



Community Services Bulletin October 2021

1. REPORT FROM THE EVENTS COORDINATOR (Jessica Swan)

Purpose

This report provides an overview of the events activities for August and September.

Santa Parade & Christmas Carnival

Planning for the 2021 Santa Parade is well underway with some fantastic new sponsors and prizes on board. This year we have a new award category for the best use of festive music in a float, to push a more musical atmosphere at the event. We have decided to change the format of our traditional Christmas in the Park event to a street party format to try and attract more people. The theme is Christmas Carnival and it will occur on Irk Street at the conclusion of the parade. The event will look slightly different in that rather than one main stage, the whole street itself will become the entertainment space with roaming performers engaging the crowd.



On the Fly Matura River Festival

We are currently in the process of booking Brett McGregor to return for our 2022 event and several new fishing guides have expressed an interest in being involved in the event next year. The date has been changed to Sunday 20 March due to its original date clashing with the Wanaka A&P Show.



Hokonui Culture Feast

Following the success of this year's Hokonui Culture Feast, where the venue was at maximum crowd capacity, we are now looking at expanding the event. The current proposal is for us to move the event into April, as the better weather and longer days will allow use of the outdoor area at the venue and maximize the opportunities available to us. The hope is to attract food trucks, workshops and a wide variety of vendors and cultures to the event.

Matariki

We have been in initial planning discussions around a Matariki event to mark the first public holiday for it in 2022.

Parks Week

While the dates for Parks Week 2022 are yet to be released, planning for this event has started as we expect it will likely occur in March again. The theme we have selected is 'insects' and we will receive support from local community groups in creating them. The event will be very similar to this year's due to its positive reception, though the new theme will allow us to create additional add-ons and explore new ways to create engagement.

Gore District Community Awards

The Gore District Community Awards were changed to a biennial event, with the next date set for 4 November 2022. We will be looking at changing the awards categories to suit Gore's ever-changing culture, achievements and population, in the hopes of receiving more nominations.

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

Admissions to the Gore Multisports Complex

<div> <div> <div>GORE</div> <div>MULTISPORTS COMPLEX</div> <div> <div>GORE AQUATIC CENTRE</div> <div>MLT EVENT CENTRE</div> <div>ICE SPORTS SOUTHLAND</div> </div> </div> <div>Facility user numbers and information 2021/2022</div> </div>													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Pool days open	31	17	23										71
POOL	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Spectators @ 50 per day	1550	850	230										2630
Patronage	3597	1423	405										5425
Visits	1149	636	479										2264
Sub-Total	6296	2909	1114	0	0	0	0	0	0	0	0	0	10319
Bookings	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Adults													0
Student													0
Children	55												55
Schools	33	50											83
Sub-Total	88	50	0	0	0	0	0	0	0	0	0	0	138
													0
Pool Total	6384	2959	1114	0	0	0	0	0	0	0	0	0	10457
SWIM SCHOOL & SK SQ	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Term code counted	2h	T321		3h		T420	4h	4X	T122	1h		T222	
Learn to swim - ENROLMENTS	57	359											416
Shark Squad - ENROLMENTS	11	183											194
G.A.P													0
LFSS - number of lessons (attendance)	927	724											1651
SK SQ - number of lessons (attendance)	168	321											489
Swim School Total	1095	1045	0	0	0	0	0	0	0	0	0	0	2140
Stadium days open	31	17	23										71
STADIUM	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Patronage - booking crowd numbers & POS													0
Visits	16	17	11										44
Bookings - number of actual bookings													0
Stadium Total	16	17	11	0	0	0	0	0	0	0	0	0	44
Pool days open Total	71	Swim School needs to be term and holiday numbers only to avoid double ups											
Stadium days open Total	71	(light green area indicates term roughly so only one lot of numbers here)											



One figure not shown in these graphs or facility numbers information is when the complex opened up as a vaccination centre during level three in lockdown.

Working with Gore Medical Centre we opened our doors and achieved signoff from the District Health Board (DHB) to be utilised as a max vaccination centre. The Gore Multisport Complex team was charged with setting up, maintaining cleaning standards and direct the public to help with the flow and control of movement.

With this partnership and teamwork, we managed to help get over 1600 people vaccinated in five days.



Completed work and progress of work update

- The new fire system has had a few additions added to it that were requested for compliance, and is now fully completed and signed off.
- At the time of writing, the roof replacement for the MLT Event Centre was at 92% completion. There had been a few hold-ups due to the latest COVID lockdown and most relating to factories not being operational in Auckland. The contractors have been great at keeping us up to date with changes and delays relating to this project.

