

WHAKATIPU COMMUNITY HUB

More than a building



WHAKATIPU
COMMUNITY HUB

Thank you for the opportunity to share an update on the Whakatipu Community Hub Project

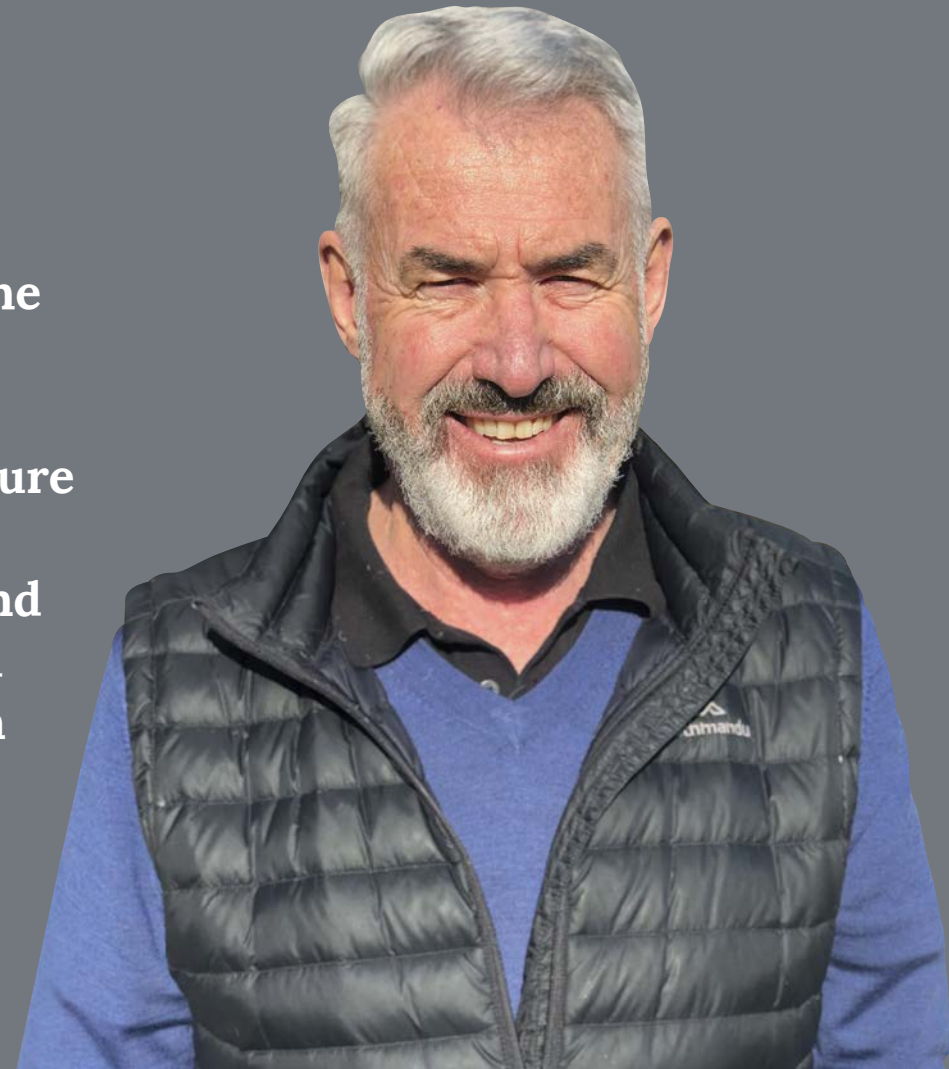
The Need	6	Render of the Inside of the Community Hub	14
A Welcoming and Accessible Community Space	8	Render of the Outside of the Community Hub	16-19
Community Hub Site	10	Delivering Impact for the Queenstown Community	20
Hub Anchor Tenants	12	Our Invitation to Support the Whakatipu Community Hub	24
		Project Team	26

The Whakatipu Community Hub was the vision of long-term local John MacDonald, who along with other well-known community minded people in Queenstown, formed the Whakatipu Community Hub Charitable Trust in 2019. The Trust's ambition is to create a cost effective, functional and future proofed co-working environment where social services and community groups can co-locate to provide the much-needed services required to support our rapidly growing and diverse community.

