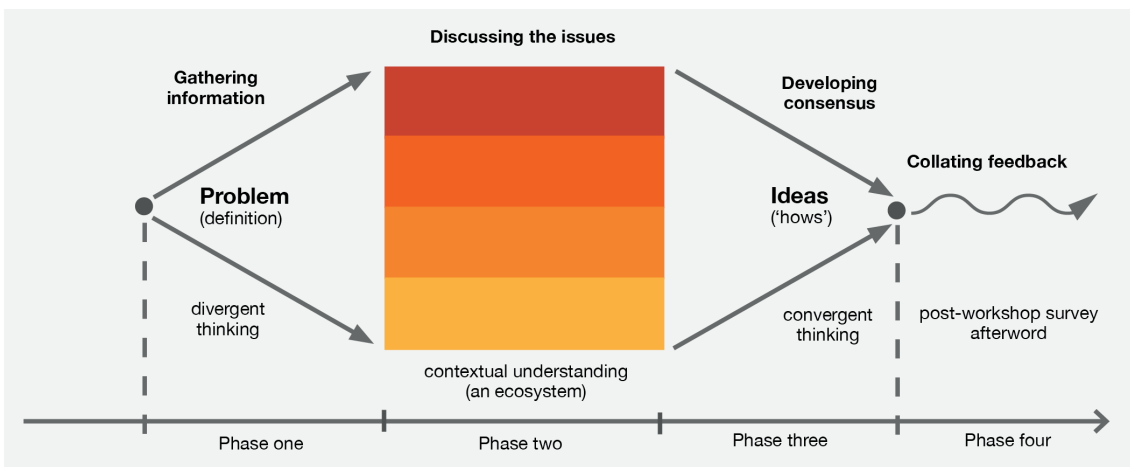
3.0 Tackling Poverty in Queenstown

This section describes the process and outputs specific to the Queenstown one-day workshop (see Appendix 3 for the workshop programme).

3.1 Gathering information – the poverty landscape

The panel of speakers shown in Figure 5 opened the workshop by discussing national and local perspectives on Queenstown's poverty landscape.[2]

Figure 5: Workshop speakers

Dr Girol Karacaoglu – Head of the School of Government at Victoria University and former Chief Economist at the New Zealand Treasury, Wellington

Dame Diane Robertson – Chair of The Data Futures Partnership and former Chief Executive of Auckland City Mission, Auckland

Jennifer Weber – Chief Education Officer at the Baby Box Company, Canada

Hine Marchand – Community Ministries Worker at the Salvation Army, Queenstown

Niki Mason – House Coordinator at Happiness House, Queenstown

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2   More information on each of the speakers is available on the *TacklnigPovertyNZ* website – www.tacklingpovertynz.org/speakers-qldc

Figure 6 presents a synthesised look at the participants' perceptions of who is affected by poverty in Queenstown according to the maps they produced Exercise 1.

Figure 6: Mapping the poverty landscape (an overview)
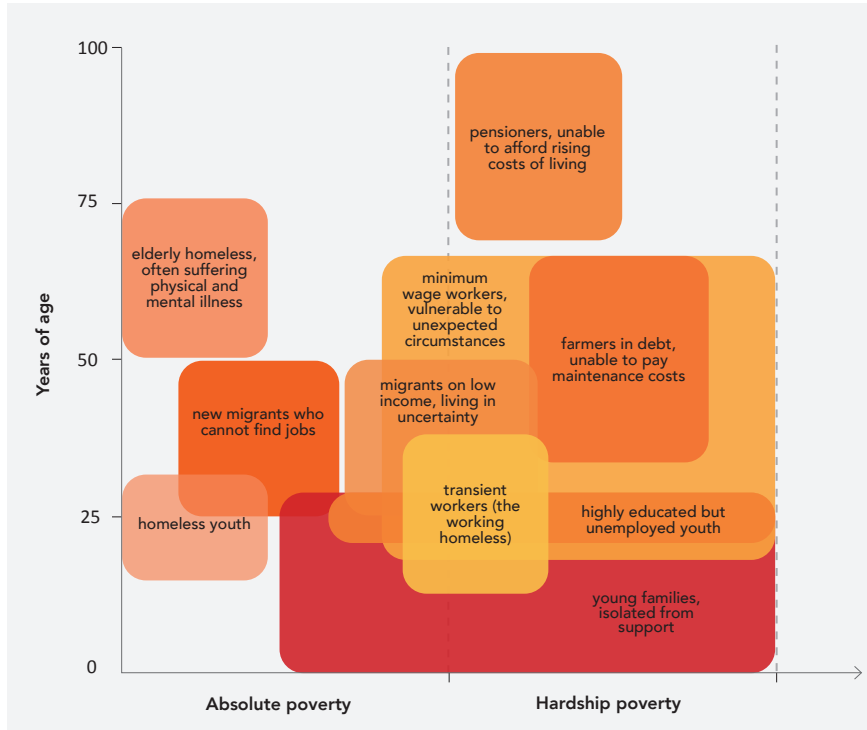
Poverty is a complex and layered issue even when examined at a local level. To build a contextual understanding of this policy problem, it is helpful to look at poverty as an ecosystem of several interconnected domains and players that affect and are affected by one another.

Figure 7: Queenstown's poverty ecosystem
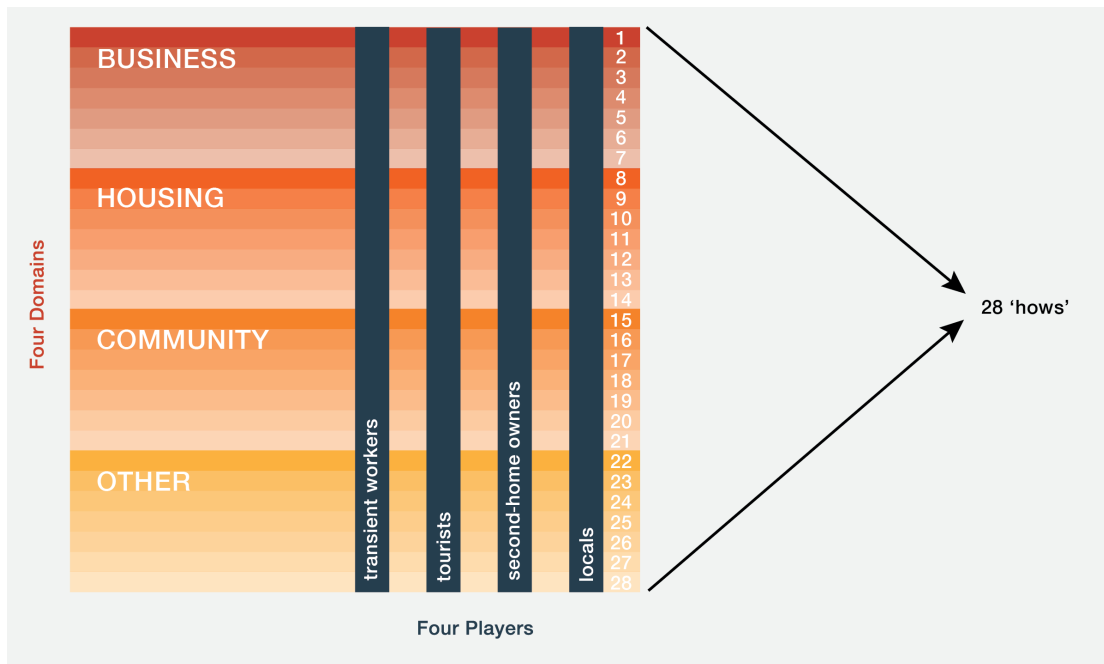
3.2 Who is affected? Four players

