



UNCONFIRMED MINUTES

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Minutes are provided on the strict understanding that all terms whether deemed expressed or implied do not purport to record the proceedings of the Airport Committee until confirmed by resolution of the Town of Port Hedland Airport Committee.

Town of Port Hedland

MINUTES

OF THE

AUDIT AND FINANCE COMMITTEE

OF THE TOWN OF PORT HEDLAND COUNCIL

HELD ON

MONDAY, 2 DECEMBER 2013

AT 3:30PM

IN COUNCIL CHAMBERS

McGREGOR STREET, PORT HEDLAND

“A nationally significant, friendly city, where people want to live and are proud to call home”

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*M.J. (Mal) Osborne
Chief Executive Officer*

Terms of Reference*Aim/Purpose:*

The Audit and Finance Committee objective is to assist the Town of Port Hedland Council in liaising with the auditor and overseeing the external audit function and promoting the transparency and accountability of Council's financial management systems and reporting

The Audit and Finance Committee has been established in accordance with Part 7 of the Local Government Act 1995 to:

1. liaise with the Auditor(s) to assist Council in carrying out functions in relation to external audit, including liaising with the Auditor and develop a process for selection and appointment of a person as the Auditor.
2. receive Quarterly Budget Review Reports;
3. recommend Donations as per Council's Policy;
4. receive Quarterly Financial Reports on all of the Town of Port Hedland's Managed Community Facilities;
5. review and suggest improvements to Risk Management within the organisation; and
6. assist the organization in the development of an internal audit program.

Quorum:

The quorum for the Committee be a minimum of 50% of its membership.

*Membership:***Elected Members:**

Mayor Howlett

Councillor Jacob

Councillor Butson – Deputy Presiding Member

Councillor Van Vugt – Presiding Member

Deputy Members:

Councillor Daccache

Councillor Gillingham

Councillor Hooper

Councillor Hunt

Councillor Taylor

Councillor Melville

Meeting Frequency:

As and when required.

Delegation:

The Town of Port Hedland Council provides delegated authority to the Audit and Finance Committee to meet annually with the Town's auditor(s) as required by Section 7.12A(2) of the Local Government Act 1995.

Tenure:

Ongoing

Responsible Officer:

Director Corporate Services

*(Adopted by Council at its Ordinary Meeting held 16 November 2011.
Amended by Council at its Ordinary Meeting held 23 October 2013.)*

OUR COMMITMENT

To enhance social, environmental and economic well-being through leadership and working in partnership with the Community.

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ITEM 1 OPENING OF MEETING**1.1 Opening**

The Presiding Member declared the Meeting of the Audit and Finance Committee open at 3:31pm and acknowledged the traditional owners, the Kariyarra people.

ITEM 2 RECORD OF ATTENDANCE**2.1 Attendance***Elected Members*

Councillor Van Vugt – Presiding Member
Councillor Butson – Deputy Presiding Member
Councillor Gloria Jacob

Officers

Mal Osborne	Chief Executive Officer
Russell Dyer	Director Engineering Services
Eber Butron	Director Planning and Development
Gordon MacMile	Director Community Development
Clare Phelan	Director Corporate Services
Grace Waugh	Governance Officer/ Minute Taker

2.2 Apologies

Nil

2.3 Approved Leave of Absence

Mayor Kelly Howlett

ITEM 3 RESPONSE TO PREVIOUS QUESTIONS - ON NOTICE**3.1 Questions from Public at Audit & Finance Committee Meeting held on Monday, 11 November 2013**

Nil

3.2 Questions from Committee Members at Audit & Finance Committee Meeting held on Monday, 11 November 2013

Nil

ITEM 4 PUBLIC TIME

IMPORTANT NOTE:

'This meeting is being recorded on audio tape as an additional record of the meeting and to assist with minute-taking purposes which may be released upon request to third parties. If you do not give permission for recording your participation please indicate this at the meeting. The public is also reminded that in accordance with Section 20.3 of the Town of Port Hedland Local Law on Standing Orders nobody shall use any visual or vocal electronic device or instrument to record the proceedings of any meeting unless that person has been given permission by the presiding member to do so'.

Presiding Member opened Public Question Time at 3:33pm.

4.1 Public Question Time

Nil

Presiding Member closed Public Question Time at 3:33pm.

Presiding Member opened Public Statement Time at 3:34pm.

4.2 Public Statement Time

Nil

Presiding Member closed Public Statement Time at 3:34pm.

ITEM 5 QUESTIONS FROM MEMBERS WITHOUT NOTICE

5.1 Councillor Butson

In regards to the Audit & Finance Committee Community Member, how were all applicants scored?

Director Corporate Services advised that the expression of interest notice required applicants to submit a curriculum to show work experience and qualifications and a cover letter outlining the reasons for which they would like to become a member of the committee. All applicants were scored against this criteria.

ITEM 6 DECLARATION BY MEMBERS TO HAVE GIVEN DUE CONSIDERATION TO ALL MATTERS CONTAINED IN THE BUSINESS PAPER PRESENTED BEFORE THE MEETING

Councillor Van Vugt	Councillor Jacob
Councillor Butson	

ITEM 7 CONFIRMATION OF MINUTES OF PREVIOUS MEETING

7.1 Confirmation of Minutes of Audit and Finance Committee of Council held on Monday, 11 November 2013

AFC201314/008 Officer's Recommendation/ Audit and Finance Committee Decision

Moved: Cr Jacob

Seconded: Cr Butson

That the Minutes of the Audit and Finance Committee Meeting of the Town of Port Hedland Council held on Monday, 11 November 2013 be confirmed as a true and correct record of proceedings.

CARRIED 3/0

ITEM 8 ANNOUNCEMENTS BY PRESIDING MEMBER WITHOUT DISCUSSION

Nil

ITEM 9 PETITIONS/DEPUTATIONS/PRESENTATIONS/SUBMISSIONS

Nil

6. Advice on prevailing market conditions and the settling of fees and charges for the relevant period;
7. Customer feedback received for the Centre for the relevant period;
8. Any negligent damage caused to the Centre or the assets of the Centre must be reported, including any damage caused by the Contractor its agents, employees and subcontractors for the relevant period;
9. Reporting in relation to the KPI's established in *Annexure 2* as part of the Contract;
10. Reporting on items listed in *Annexure 3*; and
11. Any information on the Centre and this Contract reasonably required, and requested in writing, by the Town.

Consultation

External

FORM Contemporary Arts and Design Management Team

Statutory Implications

Nil

Policy Implications

Nil

Strategic Planning Implications

Strategic Community Plan 2012 to 2022

6.1 Community

6.1.2 Vibrant

Develop Port Hedland's tourism industry to broaden the tourist opportunities available.

Budget Implications

Council's previous 2012/2013 budget contained an allowance of \$360,000 exclusive of GST per annum for the contract management of the PHVC, payable quarterly.

Officer's Comment

This report outlines the financial and general operations for the PHVC for two (2) quarters being January to March and April to June 2013. The activities are reflected in the Profit and Loss Statement, the Written Report and the Customer Feedback documents attached; please see the summary as per contractual Quarterly Report *clause 23.2* below;

QUARTERLY SUMMARIES		
JAN – MARCH 2013; APRIL – JUNE 2013		
	Jan – March 2013	April – June 2013
1. Income and expenditure statements for the relevant period.		
Total Earned Income* * includes management fee/ \$82,500 per quarter	\$95,086	\$157,911
Total Expenditure	\$82,833	\$149,590
Net Profit/ (Loss)	\$12,253	\$8,321
2. A statement of variations between the Operating Budgets and the actual results achieved for the year to date with explanations of variances.		
		Retail budget and Other earned income during Jan – June 2013 was \$45,788 – variance -\$14,834 due to the fact the PHVC was only fully operational starting in April 2013.
3. A statement of the capital expenditure items and maintenance items in respect to the Centre for the relevant period. All repairs and maintenance items that have been carried out during the period must be outlined and any repairs or maintenance that are recommended by the Centre for the relevant period.		
Capital Expenditure	The PHVC has been fully operational since April 2013. The design and construction refurbishment was completed by	

	LMCD and project managed by FORM.	
Repairs and Maintenance	<p>April - Electric door at front of Visitor Centre ceased operation due to a low/faulty battery. The door was kept open during operational period to ensure visitor access. Gary Ward replaced the battery in May solving the issue.</p>	<p>June- Electric door at front of Visitor Centre displayed faulty operation; the team from the Town of Port Hedland responded promptly (within one hour of registering the incident) and rectified the issue.</p> <p>The public toilet in the ANZ car park was out of service for a number of months, due to this the Visitor Centre was frequently used purely for its toilet facilities. On 30 June the female toilet became blocked. The Town of Port Hedland again responded promptly to the issue and rectified the situation within the day.</p>
4. A statement of marketing expenses, programmes and initiatives for the Centre for the relevant period and year to date.		
Marketing and Promotional Costs - Advertising	\$620	<p>\$63,100</p> <p>The PHVC is now fully operational with tours running each week and a steady growth in visitation. It will take time to rebuild visitation of the facility given past performance. To do so will mean addressed the reputation of Port Hedland further afield, at the start of the traveler's consideration around destinations when planning a journey to the Pilbara.</p> <p>To begin to address this negative image FORM is producing a range of promotional documents available for the visitor as</p>

		<p>free introductions to the Town. We are also having a brochure designed that can be distributed widely through an established network managed by Templar who distribute brochures to all visitor centers and tourism destinations in the state and when funding permits, further afield.</p> <p>www.templaronline.com.au</p> <p>This same brochure will be distributed to Intercruise for distribution to their passengers prior to arriving in Port Hedland. We anticipate printing 20,000 copies. We are supporting this push to rebuild Port Hedland’s tourism potential by a concerted effort to place well written stories and exhibitions in destinations that attract people who might consider the Pilbara as a travel destination. These developments are supported by an active online presence through www.thepilbaraproject.com and www.discoverthepilbara.com.au and http://www.visitporthedland.com/</p> <p>The Visitor Centre’s ability to become a leadership body for tourism in the Pilbara, and its effectiveness in serving the town and the region, will be in direct proportion to the investment—money and time—we can commit. Port Hedland and the Pilbara are unique, and it requires a dynamic approach, and a concerted</p>
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		<p>effort to help people see beyond the stereotype of what they imagine a mining town to be. As a leading tourism consultant notes, successful strategies are all about ‘people and partnerships, good leaders and ace collaborators. The people who can see the bigger picture, can reach out across sectors, and are willing to take a risk.’</p> <p><i>The four new brochures now available through the visitor centre are: A Discover’s Journal, The Insider’s guide to Port Hedland, the two day guide and its companion, the three day guide.</i></p>
<p>5. A report on incidents in the Centre for the relevant period for which claims are or may be made against the Town or the Contractor, and other relevant details concerning insurances.</p>		
	None	None
<p>6. Advice on prevailing market conditions and the settling of fees and charges for the relevant period.</p>		
		<p>Market conditions are seeing an increase in available rooms in local accommodation facilities, however there is not yet a significant decrease in price. This availability does, however mean that visitors to the region are able to access accommodation at last minute.</p> <p>Leading up to the caravan season, we are seeing an increase in need for local stay options for people with</p>

		<p>their own mobile homes. During the month of June, the Cooke Point Caravan Park has regularly reached tourism capacity; Black Rock Caravan Park has been able to take on the tourism requirements for caravan spaces. On two days during the month of June it was reported that overflow parking was required, in this instance the Visitor Centre advised visitors to pursue overflow options at the Port Hedland Golf Club and through the Town of Port Hedland.</p>
<p>7. Customer feedback received for the Centre for the relevant period.</p>		
		<p>“Tourist information centre staff plus others have been the most useful, informative and friendly that we have encountered. The museum (Dalgety House) was a font of interesting facts and Port Hedland will be on my list of recommended placers to visit.” “Sweet service in the information centre. The visitor centre is very well designed and set out, has a terrific range of reading material and the receptionist is extremely friendly and welcoming.” “Thank you for warm, welcoming, friendly service” (See Attachment 3 for full survey results)</p>
<p>8. Any negligent damage caused to the Centre or the assets of the Centre must be reported, including any damage caused by the Contractor its agents, employees and subcontractors for the relevant period.</p>		

	None	None
9. Reporting in relation to the KPI's established in Annexure 2 (Key Performance Indicators and Operating Budget) as part of the Contract		
	Jan – March 2013	April – June 2013
Financial		
Management Fee (Town to Contractor) (*no variation is acceptable) 1st year: Oct 2012 - June 2013 \$330,000 per annum; \$82,500 per quarter*	Achieved	Achieved
Centre membership Secure a minimum of 25 memberships / at a cost reasonable for market demand (initially estimated at \$100) per financial period.		40% of target met - 10 Memberships achieved thus far: The Esplanade Hotel, Port Hedland Dental Survey, Bali Hai Resort and Spa, Cooke Point Holiday Park, Black Rock Tourist Park, Dampier Salt, Rocks Of, Holiday Inn, Eco Beach Resort, Hidden Valley Resort, Hedland First National.
Town and BHP Billiton Partnership Funds: Start Up costs (* no variation is acceptable, to be paid only in the first year of tenure) 1st year: Oct 2012 - June 2013 *\$102,000 Town and BHP Billiton Partnership funds		Achieved
Expense recovery suggestion The Town will not be responsible for any expenditure variances and there will not be any variation in income across the three years of tenure, alternative funding sources are suggested.		Not required

Metric		
Minimum Staffing 3x		Achieved: Visitor Centre Manager Visitor Centre Coordinator Visitor Centre Support Officer
Centre Operations Manual Rollout of the manual once a year to Staff		Achieved.
Opening hours Peak: May – September M – F: 9am – 4.30pm Sat: 9 – 2pm Sun: 9 – 2pm Off Peak: Oct – April M – F: 9am – 4.00pm Sat: 10 – 2pm Sun: Closed		Achieved and review and since further extended to accommodate the growing numbers of visitors during peak and off peak: M – F: 9am – 4.30pm S – S: 9am – 2pm
Consultation group: Suggested invitation for membership; Council, Town of Port Hedland administration team, Industry, Port Hedland Chamber of Commerce, Wanga Maya, Tourism WA and North West Tourism. Contractor to consult with suggested parties at its discretion during the term of the tenure.		Achieved.
Reopening Ceremony 2013		Date to be confirmed.
Western Australian Visitor Centre Accreditation Program Within the first year of operation, receive Level 1 accreditation		Achieved: 15 August 2013 – the first visitor Centre in the Pilbara.
Encourage the Centre to be part of the regional school's		To be programmed

<p>curriculum and education program.</p> <p>1 school class tour of the Centre per 4 months; highlight the importance of the growing resource industry, history and culture of Hedland as well as the role of tourism is essential to its development.</p>		
<p>Banger's Bungalow Business Enterprise Centre: Accommodation of seminars and workshops for visiting tourism professionals, cultural tourism partners and practitioners linked to the Centre's programming</p>		<p>Achieved.</p>
<p>Tours Marketing two (2) tours per week</p>		<p>Achieved; 1. Local History and Town Tour – operating each Monday and Friday 2. BHP Billiton Iron Ore Tour – operating each Tuesday and Thursday Since mid-May we have had 359 people book for a BHP Tour and 115 for the History Tour.</p>
<p>Cruise Ship Welcome Day Coordination</p> <p>Has the discretion to alter the operations plans and budgets to include this additional service outside of the original RFP scope. This activity will be managed in a way that is at the discretion of FORM as to what is manageable.</p>		<p>The Port Hedland Visitor Centre has confirmed that Intercruises has been successful in securing the management of the shore-based activities for the coming four cruise ships to Port Hedland in 2013/14.</p> <p>6 November 2013 Radiance of the Seas 24 February 2014 Celebrity Solstice 6 March 2014 Radiance of the Seas 30 March 2014 Voyager of the Seas</p> <p>The Port Hedland Visitor</p>

		<p>Centre proposed a range of shore-based tours to Intercruises. Intercruises will liaise directly with the Cruise Liners to prepare on-board bookings for:</p> <p>BHP Billiton Iron Ore Port Operations Tour Indigenous Art and Culture Tour (This will take in the new SHA studio which should be finished by January 2014.</p> <p>The Port Hedland Visitor Centre will also offer shore-based excursions including: Local History and Town Tour Boat-based Harbour Tour</p> <p>As mentioned above, the Port Hedland Visitor Centre is in the process of developing an on-board brochure for passengers to receive prior to arrival in Port Hedland, as well as additional supporting presentations for the ship programming officers.</p>
Port Hedland International Airport coordination Port Hedland Visitor Centre to establish a presence, budget permitting.		Budget yet to permit.
Efficiency		
Patronage Maintain 50% interaction of walk in patrons to service staff		Achieved. April: 1,088; May: 1,272 people; June: 1,401.
Call abandonment Maximum call abandon rate 10%		Achieved, the Visitor Centre receives an average of 12 phone based enquiries per day, all attended to.
Call waiting Average call waits not to exceed 2 minutes		Achieved, the Visitor Centre receives an average of 12 phone based enquiries per day, all attended to.
Brochure		Achieved.

Maintain brochure racking space including brochure stock, initiate reorder when numbers are under 10.		
10. Reporting on items listed in Annexure 3		
Provide statistics on a quarterly basis to Town in relation to the number of contacts at the Centre through the following points:		
Walk in traffic		Achieved. April: 1,088; May: 1,272 people; June: 1,401.
By Telephone		Achieved, the Visitor Centre receives an average of 12 phone based enquiries per day, all attended to.
By Mail		Mail-based enquiries are infrequent, when received; they are attended to within one business day.
By Email		An average of 10 email enquiries are received each week. Enquiries range from accommodation enquiries, travel advice, tour bookings and general advice for travelling in and around the Pilbara.
On-line		The Port Hedland Visitor Centre website visitporthedland.com went live in March along with the Facebook page. Each has received good traffic and is becoming a first point of information for visitors and locals alike
Industry contacts - Product briefings Brochure distribution		Dedicated tourism brochures have been developed to profile the history of the town and the activities for the traveler with two and three days. An insider's guide has also been printed. All documents are provided to the visitor without cost. This type of documentation sets the Port Hedland visitor centre apart

		from other Pilbara based visitor centres. Discoverer's Journal: http://www.form.net.au/files/A_Discoverers_Journal.pdf 2 Day Guide: http://www.form.net.au/files/2Day_guide.pdf 5 Day Guide: http://www.form.net.au/files/5day_gui An Insider's Guide: http://www.form.net.au/sites/default/files/Insiders_Guide.pdf
Customer complaints and resolutions	None	None
Staff Training	Achieved: continuous improvement daily	Achieved: continuous improvement daily
11. Any information on the Centre and this Contract reasonably required, and requested in writing, by the Town.		
		See Attachment 2 for the full written overview of operations at the PHVC during January – June 2013.

FORM carried out servicing all visitors from the Courthouse Gallery between the periods of October - April 2013 whilst they project managed the refurbishment of the PHVC prior to their occupancy at the end of April 2013. The refurbishment of the PHVC is an excellent win for the Town, FORM and BHP Billiton as it was part funded from the Town Partnership Funding Agreement with BHP Billiton and highlights importance of partnerships in establishing the Town as a tourist destination. How the refurbishment has been received by visitors can be summed up in on line 92 of attachment 3 Customer Feedback;

'This would be the most tasteful visitor centre I have seen in all of my travels. An impressive achievement to the designer/manager - well done! Thanks for the visual experience'

To reiterate, since commencement in October 2012, FORM have adhered to and successfully achieved the vast majority of the contractual obligations. In aid to lift the Town's tourism potential FORM has worked hard in producing multiple high quality tourism marketing material to address the often negative image that the Town has unfortunately received by visitors in the past. On a direct positive note, Tour numbers have been increasing monthly with FORM considering putting on additional buses to accommodate the increased demand in the Tours offered. Special mention should also be made regarding FORM's success in obtaining the Category 1 Western Australian Visitor Centre accreditation; the only Visitor Centre in the Pilbara to receive this level of accreditation.

FORM have been a pleasure to work with and respond quickly to visitor need in the example of extending the trading hours to accommodate the increase of visitors to the Town, outside of their contractual obligations. The unit looks forward in seeing the success of FORM's management of the PHVC, showcasing the Town's tourism potential, continuing to bear fruit in the coming quarters.

Attachments

1. FORM's PHVC Quarterly Report and Profit and Loss Statement – January to June 2013
2. FORM's PHVC written Report - January to June 2013
3. FORM's PHVC Customer Feedback (personal details removed) – January to June 2013

AFC201314/009 Officer's Recommendation/ Audit and Finance Committee Decision**Moved: Cr Jacob****Seconded: Cr Butson**

That the Audit and Finance Committee receives the two (2) quarterly reviews report of FORM for the Port Hedland Visitors Centre for the period 1 January to 30 June 2013.

CARRIED 3/0

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PORT HEDLAND VISITOR CENTRE OPERATIONS
Statement of Profit and Loss
For the Period Ending 30 June 2013

	2013 Quarter Ending 31/03/2013	2013 Quarter Ending 30/06/2013	2013 Quarter Ending 30/09/2013	2013 Quarter Ending 31/12/2013	2013 Actual Total \$	2013 Budget \$	Variance Budget V Actual \$	Note
Income								
Sales - Retail		30,954			30,954	45,788	-14,834	
Sales - Tours	12,586	18,699			31,285	31,285	0	
Sales - Membership		13,350			13,350	13,350	0	
Management Fee	82,500	82,500			165,000	335,775	-170,775	Sales for March Quarter are the Cruise Ship Tours that happened Friends of FORM & Membership fees
Other Earned Income		12,408			12,408	32,938	-20,530	Rental Income, Donations, Publication Sales and Internet Vouchers
Contribution by FORM		0			0		0	
Total Earned Income	95,086	157,911			252,997	414,501	(161,504)	
Expenditure								
Cost of Sales - Retail	0	24,656			24,656	30,678	6,022	
Cost of Sales - Tours	4,052	9,534			13,586		-13,586	
Total Cost of Sales	4,052	34,191			38,243	30,678	-7,565	
Operating expenses								
Project/Program Costs								
- Contractor & Consultant								
- Fees/Travel/Expenses	1,399	4,139			5,538	14,700	14,700	Artist Travel, Form Travel & Research Fees
- Staff Development & Training							0	
- Travel cost for staff recruitment and builder negotiation							0	
- Freight, Install and Destall							0	
Total Project/Program costs	1,399	4,139			5,538	14,700	14,700	
Marketing and Promotion costs								
- Advertising		620			620	63,100	62,480	
- Documentation - Interior Design							0	
- Subscriptions/Memberships							0	
- Website devt & hosting stage 1							0	These costs are in PHVC Set up
Total Marketing and Promotion costs	0	620			620	63,100	62,480	
Employment costs								
- Salaries, wages & on-cost	68,655	84,557			153,212	186,004	32,792	
- Staff Housing	5,377	20,771			26,149		-26,149	
Total employment costs	74,032	105,328			179,361	186,004	6,643	
Administration Costs								
- Office Consumables & Resources	913	5,148			6,061	37,440	31,379	
- Communications	617	95			712	2,760	2,048	
- Legal, Finance & Governance	840	70			910	4,760	3,850	
- Insurance	980	0			980	7,920	6,940	
Total Administration Costs	3,350	5,312			8,662	52,880	44,218	
Total operating expenses	78,781	115,399			194,180	316,684	128,042	
Net Income / (Expenditure)	12,253	8,321			20,574	67,139	-275,959	

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ATTACHMENT 2 TO ITEM 10.1.1

July 2013

Quarterly Operations Report – Visitor Centre

The visitor centre is now fully operational with tours running each week and a steady growth in visitation. It will take time to rebuild visitation of the facility given past performance. To do so will mean addressed the reputation of Port Hedland further afield, at the start of the traveller's consideration around destinations when planning a journey to the Pilbara. Several visitors have expressed their genuine shock at finding the town has so much to offer after being warned off when booking or investigating travel to the region. Interestingly the quote below is from a visitor that had been warned off visiting Port Hedland but reported that it had been one of the most interesting and diverse locations on her whole Western Australian itinerary.

"I was told that Port Hedland is an ugly industrial town with nothing to see, but I was positively surprised, the town is nice, the information centre very good with friendly staff. I liked it here, even if there is not so much to do."

To begin to address this negative image FORM is producing a range of promotional documents available for the visitor as free introductions to the Town. We are also having a brochure designed that can be distributed widely through an established network managed by Templar who distribute brochures to all visitor centres and tourism destinations in the state and when funding permits, further afield. www.templaronline.com.au This same brochure will be distributed to InterCruise for distribution to their passengers prior to arriving in Port Hedland. We anticipate printing \$20,000 copies. We are supporting this push to rebuild Port Hedland's tourism potential by a concerted effort to place well written stories and exhibitions in destinations that attract people who might consider the Pilbara as a travel destination. These developments are supported by an active online presence through www.thepilbaraproject.com and www.discoverthepilbara.com.au and <http://www.visitporthedland.com/>

The Visitor Centre's ability to become a leadership body for tourism in the Pilbara, and its effectiveness in serving the town and the region, will be in direct proportion to the investment—money and time—we can commit.

Port Hedland and the Pilbara are unique, and it requires a dynamic approach, and a concerted effort to help people see beyond the stereotype of what they imagine a mining town to be. As a leading tourism consultant notes, successful strategies are all about 'people and partnerships, good leaders and ace collaborators. The people who can see the bigger picture, can reach out across sectors, and are willing to take a risk.'¹

The four new brochures now available through the visitor centre are: A Discover's Journal, The Insider's guide to Port Hedland, the two day guide and its companion, the three day guide.

¹ Helen Palmer, www.guardian.co.uk, 15 April 2013

Statistical report: July 2013

- Walk in traffic – April: 1,088; May: 1,272 people; June: 1,401
- Telephone – the Visitor Centre receives an average of 12 phone based enquiries per day.
- Mail – Mail-based enquiries are infrequent, when received, they are attended to within one business day.
- Email – An average of 10 email enquiries are received each week. Enquiries range from accommodation enquiries, travel advice, tour bookings and general advice for travelling in and around the Pilbara.
- Online – The Port Hedland Visitor Centre website visitporthedland.com went live in March along with the Facebook page. Each has received good traffic and is becoming a first point of information for visitors and locals alike.

Operations

Visitor Centre Tours

The Port Hedland Visitor Centre launched a series of tours for the local and visiting community in early May, these tours include:

- Local History and Town Tour – operating each Monday and Friday
- BHP Billiton Iron Ore Tour – operating each Tuesday and Thursday
- Since mid-May we have had 359 people book for a BHP Tour and 115 for the History Tour.

Local history and town tour overview: Tracing the local cultural heritage and history of this most unusual town, the bus tour will follow the footsteps of the first European settlers by visiting the town's heritage sites. Led by a local historian, this tour offers the opportunity to learn the human face to a town far-more diverse than it may first appear. Catering to Port Hedland locals and visitors alike, the tour visits monuments like the World War II Rifle Range, where spent .303 slugs can still be found, the Aboriginal/Afghan Water Source used by Afghan camel operators in the 1920's and the 1946 Strike Sculpture which commemorates the protests by Pilbara Aboriginal pastoral workers in the 1940's for better wages and working conditions. This one hour guided bus tour through Port Hedland's rich local history finishes at Dalgety House Museum for a private tour.

BHP Billiton Iron Ore Port Operations Tour: BHP Billiton is the world's largest diversified resources company. Its operations have been part of Port Hedland for more than forty years.

This is a guided tour of BHP Billiton Iron Ore's Nelson Point facility to watch the bucket wheel reclaimers and ship loaders that dominate Port Hedland's horizon and gain an understanding of how the mining industry works. BHP Billiton's iron ore operations cover a complex integrated system of seven inland mining operations, more than 1,000km of rail, stockyards and two separate port facilities through which iron ore churns like lifeblood 24/7.

The tour provides an insight into the workings of this incredible industry, which is buoying our national economy: from the trains that transport the ore from Newman to Port Hedland to enormous bucket wheel reclaimers to the impressive workings of the conveyors and ship loaders as they load their multi-million dollar cargo onto ships bound for developing countries around the world. This is a tour not to be missed.

Tour numbers: Numbers have steadily grown on these tours, growing from an average of 12 people per tour in May to the most recent BHP Billiton Port Operations Tour which operated with 53 passengers on board – the tour is at capacity with this number. A third BHP tour per week is being considered.

Feedback from these tours has been positive.

"Absolutely loved the bus tour of the BHP site as suggested by the Visitor Centre. The tour guide and driver 'Kath and Kim' were so well informed and shared their knowledge to our benefit."

"The History Tour was excellent, I learned more about Port Hedland in one hour than my son has since he moved here one year ago – I'm going to send him on the tour."

Cruise Ship Management

The Port Hedland Visitor Centre has confirmed that Intercruises has been successful in securing the management of the shore-based activities for the coming four cruise ships to Port Hedland in 2013/14.

6 November 2013	Radiance of the Seas
24 February 2014	Celebrity Solstice
6 March 2014	Radiance of the Seas
30 March 2014	Voyager of the Seas

The Port Hedland Visitor Centre proposed a range of shore-based tours to Intercruises. Intercruises will liaise directly with the Cruise Liners to prepare on-board bookings for:

- BHP Billiton Iron Ore Port Operations Tour
- Indigenous Art and Culture Tour (This will take in the new SHA studio which should be finished by January 2014.

The Port Hedland Visitor Centre will also offer shore-based excursions including:

- Local History and Town Tour
- Boat-based Harbour Tour

As mentioned above, the Port Hedland Visitor Centre is in the process of developing an on-board brochure for passengers to receive prior to arrival in Port Hedland, as well as additional supporting presentations for the ship programming officers.

Membership

FORM has developed a membership prospectus for the promotion of the membership benefits of the Port Hedland Visitor Centre to potential businesses in order to better leverage the engagement of local industry, expand the marketing potential of the Centre and enhance the reputation of the town as a destination of choice. The funding FORM is raising through membership is helping to subsidise the publications which are given away to visitors and to maintain the gardens associated with the Visitor Centre entrance and exits.

To date, ten local businesses have joined the membership base:

- The Esplanade Hotel
- Port Hedland Dental Surgery
- Bali Hai Resort and Spa
- Cooke Point Holiday Park
- Black Rock Tourist Park
- Dampier Salt
- Rocks Of
- Holiday Inn
- Eco Beach Resort
- Hidden Valley Resort
- Hedland First National

Customer Servicing

Since opening our doors in early April we have seen 3,400 visitors enter the new Visitor Centre. Over the three months of operation we have seen a shift in visitor demographic from European backpackers to Caravan-based traveller (grey nomad).

Today we see the demographic split as follows:

70% - Grey nomad (Australian-based traveller, majority hailing from the eastern States, over the age of 60)

10% - European backpacker (France, Germany, Switzerland)

5% - Locals of Port Hedland/ Pilbara

5% - Australian families (primarily caravan-based travel; generally undertaking 6 month to year sabbatical, while home-schooling their children)

Tourism brochures

Dedicated tourism brochures have been developed to profile the history of the town and the activities for the traveller with two and three days. An insider's guide has also been printed. All documents are provided to the visitor without cost. This type of documentation sets the Port Hedland visitor centre apart from other Pilbara based visitor centres.

Visitor feedback regarding customer service:

"Tourist information centre staff plus others have been the most useful, informative and friendly that we have encountered. The museum (Dalgety House) was a font of interesting facts and Port Hedland will be on my list of recommended placers to visit."

"Sweet service in the information centre. The visitor centre is very well designed and set out, has a terrific range of reading material and the receptionist is extremely friendly and welcoming."

"Thank you for warm, welcoming, friendly service"

Accreditation

After an extensive application and review process with the Tourism Council of WA, the Port Hedland Visitor Centre has now attained accreditation through the Australian Tourism Accreditation Program.

This accreditation provides access to a range of online resources and websites, as well as allowing the Visitor centre to display the T-Qual logo and the Tourism Accredited Business logo at our premises, as well as on our marketing material. The final piece of the accreditation process will be completed in early August when Tourism undertakes a site visit to check on certain points such as disabled access. After this visit the Centre will be awarded the 'I' logo.

The T-Qual logo is a testament to the professionalism of the new management structure and dedication to ensuring that appropriate business operations, policies and procedures are adhered to in order to maintain the quality of the Port Hedland Visitor Centre both now and into the future.

The TQUAL logo is supported by extensive trade and consumer marketing to be carried out by Tourism Australia. The accreditation also affords us membership to the Tourism Council WA.

Issues

April – Electric door at front of Visitor Centre ceased operation due to a low/ faulty battery. The door was kept open during operational period to ensure visitor access. Gary Ward replaced the battery in May solving the issue.

May – No issues

June- Electric door at front of Visitor Centre displayed faulty operation; the team from the Town of Port Hedland responded promptly (within one hour of registering the incident) and rectified the issue.

The public toilet in the ANZ car park is out of service and has been for a number of months, due to this the Visitor Centre is frequently used purely for its toilet facilities. On 30 June the female toilet

became blocked. The Town of Port Hedland again responded promptly to the issue and rectified the situation within the day.

Prevailing market conditions

Market conditions are seeing an increase in available rooms in local accommodation facilities, however there is not yet a significant decrease in price. This availability does, however mean that visitors to the region are able to access accommodation at last minute.

Leading up to the caravan season, we are seeing an increase in need for local stay options for people with their own mobile homes. During the month of June, the Cooke Point Caravan Park has regularly reached tourism capacity; Black Rock Caravan Park has been able to take on the tourism requirements for caravan spaces. On two days during the month of June it was reported that overflow parking was required, in this instance the Visitor Centre advised visitors to pursue overflow options at the Port Hedland Golf Club and through the Town of Port Hedland.

Staffing

Visitor Centre Manager – Natasha Fry

Visitor Centre Coordinator – Kim Kirkman

Visitor Centre Support Officer – Cassie Baldock

FORM's Perth staff are managing 90% of the stock ordering and addressing the additional staff needs associated with the management of the West End Market weekends. Perth staff are also addressing the accounting process, support around inputting of stock, merchandising and all the graphic design needs associated with the design and printing of the tourism documents.

Opening Hours

Opening hours have been reviewed and extended to accommodate the growing number of visitors.