Queenstown Lakes District Council (QLDC) has generously provided a 35-year ground lease at no cost on which the Community Hub will be built. This partnership between the Trust and Council is founded on a shared commitment to provide the people of the Whakatipu Basin with seamless access to community services in a safe, welcoming and accessible environment. Both parties are dedicated to the vision of constructing a facility and developing a collaborative service model, that not only meets current needs but is also designed to adapt and evolve in response to the community's future growth and changing requirements.

**JOHN MACDONALD,
FOUNDER AND TRUSTEE**

“The situation in the community is dire. Few organisations have long term secure tenure and as land values rise, they find themselves pushed out, at a time when their services are most needed”



The Trust has conducted a robust stakeholder engagement process to ensure that the Community Hub will be fit for purpose, aligns with the requirements of social services and will be financially sustainable. In response to thorough project costing analysis, the Trust has strategically reduced the project's scope from five buildings to two. This revised approach is not only more feasible in the current economic climate but also addresses the community's immediate needs, while allowing for future expansion to accommodate additional buildings as demand grows.

The Trust is at a pivotal juncture, where collaboration with funders is essential to move forward with the next critical phase of development for the Community Hub. **We recognise that this is more than a building project, but the creation of a vital community asset that will serve the people of Queenstown and surrounding communities for generations to come.** By partnering with us, funders will have the unique opportunity to play a key role in shaping a fit-for-purpose space in an accessible location, that will enable the social service providers and community organisations to deliver essential services, foster social connection and collaboration and ultimately enhance the wellbeing of our growing community.

**HAMISH WILTON,
CHAIR WHAKATIPU COMMUNITY
HUB CHARITABLE TRUST**

**We invite you to join us
on the transformative
journey, helping to bring
our shared visions to
life and ensuring that
Queenstown continues
to thrive as a vibrant,
inclusive and
supportive
place for all.**





**QUEENSTOWN LAKES
DISTRICT MAYOR
GLYN LEWERS**



“The Whakatipu Community Hub is more than just a building—it’s a vital space where our community can come together, share resources, and strengthen the connections that make us resilient. This project is a testament to what we can achieve when we work together, ensuring that our growing district remains inclusive, supportive, and forward-looking. I encourage everyone to get behind this initiative as we build a brighter future for all.”

The Need

As Queenstown continues to grow and evolve, the demand for adequate community infrastructure has reached a critical point. Increasing resident and visitor numbers, shifting needs of an increasingly diverse community, limited land availability, soaring rents and competing demands on Council resources, have contributed to community and social infrastructure not keeping pace with current requirements. As a result, community organisations are facing mounting challenges in finding suitable spaces to operate and provide services to the local community.

A significant portion of Queenstown's resident population is employed in tourism, hospitality and construction sectors, where wages are often below the national average. These workers are further burdened by a severe housing shortage and high rents, which has resulted in a substandard quality of living for many and limited access to necessary support systems. According to recent data, Queenstown's median income is over 14% lower than the national median, exacerbating financial pressures for many individuals and families. Additionally, with many residents not having extended family in the area to assist with childcare or provide support during difficult times, the combined pressures of housing instability and low wages have placed an immense strain on individuals, families and the wider community, leading to increased need for holistic social service support.



Further, there has been a significant shift from families residing in or to the west of the CBD in Fernhill and Sunshine Bay, to now residing in the broader Whakatipu Basin, including significant residential growth at Ladies Mile (Lakes Hayes Estate and Shotover Country) and the Southern Corridor communities of Hanley's Farm and Jacks Point. This has in part been driven by an increase in population alongside available land, especially in the Eastern and Southern growth areas. A large proportion of the community no longer live or work within the Queenstown area and now need to access services closer to where they live, work and play.

Research undertaken by QLDC in March and April 2024 and detailed in their *"Our Community Spaces"* report underscores the urgency of this issue facing our community. Since 2018, there has been a significant rise in the number of charitable trusts established. Of those groups surveyed, 86% reported anticipating an **increase in demand** for their services. Encouragingly, 85% of groups expressed a willingness to collaborate with others, a notable increase from 70% in 2018.

Of the groups looking for space now, many have been searching consistently for the past five years, with some waiting even longer. The prolonged struggle to secure adequate facilities has left many organisations increasingly frustrated by the slow progress in addressing the critical space needs within the Queenstown community sector.

46

GROUPS IDENTIFIED A NEED FOR ACCESS TO A NEW FACILITY IN THE NEXT FIVE YEARS.