In phase one of the workshop, local speakers Hine Marchand and Niki Mason discussed the unique make-up of the Queenstown community and identified four key groups within it that each interact with the problem of poverty in different ways.

Transient workers

Often on 'gap years' or 'OEs', transient workers characteristically come for less than one year on a working-holiday visa and work low-wage jobs predominantly in the services industry (Statistics New Zealand, 2013). These workers choose to come to Queenstown, bring their savings with them and often spend more than they earn – they can be paying up to $200 per week for a bunk bed in a three-bunk room. They form relationships with each other more than with locals. They typically don't have insurance despite participating in high-risk activities such as extreme sports.

Tourists

Queenstown is an international tourism hotspot. Queenstown hosts around two million visitors per year, 65% of whom are from overseas (Destination Queenstown, n.d., p. 1). It is an entry point for tourists to further explore the South Island. All year round, tourists drive the Queenstown economy.

Second-home owners

Second-home owners use their Queenstown properties and contribute to the local economy for a limited period each year. The rest of the time, their properties are empty.

Locals

The foundation of the community is made up of people who have built their lives in Queenstown; however, they are sometimes lost in the region's diversity. There is an undertone of resentment amongst some locals for the continuously growing population of tourists who don't meaningfully contribute to the community.

3.3 How is Queenstown affected? Four domains

Each group shared their ideas from Exercise 1 the 'who' and Exercise 2 the 'ideas' with the plenary, and then came to a consensus on four key domains. The four domains that participants identified in phase two of the workshop represent the key areas of impact for poverty in Queenstown (see Appendix 4 for QuickStats poster).

Housing

Housing is overcrowded and extremely overpriced, with the average house price equal to 11.26 times the average household income (Chaston, 2016). The increasing costs of housing are forcing both young and old community members to leave the area – they simply cannot afford to stay.

Community

The ever-shifting community is fragmented and suffers due to tensions between disparate groups. Pensioners, who characteristically become involved in volunteer and community initiatives and are therefore valuable pillars in an otherwise notoriously changeable population, cannot afford the rising costs of living on their superannuation and so are forced to leave their community.

Business

The labour market is dominated by the service industry and is, in the words of some participants, characterised by low wages, employee mistreatment, and a growing gap between the rich and the poor. The Chamber of Commerce's February 2016 report, *Queenstown Lakes District Labour and Skills Shortages Survey*, illustrated that businesses in Queenstown are not satisfied with the current labour supply. The report states that 'some 86% of respondents reported experiencing labour or skills shortages in the past 12 months' (Field & Gooder, 2016, p. 13).

Other

Issues that did not fit into housing, community or business but were still seen as important were categorised into this domain. The 'hows' developed for this domain addressed issues around overstretched public funding, crowded social services and lenient immigration and visa conditions.

3.4 Developing consensus and collating feedback – twenty-eight 'hows'

Below are the seven 'hows' developed by the participants for each of the four domains, along with a summary of feedback from the post-workshop survey (see Appendix 2 for more detail on the survey).

3.4.1 Housing

1. Data
    Working harder to collect and analyse local data and information on housing.

2. Vacancy tax
    Charging Queenstown house owners who do not live in or rent out their property for at least nine months a year higher rates to fund social and affordable housing initiatives.

3. Ownership models
    Exploring different house ownership models to give families the opportunity to own housing. This would provide a 'stepping stone' towards individual home ownership.

4. Employee housing
    Exploring ideas such as requiring businesses of a certain size to provide housing for workers as part of their resource consent (this would involve working with the local council), free buses and/or paying staff from when they leave/arrive home.

5. Short-term tenancies
    Addressing the problem of short-term tenancies by speaking to the Ministry of Business, Innovation and Employment about changing the way the tenancy form is formatted to suggest the possibility of long-term tenancy.

6. Rates
    Raising commercial rates and then using as additional funding for building and accommodation projects.

7. Zoning
    Changing zoning and intensification rules whereby local councils would get a percentage of the increase in property value that has come about as a result of re-zoning. This money could be used for building and accommodation projects.

The housing domain proved fairly contentious in the feedback from the post-workshop survey. Strong opinions both for and against all seven 'hows' were evident in comments from the respondents. The idea that received the most support in this domain was that of changing intensification zone rules; however, there was still disagreement evident in comments such as 'you are looking at this all wrong'. Another comment noted that zoning is how the Queenstown Lakes Community Housing Trust is currently primarily funded, indicating that this could be a way of funding more community agencies and trusts.

There was some consensus around exploring the idea of requiring businesses of a certain size to provide housing for workers as part of the resource consent process. One commenter considered this to be the only way we can strategically support business prosperity. Another noted that accommodation models appropriate to transient workers and resident families would differ. One commenter shared that both NZSki and Ngāi Tahu are already looking into providing worker accommodation. It seems businesses will take action when the situation becomes critical, which many survey respondents believe is not far away.

3.4.2 Community

8. Set of values to create cohesion
    Establishing a clear set of values around cohesion. These values should be owned by the community, representing all of the community, based around living standards and future growth.

9. Community hubs
    Creating community hubs. Ideas included an open space for conversation, a physical space (e.g. community hall), a digital space, a website operating as a newsletter to give information about community events and when/where to get involved.

10. Community development officer
   Establishing a community development officer. Ideas included facilitating/supporting volunteer groups, collecting feedback, helping with submissions, building values, trust and knowledge, and recognising council's achievements and challenges.