- Repairs have been completed on the chiller unit, which is used for heating the pool and freezing the ice. A list of critical spares that are needed has been compiled and we have started to organise getting these parts in. This has become an essential response under the current COVID challenges of getting parts. We have had to wait up to nine weeks for parts to arrive from overseas.
- The Building Management System (BMS) upgrade is well underway. Set Point has been working with the Council's IT team who have managed to secure a new external hard drive enabling Set Point can start the programming update.
- Pool ventilation upgrade information has been sent to all neighbours that back onto the grass reserve behind the complex to let them know what work is being completed and to have a chance to provide any feedback or concerns. This is all part of the resource consent process. The design work has been completed and production of the pipework is well underway.

Future and ongoing challenges

- The team has dealt with a few challenges due to the restrictions that we have in place. It has not helped that facilities are interpreting the rules differently and also that sports are allowed full contact. This has increased frustrations by the public and the team receive it verbally on many occasions.
- We have the ongoing challenge of creating lessons that will work through the possible level changes. This means a maximum number of four students per class so that we can work within the maximum number in a facility which has moved between 50-100 and to keep the social distancing. The impact of this is that we offer fewer spaces, and on the flip side we create a service we can operate in levels two and one.
- We are coming up quickly to the end of the year which for us means we need to look at the students who will be heading off to university and start planning and training new team members to take these spots. We have been lucky to have current team members recommend people and have people walk in to talk to us about working here which puts us in a good place.
- We have noticed that our fire exit doors in the stadium have started to flare out at the base. This does not impact the ability to activate the doors. We are currently looking at costing out the replacement of these doors.
- Our seats in the aquatic and ice rink centre change areas are starting to get to the stage of needing repair and we are looking at a long-term fix for both the male and female change areas.

Nice to know

- We have had two staff complete the newly updated Public Pool Water Treatment course. At the start of the year changes were made and the course updated to lift the level of knowledge around water quality and filtration within this programme. We also have two more staff currently working their way through this course which runs for two months.

- Just before the recent lockdown, we had six swimmers from our shark squads head away to the South Island Championships for swimming. They returned with three golds, six silvers and eight bronze medals. Most of the team finished in the top five for their chosen events and the squad boasts the second-fastest swimmer for 13-year-old boys backstroke and freestyle.
- Working with Southland Cricket, we have been looking into how we can increase the use of our space in the stadium, as well as the benefits to other sports that would not typically use the facility other than in a wet weather capacity. Through this work stream, a programme that operates with a movable batting cage and pitch was developed. This was great work between our Stadium Supervisor and the Eastern Southland Cricket representative. This collaboration came to life after lockdown and has been well received within the district.



3. REPORT FROM THE NEWCOMERS NETWORK COORDINATOR (Mark McCann)

Ongoing work

- The 'Southland Newcomer Leadership Scholarship' utilising the 'Migrant Participation Fund' previously reported on has been a huge success. Four applicants graduated earlier in the year and we have a further two candidates participating in the course at the time of writing.



- We have continued to collaborate with 'Welcoming Communities' representatives from Great South, Invercargill City Council and Southland District Council to form a 'regional advisory group'.
- Gore District Council was one of nine councils that piloted the Welcoming Communities programme nationwide. Due to its success around the country another eight councils have come on-board and we have been sharing our experiences and ideas with those councils' representatives.



- Welcoming Communities is an initiative that brings together local government and communities to make the community a more welcoming place for everyone to live in. It was developed in recognition of the fact that communities are healthier, more vibrant, happier and more productive when those new to the area are welcomed into the community.
- We have been updating the newcomer community about COVID restrictions and vaccinations via Facebook and the newcomer website.
- We continue to upload relevant events to the NZ Newcomers Network website and Facebook page to inform newcomers of upcoming events/activities/opportunities.
- We have connected newcomers with relevant organisations to support them find employment, legal advice, establish connections and to ease their sense of isolation.

- We have continued to support and promote the local International Connect Group as well as the Gore Badminton Club.



Community engagement in last two months

We have engaged with the following organisations: Community and faith leaders, Great South, Southland Multicultural Council, Ministry of Ethnic Communities, Invercargill City Council, The International Connect Group, Southland District Council, REAP, New Zealand Newcomers Network, Welcoming Communities NZ.

Events

- We have held a workshop for newcomers and the local community to come together to discuss recommendations, needs, issues and opportunities for newcomers to support their feeling a sense of belonging in the community. The information gathered will inform the new Welcome Plan which is currently being drafted.
- A working group was formed after this workshop and they have since met to discuss the draft of the Welcome Plan.
- A seminar, led by an immigration advisor, will be held with newcomers to inform them about the recent changes to the residency visa application.

Projects and initiatives

- A new five-year Gore District Welcome Plan is currently being drafted. Gore District Council, has through consultation with a representative group of newcomers to the Gore community, embarked on developing this Welcome Plan. The purpose of a Welcome Plan is to create a realistic and achievable path forward to assist all newcomers to become part of the Gore community. It provides actions for the Gore community to embrace those new to the Gore district as well as actions for the newcomers to integrate into the Gore community.
- We have been working with REAP to provide the following initiatives:
 1. Driving lessons through 'Drive My Life' for newcomers will begin on 19 October.

