



Community
Services Bulletin
May 2023

1. REPORT OF THE DISTRICT ARTS & HERITAGE CURATOR

VISUAL ARTS INITIATIVES

Exhibition Programme (Annual Plan KPI = 10 per annum)

The most recent presentation has been *Yesterdays' Journeys* a combined exhibition of prints and photographs by Inge and Marc Doesburg. This project included a very well attended floor-talk on 30 April. The Mandeville exhibition space is concurrently featuring works by Southland artists Lynn Grace and Alice Pottinger and again, this has been well attended by the visiting public. Work is underway on our next major presentation which will be an exhibition of botanical artworks. This is being sourced from our permanent collection and is staged in tandem with the centennial of the Royal New Zealand Horticultural Society. Costs relating to the staging of this exhibition have been covered with a generous donation from The Deane Endowment Trust. A full Gallery exhibition and project programme is in place for the remainder of 2023 and preparations are underway for a display re-fit and some major exhibitions for the Gallery's 40th anniversary in 2024.

MĀRUAWAI PROJECT

Stage One – Hokonui Moonshine Museum redevelopment

Final display 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 has helped replenish our original display budget that was exhausted by Covid related increases in building and material costs. Exterior development of the building is progressing to the point where all painting work is now complete on the outside fabric of the Win Hamilton Wing. External graphics and signage will soon be applied.

Stage Two – Māruawai Centre development

Progress is pleasing with the redevelopment of premises at 7 Norfolk Street. We are rapidly moving towards a fully enclosed building and work is proceeding with interior lining and structural fit-out. Electrical and HVAC service installation is also progressing at a pleasing pace. All permanent interior partitions have been installed and gib-lining is almost complete. Planning for the fit-out of internal spaces is continuing and this process 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 the 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 Stage Two display scenarios, and the many forthcoming education programmes, studio projects and community interactions.

Sample of community talks, tours and engagements (April)

District Educators Hui, Moa Tours (x 5), Kirra Tours (x 5), film screening (Theo Schoon), West Otago Group Tour, Country Music Queen Tour, Gallery floor-talk.

Meetings and representations

Hokonui Runanga, SDC, Southland Regional Heritage Committee, Creative NZ, Southland Museum & Art Gallery, MBIE.

2. REPORT FROM THE LIBRARY MANAGER

The feedback staff receive from visitors about the new library is that they admire the new building and are proud of Gore for having such a stand-out library. Many people congratulate the efforts of all involved because they can now see what has been achieved. This feedback is refreshing after years of 'making do' in temporary premises.



Events, visits, and tours

- The Big Latch On. These events take place at registered locations around the world, where mothers gather to breastfeed and offer peer support to each other. This was held in Gore Library on 14 April.
- Daphne Lee, author of 'Fossil treasures of Foulden Maar', gave a public talk on Southland fossils and the making of the book, on 21 April.
- Dale Booth, from Great South offered a free drop-in for business advisory, on 27 April.
- Parata Village residents visited for a tour on 27 April.
- Gore Host Lions Club had an evening tour and meeting on 2 May.
- Librarians and Council teams from outside the district have visited to see the new building. They were interested to learn about the architects, project manager, layout design and furniture suppliers.

School visits

- School visits have included St Peter's Year 11 history class, West Gore School, Knapdale School, Mataura School, Te Tipua School and St Mary's School.
- Te Tipua School also had an outreach visit from the Youth Librarian for Duffy prizegiving.



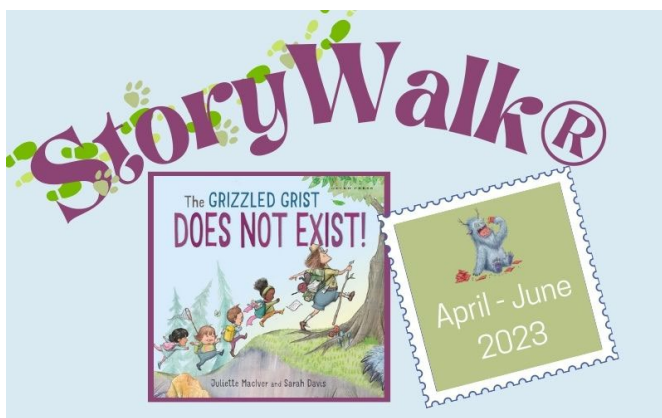
Regular sessions

- Brick time ('Lego' session), story time and craft time sessions are offered during the school holidays and the school term.
- Reading Revolution, a shared adult reading discussion group run by a librarian, is held fortnightly.
- Justice of the Peace sessions are available weekly on Wednesday evenings.
- One-on-one adult tutoring is held weekly on Monday and Wednesday evenings.
- Closing The Gaps employment assistance is due to start in May, as are Gore Historical Society meetings.

