



Community
Services Bulletin
March 2023

1. REPORT FROM COMMUNITY STRATEGY MANAGER

Ready for Living – Te Ara Tiketike

Ready for Living Work Plan

A strategic review is currently underway to update the Ready for Living work plan. The process has included hosting five workshops with older people and an agency workshop to discuss. The focus of these workshops was on what would make Gore District a better place to live as we age. A community led approach has been adopted for the development of this plan. We are currently at the stage of writing the plan, once in draft form a further discussion will be held with those who attended the first five workshops and the agency workshop.

PH Vickery Trust

At the end of November, Community Strategy Manager, Anne Pullar and Ready for Living Coordinator Kylie Aitken travelled to Christchurch to meet with the PH Vickery Trustees to present the last 18 months achievements. Following this, PH Vickery approved a further year of funding for salary through to June 2024.

First aid courses

Ready for Living organised a two-hour basic first aid course for seniors in March. Nineteen older people attended, there was a mix of people that had never completed a course, had completed a course a few years earlier, and two participants that had not done a course for over 70 years.

Many found how to use an AED interesting, and we helped the majority of participants put the 'AED locations' app on their phones.

Participant's feedback included:

- The instructor covered all topics the group asked for and answered all their questions
- The time flew by, the instructor was very interesting
- I found the class excellent
- We were shown how to perform CPR, how to use a defibrillator, quick action when someone chokes plus several other tips. Then questions from the floor that were fully answered by the instructor. I left with the knowledge and confidence that someday I may be able to contribute to saving a life.

Bannerman Park

The Council opened up Bannerman Park and the Gore Gardens to be viewed from the comfort of residents' cars in February. Many people got their friends together and drove through; including two rest homes bringing vans. In total, over 25 vehicles participated, including many coming through a second time as they enjoyed it so much. The older people have told us this is the first time in over 15 years this opportunity has arisen. The team are planning to have this opportunity available again in spring when the rhododendrons are in bloom.

We have received great feedback from many residents including:

- “That was awesome!” Residents loved it - a request from residents to extend the trip and go to Hamilton Park so did a drive by there and through the showgrounds - wonderful drive through some of the parks/reserves in Gore! A taxi driver requested we call him up in spring as he loved it and very keen to see rhododendrons and spring flowers! A huge thank you from Parata!”

Increased profile

The profile of Ready for Living is growing in the community, which has meant we are receiving more requests for advice, advocacy and help. The coordinator has continued speaking to many community groups, support groups, kaumātua groups, agencies and organisations; sharing information, promoting new initiatives and responding to requests. Due to the increase of seniors committing suicide in the Gore District, the coordinator has joined the Eastern Southland Suicide Postvention group.

Youth Council

The Gore District Youth Awards took place on 10 December 2022 at the St James Theatre. The event was a great success and a lot of positive feedback was received.

The youth councilors have been collaborating with the Parks and Recreation Manager on a redevelopment of the skate-park on the corner of Mersey and Gorton Streets. This work has been completed with improvements to the fencing and safety of the park and it is hoped that will solve a littering issue.

The youth councilors have also been working in consultation with a number of stakeholders to establish a new frisbee-golf course in Hamilton Park. Fund-raising has been carried out to pay for the course instalment. This has enabled further nets to be purchased and recently installed in the park opposite Gore Main School with more nets being placed in parks in Mataura in the near future.

A number of youth councilors left at the end of 2022 to go to work or further studies. Nominations were called for from local schools as well as applications from the community to join the youth council. The swearing-in ceremony was held on 20 March with the new and returning Councillors being sworn in by the Mayor.



The Youth Council's first meeting took place on 27 March. A focus for this year will be to engage with the Gore District Council on a more regular basis to provide it with a youth perspective on work being carried out.

Welcoming Communities

As part of the work outlined in the new Gore District Welcome Plan the working group has created a Welcome Pack for newcomers to the district. This work aims to ensure newcomers feel a sense of welcome and of belonging in their new home.

The Welcome Pack includes a welcome from the Mayor, free offers and information about life in the Gore District.

A number of places have been asked to distribute the Welcome Pack to newcomers, including, churches, schools, and real estate agents in addition to council services including the information centre and the library. To date, 120 packs have been provided to be distributed.

Newcomers contact details are added to a database (with their permission) so that they can be made aware of upcoming events and opportunities as well as a 'buddy system' which aims to make them feel welcome when they arrive.



Welcome Pack cover

Applications were recently sought for new members to join the Gore District Welcome Pack Advisory Group after a couple of members left to another district. Two new members have subsequently been invited to join the group. These members are Bridget Ryan and Laurel Turnbull.

The group met on 28 March and will focus on developing key communication messages and opportunities to educate the community. The group will work with relevant stakeholders to improve communication to newcomers including clubs and organisations.

Closing the Gaps



Closing the Gaps encompass the Mayoral Taskforce for Jobs, the Workforce Strategy and working with businesses and agencies that services businesses and employment needs.

To date, the Mayoral Taskforce for Jobs programme has supported over 137 people into employment over a two and half year period. A total of 110 of these have received financial support to support the person into work.

During the current financial year, 21 people have been supported into employment. The number of people we have supported this year has decreased but we expect this to change in the coming months due to industry trends and economic forecasts.