2. Foreign language lessons for the local community will begin with Mandarin on 1 November.

A basic course for new starters to learn the Chinese language.

BEGINNERS CHINESE

This 6 week course is for absolute beginners who have no previous Chinese language experience.

The course will cover:

- The basic rules of Chinese Pinyin.
- The basic strokes of Chinese.
- Basic communication, words and sentences in Chinese.
- Learn to ask and answer everyday questions.
- Express like or dislike.

Mondays:
1, 8, 15, 22, 29 NOV
6 DEC

6pm - 8pm

\$40 for the 6 weeks.

Southern REAP Gore
6 Fairfield Street
GORE

Please bring a notebook along to class.

Tutor: Charley McDonald
王晓丽

For more information, or to enrol in this class please phone Southern REAP on 0800 111 117 or email info@reap.co.nz

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- A group of English teachers who support learning for IELTS (International English Language Test) have come together to offer lessons in support of newcomers learning English. These are due to begin very shortly.

4. REPORT FROM THE COMMUNICATIONS/MARKETING MANAGER (Sonia Gerken)

Purpose

This report provides an overview of the communications activities for August and September.

New Website

The Council's new website went live in late August, during lockdown, which is a testament to the hard work of the team involved, particularly IT support.

We are the first council in New Zealand to go live with Datacom's Datascape business solution and the suite of online services. The online services portal presents a new way of doing business for our customers and staff with a move away from paper-based processes for those who connect with us digitally.

The new online services portal allows customers to apply and pay for nearly all our activities and services online. Customers can visit the portal as casual users or create a My Gore account, which provides access to a personalised dashboard with their online transactions.

Having a My Gore account means personal details will be auto-filled, and customers can start filling in an application and then save it to be completed later.

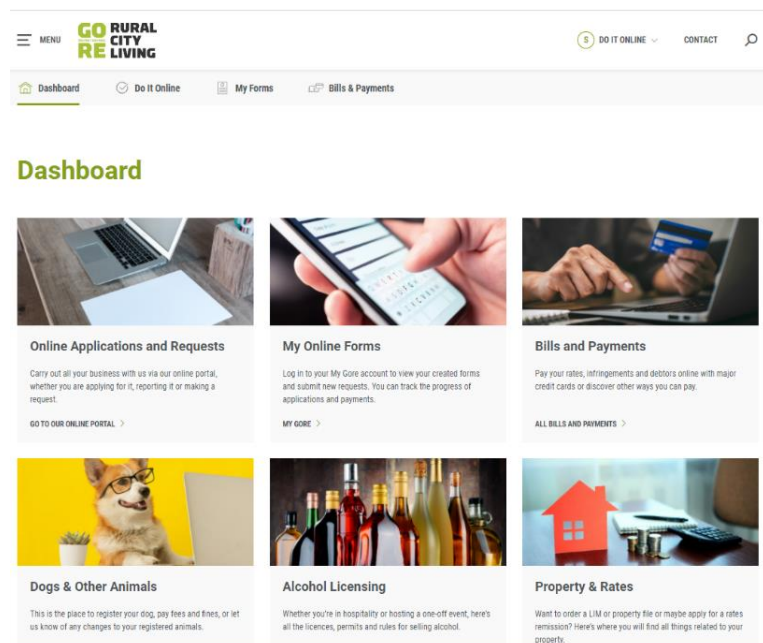
It's also easier to make a payment. You can pay all invoices online using the following payment options:

- POLi,
- Credit card, or
- Real-time debit

Some of our forms also have a payment option.

There are a couple of videos on the website explaining how to create an account and use the online portal. You can watch them at

<https://www.goredc.govt.nz/council/about-us/our-business-portal>



Of course, the success or otherwise lies with the response from our customers. To date, we have received positive, constructive feedback. As expected, there will be refinements to the online services as issues and suggestions arise.

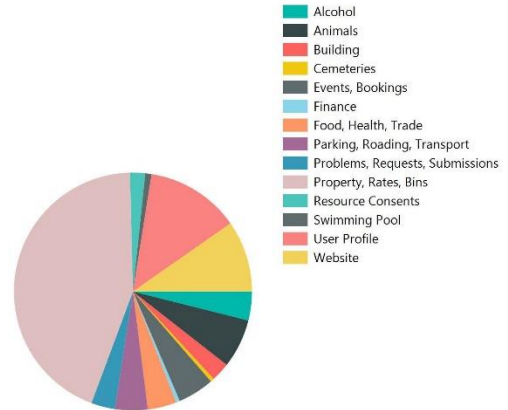
As shown by the graph below, the online portal has been getting a lot of use.

