

Organisational Excellence Committee

17 September 2026

Report for Agenda Item | Rīpoata moto e Rāraki take [1]

Department: Assurance, Finance & Risk

Title | Taitara: Section 10A report

Purpose of the Report | Te Take mō te Pūroko

The purpose of this report is to provide an update on waiver statistics, as requested at the 9 July Organisational Excellence Committee (OEC) meeting and share an overview of the Section 10A legal requirement to report on dog control related matters to the Department of Internal Affairs (DIA).

Recommendation | Kā Tūtohuka

That the Organisational Excellence Committee:

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

Prepared by:



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Title: Regulatory Support, Animal
Control & Parking Manager
31 July 2026

Reviewed and Authorised by:



Name: Katherine Harbrow
Title: General Manager, Assurance
Finance & Risk
11 August 2026

Context | Horopaki

1. During the last OEC meeting on 9 July 2026, it was requested that further information be provided for waivers. As such, the waiver report in Attachment A provides an overview of waiver activity by the Regulatory Support Team. This report highlights key themes and statistics, alongside challenges the team encounters.

Section 10A Statutory Reporting Requirement

2. Section 10A of the Dog Control Act 1996 (the Act) requires territorial authorities to report annually on the administration of their dog control policies and practices for the preceding financial year, as shown in Attachment B. The report must include information relating to:
 - The number of registered dogs and dog owners within the district;
 - The number and nature of dog-related complaints received;
 - The number and type of infringements issued; and
 - The number of dog attacks and prosecutions undertaken.
2. This report fulfils Council's legislative obligation and provides transparency around animal control activities, service delivery, compliance outcomes, and community safety initiatives undertaken during the 2025/26 financial year. Following the OEC noting this item, the Section 10A Report will be made publicly available on the Queenstown Lakes District Council (QLDC) website, in accordance with the requirements of the Act.

Animal Control Service Delivery and Strategic Outcomes

3. Attachment C provides a high-level overview of the Animal Control Team's key achievements, challenges, operational trends, and service delivery outcomes during the 2025/26 financial year.

The report highlights:

- Significant operational activity across compliance, enforcement, education, and community engagement functions;
- Progress made in promoting responsible dog ownership and improving public safety outcomes;
- Proactive education initiatives delivered to schools, community groups, dog owners, and residents;
- The use of enforcement tools, including infringements and prosecutions, where education and voluntary compliance have not been successful; and

- Emerging trends and challenges that continue to influence service demand and resourcing requirements.
3. The Animal Control Team's approach aligns with Council's Enforcement Strategy and Prosecution Policy 2021, which prioritises education and voluntary compliance before progressing to formal enforcement action, where appropriate. Proactive engagement remains a critical component of the service and supports long-term behaviour change, improved public awareness, reduced offending, and more effective allocation of operational resources.

Continuous Improvement and Community Safety

6. The annual report provides valuable insights into animal control trends across the district and assists Council in assessing the effectiveness of current policies, operational practices, and community education programmes.
7. The information contained within Attachment B supports evidence-based decision making, identifies opportunities for service improvement, and informs future work programmes, including ongoing implementation of the Dog Control Policy and Bylaw review, public education initiatives, and operational planning for animal control services.
8. Animal control is not solely an enforcement function. The service actively balances education, engagement, animal welfare, compliance, and public safety outcomes, with enforcement forming only one part of the overall regulatory approach.

Analysis and Advice | Tatāritaka me kā Tohutohu

9. This report is for noting only, so no options are presented.

Consultation Process | Hātepe Matapaki

Significance and Engagement | Te Whakamahi i kā Whakaaro Hiraka

10. This matter is of low significance, as determined by reference to the Council's Significance and Engagement Policy 2024, because it is a noting report providing an overview of the Regulatory Team and its functions
11. The persons who are affected by or interested in this matter are Councillors, Council officers, residents, ratepayers and visitors.
12. No consultation is required on this matter since this report is for noting only.

Māori Consultation | Iwi Rūnaka

13. No consultation with iwi is required on this matter since this report is for noting only.

Risk and Mitigations | Kā Raru Tūpono me kā Whakamaurutaka

14. This matter relates to the Regulatory/Legal/Compliance risk category. It is associated with RISK10026 Ineffective enforcement within the QLDC Risk Register. This risk has been assessed as having a moderate residual risk rating.
15. The noting of the information contained in this report will allow Council to implement additional controls for this risk. This will be achieved by ensuring that the OEC are suitably informed about Council's regulatory functions and responsibilities, thereby facilitating effective oversight.

Financial Implications | Kā Riteka ā-Pūtea

16. There are no financial implications.

Council Effects and Views | Kā Whakaaweawe me kā Tirohaka a te Kaunihera

17. The following Council policies, strategies and bylaws were considered:
- QLDC Enforcement Strategy and Prosecution Policy;
 - Media protocol for prosecutors, Crown Law Office;
 - Solicitor General's Prosecution Guidelines;
 - QLDC Dog Control Policy 2020;
 - Dog Control enforcement guidelines;
 - Dog Control Bylaw 2020; and
 - QLDC Traffic and Parking Bylaw 2025.
18. The recommended option is consistent with the principles set out in the named policies above since the report is for noting purposes only.
19. This matter is not included in the Long Term Plan/Annual Plan since the report is for noting only.