Monday to Friday: 9am – 4.30pm

Saturday & Sunday: 9am – 2pm

ATTACHMENT 3 TO ITEM 10.1.1

What brings you to PH	VC easy to locate	Mapping/info readily available	Where did you get info from when deciding to visit the Pilbara	Where do you live	City	Primary language	First visit to PH	What activities are you participating in	How long are you in PH	Visitors	Accommodation	What could make your visit better	What would you like to see more of in PH	General feedback
Holiday/recreation	Y	Y	Travel Australia 2013 guide book and maps	Australia	Perth	English	N	4WD & off road/fishing/historical tours/camping	3 days	2	Caravan	Nothing	Train offloading and ship loading facilities	Great visitor centre
Holiday/recreation	N	Y	Maps & local publications	Australia	Coburg VIC		N	Fishing/camping	24 hours	2	Public campground	More signage for the tourist info shop		
Holiday/recreation	Y	Y	Internet	Switzerland	Lanfenburg	German	Y	Historical or mining tours	1 day	4	Public campground	Port visiting tour		
Passing through	N	Y	Other VC's in NT	Australia	South Australia		Y	Historical or mining tours/camping	2 days	2	Caravan	More signage		Need more signs and much bigger especially out on highway where road works are occurring
Holiday/recreation, passing through	N	N	Other caravanners	Australia	Melbourne		Y	General sightseeing & relaxing	8 days	2	Caravan	More information on things to see & do. Readily available info on the road head	Travelling around Australia so more things to entice caravanners	Enjoying the stay & once found the staff at vistiros centre very friendly
Holiday/recreation	Y	Y	Back home in Germany from a TV show	Germany	Munich	German	Y	Camping	1 day	2	Caravan	Temp between 24 and 28!!!		
Just passing through (Broome)	Y	Y	Travel guide Lonely Planet	Germany	Hamburg	German	Y	Historical or mining tours/camping	2 days	2	Public campground			
Holiday/recreation	N - couldn't see any signs on street	Y	Purchased a book at newsagents	WA	Mandurah		Y	4WD/off road, fishing, camping	4 days	4	Caravan, private campground	Difficulty in finding a suitable caravan park with pets allowed (ie dogs)	caravan parks	
Business/work related	N - larger sign on footpath as difficult driving and looking for centre	Y	RACQ	0	Townsville		Y	Nil as yet	couple of years	1	Friend			Thank you for warm, welcoming, friendly service
Holiday/recreation	Y	Y	WA State Tourist Bureau	Vic	Beechworth		Y	Historical/mining tours, gorges, art galleries/museums, camping	2 days	2	Caravan	Just happy to relax and discover the port. Enjoy what it has to offer on our school visit		Info centre well set out, information excellent, staff very pleasant with excellent info for here are our next travels to Karjinti NP
Passing through (Perth)	Y	Y	Camps 6 Book	France	Remes	French	Y	Camping	2	6	Campervan	Mine visits, tours	Mines, history	I just arrived in town but for what I've seen it looks nice. Tourist centre staff is friendly
Holiday/recreation, visit friends and family	Y	Y	Friend	England	London		Y	Art galleries/museums	5 days	3	private home	longer opening hours of museums and shops	parks and outdoor activities	it's a cute town but not much to do
Passing through	Y	Y	Just looking at Australia so one of the must see places	Aust	Melb		Y	Historical/mining tours, camping	1 day	3	caravan (if we stayed - weather!!)		Good quality coffee shops are always a bonus	Visitor centre high quality - perhaps reflects the mode of operations of the port in general
Holiday/recreation	N	N	School - 55 years ago		Gold Coast		Y	Historical/mining tours	2 days	2	Caravan	No signage		Great industrial city
Just passing through (doing the loop - NSW)	Y	Y	Return visit, husband grew up here in the 1950's.				N	Historical/mining tours, art galleries/museums, camping	Few days	2	Private campground		More van park options	Excellent info centre - very helpful
Visit friends and family/ passing through	Y	Y	Lived in the Pilbara 30 years ago	WA	Perth		N	Revisiting after 30 years and heading north	5 days	2	Private home	More caravan parks with availability for vans, all taken up with FIFO	At tourist bureau a water dispenser would be nice while waiting for tours and more gifts available	All good, but would like to see some dump points within the town and South Hedland, especially as so people travelling here and onwards

Passing through (Broome/Kununurra/NT)	N	N	Own knowledge	WA	Perth		N	4WD/off road activities, fishing, historical/mining tours	2 days	2	Caravan	At least some information at the visitor centre of "what to do and see & the attractions"		Display opening times at door There is no information at the front of the visitor centre on opening hours. Called on a Saturday afternoon. The visitor centre is very well designed and set out, has a terrific range of reading material and the receptionist is extremely friendly and welcoming.
Passing through (Broome)	Y	Y		England	Wimborne		Y	Camping	1 day	2	Caravan	Information at the info board on the way into town	Free WIFI!	Nice info centre. Very helpful staff. Interesting mine to port video
Holiday/recreation	N	Y	Caravan Park at Coral Bay	NSW	Kincumber	Eng	Y	Camping	3 hours	3	Caravan			You need to have a cap machine and some drink for visitors to buy and have a quick look through centre
Passing through (Broome)	Y	Y		France		French	Y	Art galleries or museums	2 days	2	Private campground	Laundry shop		The city is nice and people in the information centre are lovely. Thank you
Holiday/recreation	Y	Y		Australia	Perth	Eng	N	4WD or off road activities, art galleries/museum	2 days	2	Motel			We've enjoyed our visit. We lived here in 1979/80 and again in 1993/94 just refreshing memories
Passing through (Darwin)	N	Y		Australia	No fixed address		Y	Camping	2 days	2	Motor home			A pack for travellers to help clean up sites of rubbish - Karratha 'I' site have these as a sample
Business/work related	Y	Y		Australia	Brisbane		Y	4WD or off road activities, historical/mining tours	14 days	2	Private home			
Broken car	Y	Y		Germany	Reutlingen	German	Y	Camping	7 days	3	Caravan		Free poker, free WIFI, free camping	Free campspots
Broken car	N	N		Germany	Stuttgart	German	Y	Fishing, camping, historical/mining tours	7 days	3	Caravan		Poker tournaments	Please host a poker tournament
Holiday/recreation, looking for work	Y	Y		New Zealand		Hebrew/English	Y	4WD/ off road activities, fishing, art galleries/museums	days	2	Public campground	Work	Less industry more wild	Great service
Holiday/recreation	Y	Y		Italy		Italian	Y		2/3 days	2	Public campground, caravan	Some casual jobs		Nice town, but too much industrialised. Sweet service in the I centre
Business/work related	Y	Y		New Zealand	Wellington	Eng	Y	Historical and mining tours, visit Karjimi - disappointed no buses there!	90 days	1	Hospital accommodation			
Business/work related	Y	Y		New Zealand	Whangare	Eng	Y		2 days	1	Public campground			
Holiday/recreation	Y	Y		Australia	Tullamarine	Eng	Y	Historical and mining tours/art galleries or museums	7 days	2	Caravan	More accessible to the Port		We had a very good stay. We saw lots of very interesting things and had a great tour
Holiday/recreation	Y	Y	WA stand at NSW Caravan and Camping Show	NSW	Sydney		Y	Historical/mining tours, art galleries/museum, camping	2 days	2	Caravan	Bus tour of places of interest	Seems to have essential services. Seafood dining in the town centre	Tourist information centre staff (Tash) plus others have been the most useful, informative and friendly that we have encountered. The museum was a font of interesting facts and Port Hedland will be on my list of recommended placers to visit.
Holiday/recreation	Y	Y	Internet	Qld	Peregian Beach		Y	Historical/mining tours, art galleries/museum	2 days	2	Public campground			Range and quality of books

Business/work related	Y	Y	Camps 7/Lonely Planet	Canada	Montreal	English/French	Y	Art galleries/museum, camping	1 day	4	Public campground	I've been looking for Aboriginal music everywhere, I wish you had some!	Staircase to the Moon gathering	Wangka Maya resource material should be highlighted and promoted at the centre. Include local CDs, DVDs, language books
Holiday/recreation, passing through on the way to Darwin	Y	Y	Tourist guide	Belgium	Antwerp/Bussels	Dutch	Y	Camping	7 days	2	Private campground	To find quickly some work	We just arrived...maybe more 'green'	Tourist centre = TOP! Info=PERFECT!
Holiday/recreation, casual work	Y	Y	General knowledge and advertising	WA	Geraldton		Y	Fishing, Historical/mining tours, art galleries/museum, ms, cammine	3 days	2	Caravan			
Holiday/recreation	Y	Y	Friends	QLD	Brisbane		Y	Historical/mining tours, art galleries/museum	2 days	2	Private home			
Holiday/recreation	Y	Y	Perth caravan and camping show	WA	Mandurah		Y	Historical/mining tours, art galleries/museum, camping	4 hours	2	Caravan	Warmer weather! Couldn't get a good map at Cooke Point Caravan Park	Would liked to have been able to get nearer to port	Loved the town tour. Cassie at info centre was great. Loads of info and very friendly.
Visit friends & family	Y	Y	Our daughter who is working here for approx 4 years	Vic	Melbourne		Y	Historical/mining tours, art galleries/museum	5 days	2	Private home		More leisure activities for the workers and residents of PH	Absolutely loved the bus tour of the BHP site as suggested by the information centre. The tour guide and driver 'Kath and Kim' were so well informed and shared their knowledge to our benefit
Holiday/recreation	Y	Y	Friends and the leaflets I was given by them	Germany	Hamburg	German	Y	Camping, swimming, walking	3 days	2	Private home			
Holiday/recreation	Y	Y	Internet	WA	Fremantle	Eng	Y	Camping, Kaijini and Burrup Artwork, Aboriginal history	4 hours	2				
Holiday/recreation, passing through (Svdnev)	Y	Y	Internet	NSW	Gosford	Eng	Y	4WD/off road activities, fishing	8 days	2	Caravan	More fish		
Holiday/recreation	Y	Y		WA	Busselton	Eng	N	4WD/off road activities, historical/mining tours, camping	2 days	2	Caravan	It was great (tour)		
Holiday/recreation	Y	Y	Travelling around Australia	Qld	Gold Coast	Eng	N	Historical/mining tours	2 days	2	Caravan	Getting value for money - BHP Billiton tour lasted 35 minutes, ad says an hour	More tours on more days, as we miss them if only staying in town for 2 or 3 days	It would be great if Info Centre, when booking us on tours, could advise us if sections of tour are unavailable. We paid \$45 each to see iron ore carriages flip over to release their load, but it didn't eventuate. Have done this tour previously and only wanted to experience that part again
Passing through (travelling from Kupang (Iind) to Dampier	Y	Y	From experience of previous trips	WA	Fremantle	Dutch	N	Cruising by boat	3 days	5	On boat at anchor	If shop across road from Visitor Centre would be open	Marina	We thoroughly enjoyed our arrival and stay (so far) in Port Hedland. Port Authority radio communication was excellent. Customs, quarantine very good and friendly. Yacht club meal and bar v. good, very glad to be back in Australia after two months in Indonesia
Visit friends and family	Y	Y	Family	Tasmania	Burnie	Eng	N	Historical/mining tours, art galleries/museum, visiting family here	6 weeks	2	Private home			Perserve with replacing story boards - history restoration etc at sites around town that have been damaged or faded. Info Centre - Gallery - brilliant

Passing through (all of WA)	Y	Y	Google	Tasmania	Gawler	Eng	Y	Caravanning	1 day	2	Caravan at Golf Club	Don't know enough to comment		
Passing through (To Canberra via Broome, Katherine, Mt Isa et al)	Y	Y	Own research	ACT	Canberra	Eng	Y	Touring	Overnight	2	Cabin, Cooke Point	We enjoyed things as at present	Beaches	Excellent information from Cassie
Holiday/recreation	Y	Y	Travel guide	Germany	Munich	German	Y	Camping	2 hours	2		More nature, more swimming sites	We are here on a weekend - "ore tour" - how is the ore transported to the ships?	Nice garden in front of the office
Holiday/recreation	Y	Y	Had come this way in 2000 and couldn't wait to come back	NSW	Maiua Bay	Eng	N	4WD/off road activities, fishing, historical/mining tours, art galleries/museums, camping	2 days	2	Caravan			This is a fantastic Visitor Centre with many useful and 'enriching' items. We really have enjoyed spending time in the Centre and the town
Holiday/recreation	Y	Y	Family	Qatar	Doha	Eng	N	4WD/off road activities, art galleries/museums, camping	5 days	2	Private home	Cheaper accommodation, cheaper groceries! Can't believe the price of fruit and veg here, and I came from Sydney and Melbourne.	Would have liked to be able to take a train ride! A passenger train along the coast would be fabulous!	The Visitor Centre seems to have downgraded since I visited in 2010. There are significantly fewer gifts available, ie geckos, local objects/crafts etc. Excessive amount of books I thought??
Holiday/recreation, visit friends and family	Y	Y	Relative	Qld	Rockhampton	Eng	Y	Art galleries/museums	10 days	3	Private home			Great. Loved the whole area
Holiday/recreation	Y	Y	Caravan and motorhome DVD	Vic	Myrtleford	Eng	Y	Caravanning	2 days	6	Caravan	Nothing, it's a beautiful place		
Holiday/recreation	Y	Y	Chance	Vc	Myrtleford	Eng	Y	4WD/off road activities	2 days	6	Caravan	Ok as is	Don't know	Interesting, different and diverse
Stocking up on provisions	Y	Y	Previous visits	NSW	Sydney	Eng	N	Touring around	3 hours	2				Improved markedly since last visit (5 years)
Holiday/recreation	Y	Y	It's on our way around Australia	Vic	Melbourne	Eng	Y	Historical/mining tours, Camping	3 days	2	Public campground	More campgrounds for tourists, campgrounds that take dogs		BHP tour far too expensive - make it -\$10 and donate funds to charity, town Port Hedland very pleasant - parks are beautiful
Car damage	Y	Y	NZ	NZ		German	Y	Camping, car repair	1 day	1	Private campground (would be backpackers if available - missed it)	Affordable accommodation		Car workshop very helpful. Budget accommodation would be essential! (Not everybody works mining - relocated)
Holiday/recreation	Y	Y	Broome Information Centre	NSW	Port Stephens	Eng	Y	Historical/mining tours, Camping, art galleries/museums	2 days	2	Public campground			Everything is good
Passing through (caravan holiday along WA coast)	Y	Y	Caravan magazine	Qld	Gold Coast	Eng	Y	General tourist activities	4 days	2	Caravan	As Port Hedland is an industrial town is good to have lookouts where operations can be seen		All people we have dealt with during our stay have been very friendly and helpful. The Visitor Centre has been especially helpful
Holiday/recreation	Y	Y		NSW	Bathurst	Eng	Y	Historical/mining tours	2 days	2	Caravan			Mosquitoes in the tour bus was very bad. A can of spray might be useful
Holiday/recreation	Y	Y	Friends/family	NSW	Wollongong	Eng	Y		10 days	2	Private home		Less social issues with street drinking, violence and anti social behaviour	Tidy streets, less vandalism

Holiday/recreation	Y	Y	We are on a 6 month trip	Aust	Urbenville	Eng	Y	Historical/mining tours, art galleries/museum	4 days	2	Caravan	More information in Visitor Centres before we arrived	More time to explore the region	We found the people were friendly the services eg hairdresser caravan park were helpful our experience here has been great
Holiday/recreation	Y	Y	From other Information Centres	Aust	Urbenville	Eng	Y	Historical/mining tours	3 days	2	Caravan	More information about Port Hedland	Port and ship loading	Pleasantly surprised about Port Hedland, told to bypass
Holiday/recreation, visit friends and family	Y	Y	Worked for Mt Newman mining	WA	Pinjarra	Eng	N	Fishing, historical/mining tours	7 days	2	Caravan			
Business/work related	Y	Y	Perth, met some people who told me Port Hedland could be much better for work	South Korea	Seoul	Korean	Y	4WD/off road activities, historical/mining tours, art galleries/museum		2	Caravan			
Business/work related	Y	Y	Perth, met some people who told me Port Hedland could be much better for work	Germany	Berlin	German	N	Fishing, art galleries, camping	180 days	2	Private campground	Cheaper rent rates, more recreational activities on offer		Good service by the friendly staff at the Visitor Centre
Passing through (Karijini NP)	Y	Y	Internet and guide books	Australia (from Ireland)		English	Y	Historical/mining tours	1 day	2				
Holiday/recreation (lived here 44 years ago)	Y	Y		Vic	Melbourne	English	N	Historical/mining tours, art galleries/museum	8 days	2	Private home	Public toilet, dump points!		Information booth on road in from Roebourne needs to be updated. Non existent waste of site
Holiday/recreation, visit friends and family	Y	Y	Karratha	WA	Karratha	English	N	Art galleries/museum	1 day	4	Hotel	it's getting better		Great info centre now - great that the days have changed for opening. Bing closed on weekends was ?
Passing through	Y	Y	France	France	Rennes	French	Y	4WD/off road activities, fishing, camping, working	2 days	2	Car			
Business/work related	Y	Y		Qld	Noosa	English	Y	Historical/mining tours, art galleries/museum	7 days	1	Government accommodation			Amazing!
Passing through	Y	Y		WA	Perth	English	Y	4WD/off road activities, camping	8 hours	2	Public campground			Great little town
Holiday/recreation	N	Y	Travel brochures	NSW	Sydney	English	Y	Camping	4 hours	4		More signs	Plants and gardens	Front of BHP looked very nice
Holiday/recreation	Y	Y	Internet	Australia	Brisbane	French	Y	Camping/4WD/off road	1	1	Public campground			
Work	N	Y		Australia	Broome	English	N	Shopping	overnight	2	Hotel	Beautiful shops		This would be the most tasteful visitor centre I have seen in all of my travels. An impressive achievement to the designer/manager - well done! Thanks for the visual experience
Holiday/recreation	Y	Y	Friends	Australia	Melbourne	English	Y	Fishing, camping and 4WD/off road	3 hours	10			Cafes	Information centre best we have seen since Melbourne!! Great selection of books...well done!!
Visiting friends and family	Y	Y		Australia	Karratha	English	N	Water playground	2 days	5	Friends			
Holiday/recreation	Y	Y	Internet	Germany		German	Y	Historical/mining tours, camping, 4WD/off road	2 hours	4		More activities and tours in April		
Passing through (to Broome)	Y	Y	Brazil	Florianopolis		Signs saying what the big white pile is	Y	Portuguese	Y	4WD/off road, camping	a few hours	4	public campground	
Passing through (Perth to Broome)	Y	Y	United Kingdom	London			Y	English	Y	Camping	24 hours	4	private campground (C.P)	

	N	Y	France	Paris	Shops, cinema Port tours	French	Y	Camping	1 day	2	public campground
Passing through (Broome/Darwin) Holiday/recreation	N	Y	Australia	Victor Harbor		English	Y		3 days	4	Caravan
visiting from Karratha - used to live here so trip down memory lane	N - better signage N - needs signage on footpath	Y	Australia	Karratha						1	
Travelling around Aust	Y	Y	Australia	Buderim, Qld		Afrikaans	Y	Historical or mining tours, art galleries or museums, camping	2 days	4	private campground
Passing through	N		Australia	Sunshine Coast, Qld			Y		2 days	2	public campground
Passing through to Broome		Y	Australia	Woodford			Y		5 hours	2	Caravan
Holiday/recreation	Y	Y	Australia	Uralia			N	4Wd/ off road activities, art galleries or museums, camping	1 day	4	Caravan
visit friends and family	Y	Y	Australia	Karratha			N	4Wd/off road activities, camping	3 days	1	private home
holiday or recreation	Y	Y	Australia	Kalgoorlie			N	camping	1 day	2	Caravan
living with family	Y	Y	Philippines	Quezon City				art galleries or museums, fishing			private home
Passing through (to Broome)	N - saw signs down the road but didn't see the building there	Y	Netherlands	Haarlem		Dutch	Y	camping	3 hours	3	
visiting friends and family	Y	Y	Australia	Townsville			N	fishing, 4Wd, art galleries and camping	10 days	1	private home
Passing through (to Broome)	Y	Y	Australia	Hobart			N	art galleries or museums, local sights and child minding	30 days	1	private home
Passing through (to Broome)	Y	Y	Netherlands	Haarlem		Dutch	Y	camping	3 hours	3	
Passing through (to Broome)	Y	Y	Germany	Stuttgart		German	Y	camping	5 hours	4	
Passing through (Broome/Darwin)	N	Y	Germany	Stuttgart		German		camping	1 day	3	public campground

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10.1.2 Port Hedland Visitor Centre Quarterly Review: July to September 2013 (File No.: 05/09/0017)

Officer **Brie Holland**
Economic Development and
Strategic Planning
Coordinator

Date of Report **22 November 2013**

Disclosure of Interest by Officer **Nil**

Summary

This report is for the Audit and Finance Committee to review the financial and general operations of the Port Hedland Visitor Centre (PHVC), carried out by FORM Contemporary Arts and Crafts (FORM) for the quarter being July to September 2013.

Background

FORM has been managing the Visitor Centre since 1 October 2012. The management term is for three years, expiring on 30 June 2015 (option to extend for an additional two years).

In order to ensure the effective financial management practices of the PHVC, the management contract *clause 23.2*, specifically itemises the reporting requirements of all Quarterly Reports (pages 22 – 23) which include the following;

1. Income and expenditure statements for each of the Centre for the relevant period;
2. A statement of variations between the Operating Budgets and the actual results achieved for the year to date with explanations of variances;
3. A statement of the capital expenditure items and maintenance items in respect to the Centre for the relevant period. All repairs and maintenance items that have been carried out during the period must be outlined and any repairs or maintenance that are recommended by the Centre for the relevant period;
4. A statement of marketing expenses, programmes and initiatives for the Centre for the relevant period and year to date;
5. A report on incidents in the Centre for the relevant period for which claims are or may be made against the Town or the Contractor, and other relevant details concerning insurances;
6. Advice on prevailing market conditions and the settling of fees and charges for the relevant period;

7. Customer feedback received for the Centre for the relevant period;
8. Any negligent damage caused to the Centre or the assets of the Centre must be reported, including any damage caused by the Contractor its agents, employees and subcontractors for the relevant period;
9. Reporting in relation to the KPI's established in *Annexure 2* as part of the Contract;
10. Reporting on items listed in *Annexure 3*; and
11. Any information on the Centre and this Contract reasonably required, and requested in writing, by the Town.

This item details all the reporting requirements as per current contract with FORM during the period of July – September 2013.

Consultation

External

FORM Contemporary Arts and Design Management Team

Internal

Economic Development and Strategic Planning Unit

Statutory Implications

Nil

Policy Implications

Nil

Strategic Planning Implications

Strategic Community Plan 2012 to 2022

6.1 Community

6.1.2 Vibrant

Develop Port Hedland's tourism industry to broaden the tourist opportunities available.

Budget Implications

Council's 2013/2014 budget contains an allowance of \$341,550 exclusive of GST per annum for the contract management of the PHVC, payable quarterly.

Officer's Comment

This report outlines the financial and general operations for the PHVC for the second financial quarter being July to September 2013. The activities are reflected in the Income and Expenditure Statement (attachment one), the Written Report (attachment two) and the Customer Feedback (attachment three) documents; please see the summary as per contractual Quarterly Report *clause 23.2* below;

QUARTERLY SUMMARIES JULY - SEPTEMBER 2013	
	JULY - SEPTEMBER 2013
1. Income and expenditure statements for the relevant period.	
Total Earned Income* * includes management fee/ \$85,387.50 per quarter	\$193,775
Total Expenditure	\$251,965
Net Profit/ (Loss)	\$58,190
2. A statement of variations between the Operating Budgets and the actual results achieved for the year to date with explanations of variances.	
	<p>1. The cost of the Cruise Ship tours in March was invoiced in July.</p> <p>2. Printed materials – What to do in 2 days / 5 Days and the Historical Port Hedland are free of charge to Visitors.</p> <p>3. The cost of staff housing increased and was not reported for the previous quarter.</p> <p>Action plan: FORM is currently trying to secure Osprey accommodation and FORM will be willing to make a personal contribution to the funds at the end of the year, if required.</p>
3. A statement of the capital expenditure items and maintenance items in respect to the Centre for the relevant period. All repairs and maintenance items that have been carried out during the period must be	

outlined and any repairs or maintenance that are recommended by the Centre for the relevant period.	
Capital Expenditure	Replacement of the Front room air conditioner. Cost to be advised.
Repairs and Maintenance	June- Electric door at front of Visitor Centre displayed faulty operation; the Town was unable to fix it and Redding's Electrical has been engaged to replace the sensor.
4. A statement of marketing expenses, programmes and initiatives for the Centre for the relevant period and year to date.	
Marketing and Promotional Costs - Advertising	<p>\$29,691 Total \$ 7,710 Advertising \$21,764 Publications and Printed \$ 217 Memberships</p> <p>The Port Hedland Visitor Centre website visitporthedland.com is being consistently updated. The Centre is coordinating many tours during the week including the BHP Billion facilities, Local History and Town Tours.</p> <p>A new Tour is currently being refined as an additional offering to Visitors, Local residences and during the Cruise Ship visits is the Aboriginal Art and Culture tour which will include the engagement of the Wangka Maya's facilitators and the Spinifex Hill Artists at the new South Hedland studio – available from 24 February 2014.</p> <p>Cultural Tourism</p>

	<p>Development: FORM released a One Road app – which provides an in-depth cultural awareness self-tour of the Canning Stock Route for iPhone, iPad, iPod Touch and the web. FORM will continue to develop this type of cultural tourism product top build the reputation of the region.</p>
<p>5. A report on incidents in the Centre for the relevant period for which claims are or may be made against the Town or the Contractor, and other relevant details concerning insurances.</p>	
	<p>None</p>
<p>6. Advice on prevailing market conditions and the settling of fees and charges for the relevant period.</p>	
	<p>Market conditions are seeing an increase in available rooms in local accommodation facilities; this is also seeing a decrease in price and more aggressive marketing of the hotels to visitors. This availability means that visitors to the region are able to access a range of accommodation options at the last minute.</p>
<p>7. Customer feedback received for the Centre for the relevant period.</p>	
	<p>“Enjoyed opportunity to see this huge export port.” “Cooke Point Caravan Park is good.” “I’ve been to quite a lot of Information Centres in Australia. This one here is one of the most beautiful and interesting ones.” “All good enjoyed it.” “I have found the Visitor Centre most helpful for</p>

booking tours.”

“Info Centre great. The staff are very helpful and friendly. Friendly town.”

“We enjoyed our tour of BHP.”

(See Attachment 3 for full survey results)

Constructive comments for the Town to consider:

In our regular surveying of visitors we receive many constructive comments from visitors; the major themes revolve around two areas:

Caravan based utilities – i.e. dump points; whilst there is a dump point available at the South Hedland landfill this proves difficult for many travellers as they must first go to the Civic Centre (during business hours – Mon-Fri) to get a pass for the dump point then go a further 20km to South Hedland to the South Hedland Landfill.

Response: The Town investigated the number of enquiries received at Landfill in relation to dumping and the issue of obtain a receipt. The Coordinator of Waste and Project Operations gave assurance that there are few queries in relation to this service. One of the reasons maybe that there are many alternative sites for dumping including caravan parks, DeGrey and Peewah rest stops.

Dog friendly caravan parks: whilst this is the decision of the individual operators it may be worth including such accommodation at the new park at Pretty Pool – there is

	<p><i>certainly a market for it during the busy season.</i></p> <p><i>“Dogs should be made welcome - more and more people travel with dogs. In Broome we stayed in a park where only vans with dogs could stay. 150 vans - 150 dogs not one once a problem. Charge per dog if necessary”</i></p> <p>Response: The Town will discuss further and report back on the next Audit and Finance report.</p>
8. Any negligent damage caused to the Centre or the assets of the Centre must be reported, including any damage caused by the Contractor its agents, employees and subcontractors for the relevant period.	
	None
9. Reporting in relation to the KPI's established in Annexure 2 (Key Performance Indicators and Operating Budget) as part of the Contract	
Management Fee (Town to Contractor) (*no variation is acceptable) 2nd year: July 2013 – June 2014 \$341,550 per annum; \$85,387.50 per quarter*	Achieved
Centre membership Secure a minimum of 25 memberships / at a cost reasonable for market demand (initially estimated at \$100) per financial period.	48% of target met FORM has heavily advertised membership since the start of their management term.
Town and BHP Billiton Partnership Funds: Start Up costs (* no variation is acceptable, to be paid only in the first year of tenure) 1st year: Oct 2012 - June 2013 *\$102,000 Town and BHP Billiton Partnership funds	Achieved

Expense recovery suggestion The Town will not be responsible for any expenditure variances and there will not be any variation in income across the three years of tenure, alternative funding sources are suggested.	Not required
Minimum Staffing 3x	Achieved: Visitor Centre Manager Visitor Centre Support Officer Visitor Centre Support Officer Administration support for accounting, purchasing and promotional activities from the FORM HQ in Perth.
Centre Operations Manual Rollout of the manual once a year to Staff	Achieved.
Opening hours Peak: May – September M – F: 9am – 4.30pm Sat: 9 – 2pm Sun: 9 – 2pm Off Peak: Oct – April M – F: 9am – 4.00pm Sat: 10 – 2pm Sun: Closed	Achieved and review and since further extended to accommodate the growing numbers of visitors during peak and off peak (an extra half an hour on the week days): M – F: 9am – 5pm S – S: 9am – 2pm
Consultation group: Suggested invitation for membership; Council, Town of Port Hedland administration team, Industry, Port Hedland Chamber of Commerce, Wanga Maya, Tourism WA and North West Tourism. Contractor to consult with suggested parties at its discretion during the term of the tenure.	Achieved.
Reopening Ceremony 2013	Date to be confirmed.
Western Australian Visitor Centre Accreditation Program	Achieved: 15 August 2013 – the first visitor Centre in the

<p>Within the first year of operation, receive Level 1 accreditation</p>	<p>Pilbara.</p> <p>The accreditation allows the Visitor Centre to display the "I", T-Qual and Tourism Accredited Business logo on the premise and on all marketing material.</p>
<p>Encourage the Centre to be part of the regional school's curriculum and education program.</p> <p>1 school class tour of the Centre per 4 months; highlight the importance of the growing resource industry, history and culture of Hedland as well as the role of tourism is essential to its development.</p>	<p>To be programmed</p>
<p>Banger's Bungalow Business Enterprise Centre: Accommodation of seminars and workshops for visiting tourism professionals, cultural tourism partners and practitioners linked to the Centre's programming</p>	<p>Achieved.</p>
<p>Tours Marketing two (2) tours per week</p>	<p>Achieved;</p> <ol style="list-style-type: none"> 1. Local History and Town Tour – operating each Monday and Friday 2. BHP Billiton Iron Ore Tour – operating each Tuesday and Thursday <p>Since operation the Visitor Centre has seen a sharp increase in the total number of people taking the two tours available:</p> <ol style="list-style-type: none"> 1. Local history and Town tour – May 115 to 267 in September; and 2. BHP Tour - May - 359 to September 1,114.
<p>Cruise Ship Welcome Day Coordination</p> <p>Has the discretion to alter the operations plans and budgets to include this additional service outside of the original RFP</p>	<p>Achieved.</p> <p>The Visitor Centre in associated with Tourism WA and the Port Hedland Port Authority offered a Cruise Ready Workshop to the</p>

scope. This activity will be managed in a way that is at the discretion of FORM as to what is manageable.	Hedland business community in October, attended by 25 people. The main goal is to introduce concepts of shore-based activities and tourism experiences that would satisfy the appetite of the cruise ship.
Port Hedland International Airport coordination Port Hedland Visitor Centre to establish a presence, budget permitting.	Budget yet to permit.
Efficiency	
Patronage Maintain 50% interaction of walk in patrons to service staff	Achieved. July: 1,878; August: 803; September: 1,113; October: 1,197
Call abandonment Maximum call abandon rate 10%	Achieved, the Visitor Centre receives an average of 20 (up from 12 per day from June phone based enquiries per day, all attended to.
Call waiting Average call waits not to exceed 2 minutes	Achieved, the Visitor Centre receives an average of 20 phone based enquiries per day, 100% attended to.
Brochure Maintain brochure racking space including brochure stock, initiate reorder when numbers are under 10.	Achieved.
10. Reporting on items listed in Annexure 3	
Provide statistics on a quarterly basis to Town in relation to the number of contacts at the Centre through the following points:	
Walk in traffic	Achieved. July: 1,878; August: 803; September: 1,113; October: 1,197
By Telephone	Achieved, the Visitor Centre receives an average of 20 (up from 12 per day from June phone based enquiries per day, all attended to.

By Mail	Mail-based enquiries are infrequent, when received; they are attended to within one business day.
By Email	An average of 25 email enquiries are received each week (up from 10 received per week, back in June). Enquiries range from accommodation enquiries, travel advice, tour bookings and general advice for travelling in and around the Pilbara, tour bookings and brochure requests.
On-line	The Port Hedland Visitor Centre website www.visitporthedland.com is consistently updated with local information, events, tours and attractions. Along with the Discover the Pilbara website and the Visitor Centre Facebook page we are building a constant local audience as well as engaging with visitors from Australia and further afield. Each media has received good traffic and is being reported in feedback as a primary point of destination information for travellers and caravaners alike.
Industry contacts - Product briefings Brochure distribution	Dedicated tourism brochures have been developed to profile the history of the town and the activities for the traveler with two and three days. An insider's guide has also been printed. All documents are provided to the visitor without cost. This type of documentation sets the Port Hedland Visitor Centre apart from other Pilbara based visitor centres. Discoverer's Journal: http://www.form.net.au/files/A_Discoverers_Journal.pdf 2 Day Guide: http://www.form.net.au/files/2Day_guide

	e.pdf 5 Day Guide: http://www.form.net.au/files/5day_gui An Insider's Guide: http://www.form.net.au/sites/default/files/Insiders_Guide_.pdf
Customer complaints and resolutions	None
Staff Training	Achieved: continuous improvement daily
11. Any information on the Centre and this Contract reasonably required, and requested in writing, by the Town.	
	See Attachment 2 for the full written overview of operations at the PHVC during July – September 2013.

FORM has continued to successfully achieve the vast majority of the contractual obligations in managing the Visitor Centre. FORM continues to enhance the experience of the Visitor within the Town and successfully markets the Pilbara region as Tourist destination nationally and internationally. An example of the continuation in providing more variety of activity for the Visitor to town is the implementation of the Aboriginal Art and Culture tour. This tour, available from 24 February 2014 will be facilitated by a local Aboriginal guide from Wangka Maya Pilbara Aboriginal Language Centre whom will present participants with a tour of the Spinifex Hill Artist Studio, be provided with freshly made damper and bush teas and have a chance to interact with the Artists whilst they create. The guide will also explain in depth elements of the Kariyarra people history and language.

The unit continues to look forward to all FORM's programmed activities for the Visitor Centre.

Attachments

1. FORM's PHVC Income and Expenditure Statement – July to September 2013
2. FORM's PHVC Quarterly Written Report – July to September 2013
3. FORM's PHVC Customer Feedback (names removed) – July to September 2013

AFC201314/010 Officer's Recommendation/ Audit and Finance Committee Decision

Moved: Cr Jacob

Seconded: Cr Butson

That the Audit and Finance Committee receives the quarterly reviews report of FORM for the Port Hedland Visitors Centre for the period 1 July to 30 September 2013.

CARRIED 3/0

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PORT HEDLAND VISITOR CENTRE OPERATIONS
Statement of Profit and Loss
For the Period Ending 30 September 2013

Budget Lines	2013 Quarterly Actual Ending				2013 Actual Total \$	2013 Budget Total \$	Variance Between Actual and Budget \$	Notes
	March	June	September	December				
Sales								
Sales - Retail		30,954	64,573		95,527	45,788	49,739	1
Sales - Tours		13,699	35,105		48,804		48,804	
Sales - Membership		13,350	286		13,636		13,636	
Management Fee	82,500	82,500	85,388		250,388	335,775	-85,388	
Sales - Cruise Ship Tours	12,586	5,000			17,586		17,586	
Other Earned Income		12,408	8,424		20,832	32,938	-12,106	
Contribution by FORM								
Total Sales	95,086	157,911	193,775	0	446,772	414,501	32,271	
Expenditure								
Cost of Sales								
Cost of Sales - Retail		24,656	56,844		81,500	30,678	-50,822	1
Cost of Sales - Cruise Ship Tours	4,052	9,534	1,600		15,186		-15,186	
Cost of Sales - Tours			24,002		24,002		-24,002	
Total Cost of Sales	4,052	34,190	82,446	0	120,688	30,678	-90,010	
Operating expenses								
Programming expenses								
- Contractor & Consultant Fees/Travel/Expenses	1,399.00	4,139.00	167.38		5,705	14,700	8,995	
- Staff Development & Training			5,592.86		5,593		-5,593	
- Travel cost for staff recruitment and builder negotiation								
- Freight, Install and Destall								
Total programming costs	1,399	4,139	5,760	0	11,298	14,700	3,402	
Marketing and Promotion Costs								
- Advertising		620	7,710		8,330	63,100	54,770	3
- Publications & Printed Material			21,764		21,764		-21,764	
- Subscriptions/Memberships			217		217		-217	
- Website devt & hosting stage 1								
Total marketing and promotion costs	0	620	29,691	0	30,311	63,100	32,789	
Employment costs								
- Salaries, wages and on-costs	68,655	84,557	88,524		241,736	144,300	-97,436	4
- Staff Housing	5,377	20,771	37,267		63,415	42,000	-21,415	
Total employment costs	74,032	105,328	125,790	0	305,150	186,300	-118,850	
Administration Costs								
- Office Consumables & Resources	913	5,148	4,273		10,334	37,440	27,106	
- Communications	617	95	1,889		2,601	2,760	159	
- Legal, Finance & Governance	840	70	142		1,052	4,760	3,708	
- Insurance	980		1,973		2,953	7,920	4,967	
Total Administration Costs	3,350	5,313	8,277	0	16,940	52,880	35,940	
Total operating expenses	78,781	115,400	169,518	0	363,699	316,980	-46,719	
Total Cost of Sales and Operating Expenses	82,833	149,590	251,965	0	484,388	347,658	-136,730	
Net Income / (Expenditure)	12,253	8,321	-58,190	0	-37,616	66,843	-104,459	

Budget Variance Notes:

- 1) FORM's contribution will be made at the end of the year, if required
- 2) Cruise Ship Tour in March - invoice received in July
- 3) Printed Materials - Free Port Hedland Map
What to do in 2 Days, What to do in 5 days and the Historical Port Hedland
These are free of charge for visitors
- 4) Staff housing increase as was not reported for the last quarter

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ATTACHMENT 2 TO ITEM 10.1.2

October 2013

Quarterly Operations Report – Visitor Centre

STATISTICAL REPORT: July - October 2013

- Walk in traffic – October: 1,197; September: 1,113; August: 803; July: 1,878 people
- Total visitors to date: 8,752
- Telephone – the Visitor Centre receives an average of 20 phone based enquiries per day, requesting information about local road conditions, accommodation options, travelling with pets, business information, brochure requests and general arrival and directional information.
- Mail – Mail-based enquiries are infrequent, when received, they are attended to within one business day.
- Email – An average of 25 email enquiries are received each week. These enquiries are primarily generated through website visits. Enquiries range from accommodation enquiries, travel advice, tour bookings and general advice for travelling in and around the Pilbara, tour bookings and brochure requests.
- Online – The Port Hedland Visitor Centre website visitporthedland.com is consistently updated with local information, events, tours and attractions. Along with the Discover the Pilbara website and the Visitor Centre Facebook page we are building a constant local audience as well as engaging with visitors from Australia and further afield. Each media has received good traffic and is being reported in feedback as a primary point of destination information for travellers and caravaners alike.

OPERATIONS REPORT

Cruise Ship Management

This cruise ship season will bring four vessels to port.

Voyage	Vessel	Port	Arrival date	Arrival Time	Departure date	Departure time
597	Radiance of the Seas	Port Hedland, WA	06-Nov-13	9:00	06-Nov-13	16:00
214	Celebrity Solstice	Port Hedland, WA	24-Feb-14	8:00	24-Feb-14	16:00
609	Radiance of the Seas	Port Hedland, WA	06-Mar-14	10:00	06-Mar-14	16:00
725	Voyager of the Seas	Port Hedland, WA	30-Mar-14	8:00	30-Mar-14	16:00

The Radiance of the Seas – 6 November 2013

The Radiance of the Seas docked in Port Hedland from 9am to 4pm, Wednesday 6 November 2013.

