

Item 1: Update on Community Spaces Requests & Project

SESSION TYPE: Briefing

PURPOSE/DESIRED OUTCOME:

The purpose of this briefing is to provide an update on Community Spaces requests and associated project work currently underway. The session will provide an overview of progress to date, key considerations, and proposed next steps.

DATE/START TIME:

Thursday, 20 August 2026 at 11.00am

TIME BREAKDOWN:

Presentation: 10 minutes
Questions or Discussion: 20 minutes

PRESENTERS:

Marie Day - Community Partnership Manager
Phoebe Arthur - Business Process Advisor

Prepared by:



Name: Phoebe Arthur
Title: Business Process Advisor
12 August 2026

Reviewed and Authorised by:



Name: Ken Bailey
Title: General Manager, Community Services
12 August 2026

ATTACHMENTS:

A	Community Spaces Presentation
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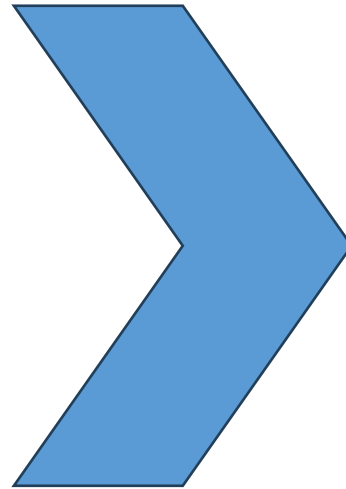
Community Spaces Requests

20 August 2026

Process for community spaces requests

Why do we want to do this?

- Improve customer experience
- Clarity for QLDC staff
- Meet best practice principles*
- Alignment with strategic intent and policy
- Management of expectations



Recommendations

- > Establish one entry point of contact
- > Clear pathways for community groups
- > Decision making framework for QLDC Governance/Officers
- > Fair and transparent process including communication to Community groups

* Integrity, Openness, Value for money
Accountability, Lawfulness, Fairness

Expected outcomes

- **Single Point of Entry**

- A clear and consistent pathway for community groups to submit enquiries.
- All enquiries are captured, tracked, and responded to in a timely manner.
- Reduces confusion for both community groups and staff about who to contact.
- For complex enquiries, a Relationship Manager will be assigned.

- **Comms**

- Webpage for information and link to enquiry form, for improved transparency and self service.
- Templated responses for staff including front line staff.

- **Guidelines and decision making**

- A set of *interim* Guidelines to guide enquiries and the allocation of spaces if they become available.
- An interim Decision-Making Framework to guide decision making.
- Work towards a set of permanent Guidelines to complement the Policy for mid-2027 implementation.

New enquiry process



One entry point of contact – Community Investment Advisor role



Online enquiry form with screening questions



Enquiries triaged and categorised by Community Investment Advisor



Regular reporting to Community & Environment Committee, Wānaka Upper Clutha Community Board

Current list of requests

We have a current list of community requests, which is growing:

- **62** current in scope entries
- 46 are actively engaging with Council

Out of the 62 requests:

- **39% are for the Upper Clutha**
 - Roughly 32% sports & rec, 36% community, 16% arts, 16% environmental
 - Demand for a mix of land, shared building space, and whole facilities

What's next



1 September 2026

- Draft community investment policy (community funding, leases & licences, and disposal & acquisition of Council land) will be workshopped with Elected Members



7 September 2026

- Implement the interim process, including an enquiry form and triaging of incoming requests

