

# Item 1: Community Services Update

**SESSION TYPE:** Workshop

**PURPOSE/DESIRED OUTCOME:**

To update the Wānaka-Upper Clutha Community Board on the Community Services work programme/minor works in the Upper Clutha and to provide an update on the status of key projects currently underway. The purpose is also to provide an opportunity for the WUCCB to discuss with staff what their priorities are and what they would like to receive report progress for in the Upper Clutha.

**DATE/START TIME:**

Thursday, 7 August 2025 at 11.00am

**TIME BREAKDOWN:**

Presentation: 30 minutes  
Questions/Discussion: 30 minutes

**Prepared by:**



**Name:** Dave Winterburn  
**Title:** Parks Manager  
23 July 2025

**Reviewed and Authorised by:**



**Name:** Ken Bailey  
**Title:** General Manager Community Services  
23 July 2025

**ATTACHMENTS:**

A	Presentation
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# Community Services Update

Wānaka-Upper Clutha Community Board Workshop  
7 August 2025

# Agenda



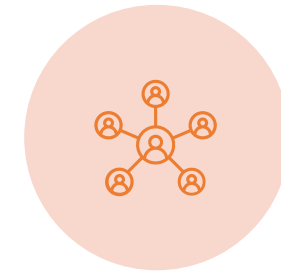
LIBRARIES  
(SUE)



PARKS  
(DAVE)



SPORT AND RECREATION  
(SIMON)



COMMUNITY  
PARTNERSHIPS (MARIE)

Presentation time: 30 minutes

Purpose: Community Service quarterly update on Upper Clutha work programme

Discussion time after presentation: 30 minutes

# Libraries Update

**Library Book Drop-off Bin at Wānaka Recreation Centre:** Installed in 2023, a Library book returns bin at Wānaka Recreation Centre provides a sustainable and accessible option for Upper Clutha residents. The WRC Team processes returns in real time, clearing items from patron library accounts and supporting both library users and library staff through improved efficiency. Since implementation, return volumes have steadily increased, with 1,928 items returned in 2023/24 and 2,440 in 2024/25 - a 26% rise, highlighting strong community engagement.

**Upper Clutha Library Statistics 24/25:** Hāwea Library leads in KPI growth - Physical Items checked out: Hāwea Library = 31,838 (+5,000=18%) | Makarora Library = 1,670 (+300=24%) | Wānaka Library = 185,297 (+4,000=2%). **All UC Libraries:** 1,600 new borrowers joined | 6,700 new physical items added | Approximately 125,000 visitors entered UC Libraries in 24/25. **All QLDC Libraries:** Physical items checked out = 470,000 (+2%) | eResources checked out = 67,100 (+18%)

**Makarora Library StoryWalk:** The Community Engagement Librarians installed a StoryWalk at Makarora School in June. Storywalks combine the outdoors with reading and are already in place at Luggate and Hanley's Farm. Scholastic Publishers provide the books for free and these are swapped over monthly. Two more StoryWalks in the district are planned for Glenorchy and Kingston. Huge thank you to Parks and Property for their help.

**Mountain Film Festival Donations:** As part of its ongoing support, the Mountain Film Festival held annually in Wānaka and Queenstown has once again donated several hundred dollars' worth of newly released books – featured in this year's festival – to the Wānaka Library. These contributions have been gratefully received and integrated into the library's collection in alignment with existing holdings. Mountaineering literature continues to be in particularly high demand across the district.





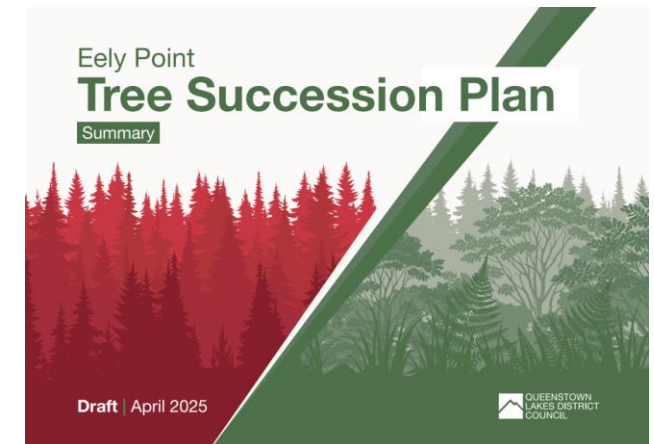
# Parks Update – Completed

- Hāwea playground and toilet – Completed August 2025. Official opening 1 August 2025.
- Cameron Creek Track Realignment – Completed June 2025
- Hāwea Cemetery – Taken over cemetery operations from 1 July 2025
- Fencing from Waimana Place to Brenmer Bay (to allow rabbit control) – Completed July 2025
- Stage 2 planting in Atherton Wetland with Te Kākano, Beacon Point Restoration Group and WAI Wānaka – Completed July 2025



