

Item 2: Community Services Update – May 2025

SESSION TYPE: Workshop

PURPOSE/DESIRED OUTCOME:

To update the Community & Services Committee about the Community Services work programme/minor works in the district and to provide an update on the status of key Community Services projects currently underway.

The purpose is also to provide an opportunity for the Committee to discuss with staff what their priorities are and what they would like to receive report progress for in the district.

DATE/START TIME:

Thursday, 22 May 2025 at 11.30am.

TIME BREAKDOWN:

Presentation: 30 minutes
Questions/Discussion: 30 minutes

Prepared by:



Name: Simon Battrick
Title: Sports & Recreation Manager
12 May 2025

Reviewed and Authorised by:



Name: Ken Bailey
Title: GM Community Services
12 May 2025

ATTACHMENTS:

A	Community Services Update (chair's report content)
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Community & Services Committee

22 May 2025

Report for Agenda Item | Rīpoata moto e Rāraki take [2]

Title | Taitara : Chair's Report

Purpose of the Report | Te Take mō te Pūroko

The purpose of this report is to provide the Community & Services Committee with an update on projects of interest.

Recommendation | Kā Tūtohuka

That the Community & Services Committee:

1. **Note** the contents of this report.

Prepared by:



Name: Craig Ferguson

Title: Chair, Community & Services Committee

14 May 2025

Context | Horopaki

Sport and Recreation

- **Ballantyne Road**

All consents have been finalised for the Ballantyne Road Oxidation ponds remediation and works will start to clear the site and re-test contaminated areas over the next 2 months. A timeline is being established around re-engagement on the Ballantyne Road and Wānaka Recreation Centre Development plans working alongside the Wānaka-Upper Clutha Community Board too progress the programme.

- **Sport Clubs Working Group**

In response to the number of sports & recreation related long term plan submissions a working group consisting of Sport Central, key Wānaka sporting clubs and representatives from the Wānaka-Upper Clutha Community Board met in April to further discuss options for the use of funding brought forward in the Long Term plan. The strong view of the group was that if opportunities arise to fast track the development of facilities at Ballantyne Road. At this stage the conceptual plan is to upgrade the drainage/irrigation on the Wānaka Recreation Reserve/A&P showgrounds and provide floodlighting for the Under12 field at Wānaka Recreation Centre.

- **Queenstown Events Centre Indoor Courts and Fitness Centre Project**

On 17 April, Council agreed to proceed with the concept design phase to provide 4 new indoor courts and a fitness centre at the Queenstown Events Centre. This strategic project aims to meet sporting and recreation groups requirements in the Whakatipu basin. The approval from Council to progress this project generated a lot of interest nationally from national sporting organisations and event organisers along with our local community.

- **Aquatic Energy upgrades and 516 Ladies Mile Community facilities**

Planning and procurement documentation are being developed in preparation for the start of the 516 Ladies Mile Community facilities project and the Energy upgrades at Queenstown Events Centre/ Wānaka Recreation Centre and Arrowtown pool beginning in July 2025.

Libraries

- **Dyslexia Friendly Collection Launch Frankton Library**

Frankton Library has launched a collection of dyslexia friendly books targeted at children and young adults. The books feature short chapters and stories, unique, dyslexia-friendly font, special layouts and font to prevent pages from appearing overcrowded and off-white or tinted & heavier paper to reduce visual stress – presented with unpatronising content matched to the age of the reader, not their reading level. This is part of our long-term planning to create equitable access to support neurodiversity within the Queenstown Lakes community and across our library branches.

- **Enclosed Meeting Space Wānaka Library**

A 17.3 square metre area is being installed within the existing Wānaka Library space to provide a soundproof, glass enclosed meeting room to be equipped with video conferencing facilities. The space will be used by community groups, staff and for programmed events. The meeting room will address a frequent complaint received by the Wānaka library staff about the lack of quiet study space and noise in general.

- **Memory Care Collection**

The development of a Memory Care Collection which supports QLDC Libraries' commitment to equitable access is being developed to support Dementia-friendly library services. The collection is currently being catalogued and consists of memory games, easy-use radios, robotic companion cats and group activities, e.g. painting, jigsaws and board games. The collection to be launched in September coinciding with World Alzheimer's Month.

- **StoryWalks Rural Libraries**

Whakatipu & Upper Clutha Community Engagement Librarians are consulting with the communities serving Glenorchy, Kingston & Makarora Libraries to install a StoryWalk at each location. StoryWalks are an innovative way to engage young children and families to participate in reading and outdoor activity at the same time. StoryWalks have already been installed at Hanley's Farm and Luggate in conjunction with the Parks & Property teams.

