

# Community Services Bulletin July 2023

### 1. REPORT OF THE DISTRICT ARTS & HERITAGE CURATOR (Jim Geddes)

### Visual arts initiatives Exhibition programme

Our major Gallery presentation for June and July was **Bryan Poole**: **New Zealand Native Botanicals** coupled with a celebration of still life images entitled **Wall Flowers**. These were sourced from our permanent collection and both exhibitions were staged in tandem with the centennial of the Royal New Zealand Institute of Horticulture. Costs were covered by a generous donation from **The Deane Endowment Trust**. August's exhibition calendar includes the ever-popular **Eastern Southland Embroiderers Guild Biennial Exhibition** and a special showing of **Songs of the Land** – a guitar themed exhibition by **Janet de Wagt**. This showing will be augmented by some small guitar themed concerts. A full Gallery exhibition and project programme is in place for the remainder of 2023 and preparations are underway for a display refit and some major exhibitions for the Gallery's 40<sup>th</sup> anniversary in 2024.

Exhibitions at the Croydon Aviation Heritage Centre for this period included the **St Peter's College Student Art Exhibition** and **Fly into Spring** by **Marta Brash.** 

### Loans from the permanent collection

Thirty works from the Gallery collection that span artist Marilynn Webb's connection with Southland are on loan to Dunedin Public Art Gallery for the purpose of a major retrospective exhibition and publication. An additional work by Denis O'Connor has been borrowed for a major show at the National Maritime Museum.

### 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 the display development is a fundraising momentum which has successfully garnered just over \$100,000 from community agencies and individuals. This has helped replenish the 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 now have a largely completed building. Work is proceeding at a pleasing pace with interior lining, painting and floorcovering work completed. Electrical and HVAC service installation is also largely complete. The main toilet block and kitchen is at the point where only minor fittings are now required.

Planning for the fit-out of internal exhibition spaces is continuing and this process has been assisted by the potential of the neighbouring Win Hamilton Wing and former library building to house back-up working space, auxiliary archive, and research facilities. Exterior work is largely complete and the area 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 enjoyed a good number of tours, special interest groups, school parties and community organisations over the past few 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 with Stage Two display scenarios, and our many forthcoming education programmes, studio projects and community interactions.

### Sample of community talks, tours and engagements (April/May)

Gore Main School (x 2), Tussock Country Writers Night, Toitu Otago Settlers Museum, Ashburton Art Awards, Gore Women's Club, Riversdale Arts, Invercargill Fellowship Group Tour, Hokonui Fashion Design Awards Function, Hokonui Moonshine Museum Funders Event.

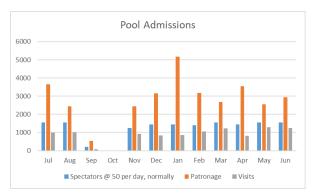
### Meetings and representations

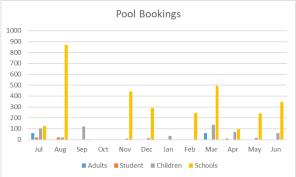
Hokonui Runanga, Southland Regional Heritage Committee, Gore High School, Tussock Country Music Festival, Riversdale Arts, Hokonui Fashion Design Awards, Community Trust South, Southland Museum & Art Gallery, MBIE.

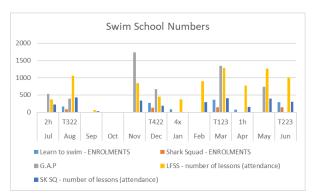
# 2. REPORT FROM AQUATIC SERVICES MANAGER (Martin Mackereth)

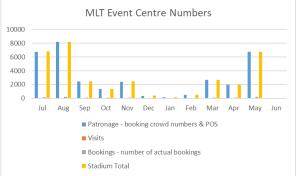
## Admissions to the Gore Multisports complex