Legal Considerations and Statutory Responsibilities | Ka Ture Whaiwhakaaro me kā Takohaka Waeture

20. Section 10A of the Dog Control Act requires Council to publish the section 10A report on the QLDC website each year.

Local Government Act 2002 Purpose Provisions | Te Whakatureture 2002 o te Kāwanataka ā-Kiaka

21. Section 10 of the Local Government Act 2002 states the purpose of local government is (a) to enable democratic local decision-making and action by, and on behalf of, communities; and (b) to promote the social, economic, environmental, and cultural well-being of communities in the present and for the future.

22. The recommended option of noting the report:

- Can be implemented through current funding under the Long Term Plan and Annual Plan;
- Is consistent with the Council's plans and policies; and
- Would not significantly alter the intended level of service provision for any significant activity undertaken by or on behalf of the Council or transfer the ownership or control of a strategic asset to or from the Council.

Attachments | Kā Tāpirihaka

A	Waiver Overview
B	Section 10A Report (page 26)
C	Section 10A Report Presentation (page 31)

Parking Waivers 2025/26

Fair • Accurate • Responsive

An overview report on waiver activity and parking demand.



QLDC land only

Enforcement can only take place on land and roads owned by, or vested in, QLDC. That is the limit of our legal authority.

Where we cannot enforce

Private ways and private subdivisions such as Jacks Point, private land such as the Five Mile shopping complex, and roads in that same area not yet vested to QLDC.

Private enforcement

Private landowners can engage their own private enforcement companies to undertake enforcement on their land.

Enforcement authority follows land ownership, where land is private, or a road is not yet vested to QLDC, we have no legal ability to enforce there.

Financial Year 2025/2026 Overview

60,329

Parking infringements issued across the district (+8.3% from 2024/25).

7,465

Waiver requests received; 12.37% of total parking infringements.

63.2%

Waiver requests granted where correction, education or warning was appropriate.

99.65%

Overall officer accuracy across all infringement types.

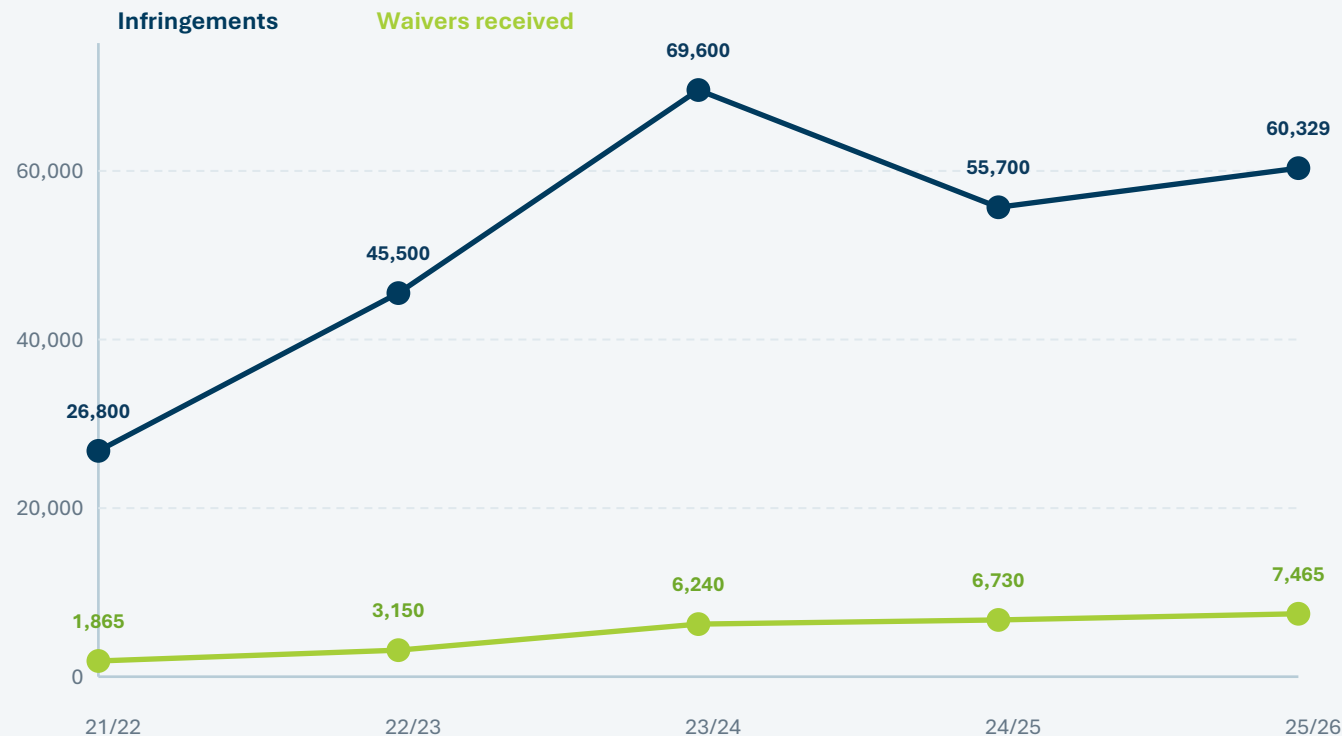
The story is not “more tickets”. It is a review system that supports fairness, accountability and community trust.

