



Community Services Bulletin

May 2024

1. REPORT FROM GORE VISITOR CENTRE – APRIL 2024

Summary for April

The Gore Visitor Centre (GVC) 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.

The end of April signals the end of tour company visits (resuming in September) and a return to winter hours for the team at the Visitor Centre and the Aviation Museum. In the same period in 2023 the Visitor Centre stopped weekend trading in March due to poor Saturday numbers. However, the first three weeks of April did not see the drop in visitor numbers that is typical for this time of the year. The sales count for April 2024 supports a busier than usual April with a 68% increased sale count compared to the same period in 2023. General worldwide tourism trends show people travelling in 'shoulder season' to avoid peak periods with higher volumes of people and higher costs.

Sales revenue shows an 86% increase on the same period last year however this figure is slightly misleading as around \$1,250 is Moonshine Museum (MM) donations which the Visitor Centre does not receive any of. During April, in order to start collecting accurate data of the MM donations, all donations were collected by our team at the counter by way of cash or eftpos and the number of people entering was recorded at the same time. Previously a box had been placed at the entrance and people could choose to put cash in it or pay by eftpos at the counter. Secondary to the data collection, was testing the theory that people were likely to give more money when interacting with staff compared to anonymously dropping notes or coins into a box. Results show it has been a worthwhile exercise as this is near the top for monthly donations despite it not being a typically busy month.

Pounamu Tours has a proposed timetable for next year which includes tours occurring on 25 Sundays, in two blocks from January to April and October to December. GVC does not open on Sundays so discussions about how this could work in current budget are underway. These tours typically bring two coaches with a 40 seat capacity which travel 30 minutes apart. They start at the Aviation Museum and then when arriving in Gore are encouraged to have one coach go to the gallery while the other is at MM then swap over. Mark Frod (Great South) has indicated that the number of cruise ships planned for Bluff this year will increase from six to 10 so it is advantageous weekend hours capture these visitors.

Intercity bus sale count was 14 for April compared to 12 for March.

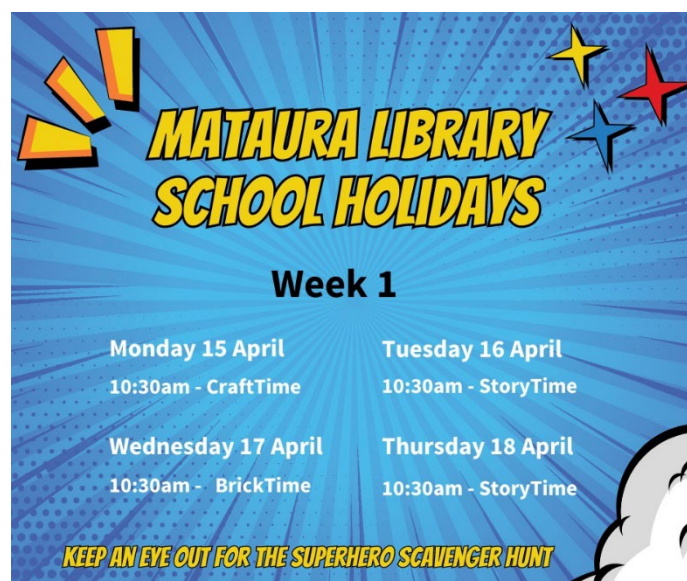
Gore Visitor Centre	March 2024	April 2024
Number of sales	409	374
Items sold	841	739
Revenue (incl GST)	\$20,069.68	\$13,915.60
Revenue change %	Up 42% on same period 2023	Up 87% on same period 2023