GORE MULTISPORTS COMP GORE AGUATIC CENTRE MET EVENT CENTRE  KE SPORTS		Ç Fa	acilit	y use	er nu	ımbe	ers ar	nd in	form	atior	າ 202	2/20	)23
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2 11	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	31	30	298
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	1550	1550	14950
Patronage	3666	2447	528		2442	3153	5171	3168	2690	3549	2543		32302
Visits	999	1002	76		925	836	860	1051	1233	824	1287	1244	
Sub-Total	6215	4999	804	0	4617	5439	7481	5619	5473	5823	5380	5739	57589
Bookings	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Adults	59				2				61	10			132
Student	22	22										4	48
Children	102	21	123		8	12	36		135	72	16	59	584
Schools	126	870	6		444	292		246	493	95	242	344	3158
Sub-Total	309	913	129	0	454	304	36	246	689	177	258	407	3922
													0
Pool Total	6524	5912	933	0	5071	5743	7517	5865	6162	6000	5638	6146	61511
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		288	1251
Shark Squad - ENROLMENTS		84				135			143			140	502
G.A.P	535	400			1736	675			1347		737		5430
LFSS - number of lessons (attendance)	372	1060	61		838	455	373	900	1289	778	1267	998	8391
SK SQ - number of lessons (attendance)	220	429	25		340	189		292	411	161	400	300	2767
Swim School Total	1127	1889	86	0	2914	1319	373	1192	3047	939	2404	1298	16588
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	2013	6730		33609
Visits	15	32	1	2	10	12	7	4	2	1	15	5	106
Bookings - number of actual bookings	159	217	91	86	119	15	9	33	117	98	210		1154
Bookings - number of actual bookings  Stadium Total	159 <b>6783</b>	217 <b>8190</b>	91 <b>2477</b>	86 <b>1373</b>	119 <b>2429</b>	15 <b>362</b>	9 <b>145</b>	523	2669	98 <b>2014</b>	210 <b>6745</b>	5	
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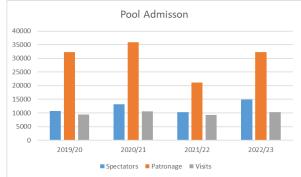


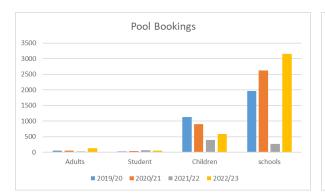


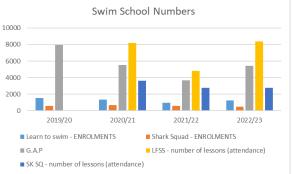


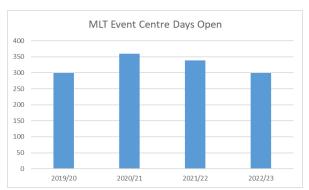
### Gore Multisports financial year usage comparrisons

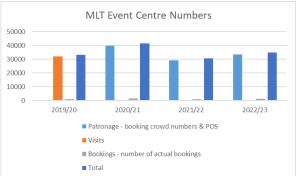


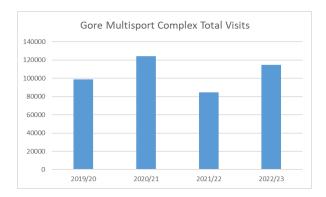












From the comparisons above, it shows that the facility tracked very well over the last financial year. Despite the totals being lower than the 2020/21 year, and the spring clean maintenece shut down of six weeks, we were on target to have an improved year on the previous year's data.

### **Current challenges**

### Staffing

We still face the challenge of getting staff. As mentioned in previous reports, we are not alone and as can be seen and heard from many other sectors across New Zealand, it is impacting every industry. 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 lifeguarding and swim instruction. 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 often in other employment. I have talked to others in the industry and training space around this issue and the biggest challenge is it would potentially require a law change, so we are keen to keep the conversation going.