- Waivers give customers a clear way to seek review of an infringement decision.
- Granted waivers include officer error corrections and matters where education/warning was more appropriate.

The waiver process is not a legislative requirement. It is a process QLDC created to give customers a clear way to dispute an infringement and to show our reasoning as fair, transparent and trusted enforcers. The use of a waiver process is consistent with other councils.

The legal framework is to appeal an infringement through the court, which is a timely and costly process for both the customer and QLDC.

Infringements and waiver requests



+10.9%

Increase in waiver requests compared with 2024/25.

12.37%

Waiver requests as a proportion of 2025/26 infringements.

The waiver process is absorbing growing customer contact while keeping discretion visible and auditable.

Further information and context

- Requests increased from 1,865 in 2021/22 to 7,465 in 2025/26.
- This reflects both parking demand and community uptake of the review pathway.
- Infringements remain a secondary measure; the service focus is fair, consistent decision-making.

63.2%

Accepted/explanation outcomes (63%).
Historically it moves up and down slightly from around 50%

2 days

Median time to respond to a waiver

Decision breakdown

**Accepted / explanation****No waiver**

Why a waiver may be granted

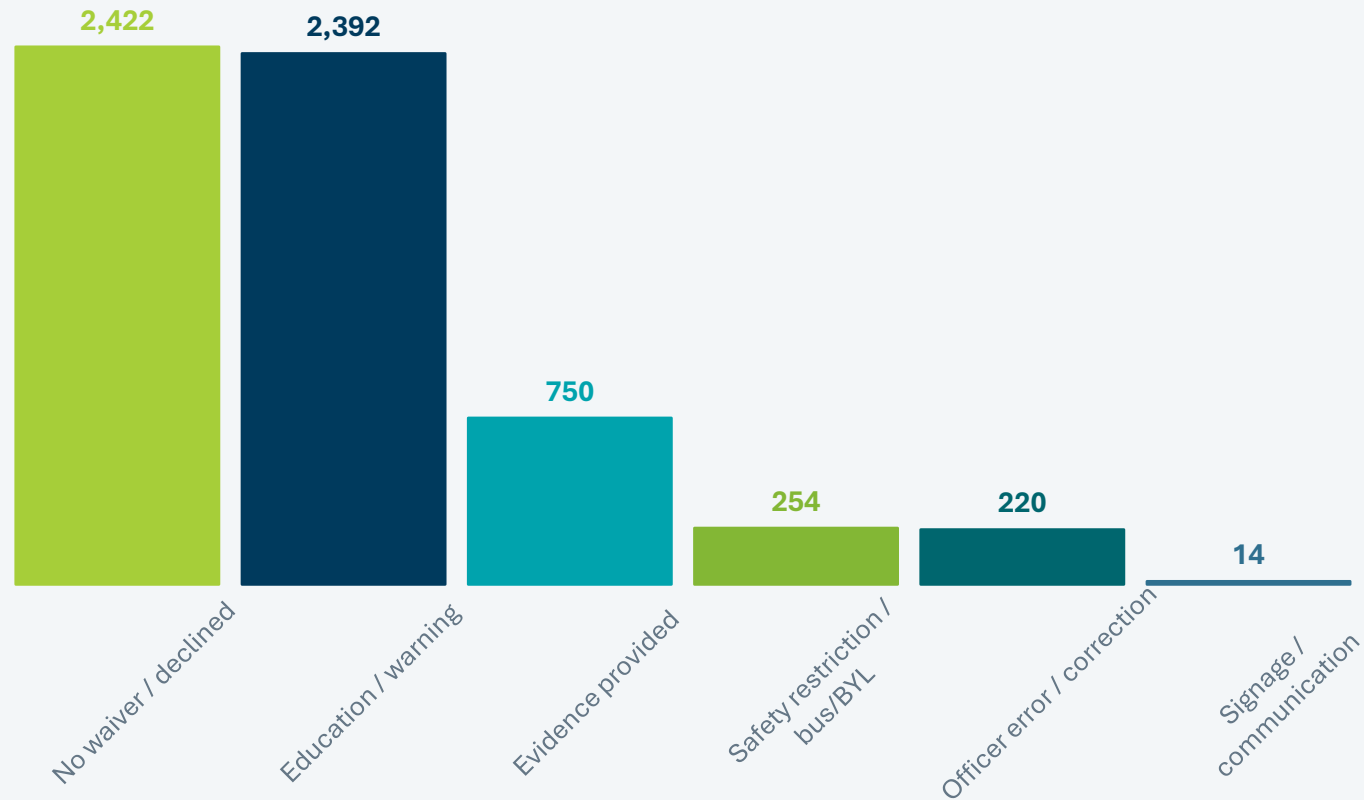
First-time offence Education first — a warning and clear guidance is often more effective than a penalty for a first, low-impact breach.