The vessel carried with it 2,200 passengers and approximately 300 crew. Upon arrival to the port an estimated 90% of passengers disembarked, taking advantage of the shuttle buses provided by InterCruises to ferry them into the Historic West End, to the Shopping Centre and back to the port.

BHP Billiton Iron Ore Tour

The Visitor Centre managed two tour buses operating concurrent BHP Billiton Iron Ore tours which were pre-sold on board the ship and saw more than 370 people undertake the tour of the Iron Ore facility.

The management of this tour involved, but was not limited to, the following:

- appointment of bus company;
- appointment of tour guides;
- negotiations with Intercruises re costings, bookings, security arrangements;
- negotiations with BHP Billiton re appropriate script and messaging, site access, security requirements, timings and appropriate inductions; and
- on site personnel for management of logistics; ie passenger requirements, passenger embarking and disembarking.

The benefit of pre-booked activities to the cruise ship cannot be overlooked as it is one of the primary measures employed by the ship operators to determine the success and enduring profitability of individual port visits.

This visit saw the number of pre-booked tours doubled from the average of previous ship visits, a signal of the growth in the popularity and reputation of this tour. The growth in tour popularity is also testament to the focus of on board advertising which drives home the image as Port Hedland as a mining town and its current status as one of the nation's economic drivers.

Feedback from both passengers and client regarding the BHP Billiton Iron Ore tour was overwhelmingly positive and the Visitor Centre will continue to offer this service to the Cruise Ships in the same capacity and format.

Intercruises has confirmed they will continue to promote the BHP Billiton Iron Ore Tour on board as the primary experience that typifies Port Hedland.

Courthouse Art Gallery – Hedland Art Awards guided walkthrough

The Port Hedland Courthouse Art Gallery offered guests the opportunity to peruse local talent from the Pilbara, Kimberley and Gascoyne region, with a guided walk through of the Hedland Art Awards. An estimated 1,300 people visited the gallery during the Radiance of the Seas visit, dramatically increasing local artists' reach to a broader audience and promoting the wealth of local talent located throughout our region. Exposure of this high level of local talent enables a greater understanding of the complexity of our community, otherwise dominated by mining.

Spinifex Hill Artists – Live Painting

Five of the Spinifex Hill Indigenous Artists donated their time to undertake live painting sessions at the main gallery at the Courthouse Art Gallery. These sessions are always popular with visiting

passengers, particularly international guests, as they can see traditional Aboriginal painting techniques, talk to the artists and gain a personal insight into the ancient stories that originate in the Pilbara region and Port Hedland itself.

This form of exposure is valuable to the artist collective as it elevates their reputation and provides a worldwide audience. Through this type of exposure, as well as the development strategies already in place for the growth of the Spinifex Hill Artists, it is hoped that the group will start to build a reputation similar to that of the Martumilli Artists of the Western Desert – a true accomplishment for Indigenous artists in Hedland.

Local History and Town Tour

A Local History and Town Tour was operated from the Visitor Centre and was made available for shore-based bookings. This tour, while extremely well received by people who took the opportunity was a difficult product to sell as a tour. Having now run this tour for four cruise ship visits it has been determined that a different format would prove more successful. Rather than a bus-based tour, the Visitor Centre will suggest a localised presentation at Dalgety House or similar historically relevant destination would be a more viable option for a historic presentation as it can be offered at a more attractive price as there is no transport cost required.

Shuttle Bus Route

Intercruises contracted Go West tours to operate 11 buses throughout the day. The shuttle bus route was determined to have two drop off points – the ANZ car park, enabling direct access to the Visitor Centre, Courthouse Gallery, Cruise Ship markets and Dalgety House museum; the second drop off point – Port Hedland Boulevard Shopping Centre; and a return to the port.

The shuttles were well managed, sending passengers along the same route throughout the day and staging bus departures at regular intervals so that passenger arrivals were easier to manage than previous ship visits.

The Visitor Centre liaised with the Boulevard Shopping Centre management to enable direct bus access to the carpark to ensure that passengers were not crossing Anderson St.

Road Closures

To enable safe and unimpeded bus access to the West End road closures were put in place. These closures allowed the buses unimpeded access to Wedge St, the ANZ carpark and Glass Lane, thus facilitating a safe and easy route for passenger drop off at the local activities.

A1 Labour Hire was contracted to enact the road closures which were in place from 7.30am – 3pm. Local businesses were informed of the closures and the formal ToPH process was followed for the closure with all affected businesses signing the application for road closure.

Cruise Ship Markets

The Visitor Centre communicated its hesitation to the ToPH at its reluctance to manage the Cruise Ship markets in addition to all other facets as detailed above in September 2013. Following a directive from the ToPH in October that the VC would undertake the management of the markets an EOI was called for stallholders on 11 October. The Cruise Ship markets and shore-based activities were centralised to one key location for this visit – the Historic West End, enabling passengers to enjoy the full gamut of activities without excessive heat and sun exposure.

The markets attracted applications from 12 vendors:

Handmade vendors:

See ya Sista

Pilbara Jules

Sonny Rutherford Handmade cards

Love Me Do

Miriam Sheridan

Local business:

Rio Tinto

Food Vendors:

Jommel – Noodles and Satay

Mr Whippie

Not for profit organisations:

Care for Hedland

Andrew McLaughlin Community Centre

On sell traders:

Gillian Wade

Tropikarma

On-board Arrival Information

The Port Hedland Visitor Centre designed, printed and arranged on-board distribution of a brochure for passengers to receive prior to arrival in Port Hedland. The brochure details the 'best of' activities to undertake while in Port Hedland for a day. This brochure details: BHP Billiton Mining Industry Tour; Arts and Culture; Local History and Retail Options (see attached).

Feedback:

- Market vendors were provided with survey forms to assess the success of the markets and gain feedback from the vendors. Feedback will be compiled upon its receipt.
- The Town of Port Hedland Ambassadors handed survey forms to passengers to assess the spending habits and favourite elements of the shore-based activities.
- Local businesses reported an increase in sale volume, however the overwhelming feedback is that the individual spend was very low.
- Intercruises reported an efficient and well managed shore visit. The BHP Billiton Tour sold extremely well and was well received by all tour-goers. Reports about the shore-based activities continued to be good. They are interested in further developing unique Port Hedland experiences to enhance the ship pre-sale opportunities.

Future On-board Tours

Much work has been put into the development of an additional signature experience for presale on board the Cruise Ships. The Visitor Centre has developed an Aboriginal Art and culture tour which

will engage Wangka Maya's cultural awareness facilitators and the Spinifex Hill Artists at the new South Hedland studio.

Aboriginal art and culture tour – available from 24 Feb.

This tour will be a two hour experience, picking passengers up direct from the port, driving to South Hedland led by a local Aboriginal guide from Wangka Maya Pilbara Aboriginal Language Centre who will explain some of the elements and history of this culturally significant community dating back more than 40 million years.

When the bus arrives in South Hedland, passengers will enter the Spinifex Hill Artist Studio, a purpose built studio where Aboriginal artists from across the Pilbara region meet daily to practice their art. The visit to the centre will include refreshments of freshly made damper and bush tea, as well as an opportunity to speak to the artists, watch them work and purchase original works.

Upon return to the bus, passengers will hear about the significance of the 1946 Aboriginal Strike which resulted in a change in working conditions for Aboriginal Australians across the country and also learn a little of the local Kariyarra language.

Tourism WA Cruise Ready Workshop – 22 October 2013

The Visitor Centre, in association with Tourism WA and the Port Hedland Port Authority, offered a Cruise Ready Workshop to the Hedland business community in early October.

Attended by a broad cross-section of the business community this workshop introduced concepts of shore-based activities and tourism experiences that would satisfy the appetite of the cruise ship passenger.

The major features of the discussion was the opportunity to further promote the uniqueness of Port Hedland through a range of varied experiences to cater for the full range of passengers: tours; low price point experiences – morning teas; history presentations; meet the locals; tailored self-drive experiences; and high end premium experiences.

The importance of facilitating these experiences as on-board saleable products was driven home by both Tourism WA and Cruise and Maritime Australia. The profitability of the visit to the ship as well as the passengers individual experience were determined as the two major aspects of the visit that cruise ships use to determine future visits to the destination.

The presentation also reinforced the value of having a single point of contact for the Shore Excursion managers and reiterated the excellent feedback Intercruises has provided to Tourism WA about the Visitor Centre management as the liaison point.

Approximately 25 people attended the session; this was well above previous visits and a little above average for their regional visits.

Based on the success of the visit, Tourism WA will follow up this workshop with a 'Welcoming Cruise Ship Passengers' workshop in early February, which is tailored toward front of house staff, ambassadors and the service industry.

The Visitor Centre extended an invitation to all those interested in Cruise Ship visits to attend but unfortunately, the ambassadors did not receive the extended invitation. In future the Visitor Centre will try to encourage those interested in the cruises to attend because the Tourism WA presentation was helpful and informative.

ONGOING OPERATIONS

Visitor Centre Tours

Launched in May, the Port Hedland Visitor Centre tours, Local History and Town Tour and BHP Billiton Iron Ore tour are continuing to serve visitors' appetite for local information and local engagement.

Tour numbers May 2013 – October 2013 (inclusive):

- Local History and Town Tour – operating each Monday and Friday – 267
- BHP Billiton Iron Ore Tour – operating each Tuesday and Thursday –1,114

Local history and town tour overview: Since bringing this tour to market in May, 267 people have taken this tour; learning about the history of Port Hedland, the makeup of the town and the events in its history that makes the town what it is today.

BHP Billiton Iron Ore Port Operations Tour: The appeal of this tour is evident; since establishing the tour in May we have guided 1,114 people through the Nelson Port facility. The value of having the world's largest diversified resources company within the community is illustrated by the demand for knowledge demonstrated by travellers to the region. The insight into the nation's economic driver is by far the number one attraction to Port Hedland.

Feedback from both tours has been resoundingly positive.

Tour feedback – BHP Billiton Tour:

- "All excellent and informative tour . Did not realise the extent of the operations."
- "It was great. Glad I did it."
- "Very informative."

Local History and Town Tour "Tour was very information and interesting."

- "Julie is very knowledgeable and entertaining."

- *"An excellent tour. I will recommend to my friends"*

Customer Servicing

Since opening our doors in early April we have seen more than 8,750 visitors enter the new Visitor Centre. Over the seven months of operation we have seen a shift in visitor demographic from European backpackers to caravan-based traveller (grey nomad) and now as we enter the hotter months, a shift back to backpackers is evident.

We are building a strong local customer and visitor base in Hedland, with many families of residents visiting the town. This is a great shift for the town as these visitors are generally visiting for one to two weeks and are keen to get involved in all elements of community life. This demographic is buoying the continued market for local tours.

Visitor feedback regarding customer service:

- *"Enjoyed opportunity to see this huge export port."*
- *"Cooke Point Caravan Park is good."*
- *"I've been to quite a lot of Information Centres in Australia. This one here is one of the most beautiful and interesting ones."*
- *"All good enjoyed it."*
- *"I have found the Visitor Centre most helpful for booking tours."*
- *"Info Centre great. The staff are very helpful and friendly. Friendly town."*
- *"We enjoyed our tour of BHP."*

Constructive comments for the Town to consider:

In our regular surveying of visitors we receive many constructive comments from visitors; the major themes revolve around two areas:

- *Caravan based utilities – ie dump points; whilst there is a dump point available at the South Hedland landfill this proves difficult for many travellers as they must first go to the Civic Centre (during business hours – Mon-Fri) to get a pass for the dump point then go a further 20km to South Hedland to the South Hedland Landfill.*
- *Dog friendly caravan parks: whilst this is the decision of the individual operators it may be worth including such accommodation at the new park at Pretty Pool – there is certainly a market for it during the busy season.*

"Dogs should be made welcome - more and more people travel with dogs. In Broome we stayed in a park where only vans with dogs could stay. 150 vans - 150 dogs not one once a problem. Charge per dog if necessary"

Accreditation

After an extensive application and review process with the Tourism Council of WA, the Port Hedland Visitor Centre has now attained accreditation the Australian Tourism Accreditation Program. It is the first Classification One in the Pilbara which says a great deal about the standard set by new management...Port Hedland is now the premium visitor centre site in the Pilbara.

This accreditation provides access to a range of online resources and websites, as well as allowing the Visitor centre to display the 'I' logo, T-Qual logo and the Tourism Accredited Business logo at our premises, as well as on our marketing material.

Above this, the T-Qual logo is a testament to the professionalism of the new management structure and dedication to ensuring that appropriate business operations, policies and procedures are adhered to in order to maintain the quality of the Port Hedland Visitor Centre both now and into the future.

Cultural Tourism Development

In October FORM released the One Road app for iPhone, iPad, iPod Touch and web. Developed by Lightwell, the application repurposes the experience and rich content of the Canning Stock Route exhibition. The app also contains a range of new information and content including travel information like desert first-aid, Aboriginal language lessons, relevant well and water quality data, camping locations and interchangeable aerial and historical maps of the stock route.

The One Road app is an excellent cultural tourism tool for the visitor in the regions. The Visitor Centre also promotes the free phone app developed by FORM for Pilbara Stories which provides the traveller with access to 110 Pilbara interviews on what the Pilbara means to them.

FORM will continue to develop this type of cultural tourism product to build the reputation of the region.

Issues

August – Electric door at front of Visitor Centre ceased operation due to the outside sensor being faulty. The service technicians from the ToPH reported promptly however were unable to fix the issue. Reddings Electrical were engaged to replace the sensor for the door.

October – 28.10.13 Front Daikan air conditioner ceased operation; the ToPH was advised and after attending (29.10.13) contracted the repair to Air Conditioning Services. Air Conditioning Services ordered parts (1.11.13). We are currently awaiting the delivery and installation of parts (11.11.13).

Prevailing market conditions

Market conditions are seeing an increase in available rooms in local accommodation facilities; this is also seeing a decrease in price and more aggressive marketing of the hotels to visitors. This

availability means that visitors to the region are able to access a range of accommodation options at last minute.

Cyclone preparedness

The Cooke Point Caravan Park and Blackrock Caravan Park have started their preparations for the cyclone season. Blackrock are no longer accepting tents. Both parks will evacuate their caravan tenants on yellow alert, however the Blackrock have a number of cyclone rated fixed units which will remain operational throughout the cyclone period.

Staffing

Visitor Centre Manager – Natasha Fry

Visitor Centre Support Officer – Cassie Baldock

Visitor Centre Support Officer (part time) – Katie Wilson

Supported by FORM's Perth office for accounting, purchasing and promotional activities

Opening Hours

Monday to Friday: 9am – 5pm

Saturday & Sunday: 9am – 2pm

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Date	What brings you to PH	VC easy to locate	Mapping/info readily available	Where did you get info from when deciding to visit the Pilbara	Where do you live	City	Primary language	First visit to PH	What activities are you participating in	How long are you in PH	Visitors	Accommodation	What could make your visit better	What would you like to see more of in PH	General feedback
	Holiday/recreation	Y	Y	Pilbara Travel Australia 2013 guide book and maps	Australia	Perth	English	N	4WD & off road/fishing/historical tours/camping	3 days	2	Caravan	Nothing	Train offloading and ship loading facilities	Great visitor centre
	Holiday/recreation	N	Y	Maps & local publications	Australia	Coburg VIC		N	Fishing/camping	24 hours	2	Public campground	More signage for the tourist info shop		
	Holiday/recreation	Y	Y	Internet	Switzerland	Lanfenburg	German	Y	Historical or mining tours	1 day	4	Public campground	Port visiting tour		
	Passing through	N	Y	Other VC's in NT	Australia	South Australia		Y	Historical or mining tours/camping	2 days	2	Caravan	More signage		Need more signs and much bigger especially out on highway where road works are occurring
	Holiday/recreation, passing through	N	N	Other caravanners	Australia	Melbourne		Y	General sightseeing & relaxing	8 days	2	Caravan	More information on things to see & do. Readily available info on the road	Travelling around Australia so more things to entice caravanners	Enjoying the stay & once found the staff at visitor centre very friendly
	Holiday/recreation	Y	Y	Back home in Germany from a TV show	Germany	Munich	German	Y	Camping	1 day	2	Caravan	Temp between 24 and 28!!!		
	Just passing through (Broome)	Y	Y	Travel guide Lonely Planet	Germany	Hamburg	German	Y	Historical or mining tours/camping	2 days	2	Public campground			
	Holiday/recreation	N	Y	Purchased a book at newsagents	WA	Mandurah		Y	4WD/off road, fishing, camping	4 days	4	Caravan, private campground	Difficulty in finding a suitable caravan park with pets allowed (ie dogs)	caravan parks	
	Business/work related	Y	Y	RACQ	0	Townsville		Y	Nil as yet	couple of years	1	Friend			Thank you for warm, welcoming, friendly service
	Holiday/recreation	Y	Y	WA State Tourist Bureau	Vic	Beechworth		Y	Historical/mining tours, gorges, art galleries/museums, camping	2 days	2	Caravan	Just happy to relax and discover the port. Enjoy what it has to offer on our short visit		Info centre well set out, information excellent, staff very pleasant with excellent info for here are our next travels to Karijini NP
	Passing through (Perth)	Y	Y	Camps 6 Book	France	Rennes	French	Y	Camping	2	6	Campervan	Mine visits, tours	Mines, history	I just arrived in town but for what I've seen it looks nice. Tourist centre staff is friendly
	Holiday/recreation, visit friends and family	Y	Y	Friend	England	London		Y	Art galleries/museums	5 days	3	private home	longer opening hours of museums and shops	parks and outdoor activities	it's a cute town but not much to do
	Passing through	Y	Y	Just looking at Australia so one of the must see places	Aust	Melb		Y	Historical/mining tours, camping	1 day	3	caravan (if we stayed - weather!!)		Good quality coffee shops are always a bonus	Visitor centre high quality - perhaps reflects the mode of operations of the port in general
	Holiday/recreation	N	N	School - 55 years ago		Gold Coast		Y	Historical/mining tours	2 days	2	Caravan	No signage		Great industrial city
	Just passing through (doing the loop - NSW)	Y	Y	Return visit, husband grew up here in the 1950's				N	Historical/mining tours, art galleries/museums, camping	Few days	2	Private campground		More van park options	Excellent info centre - very helpful
	Visit friends and family/ passing through	Y	Y	Lived in the Pilbara 30 years ago	WA	Perth		N	Revisiting after 30 years and heading north	5 days	2	Private home	More caravan parks with availability for vans, all taken up with FIFO	At tourist bureau a water dispenser would be nice while waiting for tours and more gifts available	All good, but would like to see some dump points within the town and South Hedland, especially as so people travelling here and onwards
	Passing through (Broome/Kununurra/NT)	N	N	Own knowledge	WA	Perth		N	4WD/off road activities, fishing, historical/mining tours	2 days	2	Caravan	At least some information at the visitor centre of "what to do and see & the attractions"		There is no information at the front of the visitor centre on opening hours. Called on a Saturday afternoon. The visitor centre is very well designed and set out, has a terrific range of reading material and the receptionist is extremely friendly and welcoming.
	Passing through (Broome)	Y	Y		England	Wimborne		Y	Camping	1 day	2	Caravan	Information at the info board on the way into town	Free WiFi!	Nice info centre. Very helpful staff. Interesting mine to port video
	Holiday/recreation	N	Y	Caravan Park at Coral Bay	NSW	Kincumber	Eng	Y	Camping	3 hours	3	Caravan			You need to have a cap machine and some drink for visitors to buy and have a quick look through centre
	Passing through (Broome)	Y	Y		France		French	Y	Art galleries or museums	2 days	2	Private campground	Laundry shop		The city is nice and people in the information centre are lovely. Thank you

	Passing through	N				Australia	Sunshine Coast, Old				We don't complain as our travels are wonderful but the info centre is very difficult to find in this small town area. Small sign coming from south on other side of turn off - no warning and no sign from north. Building itself lacking signs on street								2 days		public campground	
	Passing through to Broome		Y			Australia	Woodford				(info from Perth when deciding to visit PH)								5 hours		Caravan	
	Holiday/recreation	Y				Australia	Uralla												4Wd/ off road activities, art galleries or museums, camping	1 day		Caravan
	visit friends and family	Y				Australia	Karratha												4Wd/off road activities, camping	3 days		private home
	holiday or recreation	Y				Australia	Kalgoorlie												art galleries or museums, fishing	1 day		Caravan
	living with family	Y				Philippines	Quezon City												art galleries or museums, fishing	3 hours		private home
	Passing through (to Broome)	N				Netherlands	Haarlem				(info from Lonely Planet and other travellers)								camping	3 hours		
	visiting friends and family	Y				Australia	Townsville		N		fishing, 4Wd, art galleries and camping								private home			
		Y				Australia	Hobart		N		art galleries or museums, local sights and child minding								private home			
	Passing through (to Broome)	Y				Netherlands	Haarlem		Y		(info from Lonely Planet)								camping	3 hours		
	Passing through (to Broome)	Y				Germany	Stuttgart		Y		camping									5 hours		
	Passing through (Broome/Darwin)	N				Germany	Stuttgart		Y		camping									1 day		Public campground
	Holiday/recreation	Y				Tasmania	Hobart		Y		Historical/mining tours								Caravan	4 days		Did BHP tour, showed sites that are now closed, saw nothing working, most disappointed. Ripped off
	Passing through (Perth)	Y				Old	Benarkin		Y		Travelling through								Caravan	1 day		
	Business/work related	Y				Aust			Y		4Wd/off road activities, fishing								Private home	10 days		
	Visit friends/family	Y				NZ	Manawahe		Y		Historical/mining tours, motorcycling								Private home	2 days		
	Holiday/recreation, passing through	Y				SA	Adelaide		Y		4Wd/off road activities, fishing, historical/mining tours								Public campground	2 days		Harbour tour was fantastic - 5.30 harbour cruise
	Holiday/recreation	Y				SA	Adelaide		Y		Camping								Caravan, public campground	1 day		
	Holiday/recreation, visit friends and family	Y				NSW	Bathurst		Y		4Wd/off road activities, historical/mining tours, art galleries/museums, camping								Public campground	2 days		excellent tourist info. Website brilliant - graphics v. enticing to the visitor. Visitor Centre and shop is the same - lovely gifts. Staff great
	Holiday/recreation	Y				NSW			Y		4Wd/off road activities, fishing, historical/mining tours, camping								Public campground	2 days		
	Holiday/recreation	Y				NSW			Y		Part of West Coast tour								Public campground	1 day		
	Holiday/recreation, visit friends and family	Y				NSW			Y		Lonely Planet and Google								Public campground	2 days		
	Holiday/recreation	Y				NSW			Y		Lonely Planet and Google								Public campground	2 days		
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	Holiday/recreation	Y				NSW			Y		Lonely Planet and Google								Public campground	2 days		

20.7.13	Holiday/recreation	Y			Y	Been here before	Vic	Ballarat	Eng	N	Fishing, Camping	2 days	2	Caravan		All good! More space on the BHP Tour. We would have loved to do it but it was full		Very helpful at Information Centre. Impressed by the amount of construction/mining activity in the area
20.7.13	Holiday/recreation	Y			Y		Qld	Cairns	Eng	Y	Caravanning	3 days	2	Caravan		Did the town history tour and thought it was great. Julie is a wonderful guide		Did the town history tour and thought it was great. Julie is a wonderful guide
20.7.13	Nat MH Commission meeting	Y			Y		NSW	Sydney	Eng	Y	Walking around 4Wd/off road activities, fishing, historical/mining tours, art galleries/museums, camping	5 days	16	Hotel		Don't like to see foreign goods (soaps, brushes, candles, stationary) for sale, where is local art/craft etc?		Don't like to see foreign goods (soaps, brushes, candles, stationary) for sale, where is local art/craft etc?
20.7.13	Holiday/recreation	Y			Y		NSW	Dapto	Eng	Y	Sight seeing in general	3 days	4	Caravan		Tours on weekend		Good facilities here and places to see ships, trains
21.7.13	Holiday/recreation	Y			Y		Vic	Melbourne	Eng	Y	Fishing, historical/mining tours, camping	1.5 days	10	Caravan				
21.7.13	Holiday/recreation	Y			Y		Vic	Perth	Eng	Y	Fishing, historical/mining tours, camping	4 hours	3	Motorhome				
21.7.13	Work	Y			Y		WA	Perth	Eng	N	Fishing	3 days	3	Caravan		Not having to work		Good town
24.7.13	Business/work related	Y			Y		WA	Augusta	Eng	Y	Art galleries/museums, whatever - festivals	28 days	1	Motel		Tours on weekends, buses/shuttle on Sundays (taxi's very expensive)		Streets of South Hedland - filthy with rubbish lying everywhere!
24.7.13	Holiday/recreation	Y			Y	Friends	Vic	Mortlake	Eng	Y	Historical/mining tours, camping	3 days	4	Caravan		Less dust		Different
25.7.13	Business/work related	Y			Y	internet	NSW	Sydney	Eng	Y	Historical/mining tours	1 day	2	Motel		More cafes	N/A	
25.7.13	Holiday/recreation	Y			N	?	ACT	Canberra	Eng	Y	4Wd/off road activities, historical/mining tours, caravanning	5 days	2	Caravan		Better caravan parks, more take away food shops, bakery		BHP mine tour - Filthy windows on bus, commentary poor, disjointed, no background information. Overpriced. A Visitors Centre with overview of operations would have helped understand the tour. Handout of operations overview.
25.7.13	Business/work related	Y					WA	Perth	Eng			3 days		Hotel				intrigued why the tour script did not talk about the economic wealth this industry credits for Australian wealth. No reference at all to something so important to the prosperity of Australia. Advised by the tour leaders they follow the script and this is not included
25.7.13	Holiday/recreation	Y			Y		NZ		Eng	Y	Historical/mining tours	2 days	2	Public campground		Lookout over port activities		BHP Billiton Mine Tour. Tour was very disappointing. For \$45 was very short and the guide did not give out a lot of information. Bus window was dirty so not able to take photos. Would not recommend it to any visitors
29.7.13	On tour around Australia	Y			Y		Qld	Harvey Bay	Eng	Y	Art galleries/museums	2 days	2	Caravan				
29.7.13	Passing through (Wickham)	Y			Y		Vic	Melbourne	Eng	Y	Historical/mining tours, camping	2 days	4	Caravan				
30.7.13	Holiday/recreation	Y			Y	We are travelling all WA	NSW	Tamworth	Eng	Y	Historical/mining tours, art galleries/museums	5 days	2	Caravan				
30.7.13	Curiosity about iron ore	Y			Y	TV	NSW	Cootthundra	Eng	Y	Historical/mining tours	3 days	2	Private campground		Mine action		Good experience
30.7.13	Holiday/recreation	Y			Y	TV	NZ		Eng	Y	4Wd/off road activities, historical/mining tours, camping	3 days	2	Caravan		Pretty good as it is		Some of the railway language during the Point Nelson bus trip was hazy. Terms to be used are: arrival sidings, loco depot, wagon depot, underground wheel lathe, rotary dumper, locking arms, underground hoppers. General commentary was hesitant, and less informed than ought to be
30.7.13	Holiday/recreation	Y			Y	Common knowledge	Qld	Logan	Eng	Y	Historical/mining tours, camping	3 days	2	Caravan park		More accommodation (or more readily available) for caravans, motorhomes etc		

30.7.13	Passing through (home in Mandurah)	Y			Wanted to come for a long time - on an around Aust trip	WA	Mandurah	Eng	Y	Historical/mining tours, art galleries/museums	2 days		2	Golf course - we have a dog	Caravan parks should take dogs. Where we are don't have power or water	Harbour cruise	Dogs should be made welcome - more and more people travel with dogs. In Broome we stayed in a park where only vans with dogs could stay. 150 vans - 150 dogs not one once a problem. Charge per dog if necessary
30.7.13	Holiday/recreation, passing through (Broome, Kununurra)	Y			Internet	WA	Perth	Eng	N	Historical/mining tours, art galleries/museums, camping	4 days		1	Caravan	More reasonable caravan park costs		I have found the Visitor Centre most helpful for booking tours
30.7.13	Holiday/recreation	Y			Brochures	NSW	Wollongong	Eng	Y	Historical/mining tours, camping, beaches	3 days		2	Private campground	Caravan park with power that is dog friendly		Info Centre great. Natasha very helpful and friendly. Friendly town
30.7.13	Passing through (Perth to Perth)	Y			Work (austec)	Vic	Melbourne	Eng	Y	Historical/mining tours	3 days		1	Hotel (Ibis)	Food (places to eat)	Nice town	
30.7.13	Holiday/recreation	Y			Asked others	WA	Busselton	Eng	Y	Historical/mining tours	1 day		2	Caravan			
30.7.13	Holiday/recreation	Y			Information centres	WA	Manjimup	Eng	N	Camping	2 days		2	Caravan			We enjoyed our tour of BHP
30.7.13	Holiday/recreation	Y				Old	Brisbane	Eng	Y	4WD/off road activities, historical/mining tours	10 days		1	Private campground	More activities	Activities	
30.7.13	Holiday/recreation	Y			Previous Visitor Centres (Broome, Derby)	Vic	Melbourne	Eng	N	4WD/off road activities, historical/mining tours	3 days		2	Caravan			
30.7.13	Holiday/recreation	Y				SA	Coomandook	Eng	Y	Fishing	2 days		2	Caravan			
30.7.13	Holiday/recreation	Y				SA	Woods Point	Eng	Y		2 days		2	Caravan			
30.7.13	Holiday/recreation	Y				SA	Woods Point	Eng	Y	Camping	2 days		2	Caravan	More caravan parks		
30.7.13	Holiday/recreation	Y				WA		Eng	Y	4WD/off road activities, art galleries/museums, camping	2 days		2	Caravan			Port lookout good
30.7.13	Holiday/recreation	Y				WA		Eng	N	Historical/mining tours, camping	2 days		2	Caravan			
31.7.13	Holiday/recreation	Y			Lonely Planet	Austria	St Poelten	German	Y	Just visiting	3 hours		1				I've been to quite a lot of Information Centres in Australia. This one here is one of the most beautiful and interesting ones
1.8.13	Holiday/recreation	Y				WA	Geraldton	Eng	N	Historical/mining tours, art galleries/museums	9 days		2	Caravan			
1.8.13	Holiday/recreation, passing through (lap of Aust)	Y			Internet	Vic	Melbourne	Eng	Y	4WD/off road activities, historical/mining tours, art galleries/museums	5 days		2	Caravan	Better street signs	Better street signage	
1.8.13	Visit friends and family	Y			Travel brochure	WA	Waroona	Eng	Y	4WD/off road activities, camping	7 days		2	Private home	Good	Good	All good enjoyed it
1.8.13	Holiday/recreation	Y				NSW	Banora Point	Eng	Y	4WD/off road activities, fishing, historical/mining tours, art galleries/museums, camping	3 days		2	Public campground			More water taps for travellers. Black water dump site. Make caravan travellers more welcome too many no camping signs
1.8.13	Passing through (Perth and Adelaide)	Y			Friends	SA	Summertown	Eng	Y		2 days		4	Caravan			
1.8.13	Holiday/recreation	Y			Been here before in 2004	SA	Mt Compass	Eng	N	Historical/mining tours	2 days		4	Caravan - need another good park	Another Big 4 tourist park for caravanners		
1.8.13	Holiday/recreation	Y			Friends	SA		Eng	Y	Fishing, historical/mining tours	6 days		2	Caravan, Private campground	More fishing		Enjoyed mine tour. Found getting around area difficult due to mapping
1.8.13	Holiday/recreation	Y				Old	Hervey Bay	Eng	Y	Historical/mining tours	3 days		4	Caravan	Better maps of area		
1.8.13	Holiday/recreation	Y			Internet/Explore Australia books and previous info centres	Vic		Eng	Y	Historical/mining tours	2 days		2	Caravan	Better shopping		Has been very good so far
1.8.13	Holiday/recreation	Y			Friends - guide books	NSW		Eng	Y	Historical/mining tours, art galleries/museums, camping	2 days		2	Public campground	Less costly accommodation		

1.8.13	Holiday/recreation	Y			Tourist Info Centres	MSW			Eng	Y	Bit of everything!	2 days	2 Caravan				Be able to see actual loading of ships better and where ships are docked	We found the map a bit difficult with the 'overlays'	Good
1.8.13	Holiday/recreation	Y			Internet	ACT	Camberra	Eng	Y	Y	Camping	2 days	2 Caravan				Beaches		
1.8.13	Holiday/recreation	Y			Internet	WA	Perth	Eng	N		4WD/off road activities, fishing, camping	3 days	2 Caravan						
1.8.13	Holiday/recreation	Y			Friends and other travellers	NSW	Kyogle	Eng	Y		fishing, historical/mining tours, art galleries/museums, camping	2 days	4 Caravan				The ship loading		
1.8.13	Holiday/recreation	Y			Internet	Vic	Melbourne	Eng	Y		Fishing, historical/mining tours, art galleries/museums	3 days	2 Caravan				Shopping		
2.8.13	Passing through (Perth)	Y			Internet	NSW	Parramatta	Eng	Y		Art galleries/museums, camping, walking in nature	1 day	2 Motel						
6.8.13	Shopping/supplies	Y			Other I on the way	The Netherlands	Santpoel	Dutch	Y		camping, walking in nature and wildflowers	2 days	2 camping	Public campground, free			free camping spots	Place some maps and general info outside after closing hours to take away	As expected - busy mining town. Great to see the road being done
6.8.13	Visit friends and family	Y			On website	New Zealand	Christchurch	English	N		Fishing	5 days	4 home				Signage (more SP)		
6.8.13	Holiday/recreation	Y			Internet - RAA Adelaide	SA	Adelaide	English	Y		4WD/off road activities, fishing, historical/mining tours, art	3 days	2 Caravan						
6.8.13	Holiday/recreation	Y	N - should be more signage		Used to live here	WA	Denham	English	N		4WD/off road activities, fishing, historical/mining tours, art	5 days	2 Caravan				Better restaurants in South Hedland		
6.8.13	Holiday/recreation	Y			Internet - RAA Adelaide	SA	Adelaide	English	Y		galleries/museums, racing camping - caravan parks, touring	3 days	2 Caravan						
6.8.13	Holiday/recreation	Y			In preparing trip in Melbourne	Vic	Melbourne	English	Y		4WD/off road activities, historical/mining tours, art galleries/museums	8 days	2 Motorhome						
6.8.13	Holiday/recreation	Y						English	Y			6 days	2 Private home						
6.8.13	Holiday/recreation	Y			General knowledge	Old		English	Y		4WD/off road activities	4 days	6 Caravan						
6.8.13	Holiday/recreation	Y				SA	Adelaide	English	N		Just travel	4 days	2 Caravan					I would like to get more financial detail on the operation (BHP)	
6.8.13	Holiday/recreation	Y						English	N		Historical/mining tours, art galleries/museums, natural history - flowers, trees, geology	4 days	2 Caravan						
6.8.13	Business/work related	Y			SA - RAA	SA	Adelaide	English	N		Camping	3 days	6 Caravan					A very interesting and friendly place	
6.8.13	Business/work related	Y			Friends and work	WA	Perth	English	N		Historical/mining tours	3 days	2 Hotel, motel					The team at the Visitor Centre are very helpful	
13.9.13	Passing through (Perth)	Y				France	Lyon	French	Y		Camping	5 hours	3					Nice and calm city	
13.9.13	Business/work related	Y			Internet	WA	South Hedland	French	N		Art galleries/ museums, swimming pool, pub, restaurant, festival	2 hours	1 Private house				More buses available from South Hedland to Port Hedland. More events. Cheaper way of life (drinks, food...)		
7.10.13	Holiday/recreation	Y			Word of mouth	Old	Brisbane	English	Y		Historical/mining tours	4 days	2 Caravan				Focus on the wow factor scale. Promotion (signage). Bring in a Texas PR bloke	Emphasis on industry as tourist destination	

10.2 Community Development**10.2.1 Courthouse Gallery Quarterly Review: April to June 2013 and July to September 2013 (File No.:20/01/0026)**

Officer Gordon MacMile
Director Community
Development

Date of Report 13 November 2013

Disclosure of Interest by Officer Nil

Summary

The purpose of this report is for the Audit and Finance Committee to review the following reports for the Courthouse Gallery from FORM for 2 quarters; April to June 2013 and July to September 2013.

Background

The contract for the management of the Courthouse Gallery was agreed between the Town of Port Hedland and FORM Contemporary Craft and Design Inc. for the period 1 July 2010 to 30 June 2012. A further period of contract management has since been negotiated and endorsed by Council at OCM 27 June 2012.

Under clause 3.3.10.1 of the agreement, FORM is to provide Council with a quarterly report, including the following:

- Income and expenditure
- Statement of variations (between budget and actual)
- Patronage of programs and activities
- Customer/consumer trend analysis
- Any complaints
- Customer feedback
- Statement of repairs and maintenance undertaken
- Any capital works recommended
- Report on safety issues
- Opportunities for collaboration with the Town of Port Hedland
- Damage incurred by the Centre
- Progress on KPIs.

This report and subsequent attachments endeavor to provide the Committee with information to satisfy the requirements listed in Section 3.3.10.1 of the FORM contract.

The Council meeting of 27 June 2012 awarded the contract for the management of the Courthouse Gallery to FORM for the period of 1 July 2012 to 30 June 2015.