In recent weeks, we have had several staff head off to other parts of the country. The bonus for them is that we have found them work in the towns they are heading to. We have also had one staff member leave due to health reasons. This has put more of a strain on the remaining team and was why we have had to restrict hours at the Aquatic Centre.

### **Operational** issues

The main operational issues are in the staff space. We are working with Communications and People and Culture to try a new approach to attracting and

hiring staff. The Closing the Gaps staff have also been working with me and we have had two students employed through this scheme which has been fantastic. The team has been amazing to work with.

The challenge in the staff space is not through the team leads, but more through the lifeguard area. It is often seen or visualised as a transitional workspace, rather than a permanent job, so we need to work on that messaging.

We have also had the challenge of team members affected by ill health, which has meant they have needed time off to support partners and family. This has also created a challenge, however the team members affected have been extremely thankful with the support from the Council. By all accounts, the health outcomes have been amazing, with extended hospital time and recovery time needed.

### Potential impact of recession

As an industry we are reliant on discretionary income, this means with the projected recession and its affects will potentially affect our operational income. We are aware of all the current challenges on families from cost of living to the pending recessions and all of these have a direct impact on our facility usage. The main areas affected are 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. This has been delayed slightly. We will take the opportunity to sit down with the IT team and look at all our needs and systems to see what we can implement in a better, more future proofed way. Also, whatever we install needs to consider the process of how this impacts other teams such as IT, so I am looking forward at progressing this soon.

### **Facility interaction**

### Interaction with groups, clubs, and organisations

- Club H&S induction in the MLT Event Centre is an ongoing process as we have had new users coming in to use the event centre. We are about to transition into the summer groups coming through starting with touch rugby.
- Met with Recreation Aotearoa and looked at how we can work in the disabilities space. I am now part of a working group from around the country.
- Came in as an adviser to the Active Southland pool hui. This is a group of all
  the local community pools around Southland. We are working to see how we
  can help strengthen what we have Southland wide and share knowledge and
  help solve problems together. I have been to help at Riversdale Pool and given
  advice to Edendale and Te Anau pools.
- Due to the extra work that we completed with the shut down work, we missed out on replace the starting blocks as these were more of a "nice to have". I have been in contact with the swimming club and have discussed the possibility of getting blocks sponsored. This is still being worked through.

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

### Gore Library Māori artworks

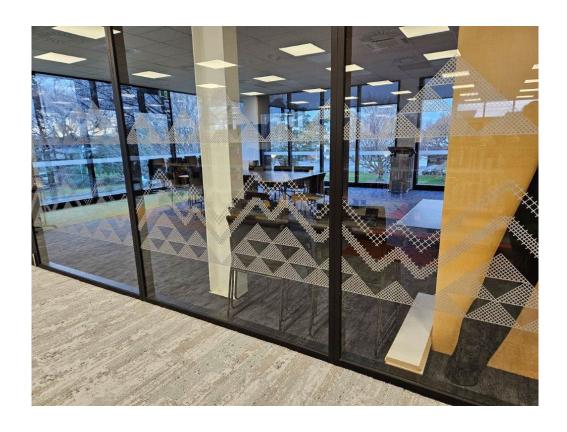
The artwork project, funded through Better-Off funding, is now completed. There was a delay due to the first version of the backlit panels being of an unsatisfactory standard. The refabricated panels were installed in July 2023. The project involved many people:

- Hokonui Rūnanga responsible for steering the project.
- Tuatahi Creatives, Queenstown based artists/designers.
- Two different companies for fabricating versions 1 & 2 of the panels (v.1 being deemed unsatisfactory after installation)
- Signage specialist for the Hokonui Hills design decal on the interior glass walls and the Mahinga Kai interpretation panels
- GDC staff Library and Eastern Southland Gallery staff.
- Signal Management orchestrated the project when it required scaffolding and contractors.
- Contractors for installation, electrical work scaffolding and transport of the panels from the North Island to Queenstown to Gore.