Applications by Category

From: August 2021 To: October 2021

Total: 587

Category	Count
Alcohol	23
Animals	39
Building	15
Cemeteries	3
Events, Bookings	29
Finance	3
Food, Health, Trade	23
Parking, Roading, Transport	26
Problems, Requests, Submissions	19
Property, Rates, Bins	258
Resource Consents	12
Swimming Pool	5
User Profile	75
Website	57



Digital Statistics

Facebook

Facebook's algorithm, which controls the ordering and presentation of posts, so users see what Facebook considers is most relevant to them, seems to have once again changed. This means it has been challenging to get any significant reach over the last month or so.

Statistics from 1 August to 9 October were:

- People reached – 38,631
- Engagement – 26,086
- Comments – 902
- New followers – 81

YouTube

Since lockdown, the live stream of Council meetings hasn't enjoyed the same popularity as pre-lockdown. That said, live streaming means significantly more people are watching and informed about the Council's decisions than ever before. We have 148 subscribers to our YouTube channel.

Let's Talk

This continues to be a popular engagement platform, with 1138 subscribers. All major projects and community engagement sits on Let's Talk, including the Otama water scheme referendum and 3 Waters Reform information.

Antenno

We have 1931 downloads of our app, which means Gore is still the leading council in New Zealand for downloads per rating unit. Hamilton City Council is closing in though.

Professional Engagements

Customer Service Seminar: I was invited to participate in a virtual seminar organised by the Public Sector Network about *Bots and the Future of CX*. It involved IT, customer service and communications professionals from Australia and New Zealand. I was part of a panel talking about the pros and cons of bots, and how they can be effective in local government.

New Zealand Eventing Association conference: We have been invited to provide an eight-minute presentation at the NZEA's conference in December about our Enchanted Parks Quest. This event is a finalist in the best local government event award.

Consultations

Eccles Street intersection changes: The proposed change to traffic flow at the Eccles St/Main St intersection received good feedback on social media and Let's Talk. Most people were in favour of the change. The Council also received a resident-initiated petition opposing any changes from Streets Alive.

The Council is also connecting with Irk Street business and property owners about more permanent features for the street, in the wake of overwhelmingly positive feedback from residents during Streets Alive.

Proposed Stormwater Bylaw: The draft stormwater bylaw will be the subject of consultation. In accordance with the Council's Significance and Engagement Policy, submissions on the draft bylaw will be conducted under the Special Consultative Procedure (SCP), which is a formal process. This will involve connecting with residents directly affected and the wider community through the Council's communications platforms – digital, mainstream media and public information sessions. The Council must give the community at least one month to make formal submissions on a proposal and make these submissions publicly available. Submitters will need to be allowed to speak to their submissions at a hearing. After consideration of submissions, the bylaw may be amended before going to the Council for adoption.

Welcoming Communities Plan: It is hoped to have this plan out for feedback before Christmas, after socialising it with the newcomers' community.

The Council is also supporting Environment Southland and Active Southland in projects requiring community engagement in Gore.

5. REPORT FROM THE LIBRARY MANAGER (Lorraine Weston-Webb)

October school holiday activities

With the libraries operating under Alert Level 2 we have been unable to offer the normal in-library activities. Instead in the October school holidays children were given a Take and Make bag with activities suitable for primary school aged children, with different contents each week.



The Story Walk through the Public Gardens and green belt remains a popular family activity, especially as the milder spring temperature has arrived. A fabulous new story 'The Cat from Muzzle' was installed after the August lockdown.



New Zealand Libraries Partnership Programme (NZLPP)

<https://natlib.govt.nz/about-us/collaborative-projects/new-zealand-libraries-partnership-programme>

The government through New Zealand Libraries Partnership has now provided three rounds of funding, and the applications Gore Libraries made have all been accepted:

Round 1 – Primary funding

- One secondment position with focus areas to enhance digital inclusion, community engagement, and supporting wellbeing through reading to support existing and new programmes.
- Fee waiver for normal National Library services and subscriptions (public internet, Wi-Fi, EPIC consortium databases and Te Puna searching, cataloguing, sharing resources, and managing collections).
- Fee waiver for additional databases
 - Press Reader – the best place to read thousands of national and international newspapers and magazines
 - Niche Academy – online tutorials for eBooks/eAudiobooks like Libby and Press Reader, social network tools like Facebook and Instagram, and useful eResources like Ancestry and Findmypast

Round 2 - Additional funding

- Technical and computer equipment
- Games for children and families
- A super stroller walking frame so disabled people don't have to get their walking frame in and out of their car

Round 3 - COVID relief funding

- Additional staff hours to enable the libraries to open at Alert Level 2 while keeping people safe
- Furniture to facilitate social distancing
- Additional eBooks and eAudiobooks
- Online craft classes and workshops through Creative Bug

These gains have made a significant and positive impact on services the libraries are able to provide. Most library members will only notice one or two things that benefit them, but overall the benefits are very substantial.