Consultation

Nil

Statutory Implications

Nil

Policy Implications

Nil

Strategic Planning Implications

Strategic Community Plan 2012 – 2022

6.1 Community

6.1.3 Rich in Culture

Strengthen local communities and culture.

Budget Implications

Council's 2012/2013 budget contains an allowance of \$380,000 per annum for the contract management of the Courthouse Gallery, payable quarterly.

Officer's Comment

Desired outcomes of the agreement with FORM are as follows:

- High and increasing usage of the facilities by a broad diversity of groups and individuals in keeping the integrity of the Gallery's core purpose
- High quality customer service to visitors of the Centre
- A focus on continuous improvement and service growth at the facility
- A safe, clean and hygienic environment for staff, customers and other visitors
- Strong, accountable financial management
- Clear, concise, accurate quarterly reporting on the operations of the facility
- Input into the service direction and/or capital improvement initiatives that can/should be undertaken to improve operations at the facility.

Attachments

1. April - June 2013 ToPH Quarterly Activity report
2. Q4 2013 P and L to 30 June 2013
3. Pilbara Stories Exhibition Feedback (February to April 2013)
4. Welsh Feedback workshops 6 April 2013
5. Rising Dust Feedback April to June 2013

6. Art Camp Feedback 3 to 5 May 2013
7. Feedback Etsy workshop 18 May 2013
8. Feedback Product Styling and Panache 14 June 2013
9. July – September 2013 Quarterly Activity report
10. Q1 2014 P and L to 30 September 2013
11. Q1 2014 P and L to 30 September 2013
12. Feedback - Hayley Welsh Jimmy Poland Helena Bogucki workshops
13. Feedback Photography Workshop and Camp September 2013
14. Feedback Breadbox Branding Workshop 2013.

AFC201314/011 Officer's Recommendation/ Audit and Finance Committee Decision

Moved: Cr Jacob

Seconded: Cr Butson

That the Audit and Finance Committee receives the quarterly review reports of the Courthouse Gallery from FORM Contemporary Craft and Design Inc. for the periods 1 April to 30 June 2013 and 1 July to 30 September 2013.

CARRIED 3/0

ATTACHMENT 1 TO ITEM 10.2.1



**Port Hedland Courthouse Gallery
Quarterly Report
1 April to 30 June 2013**

Income and Expenditure statements for the Courthouse Gallery for this reporting period.

Please see attached.

Repairs and Maintenance

The following repairs and maintenance were carried out:

- Reported to Gary Ward, ToPH that light in male toilet not working 3.4.13
- Kevin, ToPH repaired light in male toilet 3.4.13
- Reported to Gary Ward, air conditioner and ceiling fan in reception office not working 3.4.13
- Gary Ward, ToPH came to look at and fix air conditioner and ceiling fan in reception office 4.4.13
- Zac Kirk HPSA/Trevor Watson Inesperata, came in to look at installing server points as server running slow and often not working
- Reported to Gary Ward, ToPH that one air conditioner in main gallery not working 8.4.13
- Brendon Walsh, Inesperata, looked at broken air conditioner and serviced all air conditioners
- Reported to Gary Ward, ToPH that track lighting in main gallery, retail space and hallway and air conditioner in main gallery and retail space out due to water damage from leaking roof after heavy rain. Also discussed possibility of getting gutters cleaned out when rain settled 4.6.13
- Owen, Redding's Electrical, came to look at power outage in track system, unable to fix due to water damage from leaking roof, need to wait until dried out 4.6.13
- Reported to Gary Ward, ToPH that sign at end of street directing customers to the gallery was broken and falling down 6.6.13
- Dave, Redding's electrical, fixed track lighting in hallway, main gallery and retail space 10.6.13
- Reported to Gary Ward, ToPH that air conditioner in main gallery and retail space still not working 12.6.13
- ToPH, cleaned out gutters on roof 13.6.13
- Dave, ACS, looked at air conditioners in main gallery and retail space, unable to fix in main gallery at time as needs parts, possibly new air conditioner 14.6.13
- Dave, ACS, fixed air conditioner in main gallery with new parts 29.6.13
- Gary Ward, ToPH, came to inspect roof and do maintenance report 29.6.13
- Andrew and Roger, PMC Roofing, came to measure roof 29.6.13

Worth noting:

- Lots of water damage during June due to leaking roof, roof possibly getting replaced 23 September – 13 October

Incident reporting

No incidents to report.

Customer feedback

Public feedback for the following programs are included in this report:

- Workshop feedback: *Hayley Welsh: Creating A Character* workshop (April 6, 2013)
- Artist Camp feedback: *De grey River Artist Camp* (May 3-5, 2013)
- Workshop feedback: *Etsy* workshop (May 18, 2013)
- Workshop feedback: *Photography Styling and Panache* (June 14-15, 2013)
- Exhibition feedback: *Pilbara Stories* and *We Will Know When We Are Home* (February 15 – April 11, 2013)
- Exhibition feedback: *Rising Dust: Photographs from Robe River Rodeo* and *Pastel Beauty* by David Freedman (April 19 – June 20, 2013)

Exhibition feedback for the current exhibitions *A Place For Us* by Hayley Welsh and *Pieces of Gutharraguda (Shark Bay)* by Jimmy Poland (June 29 – August 11, 2013) will be included in the July – September Quarterly Report as they conclude in August.

Damage to the Gallery and/or Gallery assets

No points to report

Gallery Attendance Figures

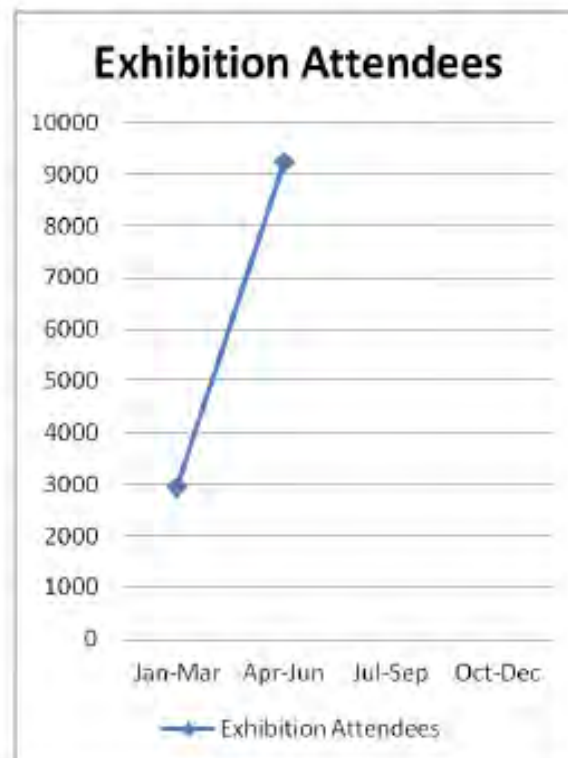
Breakdown	No. of Events	No. of Attendees
General Gallery attendance		1737
Exhibition(s)	2	800
<ul style="list-style-type: none"> ▪ <i>Rising Dust: Photographs from Robe River Rodeo</i> (19.4.13) ▪ <i>A Place For Us</i> and <i>Pieces of Gutharraguda</i> (29.6.13) 		
Function(s)	4	6565
<ul style="list-style-type: none"> ▪ Friends of FORM evening (5.4.13) 15 ▪ West End Market (20.4.13) 3000 ▪ Minister Albanese Announcement of new Spinifex Studio (20.5.13) 50 ▪ West End Market (30.6.13) 3500 		
Visits	2	40
<ul style="list-style-type: none"> ▪ Hedland High School Visit (8.5.13) 10 ▪ BHP VIP Visit (9.5.13) 30 		
Workshops	6	100
<ul style="list-style-type: none"> ▪ Hayley Welsh Workshop (6.4.13) 20 ▪ Artist Camp (3.5.13-5.5.13) 26 ▪ Etsy Workshop (18.5.13) 16 ▪ Watercolour Workshop follow up from Art Camp (11.5.13) 15 ▪ Product Styling and Panache Workshop (14.6.13) 11 		

- Product Styling and Panache Workshop (15.6.13)12

Spinifex Hill Artists (external to Gallery) (approximately 10 participants 5 days per week in April-June)

Breakdown	No. of Events	No. of Attendees
Gallery Closed		
▪ Public Holiday (April 1) 1 day		
▪ Public Holiday (April 25) 1 day		
▪ Public Holiday (June 3) 1 day		
▪ Power outage/Leaking Roof unable to open (June 4) 1 day		
Total Events and Attendance figures	14	9242

QUARTERLY TOTAL ATTENDANCE TREND FOR PHCG



<i>January is closed for half month - so will not give a true trend</i>		<i>Apr-Jun will have high attendance as 2 West End Market events occur this quarter</i>		
2013	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec
Quarterly Total Attendance	2940	9242		

Exhibitions

- 15 Feb - 11 Apr: Pilbara Stories/We Will Know When We Are Home
- 19 Apr - 19 Jun: Rising Dust & David Freedman
- 28 Jun - 11 Aug: Hayley Welsh & Jimmy Poland
- 30 August - 14 Oct: Hedland Art Awards

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PORT HEDLAND COURTHOUSE GALLERY OPERATIONS

Statement of Profit and Loss
for the Quarter Ending 30 June 2013

Budget Lines	2013 Quarterly Actual Ending				2013 Actual Total \$	2013 Budget \$	Variance - Actual Less Budget \$
	March	June	September	December			
Turnover							
Sales	54,314	106,476			160,790	380,000	-219,210
Grants and sponsorships:							
Management Fee - Town of Port Hedland	95,000	95,000			190,000	380,000	-190,000
OFTA (DEWHA) - Indigenous Exhibition Develop	10,104	0			10,104	50,000	-39,896
Sponsorship	0	0			0	300,000	-300,000
Hedland Art Award Partners		20,000			20,000	65,000	-45,000
Other Grants	34,699	0			34,699	124,570	-89,871
Sundry Income - Donations, Workshop Fees, et	12,388	18,981			31,369	42,380	-11,011
Total grants and sponsorships	152,191	133,981	0	0	286,173	961,950	(675,777)
Total Turnover	206,505	240,457	0	0	446,962	1,341,950	(894,988)
Expenditure							
Cost of Sales	40,735	90,194	0	0	130,930	285,000	-154,070
Operating expenses							
Programming expenses							
- General Program Costs	4,353	1,141			5,494	38,076	-32,582
- Exhibitions	52,531	65,792			118,323	258,508	-140,185
- Workshops	35,374	48,902			84,276.00	141,152	-56,876
- Other Programs	4,416	39,193			43,610	159,708	-116,099
Total project/community costs	96,675	155,028	0	0	251,703	597,444	-345,741
Employment costs							
- Salaries, wages and on-costs	70,899	73,800			144,699	300,000	-155,301
- Staff Development & Training		225			225		225
- Staff Housing	29,966	29,900			59,866	80,600	-20,734
Total employment costs	100,865	103,925	0	0	204,790	380,600	-175,810
General administration							
- Advertising and Marketing	636	0			636	1,000	-364
- Audit Fees Allocation	2,145	0			2,145	2,145	0
- Bank charges	599	1,036			1,634	2,400	-766
- Postage, couriers & freight	523	454			977	2,000	-1,023
- Telephone & IT	1,669	1,186			2,856	6,000	-3,144
- Presentation and Promotion	129	101			230	5,000	-4,770
- Printing, stationery & consumables	1,906	7,238			9,143	6,000	3,143
- Minor office equipment	1,745	154			1,899	1,745	154
- Subscriptions						500	
- Website development & hosting					0	0	0
- Sundry Expenses	0					0	
- Admin costs distribution					0	0	0
Total administration costs	9,352	10,169	0	0	19,521	26,790	-7,269
Facility costs							
- Electricity	2,400	-2,505			-105	8,000	-8,105
- Repairs and maintenance	1,454	-345			1,110	2,000	-891
- Depreciation	1,848	3,297			5,145	11,000	-5,855
- Cleaning	1,633	700			2,333	6,078	-3,745
Total occupancy costs	7,336	1,147	0	0	8,483	27,078	-18,595
Other costs							
- Staff travel	829	5,061			5,890	11,461	-5,571
- Amenities	826	330			1,156	3,200	-2,044
- Insurance	1,401	1,401			2,802	10,377	-7,575
Total other costs	3,056	6,792	0	0	9,847	25,038	-15,191
Total operating expenses	217,283	277,062	0	0	494,344	1,056,950	-562,605
Total Cost of Sales and Operating Expenses	258,018	367,256	0	0	625,274	1,341,950	-716,676
Net Income / (Expenditure)	-51,513	-126,799	0	0	-178,312	0	-178,312

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ATTACHMENT 3 TO ITEM 10.2.1

Pilbara Stories Exhibition Feedback, February - April, 2013								
First Name	Last Name	Suburb	Postcode	Please rate your overall experience of this exhibition.	How did you hear of the exhibition?	What were the highlights of your visit to this exhibition?	What was it that motivated you to visit this exhibition?	Do you have any additional comments? (e.g. Future exhibitions, improvements)
Graeme	Quin	BICTON	6157	5	Exhibition setting up at this stage	The gift shop!		
Fleur	De Feiffer			4	Friends	Material, colours information	Curiosity, interest	No, I will come back for the exhibitions
Michelle	Tovey					Love the Dinosaur designs!!!		
Tim	Behrend	PORT HEDLAND	6722	5	At the Gallery.	At the Gallery seeing excellent photos.	Family visiting.	Keep up the good work.
Kerry	Behrend	ARMIDALE	2350	5		The service was brilliant and friendly, letting us see the exhibition even though it wasn't ready was great. The exhibit was brilliant, a great glimpse into Port Hedland.	Visiting family in the Grey.	

Unknown		PORT HEDLAND	6721	4 Friends	The different styles of photography used to capture the story behind each person.	Seeing all of Hedland.	The Gallery has a great flow and doesn't need to be changed.
Donna	Haarsma	PORT HEDLAND	6721	5 Newspaper	Friendly welcoming staff member	Curiosity	
Carol	English	PORT HEDLAND	67212	5 Website	Enthusiasm, everyday people/can relate to 70	Information on Port Hedland, insight.	With Personal Stories will be great, I am sure.
Traveller				5 walk in			
John	Ball			5 Posters	Thought provoking and very interesting.	Port Hedland experience.	No.
R & C	Renner			5 Friends			

							<p>Only thing, first time I walked past I wasn't sure if it was open so I didn't go in. Not sure if you have a sign. Just saw the girls guide to Hedland! Wish I had seen that a few weeks ago when I first got here! Very cool! Everything on display is nice, quality, looks pleasing to the eye. Hadn't been inside the gallery before, but it looked nice from the outside. It is a good location and has a beautiful surroundings. Green grass, trees, frangipani flowers. Inside is nice, wooden floors, clean, good vibe, friendly staff, nice things, relaxed atmosphere. Didn't really go in to look at the exhibition, just to check out the shop. Was a nice surprise. Definitely one of the nicer spots of Port Hedland.</p>
Traveller			<p>Nice photography, inside of the gallery is lovely, nice feeling.</p>	<p>Location word of mouth, looked nice from the outside, friend suggested we look.</p>	<p>4 Friends, walked in</p>	<p>To see what other photographers see through their lens.</p>	<p>What a lovely display! Well-done.</p>
Kathleen			<p>Looking at the locals' photos</p>		<p>5 Email</p>	<p>SOUTH HEDLAND</p>	<p>6722</p>

Dermot	Cornell					4 Friends	Seeing local faces. good recognition of people/places, stories added interest.	Recommended by a friend.	
Gary	Plank					4 breakfast at the \$		Short walk from the Silver Star.	
Di	Nicholls- Bull	SOUTH HEDLAND		6722		4 Email, Newspaper	Everything Local.	Keep them going!	
Johanna	Ward					5 Visitor to Gallery	Pilbara Stories, all portraits expressed dignity of the subject	Local to Port Hedland, enjoy the gallery	
Kiera	Tate	SOUTH HEDLAND		6722		4 Friends	Great atmosphere and buzz on the night, seeing people I know in the photos		Keep up the fantastic exhibitions, great night out, almost feels like the city
Tegan						5 Friends	Purchasing my artwork	To have a nice night out as these exhibitions have a lovely atmosphere	Keep them coming!
Eloise	Girard	SOUTH HEDLAND		6722		4 Friends	Found the exhibition real and close from all the people	See the different faces of the Pilbara, curiosity	
Anthony	Veder					4 Email	I loved all of it	I always love to come to the exhibitions	

Unknown				3	Email	Seeing people I know in the photos	I enjoy all the exhibitions that FORM present	I didn't feel much joy from the people in the photos, it seemed a little sad to me and that people are generally unhappy
Janine		Parmenter		3	Email	Great to see the variety and stories of the local people	Love of photography	The exhibition seems a little lifeless, no smiling faces
Kerry		Brae		5	Visitor	The amazing stories	On the heritage trail	Perfect!
Sasha		Stavretis		4	Mail, email, news	The stories that went with the images, so diverse	The photography	
Unknown				4	Friends	Whole exhibition and friendly and	Interested in what the Gallery	Photos need to reflect more on people's emotions, felt a lot of
Unknown				4	Friends, mail	Seeing people I know in the photos	Curiosity	More imagination on next photography exhibition, be daring!
Ali		Ring		5	Friends	The stories along with the photographs	Just seeing what it was like	The stories really add extra meaning to the photos
Travel				5		Kianna Barker WACHS	Beautiful images. Thanks to all for sharing your stories.	Recommendation and I love portrait photography. All beautiful.
Lyn		Ambrose		5	Man in the street	The stories and photos of the people.	The man in the street.	

Traveller					4 Gallery Staff.	Excellent Photography.	Visitor to town. Checking out local activities.	More scenery in photography's in conjunction with portraits.
Naomi	SOUTH HEDLAND	6722			Newspaper, Post	Seeing faces I recognised and reading their stories.	I love the Gallery and try to see every exhibition there.	More local Art. I love international art too! I found the difference in styles between the photographers was quite subtle in general.
Traveller				5	Previous visit	The local Photography, the book section.	Previous visit.	
Traveller				4	Friends	Photography exhibition and friendliness of staff. (thanks for letting us in early)		
Julian				5	Mail.			Very good.
Jackie				4	Always visit when	Interesting diverse characters.	Visit each time.	
Brady	McFarland			4	Friends.	The diversity of background and nationalities and the stories behind this!	Call in whenever I get to Port Hedland.	

Traveller				5 Email.	Extensive cross section of stories and photography.	The stories and photographs were uplifting. It captured great energy.	The intrigue with various personalities and cultures around the region.	
Traveller				5 Friends and web.				
Casson				4 Newspaper.		Seeing people you know on the wall.	Interested in local art.	
Traveller				4 Friends.		Wide range of photos.	Came with work colleagues.	
Pam Hayes				4 Newspaper.		Beautiful pictures and the stories that go with them.	Just to look around.	
Traveller				4 Friends.		Photography exhibition and friendliness of staff (thanks for letting us in early)	Recommendation from work colleague. (PH local)	
Traveller				4 Other.				
Ian				4 Friends.		Stories behind the photos.	Looking around town for something to do.	

Rachael	Hanna				5 Airport.	Seeing community people in the photos.	Love of photography.	
Traveller					5 Friends.	the photos of people in our town.	Leave the photos.	
Karen	Gleen				5 Friends.	Variety of art displayed. Friendly atmosphere.	General.	
Peter	Jensen				5 Email, newspaper	The wide range of subjects and the overall diversity.	General interest in art.	
Traveller	Traveller				5 Lucky to walk past	photographs wonderful!	Train rest, next door.	
	Traveller				5 Other.			
	Traveller				5 Other.	Excellent exhibition, friendly, helpful staff.	Just walking past.	
Sally	Cruickshank				5 Friends.	Seeing people from the local community and seeing and reading their stories.	Friends.	
Lesley	Clay				4 Friends.	The concept of getting to know more about the area form the peoples eyes.		

Elisha	Redpath				5 Friends.	The Hedland photo exhibition and the variety of giftware etc. in the store.	Something different/exciting to see in Hedland.	
Chris	Jensen				5 Information Cent	Paintings and photos.	Get a feel for Pilbara Art.	
James	Back				4 Friends	Pilbara Stories.	See which characters are still in town :)	Well done it still looks great here!
Lauren	Dury				5 Just walked in.	Seeing the local stories.		
Renae & Mark	McDonald				4 Just walked in.	Putting stories to faces very interesting.	Just walked in after having breakfast at the train.	Bringing stories of women in to Pilbara and pictures.
Traveller					5 Friends	Everything here, presentation ok, Gallery, great service.		
Mandy	Olding				5 Just dropped in.	Meeting people and reading their stories.	I was just passing by and thought it sound interesting.	Keep them coming!

ATTACHMENT 4 TO ITEM 10.2.1

Hayley Welsh Workshop 2013 Feedback									
HAYLEY WELSH WORKSHOP 1, SATURDAY, APRIL 6									
1 = Poor - 5 = Excellent									
Name	Workshop and content	Duration of workshop	Venues/Facilities	1. List the key outcomes for you from this workshop?	2. List one or more comments about the guest artist/artist's session	3. Which aspects of the workshop did you enjoy most?	4. Which aspects of the workshop did you find most beneficial?	5. Did the workshop meet your expectations?	6. Do you have any other further comments or suggestions?
Morning 6.4.13									
Aayden	5	5	5	I did well and learned a lot	I think she is amazing and wonderful	The drawing and modelling	All of them	Yes	No .
Colleen Roche	5	4	4	Experience with a artist, trying something different, learning how to use a formula to create a character	Enjoyed seeing the work she had done in the past, her notes, sketchbook etc...	Using the clay to create a 3D character and seeing the other students characters and ideas	Having a option to see how a children's book author created characters and seeing it could be something I could do in the future (write a children's book)	Yes	Muffins and coffee in break. Apples too healthy! Lol...
Breanna Bolton-	4	4	4	Learning new art methods	It was very entertaining	Painting on wood	Trying your hardest	Yes	No

Jo Veder	5	5	5	5	5	Creating a character from 5 simple shapes	Amazing, Hayley was patient,	Everything in clay was the most fun	All of it, Hayley is very inspiring!	Yes	I want more time!! It was so easy to get lost in the
Colleen Roche	5	5	5	5	5	Art tips, being creative	Clear, concise, kept the steps	Seeing what Hayley had	Starting an idea what to do,	Better than expected!	No, great day! Thanks
No Name.	5	5	5	5	5	Learn how to	Nice and kind	All	All of them	Yes	I love it
Georgia Hinch	5	5	5	5	5	To have lots of fun.	It's creative	I enjoyed seeing	Being able to show your skills	Yes	No
Jessica Hodges	4	5	5	5	5	Learn to shade and tone a	It was fun and informative	Painting the character	When we measured and	Yes	
No Name.	5	5	5	5	5	Learning how to	She was	All of it	All of it	Yes	I hope there is a
Ella Hinch	5	5	5	5	5	Create new	I got to work	Painting	The shadow	Yes	Do more
Gemma Matthews	5	4	5	5	5	Learning that you can actually	I absolutely loved Hayley's	Painting	The demonstrations	Yes	For her to come back

Afternoon 6.4.13

Kasey McManus	5	5	5	5	5	Painting our 5 characters	It was fun and great	Painting and adding details	Sketching the characters	Yes	Everything was great, thank you
Mikaela Cordwell	4	5	5	4	4	I learnt how to scale	Hayley explained	Adding the end features	Getting the scale right	Yes	Everything was awesome :) Thank
Bronwyn Cordwell	5	5	5	5	5	Completed project and very	Very encouraging	All of the step by step	Skill development	Yes	Thanks
Larmeshia Parkinson	5	3	5	5	5		Interesting	Drawing			
Shayanna h	5	3	5	5	5		Fun	Painting			
Melissa North	5	5	5	5	5						Loved it :) Thankyou!
Benjamin Merlo	5	5	5	4	4	I learnt how to paint shadows	It was great	All of it	The modelling	Yes	No
Damian Buckland	5	5	5	5	5	I learnt so much and got a really	She is an artist, a good one	Painting	All of it	Yes	It was truly awesome!!!

Logan Crocker	5	5	I have learnt how to shade useful techniques in	5	She is a great help with my informative step by step	I enjoyed the sketching The whole process	The sketching painting to create 3D effect	Yes Yes	It was awesome fantastic workshop and it is
Kaylea Smith	5	4	5	5					

ATTACHMENT 5 TO ITEM 10.2.1

Rising Dust: Photographs from Robe River Rodeo and Pastel Beauty, April - June, 2013									
First Name	Last Name	Suburb	State	Postcode	Please rate your overall experience of this exhibition.	How did you hear of the exhibition?	What were the highlights of your visit to this exhibition?	What was it that motivated you to visit this exhibition?	Do you have any additional comments? (e.g. Future exhibitions, improvements)
Traveller						Mail, friends, 5 newspaper	The relaxed atmosphere.	Enjoying seeing peoples creations. I know the photographer.	Loved that it focused on just one event of the PH course.
Traveller						5 Mail.	Used to live in Pannawonica so bought back memories.	As Above.	Very well presented. Will visit again soon.
Traveller						4 Radio	Clean and bright space.	photography and pictures of	Bigger signs.
Karen	Cornwell	SOUTH HEDLAND	WA	6722		5 Walk-in	Excellent photos and something different each time I come in. Local art, indigenous art. Rodeo photo's and Gallery.	Looking for gifts and to see some local culture.	Keep the local content and artists.
David	Macphail	SOUTH LAKE	WA	6164		4 Friends			

John	Van Uden	PORT HEDLAND	WA	6721	5	Friends			Local interest	Food at Silver Star is excellent, however the surrounds are very neglected.
Jacquie	Wall	CONCORD WEST	NSW	2138	5	Tourist information	Rising Dust: Photographs from the Robe River Rodeo	Interest in photography.		This is a excellent initiative, with the results speaking for themselves. This photographic output in the workshop is of a consistently high standard. Loved this exhibition think it should tour!
Kevin	Carnarvon				5	walk by	Presentation and Realism.	Showing some Estonian visitors around.		Maybe some sounds and smells of the rodeo.
Tim	Turner				4	Walk in	Photos excellent. Affordability great!			
Traveller					4	Walked in	Rising Dust: Photographs from the Robe River			
Annette	Cook				5	Email	Insight into the event	Local content and photography		

Robyn	Robinson					5	DVD Photos capture the moment.	I like to visit the gallery!	
Traveller					4 Visitors Centre	4	The topic: I never imagine there were Rodeo in Australia.	Curiosity.	Pictures in Frames would give a better look.
Traveller					4 Friends	4	Daughter in exhibition.	Daughter in exhibition.	
Jainie		FRANCE			4 Information Cent	4	The film, (movie).	the rain.	No.
Traveller					4 Information Cent	4	Kids pictures.	I love photographic exhibitions.	Nice pictures, keep music and video. Maybe have artists to speak with. Thanks.
Sally	Glazbrode	MINLATCH	SA	5575	4 Visitors saw it dri	4	Loved the casualness of the photos. Catching highlights of not only the Rodeo rides, but the on	I like to visit exhibition. So pleased we "found" this one!	Any exhibition that heightens the senses is enjoyable. This one certainly did.
Julie	Traveller				4 Information Cent	4	The bad weather.		
Mark	Ross	PORT HEDLAND	WA	6722	5 Newspaper and r	5	It was a great weekend at the Rodeo and great moments were captured.	I was at the event and know people in the photos.	keep up the good work.
Traveller					5 Visitors Center	5	capturing so many aspects of the Rodeo.	Like looking at galleries.	

Rebecca	Redosevich	SOUTH HEDLAND	WA			5	Friends	The photos are beautiful and the presentation by the gallery is amazing. The gallery has great	We were in the area and wanted to go in!	None- The presentation of the gallery is gorgeous and the staff are fabulous!
Barbara	Kluenner					4	Other	Photos of Rodeo was very well done!	In the area, eating at the Silver Star.	Well Presented.
Traveller						5	Just found it!	Rodeo pictures, video, general display.	Just interested.	
Kelly	Myers					5	friends	Candles, books.	Photography, creativity.	
Traveller						5	Friends	Good shots.		
Allison	Crowe	SOUTH HEDLAND	WA	6722		5	Friends		To find a gift.	
Liam	Currey	PORT HEDLAND	WA	6721		3	Walked in			
Traveller						5	Information Cent	Rodeo Photography	Touring on long weekend	Great shop very informative.
Ian & Joann	Gear	SOUTH HEDLAND	WA	6722		4	Hartz	The Variety and the gift shop. Amazing skill of the local photographers. The different	We have a shared interest and we want to get involved.	
Traveller						5	Visitors Centre		Love the photography.	Give photos a title.

Traveller					5	email	Photo display. Great photography. Interesting	Sunday morning breakfast at the Silver Star and a pleasure to finish	Pilbara Storms. Fishing. Action. Photography.
Traveller					4	Indee Station.	Photography Exhibition.	Word of mouth. Hard to find Visitors Centre, no "j" flag.	Keep up the good work. Any exhibition is worth looking at. Signage for the gallery could be better.
Traveller					5	Information Cent	Photos of horses and their	Out of interest.	NO, very well displayed.
Traveller					5	Accidently	Rodeo photos.	Saw building and interested in seeing exhibition.	Visiting form gold coast so N/A
Britta					5	Friends	Great Atmosphere, friendly.	No attractions in Port Hedland.	Would not be the same without it. Great feel.
Hannah					5	Friends	Pilbara feel. Photos reasonably priced. Good place to bring visitors.	Nothing to do interesting in Hedland, nowhere else to buy nice gifts.	Excellent service and staff very helpful, good that its open all weekend.
Josh					5		Multiple exposure. Buck jump	Holiday	

										Sign positing closer to this centre of town for this gallery and the information centre
										As above - we enjoy photography and as it's reminding us of the original landscape scenes observed in our travels
				5					Information centre	Character photos at this Rodeo
Suzan	Chesson	PORT HEDLAND WA		4	6721				Facebook	Love browsing local talents pieces
Traveller				4					Visitors centre	Interested in photography
Traveller				5					Visitors centre	Local flavour - colours and light of the region
										Rodeo photography is stunning. Action shots and some beautiful contemplative.
Adams Family				5					Tourist Centre	Get some insight into the Pilbara.
Traveller				4					Visitors Centre	On arrival in Port Hedland visit to the Gallery gives insight.
										keep going!

Traveller										Improvement to the town, sign for visitors centre. List of things to see in town at the visitors centre.
					5 Friends					Revisit on Friday to view a second time as most impressed.
Dan & Heidi					5 Walked in.					Was in the nearby area.
										Was awesome, wouldn't change a thing.
Traveller					4 Visitors Centre					No, this is why it is very good.
Traveller					4 Visitors Centre					Have been to some Rodeos. I was told it was good.
Traveller					5 Visitors Centre					Exploring Port Hedland.
										Things to buy for the kids.
Traveller					3 Flyers					Perhaps provide cheaper gift options for those not on mining incomes. (student rates).

ATTACHMENT 6 TO ITEM 10.2.1

Artist Camp 2013 Feedback

DeGrey Station 3 - 5.5.13

1 = Poor - 5 = Excellent									
Name	Workshop and content	Duration of workshop	Venues/Facilities	1. List the key outcomes for you from this workshop?	2. List one or more comments about the guest artist/artist's session	3. Which aspects of the workshop did you enjoy most?	4. Which aspects of the workshop did you find most beneficial?	5. Did the workshop meet your expectations?	6. Do you have any other further comments or suggestions?
Kelly Stegmeyer	5	5	5	Exposure to different art types and techniques.	Both teachers were inspiring with their own artistic style.	Watercolour	Watercolour techniques.	Absolutely	Group introductions and formal show and tell.
Bonnie Short	4	4	5	Fabric manipulation and watercolours.	Artists were great. Would of liked to know	All of it.	Watercolour how to mix it properly.	Yes very much.	Furniture making.
Bernadette Kate Tindall	5	5	3	Development, exposure, technique and motivation.	Both provided excellent mentoring and demonstrations and very approachable.	Watercolour, but very close to the embellishment.	Group work and individual support.	Both, above and beyond.	Food was great, service great. I suggest a different venue, it was too hot, flies and no
Unknown	4	4	4	New found motivation.	Both artists I found very good. Louise was great with the water colours, I am now very excited	Meeting new people and learning new skills.	The awesome Vilene stuff, oh how wonderful is that magic stuff.	Yes very much.	Maybe a little later in the year, say June for cooler nights.
Narelle Bettini	5	5	3	Thinking about different techniques.	Great different ideas.	Watercolour.	Watercolour techniques.	Yes	Later in year as it was bit warm
Laurence Leroux	5	5	5	Do art of any shape and form to extend my music skills (ha	Let the process happen, get excited about the	Location and listen to the artists.	Having the resources to have a go.	Yes	Catering was brilliant. I like the eco dying.

Janelle McCaffrey	5	5	4	Learn new ways of doing art.	I enjoyed how they let us explore. For watercolour, I thought it would be easier to do simple botanical drawings after learning the techniques. I	I enjoyed how Louise explained the different Time to create your own pieces in the workshop was fun. Isabelle was a great help when I needed her.	I am going to try both skills at home. Time with Isabelle when I needed her help.	Yes No, as I was under the impression that we were eco-dying. This was the underlying reason why I applied.	An earlier finish on Sunday. Ensure that the brochure matches the workshop. Thanks for hosting us and
Renaë Mercer	5	4	4	Learning to tea stain and techniques in water colour.	Very unstructured,,	Structure.	Louise's watercolour	Yes	More Artists workshops.
Melissa Foster				Watercolour techniques.	Informative and helpful.	Location	Skills demonstrations and	Yes.	Please make future camps in cooler weather,
Melissa North	5	5	5	Techniques and skills.	very generous and shared so many ideas and tips, making it a great learning experience.	Probably watercolour which is a new medium for me. I loved the possibilities.	All techniques from both.	Yes I loved both workshops.	a good idea for everyone to introduce themselves in the beginning and do a show and tell
Fran Maher	5	5	5	Learnt new techniques and inspired by both Louise and Izzy who were great teachers.					

ATTACHMENT 7 TO ITEM 10.2.1

Etsy Workshop 2013 Feedback									
Etsy Workshop 18.5.13 - Feedback									
1 = Poor - 5 = Excellent									
Name	Workshop and content	Duration of workshop	Venues/Facilities	1. List the key outcomes for you from this workshop?	2. List one or more comments about the guest artist/artist's session	3. Which aspects of the workshop did you enjoy most?	4. Which aspects of the workshop did you find most beneficial?	5. Did the workshop meet your expectations?	6. Do you have any other further comments or suggestions?
Ann-Maree Johnson	4	4	5	Display my product, good photography too.	Very helpful.	The information on how to present your product and the chat with everyone at the end.	The chat	Yes	I found the workshop well worth it. I now want to go forward and set up an Etsy shop for myself and focus on promoting my art.
Amanda Gaterell	5	5	5	To find out more about Etsy and selling online, PR/product and photography.	Great to hear the artists background, knowledge and experience selling online.	The discussions, questions and presentation.	All	Yes	

Laurence Leroux	5	5	5	Gain confidence and understand Etsy.	5	Be consistent and follow up.	The whole of it. Hearing other people's experience the most.	Cost of being with Etsy and what to do overall.	Oh Yeah! Almost, could have shown more of the Etsy website and where to go.	Can't wait for the June follow up. Just the nudge I needed.
Samantha Haslam	4	4	4	Photographic side of it.	4	Very informative.	All of it.	Photographic part.		
Julie Rose	5	5	5	Photo tips.	5		After the session, the general discussion was fantastic, hearing other people's stories.	Tips on photography.	Yes	A very informative and enjoyable workshop. Thankyou.
Anna Duffield	4	4	4	Photography and styling and reminder about PR options.	4		Great to use online video facilities.	Learning how to do photography.	Yes	
Naomi Stanitzki	5	5	5	Information about Etsy.	5	Very clear and thoughtful presentations.	Concise information and to the point.	Photo your work information.	Yes	Would like to learn more about the logistics and practicalities of setting up a site and selling on Etsy.

