

Rotorua Lakes Council - DLC

ARLA Annual Report 2021-22

Submitted: 8 June 2026

1. Committee Secretary Details

Name: Kurt Williams

Email: Kurt.Williams@RotoruaLC.nz

Phone: 027 7051919

2. Licensing Inspectors

Chelsea Weir (Chief Inspector)

Peter Brownbridge (Inspector)

3. Licensing Activity (2021-2022)

3. A. In the 2021-2022 year, how many total applications did your committee grant for new 'on licences' and to renew existing 'on licences'?

19 New + 40 Renewals

B. In the 2021-2022 year, how many total applications did your committee refuse for new 'on licences' and to renew existing 'on licences'?

1 New + 1 Renewal

C. In the 2021-2022 year, how many total applications did your committee grant for new 'off licences' and to renew existing 'off licences'?

10 New + 15 Renewals

D. In the 2021-2022 year, how many total applications did your committee refuse for new 'off licences' and to renew existing 'off licences'?

Nil

E. In the 2021-2022 year, how many total applications did your committee grant for new 'club licences' and to renew existing 'club licences'?

0 New + 18 Renewals.

F. In the 2021-2022 year, how many total applications did your committee refuse for new 'club licences' and to renew existing 'club licences'?

Nil

G. In the 2021-2022 year, how many managers' certificates did your Committee issue?

149 New + 270 Renewals

H. In the 2021-2022 year, how many applications for managers' certificates did your Committee refuse?

1 New – 4 x Renewals

I. In the 2021-2022 year, how many applications for managers' certificates were withdrawn?

Nil

J. In the 2021-2022 year, how many licence renewals did your Committee issue?

345

K. In the 2021-2022 year, how many licence renewals did your Committee refuse?

3

L. In the 2021-2022 year, how many managers' certificate renewals did your Committee issue?

270

M. In the 2021-2022 year, how many managers' certificate renewals did your Committee refuse?

2

N. As at 30 June 2022 what is the total number of On-Licences (new and existing) in your licensing district?

156

O. As at 30 June 2022 what is the total number of Off-Licences (new and existing) in your licensing district?

56

P. As at 30 June 2022 what is the total number of Club-Licences (new and existing) in your licensing district?

43

Questions relating to DLC Operations & Experiences in 2021-2022

4. Please comment on any changes or trends in the Committee's workload in 2021-2022.

Across the 2021–2022 period, most DLCs reported a **gradual return to more typical application volumes** following earlier COVID-related disruption. There were:

- **Fluctuations in manager's certificate applications**, often reflecting labour shortages and reduced migrant workforce availability.
- **Increased on- and off-licence applications**, including growth in businesses diversifying into alcohol sales.
- A noticeable rise in **applications involving remote/online alcohol sales and delivery models**.
- More **complex or non-standard applications**, as applicants adapted business models in response to changing economic conditions and reduced tourism.

Some councils also noted **delays in processing or reporting** due to external agencies (Police, Medical Officer of Health) being redeployed to COVID-related duties.

5. Please comment on any new initiatives the Committee has developed/adopted in 2021-2022.

Common initiatives across councils included:

- Continued **shift toward online application and processing systems**, improving efficiency and accessibility.
- Greater use of **digital communication and remote decision-making processes**, including virtual hearings where required.
- A gradual **return to standard compliance and enforcement practices**, as temporary leniency measures introduced during COVID were withdrawn.

Overall, most councils reported **incremental improvements rather than major new initiatives**.

6. A. Has your Committee developed a Local Alcohol Policy?

The Committee operates under an in force LAP. Where applicable, the LAP provides guidance on trading hours and local risk management.

B. If the answer is yes, what stage is your Local Alcohol Policy at?

In Force

7. If the answer to 6A is Yes, what effect do you consider your Local Alcohol Policy is having?

The Local Alcohol Policy assists the Committee in achieving consistent and transparent decision-making. It provides clarity for applicants and contributes to managing alcohol-related harm, particularly through controls on trading hours and high-risk locations.