11. Family room
   Creating a family room where parents can have a cup of tea, use WiFi and volunteer.

12. Harness talent and skills
   Building stronger relationships with schools, harnessing talents and skills, building on assets not deficits, linking schools to local business (building and empowering human capital).

13. Schools
   Schools showcasing the way forward. Ideas included putting inclusion into practice, engaging more widely in the community and letting the community know what is implicitly and explicitly happening in the wider community.

14. Youth council
   Utilising the youth council more effectively. Ideas included building civic knowledge in the wider community among youth and learning by doing (giving them real projects with actual financial resources).

Within the community domain, the idea that received the most support in the post-workshop survey was to invest more in schools. One commenter suggested that schools could pool resources and share access to some facilities, while another drew attention to the question of who would coordinate this project to ensure it has a real impact. Another respondent noted that Mt Aspiring College has a successful community volunteer programme and wondered whether this could be extended to other high schools in the region.

Many respondents saw creating community hubs as an interesting idea, but argued that these already exist and that effort should be put into improving the initiatives already in place rather creating something new. Examples of community hubs include Earnslaw Park, the Village Green, Memorial Hall and Lake Hayes Pavilion. The community development officer idea also received a lot of support but again comments indicated that this concept is already in place through the Volunteer Central initiative and council staff.

It is evident from survey feedback on the seven community 'hows' that connecting and improving existing community hubs, volunteer programmes and schools can be achieved without creating new agencies or roles.

3.4.3 Business

15. Models
   Businesses leading and integrating the values and visions of Queenstown into their business practices. For example, by promoting inclusion, safety, environmental stability, worker rights and responsibilities and maintaining a beautiful township.

16. Tax levy
   Creating a tax levy on the profits of established firms, which will then be distributed to help fund their chosen community goal such as housing, transportation, education or social services.

17. Rights and responsibilities
   Ensuring employees know their rights and responsibilities. For example, through better communication and/or union representation.

18. CARD
   Exploring the idea of creating a new form of money through a Queenstown trading CARD. This could use cryptography to secure the transactions and to control the creation of new monetary units through social exchanges.

19. Building relationships
   Building business and community relations. Ideas include sponsorship of community events and volunteer groups, training days, interactions with schools, apprenticeships and other gateways into businesses.

20. Guidance
   Providing comprehensive guidance under the Health and Safety at Work Act 2015. For example, outlining how a 'Person Conducting a Business or Undertaking (PCBU)' in Queenstown might best provide a 'primary duty of care' to staff members.

21. Employers and employees
   Independently assess businesses for treatment of employees in poverty. Are there poor employers in Queenstown Lakes District and who are they? For example, the council could review employees' experiences, have a complaints system easily accessible, blind visits etc.

The lack of business representation at the workshop was an obstacle to discussion as the group had little business expertise to stress-test ideas against. However, the post-workshop survey saw consensus form around the idea of businesses leading by integrating the values and vision of Queenstown. This was evident in the comment 'we are all responsible for our community, families and residents'. One commenter pointed out that the logic that deduces improved employee productivity as a result of the new Health and Safety at Work Act 2015 could be applied to companies that look after their community: ultimately, everyone wins.

Another idea that received significant support was to build business and community relations. One commenter mentioned that this is already well-established in the District, but that there is always room for more. Local business are seen to be stepping up to provide support for community agencies, sport and cultural events. Another respondent proposed partnering businesses with not-for-profits as a way for bigger firms to consistently support the community beyond adventure sport events.

3.4.4 Other

22. Gatekeeping
   Improving gatekeeping by immigration. Ideas included improving airport security, assurance that visitors have funds on arrival to leave, provide proof of income and health support (i.e. health insurance rather than use New Zealand ACC).

23. Tourism levy/tax
   Establishing a levy or targeted tax on the tourism industry, in order to fund and provide the necessary infrastructure to support the area as a tourist destination – something Queenstown relies on.

24. Legal process
   Providing a fast track legal process for small misdemeanours. Currently people are required to stay in Queenstown for months (often reliant on charitable services). This leads to such services not being available to New Zealanders who need these services.

25. Tourism hub
   Developing unique measures of success or failure to be considered for Queenstown as a tourism hub.

26. Data
   Generating comparative data on social services and health costs in Queenstown.

27. ACC
   Investigating ACC claims in the Queenstown Lakes District area to ensure tax generated funds are used by those who pay ACC (not for tourists with private insurance). There was uncertainty as to the extent of the loophole and also concerns over unequal GP costs.

28. Visas
   Reviewing temporary visa conditions so that visitors entering New Zealand are not relying on charitable services (e.g. food, clothing and accommodation), medical services (e.g. ACC) or jobs to pay for flights home.

Based on the results from the post-workshop survey, the 'how' with the most significant backing in this domain was to fast-track the legal process for small misdemeanours. Generating comparative data on social services and health costs in Queenstown also had substantial support, but one respondent highlighted that this needs to happen nationwide in order for it to have meaning and be translated into policy solutions.

Speakers share their thoughts at the evening presentation to the public

4.0 Further outputs

Our intent in running the *TacklingPovertyNZ* 2016 tour is to provide a mechanism for collating these perspectives, and we are grateful to all those who have helped us put this mechanism into motion.

In addition to this series of workshop discussion papers, the Institute will produce *Working Paper 2017/01: TacklingPovertyNZ 2016 Tour: Methodology, results and observations* in the New Year. This working paper will explain the methodology behind the workshop tour, collate the raw information contributed by workshop participants, and summarise the McGuinness Institute's thinking about tackling poverty in New Zealand in terms of what was seen, heard and felt.

Figure 8 lists 33 sub-factors. These sub-factors are terms we have created to align with the voices we heard on tour, and enable us to analyse the 'hows'. The Institute has divided the 240 'hows' developed across the six workshops to correspond with sustaining and empowering factors. Our analysis suggests that tackling poverty will require establishing a base of sustaining factors before progressing to sustainable wellbeing through addressing empowerment factors. On further review it became apparent that the sustaining factors could be divided into survival and security factors. Sustaining factors are short-term solutions that require a low level of expertise from the giver and the receiver, and focus on maintaining survival and providing security. Empowering factors differ in that they require a high level of expertise on the part of the provider in order to ascertain the long-term needs of each individual's journey to self-determination. The empowering factors were divided into self-determining individuals, self-determining communities and self-determining nation.