Parks

- **Project Tohu**

Project Tohu, the revegetation of Coronet Forest was officially launched on 3 April 2025. Due to forecast rain, Te Tapu o Tāne hosted the event at their office. The kaupapa is being led by the QLDC and delivered on the whenua by Te Tapu o Tāne, Citycare Property and e3scientific. The autumn planting is now complete with approximately 80,000 trees planted on site. 70% of the trees planted are Mountain Beech. 30% are Broadleaf, Pittosporum, Ribbonwood and Cabbage trees. Trail building work in the first zone is progressing well and on track to be finished before winter. Planning will continue over winter to resume trail building late spring (weather dependant).

- **Te Kararo Queenstown Gardens Tree Succession Plan**

A draft tree succession plan for Te Kararo Queenstown Gardens has been developed to help protect this much-loved community asset. The plan takes a long-term approach to managing the removal of aging Douglas Fir wilding conifers in the Gardens and replanting the area with a diverse range of native and suitable exotic trees and plants over the next 60 years.

Engagement on the draft Tree Succession Plan closed on 12 May 2025, with 42 submissions received. During the engagement period, two presentations and a drop-in session were held to give the community the opportunity to understand the plan and ask questions. Submissions will be analysed and will inform changes to the draft tree succession plan. The plan will be considered for adoption at the Community and Services Committee meeting on 14 August 2025.

- **Autumn Planting**

The Parks team supported 21 community/volunteer groups with autumn planting on QLDC Reserves in Wakatipu. Between the Parks team community/volunteer groups and Wakatipu Reforestation Trust just shy of 5,000 natives have been planted on QLDC Reserve land in Wakatipu this autumn. In Wānaka the Parks team is supporting several groups with autumn planting. We expect approximately 2,500 plants across 24 sites to be planted in Wānaka, Hāwea and Albert Town QLDC reserves in the next couple of months. The Parks Team has also supported the Albert Town Community Association to build capability to look after the orchards on Templeton Park (QLDC reserve). The area has been rabbit fenced, and the group are creating a riparian zone of planting between the orchard and the river.

- **Rabbit control – Aubrey Road to Waimana Place, Wānaka**

Rabbit control will begin this winter in the Wānaka lakeside reserve between Aubrey Road (Brenmer Bay) and Waimana Place. WAI Wānaka has facilitated engagement with the 21 property owners who border the reserve to allow them and QLDC to work together to reduce the rabbit population for

biodiversity enhancement. Rabbit proof fencing is being installed and will be followed by pindone use and night shooting.

- **Kingston Pump Track**

The Parks team has been working with the Kingston Community Association (KCA) to develop a pump track on the Kingston Domain. The KCA has fundraised the cost of the project (including receiving a Community Grant from QLDC) and the Parks team will project manage the build. The design is being finalised, with construction anticipated for later this year.

Community Partnerships

- **Community Associations**

Mayor/CE 2025 annual small community association visits completed with Luggate, Hawea and Albert Town. Upcoming small community visits include, Kingston, Arrowtown, Makarora, Mt Barker and Glenorchy.

Upper Clutha Community Associations chairs scheduled to meet with the Chair of the Wānaka Upper Clutha Community Board on Wednesday 21 May. This will be an opportunity to connect and network, provide updates on what's happening in their community and share ideas.

Community Investments

- **Community Funding Rounds (April – June 2025):** Community Fund, Heritage Incentive Grant, Waste Minimisation Community Fund, Events Fund; applications for all funds have closed with applications being assessed currently.
- **Community Funding Policy Progress:** The draft Community Funding Policy was presented to Council in a workshop in March 2025. This policy is a critical step toward defining clear guidelines, establishing decision-making frameworks, and setting reporting and evaluation requirements for all community funding. This operational policy is being finalised, with plans to present to Council for endorsement in the coming months.
- **Governance Training Workshops:** huddl continues to deliver governance and funding training workshops across the region, including Queenstown, Wānaka, Cromwell, and Alexandra. [huddl](#) is an organisation that works to strengthen and support community groups, charitable organisations, and networks in Central Otago and Queenstown Lakes. QLDC is a key partner and governance member supporting delivery of these services and programmes to build community group capability.
- **Funding Series (Feb – June 2025):** QLDC, huddl, Three Lakes Cultural Trust, Sport Otago and the Conservation Alliance have joined forces to establish the [Funding Series](#). The first two sessions attracted 170 attendees in total, across Queenstown and Wānaka. Feedback was overwhelmingly positive, with 100% of respondents rating the workshops as extremely or very useful. This is a significant step in building community capability and understanding around funding.

Creativity, Culture and Heritage Strategy Implementation

- **Te Muka Toi, Te Muka Tākata Creative and Culture Hui 2025:** 12 - 15 June, Queenstown & Wānaka; Weaving Creativity, Community, and Collective Action. This event is a partnership between QLDC and

Queenstown Lakes Regional Arts Organisation (RAO) Three Lakes Cultural Trust, with support from Creative New Zealand and local organisations who operate in the creative sector. The Minister for Arts, Culture and Heritage Hon Paul Goldsmith has accepted an invitation to attend the opening of this event.