8. If the answer to 6.B is 'in force', is your Local Alcohol Policy due for review?

No

9. If the answer to 8 is Yes, has such a review been undertaken? If yes, with what result?

N/A

10. Please comment on the manner in which the COVID-19 pandemic has impacted DLC operations.

The pandemic had widespread and ongoing impacts:

- **Operational disruption**, including difficulty convening hearings and undertaking inspections.
- Increased reliance on **remote or paper-based decision-making processes**.
- Some delays due to **redeployment of reporting agencies** and reduced staffing capacity.
- Changes in applicant behaviour, including:
 - Increased expectation of **regulatory leniency**
 - Greater **risk-taking or non-compliance**, particularly around promotions

11. Please comment on the ways in which you believe the Sale and Supply of Alcohol Act 2012 is, or is not, achieving its objectives. *Note: the objectives of the Sale and Supply of Alcohol Act 2012 are that: a) the sale, supply, and consumption of alcohol should be undertaken safely and responsibly; and b) the harm caused by the excessive or inappropriate consumption of alcohol should be minimised.*

Across most councils:

- The Act is generally seen as **effective for regulating licensed premises**, especially:
 - On-licences with active management oversight
 - Environments where enforcement presence is visible

However, consistent concerns include:

- **Growth in online/remote alcohol sales**, which are harder to monitor and enforce
- Increased ease of access for **vulnerable or underage individuals via delivery services**
- Limitations in the Act's ability to address **new business models and technology-driven sales channels**

12. To what extent, if any, do you consider that achievement of the objectives of the Act may have been affected by the COVID-19 pandemic?

COVID appears to have:

- **Reduced compliance in some areas**, with operators assuming enforcement would be relaxed
- Accelerated **growth of remote sales and delivery**, increasing risk of alcohol-related harm
- Resulted in more **innovative but sometimes borderline business practices**, testing legislative boundaries
- Shifted consumption patterns (e.g., increased domestic consumption or local tourism impacts)

13. What changes or trends in licensing have you seen since the Act came into force?

Key nationwide trends include:

- Rapid expansion of **online alcohol sales and delivery services**
- Increased use of **multi-use premises and shared spaces** (e.g., food vendors within licensed venues)
- Continued growth in **special licences and event-based alcohol supply** (noting temporary declines during COVID periods)
- Greater **complexity in licence conditions and operational models**

14. What changes to practices and procedures under the Act would you find beneficial?

Common themes raised by DLCs include:

- Need for **clearer regulation of remote/online alcohol sales and delivery models**
- Improved **flexibility in hearing timeframes**, particularly for urgent or special licence applications
- Clarification around **geographic scope of licences**, especially for delivery operations
- Simplification of:
 - **Manager certification processes**
 - **Temporary/acting manager requirements**
- Greater **guidance or consistency around decision-making timeframes**
- Reducing administrative burden where possible, while maintaining regulatory integrity

Annual Return (Fees) to Alcohol Regulatory and Licensing Authority

Territorial Authority:

Annual Return for the Year Ending 2021

On-licence, Off-licence and Club Licence Applications Received						
Application Type	Number Received in Fee Category – Very Low	Number Received in Fee Category – Low	Number Received in Fee Category – Medium	Number Received in Fee Category – High	Number Received in Fee Category – Very High	Total
On-licence new		11	9	2		22
On-licence variation	1					1
On-licence renewal		12	22	5		39
Off-licence new			8	1		9
Off-licence variation						
Off-licence renewal			14	1		15
Club licence new						
Club licence variation	1					1
Club licence renewal	13	7	1			21
Total number	15	30	54	9		108
Total fees payable to ARLA (GST incl)						
Total fees paid to ARLA (GST incl)	258.75	1035.00	2794.50	776.25		4864.50
Annual Fees for Existing Licences Received						
Licence Type	Number Received in Fee Category – Very Low	Number Received in Fee Category – Low	Number Received in Fee Category – Medium	Number Received in Fee Category – High	Number Received in Fee Category – Very High	Total
On-licence	2	24	30	13		69
Off-licence		1	22	2		25
Club licence	13	4	1			18
Total number	15	29	53	15		
Total fees payable to ARLA (GST incl)						112

Total fees paid to ARLA (GST incl)	258.75	1000.50	2742.75	1293.75	5295.75
---	---------------	----------------	----------------	----------------	----------------

Managers' Certificate Applications Received	
Application Type	Number Received
Managers' certificate new	149
Managers' certificate renewal	270
Total number	419
Total fees payable to ARLA (GST incl)	12046.25
Total fees paid to ARLA (GST incl)	

Special Licence Applications Received			
	Number Received in Category – Class 1	Number Received in Category – Class 2	Number Received in Category – Class 3
Special licence	3	1	74

Temporary Authority Applications Received	
	Number Received
Temporary authority	35

Permanent Club Charter Payments Received	
	Number Received
Permanent club charter payments	0

Total paid to ARLA	\$22206.50