The Gore District Workforce Plan is currently being finalised and will be tabled with the Council shortly. The Workforce Plan has been developed following considerable conversations with businesses, agencies and those involved within the workforce space both within the district, Southland and wider afield.

The Plan aims to support the local economy by addressing the development, attraction, and retention of a skilled and competitive workforce. The plan involves understanding the current and future workforce needs, identifying skill gaps and shortages, and outlines potential actions to address these factors. The plan also addresses key challenges and opportunities.

2. REPORT FROM DISTRICT ARTS AND HERITAGE CURATOR

Visual arts initiatives

Exhibition programme

Most recent presentations have included *Ko Murihiku toku Whaea* by artists Kyla Cresswell, Emma Kitson and Kim Lowe. This project focuses on flora and fauna indigenous to Murihiku and involved a series of workshop activities with local artists and primary school children. Opening on 1 April, was *Yesterdays' Journeys* a combined exhibition of prints and photographs by Inge and Marc Doesburg. Community workshops and floor-talks will be undertaken by the artists during the month of April. The Mandeville exhibition space is concurrently featuring works by Southland artists Lynn Grace and Alice Pottinger. A full Gallery exhibition and project programme is in place for the remainder of 2023 and preparations are underway for some major exhibitions in 2024.

There have been two significant gifts to the Gallery's permanent collection in recent weeks: *Jacinda* by John Ward Knox (kindly donated by Tim Gerrard and 11 other Sydney based supporters) and *Flight Plan* by renowned New Zealand painter Don Binney (kindly donated by the Binney family).

Maruawai project

Stage One – Hokonui Moonshine Museum Redevelopment

Final fit-out continues within the museum as key components come to hand. Running concurrent to our display development is a fundraising momentum which has successfully garnered just over \$100,000 from community agencies and individuals. This helps replenish the original display budget that was exhausted by Covid related increases in building and material costs. Exterior development of the building is progressing and this has been assisted greatly by a recent grant of \$6,000 from the Gore District Memorial RSA.

Stage Two – Māruawai Centre development

Progress is pleasing with the redevelopment of premises at 7 Norfolk Street. Project designers have been careful to utilise all suitable aspects of the building's existing structure and maximise the opportunities offered by the current open plan format. Given the existing premises at comprise *'two buildings joined together'* we have formulated environmental and mechanical service options to suit major spaces with varying internal cladding and ceiling heights. Planning for the fit-out of internal spaces has been assisted by the potential of the neighbouring Win Hamilton Wing to house back-up working space, auxiliary archive and research facilities.

Precinct programmes

Community engagement and education programmes

We have enjoyed a good number of tours, special interest groups, school parties and community organisations over the summer months. Given the requirement for local schools to factor mana whenua history and other local content into the new curriculum, there has been considerable engagement with local educators. To this end there has also been a significant call on the outcomes of our 16-year joint venture local research project with Hokonui Runanga. Key information from this source and the on-going research of Gore District Historical Society have combined to give significant strength to precinct holdings, and will help resource our Stage Two display scenarios, and our many forthcoming education programmes, studio projects and community interactions.

However, it is with great sadness that we acknowledge the recent passing of Bill Dacker, our primary researcher. In partnership with Hokonui Runanga Incorporated, we were able to host Bill regularly in Gore for over 10 years. During that time, he was able to develop a valuable template for interpreting the early histories of the wider Maitara River Valley. He will be greatly missed.

Sample of community talks, tours and engagements (March to April)

Great South, NZ Rotarians, Edge of the World Exhibition, MLT Moonshine Trail, Tasmanian Whisky Tour, CNZ & Arts Foundation of NZ, St Johns School, Manchester Unity Group, Otautau Fire Brigade, Knapdale School (x2), Automobile Association of NZ Tour, Longford School, British Motorcycle Day, Otago Museum Tu Unua Hui, Moatrek Tours (x 6), Kirra Tours (x 7), Heritage Month Events (x 5).

Meetings and representations

Hokonui Runanga, Southland Regional Heritage Committee, Otago Museum, Creative NZ, Ministry for Culture & Heritage, Southland District Council, Southland Museum & Art Gallery, MBIE.

3. REPORT FROM THE EVENTS COORDINATOR

Purpose

This report provides an overview of the events activities for February, March and April.

Parks Week 2023 – Discover Dolamore

From 4 – 12 March we held Discover Dolamore, a free public event celebrating National Parks Week. Six insects, created by students at Gore High School, were hidden around Dolamore Park for children to find using a map with clues. They could visit the park at any time for the duration of the event to participate.

The clue map allowed those attending to enter a competition for random prize draws by writing down the name of each insect and dropping their form off at one of our drop boxes. We received 186 completed forms back, ranging from age 0 – 43 years. Many people also used the survey form to provide feedback, with an overwhelmingly positive response. The average event rating out of 10 was 9.875, with many comments about how enjoyable it was for children.



Interestingly, only three completed surveys identified that it was their first visit to Dolamore Park. Attendees were primarily young families, along with school groups/classes. We were often told that campers staying at the facility sometimes acted as guides for those doing the scavenger hunt, directing them to the next insect. This feedback identified that not all of our attendees were local, with visitors from out of town engaging positively with the event.



On the Fly Mataura River Festival

On Sunday 19 March, we held the third On the Fly Mataura River Festival in its new location at Walnut Grove. This year, the event was trimmed down to focus on creating a core identity around the river, brown trout and fly fishing.