Gore Library Hokanui Rūma Hui is being used as anticipated for meetings and events, with the kitchen facility appreciated.

StoryWalk

'**The Grizzled Grist does not exist!**' is the latest StoryWalk story. This book is written by Juliette MacIver and Sarah Davis.



Winter hours start in May with Gore Library being open on Sunday afternoons from 1.00-4.00pm.

Statistical reports

- Number of visitors to Gore Library since the library reopened. These figures are for a six-day week, with the Saturday being open just three hours.

Week starting	Average visitors per day
27 March	303
3 April	260
10 April	306
17 April	243
24 April	261

- Annual comparison for the month of April for Gore Library visitor numbers

	April 2021	April 2022	April 2023
Gore Library visitors	3343	4088 22% increase on 2021 figure	5411 32% increase on 2022 figure

- Number of new Gore Library members - In the five days of March that the library was open 99 new members registered as borrowers. In April there were 166 new members.
- Annual comparison for the month of April for Gore events and attendees

Gore	April 2021	April 2022	April 2023
Events	4	1	18
Attendees	184	35	525

- Mataura Library and Service Centre was particularly busy when the Gore Library was closed January to March, as indicated in the tables below.
- Mataura Library visitors for the first three months of 2022 and 2023

	2022	2023	% increase
January	596	1637	180%
February	641	1697	165%
March	668	1820	172%
April	478	1401	193%

- Mataura Library enquiries for the first three months of 2022 and 2023

	2022	2023	% increase
February	162	222	37%
March	193	316	63%
April	148	225	52%

3. REPORT FROM THE EVENTS COORDINATOR

Purpose

This report provides an overview of the events activities for April.

Freeze Ya Bits Off Busking

Planning for Freeze Ya Bits Off Busking is steadily progressing, with registrations now coming in regularly. Advertising will soon be in full swing, with radio, digital and print communications going out early this month.

Last month we introduced a new high school section to the school's category, extending the Friday duration to 11:00am–1:00pm (previously from 12 noon). We extended invitations to compete to all high schools within a one-hour drive of the District and to date, we have had three high schools from outside of Gore register to compete. The total prize pool has increased to \$6,000 from \$5,250.

We are currently sourcing judges for each day of the competition, with a mix of popular personalities and passionate industry professionals.



Kāhui Whetū

We have engaged with Gravity Events to be the lighting supplier, with lots of fun, new, inflatable lights following the popularity of last year's giant stars.

The response from invited food vendors has been significant, resulting in more than three times the amount of vendors compared to last year and a waitlist of those also interested in attending. This is a highly positive response compared to 2022 and indicates excellent potential growth for this event.



Should our funding applications be successful, we will look to either develop a communal, warm and sheltered gathering area at the event with live music, or, engage dynamic glow performers for entertainment.

4. REPORT FROM GORE VISITOR EXPERIENCE MANAGER

Gore Visitor Centre

The Gore Visitor Centre typically captures those travelling between Dunedin and Te Anau as the mid-point 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.

We are starting to see the expected drop-off in numbers that comes with the change of seasons, plus public holidays resulted in five less days trading in April. However, some of this has been offset by impromptu tour bus visits this month.

Monday is still the busiest day of the week as visitors choose to stay the weekend in Te Anau or Dunedin then continue travelling on a Monday.

Moa (Southern Odyssey) and Kirra Bus Tours continue to regularly turn up, although they are looking to the end of the season (typically 30 May).

We have had spontaneous visits from large coach tours that have put pressure on the centre operationally, but have yielded good financial gains.

Intercity bookings for April were down six on the 20 bookings in March. That said, March was higher than usual, which was likely a reflection of Easter and school holiday bookings.

Tourism Ticker reported Air NZ passenger numbers in March were 89% of pre-Covid figures. I used their exact wording but means the same either way

The bus service particularly to Dunedin and Christchurch is an important service to the aged community. It is valued that they can come into the Visitor Centre to book instead of navigating the online system. Customers continue to express frustration at no direct route from Gore to Te Anau or Central Otago.