24

OF THOSE GROUPS REQUIRING A NEW FACILITY NOW, 8 WITHIN THE NEXT 1-2 YEARS AND 11 WITHIN 2-3 YEARS, 3 WITHIN 5 YEARS.

The above strongly demonstrates a clear and pressing need for a community hub where services can be collocated to serve our community.



**JIM BOULT
CNZM**

"During my two terms as Mayor of Queenstown Lakes District, I was frequently approached by social sector organisations and community groups who had no security of tenure in their operating premises. This insecurity shifted their attention away from the important services they provided the community and toward sourcing additional funding for an often elusive new home. The Community Hub will provide a stable and secure long-term premises from which community contributors can collaborate, make efficiencies and refocus their attention on their specialist work, that is, serving our community."

A Welcoming and Accessible Community Space



The Community Hub is to be situated on Murchinson Road at Five Mile, Queenstown, a location that is increasingly becoming the “locals” centre of Queenstown. Its location provides easy access to a major public transport interchange, Queenstown Event Centre, major supermarkets, local schools, Lakes District Hospital and Queenstown International Airport, and is within walking distance of vibrant cafes, shops and offices. Set slightly back from Murchinson Road, the site features accessible public transport options and pedestrian access, ample parking, which will remove any barriers to access to the potential Community Hub services and spaces. The total area spans approximately 1.18ha of flat land ideal for a shared community space.

The Community Hub will be developed on the site to provide flexible facilities for up to 17 community organisations. Stage 1 will comprise of two double storey buildings and associated accessways and car parks. A preliminary tenancy plan proposes fit for purpose spaces that meet potential occupier requirements, including a welcoming reception area, private areas for some organisations and comfortable shared zones

that aim to maximise space. Award winning architects Wingates, led by David Wingate (Managing Director and Architect) are bringing the Community Hub to life. Wingates are experienced commercial architects and interior designers and have delivered community hubs such as The Kollektive in Tauranga, a community co-working space for a range of social services and charities. Their innovative thinking and creativity, along with a community-led stakeholder design process includes considerations such as local context, Māori, European and migrant history, neighbouring buildings and sustainability. This has resulted in a design that will meet the needs of the community now with room for growth into the future.

A key consideration from the community was to create a collaborative space that is welcoming, safe, nurturing and most importantly **human**. This has been achieved through appropriate scale and orientation of the buildings, intuitive wayfinding (which reduces anxiety), secure and private access for both staff and community and a fully considered network of outdoor and indoor social spaces. This is more than a building!