COVID-19 National Lockdown Alert Levels 4 and 3: 18-31 August

Like previous lockdowns this lockdown was announced suddenly. The libraries were closed and all staff worked from home on library tasks for the duration. Some team members also helped support residents in the wider community and did shifts managing queues at the Transfer Station.

The Youth Librarian provided online Story Time sessions via Facebook Live, and received enthusiastic feedback through that medium.

Staff assisted customers wanting to access the library's online services and resources by telephone.

COVID-19 Alert Level 2: from 1 September, ongoing as at 13 October

The libraries reopened at Alert Level 2 with reduced hours and restrictions to keep people safe.

Gore Library is open Monday-Friday 9.30am-5.00pm; Mataura Library and Service Centre is open Monday-Friday 12noon-4.00pm. This enables library teams to welcome visitors and adhere to safety procedures.

- Mandatory contact tracing and mask wearing, unless exempted
- Number of people at any one time limited to meet social distancing requirements
- 20-minute time limit in the library
- Children under 12 accompanied by a parent or carer. This is being creatively managed during the school holidays because of the necessity of care for young children when some parents just drop their children off and leave without checking.
- These services on hold: face-to-face device advice, in-library events/activities, newspaper reading, lengthy in-library study
- Computer use is limited to urgent/important
- Call and collect service is available by phone, or by an easy to use form on the library website. Loan delivery is also available.

These restrictions are generally happily adhered to by visitors, but as in other public facilities, the length of Alert Level 2 this spring is becoming a trial for some. In particular returning to full opening hours, allowing unaccompanied children to visit, and unlimited visiting time will be very welcomed.

Comparison of public space in Gore Libraries buildings – past, present and future

The chart below illustrates the reduction in public spaces in the temporary libraries, and compares those with the public spaces that will be available in the new library building, including community rooms within the library.

Library building	Public space including book shelves	Shelving <i>NB Freestanding shelving encroaches into public space far more than wall shelving does</i>
Norfolk Street	570m ²	Large number of wall shelves, with freestanding shelves

James Cumming Wing Hall Temporary library	409m ²	Some wall shelves, mostly freestanding shelves
Jacob Street Temporary library	357m ²	All freestanding shelves
Ardwick Street new building	1095m ²	All freestanding shelves

Public space was not adequate to meet people's needs at the Norfolk Street library, and it has progressively decreased in the two temporary libraries. This has been difficult for visitors and staff alike, but the promise of a new build keeps the challenges in perspective.

Despite careful shelving layout, the current Jacob Street location appears and feels quite restricted. All shelving is free standing, which itself uses public space. And in order to fit the book shelves into the floor space available, aisles between shelves are reduced to the minimum, and the shelves themselves are more tightly packed than desirable.

The new building will also have free standing shelves, and with light coming in through full height windows, there won't be wall shelving. The community rooms will measure approximately 156.4m² in total, with the rest of the public spaces approximating 938.6m². This is a healthy 64% increase from the Norfolk Street building, with the additional benefit of community rooms.

So, as planned in the design, people will have more spaces to enjoy the library and communicate without disturbing others. The work carried out on the James Cumming Wing to date has seen removal of asbestos and some internal demolition. This has prepared the way for building work to now commence. With Council and public support we are pleased to report the new library and community spaces project is now moving forward into the rebuild phase.

6. REPORT FROM PARKS AND RECREATIONS MANAGER *(Keith McRobie)*

General operations

The operations staff have been busy working on routine maintenance, including mulching gardens, grass mowing, and release spraying. There was an initial catchup period after the COVID level 4 lockdown but fortunately we had completed a round of mowing just prior to lockdown so were not too disadvantaged. The annual bedding and spring bulb displays are all looking good around the district and should hold until the end of the month.

Four staff have attended offsite and in-house Primary ITO block training and are making good progress towards the level 4/5 Amenity Horticulture qualification. The regional coordinator for PITO is very impressed with the high standard of course work being achieved by our staff. Three operations staff have completed wheels, tracks, and roller training and endorsement so that they can drive our small loader, making the teams more self-reliant.

Projects

Pukerau Cemetery: The work at Pukerau has continued with the Cemetery Support Trust. Some progress has been made with the entrance gate and fence repairs, the paper road entrance of the Catholic area has been shaped and the dish channel and culvert cleaned out, remedial tree work done and the holy tree removal will be completed this week.

Minor tree contracts: Work is well under way with a large portion of the Bannerman Park tree work completed. The removal of a line of Lombardy poplars has opened up an area in the middle of the park, and the form pruning and lifting of the Lime Tree row has significantly improved the look of the trees. Work was delayed on the other two small contracts because of the COVID 19 lockdown, however Delta are on site this week at Gore Cemetery removing six conifers and a damaged willow tree. This work is expected to be completed within the week.