The new location worked well, with plenty of on-site parking and river access for keen anglers. We estimated about 500 people attended throughout the day, although a light bit of rain significantly reduced the crowd at around 2:30pm. Overall, the feedback received on the day from our local and visiting fishing guides was very positive, and we had some great group engagement with workshops in the first half of the event. We also had a couple of campervans arrive on site, with people who wanted to stay next to the event.

In the future, we would like to introduce a proper competitive element to the event to entice more anglers into the District. Thanks to our new Events Assistant, we made some fantastic new sponsor contacts before this event, who we hope to build positive and lasting relationships with going forward.



Freeze Ya Bits Off Busking

Registrations opened in February, with a handful of applicants received so far. We will look to push advertising for this event after Easter, when everyone starts planning for the winter months.

This year our event will be held on the Friday – Sunday, instead of the Thursday – Saturday as in previous years. Hopefully, this change in timetable will reduce conflict with other events and enable maximum potential participation from both buskers and the public.

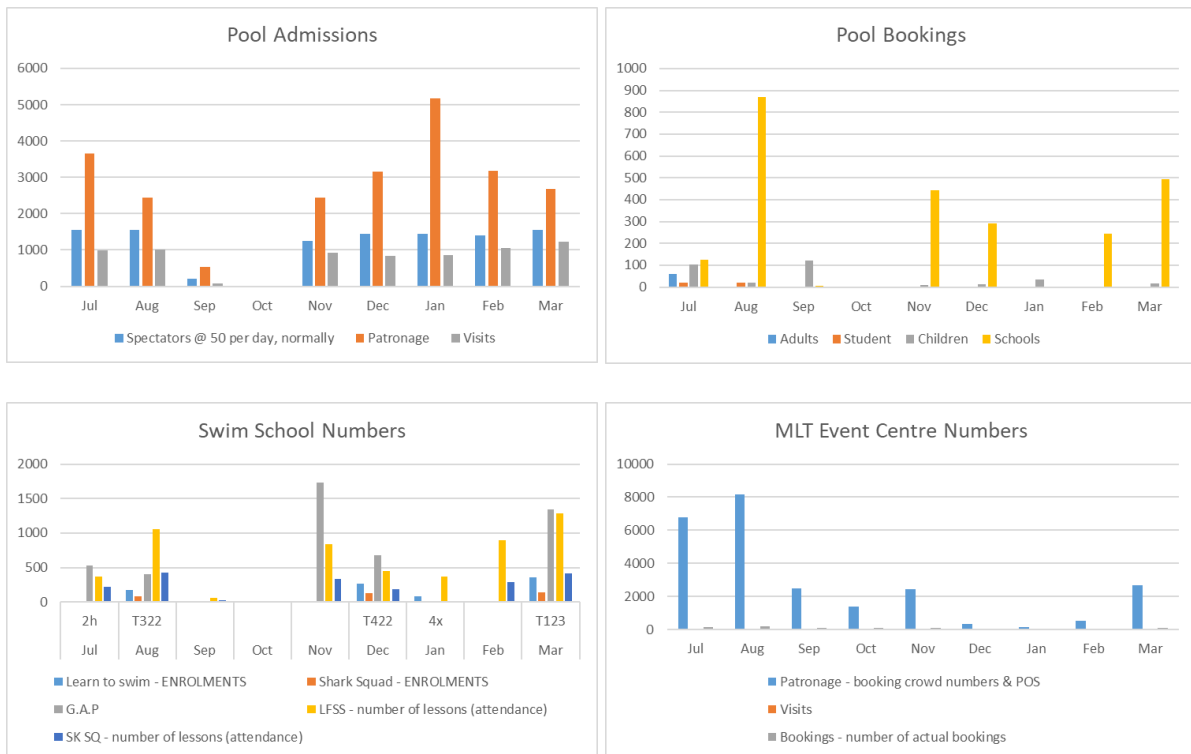
Kāhui Whetū

This year Kāhui Whetū will be held on Thursday 13 July, the evening before the Matariki public holiday. Following the success of last year's first event, we are looking to build new experiences for our attendees and will soon be engaging with our suppliers to discuss ideas. Our Events Assistant is currently investigating potential sources of funding, which if successful, could help us to deliver more activities, performances and event infrastructure.