After categorising the 'hows' in this way, we were able to produce pie charts to visually represent the results of our analysis. Figure 10 represents all of the 240 'hows' divided by the five factors, and illustrates how participants of the *TacklingPovertyNZ* workshops suggested we might address poverty. As an example, Figure 9 illustrates the 28 'hows' developed at the Queenstown workshop, grouped by their factors. A pie chart has been developed for each workshop and will be included in their corresponding discussion papers. These figures illustrate the stark differences between the needs of each region and highlight the fact that there is no one-size-fits-all solution to poverty.

Figure 8: An extract defining the sub-factors from *A situational overview of the talking tour 2016/ He tūāhua o te haerenga kōrero 2016*

Sustaining factors / Tohu Toitū

Factor I: Survival / Oranga
Providing emergency products and services for survival.

1.	Food	[5]*
2.	Clothing and shoes	[2]
3.	Bedding	[2]
4.	Shelter (emergency housing)	[10]
5.	Accessibility	[2]

Factor II: Security / Tāmau
Providing a sense of short-term security.

6.	Security of income	[20]
7.	Security of place (social housing)	[6]
8.	Security of health	[24]
9.	Security of transport and technology	[9]

Empowering factors / Tohu Whakamana

Factor III: Self-determining individuals / Tangata Motuhake
Providing skills and tools for individuals to live the life they want.

10.	Employment literacy	[5]
11.	Education literacy	[13]
12.	Health literacy	[12]
13.	Financial literacy	[9]
14.	Transportation literacy	[4]
15.	Technological literacy	[2]
16.	Civic literacy	[38]
17.	Housing literacy	[2]

Factor IV: Self-determining communities / Hapori Motuhake
Providing social infrastructure to meet specific community needs.

18.	Resource allocation	[4]
19.	Community decision making	[4]
20.	Curriculum, teachers and students	[15]
21.	Harmful products and services	[7]
22.	Social infrastructure	[22]
23.	Community projects	[4]
24.	Medical services	[6]
25.	Home ownership, rentals and shared housing (affordable housing)	[14]
26.	Culture of care	[5]
27.	Grandparents raising grandchildren	[3]
28.	Financial assistance and tax systems	[8]
29.	Local economy	[8]
30.	Explore innovative ways to package debt	[4]

Factor V: Self-determining nation / Iwi Motuhake
Providing a strategic approach that optimises both public good and economic enterprise.

31.	Central government strategy to tackle poverty	[5]
32.	Mental health services review	[1]
33.	Think Tank: takahanga tuatahi – The first footsteps	[1]

Figure 9: Queenstown's perspective from *The talking tour 2016/ Te haerenga kōrero 2016*

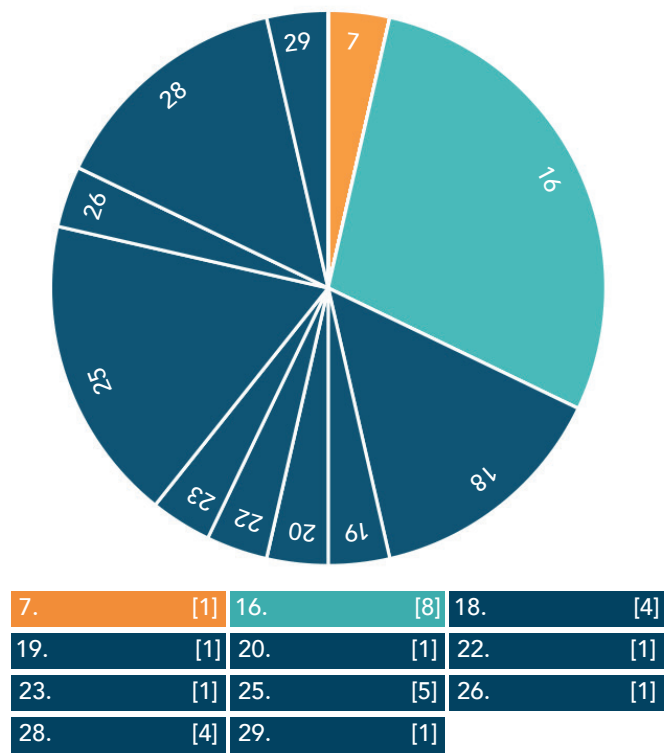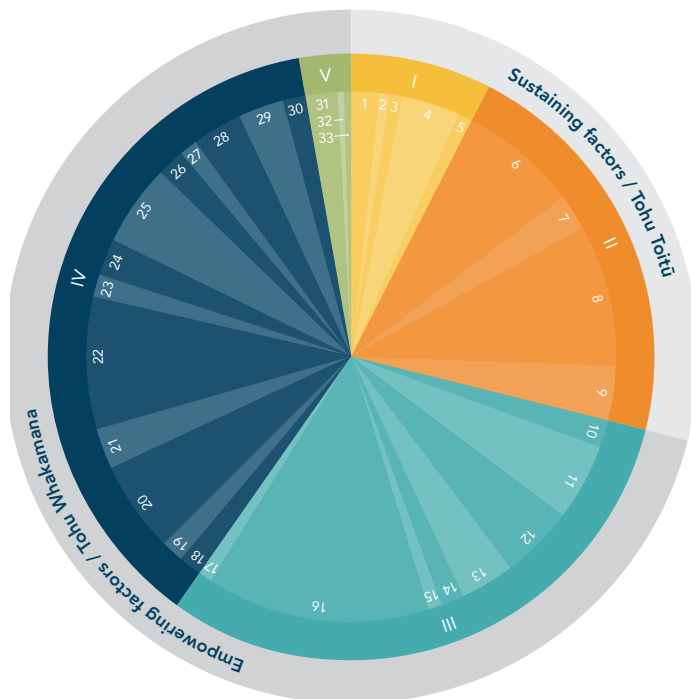| 7.	[1]	16.	[8]	18.	[4]
19.	[1]	20.	[1]	22.	[1]
23.	[1]	25.	[5]	26.	[1]
28.	[4]	29.	[1]		

Figure 10: An extract from *A situational overview of the talking tour 2016/ He tūāhua o te haerenga kōrero 2016*

5.0 Afterword

It is clear from the Queenstown workshop that better communication between national and local government will be a key part of the solution for reducing poverty. Press coverage of the recent sale of a state house in Queenstown shed some light on this idea – Housing New Zealand was unable to find tenants for the property who met social housing criteria, however, Queenstown Lakes Community Housing Trust (initiated in 2007 by the local council and now an independent entity) has more than 300 low-income households on its waiting list, indicating that the criteria for social housing may be too narrow. The Trust made a proposal to manage Housing New Zealand's Central Otago portfolio in 2007, but was rejected. (Williams, 2016)

Workshop speaker Hine Marchand recently expressed the community's frustration when she said 'the puzzle is who has the power or authority to do what'. She pointed to situations where families are trying to meet exorbitant rent prices by moving in with other tenants, which landlords respond to by increasing the rent again. It is difficult to know what steps to take when national powers do not see the gravity of the problem and are therefore not prioritising support for those dealing with it at a local level. (Personal communication, June 11, 2016)

This workshop brought locals together to paint a clearer picture of poverty in the Queenstown area. The insights from communities at the next *TacklingPovertyNZ* tour workshops will contribute further clarity to the discussion (see Appendix 5 for the tour calendar). However, talk is only valuable if it can be translated into action. Taking into account different regional perspectives will aid the development of robust and nuanced local and national policies to tackle poverty in New Zealand.