Exceptional circumstances Medical emergencies, unclear signage (fed back to infrastructure), vehicle breakdowns or other genuine events outside the customer's control, supported by evidence.

Ticketing or officer error Incorrect ticket details.

AI-generated waiver requests and responses have increased and are longer and more complex, increasing the time needed to review and reply to each case.

Themes identified in waiver notes



A granted waiver does not automatically mean the infringement was wrong — many reflect education, discretion or evidence-based review.

- Education/warning and declined/no waiver themes were the largest note categories identified.
- Evidence provided and officer correction themes were also noted.
- Theme counts are keyword-based and can overlap; they should be treated as a practical summary rather than a formal coding audit.

220

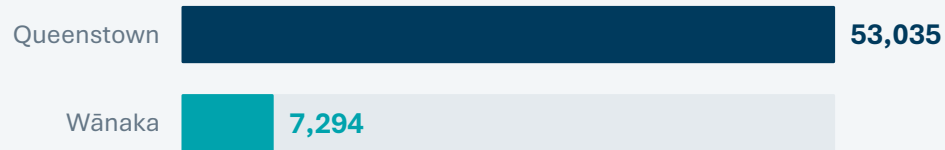
Officer error /
correction

750

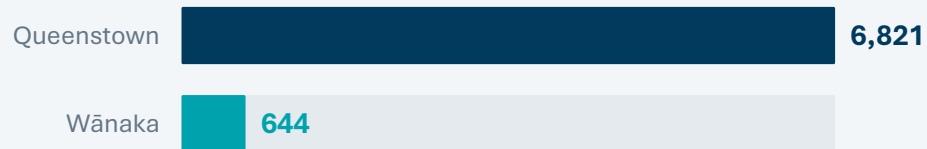
Evidence-provided
references
identified in notes.

Activity by area, 2025/26

Parking infringements issued



Waiver requests received



Around 1 in 7 Queenstown tickets drew a waiver request, compared with about 1 in 11 in Wānaka.

Method: Queenstown covers the wider Queenstown area, including Frankton, Arrowtown, Hanley's Farm and other locations

12.9%

Queenstown tickets that drew a waiver request.

8.8%

Wānaka tickets that drew a waiver request.

Queenstown drives the volume — but a Wānaka waiver request is far more likely to be declined.

66.3%

Queenstown waiver requests accepted

28.0%

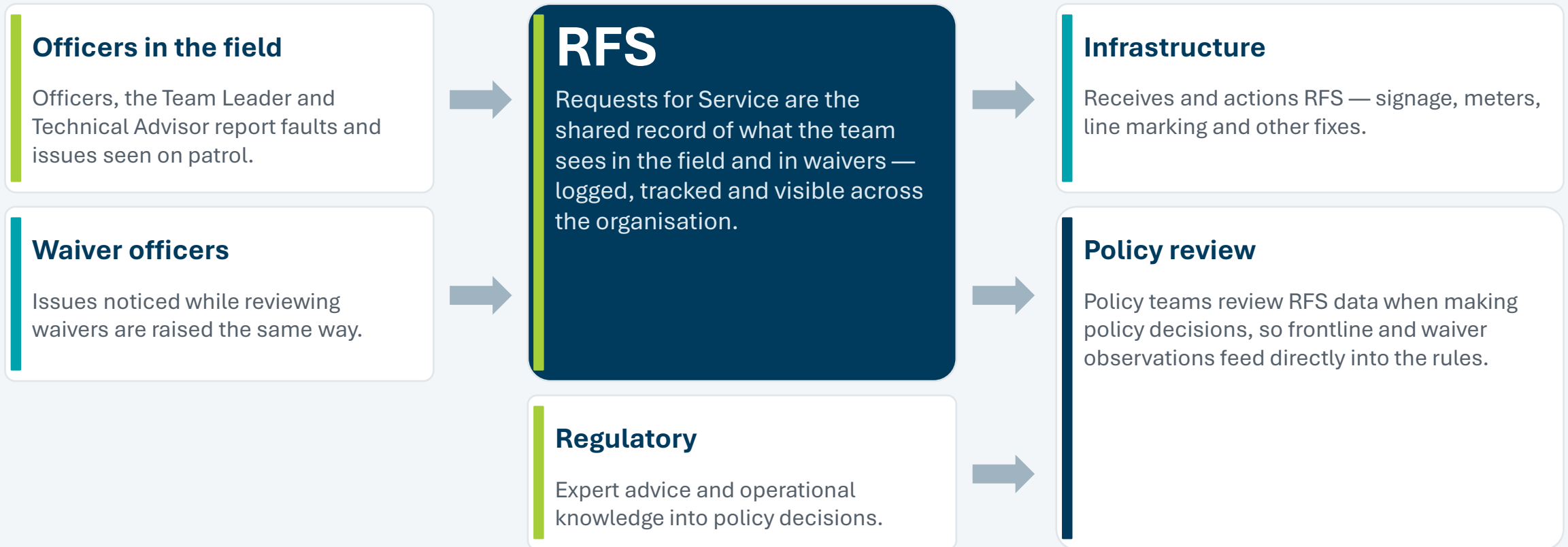
Wānaka waiver requests accepted

- The wider Queenstown area accounts for 88% of infringements issued across the district and 91% of all waiver requests received.
- Wānaka issued 7,294 infringements (12% of the district) but generated only 8.6% of waiver requests.
- Outcomes diverge sharply: 72% of Wānaka requests were declined (461 of 643), against 33% in Queenstown.
- CCTV is a likely driver: 26,311 Queenstown CBD tickets were CCTV-issued, and CCTV infringements are disputed at 14.3% versus 10.3% for patrol-issued.