The last contract to be completed by Asplundh is probably two weeks away and involves removal of dead and diseased flowering cherry trees, form pruning of beech trees and other additional works.

Replacement Play Equipment at Pukerau Domain: The new suite of play equipment has been installed either side of the COVID lockdown. We have concerns about the quality of some of the product installed and the workmanship of the installation team and have made an urgent request to have two items replaced and other installation faults remedied. Once the repairs are completed the Parks team will complete the installation of safety soft fall material and the playground edging.

Streets Alive surplus furniture: Approximately 40% of the former Streets Alive units have been placed in new sites, with the Pukerau SH1 layby, Gore Bike Park and Hyde Street/Riverside Park now completed. New platforms are being prepared for the remaining sites and it is anticipated that this work will be completed by the end of October.

Dolamore Park: Two barbecue shelters have finally arrived that were ordered in November 2020. These will be installed over the existing barbecues and the system livened up once completed.

One of the two track counters placed at Dolamore Park has been found to be faulty and under-recording usage, and is being recalibrated with some urgency so that accurate data can be provided going forward.

Gore Main Street trees: We have completed an information leaflet drop to all Main Street retailers and have had an information page loaded on the Council's website. The feedback has been largely positive and supportive of the proposals. The plan now is to remove the four trees in November and install new trees in February / March 2022. We have been working with the NZ Strata-cell provider around tree pit design and are in the process of finalising the detail.

As part of routine tree maintenance last month, the tree contractor discovered a large split on one of the main limbs on the oak tree in front of KFC. This necessitated an emergency road closure and the subcontractors using a bucket truck to remove the limb. Interestingly there was no concern about this tree when it was last accessed in 2017.

Community interaction

Interaction with groups, clubs, and organisations over the past month:

- Active Southland, consultation, and meeting attended
- A & P Joint Management Committee meeting attended and discussions with staff
- Southland Equestrian Park Trust, consultations and meeting attended
- Southland Rhododendron Group, consultation and meeting attended
- Gore Garden Club, meeting attended
- Pukerau Cemetery Support Group – consultation
- Hokonui Rununga, consultation and meeting attended
- Various subcontractor contact
- Various sports club interaction
- Discussions and liaison with various suppliers.

Collegial interaction:

- RA – Otago Southland Branch, consultation and attended MS teams meeting
- South Island Park Managers Forum – ongoing collegial dialogue and Zoom meeting.

7. REPORT OF THE DISTRICT ARTS & HERITAGE CURATOR (*Jim Geddes*)

Eastern Southland Gallery:

Exhibitions (Annual Plan KPI = 10 per annum)

Breakout Exhibition – Riversdale Arts (Croydon Aviation Heritage Centre)

Local Knowledge – Gregory O’Brien & Euan Macleod (Eastern Southland Gallery)

We expect to meet or exceed our KPI target for 2021/22

Events (Annual Plan KPI = 10 per annum)

Floor-talk – Gregory O’Brien

Sue Cooke – Lithography Masterclass

Sue Cooke – Schools Printmaking Workshops (x6) (cancelled due to Covid restrictions)

Old Hokonui – Book Launch & Distillery Unveiling (postponed due to Covid restrictions)

Arts Foundation of NZ/Creative NZ Roadshow (postponed due to Covid restrictions)

Eric Bogle in Concert (postponed due to Covid restrictions)

Attendances for events have been restricted in line with Level 2 directives, so all have been at maximum (albeit limited) capacity. We expect to exceed our KPI target for 2020/21.

External Loans from Gallery Permanent Collection

No current loans to other galleries or museums.

Talks, Tours and Education Programmes (Annual Plan KPI = 50 per annum)

A limited number of tour and special interest groups visiting our facilities between August and October. Our regular programme of talks to community groups and schools has been put on hold.

Gore Vintage Car Club, Gore Dinner Club, Hokonui Runanga

We expect to meet our KPI target for 2021/22.

Gallery Earthquake Strengthening

Complete – awaiting signage and vestibule fit-out.

MARUAWAI PROJECT:

Stage One – Moonshine Museum Redevelopment:

Summary to 14 October:

July: Distillery equipment installed, HVAC system commissioned.
Floor coverings in place.

August: Lighting installed.
Fit-out of food prep area completed.
Exterior site works completed.
Loading bay gates and fixtures installed.

- September:** Final interior paint finishes applied.
HVAC system fully commissioned.
Fire & Security systems commissioned.
- October:** Relocation of Gore Visitor Centre to front-of-house.
Temporary exterior signage installed.
Installation of audio visual and data infrastructure.
On-site display work in progress.