4. REPORT FROM AQUATIC SERVICES MANAGER

Admissions to the Gore Multisports complex

GORE MULTISPORTS COMPLEX <small>GORE AQUATIC CENTRE MILT EVENT CENTRE ICE SPORTS SOUTHLAND</small>													
Facility user numbers and information 2022/2023													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Pool days open	31	31	4	0	25	29	29						149
POOL	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Spectators @ 50 per day, normally	1550	1550	200		1250	1450	1450	1400	1550				10400
Patronage	3666	2447	528		2442	3153	5171	3168	2690				23265
Visits	999	1002	76		925	836	860	1051	1233				6982
Sub-Total	6215	4999	804	0	4617	5439	7481	5619	5473	0	0	0	40647
Bookings	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Adults	59				2				1				62
Student	22	22											44
Children	102	21	123		8	12	36		15				317
Schools	126	870	6		444	292		246	493				2477
Sub-Total	309	913	129	0	454	304	36	246	509	0	0	0	2900
													0
Pool Total	6524	5912	933	0	5071	5743	7517	5865	5982	0	0	0	43547
SWIM SCHOOL & SK SQ	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Term code counted	2h	T322				T422	4x		T123	1h		T223	
Learn to swim - ENROLMENTS		173				265	85		360				883
Shark Squad - ENROLMENTS		84				135			143				362
G.A.P	535	400			1736	675			1347				4693
LFSS - number of lessons (attendance)	372	1060	61		838	455	373	900	1289				5348
SK SQ - number of lessons (attendance)	220	429	25		340	189		292	411				1906
Swim School Total	1127	1889	86	0	2914	1319	373	1192	3047	0	0	0	11947
Stadium days open	31	31				29	29						120
STADIUM	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Patronage - booking crowd numbers & POS	6768	8158	2476	1371	2419	350	138	519	2667				24866
Visits	15	32	1	2	10	12	7	4	2				85
Bookings - number of actual bookings	159	217	91	86	119	15	9	33	117				846
Stadium Total	6783	8190	2477	1373	2429	362	145	523	2669	0	0	0	24951
Pool days open Total	149	Swim School needs to be term and holiday numbers only to avoid double ups											
Stadium days open Total	120	(light green area indicates term roughly so only one lot of numbers here)											



Current and completed work

- The three monthly wash down of the pool filters was completed on Thursday 16 March. This involved three team members emptying the filters and washing down the DE, water blasting and giving a chemical clean before re-coating and starting filtration again. We also had 3 Waters staff come in and help clear the strainers in the balance tank.
- We have had new score boards installed for courts two, three and four in the events centre. They will give better consistency and use after the intermittent faults being experienced in the last netball season.
- Staff have swept the rear car park to remove the excess stones that have built up and caused water to not flow into the drains along the kerbing. This has also been added to a monthly check list to keep it working more efficiently.
- Monthly Lifeguard training has been continuing. This helps keep the staff current and in line with all the industry standards.
- We received our Pool Safe audit and passed. Pool Safe is the industry operational standard and every year we receive a visit from an auditor. The auditor is an independent person who visits and reviews our normal operation procedures (NOP) and Emergency Action Plan (EAP). They also look over training data, inductions, water tests internal and external, as well as asking questions of staff who are on shift to make sure that we are compliant with industry standards and expectations.

- Working with the Council IT team, we have had an upgrade of the phone system completed. This had its challenges with what the needs were for our operation and the IT team did a great job working with One NZ (Vodafone) to get this organised.
- After a six month break, we managed to get the chiller back up and running as the ice rink restarted. Over the last couple of years, we have compiled a critical spares list and had parts stored on site which proved their worth as we encountered issues with sensors that could be replaced straight away to get the plant operating.

Future challenges

- With winter fast approaching we will have a huge influx in stadium use with Pickle ball, netball training and as a wet weather back up. This always put pressure on parking spaces and an over flow parking space is set up. Last year, the Parks and Reserves team put down a base and re-grassed it to help with keeping the entry and exit to the over flow area in good condition which worked well. We are looking at improving the marking out this year to make it easier for users.
- We are having challenges as many other employers are, with staff getting sick. The biggest challenge is for the complex to remain operational as we need to have two qualified Lifeguards on site at all times. Not all of the staff are Lifeguard qualified in the dry areas so this is a challenge over the winter months. We do have plans in place to help get through however, it is always worth highlighting it as a challenge.
- Currently we have a few members of the public driving their vehicles around the back of the complex from the main car park. They are driving both around the grass outside the event centre and also squeezing between the trees at the end of the pool and past the new ventilation stack. We are working on plans to restrict and stop this as we are concerned about members of the public being hit.

Nice to know

- We have four new Swimming Instructors who started training on 3 April. This will help give us more depth with running the GAP sessions for all of the locals schools in the Gore District and also the ability to grow the after school lessons.
- Over the Easter holiday period we were looking at running a lifeguard programme in conjunction with Closing the Gaps programme. We hope this will be a good partnership where we can help train and get students and participants into work.
- The Shark Squad programme has been going very well with a lot of young swimmers representing Hokonui Aquatics and achieving qualifying times for both regional and national events. This is a credit to our coach Megan who has picked up the challenge of inspiring these swimmers.

5. REPORT FROM PARKS AND RECREATION MANAGER

Future focus and projects

Parks Management Plans

We have made good progress with our consultant Xyst on the updated management plans. Most of the changes so far have been around updating lease details, updating some Park usage details and aerial photos with current images. We are still awaiting some updated commentary from the Hokonui Rūnanga.

When these have all been updated, a report will go to the next Community and Wellbeing Committee meeting with the proposed changes.

Playgrounds

New equipment has been installed at Dolamore Park as part of this year's capital works programme. This includes a Dancing Snake heavy duty spinner, a musical play piece called a Tembos Diatonic and a recycled spinner. The softfall has been topped up with approximately 50m³ of approved playground chip.

The flying fox at Oxford Street playground is now operating again with new cableway, trolley and seating pommel. The technology used is safer and the components able to be replaced as required. In addition a grass level walking track has been installed across this park and the adjoining Hamilton Street park allowing all weather access and a safer route for children to the nearby East Gore primary school.

A log stepper trail has been installed under the oak trees in the middle of the playground. This is a nature play concept that fits well into the site and builds confidence for the younger play group.