Local accommodation continues to be well supported.

Ferry issues and wait times appear to be back on schedule after numerous cancellations and long wait times. Anecdotally, we have had visitors extending stays in the south due to being unable to get to the North Island as planned.

Gore Visitor Centre	1 – 29 March 2023	1 – 27 April 2023
Number of sales	323	222
Items sold	794	494
Revenue (incl GST)	\$14,371.88	\$6,534.06

Revenue change %	Up 334% on same period in 2022	Up 116% on same period in 2022
------------------	--------------------------------	--------------------------------

Staffing

Visitor experience staffing is currently at full capacity with the all staff working well across the visitor centre and the Croydon Aviation Heritage Museum providing a good mix of both independent and team working environments.

Reflecting an Otago/Southland trend of a resurgence in Covid, one staff member was away for a week without impacting others. All staff have been offered the flu vaccine.

4. REPORT FROM THE DIGITAL COMMUNICATIONS SPECIALIST

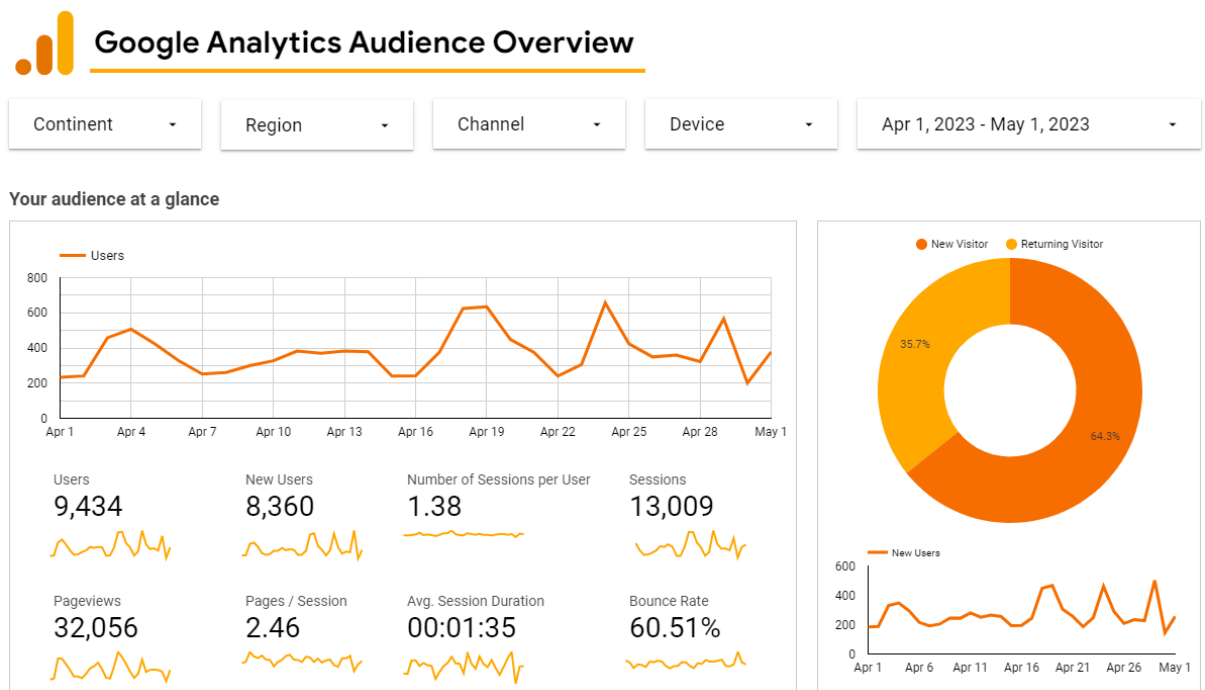
Purpose

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.

Digital Statistics

Website

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



The top three most popular pages were:







- Gore Aquatic Centre
- Property search
- Meeting agendas and minutes

What our audience used to access our website:

- 50.2% desktop
- 47.3% mobile
- 2.5% tablet

MyGore accounts: 656

MyGore users can log in to a portal on our website and have all their payments, bookings, registrations etc in one place. Offering a personalised portal for customers is quite a point of difference for us as a Council and enhances our customer service experience overall.