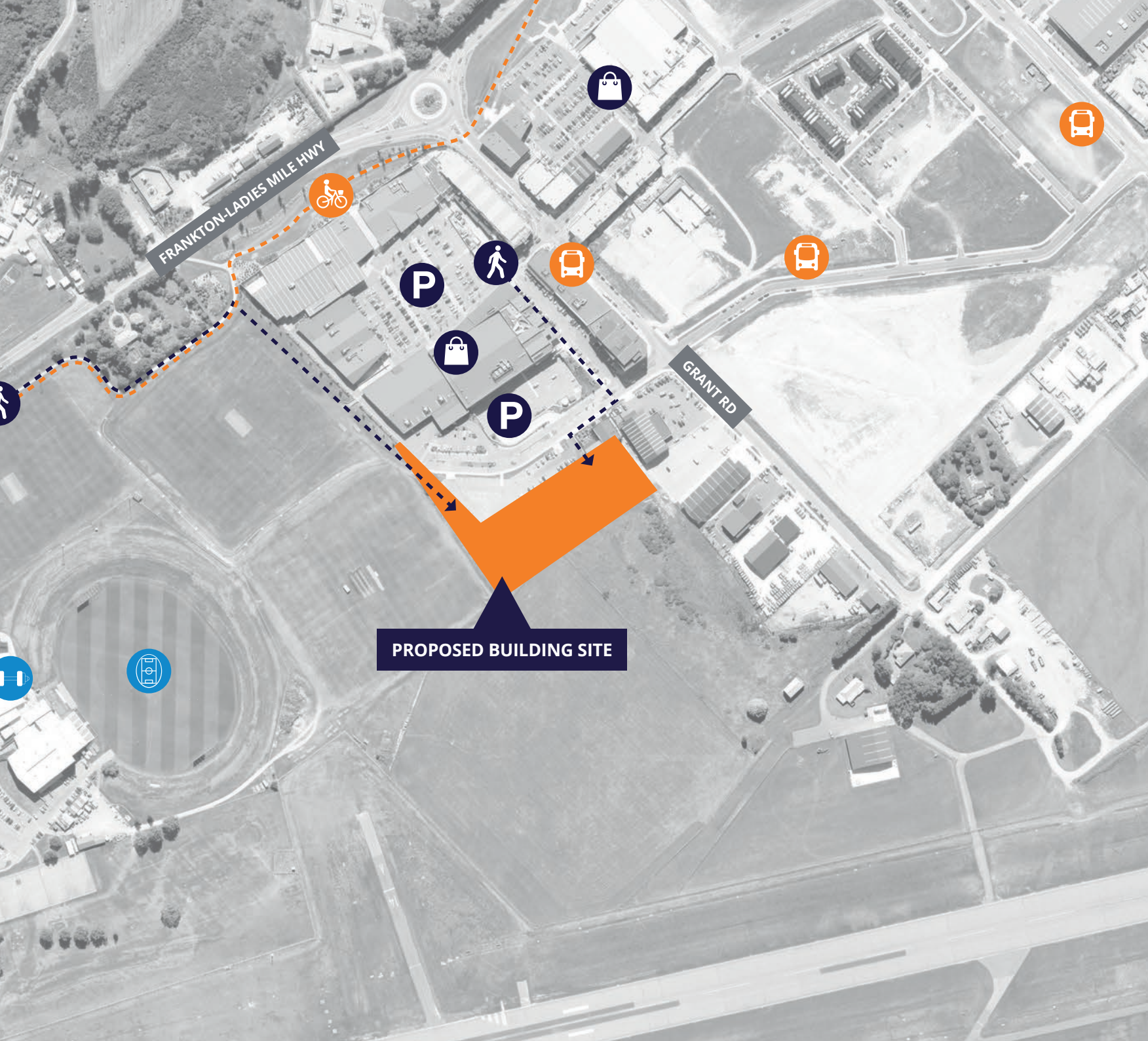
KENNETH (KEN) BAILEY, GENERAL MANAGER -COMMUNITY SERVICES, QUEENSTOWN LAKES DISTRICT COUNCIL



“Queenstown Lakes District Council has been supportive of the Trust’s initiative to develop the Whakatipu Community Hub. It will be a vital resource for the Queenstown community, providing a centralised space where services and groups can collaborate more effectively. This project aims to not only addresses the immediate need for community infrastructure and but also ensures that we are building a sustainable, adaptable hub that will serve the changing demands of a high growth district for decades to come. It is a significant step forward in supporting the wellbeing of our residents.”

Community Hub Site









FRANKTON-LADIES MILE HWY

GRANT RD

PROPOSED BUILDING SITE

-  BUS STOPS
-  ACTIVE TRAVEL ROUTE
-  PEDESTRIAN LINK
-  PARKING
-  FIVEMILE SHOPPING CENTRE
-  ALPINE AQUALAND
-  JOHN DAVIES OVAL
-  ALPINE HEALTH & FITNESS
-  FRANKTON GOLF CENTRE

Hub Anchor Tenants



PROPOSED TENANTS OF THE HUB:

Whanau Awhina Plunket

Wakatipu Senior Citizens Association

Queenstown Citizens Advice Bureau

Central Lakes Family Service

WellSouth

Kiwi Harvest – already located on site

Wakatipu Community Foundation

COMMUNITY GROUPS THAT HAVE INDICATED A DESIRE TO BE PART OF THE HUB:

Age Concern (Queenstown)

Alzheimers Otago

Baskets of Blessings

Cancer Society

Community Mental Health

Familyworks (Southland)

Headlight Trust

Presbyterian Support

Uruuruwhenua Health Inc

Volunteer South

Whakatipu Youth Trust

**SIMON HAYES –
VICE PRESIDENT,
WAKATIPU SENIOR
CITIZENS ASSOCIATION**



“Wakatipu Senior Citizens Association believe this to be a very impressive initiative and believe this will lead to a more collaborative and supportive network for the widespread benefit of many community groups”

Render of the Inside of the Community Hub





Render of the Outside of the Community Hub





Render of the Outside of the Community Hub





Delivering Impact for the Queenstown Community



The Whakatipu Community Hub is More than a Building—it is a catalyst for strengthening bonds and building resilience in our community, addressing identified needs, and ensuring a safe and supportive environment where people can access the help and services they need. Through affordable, accessible rental spaces for non-profits, the Community Hub will enable vital local and regional social services and community organisations (not-for-profit, charitable or voluntary) to thrive and continue supporting the wellbeing of the Queenstown community.