This event would not have been possible without the support of local collaborators Queenstown Lakes District Council (in particular Mayor Vanessa van Uden), the Catalyst Trust (specifically Councillor Cath Gilmour), local sponsors (Deco Backpackers and The Rees Hotel), local speakers (Hine Marchand and Niki Mason) and the wider Queenstown community. We also appreciate the attendance of the Deputy Mayor Lyal Cocks and Councillor Ella Lawton at the workshop. It will be interesting to follow community and government responses to this workshop. We are already aware of significant local interest and support for the community hub idea and a baby box initiative as discussed by speaker Jennifer Weber, both of which are being explored by Mayor Vanessa van Uden.

The tour itself would not have been possible without support from a wide range of people and organisations interested in being part of a national conversation about how New Zealand might tackle poverty and improve wellbeing. In particular we would like to thank the New Zealand Treasury whose continued support has been key to gaining a mandate to have this important conversation. A big thank you also has to go to our national and international speakers – Dr Girol Karacaoglu (The New Zealand Treasury), Dame Diane Robertson (Chair of The Data Futures Partnership Working Group) and Jennifer Weber (The Baby Box Co., based in Canada). Lastly, the McGuinness Institute would like to applaud our young people, who gently (and sometimes not so gently) push the Institute into new frontiers.

Queenstown Lakes District Deputy Mayor Lyal Cocks, Mayor Vanessa van Uden and Chief Education Officer of The Baby Box Co., Jennifer Weber. The Baby Box Co. is a Canadian public policy initiative drawing on the Finland baby box package, established to improve infant mortality rates, connect women with their community, and nurture early childhood development.

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Appendix 1: Three exercise worksheets

Note: These are the final exercise worksheets used for the *TacklingPovertyNZ* 2016 tour. Earlier drafts of these worksheets were used at the Queenstown workshop.

TacklingPovertyNZ Workshop

Name: ....

Exercise 1: Maps (the 'who')

Task: **Visually represent the poverty landscape in your community**

Step 1: Consider these two established definitions of poverty: *absolute poverty* as defined by the United Nations Education, Scientific and Cultural Organisation (UNESCO), and *hardship* poverty as defined by the New Zealand Treasury.

- '*Absolute poverty*' is when an individual does not have access to the amount of money necessary for meeting basic needs such as food, clothing and shelter.

- '*Hardship*' poverty is when an individual is constrained by their material circumstances from achieving a minimum 'decent' level of wellbeing.

For the purposes of this exercise, imagine these types of poverty as one end of a continuum of wellbeing – at the other end of the continuum is a high level of individual and communal wellbeing that is sustainable over the long term.

Step 2: Discuss with your group the different demographic groups that are affected by poverty in your area.

Step 3: Fill in the map below by positioning the affected groups you have identified according to their age range and the extremity of their situation.

Please use this space to jot notes down during the panel discussion. This worksheet will then provide a useful resource in the group work that follows.

Years of age axis: 100, 75, 50, 25

Absolute poverty — Hardship poverty

TacklingPovertyNZ Workshop

Name: ....

Exercise 2: Post-its (the 'ideas')

Task: **Think about how and why poverty affects different groups in different ways and how change could come about**

Step 1: Fill in the left-hand column with the affected groups identified in Exercise 1.

Step 2: Discuss with your group the issues that these groups are faced with because of poverty. Fill in the right-hand column with your ideas and observations on how change could come about.

Step 3: Write your ideas and observations on post-its to present to the plenary and display on the wall.

Please use this space to jot notes down during the panel discussion. This worksheet will then provide a useful resource in the group work that follows.

Affected group (from Exercise 1)	How and why they are affected

TacklingPovertyNZ Workshop
Exercise 3: Seven ways (the 'how')

Task: **Develop seven specific, actionable ways to address the issues**

Step 1: Brainstorm with your group possible ways to address the ideas that come under the domain you have chosen. Record your thinking in the left-hand column.

Step 2: Narrow your ideas down into seven actions or 'hows'. These actions could be pursued at a local or national level (please specify). You will present these to the plenary and then to the public in the evening presentation.

Please use this space to jot notes down during the panel discussion. This worksheet will then provide a useful resource in the group work that follows.

Ideas and possible actions (specific ideas from Exercise 2)   **Seven 'hows'**

Appendix 2: TacklingPovertyNZ Queenstown post-workshop survey results (20 respondents)

1. What is your connection with Queenstown?

9	7	2

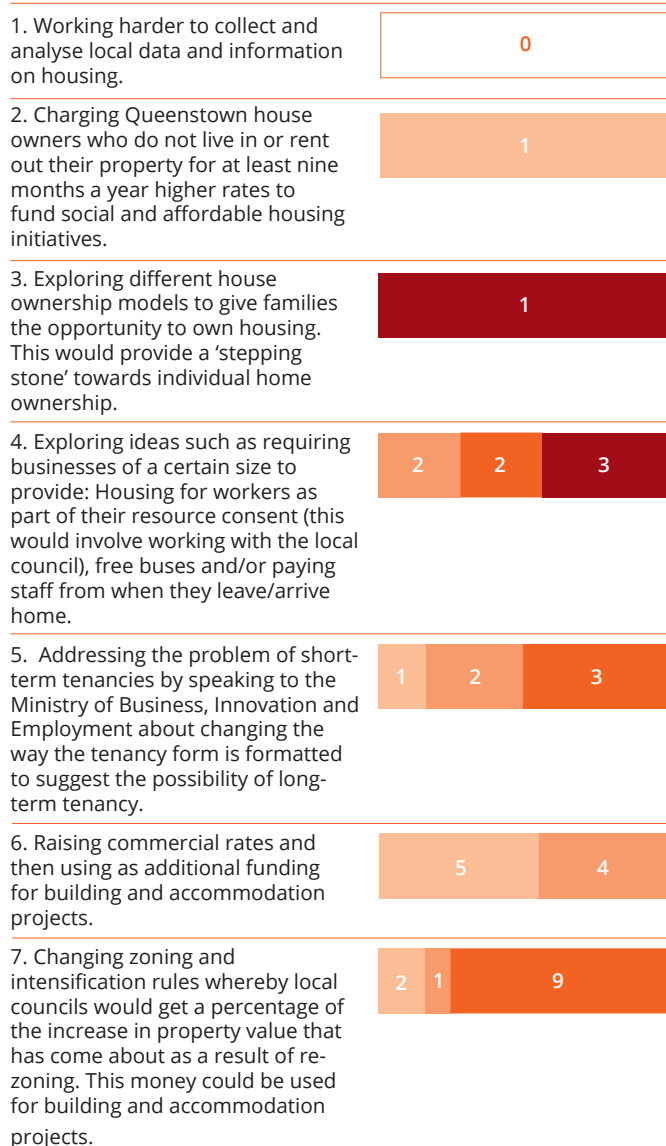[Please note numbers refer to the number of respondents]