 <p>Online Applications and Requests</p> <p>Carry out all your business with us via our online portal, whether you are applying for it, reporting it or making a request.</p> <p>GO TO OUR ONLINE PORTAL ></p>	 <p>My Online Forms</p> <p>Log in to your My Gore account to view your created forms and submit new requests. You can track the progress of applications and payments.</p> <p>MY GORE ></p>	 <p>Bills and Payments</p> <p>Pay your rates, infringements and debtors online with major credit cards or discover other ways you can pay.</p> <p>ALL BILLS AND PAYMENTS ></p>
 <p>Dogs & Other Animals</p> <p>This is the place to register your dog, pay fees and fines, or let us know of any changes to your registered animals.</p> <p>SEE MORE ></p>	 <p>Alcohol Licensing</p> <p>Whether you're in hospitality or hosting a one-off event, here's all the licences, permits and rules for selling alcohol.</p> <p>SEE MORE ></p>	 <p>Property & Rates</p> <p>Want to order a LIM or property file or maybe apply for a rates remission? Here's where you will find all things related to your property.</p> <p>SEE MORE ></p>

✓ **Your account has been verified:** Your account was verified by My Gore. You now have access to all online services. ×

Antenno

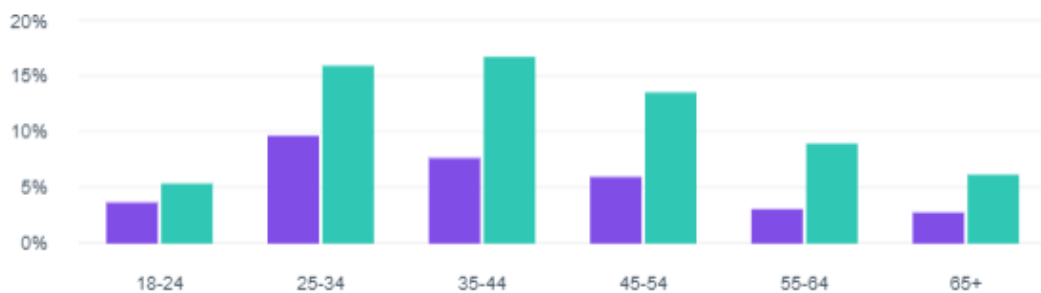
Subscribers – 2,326.

Facebook

GoreDC currently has **9,027** followers (an increase of 141 in the last month). A breakdown of the demographics of these followers as attached:

Age and gender

■ Men 33.00%
■ Women 67.00%



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

- Reporting an incident at Bannerman Park
- Old images of Mersey Street from 1891 and 1950
- Mataura Primary School bulb planting project

	Tragic news from Bannerman Park today - one of the hinds at the deer park has been found dead. She had been shot with a rifle sometime over the weekend. Sadly, it doesn't appear to have been a clean shot 🦌 The four-year-old hind had been born and lived her entire life at the deer park. She was one of five hinds. We've also got Romeo, our reside... Tues, 4 Apr	Post reach 43,769	Engagement 15,147
	#ThrowbackThursday 🇳🇿 1891 vs 1950 - Mersey Street, Gore. Thurs, 27 Apr	Post reach 36,220	Engagement 1,482
	Check out these superstar green thumbs from the Mataura Primary School 🌱 This is the third year the school children joined forces with Parks staff to plant daffodil bulbs along SH1 at the northern entrance to Mataura. With support from the Graeme Dingle Foundation, the children planted about 1000 bulbs along a 200m section. Last... Thurs, 6 Apr	Post reach 8,570	Engagement 989

Instagram

@Goredistrictcouncil now has 303 followers.

We've been able to grow this following using the ability to post content cross social under Meta's Business Suite which helps with economising time when monitoring multiple platforms.

Consultation

Mataura River Crossing project

In April we wrapped up community consultation for the high-profile bridge project. The five engagement sessions were busy and popular.


The Council received feedback from 395 people in the community which was a great result by the 3 Waters and Communications teams.