Through discussions with other similar community hubs such as The Kollektive in Tauranga, The Loft in Christchurch, Dunedin Community House and Wānaka Community Hub we know that this model drives strong sustainable community outcomes.

SECURITY, STABILITY AND CONNECTION:

The Community Hub will offer a sustainable, long-term location for social services and community organisations in Queenstown, many of which have a level of uncertainty with their current premises. Some social services have relocated multiple times, while others, due to increasing demand for their services and offerings, now require a more 'fit for purpose' facility. By relocating to the Community Hub, they will gain the much-needed certainty of a stable location, allowing them to focus on delivering their services effectively.

IMPROVED SERVICE DELIVERY AND ACCESS:

By housing multiple services in one location, the Community Hub will make it easier for people to access a variety of essential services and support. This approach will reduce the time and effort required to navigate different services, alleviating unnecessary stress and anxiety for community members accessing these services. This accessibility is critical, particularly for disabled people those with or limited transport options, as it allows people to address multiple needs in a single, easily navigable space. By bringing together various social services under one roof, the Community Hub will enable a more responsive and holistic care, by creating a space that is friendly, inclusive, and welcoming to all members of the community.

ENHANCED COLLABORATION AND INNOVATION:

The co-location of organisations fosters collaboration between staff and groups that can lead to shared ideas, coordinated approaches, and innovative solutions to address complex community challenges. The Community Hub will create a more integrated social services network that is better equipped to respond to multifaceted needs of our increasingly diverse community. Interested tenants have indicated a willingness to build strong relationships, facilitate client introductions and make cross-referrals. Research shows organisations that can collaborate more effectively better understand community needs and trends. This can inform decision-making, resource allocation, and program development, ensuring that community services are responsive to emerging issues and evolving demands.

SHARED RESOURCES:

In addition to the social and collaborative benefits, Community Hub members will enjoy practical advantages, including access to shared amenities like reception services, interview rooms, internet, photocopying, and printing facilities, along with cleaning, waste management, and recycling. Through affordable, accessible rental spaces for non-profits, the Community Hub will enable vital services and community organisations to thrive and continue supporting the wellbeing of the community.

INCREASED EFFICIENCY AND COST SAVINGS:

By sharing resources at the Community Hub such as reception, office space, utilities, and meeting rooms operational costs are reduced individual organisations, allowing them to allocate more of their budget toward direct services rather than overheads. This helps smaller non-profits and charities to remain financially viable while delivering essential services to the community. The Community Hub Trust remains committed to reducing as many shared barriers as possible so the groups can deliver important outcomes for our community.

STRENGTHENED PROFESSIONAL NETWORKS:

Co-location helps build stronger professional networks amongst organisations, leading to better information sharing, peer learning, and professional development. Being located at the Community Hub will foster a sense of camaraderie, support, and shared mission, which can improve staff retention and job satisfaction across the social service sector. Additionally, being based close to a diverse range of commercial, educational and non-profit organisations creates further opportunities for sponsorship or financial/volunteer support.

COMMUNITY ENGAGEMENT AND INCLUSION:

The Community Hub will become a central, well-known space for the community, where people including newcomers can feel welcome and connected. It fosters a sense of belonging and community spirit, encouraging people to seek support, participate in programs, and engage with services and community groups they might not have otherwise accessed.

CRISIS RESPONSE AND EMERGENCY SUPPORT:

In times of crisis or emergency, a centralised location for social services and community organisations allows for a more rapid, coordinated response. By being located at the Community Hub organisations will be able to mobilise quickly, pool resources, and provide immediate assistance to the community, whether it's during natural disasters, public health crises, or other emergencies.

Overall, the co-location of social services and community organisations in a community hub model fosters a more connected, collaborative, and efficient service delivery model that is better positioned to meet the diverse needs of the community.

