QUEENSTOWN LAKES DISTRICT COUNCIL

Minutes of a ordinary meeting of the Organisational Excellence Committee held 28 April 2026 beginning at 2.00pm held in Council Chambers, 10 Gorge Road, Queenstown.

Membership

Councillor Melissa White (Chair), Councillor Nicola King (Deputy Chair), Councillor Niki Gladding, Councillor Jon Mitchell and Councillor Matt Wong.

Attendees

Councillor Cody Tucker, Councillor Samuel 'Q' Belk, Megahan Miller (General Manager, Corporate Services), Katherine Harbrow (General Manager, Assurance, Finance & Risk), Katie Church (Director of People & Capability), Naell Crosby-Roe (Democracy Services Director), Anthony Hall (Regulatory Manager), Alan Thomas (Health & Safety Manager), Jon Winterbottom (Democracy Services Manager), Ian Dunbar (Organisation Performance Manager), Zoe Baptise (Business Process Team Leader), Sarah Wyeth (PMO Advisory Manager), Bill Nicoll (Resilience & Climate Action Manager), Rebecca Pitts (Engagement & Communications Manager), Ruby Mills (Democracy Servies Advisor), Georgia Pringle (Democracy Services Advisor), no members of the public or the media. .

Apologies and Leave of Absence Applications

There were no apologies.

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 Wong):

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

Motion was <u>carried</u> unanimously.

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1. **Regulatory Update**

The purpose of this report was to provide an overview of the regulatory teams and key regulatory functions. This was the first time that Regulatory has presented to the Organisational Excellence Committee (OEC).

Anthony Hall (Regulatory Manager) presented the item and answered questions.

Councillors provided feedback on specific topics they would like to see more of in the next Regulatory Update, including a table tracking KPIs with commentary, customer feedback, and complaints on particular regulatory services. Some Councillors also requested 'deep dives' into certain regulatory services for each meeting going forward.

It was moved (Councillor Gladding, Councillor King):

That the Organisational Excellence Committee resolve to:

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

Motion was carried unanimously.

2. **Healthy Safety & Wellbeing Report**

The purpose of this report was to provide the OEC with a regular update on the Health & Safety performance of the organisation.

Katie Church (Director of People & Capability), Alan Thomas (Health & Safety Manager) and Jon Winterbottom (Democracy Services Manager) presented the item and answered questions.

Ms Church noted that this would typically be a quarterly report but since this is the first OEC meeting of the triennium, the report covered the last six months.

Some Councillors requested more information on the health and safety practices that Council sets out as requirements for contractors during the procurement process. Ms Church advised they could have a member of the Procurement Team come along to the next hui to provide further information on this.

It was moved (Councillor Gladding, Councillor White):

That the Organisational Excellence Committee resolve to:

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

Motion was carried unanimously.

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3. Business Process Programme

The purpose of this report was to give the OEC an update on the Queenstown Lakes District Council's (QLDC) Business Process Programme.

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

Councillors noted it was interesting to understand more of this aspect of Council and asked questions around where Councillors fit into the governance aspect of business processes across the organisation.

It was moved (Councillor Wong, Councillor Gladding):

That the Organisational Excellence Committee resolve to:

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

Motion was carried unanimously.

4. Emergency Management Update

The purpose of this report was to provide the OEC with an update on QLDC's emergency management readiness, the key capability development work underway, the upcoming Exercise Whakarite Kia Rite, and the national and regional developments that are shaping Council's future emergency management responsibilities.

Bill Nicoll (Resilience & Climate Action Manager) presented the item and answered questions.

Prior to the meeting, Councillor Gladding pointed out that the OEC do not have the delegation to endorse things; referring to *Resolution 2 - Endorse the participation of the QLDC Emergency Operations Centre in the upcoming Exercise Kia Rite*.

The Committee agreed to change this resolution from *endorse* to *note*, as per the resolution below.

It was moved (Councillor Mitchell, Councillor King):

That the Organisational Excellence Committee resolve to:

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

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2. **Note** the participation of QLDC Emergency Operations Centre in the upcoming Exercise Whakarite Kia Rite; and

3. **Note** the national Emergency Management reforms and their implications for QLDC.

Motion was <u>carried</u> unanimously.

5. <u>Communications & Engagement Update</u>

The purpose of this report was to provide an update on the communications and engagement activity from January to April 2026 and a forward look at upcoming activities.

Naell Crosby-Roe (Democracy Services Director) and Rebecca Pitss (Engagement & Communications Manager) presented the item and answered questions.

There was discission of potential additions the Significance and Engagement Policy.

Ms Pitts provided some information on the new AI search engine, Scout, which is being introduced to the QLDC website to make the website easier to navigate.

Some Councillors requested more insight into the website engagement statistics in the next Communications and Engagement Update report.

It was moved (Councillor White, Councillor Wong):

That the Organisational Excellence Committee resolve to:

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

Motion was <u>carried</u> unanimously.

The meeting concluded at 3.31pm.

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Confirmed as a true and correct record:

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