How this feeds back into the organisation

Where waiver and field insight goes next

QLDC Parking Services



Our regulatory function is one of fair and trusted enforcement. The rules and policies themselves are set by other parts of the organisation, enforcements role is to apply them consistently and to feedback what we see so they can be improved.

Fair

Waivers provide a practical way to correct, educate and apply proportionate discretion.

Accurate

Officer errors are visible through the process and feed quality assurance.

Responsive

Customers can seek a review, provide evidence and receive a recorded outcome.

Closing message: the waiver process is an important part of a fair and trusted parking enforcement — showing that enforcement decisions are reviewable, evidence-based and balanced.

DOG CONTROL POLICY AND PRACTICES REPORT

2025 – 2026 Financial Year

Section 10A of the Dog Control Act 1996 (Act) requires that Council reports on its dog control policies and practices over the financial year.

DOG CONTROL POLICY

Section 10 of the Act requires Council to develop a policy on dogs and sets out specific requirements for how the policy is to be adopted and what it must cover. The Council's current policy was adopted on the 25th of June 2020. The policy establishes Council's criteria to be followed regarding controlling dogs.

Policy – Key Aspects:

- The requirement for all dogs classified as menacing and dangerous to be neutered.
- Dogs must be on a leash in public places except Rural General Zones or any dog exercise area (generally, most Council Controlled Tracks and Reserves). However, these two exceptions do not apply to playground or cemeteries.
- The expectations for dog owners to maintain owner responsibility during an emergency.
- That any probationary and disqualified owners shall be classified for the maximum period, unless they can demonstrate to Council's satisfaction that the full period is unnecessary.
- The criteria for issuing a multiple dog licence have been clarified.
- Fees for dog registration have been set to recognize and reward dog ownership behaviour that complies with the Act.

MICRO-CHIPPING

All dogs registered for the first time on or after 1st July 2006 (excluding working dogs) and all dogs classified as dangerous or menacing since 1st December 2003 are required to be microchipped.

At the end of the 2025/26 registration year, there were 104 dogs without microchip numbers, compared with 98 in 2024/25. The Animal Control Officer's (ACO) have continued to observe that most dogs they interact with are microchipped. Those who are not microchipped receive email reminders informing them of the legal requirement to provide a valid microchip number and the consequences of not doing so. We continue to work towards compliance in accordance with the QLDC Enforcement Strategy and Prosecution Policy.

DOG REGISTRATION

Council registration fees are set out to recognise and reward responsible dog ownership, providing a discounted registration fee to dog owners that classify in the low-risk category. For example, if the dog's property is fenced, the dog is neutered, and the dog has positive history e.g. no impounding history or attacks.

There was a 1.29% decrease in the number of registered dogs, from 6240 in 2024/25 to 6160 in 2025/26. The increase in deceased dogs maybe have contributed to this decline in registered dogs.

Council was notified of 560 deceased dogs in the 2025/26 period, which is a 69.7% increase from the 330 dogs in 2024/25. There were also 340 dogs that were transferred out of the Queenstown Lakes District, seeing an 18.8% increase from the 286 transferred in 2024/25. This is a notable increase compared to the 37.8% decrease we saw in 2024/25.

Category	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25	2025/26
Total number of Registered Dogs	5388	5728	5962	6099	6046	6240	6160
a) Dangerous by owner conviction under s.31(1)(a)	1	1	0	0	0	0	0
b) Dangerous by sworn evidence under s.31(1)(b)	3	3	4	3	3	3	3
c) Dangerous by owner admittance in writing under s.31(1)(c)	0	0	0	0	0	0	0
Total number of Dangerous Dogs	4	4	4	3	3	3	3
a) Menacing under s33A(1)(b)(i) – Behaviour	17	13	13	14	12	13	14
b) Menacing under s33A(1)(b)(ii) - Breed characteristics	0	0	0	0	0	0	0
c) Menacing under s33C(1) - Schedule 4 Breed/Type	0	0	0	0	0	0	0
Total number of Menacing Dogs	17	13	13	14	12	13	14
Total number of Probationary Owners	0	0	0	0	0	0	0
Total number of Disqualified Owners	1	1	0	0	0	0	0

DISQUALIFIED AND PROBATIONARY DOG OWNERS

There were no probationary or disqualified dog owners classified in 2025/26.