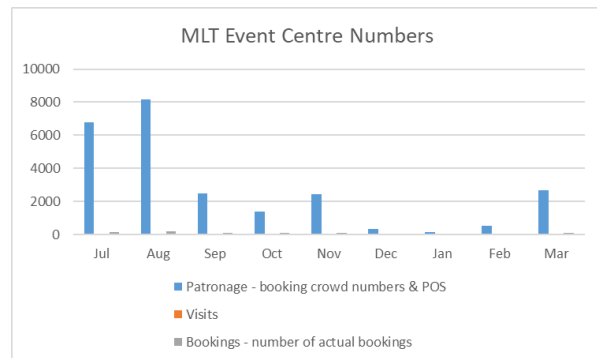
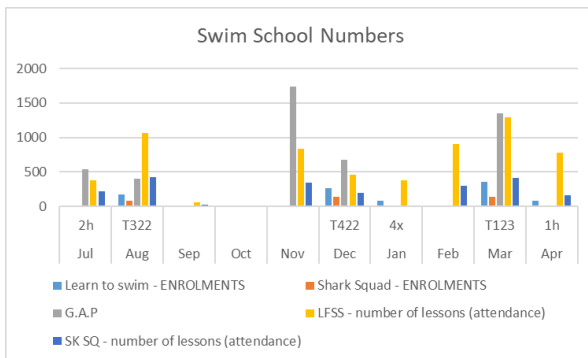
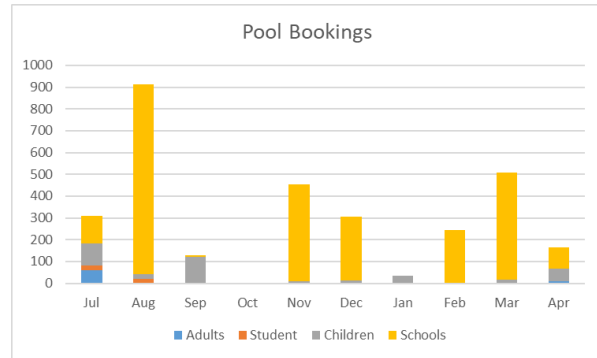
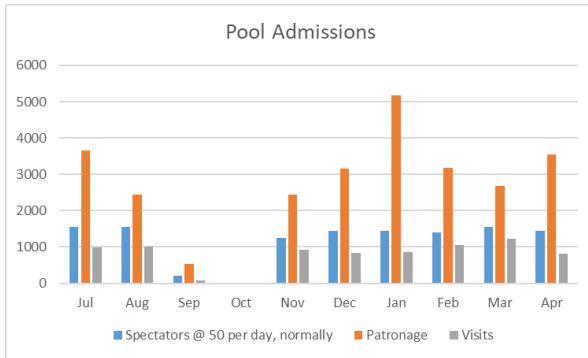
A total of 139 (35%) people dropped their feedback in to the main office, and 256 (65%) people filled in their feedback online. It's great to see customers utilising the online engagement platform, Let's Talk Kōrero Mai, as we can contact these customers for future consultation projects.



5. REPORT FROM AQUATIC SERVICES MANAGER

Admissions to the Gore Multisports complex

 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	28	31	29			237
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	1450			11850
Patronage	3666	2447	528		2442	3153	5171	3168	2690	3549			26814
Visits	999	1002	76		925	836	860	1051	1233	824			7806
Sub-Total	6215	4999	804	0	4617	5439	7481	5619	5473	5823	0	0	46470
Bookings	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Adults	59				2				1	9			71
Student	22	22											44
Children	102	21	123		8	12	36		15	60			377
Schools	126	870	6		444	292		246	493	95			2572
Sub-Total	309	913	129	0	454	304	36	246	509	164	0	0	3064
													0
Pool Total	6524	5912	933	0	5071	5743	7517	5865	5982	5987	0	0	49534
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	80			963
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	778			6126
SK SQ - number of lessons (attendance)	220	429	25		340	189		292	411	161			2067
Swim School Total	1127	1889	86	0	2914	1319	373	1192	3047	939	0	0	12886
Stadium days open	31	31	30	31	30	29	29	28	31	29			299
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	1			86
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	1	0	0	24952
Pool days open Total	237	Swim School needs to be term and holiday numbers only to avoid double ups (light green area indicates term roughly so only one lot of numbers here)											
Stadium days open Total	299												



Current challenges

Winter parking space

We are starting to encounter parking space issues with the start of winter sport both at night with training and even more so on the weekends with all the winter codes starting their seasons. To combat this, we will shortly put up the overflow parking flags to indicate the extra parking space. We will also put messaging out to the clubs so that they can share the same message of how to best utilise the parking space. Last winter season, the changes made by the parks team at the entrance made a big difference, although a drier winter also meant that the grass area held up well. We will keep monitoring this throughout the winter season this year.