DEBORAH MCLEOD (NGĀI TAHU), PLUNKET NURSE, WAKATIPU CENTRAL LAKES PLUNKET



“Our current premises is in Henry Street Central Queenstown and is no longer fit for purpose, access to the building and parking is difficult for families with young children and will not improve when the current road works are completed. There is big growth in families with young children in the Frankton, Lower Shotover, and Hanley’s Farm area so a Hub in Frankton will be much more convenient for families living in the that area. There are also advantages for families and our staff if our services are co-located with other community groups and services. It takes a village to raise a child and when key services in that village come together in one place, it is easier to co-ordinate care and support for families.”



**GARY HOUGH,
QUEENSTOWN BRANCH MANAGER,
KIWIHARVEST.**

“KiwiHarvest is the local food rescue charity that services over 14 recipient charities across Queenstown, Wānaka and Cromwell. We like to say we are one simple solution to big problems- food waste and food insecurity. We rescue excess food that is still good from food donors like supermarkets, cafes and orchards across the region and redistribute this food to our recipients charities who are now helping a record over 800 people a week needing food support.

Our temporary set up at the Hub site is proving the perfect central location for our operations as its perfectly situated amongst our main daily pick-ups from the local supermarkets and allows us to make the most of our timings allowing us more time to rescue more food and support more charities. Just over one year ago because of rising rental costs of our previous depot nearby and a cut in national funding our branch may have had to stop offering our services in the region until The Whakatipu Community Hub Trust came to the rescue. With amazing community support we were able to establish the new depot on the hub site and did not have to reduce capacity or miss out any food rescued. We actually managed a record annual total of over 144,000 kilos of food rescued which equates to over 320,000 meals worth of food being distributed to our partner charities. The Hub offers the only feasible and sustainable long term option we have found through our extensive searches that will secure our ability to continue to serve the community long into the future as the population and need grows.”

Our Invitation to Support the Whakatipu Community Hub

We are now at a critical stage in the project where we need to secure \$1.5m in multi-partner seed-funding to advance to phase two of the Community Hub initiative. Phase two involves detailed design, the consenting process, confirming tenants and developing a shared vision and “way of working together” for the Community Hub, and implementing the Revenue Generation Strategy, while continuing to engage with stakeholders and the wider Queenstown community.



The Trust has undertaken significant preliminary work including an independent Feasibility Study by MartinJenkins, Concept Design completed by Wingates Architecture (including in-depth community stakeholder engagement) and an independent Quantity Surveyor Report outlining the total project cost for two buildings at \$20.5M. To date, the Trust has invested a conservative estimated NZD \$296,500, including NZD \$106,500 in time, NZD \$90,000 in paid costs, and NZD \$100,000 in pro bono services. The Trust has entered a 35-year partnership with the Queenstown Lakes District Council who are providing a zero-cost ground lease for the Community Hub. Additionally, some funding was received from the Trust's Patrons Dick and Diana Hubbard, along with donations from Sky City Charitable Trust, the Wakatipu Community Foundation and the Council's Mayoral Fund.

Work is now underway to develop a Revenue Generation Strategy to guide the external fundraising for the Community Hub. The Strategy outlines a detailed plan for corporate partnerships, high-net-worth philanthropy and approaches to gaming, community and private trusts. It recommends building strong relationships and ensuring that fundraising efforts do not interfere with the revenue streams of potential Community Hub tenants. Care will be taken to secure funds in a manner that does not deplete resources available to social services and community groups.

This milestone will enable the Trust to proceed with planning and provide much-needed certainty to social services and community groups who urgently require this facility. However, we cannot do this on our own – we need your partnership to bring this transformative project to life. We invite you to join us in making this More than a Building.

PROJECT PHASE	2024		2025				2026				2027			
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	
1. Design + Consenting (including operational costs)	\$1.5M*													
2. Construction Costs (includes consultants & legal - refer Rhodes & Assoc QS estimate)					\$19M									
3. Operational Phase (Post Construction)											SELF FUNDED			

*NZD \$1.5M will carry the Trust through the next 12–24 months, funding design and building consent costs.

Project Team





WHAKATIPU COMMUNITY HUB CHARITABLE TRUST

Hamish Wilton – Chair

Jennifer Belmont – Trustee

Jo Brand – Trustee

Heath Copland – Trustee

Alexa Forbes - Trustee

Lisa Guy – Trustee

Hannah MacDonald – Trustee

Ron Mackersy – Trustee

John MacDonald – Founder

PARTNERS

Queenstown Lakes District Council

PATRONS

Dick Hubbard ONZM and Diane Hubbard

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