# Parks Update – Upcoming/ongoing work

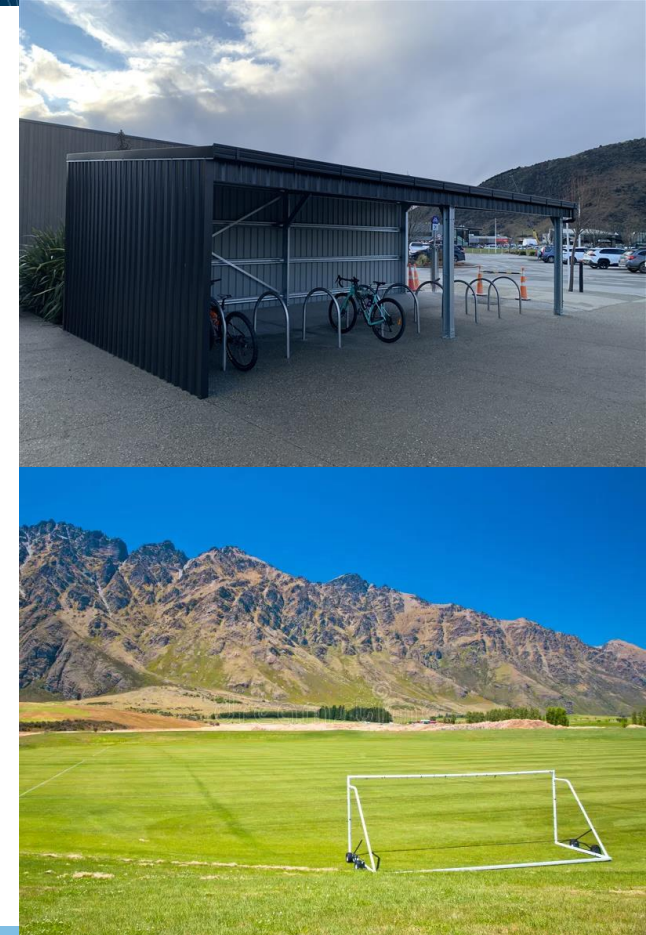
- Eely Point Tree Succession Plan – WUCCB meeting 25 Sept
- Mount Iron Trail Plan and Ecological Enhancement - Ongoing
- Wānaka Skatepark Lighting – Finalising design
- Wānaka Lakefront Shared Pathway – Preliminary design
- Rabbit control – Pindone at five sites from July 2025. In addition, eight reserves have ongoing rabbit management.
- Winter planting with Te Kākano ongoing at multiple locations e.g. Hāwea Food Forest and Templeton Park
- New fencing between Mount Aspiring Carpark and the Watersports carpark – Beginning mid-August
- Stage 4 Wānaka lakefront gardens – further vegetation clearance and stage 1 planting – End of August to Early October





# Sport and Recreation Update

- > Ballantyne Road Sports Hub - Progress
- > QLDC Sports field design specifications underway
- > Sports field lighting ordered for WRC U12 field
- > Planning on the timing for A&P/Upper Clutha Rugby Club field upgrade/lighting/re-levelling/underground power etc
- > Procurement for WRC/QEC Energy Upgrade underway for project management services
- > QEC Indoor Courts PM/Design Team tenders
- > 516 Ladies Mile – infrastructure planning
- > New bike shelter for Wanaka Recreation Centre – Pools to schools



# Community Partnerships Update

## Community Investments:

- Over \$525,000 granted across the Community Fund, Events Fund, and Waste Minimisation Community Fund in 2024-2025, supporting 58 local groups.
- High community need with more than \$1.7 million requested across the three main funding rounds.
- Funding Series delivered district-wide, building capability and confidence in funding and strategic planning for community groups.

