

SLA REPORT	TO	Pam Balt	<input checked="" type="checkbox"/> For Information <input type="checkbox"/> For Approval <input type="checkbox"/> For Action <input type="checkbox"/> For Recommendation
	FROM	Tairua Information & Community Services Society Inc / Manager: Samantha Taylor	
	DATE	15/02/20176	
	SUBJECT	SLA Report	

This report is for the period ending 31st October 2016

Report Requirements;

1. Comment on the services provided as detailed in Objectives and Measures (clause 3.3) of the Service Level Agreement; and
2. Comment on the current or anticipated issues which the centre considers may impact on the delivery of outputs delivered or outcomes achieved.

1. Comment on services provided

Objectives and Measures (cl 3.3)	Comments
<p>Operating hours</p> <p>Centre to operate 7 days per week. (Open a minimum of 48hrs per week) between 1 October - 28 February the following year. From 1 March to 30 September each year the Recipient may determine the hours of operation that best accommodate visitor demand;</p>	<p>The centre is and has been open 7 days a week throughout the past reporting period and we have been available to the public from 9am – 5pm weekdays and 10.00am – 1.00pm weekends and public holidays. The hours will be increased in the next reporting period for the summer.</p>
<p>Staff</p> <p>Ensure at least one appropriately trained employee is operating the centre at all times.</p>	<p>Our centre runs with one paid Manager. All other staff are volunteers. Rowena has left our centre and has been replaced by me, Samantha Taylor. I work Monday-Friday and on weekends when required. I have spent a lot of time training new volunteers and making sure old ones are confident in what they are doing. Up-skilling is encouraged and well supported. Our staff are well informed.</p>
<p>Information Sharing</p> <p>1. Provide visitors with local information via multiple mediums (including verbal, electronic or print) to facilitate tourism and generate revenue;</p>	<p>Our centre prides its self on a ‘nothing is a problem’ attitude. What we don’t know we find out. Our centre offers various forms of information booklets, flyers, and promotional material. All staff have access to the internet and use it to research and locate information for customers. Staff are encouraged to build rapport with customers and to establish their needs and ways of encouraging them to stay in the area and use the services and facilities.</p>

<p>2. Utilisation of Council information (including provided via Council e-newsletters) to keep up-to-date on current matters and disseminate such information to visitors;</p>	<p>Volunteers are encouraged to utilise the Council’s website for any Council related queries they have. Alternatively, they are aware of and automatically call customer services if there are questions they are not able to answer.</p> <p>E-newsletters and any council related matters are also available in hard copy for our volunteers to be aware of. We make sure we know all the basic details of local services like rubbish pick up, dump hours etc.</p>
<p>Local Events</p> <p>Centres must provide an area to display posters of upcoming local events and information</p>	<p>We oversee both the community notice boards where we display all upcoming community events and other local information. We also display the notices in our front window and speak weekly on the radio about community events.</p>
<p>Booking Services</p> <p>Provide booking services for local and district accommodation, attractions activities, tours and local transport</p>	<p>We provide options and bookings for all local tours, attractions and accommodation. We are continuously researching for more providers and options in these areas. We are also booking agents for Intercity, Naked bus and Go Kiwi Shuttle for the Peninsula and beyond. Staff are encouraged to continually up skill and research. We are also continuously building new relationships with new tourism providers.</p> <p>We organise famil’s where ever possible as we know how much easier something is to promote when it has been personally experienced.</p>
<p>Promote Local Area</p> <p>1. Promote the Tairua area and the wider Coromandel Peninsula via correspondence, promotional material, and other relevant mediums;</p> <p>2. Maintain and make available a database on facilities within the area for general public use (e.g. halls for hire, wedding venues, conference facilities, social services, sports & recreation groups, places of worship, service and community groups, education providers);</p>	<p>We are constantly sharing what’s going on with our locals and visitors. We utilise social media as much as possible. We have recently set up a monthly newsletter via mail chimp. Our ‘Local advertiser’ recently wrote an awesome article about the Information Centre, explaining what we do and how we are here to help. We have recently secured the domain name ‘Tairua.co.nz’ and are in the process of building a new town website and making a new town brochure. We also are working very closely with the Tairua Business network & Residents & Rate payers association.</p>

	<p>We have information available on all local facilities and these include halls (we are the booking agent), wedding venues, sports and recreational groups, community groups, educational providers. Staff are able to inform and direct visitors and residents in the right direction. We have recently funded an updated booklet on all the local groups, clubs, and activities in Tairua/Pauanui.</p>
<p>General</p> <p>1. Support and promote any local initiative that will build on the TCDC's vision that "the Coromandel will be the most desirable area of New Zealand in which to live, work and visit"</p> <p>2. Network with and support other visitor information centres within the region wherever practicable</p>	<p>Myself and all our staff are incredibly passionate about Tairua and its surroundings. We love installing our knowledge and enthusiasm on anyone that walks In the door, whether they be a tourist or a local.</p> <p>We actively promote all that our area has to offer. Being on the gateway to the eastern sea board we are at a great vantage point, and love being able to plan people journeys whilst on the Coromandel but also further away. So often they have come straight off the plane and we are their first contact.</p> <p>We really want to make an effort to have more contact with the other information centres, but in particular the three local ones.</p> <p>We will have quarterly meetings where we share our ideas and report on wins and losses. We also communicate with each other when we need to.</p>

3. Anticipated Risks & Issues

- Our building is in the process of being sold. We are actively searching for other options. More to come in this matter in the next report

4. Any Other Issues

- We are pushing for more locals to use our centre. We want to be the base where people come and can ask anything and we have the answer
- We are noticing a considerable increase of numbers of international visitors to Whangamata and The Coromandel over the past 2 months.