2. REPORT FROM THE LIBRARY MANAGER (Emma Sherie)

Mataura Library and Service Centre

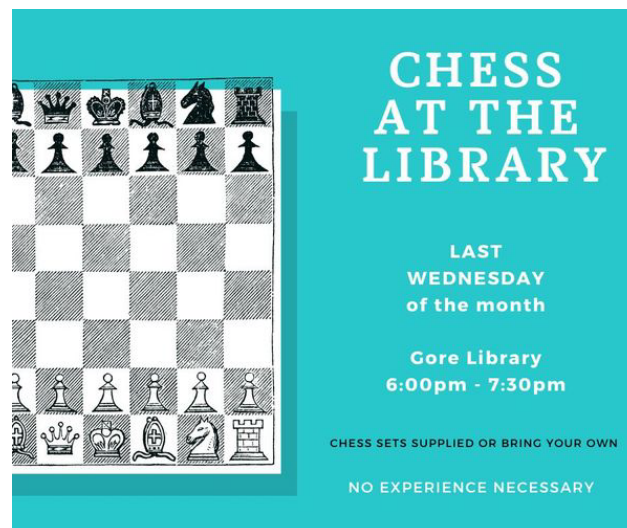


Mataura Library has been on reduced hours since the beginning of April when anti-social behaviour by a group of youth continued over several days. Due to the fact that our staff member in Mataura is sole-charge, the Council decided to reduce hours and man the library with two staff while health and safety measures were put in place. Two community meetings also occurred with several agencies attending and the Mataura community. They too have been working through tasks to ensure that the space is safe. We will be able to make further updates soon. We kept hours reduced over the school holidays due to youth not being at school. Our Youth Librarian was in Mataura every day during the holidays to provide extra activities during the school holidays.



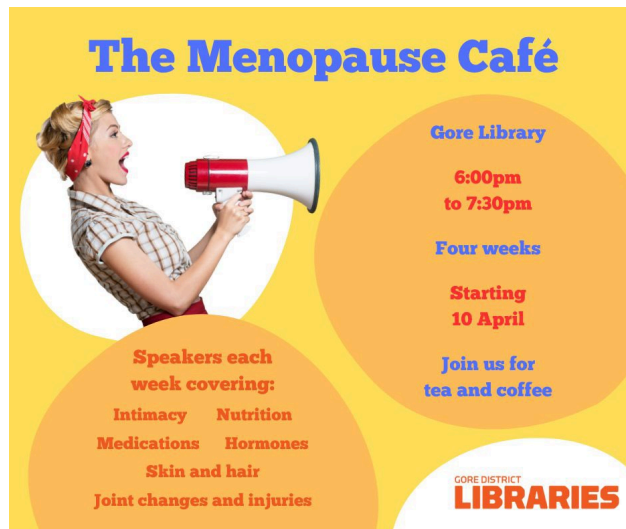
School holidays

The school holidays are always a busy time for Libraries. This school holiday we went with a superhero theme. Craft activities, story-time, a scavenger hunt, and BrickTime were both on offer in Gore and Mataura. All activities were very popular and more importantly they are free for all children to attend. Rainy weather also meant we were very busy as the library became a popular place to spend time as a family. Our scavenger hunt was very popular with over 200 children completing it.



Chess at the library

A new group has approached the Gore Library wanting to start a chess club. The Library is an excellent space that can be offered for community to use to start groups and increase social engagement and learning.



Menopause Café

Our Community Engagement staff member saw an opportunity to put a series of educational events together for the women of Gore District. Over four weeks qualified speakers who live and work in the community presented to the weekly group on a range of topics in regard to menopause. These were free events. Libraries are a space for educational events and we have been lucky to have a staff member who could make community connections to get something like this up and running. It has been well attended and the feedback we have had has been very positive.

April Library statistics

Door count

Gore door count	2022-23	2023-24
July	5457	6706
August	5392	5983
September	5052	5699
October	5134	5642
November	4826	5174
December	4224	4061
January	0	5171
February	0	4703
March	1691	5366
April	5411	5525

Issues – (This does not include renewals)

Gore Issues	2022-23	2023-24
July	6821	10157

August	6361	9379
September	6055	8880
October	6168	7950
November	6119	7707
December	8331	6714
January	112	8133
February	247	6786
March	3697	7592
April	8785	8453

WiFi connections

Gore WiFi usage	2022-23	2023-24
July	370	882
August	460	1027
September	369	959
October	397	923
November	374	878
December	305	624
January	85	831
February	135	884
March	293	1030
April	584	954

Our computers

Computer usage	2022-23	2023-24
July	248	471
August	259	477
September	242	483
October	262	503
November	266	470
December	210	410
January	0	501
February	0	411
March	78	497
April	415	510

Signups

New members	2022-23	2023-24
July	38	135
August	31	101
September	30	70
October	23	79
November	22	56
December	21	39
January	1	71
February	4	54
March	96	67
April	159	79

April 2022-23 is when the new Gore Library opened

Mataura Library

Total door count

Mataura door count	2022-23	2023-24
July	791	763
August	874	849
September	720	721
October	792	823
November	724	898
December	653	576
January	818	902
February	848	702
March	910	832
April	700	631

April stats for 2023-24 have decreased due to Mataura Library operating on reduced hours.