Staffing challenges

With the challenges facing our industry and others, staffing is always on the radar to see how we can improve and make changes to bringing new team members on to lessen the impact of when we have the student change over at the start of the year. One of the biggest challenges is that we can only train and qualify students once they reach 16 years due to industry and qualification standards. This challenge of age affects both the lifeguarding side as well as the swim instruction side. When we have so many 15-year olds keen to get into these roles, it makes it hard as by the time they reach 16 they are in other employment.

By comparison to others in our industry, we have been extremely lucky to have no impact to operational hours and this has been down to having a great team step up when team members are sick, or help is needed in other areas of the complex.

Operational issues

The biggest challenge that we face now is the different products that are being supplied due to shortages or changes of what is available. This impacts things such as the type of salt moving from a pallet form to fine grain, changes in cleaning products and testing tablets. All of this has a slight impact as we adjust change processes.

The team have been great at adjusting to these small challenges that have been imposed on them. We have also been hit with price increases on a large range of cleaning products, chemicals and water testing samples. On average since last year, this amounts to 6%, so we are always looking for the most cost-effective product to use.

Potential impact of recession

As an industry, we are reliant on discretionary income. This means with the projected recession and its effects, it will potentially affect operational income. We are aware of all the current challenges on families from cost of living to the pending recession and all of these have a direct effect on facility usage. The main areas affected are the learn to swim, squad areas and stock sales.

Future improvements

Front of house system

We look to start the new implementation of our front of house system the plan is for this to happen in the next month, this may cause some short-term teething issues as we start the process, however the long term benefits and gains will make this well worth it both for the staff and the ability to have improved communication and reminders for our customers.

Facility interaction

Interaction with groups, clubs, and organisations

- Club H&S induction at the MLT Event Centre - we have started the winter process of running clubs and teams through all the Event Centre processes. So far, we have made a great start getting the netball teams through.
- Met with Active Southland to look at how we can work in the disabilities space.
- The ice rink has re-opened. It has been a slow start and we hope this will pick up as we move into the main season for all the codes in the rink.
- Met with Hokonui Aquatics to inform it of the coaching appointment for the shark squads that are delivered in the aquatics facility.

6. REPORT FROM PARKS AND RECREATION MANAGER

The focus for most of April was on catching up with maintenance activity including grass mowing, spraying and winter bedding gardens changeover.

Matai Ridge had its first overall cut and gardens have been sprayed for weeds. A designated staff member will be looking after the site going forward.

Future project activity

Playgrounds and structures

We have no real progress in the playground space since last month other than installing a BBQ at the Eccles Street playground. We are still awaiting installation of the individual play units we have on hand at Hamilton Park (Orbit Spinner), Hamilton Street Playground (Pyramid Climber), Dog see saw (Hamilton Park Dog park) and various picnic tables and seats.

The modular play unit and swings for central Mandeville will be installed by locals in May and the updated flying fox will go into Queen's Park in Matura in May.

James Cumming Community Centre and new Library landscaping

Topsoil has been placed in the garden behind the Council Chambers and should be planted in the next few weeks. The other gardens will be prepared and planted as we access decent topsoil and can screen dry material.

Cemeteries

Two additional ash beams have been installed at Charlton Park cemetery, the tidy up around them and numbering will occur in May. We have upgraded the numbering system to a red tag system so each plot number is clear. The staff are also working on installing a similar black tag for all reserved and presold plots. There is a risk to the Council if this is not actioned and a presold plot is taken by another party.

Parks Management Plans

We have made good progress with our consultant Xyst and received commentary from the Hokonui Rūnanga late in April. We are working with Xyst to try to include this commentary into the existing draft documents and intend to present these at the next Community and Wellbeing Committee meeting with the proposed minor changes.

Tulloch Park Stage 2 development

A Tourism Infrastructure Fund application was prepared by the Parks and Recreation Manager and our consultant Xyst to boost our 3 Waters Better-off-funding package total to hopefully allow us to complete more work in the Stage 2 phase of the Tulloch Park development. A development team is being established to drive this project consisting of Council officers, Community Board representatives and interested community members.

Interaction with groups, clubs, and organisations during the month

- Active Southland, consultation, and workshop meeting attended over new Regional Sportsfield Strategy.
- 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 online meeting attended.