

Minutes of a ordinary meeting of the Organisational Excellence Committee held 9 July 2026 beginning at 9.30am held in Council Chambers, 10 Gorge Road, Queenstown.

Membership

Councillor Melissa White (Chair), Councillor Jon Mitchell, Councillor Matt Wong and Councillor Niki Gladding (online).

Attendees

Councillor Samuel 'Q' Belk, Meaghan Miller (General Manager, Corporate Services), Katherine Harbrow (General Manager, Assurance, Finance & Risk), Katie Church (Director People & Capability), Jon Winterbottom (Democracy Services Manager), Alan Thomas (Health & Safety Manager), Carrie Egerton (Regulatory Support, Parking & Animal Control), Anthony Hall (Regulatory Manager), Naell Crosby-Roe (Director Democracy Services), Ryan Clements (Chief Information Officer), Ian Dunbar (Organisation Performance Manager), Zoe Baptiste (Business Process Team Leader) and Sarah Wyeth (OPMO Advisory Manager), and Georgia Pringle (Democracy Services Advisor).

Karakia Whakamutunga

An opening karakia was delivered by Councillor White.

Apologies and Leave of Absence Applications

Councillor Nicola King was an apology.

It was moved (Councillor Wong, Councillor White):

That the Organisational Excellence Committee resolve to accept the apology.

Motion was carried unanimously.

Declarations of Conflicts of Interest

There were no conflicts of interest declared.

Matters Lying on the Table

There were no matters lying on the table.

Public Forum

There were no registrations for Public Forum.

Confirmation of Agenda

It was moved (Councillor White, Councillor Mitchell):

That the Organisational Excellence Committee resolve that the agenda be confirmed without addition.

Motion was carried unanimously.

Confirmation of Minutes

It was moved (Councillor White, Councillor Wong):

That the Organisational Excellence Committee resolve that the minutes from the 28 April 2026 Organisational Excellence Committee meeting be confirmed without alteration.

Motion was carried unanimously.

1. Health Safety & Wellbeing Report

The purpose of this report was to provide the Organisational Excellence Committee (the Committee) with a regular update on the Health and Safety performance of the organisation.

Katie Church (Director, People & Capability), Alan Thomas (Health & Safety Manager) and Jon Winterbottom (Democracy Services Manager) presented the item and provided some highlights from the last quarter.

One Councillor requested information on any trends that might be appearing in relation to health and safety incidences. It was noted that historically there is a trend of more incidences during the summer period.

One Councillor noted it could be helpful to also be tracking the mitigations of health and safety incidences.

It was moved (Councillor Wong, Councillor Mitchell):

That the Organisational Excellence Committee resolve to:

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

Motion was carried unanimously.

2. Regulatory Requests Overview

The purpose of this report was to provide an overview of service requests received across key regulatory functions. The report will outline key regulatory performance statistics relating to Environmental Health, Alcohol Licensing, Dog Control, Parking Enforcement, Freedom Camping Monitoring and Enforcement, Environmental Compliance (Resource Consent Monitoring), and Waterways.

Katherine Harbrow (General Manager, Assurance, Finance & Risk), Carrie Egerton (Regulatory Support, Parking & Animal Control) and Anthony Hall (Regulatory Manager) presented the item and answered questions.

Ms Harbrow advised that the next report to the Committee will cover dog control and include the 10A report (as required by the Department of Internal Affairs), and the report after that will cover waterways.

Some Councillors discussed using regulatory data to identify trends, hotspots and outliers to inform future policy and operational decisions. Council officers advised this information is already shared with the relevant Council teams to support policy development.

One Councillor raised parking issues in Five Mile, advising there is not enough parking for residents. Mr Hall clarified that the Regulatory Team is responsible for enforcement on Council land, rather than setting parking rules, noting the team can feed this information through to the Property & Infrastructure Team who set the parking rules on Council land. Any parking on private land is managed by the landowner.

It was moved (Councillor Wong, Councillor Mitchell):

That the Organisational Excellence Committee resolve to:

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

Motion was carried unanimously.

3. Customer Services & Experience Update

The purpose of this report was to provide the Committee with an update on activities and performance in the customer service function and customer excellence initiatives.

Naell Crosby-Roe (Director, Democracy Services) presented the item and took the report as read.

Mr Crosby-Roe acknowledged the sheer volume of work the Customer Service Team deal with on a daily basis, noting that not all interactions are logged and service requests. Mr Crosby-Roe also advised that the public prefer phone and face-to-face interactions, noting

that the Customer Experience Training is being used to build confidence in managing in-person and phone conversations, which contributes to building community trust. It was noted that this Customer Experience Training will continue to be rolled out across the organisation and providing to new staff as part of the onboarding process.