MENACING AND DANGEROUS DOGS

There were two newly classified menacing dogs and one newly classified dangerous dog for the 2025/26 registration period. The two menacing classifications were classified as Menacing under S.33A, one was for an attack on stock, and one was for an attack on a person. The dangerous dog was classified under S.31(1)b for an attack on a person.

One dog previously classified as dangerous moved out of district in 2025/26. Three previously classified as menacing were marked as deceased in 2025/26.

We also had three classified menacing dogs transfer into the district; two were classified under section 33A(1)(b)(i) and one was classified under section 33C(1) in 2025/26.

DOG CONTROL RESPONSE

This section describes the number and type of complaints received and the way Queenstown Lakes District Council has responded to address the complaints and general issues regarding dogs over the 2025/26 period.

Category of Complaint	2019/20	2020/21	2021/22	2022/23	20203/24	2024/25	2025/26
Dog attack on people – minor	8	14	12	24	7	12	15
Dog attack on people – serious	0	2	2	3	3	3	5
Dog attack on animal – minor	44	25	25	39	34	44	27
Dog attack on animal – serious	9	9	10	12	15	13	11
Dog attack on stock (worrying stock)	1	4	2	4	3	5	8
Total attacks	62	54	51	82	62	77	67
Dog rushing	31	37	29	42	31	70	58
Roaming dogs	506	552	463	611	457	398	458
General concern	28	66	61	94	74	50	124
Lost dogs	242	256	180	222	199	164	188
Barking	164	251	268	267	184	220	190
Fouling	17	22	30	17	10	3	13
Total complaints	1050	1238	1082	1333	1017	982	1164

ATTACKS

When an attack occurs on a person or animal, the incident can be extremely distressing for all parties, and it is imperative that there is a fast response to such matters. Over the 2025/26 registration year, there have been 67 dog attacks, a decrease from the 77 reported in 2024/25. This decrease highlights the education work that the ACO's have been doing around responsible dog ownership, including containment and control in public spaces. Whilst there has been a decrease in minor dog on animal attacks from 44 in 2024/25 to 27 in 2025/26, there has been an increase in serious dog on human attacks from 3 in 2024/25 to 5 in 2025/26.

ROAMING DOGS

Roaming dogs can frighten, intimidate, or annoy others, in addition to attacking other animals and people. The number of roaming dogs has increased by 15.08%, from 398 in 2024/25 to 458 in 2025/26.

LOST DOGS

The number of lost dogs reported to Council has increased from 164 in 2024/25 to 188 in 2025/26.

BARKING DOGS

The number of complaints received for barking dogs has decreased from 220 in 2024/25 to 190 in 2025/26. Council continues to provide the free use of anti-bark devices to dog owners as required and supports the community by offering free training classes to dog owners to remain proactive in this space.

IMPOUNDINGS

There has been a 68.18% increase in the number of impounded dogs from 44 in 2024/25 to 74 in 2025/26. The increase in roaming dogs has contributed to this increase. When appropriate, ACO's provide education and the return of the dog to owner on first offences but continue to issue infringements for second time offences for impounding.

PROSECUTIONS

There has been one prosecution during the 2025/26 registration year. This case related to a dog-on-person attack that occurred in the same year.

GENERAL CONCERNS

Council received 124 general dog concerns in total for the 2025/26 registration year. This is an increase of 148% from the 50 reported in 2024/25. The increase can be attributed to an update in our processes so dog concerns can be recorded more accurately. Our ACO's have maintained their positive relationship with the SPCA and pass on any welfare concerns to them as the lead agency on animal welfare.

INFRINGEMENTS

The number of infringements issued decreased from 220 in 2024/25 to 181 in 2025/26. Most of these infringements have been issued for failure to register dog (116) or failure to keep dog under control (29) and failure to microchip (29). There were two issued for failure to comply with any bylaw authorised by the section and two issued for failing to comply with barking abatement notice. There were three issued for failure to comply with classification, of which all were for failing to comply with menacing classification requirements. A total of 47 were waived; most notably, 23 being for failure to register dog. This aligns to councils' approach of education through to enforcement as outlined in the QLDC Enforcement Strategy and Prosecution Policy.

Offence	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25	2025/26
Failure to comply with classification	0	0	0	0	2	3	3
Failure to register dog	43	36	39	39	64	100	116
Failure to advise of address change	0	0	0	0	0	0	0
Failure to keep dog controlled/confined on owners property	3	3	5	14	5	5	0
Failure to keep dog under control	4	4	3	10	22	46	29
Failure to carry a leash in public	0	0	0	0	0	0	0
Falsely notifying death of dog	0	0	0	0	0	0	0
Failure to supply owner information	0	0	0	0	0	0	0
Failure to comply with any bylaws authorised by the section	0	0	4	1	4	4	2
Failure to implant microchip transponder in dog	0	0	38	35	0	62	29
Failure to comply with barking dog abatement notice	3	0	0	0	0	0	2
Total	53	43	89	99	97	220	181

Dog Control Report 2025/26

Responsible • Proactive • Fair

Section 10A of the Dog Control Act 1996.
Council's annual report on its dog control policies
and practices.



6,160

Registered dogs in the district, down 1.29% on 2024/25.