- ▪ I live, work, rent or own a property in the Queenstown township.
- ▪ I cannot categorize myself as the above but I do live, rent or own a property in the wider Queenstown area.
- ▪ I cannot categorize myself as either of the above but I do consider myself as New Zealand based (just not based in Queenstown).

2. Did you attend the *TacklingPovertyNZ* Queenstown one-day workshop on 29 March 2016?
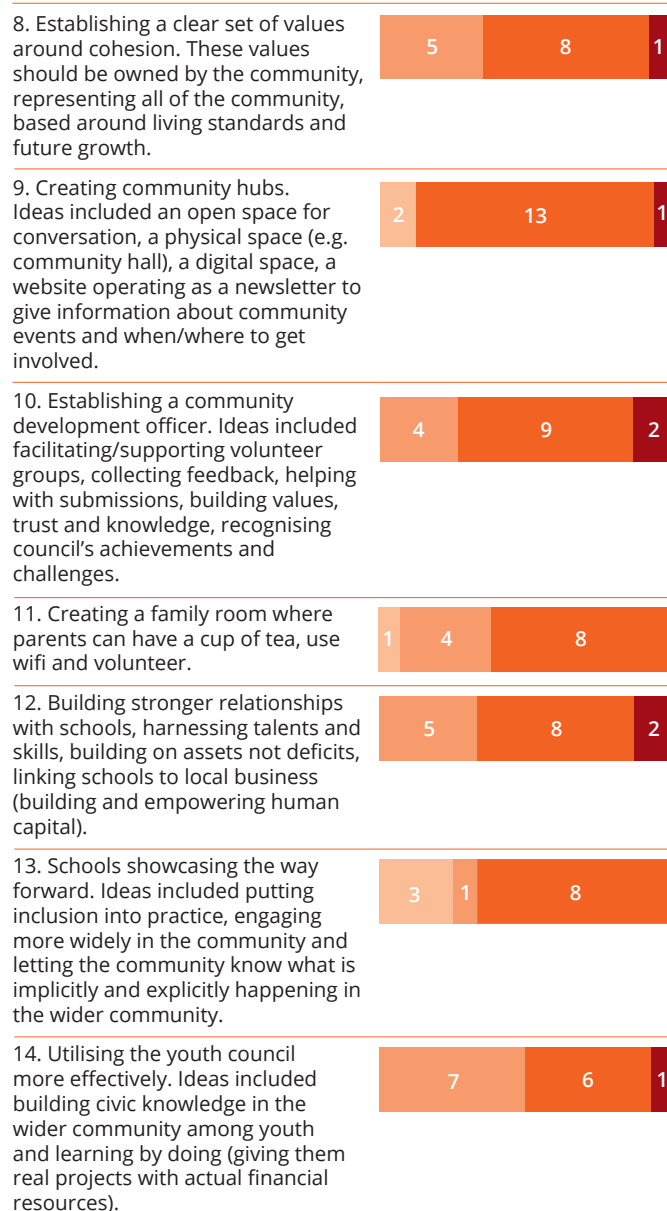
4	3	2	9

- ▪ I attended the full day workshop on 29 March 2016.
- ▪ I attended the full day workshop on 29 March 2016 and the public event that evening.
- ▪ I did not attend for the full day but I did attend the public event that evening.
- ▪ I did not attend the 29 March 2016 event at all but I would like to share my thoughts on the 28 hows below.

A. Looking at ways housing could better contribute to tackling poverty in the Queenstown area, here are some of the ideas raised at the workshop. We would like to know which you recommend we highlight in the discussion paper. Please rate the 'housing hows' below.

1. Working harder to collect and analyse local data and information on housing.

0

2. Charging Queenstown house owners who do not live in or rent out their property for at least nine months a year higher rates to fund social and affordable housing initiatives.

1

3. Exploring different house ownership models to give families the opportunity to own housing. This would provide a 'stepping stone' towards individual home ownership.

1

4. Exploring ideas such as requiring businesses of a certain size to provide: Housing for workers as part of their resource consent (this would involve working with the local council), free buses and/or paying staff from when they leave/arrive home.

2	2	3

5. Addressing the problem of short-term tenancies by speaking to the Ministry of Business, Innovation and Employment about changing the way the tenancy form is formatted to suggest the possibility of long-term tenancy.

1	2	3

6. Raising commercial rates and then using as additional funding for building and accommodation projects.

5	4

7. Changing zoning and intensification rules whereby local councils would get a percentage of the increase in property value that has come about as a result of re-zoning. This money could be used for building and accommodation projects.

2	1	9

B. Looking at ways community could better contribute to tackling poverty in the Queenstown area, here are some of the ideas raised at the workshop. We would like to know which you recommend we highlight in the discussion paper. Please rate the 'community hows' below.

8. Establishing a clear set of values around cohesion. These values should be owned by the community, representing all of the community, based around living standards and future growth.

5	8	1

9. Creating community hubs. Ideas included an open space for conversation, a physical space (e.g. community hall), a digital space, a website operating as a newsletter to give information about community events and when/where to get involved.

2	13	1

10. Establishing a community development officer. Ideas included facilitating/supporting volunteer groups, collecting feedback, helping with submissions, building values, trust and knowledge, recognising council's achievements and challenges.

4	9	2

11. Creating a family room where parents can have a cup of tea, use wifi and volunteer.

1	4	8

12. Building stronger relationships with schools, harnessing talents and skills, building on assets not deficits, linking schools to local business (building and empowering human capital).