Mr Crosby-Roe advised the team are currently working on an Infringement Reissues Project.

One Councillor asked if the Customer Experience Training could be provided to Councillors and tailored to deal with difficult conversations. Council staff advised this is something they would look into.

It was moved (Councillor White, Councillor Wong):

That the Organisational Excellence Committee resolve to:

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

Motion was carried unanimously.

4. Privacy Report

The purpose of this report was to provide the Committee with an end of-year update on matters relating to the Privacy Act 2020 and Queenstown Lakes District Council's (QLDC) Privacy Policy and practice.

Mr Crosby-Roe, Ms Church and Ryan Clements (Chief Information Officer) presented the item and took the report as read.

Council staff advised the organisation had significantly reduced their privacy breaches in recent years, with only one minor breach in the last year.

There was discussion around the mitigations in place to reduce privacy breaches, with Council staff noting that better discipline around the organisation's document management system has made a difference.

It was moved (Councillor Mitchell, Councillor Wong):

That the Organisational Excellence Committee resolve to:

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

Motion was carried unanimously.

5. Democracy Services Update

The purpose of this report was to provide an overview of the Democracy Services function for Organisational Excellence Committee, to update on performance and key activities in the current financial year, and to signal planned activities in the coming year. The report also seeks the Committee's review and recommendation to Council of the amended Policy on the Appointment and Remuneration of Directors (Attachment B).

Mr Crosby-Roe and Mr Winterbottom presented the item and answered questions.

Mr Crosby-Roe noted that the Representation Review must continue at this stage, regardless of the current local government reform in progress.

Councillors discussed proposed amendments to the Policy on the Appointment and Remuneration of Directors, including who is consulted in the re-appointment processes, committee responsibilities, and opportunities to strengthen diversity provisions. Council officers to consider further refinements to the policy before it is brought to Full Council. This includes extending the delegated group to include 'committee' (not just subcommittee and panel), providing flexibility should the Organisational Excellence Committee be delegated to be the governing committee or need to decide who the governing committee will be.

In reference to page 100 of the agenda, there was discussion of amending the Organisational Excellence Committee (the Committee) Terms of Reference to include more delegations to the Committee. The agreed to add "*subject to agreed changes*" to the third resolutions and to add a fourth resolution, as per below.

Councillors discussed the LGOIMA (Local Government Official Information & Meetings Act 1987) process, and requested more insight into outcomes, Ombudsman findings and organisational learnings. Mr Crosby-Roe noted that there is work currently underway with the Business Process Improvement Team to investigate AI solutions to improve the efficiency of processing LGOIMA requests. Council staff agreed to create a 6-monthly or annual LGOIMA report to be brought to the Organisational Excellence Committee.

It was moved (Councillor White, Councillor Mitchell):

That the Organisational Excellence Committee resolve to:

1. **Note** the contents of this report;
2. **Note** the advice regarding the status of the Representation Review;
3. **Recommend to Council** to adopt the amended Policy on the Appointment and Remuneration of Directors, subject to agreed changes; and

4. **Recommend** to Council that the Organisational Excellence Committee Terms of Reference are amended to include the power to make recommendations under the policy on the appointment and remuneration of directors.

Motion was carried unanimously.

6. Business Process Programme

The purpose of this report was to provide the Committee with an update on progress across the Business Process Improvement Programme and P3M3 uplift. This will include key highlights, upcoming milestones and recently initiated projects.

Ian Dunbar (Organisation Performance Manager), Zoe Baptiste (Business Process Team Leader) and Sarah Wyeth (PMO Advisory Manager) presented the item and answered questions.

Mr Dunbar advised there will be workshop scheduled in the coming months to provide the Committee with a more in-depth look into the projects the Business Process Team is working on and the P3M3 and OPMO is driving across the business.

Ms Baptiste gave a brief update of the projects noted in the reporting and highlighted to Councillors that Water Services BIA project is now complete and will be removed for the next report.

Mr Dunbar advised the Business Process Team have commenced an organisational AI project to identify opportunities for effective and appropriate use of AI, with an initial focus on the Executive Assistant and LGOIMA teams.

Ms Wyeth noted that the Benefits Management Framework is progressing well, advising that this is helping to shape the organisation's work by shifting the focus from what is being delivered to why is being delivered.

It was moved (Councillor White, Councillor Wong):

That the Organisational Excellence Committee resolve to:

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

Karakia Whakamutunga

Councillor White delivered the closing karakia.

The meeting concluded at 11.47am.

Confirmed as a true and correct record:

CHAIR

DATE