Concurrent to this work a range of off-site display fabrications are underway and the trust is developing additional lines of merchandise in readiness for eventual project launch.

VISITOR INSIGHTS REPORT



Tourism/Gore Visitor Centre Senior Consultant Renatta Hardy

SUMMARY

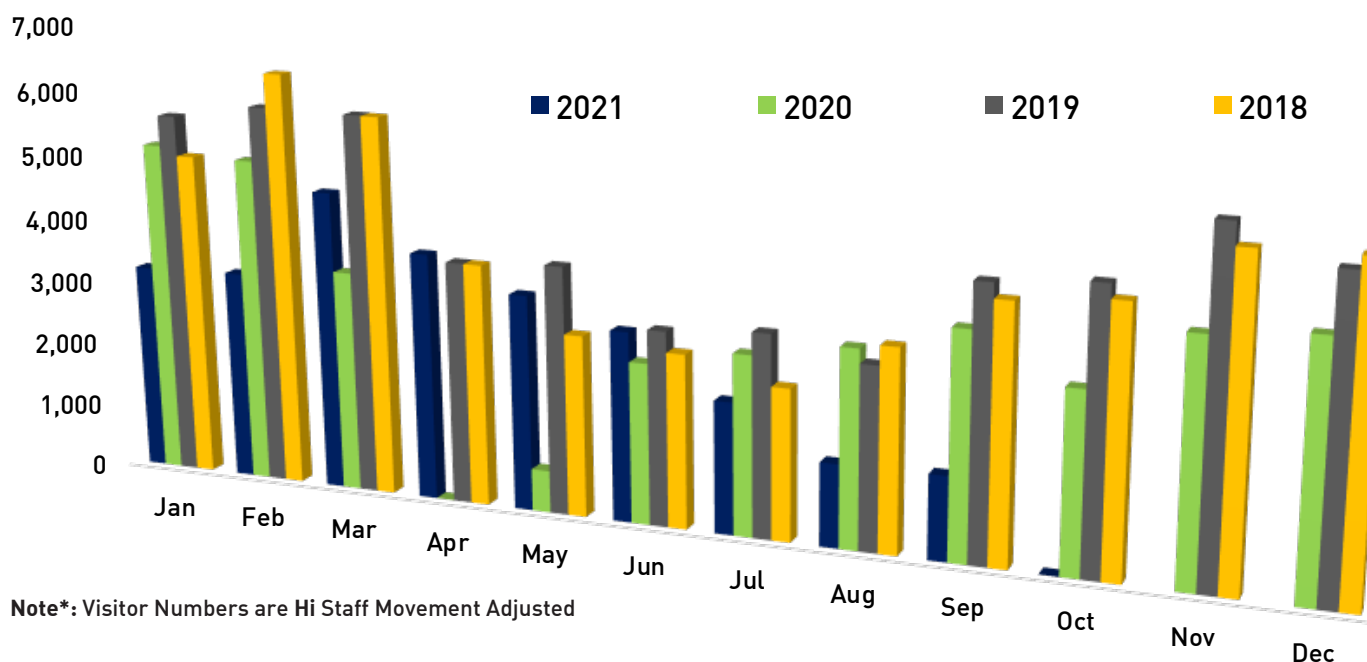
'Heart of Southland'

- As the Southland region remains at COVID-19 Alert Level 2, businesses in hospitality, tourism and events are struggling. The situation within the Gore District is slightly better.
- The Gore District saw an increase on domestic visitors post lockdown in 2020, and increased interest in New Zealand travel. In the last eight months, we have seen a renaissance of sorts for domestic tourism, supported by Tourism New Zealand domestic tourism research and marketing campaigns.
- Anecdotally, the lack of international visitors has not been too noticeable (apart from sales) due to the increasing number of domestic visitors. We have seen an increase in older New Zealanders travelling in motorhomes. A great example is the couple who arrived for Tussock Country and stayed in Gore for over three months.
- With the Delta variant and after the latest lockdown, there is anxiety the newfound desire by New Zealanders to explore their country will not be as strong as the first time around.

VISITOR CENTRE STATS

- For the period January 2021 to October 2021, the total number of visitors was **25,685**, down **0.9%** on the same period last year. The Gore Visitor Centre was closed from 18 August to 8 September during the last lockdown.

Gore Visitor Centre Visitor Numbers (Jan-Dec) month-on-month Comparison



SALES (Jan - Sep 2020/2021)

- The centre's gross income for Jan - Sep 2021 was **\$46,667**, which is down **8%** on the same period last year. Again, comparisons need to be taken in the context of the impact of the COVID-19 lockdown Aug-Sep 2021.

Interestingly, there have been increases in the sale of ticket bookings and Moonshine products.