This project, valuable in itself, was also an opportunity for the library to work closely with Hokonui Rūnanga representatives. For instance, their Te Reo specialist held a session with library staff to model and practice correct pronunciation of the Te Reo room names and signage translations. We intend to grow this connection by working-together in the future.











### Statistical trend comparison for the years 2021-22 and 2022-23

### **Gore visitor numbers**

2021-22 46,642 **→ 2022-23 49,133** 

The increase is despite being closed for the guarter from Jan-March 2023

### Mataura visitor numbers

2021-22 14.969 **→ 2022-23** 18.931

This increase reflects that people were motivated to visit Mataura Library when Gore was closed.

### Gore issues

2021-22 67,016 **→ 2022-23 71,399** 

Again, we see an increase despite being closed from Jan-March 2023

### **Mataura** issues

2021-22 7.751 **→ 2022-23** 9.586

This increase is due to Gore people borrowing from Mataura when Gore was closed.

### eBooks and eAudiobooks loans

2021-22 6,817 **→ 2022-23 8,252** 

### eBooks and eAudiobooks collection size

2021-22 23,215 **→ 2022-23 35,141** 

The pattern is that eLoans continue to increase. The member libraries of the two consortia Gore Libraries belong to have all increased contributions to improve selection for all borrowers. Bolinda has recently added magazines to its collections. This somewhat makes up for the cessation of PressReader which was NZLPP funded and is now not available.

### **Gore and Mataura events**

2021-22 34 events, 532 attendees → 2022-23 116 events, 2,039 attendees

### **APNK computer sessions**

2021-22 3,610 **→ 2022-23 4,483** 

### **APNK Wi-Fi logins**

2021-22 16,713 **→ 2022-23** 18,157

### Library meeting rooms

Both Gore and Mataura library meeting rooms are well-patronised. Almost all use to date is for community or library events/meetings and as such are not charged. The \$30 hourly fee as set by the Council has been used for the Hokonui Ruma Hui for feecharged events.

### Library as a meeting and activity place

As well as the meeting rooms Gore Library is becoming known as a place to meet. On a recent Sunday afternoon, the Embroiderers' Guild set up embroidery together in the downstairs seating area and welcomed people interested in their craft. It is positive to be able to offer a place for people to use their library in this way, especially on a cold winter's day.

### School holidays

The libraries offered a programme of activities in the July school holidays and this drew a huge attendance in Gore Library. Story Time, Brick Time, and Craft Time drew large numbers who were easily accommodated in the Children's Activity Room, while families could spend time with their children in the carpeted area in front of the windows. Even at such busy times, adults were able to find reading, study or reflective spaces away from the hubbub.

### Talks and tours

Demand for talks and tours of the new library have not slowed down. This is a very good opportunity to welcome people to their library and meet staff. Comments have been 99% favourable. Of note, staff have had opportunity to explain the building funding model to individuals who incorrectly suppose the entire cost was on the ratepayer, and to address any access or other issues they might have.

School classes are making use of both libraries, some booking time with the Youth Librarian, some coming for an occasional visit and others a weekly visit.

### Staff

Two vacant Library Assistants roles were filled in May and June – one full time permanent and one full time 12 months fixed term. The Library Manager role has also been filled with the new Manager due to start in October.

### 4. REPORT FROM PARKS AND RECREATION MANAGER (Keith McRobie)

Due to an exceptionally wet winter, the Parks and Reserves staff faced challenges in carrying out project works. Nevertheless, maintenance activities, such as sucker removal from street trees, mulching, and pruning of perennials and shrubs, continued as planned.

Following is an update on some of the ongoing and future projects:

### **Gore Gardens**

The rejuvenation work in Gore Gardens progressed, focusing on the removal of overcrowded trees, dead trees and old stumps. We addressed the issue of exposed tree roots, poor grass cover and compacted soil along the northern Fairfield Street inner berm end by adding topsoil and compost. In the upcoming month, we plan to infill plant this area with camellias, rhododendrons and hardy perennials. Additionally, we replaced the weeping roses in the round beds with new pillar roses, a concept that suits small round beds and adds interest to that part of the gardens.