Issues

Mataura Issues	2022-23	2023-24
July	713	644
August	751	633
September	697	524
October	723	639
November	649	543
December	702	551

January	966	547
February	1507	498
March	1587	497
April	579	463

Wi-Fi

Mataura WiFi usage	2022-23	2023-24
July	896	1256
August	1176	1298
September	1086	1292
October	1092	1457
November	1135	1436
December	963	1288
January	1062	1321
February	1001	1389
March	1121	1513
April	1022	1003

Computer usage

Mataura Computer usage	2022-23	2023-24
July	91	129
August	114	103
September	106	99
October	118	112
November	95	117
December	70	100
January	116	106
February	140	120
March	162	114
April	125	56

Sign-ups

New members	2022-23	2023-24
July	3	6
August	1	5
September	9	2
October	5	5
November	9	3
December	2	5

January	3	5
February	4	8
March	3	8
April	7	5

Both Library branches

E-items

E-Resources Issues	2022-23	2023-24
July	669	820
August	524	839
September	675	913
October	631	971
November	589	962
December	633	1085
January	731	1017
February	724	1024
March	722	1115
April	769	1083

Catalogue searches

Catalogue Searches	2022-23	2023-24
July	486	1926
August	497	1950
September	662	2290
October	612	2247
November	579	1901
December	1239	1439
January	423	2265
February	253	1903
March	2108	1878
April	2232	2449

3. REPORT OF THE DISTRICT ARTS AND HERITAGE CURATOR (*Jim Geddes*)

VISUAL ARTS INITIATIVES

Exhibition programme

Potion – a Baroque influenced series of large paintings by **Anita DeSoto** opened to the public on 30 March and was launched with an artist floor-talk on 6 April. This exhibition has run throughout April and will close on 12 May. Showing concurrently to has been the popular **Persona** presentation of portraits spanning 150 years from the Gallery's permanent collection.

Performance and event programme

Benefactors Frans Baetens, Magda van Gils and Saskia Baetens from Muka Studio in Auckland spent a week running an intensive lithography workshop at the East Gore Art Centre in early April.

The Gallery's permanent collection has been the subject of Dunedin Public Art Gallery's major retrospective exhibition of artist **Marilynn Webb**. A total of 31 works were selected from our holdings and are currently being relocated to Christchurch Art Gallery - having concluded its Dunedin showing on 7 April.

The current temporary exhibition at the Croydon Aviation Heritage Centre – Mandeville is:

Julie Duncan and Helen Keith – *It's What We Do* (until 2 April)

Art & Coffee with Millie – *Paintings* (throughout April)

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 more than \$140,000 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, and external graphics and signage is currently being applied thanks to generous financial support from a local family trust.

Stage Two – Māruawai Centre development

Planning for the fit-out of internal spaces within the eastern wing of the building is continuing and this process has been assisted greatly by the availability of the neighbouring Win Hamilton Wing as archive and research space. Fit-out of the facility's workshop area is complete and the space adjacent to the Hokonui Moonshine Museum carpark is being made ready for paving, planting, and outdoor furnishing. Structural provision is now in place for the installation of sculptural gates (ex-Observation Point) by Ralph Hotere.

PRECINCT PROGRAMMES

Community engagement and education programmes

We have continued to enjoy especially good numbers of tour parties, special interest groups, schools, and community organisations during April. 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 Rūnanga. Key information from this source and the ongoing 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.

Sample of community talks, tours and engagements for April:


Gallery Floor-Talks (x 1), Moa Tours, Kirra Tours, Takitimu Patchwork Group

Meetings and representations

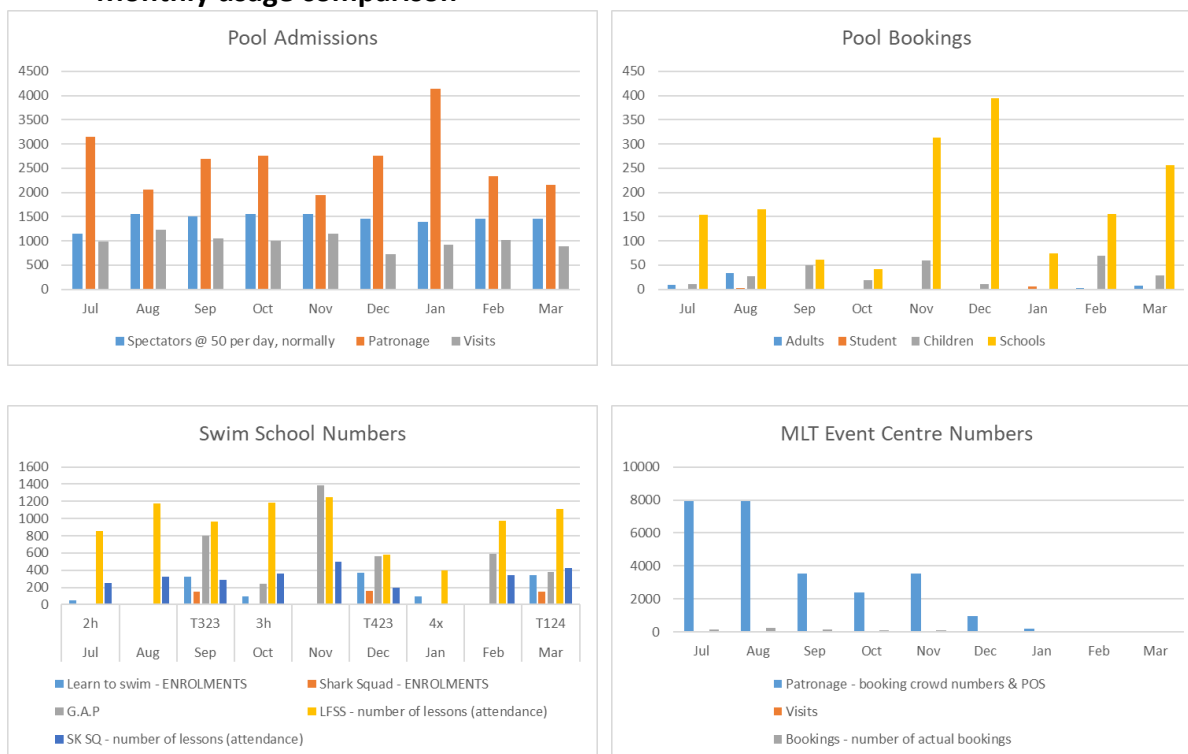
Hokonui Rūnanga, Southland Regional Heritage Committee, Southland Museum & Art Gallery.

4. REPORT FROM AQUATIC SERVICES MANAGER (*Martin Mackereth*)

Admissions to the Gore Multisports complex

 Facility user numbers and information 2023/2024													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Pool days open	31	31	30	31	30	29	28	29	29				268
POOL	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Spectators @ 50 per day, normally	1150	1550	1500	1550	1550	1450	1400	1450	1450				13050
Patronage	3156	2053	2693	2755	1940	2762	4132	2333	2162				23986
Visits	986	1230	1049	1006	1149	722	922	1011	886				8961
Sub-Total													45997
Bookings	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Adults	9	33				1		2	8				53
Student		2					6						8
Children	10	27	50	19	59	10		69	28				272
Schools	154	165	61	41	314	394	74	155	256				1614
Sub-Total	173	227	111	60	373	405	80	226	292	0	0	0	1947
Pool Total	173	227	111	60	373	405	80	226	292	0	0	0	1947
SWIM SCHOOL & SK SQ	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Term code counted	2h		T323	3h		T423	4x		T124	1h		T224	
Learn to swim - ENROLMENTS	50		328	91		372	94		344				1279
Shark Squad - ENROLMENTS			149			160			152				461
G.A.P			804	241	1384	564		591	375				3959
LFSS - number of lessons (attendance)	856	1178	963	1187	1251	583	398	975	1115				8506
SK SQ - number of lessons (attendance)	248	323	291	359	499	199		345	424				2688
Swim School Total	1104	1501	2058	1787	3134	1346	398	1911	1914	0	0	0	15153
Stadium days open	31	31	30	31	30	29	28	29	29				268
STADIUM	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Patronage - booking crowd numbers & POS	7951	7906	3560	2384	3522	979	182						26484
Visits	19	13	27	36	30	14	30	36	24				229
Bookings - number of actual bookings	173	244	136	96	125	46	13						833
Stadium Total	7970	7919	3587	2420	3552	993	212	36	24	0	0	0	26713
Pool days open Total	268	Swim School needs to be term and holiday numbers only to avoid double ups											
Stadium days open Total	268	(light green area indicates term roughly so only one lot of numbers here)											

Monthly usage comparison



Current challenges

Continuing issue, tight disposable income

There are signs starting to be seen of the current economic struggles of our community. As a facility, we are reliant on household disposable income so as this income shrinks, we start to see changes such as payments for lessons delayed or paid off over the term. I expect this trend to continue as we head further into 2024. What we see in this situation is a slight reduction in the lessons space but a slight increase in one-off attendance or casual visit.