- **Heritage Asset Map:** Origin Heritage Consultants have helped produce a GIS map of all known heritage and archaeological sites in the district. The information was pulled from the New Zealand Archaeological Association's ArchSite data and the QLDC District Plan Inventory of Listed Heritage Features as well as the 724-page "Heritage Inventory Register" produced by QLDC in 2015. The goal is to create a publicly accessible GIS map which can be access online via QLDCs Map Navigator features.

Welcoming Communities Programme - Welcoming Plan 2024-2027

- **Translation of environmental health resource:** Translation of the [Food Safety Tips](#) resource into seven languages to support organisers of the Queenstown Multicultural Festival and Wānaka Festival of Colour, ensuring ethnic community food stalls adhered to food hygiene practices.
- **Newcomers Guide to the Queenstown Lakes District:** A new print and online resource launched in May 2025, the [Newcomers Guide](#) includes content a wide range of community organisations and has been develop with input from community and staff focus groups. While some printed versions will be made available, the project will focus on promoting uptake and use of the electronic version.
 - Between May and July 2025, QLDC will conduct a series of small launch events of the Newcomers Guide with support services organisations, business sector and migrant community groups.
- **Migrant community group profiles:** QLDC will produce up to 20 profiles of local migrant community groups as a resource for these groups and will promote these via the QLDC website.
- **Central Lakes Trust (CLT) grant for Welcoming communities 2025-2026:** QLDC was successfully granted \$41,000 in March 2025 to implement welcoming activities/projects between April 2025 and June 2026 with community partners, including:
 - Establish Social English language in Queenstown/ Frankton/Wānaka libraries; develop relationships with English language schools in Queenstown and COREAP in Alexandra servicing Wānaka.
 - Establish a women-only swimming programme (specific focus on migrant women with low or no swimming skills) at the Queenstown Events Centre.
 - Embed and enhance the delivery of settlement services in Wānaka-Upper Clutha in partnership with Community Link Upper Clutha.
 - Deliver Te Tiriti o Waitangi educational workshops to newcomers and wider community.

Responsible Camping Programme

- **Summer responsible camping education:** Summer ambassadors worked until 27 April 2025 (four in Upper Clutha, four in Whakatipu) delivering the responsible camping education programme, encouraging responsible behaviour from those freedom camping in the Queenstown Lakes District. Even through Autumn the ambassadors noted volumes of freedom campers across the district.
- **Signage and online education:** 'Love our Lakes' signage was installed at outdoor showers and lakeside locations in March, encouraging campers to make sustainable choices for our precious waterways.

This was supplemented by a targeted message 'pop up' to users of *CamperMate*, a popular mobile app used by campers travelling around New Zealand. The app is free and uses GPS to find nearby services such as public toilets, dump-stations, and accommodation. A targeted 'in app' mail between November and March was sent to 18,815 app users with a positive open rate of 92% which indicates the mail was viewed 17,311 times.

- **Community engagement:** The Summer Ambassadors represented the programme at the Wānaka A&P Show in March 2025. The team let the community know about the upcoming freedom camping bylaw consultation and how to report issues relating to freedom camping and chatted to visitors, recommending local campsites and attractions.
- **Summer Ambassador visits:** Over the summer (November – April), the team completed 3,845 visits to 'hot spots' and interviewed 342 campers about their behaviours and intentions while they are travelling in Queenstown Lakes.
- **Freedom camping bylaw:** The process to develop a new freedom camping bylaw continues, and community consultation is planned for July/August 2025, with the aim to have a new bylaw in place before next summer. Early engagement with key stakeholders has begun as part of the new bylaw development process.

Summerdaze 2024 - 2025

- **Rainbow Run (Queenstown & Wānaka):** 5k run with colour blasting stations, a variety of games suitable for all ages, music, prizes and free ice cream: 440 registrations across both locations.
- **Teddy Bears Picnic (Queenstown & Wānaka):** Free family-friendly community event supporting community connection; three hours of games, live entertainment, face painting, bouncy castles, food, competitions and interactive activities; 350-400 people attended in Wānaka, 750-800 people in Queenstown.
- **Picnic in the Park Series:** A fun afternoon of games, facepainting, a library pop-up tent, a table featuring important topics up for consultation, an opportunity to meet QLDC elected members, and a free sausage sizzle
 - McMurdo Park, Albert Town - November 2024: 70-90 people attended
 - Hanley's Farm Park, Hanley's Farm - February 2025: 80-100 people attended
 - Makarora Primary School, Makarora - February 2025: 22 people attended
 - Hopkins Street Recreation Reserve, Luggate - February 2025: 50-60 people attended
 - Richmond Park, Lower Shotover - March 2025: 80-100 people attended.