Further installations should occur at Hamilton Park, central Mandeville and an updated flying fox will go into Queen's Park Mataura in the coming months.

Matai Ridge landscaping

Not a lot to report at Matai Ridge other than there is now a pretty good grass cover after early concerns over the dry Autumn. The reserve and retention pond plantings all look to be growing well and should bulk up while we still have warm soil conditions Parks staff have begun maintenance, mostly mowing and some weed spraying.

James Cumming Community Centre and New Library landscaping

The street frontage landscape plantings were all completed in time for the official opening on 24 March. The new plantings have benefited from recent rainfall. The gardens all have dripper line irrigation installed, as well as surface chipper mulch which helps with moisture retention as well as weed suppression.

We expect to have the remaining plantings around the back carpark and lawns sown in the first few weeks of April.

Cemeteries

The cemetery work activity is mostly maintenance with some infill planting occurring at Charlton Park and Gore Cemeteries. Last month we had a visit from the War Graves Commission. It visits every two-three years to inspect the 11 war graves at the Gore Cemetery. The Commission was impressed with the upkeep of the cemetery and had no concerns or remedial work.

We are in the process of installing a further two ashes beams at Charlton Park to meet future and existing demand. It seems that the community trend is starting to favour ash internments over traditional casket internments.

Parks Asset Management

Work is continuing with the digitisation of parks assets onto the Council's ArcGIS system. We are now investigating the best approach for the capture and management of these assets using Assetfinda. This system has been used by the Council's 3 Waters team to manage its assets and has quite a large open space/parks functionality.

One of the problems we have faced is that none of our neighbouring Councils can assist us with the process, as they have either not started or using different technology.

Culling Terrace walkway

Work has continued with this project with a contractor placing track metal on the lower walkway. The top walkway section has proven to be more complex with part of the walkway tracking across neighbouring land. A section of the boundary has had to be surveyed to confirm this and additional trees removed. The upper walkway bank has been shaped to a stable angle and a low retaining wall installed. Once the wall is in place, track metal will be placed along the length of the upper walkway. The metaling will make the track usable at all times and allow better access for Parks maintenance vehicles.

Further weed tree removal is still to happen and should occur in the coming months.

Interaction with groups, clubs, and organisations during the month

- Active Southland, consultation, and meeting attended.
- Sport NZ, East Gore Neighbourhood Play Systems working group, consultation and meetings attended.
- A & P Joint Management Committee meeting attended.
- Southland Equestrian Park Trust meeting attended.
- NZRA Regional meeting attended.

6. REPORT FROM VISITOR EXPERIENCE MANAGER

Visitors

The Gore Visitor Centre typically captures those travelling between Dunedin and Te Anau as the midpoint between the two locations. They are seeking eateries and things to do while here, which supports the wider community. Feedback is always positive, with most finding the town was not what they expected and numerous comments about how it is a very attractive and well-cared-for town.

It has been another very busy month at the visitor centre. Hosting Regional Development Minister Kiri Allen was a definite highlight.

There continue to be reports that accommodation is well supported by contractors and visitors. There has been a noticeable increase this month in visitors staying one to two days and asking about things to do, compared to those who are passing through with an hour or two to spare. Gore endures as a frequent refreshment stop, with many requesting recommendations for cafes/restaurants.

Moa (Southern Odyssey) and Kirra Bus Tours continue to turn up weekly at present. The tour frequency is likely to decrease towards winter.

InterCity bookings increased this month to 20 bookings compared to nine in February. Despite a small increase in bus fares, it still represents an economical way to travel with a one-way fare to Dunedin on average \$35 and to Christchurch, \$70. This is an important service for older members of the community.

Customers continue to express frustration that there is no direct route from Gore to Te Anau or Central Otago. Currently, Intercity passengers need to go from Gore to Dunedin, then transfer to the bus to Queenstown. It is a full day's travel. Catch-a-bus South will sometimes pick up in Gore with three to four days' notice, at added cost, but prefer customers go to Invercargill as the normal route is via Winton and Lumsden.

A new trend is the three to five day wait time for travellers not pre-booked for Doubtful or Milford Sound cruises.

Inter-island ferry sailings have caused the most frustration for customers, particularly for those who want to cross with a vehicle. The minimum wait time at the time of writing was five weeks.

Sales figures

Gore Visitor Centre	1 – 28 February	1 - 29 March
Number of sales	212	323
Items sold	543	794
Revenue (incl GST)	\$9,340.80	\$14,371.88

These sales represent a significant increase in revenue on the same periods last year. The February figure was up 203%, while March sales were up 334%.

Staffing

As reported, a new framework is now in place that allows 'customer facing' staff to work across the visitor centre, Hokonui Moonshine Museum, Croydon Aviation Heritage Centre at Mandeville and the Maruawai Centre. The framework aims to provide:

- Depth of cover during times of illness and annual leave;
- Multi-faceted staff that understand providing high-level visitor experience across sites;
- Additional support for events; and
- Jobs that appeal to the local market.

We have a team of five staff covering the visitor centre and aviation museum on a roster that allows for sickness/leave cover with the ability to adapt and expand soon.

This new framework has also resulted in our Visitor Centre team leader taking on the role of Visitor Experience Manager to ensure the continued smooth running of all visitor services and providing a more strategic focus.