1,164

Dog-related complaints received, up 18.5% on last year.

67

Dog attacks reported, down from 77 in 2024/25.

181

Infringements issued, down from 220 in 2024/25.

Section 10A of the Dog Control Act 1996 requires Council to report each year on its dog control policies and practices. This report covers registrations, classifications, complaints, attacks, impounding and enforcement for the 2025/26 registration year.

Registered dogs and complaints



+18.5%

Rise in dog-related complaints on 2024/25.

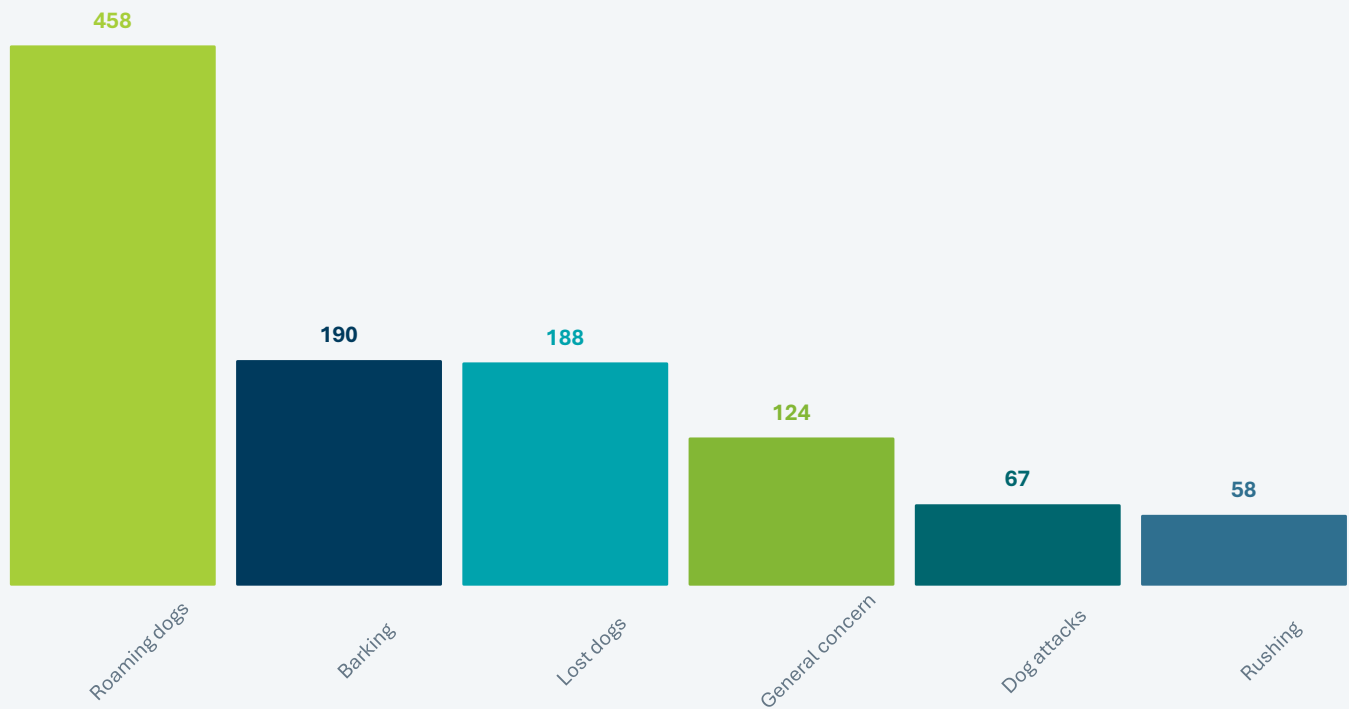
6,160

Registered dogs, a 1.29% fall on last year.

Dog complaint numbers remain consistent.

What has changed is “general dog complaints” were recorded under “other animal complaints” previously which we don’t report to DiA, the team are ensuring these are recorded correctly for data accuracy moving forward.