Melissa North	5	4	5	5	PR campaigns.	Great to tele-conference with professionals.				Perhaps a bit longer, but was great overall.	The Etsy workshops were invaluable. As an artisan or artist, strategies for PR campaigns and making products were hugely helpful.
Amanda Smith	5	5	5	5	Photography tips		PR		Yes		
Amanda Friense Pentney	4	4	4	5	Photography hints and general overview.	All good, but thought another session was happening.		Photography hints.		As above.	Thanks again for such great opportunities.
Karina Semmeler	5	5	5	5				PR resources.	Yes		
Renee Hay	5	5	5	5	General overview	It is great to have access to professionals in remote areas					
Jasmine Sleepman	5	5	5	5	Consolidating already existing social media knowledge	Video conference was great		PR	Yes		Thanks, keep up the good work

Katarina Bavecic	5	5	5	<p>To get some more knowledge about selling products online, to get a feel if this is where I should be going and to find out what's involved in selling online</p>	<p>I only stayed for the first session as I needed to leave due to an urgent family matter. Loved the first teleconference session. Simply amazing to think we can chat to someone in Melbourne whilst being in Port Hedland what a fabulous opportunity.</p>	<p>Taking photos for online selling</p>	<p>How to make the best of a shot</p>	<p>Yes</p>	<p>Hope more workshops come our way. Love coming along to them when I can</p>
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ATTACHMENT 8 TO ITEM 10.2.1

Product Styling and Panache									
Workshop 14.6.13 - Feedback									
1 = Poor - 5 = Excellent									
Name	Workshop and content	Duration of workshop	Venues/Facilities	1. List the key outcomes for you from this workshop?	2. List one or more comments about the guest artist/artist's session	3. Which aspects of the workshop did you enjoy most?	4. Which aspects of the workshop did you find most beneficial?	5. Did the workshop meet your expectations?	6. Do you have any other further comments or suggestions?
Naomi Stanitzki	5	4	5	To get some tips on presenting and photographing my work to display on the internet Great to get some professional photography done for my products for future marketing etc and also top notch advice from Izzy, as usual to keep growing my business	Great tips on styling on the Friday evening, very informative	Getting my work styled by Izzy	The styling tips and the tips on using software to enhance my photographs	Yes	Would love more tips on how to use my camera for taking photos of my work
Amanda Smith	5	5	5			The product styling session	All of it	Yes	

Ann-Maree Johnson	4	3	4	Tips on photography for my products	Love Izzy, she is wonderful. Also it was nice meeting the man, the photographer, can't remember his name, but he was very easy to understand	The one on one session	The one on one	Yes it was helpful	You are all doing a great job, I love that there are workshops etc for us to participate in, can't get enough of it, love it
Laurence Leroux	5	5	5	Understanding of the different types of photos (product, image)	Do not distract from the product you are focusing on by a background too busy	Looking at other people's setting ideas and interacting with them	Listening to people's questions	Sure did	It is so new to me that I am going with the flow at this stage but I am slowly gaining more confidence which, I guess, is a good thing
Jo Veder	5	5	5	Product styling and the difference between your product photo and marketing photo (hero shot)	Loved both of them very easy going and provided lots of information.	All of it especially the photography session.	Photography session.	Yes	Keep more workshops coming!
Melissa North	4	4	4	Product styling and lighting (technical aspects of photography)	Nice range of images of us to pursue	Photography shoot/product styling	As above	Yes	No

Taylah Nowers	4	5	5	Technical side of photography	Loved both of them	Shooting the photos	Yes	
Inger Espersen	5	3	5	How to take photographs of your items when selling online ie: 5 different angles	Informative	All of it	Yes	
Amanda Firenze Pentney	4	3	4	Just the knowledge that I can do better with my product photography using a few basic things at home. Also, the difference between what constitutes a product shot verses a lifestyle shot.	Very knowledgeable and provided insight and gentle advice.	Seeing examples of professional photos where products have been styled, getting actual advice on how somebody else would style my products.	Absolutely	Would have been heaps nicer to have an hour on the photography session as felt under the pump the whole time. Also, the outline didn't say to limit props to such a small size so pretty much everything I brought in wasn't able to be used.

Di Boyd	4	4	5	I enjoyed learning about the different ways to photograph my work.	Both guests artists were fantastic - both very generous with information.	All.	All.	I would of liked more time in the 2nd session as the workshop - I found the photoshoot session very rushed.	I just love the workshops thanks.
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ATTACHMENT 9 TO ITEM 10.2.1



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**Port Hedland Courthouse Gallery
Quarterly Report
1 July to 30 September 2013**

Income and Expenditure statements for the Courthouse Gallery for this reporting period.

Please see attached.

Repairs and Maintenance

The following repairs and maintenance were carried out:

- Reported to Gary Ward, ToPH, lighting over reception area not working 20.8.13
- Gary Ward, ToPH, reviewed lighting and arranged electrician to fix 20.8.13
- Reported to Gary Ward, air conditioner and ceiling fan in reception office not working and light above reception not working 29.8.13
- Owen, Reddings Electrical, fixed light over reception and in hallway 30.8.13
- Colin Uw, Pilbara Comfort Air fixed air conditioner in reception office, new air conditioner installed 30.8.13
- Reported to Gary Ward via email, ToPH that roof on Manse veranda coming loose, wood supporting structure fallen apart and iron loose 22.9.13

Worth noting:

- Gallery roof possibly getting replaced 23 September – 13 October

Incident reporting

No incidents to report.

Customer feedback

Public feedback for the following programs are included in this report:

- Workshop feedback: *Breadbox Branding Workshop* (August 22 - 23, 2013)
- Workshop feedback: *Photography Workshop* (September 7-8, 2013)
- P.H.otography Camp feedback: *Broome Photography Camp* (September 13-15, 2013)
- Workshop feedback: *Photography Styling and Panache* (June 14-15, 2013)
- Exhibition feedback: *A Place For Us* by Hayley Welsh and *Pieces of Gutharraguda (Shark Bay)* by Jimmy Poland (June 29 – August 11, 2013)

Exhibition feedback for the current exhibitions *Hedland Art Awards* (August 30 – December 24) will be included in the October – December Quarterly Report as they conclude in August.

Damage to the Gallery and/or Gallery assets

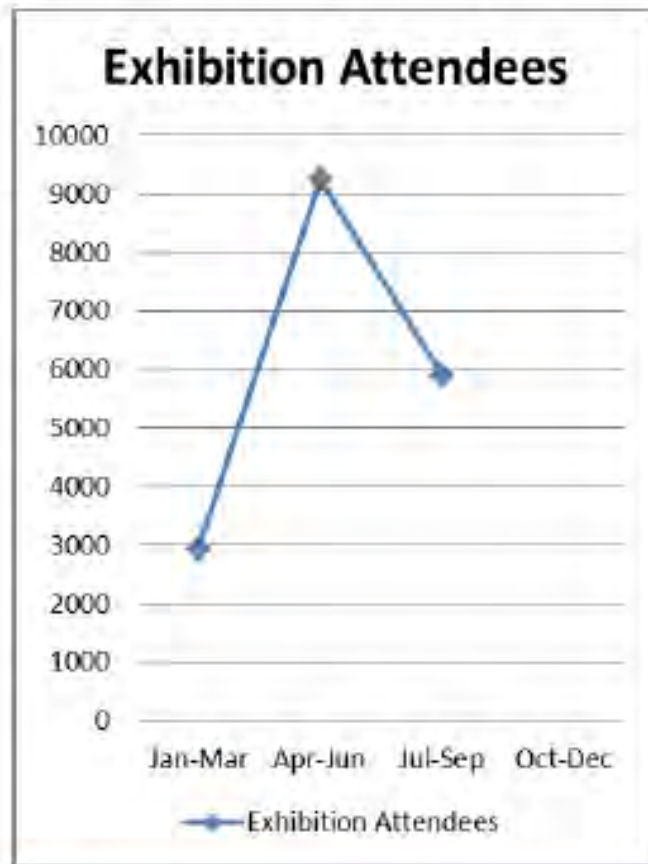
No points to report

Gallery Attendance Figures

Breakdown	No. of Events	No. of Attendees
General Gallery attendance		1709
Exhibition(s)	1	500
▪ Hedland Art Award (30.8.13) 500		
Function(s)	1	3500
▪ West End Market (31.8.13) 3500		
Visits	6	94
▪ Newman High School Visit (1.7.13) 15		
▪ St Cecelia's School Visit (7.8.13) 31		
▪ BHP VIP Visit (5.9.13) 8		
▪ Paraburdoo Primary School Visit (9.9.13) 13		
▪ Young Professionals "Hide and Seek" (14.9.13) 15		
▪ Piano Exams/Jan Gillingham (22.9.13) 12		
Workshops	6	95
▪ Breadbox Branding Workshop (22.8.13) 13		
▪ Breadbox Branding Individual Workshop (23.8.13) 12		
▪ P.H.otography Meet and Greet (6.9.13) 24		
▪ P.H.otography Workshop 1 (7.9.13) 12		
▪ P.H.otography Workshop 2 (8.9.13) 11		
▪ P.H.otography Camp (13.9.13 – 15.9.13) 23		
<i>Spinifex Hill Artists (external to Gallery) (approximately 10 participants 5 days per week in July - September)</i>		

Breakdown	No. of Events	No. of Attendees
Gallery Closed		
▪ Public Holiday (August 5) 1 day		
▪ Re-roofing (September 23 – 30) 8 days		
▪ Road on Edgar Street closed (September 14-15) 2 days		
Total Events and Attendance figures	14	5898

QUARTERLY TOTAL ATTENDANCE TREND FOR PHCG



<i>January is closed for 2nd month - so will not give a full 100%</i>		<i>Apr-Jun will have high attendance as 2 West End Market events occur this quarter</i>		
2013	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec
Quarterly Total Attendance	2940	9242	5898	

Exhibitions

- 15 Feb - 11 Apr: Pilbara Stories/We Will Know When We Are Home
- 19 Apr - 19 Jun: Rising Dust & David Freedman
- 28 Jun - 11 Aug: Hayley Welsh & Jimmy Poland
- 30 August - 24 Dec: Hedland Art Awards

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form.

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Port Hedland Courthouse Gallery Programs

Statement of Profit and Loss

For the Quarter Ending 30 September 2013

Budget Lines	2013 Budget \$	Cumulative Total -Actual	2013 Quarterly Actuals Ending				Notes
			March	June	September	December	
Programming Budget Calendar Year 2013							
Courthouse Marketing							
Advertising, Marketing and other General Costs	16,238	15,893	4,353	9,615	1,924		
Total Courthouse Marketing	16,238	15,893	4,353	9,615	1,924	0	
Exhibition Program							
Spinifex Hill Artists Studio Exhibition	9100	0	0	0		1	
Hayley Welsh_Jimmy Poland Exhibition - PH	39,255	37,513		20,557	16,957		
Pannawonica & David Freedman Exhibition - PH	35,255	35,923	931	34,991	2		
Pilbara Stories Exhibition	53,350	54,665	51,216	3,258	191		
Hedland Arts Award	121,548	77,291	384	6,987	69,920		
Total Exhibition Program Cost	258,508	205,393	52,531	65,792	87,070	0	
Workshops							
Indigenous Exhibition Development	84,959	75,164	26,208	34,507	14,449		
Lomo Visual Arts Development Program:							
Lomography Workshop	8,334	9,286	7,952	1,254	80		
Visual Arts Development Workshop Camps	13,359	7,139	149	6,990	0		
Visual Arts Development Program: Hayley Welsh Workshops	5460	3,317	1,065	2,252	0		
Photo P.H.otography: Photography Camp	29,040	15,317	0	0	15,317		
Cartullary	34,699	21,995	0	4,124	17,871		
Total Workshops Program Cost	175,851	132,217	35,374	49,126	47,717	0	
Other Programs:							
Westend Markets	159,708	80,517	4,416	39,193	36,908		
Total Other Programs	159,708	80,517	4,416	39,193	36,908	0	
Total Projected Programming Expenditure:	610,305	434,021	96,675	163,727	173,619	0	

Notes:

1) Please note this exhibition has been cancelled

form.

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PORT HEDLAND COURTHOUSE GALLERY OPERATIONS
Statement of Profit and Loss
for the Quarter Ending 30 September 2013

Budget Lines	2013 Quarterly Actual Ending			2013 Actual Total \$	2013 Budget \$	Variance Between Actual and Budget \$	Notes
	March	June	September				
Turnover							
Sales	54,314	106,476	81,484	242,274	380,000	-137,726	1
Grants and sponsorships:							
Management Fee - Town of Port Hedland	93,000	93,000	98,325	288,325	380,000	-91,675	
OFTA (DEWHA) - Indigenous Exhibition Development	10,104	0	52,300	62,604	30,000	32,604	
Sponsorship	0	0	300,000	300,000	300,000	0	
Hedland Art Award Partners:		20,000	14,345	34,345	63,000	-30,455	2
Other Grants	34,699	0	10,000	44,699	124,570	-79,871	
Centauri							
Lotterywest - SHA Vehicle Grant							
Sundry Income - Donations, Workshop Fees, etc.	12,388	18,981	17,684	49,053	42,380	6,673	
Total grants and sponsorships	152,191	133,981	483,055	779,227	961,950	-182,723	
Total Turnover	206,505	240,457	574,539	1,021,501	1,341,950	-320,449	
Expenditure							
Cost of Sales	40,733	90,194	56,615	187,543	283,000	-97,453	3
Operating expenses							
Programming expenses							
- General Program Costs	4,353	1,141	1,324	7,419	38,076	-30,657	
- Exhibitions	52,531	63,792	87,070	203,393	258,508	-53,115	
- Workshops	33,374	48,902	47,717	131,992.92	141,152	9,159	
- Other Programs	4,416	39,193	36,908	80,517	159,708	-79,191	
Total project/community costs	96,675	153,028	173,619	425,322	597,444	-172,122	
Employment costs							
- Salaries, wages and on-costs	70,899	73,800	84,765	229,464	300,000	-70,536	
- Staff Development & Training		225		225		-225	
- Staff Housing	29,966	29,900	16,900	76,766	80,600	-3,834	
Total employment costs	100,865	103,925	101,665	306,456	380,600	-74,144	
General administration							
- Advertising and Marketing	636	0	1,832	2,468	1,000	-1,468	
- Audit Fees Allocation	2,143	0	22	2,167	2,143	-22	
- Bank charges	599	1,036	2,069	3,704	2,400	-1,304	
- Postage, couriers & freight	323	434	235	1,232	2,000	-768	
- Telephone & IT	1,669	1,186	1,367	4,423	6,000	-1,577	
- Presentation and Promotion	129	101	639	869	3,000	-4,111	
- Printing, stationery & consumables	1,906	7,238	2,534	11,697	6,000	-5,697	
- Minor office equipment	1,743	134		1,899	1,743	-154	
- Subscriptions					300	300	
Total administration costs	9,332	10,169	8,938	28,479	26,790	-1,689	
Facility costs							
- Electricity	2,400	-2,303	10,800	10,695	8,000	-2,693	
- Repairs and maintenance	1,434	-343	2,473	3,565	2,000	-1,583	
- Depreciation	1,848	3,297	3,333	8,478	11,000	-2,522	
- Cleaning	1,633	700	84	2,417	6,078	-3,661	
Total occupancy costs	7,336	1,147	16,692	25,175	27,078	-1,903	
Other costs							
- Staff travel	829	3,061		3,890	11,461	-5,571	
- Amenities	826	330	1,077	2,233	3,200	-967	
- Insurance	1,401	1,401	1,973	4,775	10,377	-5,602	
Total other costs	3,056	6,792	3,050	12,897	25,038	-12,141	
Total operating expenses	217,283	277,062	303,984	798,328	1,056,950	-258,622	
Total Cost of Sales and Operating Expenses	258,018	367,256	360,599	985,873	1,341,950	-356,077	
Net Income / [Expenditure]	-51,513	-126,799	213,940	35,628	0	35,627	

Budget Variance Notes:

- 1) Sales target was not achieved possibly due to the Gallery closing for a week due to the roof being replaced. A road closure on Edgar Street, making the entry to the Gallery inaccessible is also another possibility.
- 2) Hedland Art Award Partners - One partner sponsoring \$10,000.00 cancelled their sponsorship.
- 3) Cost of sales is down in accordance with sales.

Hayley Welsh, Jimmy Poland & Helena Bogucki Feedback, June 28-Aug 19, 2013

Participant	First Name	Please rate your overall experience of this exhibition.	How did you hear of the exhibition?	What were the highlights of your visit to this exhibition?	Do you have any additional comments? (e.g. Future exhibitions, improvements)
Participant 1		5	Friends	You, very helpful a lot :) Debbie	
Participant 2		4	Visitors Centre	Work by Hayley Welsh. Very imaginative.	Sustain Aboriginal art of all Australia.
Participant 3		4	Trust Office	Aboriginal paintings but I found other kind of interesting art!	
Participant 4		4	Tourist Information.	Hayley Welsh and presentation of Gallery.	
Participant 5		5	Newspaper/Friends	Hayley Welshes paintings	
Participant 6		4	friends	Everything	Keep them coming.
Participant 7		4	Friends	The speeches explaining the experience if the paintings and journey.	Would love to see more "invitation" and craft cards.
Participant 8		5	Radio, Flyers.	Candles.	Loved the Hayley Welsh pictures-especially on wood.
Participant 9		4	Other, Information Centre.	Hayley Welsh.	No- fantastic
Participant 10		5	Walk past	Hayley Welsh.	
Participant 11		4	Walk-in	Screen printing, colours, textures	
Participant 12		4	Friends	Local artwork, screen printing, body products.	
Participant 13		4	Walk in.	Jimmy Poland, exhibition.	
Participant 14		5	Friends	Jimmy Poland's carvings are extraordinary. Exhibition is beautifully curated.	A map in the Exhibition identifying shark Bay would have been useful. (Staff member helpful and gave this information)
Participant 15		5	Debbie told me.	Reading history. Liked displays not being behind glass. Local content.	Loved , visitor playing grand piano.
Participant 16		5	Walk-in	Historical Photo great. Displays and information, I feel like I got to know arts.	Map is essential.
Participant 17		5	Walked by.	Hayley Welsh.	Would like to drop by regularly.
Participant 18		5	Walked by.	artwork.	Great looking art.
Participant 19		4	Walking past.	Viewing artwork.	
Participant 20		5	Walked in.	The Hayley Welsh exhibition and the lovely lady!	Beautiful Place.
Participant 21		5	Walked by.	Hayley Welsh Exhibition.	
Participant 22		5	Friends	Carnarvon Aboriginal Centre.	
Participant 23		5	Friends	The quality of the work by both artists. Jimmy Poland cultures were alive and beautifully detailed.	
Participant 24		5	Friends	Relaxing atmosphere and friendly helpful staff	
Participant 25		5	Walking past.	Friendly service. Fantastic Hayley Welsh exhibit	
Participant 26		5	Visiting	Quality of the exhibition	Staff were very friendly and very informative
Participant 27		5	Friends	The varied artwork	Keep up the awesome work
Participant 28		4	Friends	The artist Hayley Welsh work	
Participant 29		5	Flyers	Amazing layout. Amazing art	Great centre. Great staff
Participant 29		5	Friends	Staff friendly and helpful. Beautiful jewellery and gifts :)	
Participant 30		3	Had lunch at the train	Welcoming smiles when entering exhibit	
Participant 30		5	Arrived in Pt Hedland	Hayley Welsh work	No - the exhibitions looked visually stunning and the staff were very helpful
Participant 31		4	Friends	An oasis of interesting exhibits. Well stocked giftware and reference books relating to the culture of the area	Continue the good work
Participant 31		5	Friends	The range of styles and sizes - something for everyone. Excellent artwork by Haley Welsh	
Participant 32		5	Wandered past	Exhibition Hayley Welsh	
Participant 33		5	Friends	Hayley Welsh Exhibition. Excellent service.	
Participant 34		5	Posters, visitors	Beautiful jewellery, Hayley Welsh Exhibition, scarves by Kathryn Mitchell.	Perhaps signage guiding people into Gallery from airport to Town.
Participant 35		5	Posters, visitors	Impressed with the great design of this Gallery. Impressed with local talent.	A very relaxing place to be. Have visited before and will always promote this gallery in my travels!
Participant 36		5	Friends & other	Shopping	
Participant 37		4	Posters, visitors	Jimmy Poland	Like exploring art.

Breadbox Branding Workshop 2013 Feedback									
Branding Workshop 22.8.13 - 23.8.13 Feedback									
1 = Poor - 5 = Excellent									
Name	Workshop and content	Duration of workshop	Venues/Facilities	1. List the key outcomes for you from this workshop?	2. List one or more comments about the guest artist/artist's session	3. Which aspects of the workshop did you enjoy most?	4. Which aspects of the workshop did you find most beneficial?	5. Did the workshop meet your expectations?	6. Do you have any other further comments or suggestions?
Participant 1	5	2		You become the logo (artists)	Informative	To the point	All	Yes	
Participant 2	5	5		Excited and inspired	Professional, friendly, informative and inspiring	Listening to great information from guest speakers	Same	Yes	
Participant 3	5	5		Where I really want to go with my brand	Fantastic opportunity to attend a workshop with professionals		What branding actually is	Yes	

Participant 4	5	5	5	Professional branding	To the point	Very informative	Yes	
Participant 5	5	5	5	Understanding branding and marketing my business	Clear and straight to the point	Relaxed atmosphere	Yes	No
Participant 6	5	5	5	To learn more about marketing my business	Both guests were great and very clear to understand	All	Yes	
Participant 7	5	5	5	Awareness of branding and getting me thinking	Very interesting and well pitched	Not just a logo, more comprehensive	Yes	Thanks so much for such amazing opportunities
Participant 8	5	5	5	Branding myself away from competitors and how I see my brand and where I can take it	Lovely and very informative and friendly	Very interactive and not just watching slides, we wrote down ideas and discussed them throughout the session	Yes	More time with these clever ladies
Participant 9	5	5	5	Start the thinking process	Branding, marketing and earning money	Emma and Bea complementary	Yes	

10.2.2 Colin Matheson Oval Club Room First Quarter Report – Port Hedland Rovers Football Club: (File No.: 26/06/0007)

Officer Graeme Hall
Manager Recreation Services
and Facilities

Date of Report 16 November 2013

Disclosure of Interest by Officer Nil

Summary

The purpose of this report is for the Audit and Finance Committee to review the first quarter report 2013/14 presented by the Port Hedland Rovers for their lease of the club room facilities at Colin Matheson Reserve in Cooke Point.

Background

The Ordinary Council Meeting on 16 November 2011 resolved that the Port Hedland Rovers and the Town of Port Hedland enter a 12 month trial arrangement for the management of the club house facility at Colin Matheson Reserve. This agreement was extended for a further 15 month period (to 31 March 2014) at the Ordinary Council Meeting on 30 November 2012.

The initial short term agreement was established to allow both parties to gain an understanding of the costs and potential revenue associated with managing the new club house facility.

Attached to this report is a copy of the current 2013 Colin Matheson Oval Financial Statement (Attachment 1).

Consultation

Nil

Statutory Implications

Nil

Policy Implications

Policy 6/011 'Recreation Reserves and Facilities – Casual Hire and Events'. This policy was developed in order to provide guidance to groups hiring Council Reserves.

Strategic Implications

Nil

Strategic Planning Implications

6.1 Community

6.1.1 Unified

The Town of Port Hedland is an integrated community functionally, physically and culturally.

6.1 Community

6.1.2 Vibrant

Provide access to recreational, cultural, entertainment facilities, and opportunities.

Budget Implications

The existing management agreement for Colin Matheson Clubhouse requires that all revenue from the operation of the facility be equally shared between the Town of Port Hedland and the Port Hedland Rovers Football Club, capped at a maximum value of \$45,000.

The attached report shows that the current operation of the facility is showing revenue of \$24,684.81. The Council will receive fifty percent of any surplus amount, at the expiry of the current agreement on 30 March 2014. This amount is expected to increase given that the building will be used for a number of Christmas functions during November and December.

Officer's Comment

The Port Hedland Rovers Football Club have been managing the club house facility at Colin Matheson Reserve since November 2011. The first year of the agreement was considered disappointing from both a usage and financial perspective.

The operation of the facility has improved significantly in the second term of the arrangement. The Club has been fortunate to secure a tenant using the facility for 25 hours per week. This is assisting greatly to ensure that the level of usage is approaching what was initially anticipated. The major facility user is a community organisation and is therefore using the facility at a subsidised rate. While this is a positive outcome for the organisation, it does affect the fee schedule that can be implemented by the Port Hedland Rovers Football Club as the facility operator.

The Town has received correspondence from the Port Hedland Rovers Football Club indicating that they have a desire to enter into a longer term tenure arrangement. This matter will be discussed in more detail with the Club and be the subject of a Council report prior to the completion of the current agreement.

Attachments

1. 2013 Colin Matheson Oval Financial Statement to 30 September 2013 (Under Separate Cover)

AFC201314/012 Officer's Recommendation/ Audit and Finance Committee Decision

Moved: Cr Butson

Seconded: Cr Jacob

That the Audit and Finance Committee receives the first quarter (1 July to 30 September 2013) report for the operation of the Colin Matheson Clubhouse facility as presented by the Port Hedland Rovers Football Club.

CARRIED 3/0

**10.2.3 GP Housing Quarterly Review: July to September 2013
(File No.:15/01/0020)**

Officer Gordon MacMile
Director Community
Development

Date of Report 13 November 2013

Disclosure of Interest by Officer Nil

Summary

The purpose of this report is for the Audit and Finance Committee to review the following report for the GP Housing for the quarter: July to September 2013.

Background

The construction project and subsequent allocation is intended to provide quality subsidised leased housing to general practitioners who support the Port Hedland community and is focused on:

- Assisting in the retention of existing general practitioner / emergency services
- Encouraging and facilitating the expansion of general practitioner service levels and availability
- Assisting in the provision of specialist services not currently available
- Assisting in the provision of services linked to areas of disadvantaged health services / remote servicing / bulk billing
- Beginning to cater for future GP service requirements.

The SCM on 14 November 2012:

1. *Endorsed the disposal of Part Lot 5551 Dempster Street, Cooke Point by way of lease to:*
 - *3 general practitioner houses to Kinetic Health Services (\$600 per week, to be reviewed annually in accordance with the Asset Management Plan) for a term of 3 years;*
 - *4 general practitioner houses to the OSH Group (\$600 per week, to be reviewed annually in accordance with the Asset Management Plan) for a term of 3 years*
2. *Delegated authority to the Chief Executive Officer or delegate to negotiate the provision of housing to preferred doctors within the Kinetic Health Service and OSH Group allocations*
3. *Endorsed the provision of local public notice of the proposed disposals in accordance with section 3.58 of the Local Government Act*

4. *Delegated authority to the Chief Executive Officer to enter into lease agreements should no public submissions be received.*

Construction of the 7 general practitioner houses was completed and readied for occupancy in December 2012. The allocation of GP houses above was based on outcomes / KPI's detailed in submissions, and will be the subject of future quarterly reporting.

Lease agreements were executed with Port Hedland Medical (OSH Group) on 16 April 2013 and with Kinetic Health on 1 May 2013.

No activity or KPI reports have been provided previously as the leases were not executed, and the houses not occupied.

Consultation

Nil

Statutory Implications

Nil

Policy Implications

Nil

Strategic Planning Implications

Strategic Community Plan 2012 – 2022

6.3 Environment

6.3.2 Community Facilities

Facilitate the provision of high quality health services and facilities for residents that are equal to those found in the metropolitan area.

Budget Implications

The construction of 7 GP houses was funded through contributions from WA State Government, resource industry and the Town.

Leases for the GP houses are held separately between the Town and Kinetic Health / Port Hedland Medical Centre. Under the terms of the lease agreements the medical practices are responsible for the payment of weekly rental, minor upkeep of the homes and utilities; the Town is responsible for maintenance and asset management.

Officer's Comment*Port Hedland Medical Centre (OSH Group)*

The quarterly report from the Port Hedland Medical Centre indicates achievement of key outcomes within the required timeframe, plus progress towards longer term targets.

These include:

- Increase in clinic hours and additional GP's on Saturdays
- Psychologist sessions and mental health trained GP's
- Home based sleep studies
- Spectrum of indigenous health services
- Pilates classes and dietary advice
- Progress towards junior doctor training program.

Kinetic Health

Kinetic Health's key performance indicator was to maintain the existing level of services and practice hours.

Attachments

1. PHMC (OSH Group) Q1 2014 (Jul to Sept 2013) KPI report
2. Kinetic Health Q1 2014 (Jul to Sept 2013) KPI report.

AFC201314/013 Officer's Recommendation/ Audit and Finance Committee Decision

Moved: Cr Jacob

Seconded: Cr Butson

That the Audit and Finance Committee receives the quarterly review report for GP Housing from the Port Hedland Medical Centre (OSH Group) and Kinetic Health Centre for the period 1 July to 30 September 2013.

CARRIED 3/0

ATTACHMENT 1 TO ITEM 10.2.3



Town of Port Hedland

Contract: GP Housing (PHMC)

Period: September 2013

Contract Number: N/A

Item	Description	KPI	Outcome
1	Expansion of clinical practice hours, including:	(a) Increased clinical hours: Monday to Friday 7:30 am to 7:30pm , Saturday 8am to 12 noon (b) Additional general practitioners available on Saturday mornings. This KPI must be achieved within 6 months of execution of the Lease and maintained for the remainder of the Lease term.	Achieved Mon – Fri 7.30 – 7.30 Sat – 8 – 12 with possibility of further GP's
2	Expansion of clinical practice hours, to include a Sunday Clinic	. This KPI must be achieved within 12 months of execution of the Lease and maintained for the remainder of the Lease term.	Not yet achieved Sunday clinic 8-12 from January 2014 in planning
3	Expansion of the services available, including the introduction of the following services:	(a) Mental health support, identified as particularly important to FIFO workers and residents due to shift work, geographic remoteness and climate and being a regional and remote town; (b) Re-introduction of Sleep Studies to address the cycle of fatigue management and obesity; and (c) Indigenous health including-diabetes, heart disease and obesity. These KPIs must be achieved within 6 months of execution of the Lease and maintained for the remainder of the Lease term.	Achieved – Psychologist working at PHMC 4 sessions/wk and mental health trained GP working at PHMC fulltime. Home based sleep studies are performed at PHMC with regular fortnightly visits of sleep scientist for treatment. We also have a dietician 2 days/wk. We offer these services to all patients, including Indigenous
4	Expansion of the services available, including the introduction of the following services:	(a) ability to deliver programs such as based exercise programs to combat obesity, Pilates and supervised rehabilitation programs; (b) access to the services of a dietician, if not residential then by Telehealth (although a Medicare rebates not available via Telehealth) to combat diabetes; and (c) ability to offer diagnostic ultrasound services from the practice. These KPIs must be achieved within 12 months of execution of the Lease and	Pilates classes will be offered twice a week by mid November. Dietician working 2 days/wk Not yet achieved but in planning stage – ultrasound course and equipment required



SPECIALISTS IN CORPORATE HEALTH AND SAFETY

		maintained for the remainder of the Lease term. However, the parties acknowledge that achievement of these measures is conditional on physical expansion to suitable and financially viable additional premises.	
5	Expansion of the existing range of specialists' services and skills. This KPI will be an ongoing item that will be negotiated over the term if the Lease.		Variable services, but primary highlight a female GP and performing weekly bulk billed services at Well Women's Centre BP Holter Monitors to be available at PHMC by early next year.
6	Developing a program to provide training placements to junior doctors to expose the junior doctors to Rural and Remote medicine by applying to become accredited training post.	One of the requirements will be suitably qualified general practitioners to supervise the junior doctors. This KPI must be achieved within 12 months of execution of the Lease and maintained for the remainder of the Lease term.	Work in progress – application for WAGPET Accreditation being completed

ATTACHMENT 2 TO ITEM 10.2.3

Town of Port Hedland Contract: GP Housing (Kinetic Health)

Period: July – September 2013

Item	KPI	Service Level at commencement of contract (April 2013)	Current Service Level (Sept 2013)	Comments / Update
1	Maintenance of existing days of operation, as at commencement date (April 2013)	Monday – Friday Saturday	Monday – Friday Saturday	
2	Maintenance of existing times of operation, as at commencement date (April 2013)	Mon – Wed, Fri 8.30 – 5.30 Thur - 8.30 – 7.30 Sat – 8.30 – 1pm	Mon – Wed, Fri 8.30 – 5.30 Thur - 8.30 – 7.30 Sat – 8.30 – 1pm	
3	Maintenance of existing services available	GP Care Plans Injury Management Pap Smears Phlebotomy Occupational Health	GP Care Plans Injury Management Pap Smears Phlebotomy Occupational Health	Looking at increasing 45 – 49 year old health checks and diabetes review
4	Maintenance of existing number of doctors available	1 x Permanent 2 x Locum	2 x Permanent 2 x Locums	Permanent Female GP commenced 2 x Permanent GP's starting Jan – February 2014
5	Additional services / facilities / programs / achievements			Relocating to New Premise in the new year – larger, better equipped location. Look into increasing services to the community

10.2.4 Town of Port Hedland Leisure Facilities Management Contract Annual Report 2012/2013- YMCA Perth (File No.:26/04/0015)

Officer Graeme Hall
Manager Recreation Services
and Facilities

Date of Report 13 November 2013

Disclosure of Interest by Officer Nil

Summary

The purpose of this report is for the Audit and Finance Committee to review the following end of year report 2012/13 as presented by the YMCA for the Town of Port Hedland Leisure Centre Management Contract.

Background

The YMCA of Perth is engaged to manage the Town of Port Hedland Leisure Facilities. The current contract agreement commenced in July 2012 and is for a four year term.

The YMCA are required to provide a monthly report by the 15th day of each month. A further requirement is that an annual report is presented to the Audit and Finance Committee by October of each year.

Attached to this report is a copy of the June monthly report, (being the final report provided for the financial year), the annual report as provided by the YMCA, and the Port Hedland Leisure Facilities 2013 Financial Audit Reports.

Consultation

Nil

Statutory Implications

Nil

Policy Implications

Policy 6/011 'Recreation Reserves and Facilities – Casual Hire and Events'. This policy was developed in order to provide guidance to groups hiring Council Reserves and Facilities.

Strategic Implications

Nil

Strategic Planning Implications

6.1 Community

6.1.1 Unified

The Town of Port Hedland is an integrated community functionally, physically and culturally.

6.1 Community

6.1.2 Vibrant

Provide access to recreational, cultural, entertainment facilities, and opportunities.

Budget Implications

The operation of the leisure facilities is incorporated within the Town's operational budget. The fee paid to the YMCA is based upon an agreed operational deficit for each facility, and a management fee that is paid to the YMCA of Perth for the delivery of the service.

The budget for each facility is reviewed each year in February and any revisions or amendments to the budget are considered by Council as a variation to the contract. In 2012, Council undertook a significant review of the financial position in order to better reflect the operation of the three facilities.

Officer's Comment

The YMCA and their management are performing to unacceptable standard. There have been a number of circumstances that adversely affected the operation of the facilities in their first year, these being:

- Opening of Wanangkura Stadium delayed (30 July 2012)
- Temporary closure of Wanangkura Stadium (August and September 2012 - 53 days)
- Marquee Park opening delayed
- South Hedland Aquatic Centre refurbishment programmed for December 2012
- Delays to opening of South Hedland Aquatic Centre (Water testing requirements and Cyclones Peta and Rusty).

The report presented by the YMCA shows that Wanangkura Stadium is operating well from a financial perspective. There are some concerns with regard to the cost of electricity for the facility. The strong financial position for Wanangkura Stadium is largely attributable to the strength of the health and fitness activities, which is a great outcome for the community.

The results for Gratwick are adequate and reflect a pool that is operating in line with modest performance parameters.

Most of the key performance indicators outlined in the report are being met. The YMCA need to refine some of their processes to ensure that they are better able to quantify some of their reporting. The capturing of better attendance figures will assist the relevance of some of the agreed indicators.

Both Wanangkura Stadium and Gratwick Pool have been audited from a facility perspective on two occasions during the year. The overall presentation of the facilities is considered good.

There is no information in this report pertaining to the South Hedland Aquatic Centre as the facility was closed for the whole period.

The local management team from the YMCA is doing an excellent job of providing services to the community. The Town's objective is to maintain strong integration with the local staff, ensuring that they are supported and therefore able to integrate their services with those of the Town of Port Hedland.

Attachments

1. YMCA Annual Report – Town of Port Hedland Leisure Centres 2012/2013
2. Port Hedland Leisure Facilities 2013 Financial Audit report – Gratwck Aquatic Centre
3. Port Hedland Leisure Facilities 2013 Financial Audit report – South Hedland Aquatic Centre
4. Port Hedland Leisure Facilities 2013 Financial Audit report – Wanangkura Stadium
5. YMCA Monthly Report June 2013

AFC201314/014 Officer's Recommendation/ Audit and Finance Committee Decision

Moved: Cr Jacob

Seconded: Cr Butson

That the Audit and Finance Committee receives the annual review of the operation of the Town of Port Hedland Leisure Centre's Management Contract with the YMCA of Perth for the period 1 July 2012 to 30 June 2013.

CARRIED 3/0

ATTACHMENT 1 TO ITEM 10.2.4



The Town of Port Hedland Leisure Facilities
Annual Report 2012-13

The Town of Port Hedland Leisure Facilities

(PHL is: Gratwick Aquatic Centre, South Hedland Aquatic Centre, and Wanangkura Stadium)

Port Hedland Leisure – Annual Report 2012-13

The first year of the YMCA contract with the Town of Port Hedland has been challenging for both parties. However these challenges have contributed to a healthy relationship between our organisations due to the need to collaborate to overcome hurdles. The YMCA and the Town of Port Hedland have collectively worked through a number of difficult issues:

- The closure of Wanangkura Stadium for 53 days and the subsequent relocation of programming
- The challenge of obtaining positive water tests results to open the South Hedland Aquatic Centre
- Closing and opening the facilities as a result of cyclone rusty
- The opening of Marquee Park.
- Covering the departure of key staff in busy periods

These are just some of the challenges Port Hedland Leisure and Town of Port Hedland faced this financial year. But despite the challenges some great results were still achieved:

- Membership numbers over and above the KPIs.
- Diverted programming from South Hedland Aquatic Centre to the Gratwick Aquatic Centre
- In-term swimming program was conducted despite the closure of South Hedland.
- Group fitness program that exceeds KPIs for the number of classes (and the quality of instruction is excellent).