7. REPORT FROM DIGITAL COMMUNICATIONS SPECIALIST

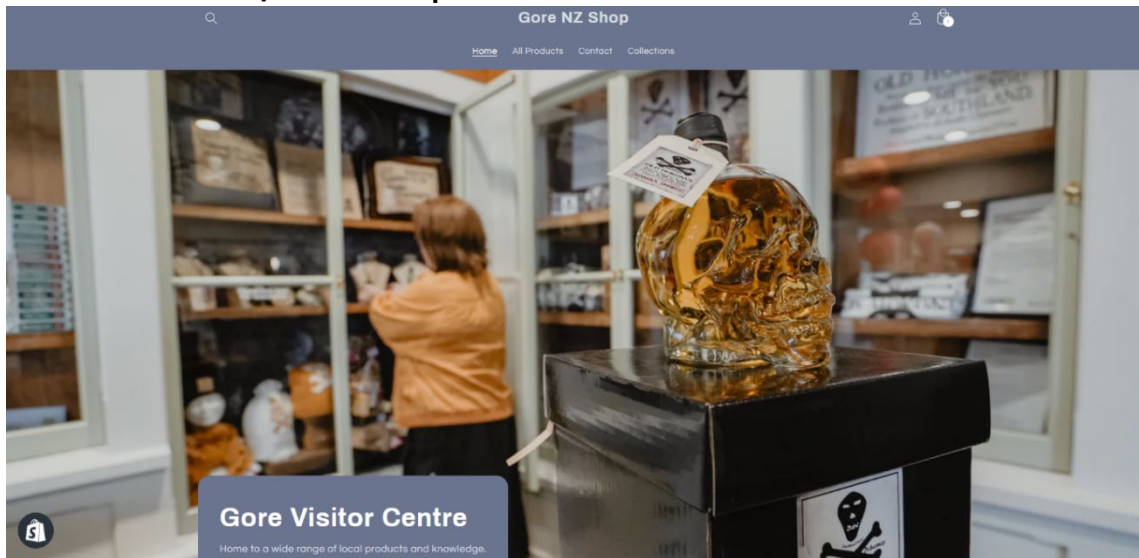
Purpose

The purpose of this report is to outline the community engagement and communications projects, and the reach the Council is having across its communications channels.

Projects

In recent months the communications team has been leading two digital projects that span corporate and marketing channels. These are:

Gore Visitor Centre/GoreNZ shop website



Our new e-commerce website for the Gore Visitor Centre, www.gorevisitorcentre.co.nz, is now live.

While physically the heritage precinct is under significant development, online it is adapting too. This ensures there is a strong digital asset to grow the future of the online retail offering.

Having a user-friendly, secure, and modern website, which allows people from all over New Zealand to enjoy locally made products, is an asset to our tourism offering and the wider Gore District.

Online booking forms

The communications team has continued work on the following online booking forms:

- Cemeteries
- Dolamore Park
- New James Cumming Community Centre rooms
- New Gore Library
- MLT Event Centre
- Mataura Community Centre

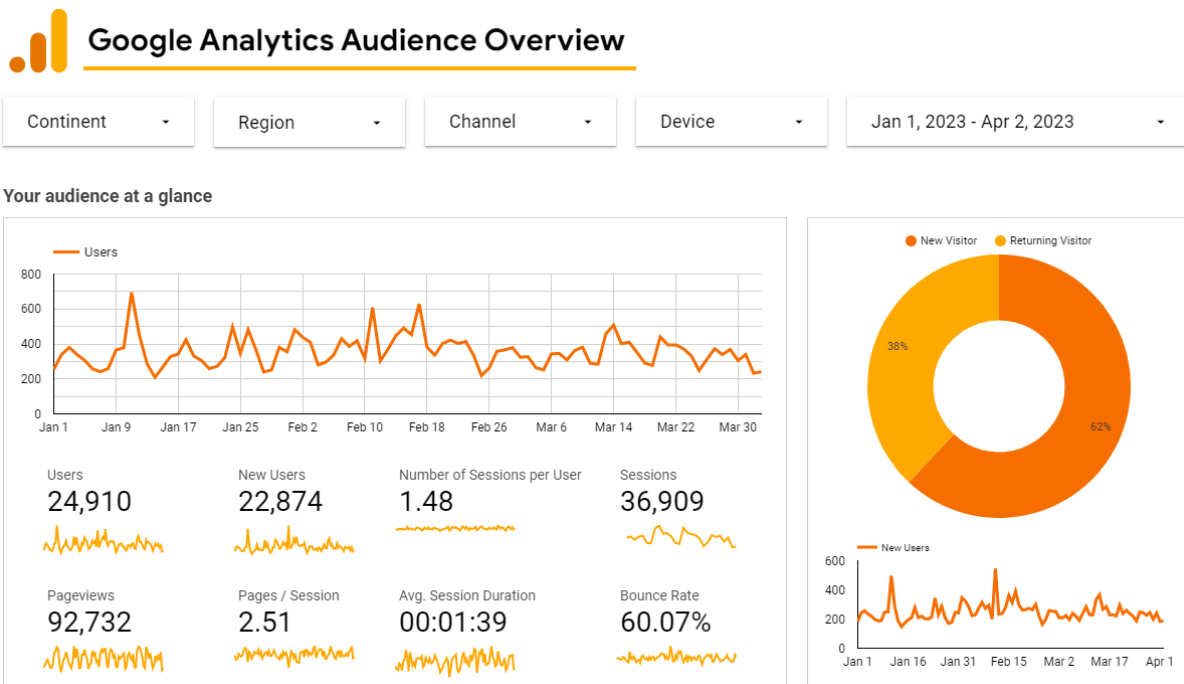
To date, we have completed the first three. The fourth is in process, and we look to begin the last two over the next few months.