Complaints by category, 2025/26

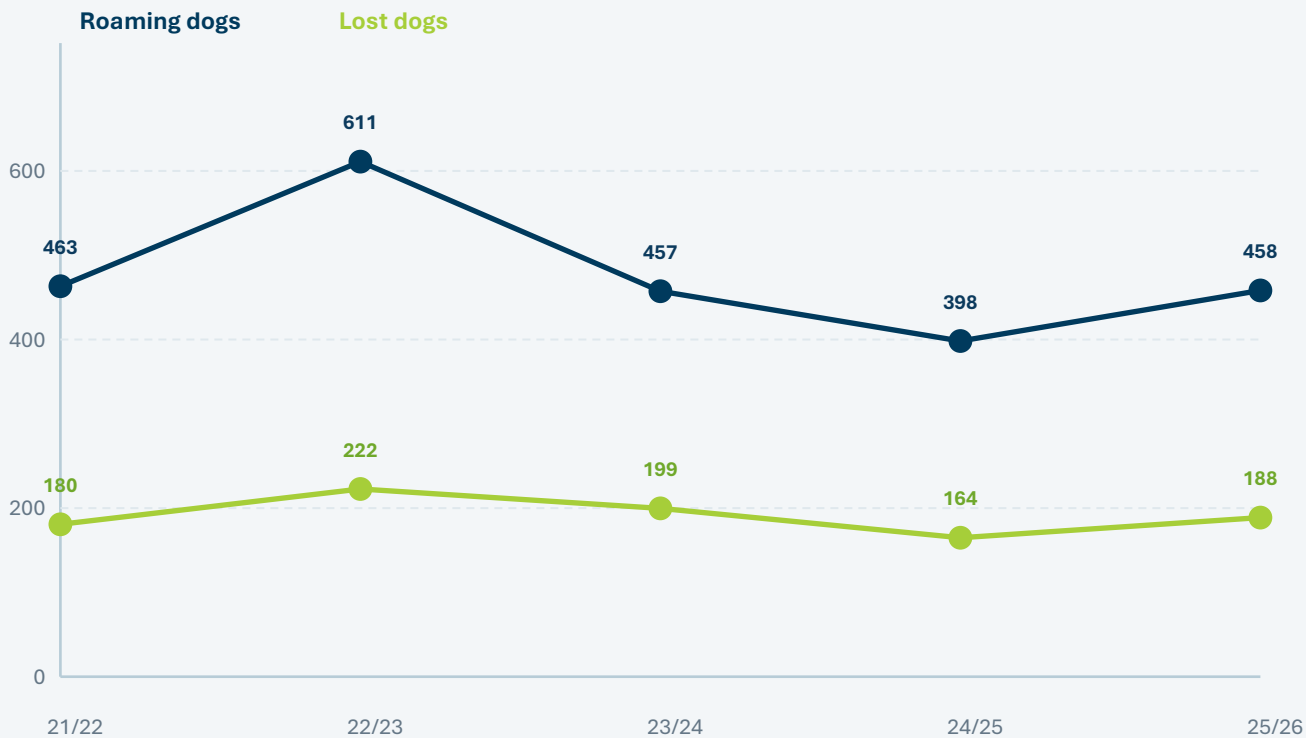


Roaming is still the single biggest driver of demand, and it grew 15%. Animal Control focus targeted patrols in high issue locations to gain compliance. What is pleasing to see is while roaming dog numbers are up, attacks and rushing incidents have reduced.

58 rushing complaints
Down 17.1% from 70 in 2024/25.

189
Complaints per 1,000 registered dogs, up from 157.

Roaming and lost dogs



+68.2%
Rise in dogs impounded, from 44 to 74.

458
Roaming complaints, up 15.1% on 2024/25.

Roaming is up 15%, but impounding is up 68%. The response is tightening faster than the problem is growing.

Officers educate and return on a first offence and infringe on repeat impounding.

Impound fees increase each time the same dog is impounded

Attacks by category, 2024/25 v 2025/26

Minor attacks on animals — down 39%



Serious attacks on animals — down 15%



Minor attacks on people — up 25%



Serious attacks on people — up 67%



Total attacks fell 13% to 67, driven by fewer attacks on animals.

Both animal attack categories fell; minor down 39% and serious down 15%. This is a clear sign that proactive education on containment and control is working.

67
Total attacks, down from 77 in 2024/25.

5
Serious attacks on people, up from 3.

11
Serious attacks on animals, down from 13.

27
Minor dog-on-animal attacks, down from 44.

181

Infringements issued, down from 220 in 2024/25.

47

Infringements waived, 23 of them for failure to register.



Infringement mix, 2025/26



- Failure to register dog 116
- Failure to implant microchip 29
- Failure to comply with bylaws 2
- Failure to keep dog under control 29
- Failure to comply with classification 3
- Barking abatement notice 2

14

Menacing dogs on the register, up from 13.

3

Dangerous dogs, unchanged for four years.

104

Dogs with no microchip number recorded, up from 98.

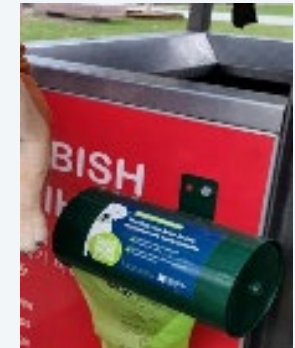
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Probationary or disqualified owners, as in every year since 2021/22.

Classification numbers look static, but the register turned over: four dogs left the district or passed away, and three transferred into QLDC and three were new classifications during the year.

Proactive work continued alongside enforcement.

Two community education days, five school education sessions and three free dog training days were delivered, and twelve bark collars were loaned to owners. Anti-barking devices remain free to borrow, and free training classes continue. Barking complaints have now fallen for a second consecutive year.



WHAT THE TEAM DELIVERED IN 2025/26

- › Two community education days
- › Five school education sessions
- › Educational Signage on reserves and trails
- › Clued up kids events in Wanaka and Queenstown
- › Three free dog training days
- › Free bark collars
- › 1164 Responses to complaints
- › Attendance at the pool event for dogs
- › Poo bag dispensers installed
- › Targeted after-hours patrols
- › Expert advice to the community on responsible dog ownership
- › Scuttlemutt