The YMCA is looking forward to a year of stability to enable it to focus on delivering the strategic plans it as developed for each site. It will also be an opportunity to further collaborate with the Town on areas of real need within the Port Hedland community in relation to encouraging people to become physically active. Already this partnership has seen a great result for programs such as Move-It Hedland. Let's strive to build on the working together to make a healthier, active Port Hedland.

Wanangkura Stadium

The Wanangkura Stadium has delivered membership numbers vastly ahead of budget target for the 2012-13 as evidenced by the delivery of income more than \$300k in advance of budget. The group fitness program has been another area of excellence where it has been developed to deliver 49 classes per week offering a quality program that would be considered comprehensive in most metropolitan settings. The quality of this service has contributed to the demand for memberships within the community. The Gecko children's fitness program has grown to include 140 members with each of them entitled to attend 4 fitness sessions per week; this gives us the opportunity to engage young in healthy physical exercise in large numbers across the whole month.

Personal training is a key target for the stadium from an income generation perspective and it allows staff to engage more closely with our gym clients and help them better attain their fitness goals. This has been targeted through the financial year and has seen strong growth with PT sessions being delivered at double the monthly target by year end and growing still. The challenge still exists in the development of a junior sporting competition, while it is clear our Gecko fitness program is engaging kids in structured healthy activity we have yet to develop a structured junior sporting competition at the Wanangkura Stadium. The challenge as part of that is engaging the local sporting associations to help promote the stadium as a venue for them to hold their sporting

competitions in.

Gratwick Aquatic Centre

The Aquatic Education Program has been a stand out achievement for the aquatic facilities for 2012-2013. The program at Gratwick attracted over 300 students. This was largely due to SHAC being unavailable but the Port Hedland Leisure team still had to have the staff to meet the demand and maintain the program quality. Another highlight for the year was the In-term swimming program which was maintained despite Gratwick being the only swimming facility available. Port Hedland Leisure was able to provide more staff to assist this programs viability. The swim instructor staff that attended on two occasions was fantastic with the schools that participated and were great mentors and trainers for the YMCA aquatic education team.

Gratwick Aquatic Centre had very good casual attendances for adult, child and family. All categories exceeding annual income and attendance targets. Birthday party numbers have exceeded the target attendance. The amount of Aqua Run bookings was very high which resulted in a large number of inflatable bookings. Each weekend the inflatable had either a private booking or was used out due to popular demand. The Aquatic Memberships did not meeting the target as the price doesn't quite present an attractive option to the public. The price of the membership is only just cheaper than the cost of three casual swims. Therefore people are not willing to commit to a membership but prefer to pay a small amount more to allow visit flexibility.

Duty Manager staffing has been a challenge this year. At certain times the YMCA had to call in staff from Perth to lend support. The YMCA have addressed the issue and have five staff undergoing Duty Manager Training – it is a requirement that all duty managers have their pool operators certificate which takes at least 2-3 months to obtain.

It will be interesting to view Gratwick Aquatic Centre attendance and income result this year with the South Hedland Aquatic Centre again open for business.

South Hedland Aquatic Centre

The South Hedland Aquatic Centre opened on June 12th 2013. From an operational reporting perspective there is only a little over two weeks to report on. The year was extremely frustrating for all parties with the focus being on the plant being able to generate a positive water test result to enable the facility to open. The YMCA was onsite from late December and facilitated a positive water result in May/June and opened the facility almost immediately.

There challenges for the coming financial year for the facility will be the management of risk surrounding the Aqua Tower and the Wave Rider. The Aqua Tower was presumed by all parties to be an aquatic attraction that required minimal staffing because it is a zero depth aquatic attraction. However in practise the Tower needs at least one person to ensure patron safety. The water slide, steps and tipping bucket have all caused incidents and require exclusive monitoring by the YMCA to ensure patron safety.

SHAC will pose a challenge on a number of levels for the Town and the YMCA. The Aqua Tower and Wave Rider are new attractions so they will naturally bring people down to the facility in great numbers thereby testing our staff depth. The risks associated with these attractions are more or less unknown so they will require close monitoring. The introduction of the \$1 swim will also bring young children into the facility which could also place pressure on staffing.

OPERATIONAL TABLES

1. FINANCIAL REPORT - Summary

PHL Summary	Budget Report	Projection	Actual YTD	Budget YTD	Variance
INCOME		N/A	\$1,821,636	\$1,830,853	\$9,217
EXPENDITURE		N/A	\$3,795,557	\$3,753,526	\$42,031
TOTAL		N/A	\$1,973,921	\$1,922,673	\$51,248
<i>Gratwick Aquatic Centre</i>					
INCOME		N/A	\$373,260	\$321,847	\$51,413
EXPENDITURE		N/A	\$1,077,296	\$1,004,970	\$72,326
TOTAL		N/A	\$704,036	\$683,123	\$20,913
<i>South Hedland Aquatic Centre</i>					
INCOME		N/A	\$36,668	\$488,739	\$452,072
EXPENDITURE		N/A	\$749,023	\$1,040,107	\$291,084
TOTAL		N/A	\$712,355	\$551,368	\$160,987
<i>Wanangkura Stadium</i>					
INCOME		N/A	\$1,411,708	\$1,020,267	\$391,440
EXPENDITURE		N/A	\$1,969,238	\$1,708,449	\$260,789
TOTAL		N/A	\$557,531	\$688,181	\$130,651

COMMENTS/ACTIONS:

At the end of the financial year YMCA Port Hedland leisure facilities have missed its financial budget target by \$51K. There have been a number of hurdles and reasons as to why the YMCA did not make the target. The closure of Wanangkura Stadium and the late opening of the South Hedland Aquatic Centre are essentially the dominant factors, which have contributed to the result. To be so close to the budget target is an achievement given the disruption the facilities have had.

2. Major Maintenance

Facility	Comment
Wanangkura Stadium	No Major Maintenance was required on the stadium throughout the year. As with all new buildings teething problems have been overcome as they have arisen. The main incidence of works in the stadium was the upgrade of the fire fighting infrastructure to meet required standards.
Gratwick Aquatic Centre	<p>The amount of maintenance undertaken at a facility such as a Gratwick Aquatic Centre due to its age is significant. However positive results in the Royal Life audit and Town of Port Hedland audits were an indication that the YMCA are on top of maintaining the facility diligently from a maintenance perspective. The list below is a range of the major works undertaken and a sample of the everyday occurrences that occur on-site.</p> <ul style="list-style-type: none"> - Extensive phone line repairs were undertaken by Telstra. - Blocked urinal repaired - Lap Clock faulty repaired by contractor - Burst water pipe in front of gym repaired by contractor - Car Park security lighting not working repaired by contractor - Main Pump discharge valve replaced - Cracks in playground soft fall repairs completed by contractor
South Hedland Aquatic Centre	There was no major maintenance conducted in the short period the facility was open for in the 2012-13 financial years.

3. BUSINESS DEVELOPMENT

Facility	Business Development
Wanangkura Stadium	<p>The launch of the first term guide was the most significant piece of business development completed. 3000 term guides are printed each term outlining in one comprehensive document what is available at all the centres</p> <p>Other Initiatives:</p> <ul style="list-style-type: none"> - Gecko kids fitness launch – Over 100 Gecko members - Les Mills class launches – Over 40 classes per week - Move it Hedland Promotion – Running program with over 20 participant per week - Mother's Day Classic Promotion – Joint promotion to encourage people to joining the run and receive a discount off a membership resulted in 70 new members (and entries into Mother Day Classic)
Gratwick Aquatic Centre	<ul style="list-style-type: none"> - Training staff in relation to encouraging secondary spend – Cake /Kiosk exceeded last financial year by \$ - BHP Super Series lap swimmers promotion. - Aquatic Education Term Launches - WA FM Christmas Event.

	- Launch of morning Triathlons (Triathlon Club)
South Hedland Aquatic Centre	The South Hedland Aquatic Centre opened on June 12 th 2013.

4. OCCUPATIONAL HEALTH & SAFETY

First Aid/Incident Reports		
Facility	Total	Comments
Gratwick Aquatic Centre	25	Five required emergency services to be contacted. The most notable was the hot water burn to a toddler in the family change room.
South Hedland Aquatic Centre	18	Majority occurred without public access due the facility opening to the public on June 12 th . The most notable was the broken ankle on the Wave Rider.
Wanangkura Stadium	34	Two break and enters occurred. There was one ambulance call out.
Hazard Identification Reports		
Facility	Total	Comments
Gratwick Aquatic Centre	8	Eight hazards were reported last financial year they included the following: <ul style="list-style-type: none"> - Three-metre dive board non-compliant to FINA Code Of Practice - Hot water unit temperature to high tempering valve installed - No ladder rungs inside waste water and balance tanks - Balance tank requires enclosed cover - No lighting outside plant and store rooms - Car Park lighting not operating
South Hedland Aquatic Centre	4	All very minor and controlled immediately.
Wanangkura Stadium	7	All very minor and controlled immediately.

KEY PERFORMANCE INDICATORS
(As developed by the Town of Port Hedland)

A. Wanangkura KPI Report – June 2013

Wanangkura	2012/2013 KPI	Actual	CERM Benchmark	COMMENTS/ACTIONS
Financial				
Income (Variation of +/- 5%) Considered acceptable	\$1,020,267 per annum \$85,022 per month	\$1,411,708 YTD \$154,309 month	N/A	Highlights: Health & Fitness Membership - \$374,868 (better than budget) Casual Health Club – \$86,375 (better than budget) Casual Group Fitness - \$44,324 (better than budget) The high expenditure result has contributed to the positive income result above. Areas such as customer service, gym instruction and personal training are all over budget but are a result of the high attendances and membership figures. The facility is \$130,651 ahead of budget target.
Expenditure (Variation of +/- 5%) Considered acceptable	\$1,708,449 per annum \$142,370.75 per month	\$1,969,238 YTD \$225,796 Month	N/A	
Net Operating Result (Variation of +/- 5%) Considered acceptable	-\$688,181	-\$557,531	N/A	
Expense recovery	59%	71%	88% (aspirational) CERM Benchmark	The stadium is ahead of the Expense Recovery KPI due to the positive financial result compared to budget.
Metric				
Attendances	127,966 per annum	110,543	192,682	Attendances are not as high as expected. Contributing factors are delayed opening and the closure – particularly the impact this has had on the stadium sports program.
Visits per square metre (based on 4,500 sqm)	28	24	39	Stadium is not meeting this KPI – refer comments above.
Fitness Classes (all classes are required to be Les Mills or of agreed similar standard)	30 classes per week	49	N/A	The Centre has excelled in this area all year.
Personal Training	20 hours per week across all three facilities	85 (170 sessions)	N/A	Personal training continues to grow. The facility doubled last month's income in this area.
Junior Sporting Competitions	3 junior sporting competitions per week (8 teams in each	3	N/A	<ul style="list-style-type: none"> ▪ Term 2 saw the introduction of Junior Futsal and Junior Multisport (2 x age groups). ▪ The 3 on 3 basketball competition continues to grow. It had 136 participants for the month. Its popularity means the centre is on the cusp of creating a competition.

Wanangkura	2012/2013 KPI	Actual	CERM Benchmark	COMMENTS/ACTIONS
	competition and a minimum of one female competition)			
Senior Sporting Competitions	10 Senior Sporting Competitions per week (8 teams in each competition)	<p>Monday Volleyball 10 teams</p> <p>Wednesday Futsal A 9 teams</p> <p>Thursday Futsal B 9 teams Netball A 7 teams B 10 teams</p>	N/A	<ul style="list-style-type: none"> ▪ As discussed in facility attendances the Stadium sports program has been impacted more than most due to the closure of the Stadium. ▪ Season 1 2013 commenced with more teams across the competition than the previous season. There are 45 teams registered currently compared to 36 teams in 2012.
Junior (non sporting programs)	9 Non sporting/lifestyle /personal development programs per annum	<p>Teen Fit operates Monday-Friday from 3-5pm (14-16)</p> <p>Junior Gecko operates Monday – Thursday (Ages 3-5)</p> <p>Youngster Gecko Monday – Thursday (Ages 5-9)</p>	N/A	<ul style="list-style-type: none"> ▪ Over 160 children aged 3 – 16 are actively attending junior programs at the Stadium. ▪ Term 2 will saw the introduction of two new programs based around music and movement for 18 months – 3 years. Both programs averaging 12 – 14 participants.

Wanangkura	2012/2013 KPI	Actual	CERM Benchmark	COMMENTS/ACTIONS
Program specific for demographic (seniors or people with disabilities) not including adult Lifestyle personal development programs listed below.	2 programs per annum	1	N/A	<ul style="list-style-type: none"> Seniorsational Fitness launched in May. This was aimed at those over 50 years (or those that are new to physical activity). Attendances were low with 6 people registered.
Adult Lifestyle/Personal Development Programs	16 per annum	5	N/A	<ul style="list-style-type: none"> 3 adult term programs were launched in February. Term 2, 2013 will see the introduction of an additional 2 term programs with a morning Ultimate Challenge program and a Beginner Yoga program. Term 3 will also see the introduction of Pilates
Efficiency				
Income per visit	\$7.97	\$12.97		This is high due to high income result but relatively low attendances.
Secondary spend per visit	\$0.50	\$2.60		This is a good result given the area of secondary spend remains untapped. There are plans to improve this service (cafe/kiosk) in the near future.
Subsidy per visit	\$5.38	\$5.26		This better than target due to positive financial results but comparatively low attendances.
Labour Costs to total receipts	112%	%101		Labour costs are high but this has contributed to a great income result.
Utility Costs Energy Cost Share % Energy Cost per visit	7.72% \$1.03	7.7% \$1.03		This is based upon the current utility expenditure figure. The YMCA is in the process of preparing a response to the Town of Port Hedland in regards to requesting an outstanding invoice be accepted as a budget variance. Horizon Power is providing information to support this request (submitted)
Effectiveness				
Mystery Shopper score – minimum of four shoppers per annum.	80% Satisfaction	66.1%		Marked down due to the reception person not personalising the call, not getting the phone callers name and not asking whether they wanted to come down and try the facility.
Customer Service Survey – Two surveys per annum	80% Satisfaction			<ul style="list-style-type: none"> Survey responses have been collated and the Wanangkura Stadium leadership team will be presenting results to their

Wanangkura	2012/2013 KPI	Actual	CERM Benchmark	COMMENTS/ACTIONS
<p>Training costs per visit</p> <p>Facility Audit – two facility audits per annum conducted by the Town of Port Hedland staff. (First week of March and September)</p> <p>Maintenance and cleaning schedule reports reviewed regularly</p>	<p>\$0.19</p> <p>Pass/Fail</p>	<p>\$7.92</p> <p>2nd Audit date TBC</p>	<p>N/A</p>	<p>respective teams after the group has analysed further.</p> <ul style="list-style-type: none"> ▪ Whilst a % Satisfaction cannot be gleaned from the type of survey developed, over 80% of responses received were positive ▪ The only negative response that was recurring was regarding the size of the gym, which cannot be changed, however the introduction of 24 hour operations will alleviate the crowding at peak times. <p>This figure is high due to relatively low attendances.</p> <ul style="list-style-type: none"> ▪ 1 facility audit has been undertaken (October). A Pass rating was given. ▪ The second audit is due; however this has been postponed.
<p>School Holiday Programs</p> <p>Instigation of a full day school holiday program</p>	<p>2012/2013</p> <p>School Holiday programs to be conducted in Port Hedland during the 2013 January and April School Holidays</p> <p>(programs are to cater for 40 participants per week)</p>	<p>TBC</p>	<p>Not applicable.</p>	<p>A (costed) preventative maintenance program will be developed based upon the service requirements from the user manual and asset registers.</p> <p>The current program has been the most successful yet. 3 of the 10 days have had the maximum number of 26 enrolments. The feedback received has been very positive.</p>

B. Gratwick Aquatic Centre KPIs – June 2013

Gratwick Aquatic Centre	2012/2013 KPI	Actual	CERM Benchmark	Comment
Financial				
Income (Variation of +/- 5%) Considered acceptable	\$321,847 per annum \$26,820 per month	\$373,260 YTD \$8,222 monthly actual	N/A	Year to date the Gratwick Aquatic Centre is \$51,413 ahead of its income target and for the month it exceeded income target by \$3,503 against budget.
Expenditure (Variation of +/- 5%) Considered acceptable	\$1,004,970 \$83,747 per month	\$1,077,296 YTD \$87,732 monthly actual	N/A	The Centre is over budget year to date by \$72,326 and for the month the centre was under budget by \$12,571. The over arching issue with expenditure is the lifeguard and DM expenditure however with SHAC being closed GAC has had to remain on summer operating hours to cater for the public, usually Gratwick is on reduced winter hours at this time. DM expenses were incurred over the month to cover the Centre Manager who was backfilling the managers position at SHAC. This figure has Gratwick Aquatic \$20,913 over the target.
Net Operating Result (Variation of +/- 5%) Considered acceptable	-\$683,123 Annual Budget Monthly net operating budget \$616,685	-\$704,036 YTD	N/A	
Expense recovery	32%	34%	47%	The centre is meeting the KPI. Despite these areas of the financials still requiring improvement.
Metric				
Attendances	60,318 per annum	60,458 YTD	192,682	Attendances have been high and have slightly exceeded the annual target.
Swimming Lessons (both centres combined)	80 per week (1 st and 4 th terms)	303 enrolments	39	Enrolments were obviously high this year due to closure of SHAC. It will be interesting to see how this KPI performs when both facilities are open.
Fitness Classes	5 classes per week. During summer operating	5 0 June	N/A	The centre has been operating on reduced operating hours. Programming has gone into hibernation until the warmer weather returns. However when the facility was in normal operating hours the KPI was being met.

Gratwick Aquatic Centre	2012/2013 KPI	Actual	CERM Benchmark	Comment
	hours.			
After School Programs	2 per annum	1 0 June	N/A	The Centre partnered with Royal Life in November to promote water safety. The event targets primary school aged children and a number of activities involving the water are organised to aquatic education and safety around the water.
Aquatic Training/Education	3 course per annum	6 0 June	N/A	2 Lifeguard courses 1 Bronze Medallion Course 1 Pool Operators course
Programs and Events	2 per annum	0	N/A	
Casual Aqua-Run	4 hours per week	4 hours per week 8 hours per week during holidays	N/A	As mentioned above - The centre has been operating on reduced operating hours. Programming has gone into hibernation until the warmer weather returns.
Income per visit				
	\$6.35	\$6.17	\$3.84	This is slightly lower than the KPI as attendances are decreasing; normally the centre has a high casual usage (particularly in regards to casual swim).
Secondary spend per visit				
	\$1.44	\$1.40	\$0.54	As discussed previously in monthly reports, the GAC kiosk is under budget target but well ahead of last year's YTD actual.
Subsidy per visit				
	\$11.37	\$11.64	\$0.67	The subsidy per visit is tracking above the target due to a high expenditure result.
Labour Costs to total receipts				
	\$1.86	\$1.86	\$1.09	This has been below the KPI set most of the financial year but due to the reduced operating hours the centre is now meeting target.
Utility Costs				
Energy Cost Share %	3.61%		4.1%	Reduced hours have seen a dramatic decrease in the utilities expenditure. Utilities are now slightly under the budget target.
Energy Cost per visit	\$0.60	\$0.08	0.22	Given the issues earlier in the year around water leakage this is a positive result.
Effectiveness				
Mystery Shopper score – minimum of four shoppers per	72.3% Satisfaction	58.3%		The mystery shopper score is below the KPI. Staff are not personalising the call and not inviting customers down. The trend

annum.					is they are friendly and respond to questions but the conversation is driven by the person calling.
Customer Service Survey – Two surveys per annum	80% Satisfaction	N/A			The facility is yet to undertake a survey. The surveys are scheduled to take place.
Training costs per visit	\$0.15	\$3.31	\$0.04		This figure is very high due to the amount of training conducted this financial year the latest course being a Aqua Aerobics Course The centre has exceeded the KPI target of 3 per annum (5 conducted)
Facility Audit – two facility audits per annum conducted by the Town of Port Hedland staff. (First week of March and September)	Pass/Fail	Pass	N/A		2 conducted this financial year the most recent being in May.
Maintenance and cleaning schedule reports reviewed regularly	Pass/Fail	Pass			As mentioned in the Wanangkura KPI report YMCA head office will be developing a (costed) preventative maintenance program for each site.

YOUNG MEN'S CHRISTIAN ASSOCIATION
OF PERTH (INC)
GRATWICK AQUATIC CENTRE

ANNUAL FINANCIAL REPORT

30 JUNE 2013

YOUNG MEN'S CHRISTIAN ASSOCIATION OF PERTH (INC) GRATWICK AQUATIC CENTRE

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YOUNG MEN'S CHRISTIAN ASSOCIATION OF PERTH (INC)
GRATWICK AQUATIC CENTRE
Statement of Comprehensive Income
FOR THE YEAR ENDED 30 JUNE 2013

	Notes	2013 \$	2012 \$
Continuing Operations			
Revenue	3(a)	393,860	320,727
Expenses	3(b)	(1,096,827)	(803,610)
Loss from operations		<u>(702,967)</u>	<u>(482,883)</u>
Funding from Town of Port Hedland		702,967	482,883
Net Result		<u>0</u>	<u>0</u>

The above Statement of Comprehensive Income should be read in conjunction with the accompanying notes.

YOUNG MEN'S CHRISTIAN ASSOCIATION OF PERTH (INC)
 GRATWICK AQUATIC CENTRE
 Statement of Financial Position
 FOR THE YEAR ENDED 30 JUNE 2013

	Notes	2013 \$	2012 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	4	600	400
Trade and other receivables	5	153,997	99,605
Inventories	6	1,066	1,280
Prepayments		3,322	2,600
Total Current Assets		<u>158,985</u>	<u>103,885</u>
LIABILITIES			
CURRENT LIABILITIES			
Trade payables and other payables	7	104,663	91,374
Provisions	8	41,842	9,567
Total current liabilities		<u>146,505</u>	<u>100,941</u>
NON-CURRENT LIABILITIES			
Provisions	8	12,480	2,944
Total non-current liabilities		<u>12,480</u>	<u>2,944</u>
TOTAL LIABILITIES		<u>158,985</u>	<u>103,885</u>
NET ASSETS		<u>0</u>	<u>0</u>
EQUITY			
Retained earnings	9	0	0
TOTAL EQUITY		<u>0</u>	<u>0</u>

The above Statement of Financial Position should be read in conjunction with the accompanying notes.

YOUNG MEN'S CHRISTIAN ASSOCIATION OF PERTH (INC)
GRATWICK AQUATIC CENTRE
Notes to the Financial Statements
FOR THE YEAR ENDED 30 JUNE 2013

1 CORPORATE INFORMATION

The financial report prepared relates only to the operations of GRATWICK AQUATIC CENTRE.

The financial report of the Young Men's Christian Association of Perth (Inc) – GRATWICK AQUATIC CENTRE was authorised for issue by the Chief Executive Officer on 31st of October 2013.

The Young Men's Christian Association of Perth (Inc) is a not for profit association incorporated and domiciled in Australia and which manages the contract of GRATWICK AQUATIC CENTRE with the Town Of Port Hedland.

The nature of the operations and principal activities of GRATWICK AQUATIC CENTRE are described in note 16.

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

(a) Basis of preparation

The financial report is a special purpose financial report, which has been prepared in accordance with the requirements of the Associations Incorporation Act 1987, applicable Australian Accounting Standards being AASB 1031 and the Management contract with the YMCA Of Perth Inc ('Association') and the Town Of Port Hedland. The financial report has also been prepared on a historical cost basis. Both the presentation currency and functional currency of GRATWICK AQUATIC CENTRE is Australian dollars.

(b) Accounts payable

Amounts recorded in the financial report as accounts payable (amounts due and payable by GRATWICK AQUATIC CENTRE) represent the principal amounts outstanding at balance date.

(c) Cash

Cash in the Statement of Financial Position comprises cash at bank and in hand. For the purposes of the Statement of Cash Flows, cash is net of outstanding bank overdrafts.

(d) Comparative figures

Where necessary, comparative figures have been adjusted to conform with changes in presentation in the current year. The changes do not materially affect the accounts.

(e) Goods and services tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST except:

- where the GST incurred on a purchase of goods and services is not recoverable from the taxation authority, in which case the GST is recognised as part of the cost of acquisition of the asset or as part of the expense item as applicable; and
- receivables and payables are stated with the amount of GST included.

The net amount of GST recoverable from, or payable to, the taxation authority is included as part of receivables or payables in the Statement of Financial Position.

Cash flows are included in the Statement of Cash Flows on a gross basis and the GST component of cash flows arising from investing and financing activities, which is recoverable from, or payable to, the taxation authority are classified as operating cash flows.

Commitments and contingencies are disclosed net of the amount of GST recoverable from, or payable to, the taxation authority.

YOUNG MEN'S CHRISTIAN ASSOCIATION OF PERTH (INC)
GRATWICK AQUATIC CENTRE
Notes to the Financial Statements
FOR THE YEAR ENDED 30 JUNE 2013

(f) Income tax

The management contract between the Young Men's Christian Association of Perth Incorporated ('Association') and the Town of Port Hedland does not accrue any income tax liability as the Association is exempt from income tax under Division 50 Section 50-5 item 1.1 of the Income Tax Assessment Act (1997). (Corresponding to Section 23(e) of the Income Tax Assessment Act (1936).)

(g) Inventories

Inventories are measured at the lower of cost and net realisable value.

Net realisable value is the estimated selling price in the ordinary course of business, less estimated costs of completion and the estimated costs necessary to make the sale.

(h) Provisions

Provisions are recognised when the Association has a present obligation (legal or constructive) as a result of a past event, it is probable that an outflow of resources embodying economic benefits will be required to settle the obligation and a reliable estimate can be made of the amount of the obligation.

Where the Association expects some or all of a provision to be reimbursed, for example under an insurance contract, the reimbursement is recognised as a separate asset but only when the reimbursement is virtually certain. The expense relating to any provision is presented in the Statement of Comprehensive Income net of any reimbursement.

If the effect of the time value of money is material, provisions are determined by discounting the expected future cash flows at a rate that reflects current market assessments of the time value of money and, where appropriate, the risks specific to the liability.

Where discounting is used, the increase in the provision due to the passage of time is recognised as a finance cost.

(i) Trade and other receivables

Trade receivables, which generally have 30 day terms, are recognised and carried at original invoice amount less an allowance for any uncollectible amounts.

(j) Transfer of Surpluses

The share of the budgeted surplus accruing on the management contract at year end as calculated per the management contract has been transferred to the Young Men's Christian Association of Perth (Inc) and the Town of Port Hedland as per note 9.

(k) Revenue

Revenue is recognised to the extent that it is probable that the economic benefits will flow to the Association and the revenue can be reliably measured.

(l) Employee Benefits

(1) Wages, Salaries and Non-Monetary Benefits

Liabilities for wages, salaries, including non-monetary benefits and annual leave expected to be settled within 12 months of the reporting date are recognised in other payables in respect of employees' services up to the reporting date and are measured at the amounts expected to be paid when the liabilities are to be settled.

(2) Long Service Leave

The liability for long service leave is recognised in the provision for employee benefits and measured as a present value of expected future payments to be made in respect of services provided by employees up to the reporting date using the projected unit credit method. Consideration is given to the expected future wage and salary levels, experience of employee departures and periods of service. Expected future payments are discounted using market yields at the reporting date on national government bonds with terms to maturity and currency that match as closely as possible estimated future cash flows.

YOUNG MEN'S CHRISTIAN ASSOCIATION OF PERTH (INC)
 GRATWICK AQUATIC CENTRE
 Notes to the Financial Statements
 FOR THE YEAR ENDED 30 JUNE 2013

	2013	2012
	\$	\$
3 REVENUE AND EXPENSES		
(a) Revenue from charitable activities		
Aqua Aerobics	6,520	4,760
Aquatic Education	82,903	45,394
Aquatic Programs	7,383	1,112
Café	62,776	37,057
Facility Rental	20,156	201
General Admissions	173,939	0
Health Club	0	130,910
Merchandise	21,966	10,460
Recreation Swimming	4,228	89,396
School Aquatics	13,989	1,437
	<u>393,860</u>	<u>320,727</u>
(b) Expenses from charitable activities		
Administration	64,917	118,435
Aqua Aerobics	9,056	2,923
Aquatic Education	93,692	14,527
Aquatic Programs	5,930	1,455
Café	42,263	26,581
Duty management	163,258	63,213
Gardening	42,346	0
Health Club	0	25,567
Insurance	3,739	5,171
Management	216,526	251,155
Marketing	3,966	5,952
Merchandise	13,710	4,990
Operations	211,303	202,876
Recreation Swimming	226,121	80,765
	<u>1,096,827</u>	<u>803,610</u>
(c) Employee Benefits Expense		
Included in above expenses	<u>554,184</u>	<u>308,710</u>

Comparison figures cannot be relied upon between the two periods as a re-classification of activities occurred in 2013 as agreed with the Town of Port Hedland.

YOUNG MEN'S CHRISTIAN ASSOCIATION OF PERTH (INC)
 GRATWICK AQUATIC CENTRE
 Notes to the Financial Statements
 FOR THE YEAR ENDED 30 JUNE 2013

	2013	2012
	\$	\$
4 CASH AND CASH EQUIVALENTS		
Cash at bank and in hand	600	400
	<u>600</u>	<u>400</u>
5 TRADE RECEIVABLES AND OTHER RECEIVABLES (CURRENT)		
Trade debtors	153,997	99,605
	<u>153,997</u>	<u>99,605</u>
Trade receivables are non-interest bearing and are generally on 30-day terms.		
6 INVENTORIES		
Stock on hand (at cost)	1,066	1,280
	<u>1,066</u>	<u>1,280</u>
7 TRADE PAYABLES AND OTHER PAYABLES (CURRENT)		
Trade payables	36,942	45,998
Other payables	67,721	45,376
	<u>104,663</u>	<u>91,374</u>

Trade payables are non-interest bearing and are normally settled on 30-day terms. Other payables are non-interest bearing and have an average term of 3 months. The net of GST payable and GST receivable is remitted to the appropriate tax body on a quarterly basis.

YOUNG MEN'S CHRISTIAN ASSOCIATION OF PERTH (INC)
 GRATWICK AQUATIC CENTRE
 Notes to the Financial Statements
 FOR THE YEAR ENDED 30 JUNE 2013

	2013	2012
	\$	\$
8 PROVISIONS		
Current		
Provision for employee benefits	41,842	9,567
Non-current		
Provision for employee benefits	12,480	2,944
Aggregate employee entitlement liability	<u>54,322</u>	<u>12,511</u>
9 RETAINED PROFITS		
Balance at beginning of year	0	0
Net profit for the year	0	0
Transfer of surplus to Town of Port Hedland	0	0
Balance at end of year	<u>0</u>	<u>0</u>
10 FINANCE FACILITIES AVAILABLE		
At reporting date, the following financing facilities had been negotiated and were available:		
Facilities unused at reporting date:		
Credit card facility	<u>0</u>	<u>0</u>

YOUNG MEN'S CHRISTIAN ASSOCIATION OF PERTH (INC)
 GRATWICK AQUATIC CENTRE
 Notes to the Financial Statements
 FOR THE YEAR ENDED 30 JUNE 2013

11 KEY MANAGEMENT PERSONNEL COMPENSATION

Key management personnel comprise board members and other persons having authority and responsibility for planning, directing and controlling the activities of the YMCA of Perth (Inc). The key management personnel compensation is paid from YMCA of Perth (Inc).

12 EVENTS SUBSEQUENT TO BALANCE DATE

There are no matters or circumstances that have arisen since the end of the financial year that have significantly affected or may significantly affect GRATWICK AQUATIC CENTRE's or results of its operations.

13 AUDITORS REMUNERATION

Amounts payable or due and payable in 2013 to Grant Thornton (2012 - BDO) for:
 The Audit of the financial report of GRATWICK AQUATIC CENTRE

2013	2012
\$	\$
2,500	2,300

Audit fees for 2013 will be paid for by the Young Men's Christian Association of Perth (Inc) and have not been accounted for in the Statement of Comprehensive Income.

14 SEGMENT REPORTING

GRATWICK AQUATIC CENTRE operates in Western Australia and is primarily involved in health and recreation services.

15 RELATED PARTY DISCLOSURE

The following transaction occurred between the Young Men's Christian Association of Perth (Inc) and GRATWICK AQUATIC CENTRE. These are normal commercial terms and conditions.

	2013	2012
	\$	\$
Management & Support Fees	60,612	68,696
	<u>60,612</u>	<u>68,696</u>

16 ASSOCIATION DETAILS

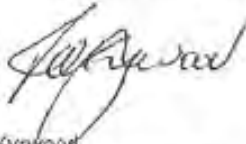
The principal place of business of the Association is:
 GRATWICK AQUATIC CENTRE AQUATIC CENTRE
 McGregor Street
 Port Hedland, WA 6712

YOUNG MEN'S CHRISTIAN ASSOCIATION OF PERTH (INC)
GRATWICK AQUATIC CENTRE

Statement by Chief Executive Officer

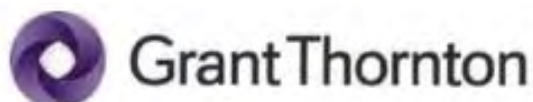
I, Ross Kyrwood, being the Chief Executive Officer of the Young Men's Christian Association of Perth (Inc) state that to the best of my knowledge and belief the financial report of the YOUNG MEN'S CHRISTIAN ASSOCIATION OF PERTH (INC) GRATWICK AQUATIC CENTRE:

- (a) the financial statements and notes of the Association are in accordance with the Associations Incorporation Act 1987, including:
- (i) giving a true and fair view of the Association's financial position as at 30 June 2013 and of its performance for the year ended on that date; and
 - (ii) complying with Australian Accounting Standards as specified in Note 2 to the financial statements; and
- (b) there are reasonable grounds to believe that the Association will be able to pay its debts as and when they become due and payable.



Ross Kyrwood
CHIEF EXECUTIVE OFFICER

Dated: 31 OCTOBER 2013



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W www.grantthornton.com.au

**Independent Auditor's Report
To the Members of The Young Men's Christian Association of Perth (Inc)
Gratwick Aquatic Centre**

We have audited the accompanying financial report, being a special purpose financial report, of The Young Men's Christian Association of Perth (Inc) Gratwick Aquatic Centre (the "Association"), which comprises the statement of financial position as at 30 June 2013, and the statement of comprehensive income for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information to the financial report and the statement by the Chief Executive Officer.

Responsibility of the Board of Directors for the financial report

The Board of Directors of the Association is responsible for the preparation and fair presentation of the financial report and have determined that the accounting policies used and described in Note 2 to the financial report, which form part of the financial report, are appropriate to meet the requirements of the Associations Incorporation Act 1987 and the Management contract with The Young Men's Christian Association of Perth (Inc) and the Town of Port Hedland and the needs of the Members. This responsibility includes such internal controls as the Board of Directors determine are necessary to enable the preparation of the financial report to be free from material misstatement, whether due to fraud or error.

Auditor's responsibility

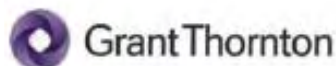
Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards which require us to comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error.

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In making those risk assessments, the auditor considers internal control relevant to the Association's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Association's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Board of Directors, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independence

In conducting our audit, we have complied with the applicable independence requirements of the Accounting Professional and Ethical Standards Board.

Auditor's Opinion

In our opinion, the financial report of The Young Men's Christian Association of Perth (Inc) Gratwick Aquatic Centre presents fairly, in all material respects, the Association's financial position as at 30 June 2013 and of its performance for the year then ended in accordance with the accounting policies described in Note 2.

Basis of accounting

Without modifying our opinion, we draw attention to Note 2 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of meeting the requirements of the Management contract with The Young Men's Christian Association of Perth (Inc) and the Town of Port Hedland. As a result, the financial report may not be suitable for another purpose.

A handwritten signature in cursive script that reads "Grant Thornton".

GRANT THORNTON AUDIT PTY LTD
Chartered Accountants

A handwritten signature in cursive script that reads "C A Becker".

C A Becker
Partner - Audit & Assurance

Perth, 31 October 2013

YOUNG MEN'S CHRISTIAN ASSOCIATION
OF PERTH (INC)
SOUTH HEDLAND AQUATIC CENTRE

ANNUAL FINANCIAL REPORT

30 JUNE 2013

YOUNG MEN'S CHRISTIAN ASSOCIATION OF PERTH (INC) SOUTH HEDLAND AQUATIC CENTRE

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YOUNG MEN'S CHRISTIAN ASSOCIATION OF PERTH (INC)
 SOUTH HEDLAND AQUATIC CENTRE
 Statement of Comprehensive Income
 FOR THE YEAR ENDED 30 JUNE 2013

	Notes	2013 \$	2012 \$
Continuing Operations			
Revenue	3(a)	16,067	81,924
Expenses	3(b)	(758,024)	(355,121)
Loss from operations		<u>(741,957)</u>	<u>(273,197)</u>
Funding from Town of Port Hedland		741,957	273,197
Net Result		<u>0</u>	<u>0</u>

The above Statement of Comprehensive Income should be read in conjunction with the accompanying notes.