The Datacom online booking system is used by a number of Councils around New Zealand. The customer portal allows people to search a venue, see its availability, view photos of the venue, book any resources they need and create an account to manage all their bookings. There is also an administration portal where staff can confirm and manage bookings in a central location.

Digital statistics

Website

Stats for the Council's website over the last quarter were:



The top three most popular pages were:

- Property search
- Gore aquatic services
- Cemetery records search

Traffic sources to access our website:

- 54.8% of website visitors used their desktop
- 43.2% of website visitors used their mobile and,
- 2% of website visitors used their tablet

MyGore accounts: **637** (an increase of 94 compared to last quarter)

Antenno - subscribers: **2,349**.

Facebook

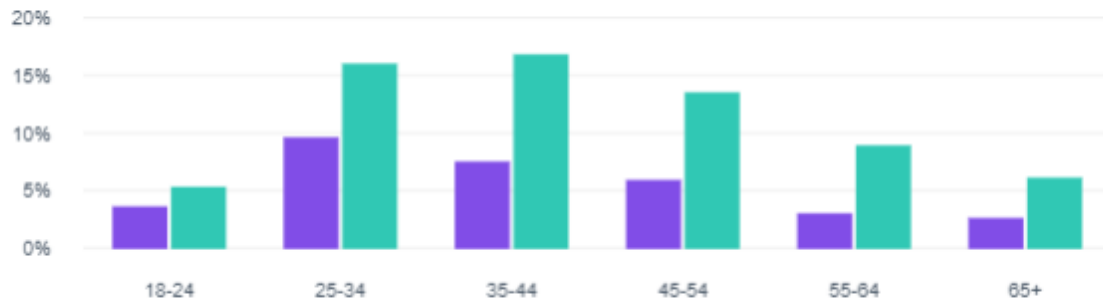
GoreDC currently has **8,909** followers (an increase of 581 since the last quarter). A break down of the demographics of these followers as attached:

Audience

8,909 Facebook followers

Age and gender

Men 32.80%
Women 67.20%



The top three organic social posts from GoreDC are as follows:

- Roading info relating to a tractor crash in the District
- 2023 April Fool's Day post
- A daylight saving ending reminder



Please take care if you're using the Otamita Bridge as there's a 30km/h speed restriction in place after yesterday's accident. As many will know, a tractor went through the side of the concrete bridge and landed on the riverbank below. We had the bridge assessed to ensure its structural integrity hadn't been compromised before reopening it last night. It is going to b...

Post reach 206,403
Engagement 68,205

Wed, 18 Jan



This just in... spotted on the side of Sgt Dan Stockfoods Ltd this morning... Sgt Danielle!

Post reach 58,779
Engagement 6,319

Sat, 1 Apr



Friendly reminder - daylight saving ends this weekend 🌞 Clocks need to go back one hour on Sunday (2 April) - here's a handy guide. It pays to check your smoke alarms coming into colder months too 😊

Post reach 41,516
Engagement 1,918

Fri, 31 Mar

Instagram

Our corporate Instagram account, @goredistrictcouncil, now has **291** followers. This is an increase of 102 since the last quarter.

We've been able to grow this following using the ability to post content cross social under Meta's Business Suite.

One strategy we've found works well for reminder-based content (eg the Annual Residents' Survey and live updates of events) is the use of story-based content, which is only live for 24 hours and doesn't clog our page feed with repetitive content.

We have now begun to establish ourselves with enough followers for users to see this as another way to get in touch with the Council for any concerns, queries or feedback which is great.

Consultation

Mataura River Crossing project

The Council is committed to getting public feedback on how we get two pipelines across the river from the recently upgraded East Gore Water Treatment Plant to the Jacobstown Wells.

Given this is already a high-profile project, our community engagement sessions have been busy and popular.

We've held five drop-in sessions and, at the time of writing, had received 238 responses. All the information is on the Let's Talk Kōrero Mai engagement platform. The project page has been visited over 980 times.

The communications team has incorporated several different platforms to highlight this community engagement project to our residents, such as:

- The Ensign (print)
- Radio advertisements
- Social media (Facebook and Instagram)
- Antenna
- GDC website

To date, Let's Talk Kōrero Mai now has 1240 subscribers the Council can contact directly when it undertakes any future community engagement.

Rethinking Waste

At this year's Gore A&P Show, staff and Councillors had a stall to promote current projects. These were Rethinking Waste and the Mataura River Crossing project.



By the end of the day, we'd had over 200 people through the tent, with lots of beneficial conversations with the community about how residents would like these projects to shape up.

We also ran a competition, which encouraged people to download our app Antenno. This was very successful. Our giveaway prize was 'Gus the Green Cone' – a "solar-powered" food digester worth \$300 that turns 90% of food waste into water to be absorbed by your garden.

8. REPORT FROM THE LIBRARY MANAGER

New building update January-March 2023

The library moved into the new James Cumming Community Centre and Library building in Ardwick Street in January with the expectation of opening in mid-February. But with the final building work plagued by setbacks, due mainly to building materials delays holding up the granting of building compliance, the library opening to the public was delayed until 27 March.