Temperature challenges

Currently we have a challenge with producing enough heat for all the areas of the plant calling for heat. With the cooler mornings as well, this increases the need for heat. Areas that are affected include the air heating of the pool and rink halls as well as the pool temperatures. It is not new, but we have people noticing it more and more.

The main area that we get the most noticeable effect is the leisure pool, with parents and their little ones.

Future improvements

Accessibility partnerships

Currently we have a few schools with students who have specific needs who are brought in by their Teacher Aides (TA's) as an external activity during school hours. With that in mind, we made a conscious decision to see how we could work with all the TA's. We had a morning session to get to know the TA's and used it as an opportunity for one of our experienced instructors to run a basic introduction to

accessibility aquatics skills in the water. All parties found this session valuable from the initial meet and sharing of challenges and success to the in-water session. We plan to run this type of session once a term and build on the skills as we go, while strengthening relationships.

Home school sessions

We have started to run sessions for home schooled students which is having great participation. These lessons are running during the day on a Thursday and work in with a large group of the growing home school community. We are working with them to make this session accessible to all of those people in the home school system and it is another great touch point for them to be able to socialise through.

Winter sports underway

We are at the start of the winter sports season. The stadium is starting to fill up every night with netball being the main user group, followed by pickle ball and tennis.

The last few weekends have been the start of competition for not only those in the stadium, but also the hockey turfs and rugby grounds. We are working with all groups to communicate and work through the traffic challenges on a Saturday morning with the overflow area and switch over times for team changes to make this as smooth as possible.

A lot of these codes are now using live scoring systems through Player HQ and Sporty, so we are working with IT to make sure we have the capability for these groups to use their systems via the Wi-Fi at the facility.

Pickle Ball improvements

We have seen a big growth in our regular pickle ball drop-in sessions and the league that has started. This has led us to look at increase the number of courts we have available and see what else we can do for the continued future growth of the sport in the Gore District. Plans are underway for getting a regular tournament based in Gore, at a nation-wide level.

New opportunity

With the change of people looking at the one-off activities we are starting our random **Fun Family Fridays**, we are working with Ice sport southland and looking at running family fun nights as a trial over the winter months. The plan is to have drop-in activities through out the facility from the stadium, pool and ice rink with the aim to get families in and to enjoy themselves and the amazing facilities. This will be coming to a Facebook post near you soon.

Facility interaction

Interaction with groups, clubs, and organisations

- Our Stadium Operations Manager has completed the health and safety induction for all netball teams ready for the winter season to get underway.
- Report around the Ice rink HVAC system has been passed on to Ice Sports and a request for feedback from the Executive Committee has been made.

- The Aquatic Services Manager is still working with Recreation Aotearoa in the disability space for community users, both locally and throughout the industry in NZ. We are meeting on a two monthly basis at this stage and hope to have a guideline out by the middle of the year.

Good news moments

Weekends back

We have been working hard to get a full team on board and to get them all trained so that we can open back up at 10.00 am on the weekends. Finally, we have now achieved the move to opening at 10.00 am in time for winter sport.

This works in well for those parents who take part in winter sports codes, giving another space that their children can go. Added to this, we are also trialling Saturday morning lessons.

Aquarobics growth

Last month, the report talked about good numbers of people who are actively participating in Aqua. This time around after feedback from participants we are added a few more classes to the Aquarobics timetable, and to added to this we have a couple of staff who are also training up to take classes as well. It has been great to see the growth.

Training and upskilling

We have had two of our team along with the Aquatic Services Manager and Operations Supervisor who have completed moderation and passed all requirements to maintain the assessor's scope for Te Mahi Ako, the education provider for the aquatics industry.

We are also well underway with our partnership with Swimming NZ and Water Safety NZ. Part of this is a base for a training course for the Southland and Otago regions. Throughout the month of May, four courses are being run in conjunction with both providers.