YOUNG MEN'S CHRISTIAN ASSOCIATION OF PERTH (INC)
SOUTH HEDLAND AQUATIC CENTRE
Statement of Financial Position
FOR THE YEAR ENDED 30 JUNE 2013

	Notes	2013 \$	2012 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	4	8,130	1,586
Trade and other receivables	5	195,547	65,083
Inventories	6	2,894	0
Prepayments		5,266	0
Total Current Assets		<u>211,837</u>	<u>66,669</u>
LIABILITIES			
CURRENT LIABILITIES			
Trade payables and other payables	7	209,593	44,445
Provisions	8	1,842	12,963
Total current liabilities		<u>211,435</u>	<u>57,408</u>
NON-CURRENT LIABILITIES			
Provisions	8	402	9,261
Total non-current liabilities		<u>402</u>	<u>9,261</u>
TOTAL LIABILITIES		<u>211,837</u>	<u>66,669</u>
NET ASSETS		<u>0</u>	<u>0</u>
EQUITY			
Retained earnings	9	0	0
TOTAL EQUITY		<u>0</u>	<u>0</u>

The above Statement of Financial Position should be read in conjunction with the accompanying notes.

YOUNG MEN'S CHRISTIAN ASSOCIATION OF PERTH (INC)
SOUTH HEDLAND AQUATIC CENTRE
Notes to the Financial Statements
FOR THE YEAR ENDED 30 JUNE 2013

1 CORPORATE INFORMATION

The financial report prepared relates only to the operations of SOUTH HEDLAND AQUATIC CENTRE.

The financial report of the Young Men's Christian Association of Perth (Inc) – SOUTH HEDLAND AQUATIC CENTRE was authorised for issue by the Chief Executive Officer on 31st of October 2013.

The Young Men's Christian Association of Perth (Inc) is a not for profit association incorporated and domiciled in Australia and which manages the contract of SOUTH HEDLAND AQUATIC CENTRE with the Town Of Port Hedland.

The nature of the operations and principal activities of SOUTH HEDLAND AQUATIC CENTRE are described in note 16.

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

(a) Basis of preparation

The financial report is a special purpose financial report, which has been prepared in accordance with the requirements of the Associations Incorporation Act 1987, applicable Australian Accounting Standards being AASB 1031 and the Management contract with the YMCA Of Perth Inc ('Association') and the Town Of Port Hedland. The financial report has also been prepared on a historical cost basis. Both the presentation currency and functional currency of SOUTH HEDLAND AQUATIC CENTRE is Australian dollars.

(b) Accounts payable

Amounts recorded in the financial report as accounts payable (amounts due and payable by SOUTH HEDLAND AQUATIC CENTRE) represent the principal amounts outstanding at balance date.

(c) Cash

Cash in the Statement of Financial Position comprises cash at bank and in hand. For the purposes of the Statement of Cash Flows, cash is net of outstanding bank overdrafts.

(d) Comparative figures

Where necessary, comparative figures have been adjusted to conform with changes in presentation in the current year. The changes do not materially affect the accounts.

(e) Goods and services tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST except:

- where the GST incurred on a purchase of goods and services is not recoverable from the taxation authority, in which case the GST is recognised as part of the cost of acquisition of the asset or as part of the expense item as applicable; and
- receivables and payables are stated with the amount of GST included.

The net amount of GST recoverable from, or payable to, the taxation authority is included as part of receivables or payables in the Statement of Financial Position.

Cash flows are included in the Statement of Cash Flows on a gross basis and the GST component of cash flows arising from investing and financing activities, which is recoverable from, or payable to, the taxation authority are classified as operating cash flows.

Commitments and contingencies are disclosed net of the amount of GST recoverable from, or payable to, the taxation authority.

YOUNG MEN'S CHRISTIAN ASSOCIATION OF PERTH (INC)
SOUTH HEDLAND AQUATIC CENTRE
Notes to the Financial Statements
FOR THE YEAR ENDED 30 JUNE 2013

(f) Income tax

The management contract between the Young Men's Christian Association of Perth Incorporated ('Association') and the Town of Port Hedland does not accrue any income tax liability as the Association is exempt from income tax under Division 50 Section 50-5 item 1.1 of the Income Tax Assessment Act (1997). (Corresponding to Section 23(e) of the Income Tax Assessment Act (1936).)

(g) Inventories

Inventories are measured at the lower of cost and net realisable value.

Net realisable value is the estimated selling price in the ordinary course of business, less estimated costs of completion and the estimated costs necessary to make the sale.

(h) Provisions

Provisions are recognised when the Association has a present obligation (legal or constructive) as a result of a past event, it is probable that an outflow of resources embodying economic benefits will be required to settle the obligation and a reliable estimate can be made of the amount of the obligation.

Where the Association expects some or all of a provision to be reimbursed, for example under an insurance contract, the reimbursement is recognised as a separate asset but only when the reimbursement is virtually certain. The expense relating to any provision is presented in the Statement of Comprehensive Income net of any reimbursement.

If the effect of the time value of money is material, provisions are determined by discounting the expected future cash flows at a rate that reflects current market assessments of the time value of money and, where appropriate, the risks specific to the liability.

Where discounting is used, the increase in the provision due to the passage of time is recognised as a finance cost.

(i) Trade and other receivables

Trade receivables, which generally have 30 day terms, are recognised and carried at original invoice amount less an allowance for any uncollectible amounts.

(j) Transfer of Surpluses

The share of the budgeted surplus accruing on the management contract at year end as calculated per the management contract has been transferred to the Young Men's Christian Association of Perth (Inc) and the Town of Port Hedland as per note 9.

(k) Revenue

Revenue is recognised to the extent that it is probable that the economic benefits will flow to the Association and the revenue can be reliably measured.

(l) Employee Benefits

(1) Wages, Salaries and Non-Monetary Benefits

Liabilities for wages, salaries, including non-monetary benefits and annual leave expected to be settled within 12 months of the reporting date are recognised in other payables in respect of employees' services up to the reporting date and are measured at the amounts expected to be paid when the liabilities are to be settled.

(2) Long Service Leave

The liability for long service leave is recognised in the provision for employee benefits and measured as a present value of expected future payments to be made in respect of services provided by employees up to the reporting date using the projected unit credit method. Consideration is given to the expected future wage and salary levels, experience of employee departures and periods of service. Expected future payments are discounted using market yields at the reporting date on national government bonds with terms to maturity and currency that match as closely as possible estimated future cash flows.

YOUNG MEN'S CHRISTIAN ASSOCIATION OF PERTH (INC)
SOUTH HEDLAND AQUATIC CENTRE
Notes to the Financial Statements
FOR THE YEAR ENDED 30 JUNE 2013

	2013	2012
	\$	\$
3 REVENUE AND EXPENSES		
(a) Revenue from charitable activities		
Aqua Aerobics	0	1,145
Aquatic Education	2,630	15,158
Aquatic Programs	982	509
Café	2,181	18,916
Facility Rental	0	0
General Admissions	8,085	0
Merchandise	397	4,335
Recreation Swimming	0	41,599
School Aquatics	8	262
Wave Rider	1,782	0
	<u>16,067</u>	<u>81,924</u>
(b) Expenses from charitable activities		
Administration	47,331	56,202
Aqua Aerobics	0	816
Aquatic Education	24,976	5,611
Aquatic Programs	0	40
Café	6,399	13,115
Duty management	122,518	42,948
Gardening	37,649	0
Insurance	1,330	747
Management	185,539	71,286
Marketing	1,375	1,001
Merchandise	994	2,110
Operations	219,110	117,739
Recreation Swimming	110,803	43,506
	<u>758,024</u>	<u>355,121</u>
(c) Employee Benefits Expense		
Included in above expenses	<u>336,379</u>	<u>142,281</u>

Comparison figures cannot be relied upon between the two periods as a re-classification of activities occurred in 2013 as agreed with the Town of Port Hedland.

YOUNG MEN'S CHRISTIAN ASSOCIATION OF PERTH (INC)
 SOUTH HEDLAND AQUATIC CENTRE
 Notes to the Financial Statements
 FOR THE YEAR ENDED 30 JUNE 2013

	2013	2012
	\$	\$
4 CASH AND CASH EQUIVALENTS		
Cash at bank and in hand	8,130	1,586
	<u>8,130</u>	<u>1,586</u>
5 TRADE RECEIVABLES AND OTHER RECEIVABLES (CURRENT)		
Trade debtors	195,547	65,083
	<u>195,547</u>	<u>65,083</u>
Trade receivables are non-interest bearing and are generally on 30-day terms.		
6 INVENTORIES		
Stock on hand (at cost)	2,894	0
	<u>2,894</u>	<u>0</u>
7 TRADE PAYABLES AND OTHER PAYABLES (CURRENT)		
Trade payables	116,386	25,017
Other payables	93,207	19,428
	<u>209,593</u>	<u>44,445</u>

Trade payables are non-interest bearing and are normally settled on 30-day terms. Other payables are non-interest bearing and have an average term of 3 months. The net of GST payable and GST receivable is remitted to the appropriate tax body on a quarterly basis.

YOUNG MEN'S CHRISTIAN ASSOCIATION OF PERTH (INC)
 SOUTH HEDLAND AQUATIC CENTRE
 Notes to the Financial Statements
 FOR THE YEAR ENDED 30 JUNE 2013

	2013	2012
	\$	\$
8 PROVISIONS		
Current		
Provision for employee benefits	1,842	12,963
Non-current		
Provision for employee benefits	402	9,261
Aggregate employee entitlement liability	<u>2,244</u>	<u>22,224</u>
9 RETAINED PROFITS		
Balance at beginning of year	0	0
Net profit for the year	0	0
Transfer of surplus to Town of Port Hedland	0	0
Balance at end of year	<u>0</u>	<u>0</u>
10 FINANCE FACILITIES AVAILABLE		
At reporting date, the following financing facilities had been negotiated and were available:		
Facilities unused at reporting date:		
Credit card facility	<u>0</u>	<u>0</u>

YOUNG MEN'S CHRISTIAN ASSOCIATION OF PERTH (INC)
SOUTH HEDLAND AQUATIC CENTRE
Notes to the Financial Statements
FOR THE YEAR ENDED 30 JUNE 2013

11 KEY MANAGEMENT PERSONNEL COMPENSATION

Key management personnel comprise board members and other persons having authority and responsibility for planning, directing and controlling the activities of the YMCA of Perth (Inc). The key management personnel compensation is paid from YMCA of Perth (Inc).

12 EVENTS SUBSEQUENT TO BALANCE DATE

There are no matters or circumstances that have arisen since the end of the financial year that have significantly affected or may significantly affect SOUTH HEDLAND AQUATIC CENTRE's or results of its operations.

13 AUDITORS REMUNERATION

Amounts payable or due and payable in 2013 to Grant Thornton (2012 - BDO) for:
The Audit of the financial report of SOUTH HEDLAND AQUATIC CENTRE

2013	2012
\$	\$
2,500	2,300

Audit fees for 2013 will be paid for by the Young Men's Christian Association of Perth (Inc) and have not been accounted for in the Statement of Comprehensive Income.

14 SEGMENT REPORTING

SOUTH HEDLAND AQUATIC CENTRE operates in Western Australia and is primarily involved in health and recreation services.

15 RELATED PARTY DISCLOSURE

The following transaction occurred between the Young Men's Christian Association of Perth (Inc) and SOUTH HEDLAND AQUATIC CENTRE. These are normal commercial terms and conditions.

	2013	2012
	\$	\$
Management & Support Fees	60,905	41,147
	<u>60,905</u>	<u>41,147</u>

16 ASSOCIATION DETAILS

The principal place of business of the Association is:
SOUTH HEDLAND AQUATIC CENTRE
McGregor Street
Port Hedland, WA 6712

YOUNG MEN'S CHRISTIAN ASSOCIATION OF PERTH (INC)
SOUTH HEDLAND AQUATIC CENTRE

Statement by Chief Executive Officer

I, Ross Kyrwood, being the Chief Executive Officer of the Young Men's Christian Association of Perth (Inc) state that to the best of my knowledge and belief the financial report of the YOUNG MEN'S CHRISTIAN ASSOCIATION OF PERTH (INC) SOUTH HEDLAND AQUATIC CENTRE:

- (a) the financial statements and notes of the Association are in accordance with the Associations Incorporation Act 1987, including:
 - (i) giving a true and fair view of the Association's financial position as at 30 June 2013 and of its performance for the year ended on that date; and
 - (ii) complying with Australian Accounting Standards as specified in Note 2 to the financial statements; and
- (b) there are reasonable grounds to believe that the Association will be able to pay its debts as and when they become due and payable.



Ross Kyrwood
CHIEF EXECUTIVE OFFICER

Dated: 31 OCTOBER 2013



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10 Kings Park Road
West Perth WA 6005

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PO Box 570
West Perth WA 6872

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W www.granthornton.com.au

**Independent Auditor's Report
To the Members of The Young Men's Christian Association of Perth (Inc)
South Hedland Aquatic Centre**

We have audited the accompanying financial report, being a special purpose financial report, of The Young Men's Christian Association of Perth (Inc) South Hedland Aquatic Centre (the "Association"), which comprises the statement of financial position as at 30 June 2013, and the statement of comprehensive income for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information to the financial report and the statement by the Chief Executive Officer.

Responsibility of the Board of Directors for the financial report

The Board of Directors of the Association is responsible for the preparation and fair presentation of the financial report and have determined that the accounting policies used and described in Note 2 to the financial report, which form part of the financial report, are appropriate to meet the requirements of the Associations Incorporation Act 1987 and the Management contract with The Young Men's Christian Association of Perth (Inc) and the Town of Port Hedland and the needs of the Members. This responsibility includes such internal controls as the Board of Directors determine are necessary to enable the preparation of the financial report to be free from material misstatement, whether due to fraud or error.

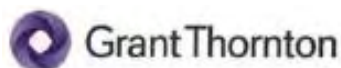
Auditor's responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards which require us to comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

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Liability limited by a scheme approved under Professional Standards Legislation. Liability is limited in those States where a current scheme applies.



An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error.

In making those risk assessments, the auditor considers internal control relevant to the Association's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Association's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Board of Directors, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independence

In conducting our audit, we have complied with the applicable independence requirements of the Accounting Professional and Ethical Standards Board.

Auditor's Opinion

In our opinion, the financial report of The Young Men's Christian Association of Perth (Inc) South Hedland Aquatic Centre presents fairly, in all material respects, the Association's financial position as at 30 June 2013 and of its performance for the year then ended in accordance with the accounting policies described in Note 2.

Basis of accounting

Without modifying our opinion, we draw attention to Note 2 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of meeting the requirements of the Management contract with The Young Men's Christian Association of Perth (Inc) and the Town of Port Hedland. As a result, the financial report may not be suitable for another purpose.

Grant Thornton

GRANT THORNTON AUDIT PTY LTD
Chartered Accountants

A handwritten signature in black ink, appearing to read "Becker".

C A Becker
Partner - Audit & Assurance

Perth, 31 October 2013

YOUNG MEN'S CHRISTIAN ASSOCIATION
OF PERTH (INC)
WANANGKURA STADIUM

ANNUAL FINANCIAL REPORT

30 JUNE 2013

YOUNG MEN'S CHRISTIAN ASSOCIATION OF PERTH (INC) WANANGKURA STADIUM

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YOUNG MEN'S CHRISTIAN ASSOCIATION OF PERTH (INC)
WANANGKURA STADIUM
Statement of Comprehensive Income
FOR THE YEAR ENDED 30 JUNE 2013

	Notes	2013 \$	2012 \$
Continuing Operations			
Revenue	3(a)	1,411,707	0
Expenses	3(b)	(1,964,390)	0
Loss from operations		<u>(552,683)</u>	<u>0</u>
Funding from Town of Port Hedland		552,683	0
Net Result:		<u>0</u>	<u>0</u>

The above Statement of Comprehensive Income should be read in conjunction with the accompanying notes.

YOUNG MEN'S CHRISTIAN ASSOCIATION OF PERTH (INC)
 WANANGKURA STADIUM
 Statement of Financial Position
 FOR THE YEAR ENDED 30 JUNE 2013

	Notes	2013 \$	2012 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	4	7,227	0
Trade and other receivables	5	309,299	0
Inventories	6	5,629	0
Prepayments		8,451	0
Total Current Assets		<u>330,606</u>	<u>0</u>
LIABILITIES			
CURRENT LIABILITIES			
Trade payables and other payables	7	310,115	0
Provisions	8	20,034	0
Total current liabilities		<u>330,149</u>	<u>0</u>
NON-CURRENT LIABILITIES			
Provisions	8	457	0
Total non-current liabilities		<u>457</u>	<u>0</u>
TOTAL LIABILITIES		<u>330,606</u>	<u>0</u>
NET ASSETS		<u>0</u>	<u>0</u>
EQUITY			
Retained earnings	9	0	0
TOTAL EQUITY		<u>0</u>	<u>0</u>

The above Statement of Financial Position should be read in conjunction with the accompanying notes.

YOUNG MEN'S CHRISTIAN ASSOCIATION OF PERTH (INC)
WANANGKURA STADIUM
Notes to the Financial Statements
FOR THE YEAR ENDED 30 JUNE 2013

1 CORPORATE INFORMATION

The financial report prepared relates only to the operations of WANANGKURA STADIUM.

The financial report of the Young Men's Christian Association of Perth (Inc) – WANANGKURA STADIUM was authorised for issue by the Chief Executive Officer on 31st of October 2013.

The Young Men's Christian Association of Perth (Inc) is a not for profit association incorporated and domiciled in Australia and which manages the contract of WANANGKURA STADIUM with the Town Of Port Hedland.

The nature of the operations and principal activities of WANANGKURA STADIUM are described in note 16.

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

(a) Basis of preparation

The financial report is a special purpose financial report, which has been prepared in accordance with the requirements of the Associations Incorporation Act 1987, applicable Australian Accounting Standards being AASB 1031 and the Management contract with the YMCA Of Perth Inc ('Association') and the Town Of Port Hedland. The financial report has also been prepared on a historical cost basis. Both the presentation currency and functional currency of WANANGKURA STADIUM is Australian dollars.

(b) Accounts payable

Amounts recorded in the financial report as accounts payable (amounts due and payable by WANANGKURA STADIUM) represent the principal amounts outstanding at balance date.

(c) Cash

Cash in the Statement of Financial Position comprises cash at bank and in hand. For the purposes of the Statement of Cash Flows, cash is net of outstanding bank overdrafts.

(d) Comparative figures

Where necessary, comparative figures have been adjusted to conform with changes in presentation in the current year. The changes do not materially affect the accounts.

(e) Goods and services tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST except:

- where the GST incurred on a purchase of goods and services is not recoverable from the taxation authority, in which case the GST is recognised as part of the cost of acquisition of the asset or as part of the expense item as applicable; and
- receivables and payables are stated with the amount of GST included.

The net amount of GST recoverable from, or payable to, the taxation authority is included as part of receivables or payables in the Statement of Financial Position.

Cash flows are included in the Statement of Cash Flows on a gross basis and the GST component of cash flows arising from investing and financing activities, which is recoverable from, or payable to, the taxation authority are classified as operating cash flows.

Commitments and contingencies are disclosed net of the amount of GST recoverable from, or payable to, the taxation authority.

YOUNG MEN'S CHRISTIAN ASSOCIATION OF PERTH (INC)
WANANGKURA STADIUM
Notes to the Financial Statements
FOR THE YEAR ENDED 30 JUNE 2013

(f) Income tax

The management contract between the Young Men's Christian Association of Perth Incorporated ('Association') and the Town of Port Hedland does not accrue any income tax liability as the Association is exempt from income tax under Division 50 Section 50-5 Item 1.1 of the Income Tax Assessment Act (1997). (Corresponding to Section 23(e) of the Income Tax Assessment Act (1936)).

(g) Inventories

Inventories are measured at the lower of cost and net realisable value.

Net realisable value is the estimated selling price in the ordinary course of business, less estimated costs of completion and the estimated costs necessary to make the sale.

(h) Provisions

Provisions are recognised when the Association has a present obligation (legal or constructive) as a result of a past event, it is probable that an outflow of resources embodying economic benefits will be required to settle the obligation and a reliable estimate can be made of the amount of the obligation.

Where the Association expects some or all of a provision to be reimbursed, for example under an insurance contract, the reimbursement is recognised as a separate asset but only when the reimbursement is virtually certain. The expense relating to any provision is presented in the Statement of Comprehensive Income net of any reimbursement.

If the effect of the time value of money is material, provisions are determined by discounting the expected future cash flows at a rate that reflects current market assessments of the time value of money and, where appropriate, the risks specific to the liability.

Where discounting is used, the increase in the provision due to the passage of time is recognised as a finance cost.

(i) Trade and other receivables

Trade receivables, which generally have 30 day terms, are recognised and carried at original invoice amount less an allowance for any uncollectible amounts.

(j) Transfer of Surpluses

The share of the budgeted surplus accruing on the management contract at year end as calculated per the management contract has been transferred to the Young Men's Christian Association of Perth (Inc) and the Town of Port Hedland as per note 9.

(k) Revenue

Revenue is recognised to the extent that it is probable that the economic benefits will flow to the Association and the revenue can be reliably measured.

(l) Employee Benefits

(1) Wages, Salaries and Non-Monetary Benefits

Liabilities for wages, salaries, including non-monetary benefits and annual leave expected to be settled within 12 months of the reporting date are recognised in other payables in respect of employees' services up to the reporting date and are measured at the amounts expected to be paid when the liabilities are to be settled.

(2) Long Service Leave

The liability for long service leave is recognised in the provision for employee benefits and measured as a present value of expected future payments to be made in respect of services provided by employees up to the reporting date using the projected unit credit method. Consideration is given to the expected future wage and salary levels, experience of employee departures and periods of service. Expected future payments are discounted using market yields at the reporting date on national government bonds with terms to maturity and currency that match as closely as possible estimated future cash flows.

YOUNG MEN'S CHRISTIAN ASSOCIATION OF PERTH (INC)
WANANGKURA STADIUM

Notes to the Financial Statements
FOR THE YEAR ENDED 30 JUNE 2013

	2013	2012
	\$	\$
3 REVENUE AND EXPENSES		
(a) Revenue from charitable activities		
Adult & Children Term Programs	36,821	0
Café	42,959	0
Children Services	32,062	0
Facility Rental	71,477	0
Group Fitness	70,679	0
Health Club	1,084,099	0
Personal Training	17,872	0
Sports Competition	55,738	0
	<u>1,411,707</u>	<u>0</u>
(b) Expenses from charitable activities		
Administration	139,116	0
Adult & Children Term Programs	52,240	0
Café	15,341	0
Children Services	101,879	0
Customer Services	213,106	0
Duty management	219,773	0
Group Fitness	136,726	0
Health Club	126,886	0
Insurance	6,945	0
Management	553,411	0
Marketing	16,217	0
Operations	330,254	0
Personal Training	22,766	0
Sports Competition	29,730	0
	<u>1,964,390</u>	<u>0</u>
(c) Employee Benefits Expense		
Included in above expenses	<u>1,296,203</u>	<u>0</u>

YOUNG MEN'S CHRISTIAN ASSOCIATION OF PERTH (INC)
 WANANGKURA STADIUM
 Notes to the Financial Statements
 FOR THE YEAR ENDED 30 JUNE 2013

	2013	2012
	\$	\$
4 CASH AND CASH EQUIVALENTS		
Cash at bank and in hand	7,227	0
	<u>7,227</u>	<u>0</u>
5 TRADE RECEIVABLES AND OTHER RECEIVABLES (CURRENT)		
Trade debtors	309,299	0
	<u>309,299</u>	<u>0</u>
Trade receivables are non-interest bearing and are generally on 30-day terms.		
6 INVENTORIES		
Stock on hand (at cost)	5,629	0
	<u>5,629</u>	<u>0</u>
7 TRADE PAYABLES AND OTHER PAYABLES (CURRENT)		
Trade payables	30,997	0
Other payables	279,118	0
	<u>310,115</u>	<u>0</u>

Trade payables are non-interest bearing and are normally settled on 30-day terms. Other payables are non-interest bearing and have an average term of 3 months. The net of GST payable and GST receivable is remitted to the appropriate tax body on a quarterly basis.

YOUNG MEN'S CHRISTIAN ASSOCIATION OF PERTH (INC)
 WANANGKURA STADIUM
 Notes to the Financial Statements
 FOR THE YEAR ENDED 30 JUNE 2013

	2013	2012
	\$	\$
8 PROVISIONS		
Current		
Provision for employee benefits	20,034	0
Non-current		
Provision for employee benefits	457	0
Aggregate employee entitlement liability	<u>20,491</u>	<u>0</u>
9 RETAINED PROFITS		
Balance at beginning of year	0	0
Net profit for the year	0	0
Transfer of surplus to Town of Port Hedland	0	0
Balance at end of year	<u>0</u>	<u>0</u>
10 FINANCE FACILITIES AVAILABLE		
At reporting date, the following financing facilities had been negotiated and were available:		
Facilities unused at reporting date:		
Credit card facility	<u>2,000</u>	<u>0</u>

YOUNG MEN'S CHRISTIAN ASSOCIATION OF PERTH (INC)
 WANANGKURA STADIUM
 Notes to the Financial Statements
 FOR THE YEAR ENDED 30 JUNE 2013

11 KEY MANAGEMENT PERSONNEL COMPENSATION

Key management personnel comprise board members and other persons having authority and responsibility for planning, directing and controlling the activities of the YMCA of Perth (Inc). The key management personnel compensation is paid from YMCA of Perth (Inc).

12 EVENTS SUBSEQUENT TO BALANCE DATE

There are no matters or circumstances that have arisen since the end of the financial year that have significantly affected or may significantly affect WANANGKURA STADIUM's or results of its operations.

13 AUDITORS REMUNERATION

Amounts payable or due and payable in 2013 to Grant Thornton (2012 - BDO) for:
 The Audit of the financial report of WANANGKURA STADIUM

2013	2012
\$	\$
2,500	0

Audit fees for 2013 will be paid for by the Young Men's Christian Association of Perth (Inc) and have not been accounted for in the Statement of Comprehensive Income.

14 SEGMENT REPORTING

WANANGKURA STADIUM operates in Western Australia and is primarily involved in health and recreation services.

15 RELATED PARTY DISCLOSURE

The following transaction occurred between the Young Men's Christian Association of Perth (Inc) and WANANGKURA STADIUM. These are normal commercial terms and conditions.

	2013	2012
	\$	\$
Management & Support Fees	60,905	0
	<u>60,905</u>	<u>0</u>

16 ASSOCIATION DETAILS

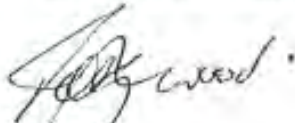
The principal place of business of the Association is:
 WANANGKURA STADIUM
 McGregor Street
 Port Hedland, WA 6712

YOUNG MEN'S CHRISTIAN ASSOCIATION OF PERTH (INC)
WANANGKURA STADIUM

Statement by Chief Executive Officer

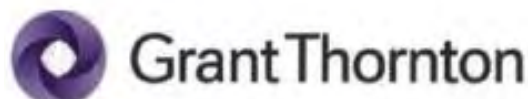
I, Ross Kyrwood, being the Chief Executive Officer of the Young Men's Christian Association of Perth (Inc) state that to the best of my knowledge and belief the financial report of the YOUNG MEN'S CHRISTIAN ASSOCIATION OF PERTH (INC) WANANGKURA STADIUM:

- (a) the financial statements and notes of the Association are in accordance with the Associations Incorporation Act 1987, including:
- (i) giving a true and fair view of the Association's financial position as at 30 June 2013 and of its performance for the year ended on that date; and
 - (ii) complying with Australian Accounting Standards as specified in Note 2 to the financial statements; and
- (b) there are reasonable grounds to believe that the Association will be able to pay its debts as and when they become due and payable.



Ross Kyrwood
CHIEF EXECUTIVE OFFICER

Dated: 31 OCTOBER 2013



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W www.grantthornton.com.au

**Independent Auditor's Report
To the Members of The Young Men's Christian Association of Perth (Inc)
Wanangkura Stadium**

We have audited the accompanying financial report, being a special purpose financial report, of The Young Men's Christian Association of Perth (Inc) Wanangkura Stadium (the "Association"), which comprises the statement of financial position as at 30 June 2013, and the statement of comprehensive income for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information to the financial report and the statement by the Chief Executive Officer.

Responsibility of the Board of Directors for the financial report

The Board of Directors of the Association is responsible for the preparation and fair presentation of the financial report and have determined that the accounting policies used and described in Note 2 to the financial report, which form part of the financial report, are appropriate to meet the requirements of the Associations Incorporation Act 1987 and the Management contract with The Young Men's Christian Association of Perth (Inc) and the Town of Port Hedland and the needs of the Members. This responsibility includes such internal controls as the Board of Directors determine are necessary to enable the preparation of the financial report to be free from material misstatement, whether due to fraud or error.

Auditor's responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards which require us to comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error.

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Liability limited by a scheme approved under Professional Standards Legislation. Liability is limited in those States where a current scheme applies.



In making those risk assessments, the auditor considers internal control relevant to the Association's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Association's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Board of Directors, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independence

In conducting our audit, we have complied with the applicable independence requirements of the Accounting Professional and Ethical Standards Board.

Auditor's Opinion

In our opinion, the financial report of The Young Men's Christian Association of Perth (Inc) Wanangkura Stadium presents fairly, in all material respects, the Association's financial position as at 30 June 2013 and of its performance for the year then ended in accordance with the accounting policies described in Note 2.

Basis of accounting

Without modifying our opinion, we draw attention to Note 2 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of meeting the requirements of the Management contract with The Young Men's Christian Association of Perth (Inc) and the Town of Port Hedland. As a result, the financial report may not be suitable for another purpose.

A handwritten signature in blue ink that reads "Grant Thornton".

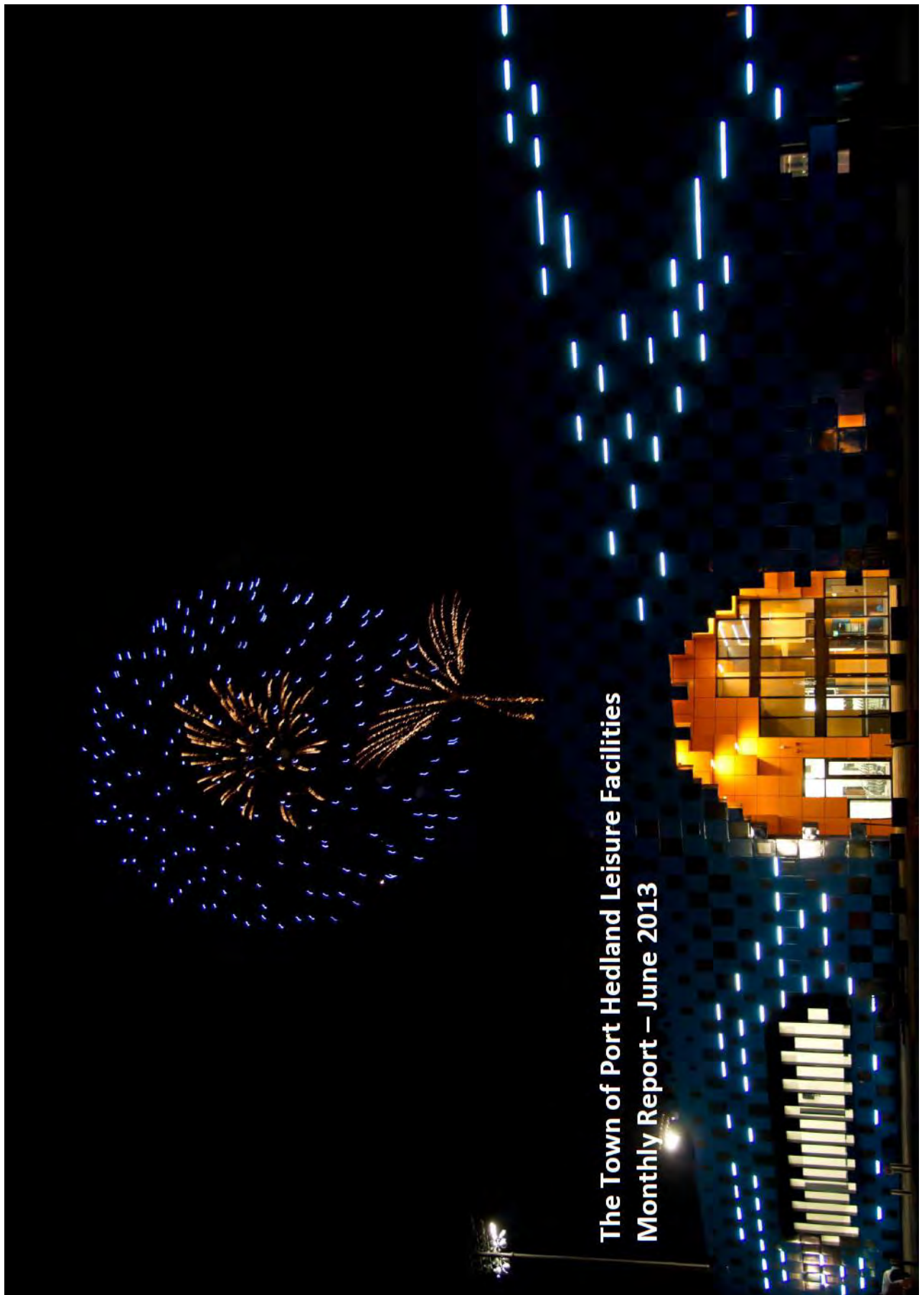
GRANT THORNTON AUDIT PTY LTD
Chartered Accountants

A handwritten signature in blue ink that reads "C A Becker".

C A Becker
Partner - Audit & Assurance

Perth, 31 October 2013

ATTACHMENT 5 TO ITEM 10.2.4



The Town of Port Hedland Leisure Facilities

(PHL is: Gratwick Aquatic Centre, South Hedland Aquatic Centre, Wanangkura Stadium)

Monthly Report – June 2013

1. KPI CRITICAL ISSUES/HIGHLIGHTS

Port Hedland Leisure Overview & Actions from previous report(s)	
<p>The end of the financial year has arrived on and the YMCA and Town of Port Hedland are going to assess the financial impact of closing the stadium because it was not fire compliant. This process will also include South Hedland Aquatic which only opened its doors more recently. Despite these major hurdles the team have stuck together and been able to achieve some great results for the community.</p> <p>The most obvious highlight is the response the Wanangkura Stadium has had to it health and fitness facilities. There has been more memberships sold than expected but what also cannot be ignored are the significant casual attendance figures which have contributed significantly to the facilities financial result.</p>	
Facility	KPIs - Critical Issues & Action to be taken
Wanangkura Stadium	<p>Salaries Ensuring there is rigour and checking systems on salaries needs to be in place for the next financial year. This will be the role of the Business Support Officer. Areas that need a particular focus are the Duty Manager and Customer Service role,</p> <p>Utilities Utilities are an area of the expenditure budget which requires further investigation and caution. The centre has undertaken training on use of the air conditioning system which will reduce cost in the future. But a recent account worth \$120K has again raised issues about the efficiency of the centre utilities. YMCA will be organising an Audit on how to reduce costs.</p> <p>Cafe & Kiosk An expression of interest has almost been completed to sub contract the service out. The management team are excited by the concept of being able to create a café culture at the facility and idea of selling real coffee!!! Essentially the goal is to provide a higher quality of catering than we would be able to manage.</p> <p>Stadium sports The sports competitions have had a difficult year. In relation to programs hit the hardest from the closures the competitions have felt the impact more than any other program. With season dates cut short in conjunction to playing through the December/January period means there has been lots of forfeits. The Centre is looking for feedback on further developing this program for the new</p>

	<p>year. However, a shift back to traditional season dates will assist the competitions moving forward. Signs are encouraging with the stadium having more teams than it's ever had (45).</p> <p>KPIs - Highlights</p> <p>Health and Fitness memberships This area has been the highlight all year and continues to provide not only the facility but the unit with financial stability. Currently the facility has 1,400 members.</p> <p>Group Fitness If the Health and Fitness memberships are the financial security blanket of Wanangkura then Group Fitness is the cornerstone of the health and fitness program. Currently there are 49 classes on the timetable. Great feedback is continually received from customers about the instructors and the program.</p> <p>Squash 82% Occupancy rate. What was once a dying sport has to come to life at the Wanangkura Stadium. Bookings for the squash courts have been a huge surprise since opening. Social squash on Thursday evening is also going strongly.</p> <p>Casual Attendances – Gym/Group Fitness The casual attendances for group fitness and the gymnasium have made a significant financial contribution to the facility. Traditionally the goal is to convert casual into members but the nature and hour's people work in this town means that casual options need to be available and accessible.</p> <p>3 on 3 Basketball This program had a slow start and was about to be cancelled but it has grown. It now has numbers of up to 30 players an evening turning up for social 3 on 3 basketball. It is a clear example of knowing when to be persistent with programming and not cancelling at the first sign of poor attendance.</p>
<p>Gratwick Aquatic Centre</p>	<p>KPIs - Critical Issues & Action to be taken</p> <p>Aquatic Salaries Very quiet end to the financial with the reduced hours at the facility. Very few attendance occurring. There hours are going to be reduced further.</p> <p>KPIs - Highlights N/A</p>
<p>South Hedland Aquatic Centre</p>	<p>Critical Issues & Action to be taken</p> <p>Heating Heating has been a huge issue for the facility with cold ambient weather around Hedland. Low pool temperatures around 23-25</p>

<p>degrees in both the leisure and main pools has meant the cancellation of infant swim lessons. The issue has been passed onto the Town of Port Hedland. They invited CAA to Hedland to resolve the issue without much luck. The return of Centre, manager Di Rickard to Port Hedland meant a far more aggressive approach to resolving the issue – the heating is now fully operational. The question remains as to why Di was able to commission the heating so easily and why CAA was not able to do this? Another issue will be the cost of the heating. What impact will this have on our utilities given the rate the system has to work to keep the pool at temperatures the public is comfortable with at this time of year.</p> <p>Aqua Tower The Aqua Tower is an amazing water feature for the facility to attract families. But the tower has to be staffed constantly due to the many risks associated with this. For example it needs to be fully monitored children under age are at risk of either slipping on the stairs or being barrelled by the bucket of water.</p> <p>Wave Rider The Wave Rider is showing signs of age being exposed to the elements. The matting is creasing and the overall appearance has deteriorated since construction. There is also the issue regarding the injury (broken ankle) which has effectively meant the machine is closed for maintenance. YMCA national will not insure the machine until further guarantees are given around it's resiliency in hot weather.</p>	
<p>Highlights</p> <p>Heating As mentioned in critical issues the heating has caused the facility many problems. But the return of Centre Manager Di Rickard (hero) saw the problem resolved relatively quickly (suggesting that why CAA were not able to resolve this issue?). Despite the obvious issues it is great to have a heated pool for the community and to be able to offer a full spectrum of swim lessons.</p>	

2. FINANCIAL REPORT - Summary*

PHL Summary Budget Report	Last Year Actual YTD	Actual YTD	Budget YTD	Variance
INCOME	N/A	\$1,821,636	\$1,830,853	\$9,217
EXPENDITURE	N/A	\$3,795,557	\$3,753,526	\$42,031
TOTAL	N/A	\$1,973,921	\$1,922,673	\$51,248
<i>Gratwick Aquatic Centre</i>		<i>Actual YTD</i>	<i>Budget YTD</i>	<i>Variance</i>
INCOME	N/A	\$373,260	\$321,847	\$51,413
EXPENDITURE	N/A	\$1,077,296	\$1,004,970	\$72,326
TOTAL	N/A	\$704,036	\$683,123	\$20,913
<i>South Hedland Aquatic Centre</i>		<i>Actual YTD</i>	<i>Budget YTD</i>	<i>Variance</i>
INCOME	N/A	\$36,668	\$488,739	\$452,072
EXPENDITURE	N/A	\$749,023	\$1,040,107	\$291,084
TOTAL	N/A	\$712,355	\$551,368	\$160,987
<i>Wanangkura Stadium</i>		<i>Actual YTD</i>	<i>Budget YTD</i>	<i>Variance</i>
INCOME	N/A	\$1,411,708	\$1,020,267	\$391,440
EXPENDITURE	N/A	\$1,969,238	\$1,708,449	\$260,789
TOTAL	N/A	\$557,531	\$688,181	\$130,651
COMMENTS/ACTIONS:				
At the end of the financial year YMCA Port Hedland leisure facilities have missed its financial target by \$51K. There being a number of hurdles and reasons as to why the YMCA did not make the target.				