To preserve the aviary elm, we will install static web and cable bracing, recommended by our arborist contractor. Other deciduous trees in the lower gardens will also undergo dead wood removal and form pruning to allow more sunlight into the aviaries.

### Playgrounds and structures

We are currently working on the Hamilton Park and Hamilton Street playgrounds. Due to unfavourable ground conditions and contractor commitments, there have been slight delays.

At the Ardwick playground, the 3 Waters pipe replacement work is complete, but reinstatement works will be postponed until the ground conditions improve. We plan to reposition the basket swing slightly and add a single all abilities spinner nearby. Moreover, new picnic tables and bench seats will be installed to enhance our most popular destination playground.

### Bannerman Park

We are forming several new tracks in the upper Bannerman Park area to connect existing tracks and create a link for the former "track to nowhere." Simultaneously, we are working on drainage improvements to redirect surface water and springs from the lawns and gardens into Bannerman Creek.

Furthermore, we have planted additional fruit trees, including pears and four varieties of feijoas, in the upper garden orchard area. Additionally, the Gore Garden Club planted an English Oak in the daffodil dell to commemorate King Charles.

### **Cemeteries**

At the Charlton cemetery, drainage work is ongoing, with a new open drain installed behind the hedge to direct runoff from the hill into the existing drain lines. We hope to mole plough and vibramole as much of the cemetery as possible during the summer to improve drainage.

### Tulloch Park Stage 2 development

The proposed Tulloch Park development is progressing slowly. We have had positive dialogue with the Horowhenua District Council, who recently completed a similar park development at Jubilee Park in Levin.

We are still awaiting the outcome of the TIF funding application and plan to submit an application to the Lotteries Community Facilities fund this month. Once we receive the outcomes, we can proceed with the planning and implementation of the physical works

### Community engagement

We have been actively engaging with various groups, clubs, and organizations, including attending consultations, workshops and meetings. Notably, we met with members of the Mataura Community Board to discuss the siting of a baby memorial statue and garden, which was donated back in 2007.

### **Purpose**

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

### Kāhui Whetū

July saw the delivery of our Matariki event, Kāhui Whetū, in the Gore Gardens. While the weather didn't put on its best show for us, the rain did little to deter the crowds and we had an estimated 2,500 people join us throughout the event. This estimate is based on talking to our food vendors. We had 13 food vendors, three fundraisers, four entertainers and two kids' activities available.

Post-event we put a feedback survey link on social media to find out what the public liked and what

they would like to see improved. We had 39 respondents who gave the event an overall rating of 82 out of 100 for enjoyment.

The lights were the most popular aspect of the event, receiving a score of 79.49% for attendees' favourite activity. Food trucks came second highest, with a score of 7.69% (plus an additional comment in the 'other' category).

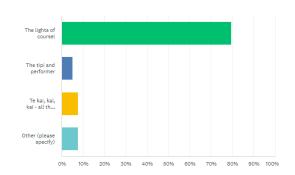
Following this, we asked what attendees would like to see more of. Lights again ranked highly with 21.62% of people identifying this as something they would like to see improved, with another 21.62% suggesting they would like to see more activities.

Comments suggested more covered seating areas for people to relax and enjoy food, as well as increased children's activities and more performers to watch.



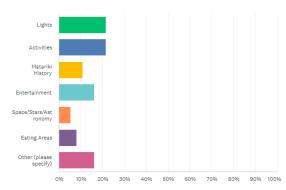
What was your favourite activity at Kāhui Whetū?

Answered: 39 Skipped: 0



What would you like to see more of?

Answered: 37 Skipped: 2



Most attendees heard about the event through social media, which includes Facebook and Instagram.