5	8	2

13. Schools showcasing the way forward. Ideas included putting inclusion into practice, engaging more widely in the community and letting the community know what is implicitly and explicitly happening in the wider community.

3	1	8

14. Utilising the youth council more effectively. Ideas included building civic knowledge in the wider community among youth and learning by doing (giving them real projects with actual financial resources).

7	6	1

Key

▪ Not a great idea   ▪ Kind of interesting   ▪ Interesting   ▪ A really interesting idea
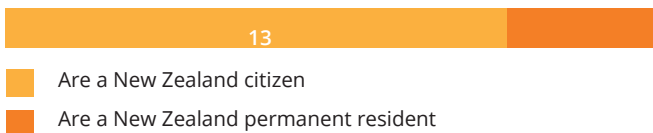
3. What age bracket do you belong to?
(15 respondents)

- Under 18 years of age
- Between 26 and 50 years of age
- Over 50 years of age

10
2
3
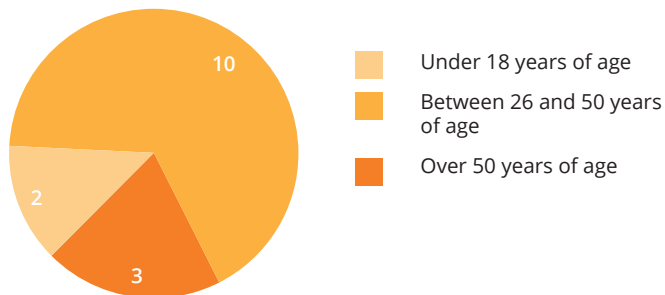
4. Are you...
(17 respondents)

- Male?
- Female?

5. To help us understand your answers, can you tell us if you... (17 respondents)

13

- Are a New Zealand citizen
- Are a New Zealand permanent resident

C. Looking at ways businesses could better contribute to tackling poverty in the Queenstown area, here are some of the ideas raised at the workshop. We would like to know which you recommend we highlight in the discussion paper. Please rate the 'business hows' below.

15. Businesses leading and integrating the values and visions of Queenstown into their business practices. For example, promoting inclusion, safety, environmental stability, worker rights and responsibilities and maintaining a beautiful township.

3 | 9 | 5

16. Creating a tax levy on the profits of established firms, which will then be distributed to help fund their chosen community goal such as housing, transportation, education or social services.

4 | 5 | 5 | 2

17. Ensuring employees know their rights and responsibilities (e.g. better communication and/or union representation)

6 | 9 | 1

18. Exploring the idea of creating a new form of money through a Queenstown trading CARD. This could use cryptography to secure the transactions and to control the creation of new monetary units through social exchanges.

5 | 6 | 5

19. Building business and community relations. Ideas include sponsorship of community events and volunteer groups, training days, interactions with schools, apprenticeships and other gateways into businesses.

3 | 10 | 3

20. Providing comprehensive guidance under the Health and Safety at Work Act 2015. For example, outlining how a 'Person Conducting a Business or Undertaking (PCBU)' in Queenstown might best provide a 'primary duty of care' to staff members.

7 | 7 | 2

21. Independently assess businesses for treatment of employees in poverty. Are there poor employers in QLD and who are they? For example, the council could review employees experiences, have a complaints system easily accessible, blind visits etc.

5 | 3 | 6 | 2

D. Looking at 'other ways' New Zealand could better contribute to tackling poverty in the Queenstown area, here are some of the ideas raised at the workshop. We would like to know which you recommend we highlight in the discussion paper. Please rate the 'other hows' below.

22. Improving gatekeeping by immigration. Ideas included improving airport security, assurance that visitors have funds on arrival to leave, provide proof of income and health support (i.e. health insurance rather than use New Zealand ACC).

1 | 6 | 7 | 1

23. Establishing a levy or targeted tax on the tourism industry, in order to fund and provide the necessary infrastructure to support the area as a tourist destination – something Queenstown relies on.

2 | 3 | 7 | 3

24. Providing a fast track legal process for small misdemeanours. Currently people are required to stay in Queenstown for months (often reliant on charitable services). This leads to such services not being available to NZers who need these services.

2 | 10 | 2

25. Developing unique measures of success or failure to be considered for Queenstown as a tourism hub.

3 | 5 | 4

26. Generating comparative data on social services and health costs in Queenstown.

3 | 7 | 3

27. Investigating ACC claims in the QLD area to ensure tax generated funds are used by those who pay ACC (not for tourists with private insurance). There was uncertainty as to the extent of the loophole and also concerns over unequal GP costs.

1 | 2 | 8 | 2

28. Reviewing temporary visa conditions so that visitors entering New Zealand are not relying on charitable services (e.g. food, clothing and accommodation), medical services (e.g. ACC) or jobs to pay for flights home.

1 | 1 | 8 | 3

Queenstown's additional 'hows' from survey comments

- Pooling resources and sharing facilities across schools.
- Establishing a community volunteer programme in schools.
- Connecting and improving existing community hubs, volunteer programmes and schools.
- Partnering businesses with not-for-profits as a way for bigger firms to consistently support the community.