- Moonshine Whisky Liqueur Chocolates **up 135%**,
- Interislander Bookings **up 148%**, and
- Bluebridge Cook Strait Ferry Bookings **up 363%**.

TOURISM ELECTRONIC CARD TRANSACTIONS (TECTs) YE AUGUST 2021

1 September 2020 – 31 August 2021 (12 months)

- Total visitor spend up ▲ **9.3%** to \$74 million
- Accommodation services spend up ▲ **21.6%** to \$2 million
- Cultural, recreational, and gambling services spend up ▲ **2.4%** to \$1 million
- Food and beverage serving services spend up ▲ **19.7%** to \$10 million
- Retail sales - other spend up ▲ **13.5%** to \$19 million
- Retail sales - alcohol, food, and beverages spend up ▲ **1.7%** to \$25 million
- Retail sales - fuel and other automotive products spend up ▲ **14.6%** to \$14 million
- Other passenger transport spend down ▼ **92.1%** to \$0.040 million
- Other tourism products spend up ▲ **11.8%** to \$4 million

FRESH INFO



Measures (ADP) all accommodation types in the Gore District Aug 2021

- Number of active establishments 6
 - Number of stay units 173
 - Average stay units per establishment 28.8 up ▲ from 28.7
 - Monthly stay unit capacity 5.4K
 - Available monthly stay unit capacity 3.9K up ▲ from 2.9
 - Percentage of stay unit capacity available 71.9K up ▲ from 54.8
 - Stay unit nights occupied 1K down ▼ from 1.2K
 - Capacity utilisation rate 19% down ▼ from 21.7%
 - Occupancy rate 26.4% down ▼ from 39.6%
 - Total guest nights 1.6K down ▼ from 1.9K
 - Domestic guest nights 1.5K down ▼ from 1.9K
 - International guest nights 102 up ▲ from 34
 - Guest arrivals 758 down ▼ from 1K
 - Average guests per stay unit night 1.6 days -down ▼ from 1.7 days
 - Average nights stayed per guest 2.1 day up ▲ from 1.9
- The Gore District's accommodation occupancy rate for August 2021 was **26.4%**, up **39.6%** on the same period last year. There was an increase in the average night stay per guest to 2.1 nights.
 - COVID-19 lockdown Alert Level 4 was one of the contributing factors.

VISITOR FEEDBACK/MEDIA ARTICLES

GORE VISITOR CENTRE



4.5 ★★★★★



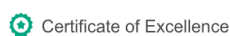
Zoraia Garcia

1 photo



★★★★★ 2 months ago

GORE VISITOR CENTRE



New Premises - It's out with the old and in with the new 29 September 2021

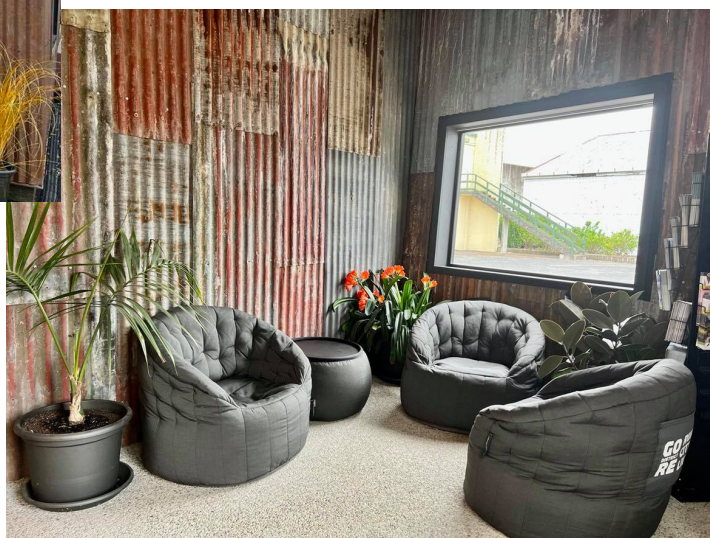
The Gore Visitor Centre is now open in the revamped Hokonui's Moonshine Museum, with all usual services on offer.

The Hokonui Moonshine Museum and new distillery are still work in progress. Watch this space, and we'll let you know when they open to the public.



The Gore Visitor Centre Entrance

The Gore Visitor Centre Foyer



Sources: Total Spend in NZD Figures for Year End August 2021 TECTs (Tourism Electronic Card Transactions) | ADP Stats NZ Accommodation August 2021
Vend GoreNZ Shop Jan-September 2021 | Gore Visitor Centre FootPrint Counter September 2021

The Tourism Electronic Card Transactions (TECTs) data is provided by Marketview, which use a base of Electronic Card Transactions (ECT) spending from the Paymark network (approximately 70% of total ECT spend) to estimate total ECT spend. Despite some limitations, currently, the TECTs are the best available measure for tracking tourism spending in New Zealand amidst the COVID-19 border restrictions.