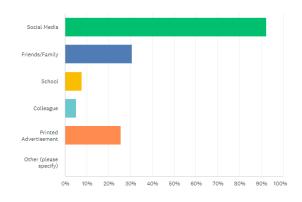
This is a positive outcome and shows the work we have been doing to make our Facebook events more engaging and reaching to a broader audience is working.

The majority of our attendees participated with family members, which was visible on the evening and within our survey responses. Interestingly, the survey identified more solo attendees than those who came with friends, and none came with colleagues.

Overall, we were exceptionally pleased with the progression from last year's inaugural event and based on feedback, we now have many ideas of where to take the event carrying forward.

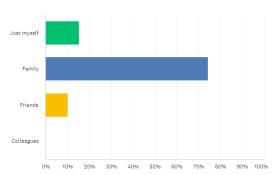
How did you hear about this event?

Answered: 39 Skipped: 0



Did you attend this event with someone?

Answered: 39 Skipped: 0



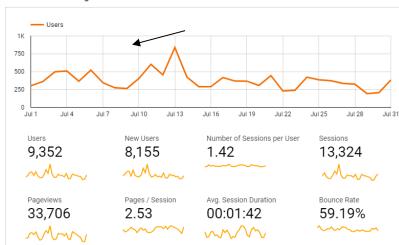
### 6. REPORT FROM THE DIGITAL COMMUNICATIONS SPECIALIST

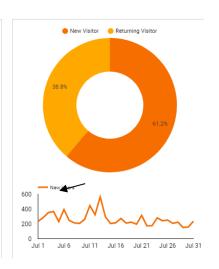
### **Purpose**

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 – corporate Website

Your audience at a glance





We can see a significant spike in website visitors on Thursday 13 July (838 users, 2,140 page views), which coincided with the Gore Ward by-election progress and preliminary results announcement, new school term hours for the aquatic centre, and Kāhui Whetū.

The top three most popular pages for July reflect these stats accurately:

- 1. Property search
- 2. Gore Aquatic Centre
- 3. Gore Ward By-election

What our audience used to access our website:

- 48.7% mobile
- 49.3% desktop
- **2%** tablet

MyGore accounts: 785

### **Antenno**

Subscribers – 2,371, which is steadily increasing.

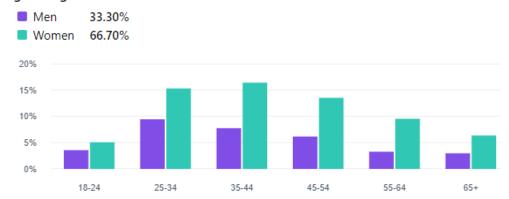
The team has also started an education-based campaign around Antenno, including how neighbouring agencies such as Environment Southland, Emergency Management Southland and Fire and Emergency Southland (FENZ) have also joined the platform and our existing database.

It is important to let our customers know what they can expect from us, how to tailor their topics and ensure they receive relevant information, and how to report issues directly to us.

### **Facebook**

GoreDC currently has **9,480** followers. A breakdown of the demographics of these followers as attached:

### Age and gender



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

- Kāhui Whetū event images
- Aquatic centre change in hours information
- Helping our animal management team with a lost dog, Miss.

The analytics show our audience enjoy seeing a range of content on our platforms.



### Instagram

@goredistrictcouncil has 384 followers.

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

### YouTube

@GoreDC has 516 subscribers.

### Digital statistics – tourism

### Website

The top three most popular pages in July on <a href="www.gorenz.com">www.gorenz.com</a> were:

1. Māruawai Matariki celebration (local event)

- 2. Events calendar
- 3. Events

It is great to see our community using our tourism website to find exciting local events and things to do in our patch as opposed to going elsewhere.

### **Facebook**

GoreNZ currently has **4,118** followers, which is a 14.2% increase from this time last year.

We have seen success with reach and engagement through testing a new strategy. It involves sharing aesthetically pleasing images from around the District by local photographers and staff, and some local history.