Key

- Not a great idea
- Kind of interesting
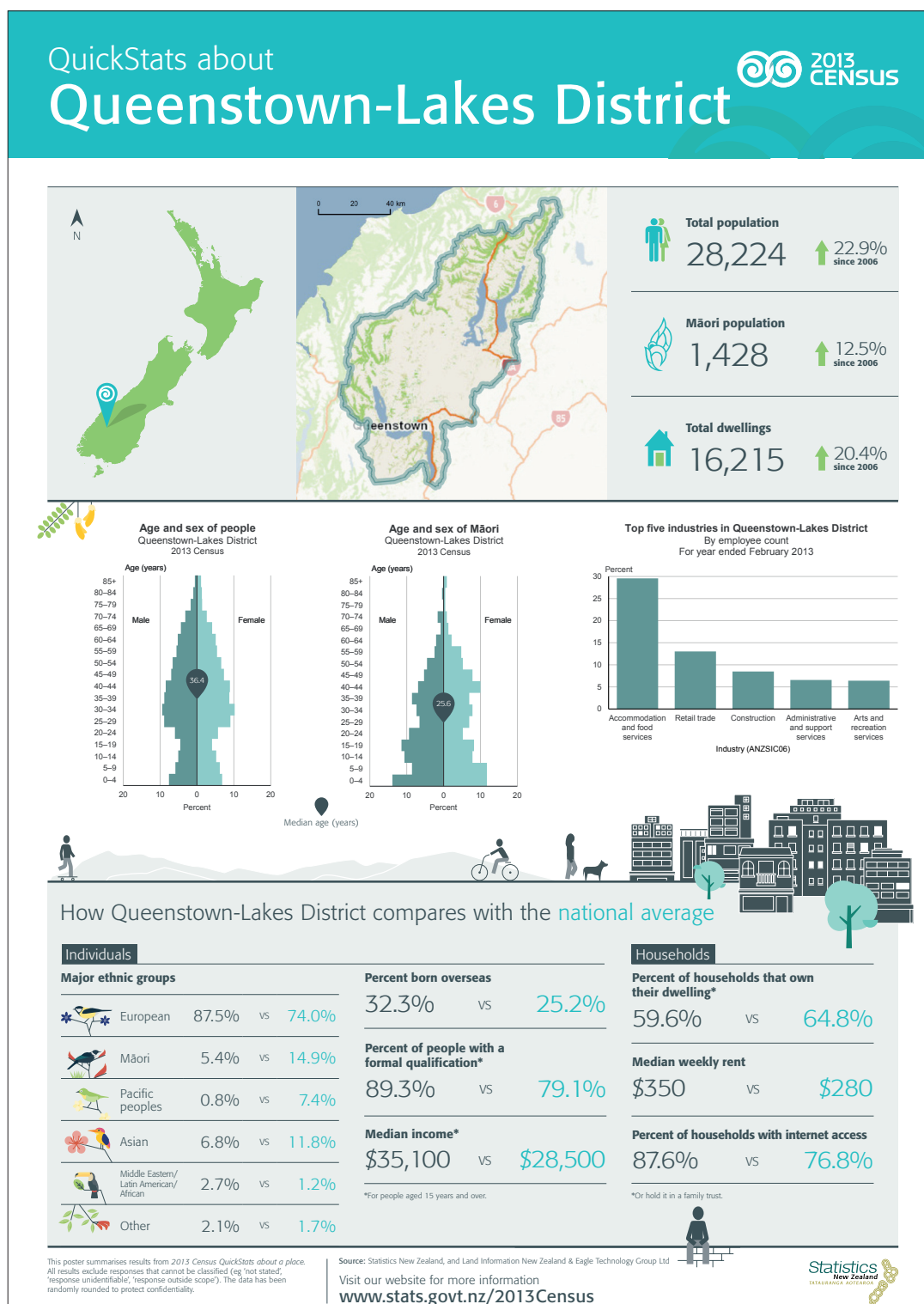- Interesting
- A really interesting idea

TacklingPovertyNZ
Queenstown Workshop Programme

Tuesday, 29 March 2016
Queenstown Memorial Centre, 1 Memorial St, Queenstown

Time	Event	Content	Speakers and Guests	Location
8.30 – 9.00 am	*Coffee and Tea*	Registration		
9.00 – 9.30 am (30 mins)	*Session 1:* **Welcome**	- Welcome - Health and Safety - Today's Agenda	**Wendy McGuinness** (15 mins) **Mayor Vanessa van Uden** (15 mins)	Queenstown Memorial Centre
9.30 – 10.00 am (30 mins)	*Session 2:* **Youth Presentation**	- The six participants (from the 2015 *TacklingPovertyNZ* Workshop) present their booklet. The booklet outlines their proposals for policy change.	**Ali Bunge** **Monique Francois** **Eden Iati** **Elizabeth Maddison** **Caitlin Papuni-McLellan** **Regan Thwaites**	Queenstown Memorial Centre
10.00 – 12.30 pm (2.5 hours) NB: Includes morning tea from 11.00 am (by group)	*Session 3:* **A National & Local Perspective**	- Panel presentations - Panellist's hot seat discussions with small groups (six per group) (1 hour) - Groups share feedback to identify key issues (1 hour) - Participants identify local issues for voting over lunch, which they will then discuss in detail in the afternoon (30 mins) **Exercise 1 (the 'who')** **Exercise 2 (the 'ideas')**	**Dr Girol Karacaoglu** (The New Zealand Treasury) (15 mins) **Dame Diane Robertson** (Chair of The Data Futures Partnership Working Group) (15 mins) **Jennifer Weber** (The Baby Box Co., based in Canada) (15 mins) **Hine Marchand** (Queenstown Community Ministries) **Niki Mason** (Happiness House) (15 mins)	Queenstown Memorial Centre
12.30 – 1.30 pm	*Lunch* **Stream A: For Participants**	- Networking and voting on key issues **(Exercise 2 continues)**	Speakers and participants	
12.30 – 1.30 pm	**Stream B: For Students**	- Q & A with Girol Karacaoglu	Girol Karacaoglu, John Hilhorst and students from Wakatipu High School	Queenstown Memorial Centre
1.30 – 3.00 pm (1.5 hours)	*Session 4:* **Local Issues – the challenges and opportunities**	- Group discussions about the local issues, challenges and opportunities **Exercise 3 (the 'how')**	Participants	Queenstown Memorial Centre
3.00 – 3.30 pm	*Coffee and Tea*			
3.30 – 5.30 pm (2 hours)	*Session 5:* **Observations – the presentation and discussion paper**	- Group meetings working towards finale public presentation at 6.05 pm - Light dinner provided for participants - Set up for the presentation	Participants	Queenstown Memorial Centre
5.30 – 6.00 pm	*Coffee and Tea*			
6.00 – 7.30 pm (1.5 hours)	*Session 6:* **Finale**	- Welcome - Presentation starts at 6.05 pm	Wendy McGuinness Mayor Vanessa van Uden Dr Girol Karacaoglu Dame Diane Robertson Hine Marchand	Queenstown Memorial Centre

Source (Statistics New Zealand, 2013)

TacklingPovertyNZ 2016 tour dates

Kaitaia (Far North)

Thursday, 15 September 2016

Te Ahu, Cnr Matthews Ave &
South Rd, Kaitaia

Kaikohe (Far North)

Friday, 16 September 2016

Kaikohe Memorial Hall,
Memorial Avenue, Kaikohe

Rotorua

Friday, 19 August 2016

Concert Chamber, Sir Howard
Morrison Performing Arts Centre,
1170 Fenton Street, Rotorua

Manawatu

Monday, 15 August 2016

Manfeild Suites,
59 South Street, Feilding

Gisborne

Wednesday, 31 August 2016

Waikanae Surf Lifesaving
Club, Grey Street, Gisborne

Queenstown

Tuesday, 29 March 2016

Queenstown Memorial Centre,
1 Memorial St, Queenstown 9300