



Order Paper for an ordinary meeting of the

ORGANISATIONAL EXCELLENCE COMMITTEE

to be held on

Thursday 9 July 2026

commencing at 9.30am

in the

Council Chambers,
10 Gorge Road, Queenstown

9.12 Items of business not on the agenda which cannot be delayed | Ngā take kāore i runga i te rārangi take e kore e taea te whakaroa

A meeting may deal with an item of business that is not on the agenda where the meeting resolves to deal with the item and the Chairperson provides the following information during the public part of the meeting:

(a) the reason the item is not on the agenda; and

(b) (b) the reason why the discussion of the item cannot be delayed until a subsequent meeting.

s. 46A (7), LGOIMA

Items not on the agenda may be brought before the meeting through a report from either the chief executive or the Chairperson.

Please note that nothing in this standing order removes the requirement to meet the provisions of Part 6, LGA 2002 with regard to consultation and decision-making.

9.13 Discussion of minor matters not on the agenda | Te kōreorero i ngā take iti kāore i runga i te rārangi take

A meeting may discuss an item that is not on the agenda only if it is a minor matter relating to the general business of the meeting and the Chairperson explains at the beginning of the public part of the meeting that the item will be discussed. However, the meeting may not make a resolution, decision or recommendation about the item, except to refer it to a subsequent meeting for further discussion.

REFERENCE:

Queenstown Lakes District Council Standing Orders adopted on 31 July 2025.

QUEENSTOWN LAKES DISTRICT COUNCIL

ORGANISATIONAL EXCELLENCE COMMITTEE

COMMITTEE MEMBERS

Councillor M White (Chair)

Councillor N King (Deputy Chair)

Councillor N Gladding

Councillor J Mitchell

Councillor M Wong

Organisational Excellence Committee Agenda**9 July 2026, 2026**

Agenda for an ordinary meeting of the Queenstown Lakes District Council Organisational Excellence Committee, to be held in Council Chambers, 10 Gorge Road, Queenstown on Thursday 9 July 2026 commencing at 9.30am.

No.	Title	Page
	Apologies	
	Declarations of Conflicts of Interest	
	Public Forum	
	Confirmation of Agenda	
	Confirmation of Minutes	
	Draft minutes of an ordinary meeting of the Organisational Excellence Committee held on 28 April 2026	5
1.	Health Safety & Wellbeing Report	10
2.	Regulatory Requests Overview	49
3.	Customer Service & Experience Update	61
4.	Privacy Report	70
5.	Democracy Services Update	84
6.	Business Process Programme	106