Previously, content was quite localised and 'on-the-ground' and catered more to followers living here now. We are putting more focus on content *all* followers can enjoy, whether they live here now, 20 years ago, have family here, or only just briefly visited or perhaps never visited at all.

	Giving Rural City Living a new meaning the bright lights of our fabulous town Source Vou can read all about our unique district on our website, www.gorenz.com/our-stories Taken from Mountain Road by Shepherd Photos Wed, 28 Jun	Post reach 16,939	Engagement 1,219
	Sgt Dan looking as cool as ever one evening this week 😍 If you haven't already read his feature on our tourism website, here's the link: www.gorenz.com/our-stories/our-stories P.s There's lots of other cool stuff about our District on the website as well, check it out while you're there!  Wed, 31 May	Post reach 15,689	Engagement <b>765</b>
	Mataura is a town shaped by industry. How stunning was this winter morning looking up the falls! $\heartsuit$ Fri, 7 Jul	Post reach 12,906	Engagement 978
が見る	Has anyone experienced a white Christmas in Southland? 💝 💿 This week's chilly mornings are a reminder winter has arrived, but not as cold as this DECEMBER in 1965! 📾: Main Street Gore - Dwane Carey Collection Fri, 16 Jun	Post reach 12,545	Engagement <b>1,494</b>
	Stunning views this evening between Gore and Mataura 📤 🐎 Wed, 7 Jun	Post reach 12,329	Engagement 860
10 1 10 1	Discover the beauty of Gore at night, where even the street lamps twinkle like stars $?$ © Gore's traffic bridge / SH1 above the Mataura River. 📾: Tony Shepherd - Shepherd Photos Wed, 10 May	Post reach 11,299	Engagement <b>785</b>
	How beautiful was our sunrise this morning! • Shepherd Photos captured this on his way to work, love it! Wed, 19 Jul	Post reach 10,112	Engagement 929
77.	A blushing Matuara River saying goodnight to the Hokonui Hills $\displayskip$ Photo cred to Charlie O'Brien photography - another sunset stunner!  Thurs, 4 May	Post reach 8,540	Engagement <b>641</b>
	Behind one of Gore's more well-known 20th-century buildings can anyone guess which one? 🏠 🖣 Wed, 26 Jul	Post reach 6,756	Engagement 1,907

### Instagram

GoreNZ currently has 1,400 followers.

### 7. REPORT FROM GORE VISITOR EXPERIENCE MANAGER

### **Visitors**

The standard tourism seasonal decline began last month and is now at its peak. Low visitor numbers were recorded through late June into July. With a steady decline in customers, it was decided to close the visitor centre on Saturdays. It is expected the visitor centre will resume Saturday trading in mid-September.

The Visitor Centre received a 98% approval rating in the recent Annual Residents' Satisfaction survey demonstrating it fills a need for the local community as well as visitors. Enquiries previously handled by the Gore Citizens Advice Bureau are not uncommon.

Intercity bookings increased this month to 16 bookings compared to 11 in June. This is likely attributable to the end of term two school holidays.

Visitor centre staff are regularly asked about public transport options. At present, Intercity and Catch-a-Bus South are the only public transport providers passing through Gore. However, there is limited options for customers.

The lack of public transport, both in local terms and for those wanting to travel north, is an issue for our community.

### Sales

Gore Visitor	June 1 – June 30	July 1 – July 31			
Centre					
Number of sales	110	95			
Items sold	339	208			
Revenue (incl gst)	\$5847.61	\$4457.92			
Revenue change %	Up 93% on same period 2022	Up 8% on same period 2022			

### **Staffing**

All Visitor Centre staff now have their Liquor Control qualification and, in due course, can apply for a Duty Manager's Licence. This is necessary as staff are front of house for the Hokonui Moonshine Museum, which is an Off Licence premises. The result will mean staff no longer need to be paired with a duty manager, which gives flexibility to the roster.