The official opening of The James Cumming Community Centre and Library was held in the James Cumming Community Centre on 24 March with the Minister for Regional Development Kiri Allen, Mana Whenua representative Jo Brand, Maitāwhiri Valley Milk CEO Bernard May, and Gore Mayor Ben Bell giving speeches following Gore High School's stunning Kapa Haka performance.

The Government contributed Shovel-Ready funding of \$3m, and Maitāwhiri Valley Milk's financial contribution to the Council of \$958,000 went solely towards the library. Hokonui Rūnanga provided culturally relevant art works on the first-floor internal walls. The Rūnanga gifted names for the two library rooms on the first floor – Hokonui Rūma Hui and Te Puna o Tūtemākohu. In recognition of substantial funding, the children's activity room was named for Maitāwhiri Valley Milk. Mayor Bell announced a three-month fees-free period meaning people can borrow rental items at no charge until 30 June 2023, a goodwill gesture that has been very well received.

Matu Coleman-Clark from Hokonui Rūnanga led a ceremonial blessing of the first floor of the library, the ground floor having been similarly blessed in early January when the library began moving into the building. Invited guests and visitors were then free to walk around the new library. In the afternoon Public Libraries New Zealand Executive Director Hilary Beaton and the Council's Arts and Heritage Curator Jim Geddes gave public talks in the Library's Hokonui Rūma Hui. Hilary's talk was about the value of a public library in a community and Jim gave a fascinating glimpse into the history of Gore Library, including the people who strove to provide improved library buildings, from the town's early beginnings right through to the present day.

The library opened to the public on 27 March, and in the evening Hokonui Heritage Centre Research Officer Bruce Cavanagh marked Southland Heritage Month with a public talk in Hokonui Rūma Hui about how to search family history.

New technology in the form of RFID means people can return and borrow books themselves using the returns 'smart shelf' and issue kiosks, with staff available to assist or complete transactions if preferred. The main entrance has an overhead people counter. The count is conservative because it doesn't include people accessing the library via the Council Office.

	Last week of March 2022	Last week of March 2023	Percentage increase
Visitors to Gore Library	926	1,816	96% increase
Items issued Gore Library	1,272	3,797	198% increase
New members	N/A	99	N/A

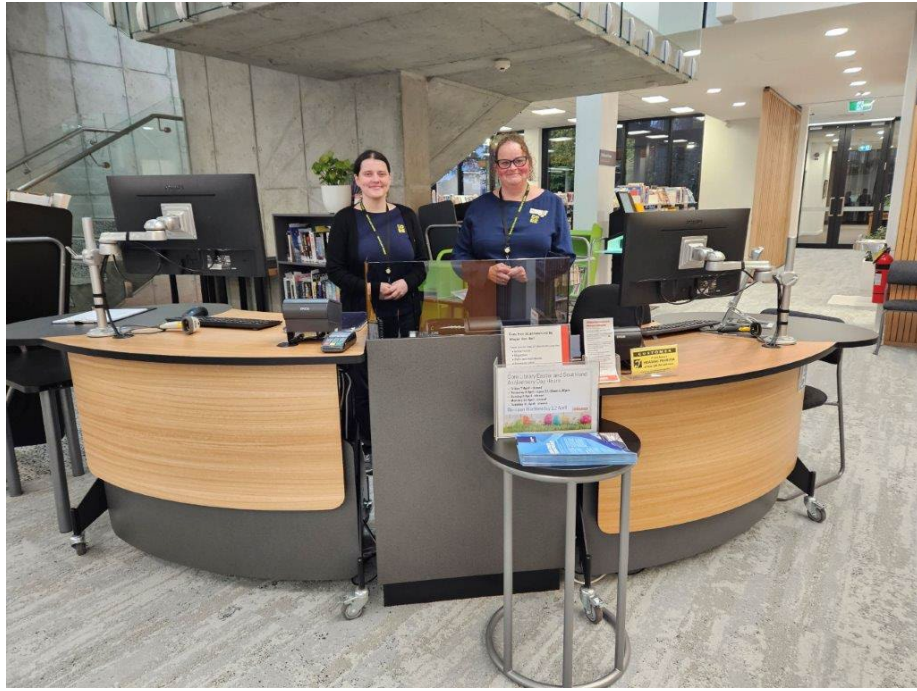
There are dedicated spaces for teens and children, and school visits are now easy to accommodate. When there is a general hubbub there are still plenty of quiet study spaces, and it is noticeable that people are now using the library for study purposes for a full day or days, something that couldn't previously be accommodated. On the first floor the Hokonui Rūma Hui is used for meetings and public talks. The adjacent room - Te Puna o Tūtemākohu - houses the Māori nonfiction and New Zealand history books and is used as a study/research room. Hokonui Rūnanga is continuing to work with artists to complete artworks on the first-floor internal walls, and other finishing touches to the building are ongoing.

It is encouraging to see people enjoying the new library and expressing pride in this new Gore facility. Enquiries about booking the Community Centre and Library rooms are coming in daily. Comments have been overwhelmingly positive – spacious, light, and comfortable are recurring descriptors.

Before and after photos of the service desk area, from the end of 2022 to today:



December 2022



March 2023