## Creativity, Culture and Heritage Strategy Implementation

- Te Muka Toi, Te Muka Tākata Creative and Culture Hui 2025: 12 - 15 June, Queenstown & Wānaka; Weaving Creativity, Community, and Collective Action. This event was delivered in partnership between QLDC and Queenstown Lakes Regional Arts Organisation (RAO) Three Lakes Cultural Trust, with support from Creative New Zealand and local organisations who operate in the creative sector.
- Heritage Asset Map (led by Parks Heritage Officer): Origin Heritage Consultants have helped produce a GIS map of all known heritage and archaeological sites in the district. The information was pulled from the New Zealand Archaeological Association's ArchSite data and the QLDC District Plan Inventory of Listed Heritage Features as well as the 724-page "Heritage Inventory Register" produced by QLDC in 2015. The goal is to create a publicly accessible GIS map which can be access online via QLDCs Map Navigator features.
- Projects in planning phase:
  - Creative Spaces Project (1-30 Nov 2025) district-wide public art exhibition in collaboration with local artists and businesses and QLDC venues.
  - Lakes District Heritage Festival (20 Oct – 2 Nov 2025): promotion of district-wide heritage projects, and stories, in collaboration with community heritage partners; including national Cemeteries and Crematoria Week at end of October. Project currently being scoped. Intent is to make this an annual community event/celebration.



# Community Partnerships Update

## Welcoming Communities and Welcoming Plan 2024-2027

- The Newcomers Guide to the Queenstown Lakes District was completed and presented at the Wānaka Interagency meeting in June 2025.
- Wānaka Library developed and promoted the Social English programme for English Speakers of Other Languages with a start date in July 2025. This initiative is funded by Central Lakes Trust.
- Agreed plan with Community Link Upper Clutha to deliver Welcoming Communities initiatives in 2025-2026 : distribution and promotion of the Newcomers Guide to key stakeholders, delivery of four settlement workshops and coordinating a Welcoming Day during Welcoming Week (between 5 and 14 September 2025). Projects are funded by Central Lakes Trust.

## Community Associations:

- Mayor/CE 2025 annual small community association visits completed with Luggate, Hawea, Makarora, Albert Town and Whakatipu CAs.
- 21 May Upper Clutha Community Associations chairs/WUCCB chair meet up held; opportunity to connect and network, provide updates on what's happening in their community and share ideas.

## Community Wellbeing programme:

- Get Active Community Grant (joint project with Sport & Rec): About 500 passes used. Applications for new funding round opens 1 August 2025.
- Barking lots (joint project with Sport & Rec): Dog-appropriate “parking options” for council facilities coming this spring- piloting at QEC, WRC and PAC.
- Homelessness and welfare referral pathway: process under development; to have a more consistent approach when referring concerns raised with Council to appropriate social agencies.



# Community Partnerships Update

## Responsible Camping Programme:

- The team of Summer Ambassadors finished up for season at the end on 27 April.
- Between November and April, the eight Summer Ambassadors worked 6,376 hours over 22 weeks, collecting umpteen bags of loose litter and engaging hundreds of campers. They also completed 3,845 site surveys documenting what they were witnessing in popular community reserves, residential streets and other freedom camping hot spots. They interviewed 342 campers about their behaviours and intentions while travelling in Queenstown Lakes.
- Between November 2024 and April 2025, 422 requests for service relating to freedom camping were received. Of these, 238 were requests for freedom camping enforcement, and 184 were for the responsible camping team. This year's requests spanned 120 locations across the district and varied in content including requests for enforcement, signage, education, parking solutions, rubbish dumping, bylaw enquiries, feedback from campers or complaints regarding campers' behaviour.
- Early planning is underway for next summer, including consideration to changes to signage, maps and resources as a priority when the bylaw is adopted. Summer Ambassadors will be engaged again for Summer 2025-26.



*Summer Ambassadors Becky and Nicky at the Wānaka A&P Show in March.*

# Responsible Camping Implementation Plan

## **Responsible Camping Implementation Plan:**

- Implementation of the new freedom camping bylaw is on track to be in place for next summer.
- Council Workshops were held in April and May, to gain guidance from Council on preferred regulatory interventions and preliminary areas being considered for freedom camping.
- The community consultation is underway, and submissions are open until 08 August. A drop-in session held in the Wānaka Recreation Centre on the 15 July was well attended, and community members engaged actively with Council Officers.

## Key proposals of the draft bylaw include:

Freedom camping would be allowed on most rural roads, subject to restrictions such as how close to the road a freedom camper can park and ensuring there is room for other users of layby areas.

Freedom camping would be prohibited on most roads located within the district's built-up urban areas to protect access for the whole community to these roads and the parking spaces on them. This would include residential, town centre, commercial, and other business areas. Camping cannot occur on private roads without the permission of the landowner.

- Hearing of submissions and deliberations will take place in September with the Council meeting to adopt the final bylaw planned for 09 October.

# Questions and discussion