* P&L REPORTS ATTACHED

3. Maintenance – Preventative/Reactive

Facility	Maintenance type (Preventative/Reactive)	Comment
Wanangkura Stadium	Reactive	<ul style="list-style-type: none"> ▪ Toilet Blockage. ▪ Stadium lights were tripping and electrician called in to repair. <p>Outstanding:</p> <ul style="list-style-type: none"> ▪ Damaged pavers ▪ Outside courts surface cracking ▪ Club rooms continue to flood. ▪ Emergency exit signs damaged in stadium
Gratwick Aquatic Centre	Reactive	<ul style="list-style-type: none"> ▪ Toggle switch button ordered for Blanket Buddy ▪ Leaking main pump discharge valve awaiting quote from Impressive Plumbing will need to be rectified when GAC is on reduced hours as plant shutdown will be required. ▪ New shade cover required for balance tank awaiting quotes ▪ New basketball backboard and ring required, quotes received for backboard. ▪ Hole in wall in female change room quote received. ▪ Skirting boards and hole in wall of cleaners storeroom needs replacing quotes received.
South Hedland Aquatic Centre	Preventative	<ul style="list-style-type: none"> ▪ Fencing inspected quotes obtained for repairs required. ▪ Hot water unit serviced ▪ Service required for plant room booster pump junction box. ▪ Retractable shade rubber cables lubricated, wire cable tensioned by staff
N/A	N/A	N/A

4. BUSINESS DEVELOPMENT

Facility	Promotion	Goal	Outcome
Wanangkura Stadium	<ul style="list-style-type: none"> ▪ Term Program published ▪ Wanangkura Birthday celebration promotion. ▪ Beat the price rise promotion. 	<ul style="list-style-type: none"> ▪ Increase participation in term programs and the stadium sports program ▪ Celebrate 1st birthday and promote entire service. ▪ Increase membership and encourage people to renew. 	<p>Great feedback on term program. Once the first week of term is complete we can assess its effectiveness on term programs and the stadium sports program.</p> <p>Did not happen.</p> <p>Highest month of retention for the year – 112 members.</p>
Gratwick Aquatic Centre	N/A	N/A	N/A
South Hedland Aquatic Centre	<ul style="list-style-type: none"> ▪ Aquatic Education Program 	<ul style="list-style-type: none"> ▪ To have over 300 enrolments in each program. 	306 Enrolments
Business Development next month:			
Wanangkura Stadium	<i>July is identified as ensuring systems are in place for implementing the business plan and budgets.</i>		
Gratwick Aquatic Centre			
South Hedland Aquatic Centre			

5. OCCUPATIONAL HEALTH & SAFETY

First Aid/Incident Reports		
Facility	Total	Comments/Actions (only if deemed serious)
Gratwick Aquatic Centre	0	Gratwick is on reduced operating hours and had no reported incidents.
South Hedland Aquatic Centre	8	1 Deemed serious. On June 22 nd 2013 a participant on the Wave Rider came off his surfboard and rather than landing on his bottom as instructed he ran down the mat stepped into a soft spot of the mat and subsequently damaged is ankle. The participant

		has put in a claim with YMNA National. The incident is being investigated.
Wanangkura Stadium	7	Nothing deemed serious.
Hazard Identification - Gratwick Aquatic Centre		N/A
Hazard Identification - Wanangkura Stadium		N/A
Hazard Identification - South Hedland Aquatic Centre		N/A

Attachments:

1. Wanangkura KPI Report
2. Gratwick Aquatic Centre KPI Report

ATTACHMENTS**1. Wanangkura KPI Report – June 2013**

Wanangkura		2012/2013 KPI	Actual	CERM Benchmark	COMMENTS/ACTIONS
Financial					
Income (Variation of +/- 5%) Considered acceptable	\$1,020,267 per annum \$85,022 per month	\$1,411,708 YTD \$154,309 month	N/A		Highlights: Health & Fitness Membership - \$374,868 (better than budget) Casual Health Club – \$86,375 (better than budget) Casual Group Fitness - \$44,324 (better than budget)
Expenditure (Variation of +/- 5%) Considered acceptable	\$1,708,449 per annum \$142,370.75 per month	\$1,969,238 YTD \$225,796 month	N/A		The high expenditure result has contributed to the positive income result above. Areas such as customer service, gym instruction and personal training are all over budget but are a result of the high attendances and membership figures.
Net Operating Result (Variation of +/- 5%) Considered acceptable	-\$688,181	-\$557,531	N/A		The facility is \$130,651 ahead of budget target.
Expense recovery	59%	71%	88% (aspirational) CERM Benchmark		The stadium is ahead of the Expense Recovery KPI due to the positive financial result compared to budget.
Metric					
Attendances	127,966 per annum	110,543	192,682		Attendances are not as high as expected. Contributing factors are delayed opening and the closure – particularly the impact this has had on the stadium sports program.
Visits per square metre (based on 4,500 sqm)	28	24	39		Stadium is not meeting this KPI – refer comments above.
Fitness Classes (all classes are required to be Les Mills or of agreed similar standard)	30 classes per week	49	N/A		The Centre has excelled in this area all year.

Wanangkura	2012/2013 KPI	Actual	CERM Benchmark	COMMENTS/ACTIONS
Personal Training	20 hours per week across all three facilities	85 (170 sessions)	N/A	Personal training continues to grow. The facility doubled last month's income in this area.
Junior Sporting Competitions	3 junior sporting competitions per week (8 teams in each competition and a minimum of one female competition)	3	N/A	<ul style="list-style-type: none"> ▪ Term 2 saw the introduction of Junior Futsal and Junior Multisport (2 x age groups). ▪ The 3 on 3 basketball competition continues to grow. It had 136 participants for the month. Its popularity means the centre is on the cusp of creating a competition.
Senior Sporting Competitions	10 Senior Sporting Competitions per week (8 teams in each competition)	<p>Monday Volleyball 10 teams</p> <p>Wednesday Futsal A 9 teams</p> <p>Thursday Futsal B 9 teams Netball A 7 teams B 10 teams</p>	N/A	<ul style="list-style-type: none"> ▪ As discussed in facility attendances the Stadium sports program has been impacted more than most due to the closure of the Stadium. ▪ Season 1 2013 commenced with more teams across the competition than the previous season. There are 45 teams registered currently compared to 36 teams in 2012.
Junior (non sporting programs)	9 Non sporting/lifestyle/personal development programs per annum	Teen Fit operates Monday-Friday from 3-5pm (14-16)	N/A	<ul style="list-style-type: none"> ▪ Over 160 children aged 3 – 16 are actively attending junior programs at the Stadium. ▪ Term 2 will see the introduction of two new programs based around music and movement for 18 months – 3 years. Both programs averaging 12 – 14 participants.

Wanangkura		2012/2013 KPI	Actual	CERM Benchmark	COMMENTS/ACTIONS
			Junior Gecko operates Monday – Thursday (Ages 3-5) Youngster Gecko Monday – Thursday (Ages 5-9) Midster Gecko Monday – Thursday (Ages 10-13)		
Program specific for demographic (seniors or people with disabilities) not including adult Lifestyle personal development programs listed below.		2 programs per annum	1	N/A	<ul style="list-style-type: none"> Seniorsational Fitness launched in May. This was aimed at those over 50 years (or those that are new to physical activity). Attendances were low with 6 people registered.
Adult Lifestyle/Personal Development Programs		16 per annum	5	N/A	<ul style="list-style-type: none"> 3 adult term programs were launched in February. Term 2, 2013 will see the introduction of an additional 2 term programs with a morning Ultimate Challenge program and a Beginner Yoga program. Term 3 will also see the introduction of Pilates
Efficiency					
Income per visit		\$7.97	\$12.97		This is high due to high income result but relatively low attendances.
Secondary spend per visit		\$0.50	\$2.60		This is a good result given the area of secondary spend remains

Wanangkura	2012/2013 KPI	Actual	CERM Benchmark	COMMENTS/ACTIONS
				untapped. There are plans to improve this service (cafe/kiosk) in the near future.
Subsidy per visit	\$5.38	\$5,26		This better than target due to positive financial results but comparatively low attendances.
Labour Costs to total receipts	112%	%101		Labour costs are high but this has contributed to a great income result.
Utility Costs Energy Cost Share % Energy Cost per visit	7.72% \$1.03	7.7% \$1.03		This is based upon the current utility expenditure figure. The YMCA is in the process of preparing a response to the Town of Port Hedland in regards to requesting an outstanding invoice be accepted as a budget variance. Horizon Power is providing information to support this request (<i>submitted</i>)
Effectiveness				
Mystery Shopper score – minimum of four shoppers per annum.	80% Satisfaction	66.1%		Marked down due to the reception person not personalising the call, not getting the phone callers name and not asking whether they wanted to come down and try the facility.
Customer Service Survey – Two surveys per annum	80% Satisfaction			<ul style="list-style-type: none"> ▪ Survey responses have been collated and the Wanangkura Stadium leadership team will be presenting results to their respective teams after the group has analysed further. ▪ Whilst a % Satisfaction cannot be gleaned from the type of survey developed, over 80% of responses received were positive ▪ The only negative response that was recurring was regarding the size of the gym which cannot be changed, however the introduction of 24 hour operations will alleviate the crowding at peak times.
Training costs per visit	\$0.19	\$7.92		This figure is high due to relatively low attendances.
Facility Audit – two facility audits per annum conducted by the Town of Port Hedland staff. (First week of March and September)	Pass/Fail	2 nd Audit date TBC	N/A	<ul style="list-style-type: none"> ▪ 1 facility audit has been undertaken (October). A Pass rating was given. ▪ The second audit is due; however this has been postponed.
Maintenance and cleaning	Pass/Fail	TBC		A (costed) preventative maintenance program will be developed

Wanangkura	2012/2013 KPI	Actual	CERM Benchmark	COMMENTS/ACTIONS
schedule reports reviewed regularly				based upon the service requirements from the user manual and asset registers.
School Holiday Programs Instigation of a full day school holiday program	2012/2013 School Holiday programs to be conducted in Port Hedland during the 2013 January and April School Holidays (programs are to cater for 40 participants per week)	Approx. 150 enrolments for the fortnight.	Not applicable.	The current program has been the most successful yet. 3 of the 10 days have had the maximum number of 26 enrolments. The feedback received has been very positive.

2. Gratwick Aquatic Centre KPIs –April 2013

Gratwick Aquatic Centre	2012/2013 KPI	Actual	CERM Benchmark	Comment
Financial				
Income (Variation of +/- 5%) Considered acceptable	\$321,847 per annum \$26,820 per month	\$373,260 YTD \$8,222 monthly actual	N/A	Year to date the Gratwick Aquatic Centre is \$51,413 ahead of its income target and for the month it exceeded income target by \$3,503 against budget.
Expenditure (Variation of +/- 5%) Considered acceptable	\$1,004,970 \$83,747 per month	\$1,077,296 YTD \$87,732 monthly actual	N/A	The Centre is over budget year to date by \$72,326 and for the month the centre was under budget by \$12,571. The overarching issue with expenditure is the lifeguard and DM expenditure however with SHAC being closed GAC has had to remain on summer operating hours to cater for the public, usually Gratwick is on reduced winter hours at this time.
Net Operating Result (Variation of +/- 5%) Considered acceptable	-\$683,123 Annual Budget Monthly net operating budget \$616,685	-\$704,036 YTD	N/A	DM expenses were incurred over the month to cover the Centre Manager who was backfilling the managers position at SHAC. This figure has Gratwick Aquatic \$20,913 over the target.
Expense recovery	32%	34%	47%	The centre is meeting the KPI. Despite this areas of the financials still requiring improvement.
Metric				
Attendances	60,318 per annum	60,458 YTD	192,682	Attendances have been high and have slightly exceeded the annual target.
Swimming Lessons (both centres combined)	80 per week (1 st and 4 th terms)	303 enrolments	39	Enrolments were obviously high this year due to closure of SHAC. It will be interesting to see how this KPI performs when both facilities are open.

Gratwick Aquatic Centre	2012/2013 KPI	Actual	CERM Benchmark	Comment
Fitness Classes	5 classes per week. During summer operating hours.	5 0 June	N/A	The centre has been operating on reduced operating hours. Programming has gone into hibernation until the warmer weather returns. However when the facility was in normal operating hours the KPI was being met.
After School Programs	2 per annum	1 0 June	N/A	The Centre partnered with Royal Life in November to promote water safety. The event targets primary school aged children and a number of activities involving the water are organised to aquatic education and safety around the water.
Aquatic Training/Education	3 course per annum	6 0 June	N/A	2 Lifeguard courses 1 Bronze Medallion Course 1 Pool Operators course
Programs and Events	2 per annum	0	N/A	
Casual Aqua-Run	4 hours per week	4 hours per week 8 hours per week during holidays 0 June	N/A	As mentioned above - The centre has been operating on reduced operating hours. Programming has gone into hibernation until the warmer weather returns.
Income per visit	\$6.35	\$6.17	\$3.84	This is slightly lower than the KPI as attendances are decreasing; normally the centre has a high casual usage (particularly in regards to casual swim).
Secondary spend per visit	\$1.44	\$1.40	\$0.54	As discussed previously in this report, the GAC kiosk is under budget target but well ahead of last year's YTD actual.
Subsidy per visit	\$11.37	\$11.64	\$0.67	The subsidy per visit is tracking above the target due to a high expenditure result.

Gratwick Aquatic Centre	2012/2013 KPI	Actual	CERM Benchmark	Comment
Labour Costs to total receipts	\$1.86	\$1.86	\$1.09	This has been below the KPI set most of the financial year but due to the reduced operating hours the centre is now meeting target.
Utility Costs	3.61% \$0.60	\$0.08	4.1% 0.22	Reduced hours have seen a dramatic decrease in the utilities expenditure. Utilities are now slightly under the budget target. Given the issues earlier in the year around water leakage this is a positive result.
Effectiveness				
Mystery Shopper score – minimum of four shoppers per annum.	72.3% Satisfaction	58.3%		The mystery shopper score is below the KPI. Staff are not personalising the call and not inviting customers down. The trend is they are friendly and respond to questions but the conversation is driven by the person calling.
Customer Service Survey – Two surveys per annum	80% Satisfaction	N/A		The facility is yet to undertake a survey. The surveys are scheduled to take place.
Training costs per visit	\$0.15	\$3.31	\$0.04	This figure is very high due to the amount of training conducted this financial year the latest course being a Aqua Aerobics Course The centre has exceeded the KPI target of 3 per annum (5 conducted)
Facility Audit – two facility audits per annum conducted by the Town of Port Hedland staff. (First week of March and September)	Pass/Fail	Pass	N/A	2 conducted this financial year the most recent being in May.
Maintenance and cleaning schedule reports reviewed regularly	Pass/Fail	Pass		As mentioned in the Wanangkura KPI report YMCA head office will be developing a (costed) preventative maintenance program for each site.

10.2.5 Town of Port Hedland Leisure Facilities Management Contract First Quarter Report 2013-2014 YMCA Perth: (File No.:26/04/0015)

Officer Graeme Hall
Manager Recreation Services
and Facilities

Date of Report 13 November 2013

Disclosure of Interest by Officer Nil

Summary

The purpose of this report is for the Audit and Finance Committee to review the first quarter report 2013/14 as presented by the YMCA for the Town of Port Hedland Leisure Centre Management Contract.

Background

The YMCA of Perth is engaged to manage the Town of Port Hedland Leisure Facilities. The current contract agreement commenced in July 2012 and is for a four year term. The first quarter report is the first report to be provided for the second year of the current contract.

As part of the agreement the YMCA are required to provide a monthly report by the 15th day of each month. The attached report is the September 2013, report as provided by the YMCA.

This report is considered significant in that this is the first time that the YMCA have been able to provide a report with all three facilities fully operational.

Consultation

Nil

Statutory Implications

Nil

Policy Implications

Policy 6/011 'Recreation Reserves and Facilities – Casual Hire and Events'. This policy was developed in order to provide guidance to groups hiring Council Reserves and Facilities.

Strategic Planning Implications

6.1 Community

6.1.1 Unified

The Town of Port Hedland is an integrated community functionally, physically and culturally.

6.1 Community

6.1.2 Vibrant

Provide access to recreational, cultural, entertainment facilities, and opportunities.

Budget Implications

The operation of the leisure facilities is incorporated within the Town's operational budget. The fee paid to the YMCA is based upon an agreed operational deficit for each facility and a management fee that is paid to the YMCA of Perth for the delivery of the service.

The budget for each facility is reviewed each year in February and any revisions or amendments to the budget are considered by Council as a variation to the contract. At the current time the Town has not received any formal indication from the YMCA that there are any specific budget issues requiring consideration.

Officer's Comment

All three facilities are now operating, with very encouraging attendance numbers using the redeveloped South Hedland Aquatic Centre.

The financial position of the three facilities is not tracking as favorably as the YMCA would like and will be addressed over the remainder of the year. The major sources of concern are that income in the following major operational areas is not achieving budget expectations:

- Swim school attendances (cold water in the cooler months)
- BHP Wave Rider (not operational, maintenance concerns)
- Reduction in gym membership numbers.

In addition to the lower than expected income, the costs of utilities are exceeding expectations.

These matters are being discussed with the YMCA and the Town is anticipating a turn-around during the busy summer period.

The first quarter has seen a number of good initiatives being delivered by the YMCA, being:

- School Holiday Program
- Geeko Fitness Program

- Casual Netball
- Ultimate Fitness Challenge
- Move it Hedland Program.

During the first quarter, Wanangkura Stadium commenced operating as a 24 hour gym facility. This is proving popular; members are using the facility in significant numbers from 2.45am. This has augmented the commitment of the YMCA to providing a diverse range of fitness options to the community.

The YMCA conducts mystery shopper assessments at all of their facilities. This seeks to ensure that patrons receive the best possible customer service. The results consistently received from these reviews are very credible.

Attachments

1. YMCA Monthly Report September 2013.

AFC201314/015 Officer's Recommendation/ Audit and Finance Committee Decision

Moved: Cr Jacob

Seconded: Cr Butson

That the Audit and Finance Committee receives the first quarter report for the operation of the Town of Port Hedland Leisure Centre's Management Contract with the YMCA of Perth for the period 1 July 2013 to 30 September 2013.

CARRIED 3/0



**The Town of Port Hedland Leisure Facilities
Monthly Report – September 2013**

The Town of Port Hedland Leisure Facilities
(PHL is: Gratwick Aquatic Centre, South Hedland Aquatic Centre, and Wanangkura Stadium)

Monthly Report – September 2013

1. KPI CRITICAL ISSUES/HIGHLIGHTS

Port Hedland Leisure Overview & Actions from previous report(s)

Budget 2013-14

The Port Hedland Leisure budget is clearly the critical issue.

The YMCA is currently reviewing each facilities budget to ascertain the actions required to get the facilities on the right financial path. A significant part of the financial issues are out of the YMCAs control such as utilities and the closure of the Wave Rider. There are areas where the team are struggling to manage such as first aid supplies and staffing at the Aqua Tower.

Work is being done which will identify the key line items that we believe are negatively impacting the budget and require actions.

Given the process the YMCA and ToPH went through early this year and the debate over the operational subsidy I recommend that a collaborative budget review be undertaken before Christmas in order to agree on some revised targets.

Facility

Wanangkura Stadium

KPIs - Critical Issues & Action to be taken

Health Club Income

Health club income has fallen behind target by \$19,920 for the month of September. This month saw 222 memberships sold. The target was 21. In conjunction with our recent open day (which has yielded another 56 adult member sign ups and 20 for Gecko) I am confident the centre is making good inroads towards correcting this shortfall in coming months

Children's term programs

This income line will come in over budget target once Gecko invoices are raised, It will continue to perform ahead of target as it has YTD

Printing & Stationery

This budget line has gone over budget caused by a carry-over from the previous financial year. Some spend has been made for the month of September however this spend is within expected levels.

Electricity & Gas

Electricity and Gas spend continues to be in advance of budget significantly effecting the YTD figure for the centre.

Gardening

Gardening expenses is over budget for this period however the expense is expected to be significantly below budget in the following months. YTD is still expected to be on budget

Basketball

The 3 on 3 basketball program has dropped significantly. This has been due to taking stadium bookings and moving this program outside. Each time this is done the numbers the next week drop dramatically.

Uniforms

This budget line has also been effected by a late invoice of \$4,778 from the previous financial year

Customer Service Officer & Duty Manager

Both these budget lines will come in with a spend below budget once invoices have been raised for the additional opening hours as requested by FMG.

Issues caused by previous financial year

September Budget Expenditure overspend

If we strip out all invoices from last financial year which have been included in September and the utility overspend for the month the expenditure come is in under budget target by \$554. In fact if we strip out previous years invoices and utility costs this line item is virtually on target to meet budget.

September Income below target

A correction caused by duplication in recording some bond and function invoice figures has caused the stadium rental, meeting room and function room rental figures to be suppressed in September, this will return to normal in October as the real performance continues to deliver rental figures in the most part above budget. While we are ahead of target on YTD income the invoice duplication from last financial year has effected how far ahead of our income target we really are and somewhat overshadowed the great YTD work that has been done

KPIs - Highlights

Customer Service Officer & Duty Manager wage costs

CSO hours remain below budget by 26.65hrs for the month and DM below budget by 6.94hrs. This has been a challenge to deliver on but to date the team are on target.

Cafe & Kiosk

Cafe income still continues to exceed expected performance and we expect that to continue with the addition of Musashi products to the ranges we offer

	<p>Personal Training Personal training has continued its amazing performance. Re-enforcing that 1 on 1 contact with our clients provide increased scope to support our clients in achieving their goals and retain motivation.</p> <p>Crèche While the Crèche income is below target. The team are doing our best to compensate by strong controls on the wage spend in September. The wage spend has come in \$800 below budget.</p> <p>Adult and Children's term programs Both income lines continue to perform ahead of target and will continue to do so YTD ahead of target for adults is 131.4% and children's 65.1% which will increase further once the additional Gecko invoices are raised.</p>
<p>Gratwick Aquatic Centre</p>	<p>KPIs - Critical Issues & Action to be taken Facility Attendances The Centre is well down on its KPI targets for adult, child and family entries this is partly due to summer hours being implemented from the 28th September, in previous seasons the extended summer operating hours have been implemented from the start of September. A contributing factor has been the opening of SHAC which has had an impact on the attendances. The opening weekend was extremely quiet possibly also due to many people being away and the AFL & NFL Grand finals being played.</p>
	<p>KPIs - Highlights Aquatic salaries for the month saw a saving of 51.6% against the Duty Manager budget and a 29.7% saving against the lifeguard budget.</p>
<p>South Hedland Aquatic Centre</p>	<p>KPIs - Critical Issues & Action to be taken Shade The heat has arrived early in Port Hedland. Many lifeguards have had heat stroke due to SHAC being a quite exposed environment for a lifeguard to work. We are currently organising a meeting with the lifeguards to discuss hydration and also discuss how they should prepare for a shift in the heat.</p> <p>Aqua Tower There continues to be a number of incidents which occur on the Aqua Tower. The team at SHAC are staffing the Tower to attempt to reduce the issues via increased supervision. Correspondence has been sent to the Town of Port Hedland in relation to the staffing requirements required to address the risk and the financial implications.</p>

Highlights	<p>Casual Swim The centre has been swamped with casual swim attendances which has impacted salaries due to more staff required to not only assist supervising but ensure an appropriate rotation system could be developed to protect the lifeguards from the heat. This issue will be further discussed with the Town of Port Hedland when the YMCA provides further detail on attendances.</p> <p>Café and Kiosk The café and kiosk sales are still ahead of the budget target due to the high amount of casual visits.</p> <p>Bookings The centre has had a numerous requests for Christmas function bookings. The Business Support Officer is sorting through the requests and ensures quotes have been sent out.</p> <p>BHP Super Series A promotional event for the BHP super Series event was conducted at SHAC from September 12-14. The event featured Libby Trickett who was very popular amongst the school kids and staff. The day featured aquatic activities for school kids managed by WA swimming.</p>
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2. FINANCIAL REPORT - Summary*

PHL Summary Budget Report			
	Actual YTD	Budget YTD	Variance
INCOME	\$656,812	\$737,184	\$80,372
EXPENDITURE	\$1,284,728	\$1,149,242	\$135,486
TOTAL	\$627,916	\$412,058	(\$215,858)
Gratwick Aquatic Centre			
INCOME	\$3,375	\$27,442	(\$24,067)
EXPENDITURE	\$205,738	\$192,979	(\$12,759)
TOTAL	\$202,363	\$165,537	(\$36,826)
South Hedland Aquatic Centre			
INCOME	\$106,480	\$164,742	(\$58,262)
EXPENDITURE	\$365,873	\$348,004	(\$17,869)
TOTAL	\$259,393	\$183,263	(\$76,130)
Wanangkura Stadium			
INCOME	\$546,957	\$545,000	\$1,957
EXPENDITURE	\$713,117	\$608,259	(\$104,858)
TOTAL	\$166,160	\$63,259	(\$102,901)

COMMENTS:

Further to the comments made at the beginning of the report a budget review is to be undertaken to ascertain areas that need to be revised e.g. utilities versus areas that require internal actions e.g. late invoicing etc. The YMCA Area Manager will be having a meeting with the Town of Port Hedland Contract Manager to discuss this process.

* P&L REPORTS ATTACHED

1. Maintenance – Preventative/Reactive

Facility	Maintenance type (Preventative/Reactive)	Comment
Wanangkura Stadium	Reactive	<ul style="list-style-type: none"> ▪ Leaking Urinal ▪ Smashed glass to stadium windows x 2 ▪ Squash court glass panels smashed x 2 ▪ Reticulation needs adjusting to rear of building to prevent spraying building <p>Outstanding:</p> <ul style="list-style-type: none"> ▪ Urinal requiring repair query defect ▪ Smashed glass to stadium ▪ Reticulation adjustment ▪ Graffiti to external courts
Gratwick Aquatic Centre	Reactive	<ul style="list-style-type: none"> ▪ Paint four poles around main pool chevron colour. ▪ Entry gates sanded and re-painted. ▪ New door handle and lock for gym door. ▪ Change room locks x 3 and cleaner's storeroom lock serviced. ▪ Replace entry gate switch and replace locking mechanism on entry gate. ▪ Replace Basketball backboard and treat rust at bottom of pole. ▪ Seal skirting tiles in male and female change rooms. ▪ Replace chipped tiles under office door and replace with metal strip. ▪ Wiggles car sanded, under coated and painted. ▪ 3 metre dive board removed from site. ▪ Leaking tap outside gym replaced. ▪ Repairs to exposed wiring on hammerhead manual vacuum cleaner. ▪ Hinges replaced on office door. ▪ Cabin hooks installed on back of change room doors. ▪ Male and female change room doors planed back due to warping causing doors not to close properly. ▪ Hooks installed on the inside of colour bond fence to house vacuum poles. ▪ Loose capping tiles x 3 on left hand corner near beach entry grinded and glued down.

	Preventative	<ul style="list-style-type: none"> ▪ Expansion joints in sections around toddlers pool silicone. • Inspect and tag electrical equipment. • Re-grouting missing tiles in toddler's pool. • Deep clean of change rooms by Unicorn Cleaning 27/9/13. • Waiting tagging & testing of fire extinguishers. • Wave Rider impellor (repaired). • Back stroke flag bent (repaired) • Ladder (repaired). • Leisure Pool Heater (repaired).
South Hedland Aquatic Centre	Defects	

2. BUSINESS DEVELOPMENT

Facility	Promotion	Goal	Outcome
Wanangkura Stadium	<ul style="list-style-type: none"> ▪ Term program posters created and distributed ▪ Vacation care promotional material produced and distributed ▪ Term guide distributed ▪ 24hr operations interview with paper 	<ul style="list-style-type: none"> ▪ Increase numbers to all term programs ▪ Maximise vacation care enrolments ▪ Promote all aspect of Port Hedland leisure and sporting parks and reserves ▪ Increase membership base 	<ul style="list-style-type: none"> ▪ Term enrolments showing strong enrolments in our main marquee programs ▪ Vac care enrolments exceeding previous programs ▪ 222 new member signups for month of September
Gratwick Aquatic Centre	N/A		
South Hedland Aquatic Centre	Teen Holiday Activities Term 4 reenrolment	10 (avg.) enrolments each day 400 enrolments	Averaged 5 enrolments each day.
Business Development next month:			
Wanangkura Stadium	<ul style="list-style-type: none"> ▪ Develop and deliver open day for stadium highlighting all our activities ▪ Promote 24hr operations with launch 	<ul style="list-style-type: none"> ▪ Maximise attendance of all Wanangkura activities ▪ Achieve increased members by offering 	

Gratwick Aquatic Centre South Hedland Aquatic Centre	<ul style="list-style-type: none"> ▪ Development of summer program. (Refer to the program attached) 	flexibility	
		<ul style="list-style-type: none"> ▪ Increase in Aquatic Education enrolments. ▪ Increase cafe/kiosk income. ▪ Establish a merchandise base at the facilities ▪ Increase in Aquatic Members. 	

3. OCCUPATIONAL HEALTH & SAFETY

First Aid/Incident Reports			
Facility	Total	Comments/Actions (only if deemed serious)	
Gratwick Aquatic Centre	1	Minor electrical shock of the lifeguard handling the pool vacuum. The incident was raised as a high level to the YMCA and the Town of Port Hedland.	
South Hedland Aquatic Centre	7	The incidents are isolated to the Aqua Tower. The YMCA has sent correspondence to the Town of Port Hedland outlining its concerns from a risk and staffing perspective.	
Wanangkura Stadium	10	One injured Knee at mixed netball requiring trip to hospital. All other incidents were minor and low risk	
Hazard Identification - Gratwick Aquatic Centre		N/A	
Hazard Identification - Wanangkura Stadium		Pavers re-levelled to front of stadium by TOPH	
Hazard Identification - South Hedland Aquatic Centre		N/A	

Attachments:

1. Wanangkura KPI Report
2. Gratwick Aquatic Centre KPI Report
3. South Hedland Aquatic Centre KPI Report

ATTACHMENTS

1. Wanangkura KPI Report – September 2013

Wanangkura		2013/2014 KPI	Actual	CERM Benchmark	COMMENTS/ACTIONS
Financial					
Income (Variation of +/- 5%) Considered acceptable	\$175,957		\$156,037		The Centre is exceeding its income target however due to corrections from the previous financial year the progress has been dulled slightly in September. The good work on Income achievement is expected to recover in October.
Expenditure (Variation of +/- 5%) Considered acceptable	\$195,796		\$214,064		
Net Operating Result (Variation of +/- 5%) Considered acceptable	(\$19,873)		(\$58,027)		The poor expenditure performance is caused by late invoices arriving from the previous financial year and the continuing power costs. Stripping these out the Wanangkura stadium has achieved very near budget expenditure for YTD
Expense recovery	89%		73%	88% (aspirational) CERM Benchmark	
Metric					
Attendances	21,921 per month		15,814		Tracking under the KPI. However there are a number of silent visitors unaccounted for.
Visits per square metre (based on 4,500 sqm)	37		66	39	Stadium is not meeting this KPI – refer comments above.
Fitness Classes (all classes are required to be Les Mills or of agreed similar standard)	30		49	N/A	We continue to offer a quality proposition here and hope to expand it significantly with the offering of Spin; this will make managing the timetable and instructor availability significantly easier.
Personal Training	25 hours per week across all three facilities		66 (132 sessions)	N/A	Personal training continues to grow, increasing our engagement with the members.
Junior Sporting Competitions				N/A	<ul style="list-style-type: none"> ▪ Junior Futsal and 3on3 basketball were significantly disrupted by stadium bookings in the Month of September some work will be required to regain the momentum built to date on these programs

Wanangkura	2013/2014 KPI	Actual	CERM Benchmark	COMMENTS/ACTIONS
Senior Sporting Competitions	10 senior sporting competitions per week	<p>Monday Volleyball 12 teams</p> <p>Wednesday Futsal A-grade 9 teams</p> <p>Thursday Futsal B 9 teams Netball 20 teams across both grades</p>	N/A	<ul style="list-style-type: none"> ▪ Netball has seen a large number of new teams nominated which has required splitting the competition into A, B and C grades ▪ Futsal competitions are running at capacity ▪ All adult sporting comps are running close to capacity if not at capacity
Junior (non-sporting programs)	9 Non sporting/lifestyle /personal development programs per annum	<p>Teen Fit operates Monday-Friday from 3-5pm (14-16)</p> <p>Junior Gecko operates Monday – Thursday (Ages 3-5)</p> <p>Youngster Gecko Monday – Thursday (Ages 5-9)</p> <p>Midster</p>	N/A	<ul style="list-style-type: none"> ▪ The Gecko program continues to be popular and engage with our younger members. We continue to hope that we can target the teen market with a soon to be launched less mills product. Gecko has seen membership growth of late and continues to help to engage our younger clients in health sporting outcomes. ▪ Gecko currently is running at 140 members

Wanangkura	2013/2014 KPI	Actual	CERM Benchmark	COMMENTS/ACTIONS
		Gecko Monday – Thursday (Ages 10-13)		
Program specific for demographic (seniors or people with disabilities) not including adult Lifestyle personal development programs listed below.	2 programs per annum	1 per term	N/A	<ul style="list-style-type: none"> The Pilbara mental health program has relaunched this term with new stakeholders willing to fund it in the long term, we have also managed to bring it to the aquatic centres increasing its audience and sustainability
Adult Lifestyle/Personal Development Programs	16 per annum	7 per term	N/A	<ul style="list-style-type: none"> AM Ultimate challenge has had 16 enrolments and PM 17. Its popularity grows we are now organising awards dinners at the end of each challenge which is attracting attention to the program. The first award was well attended with the Mayor attending to hand out the awards. This is our main adult program and continues to go from strength to strength Pilates has proven popular and enrolments have numbered 20 in total
Efficiency				
Income per visit	\$3.16	\$9.86		This figure is high due to low attendances but high income figure.
Secondary spend per visit	\$0.50	\$0.42		This is below the KPI but will improve on the launch of the café/kiosk operation.
Subsidy per visit	\$0.58	\$3.66		
Labour Costs to total receipts	66%	149%		
Utility Costs				
Energy Cost Share %	4.3%	\$		
Energy Cost per visit	\$0.22			
Effectiveness				
Mystery Shopper score – minimum of four shoppers per annum.	80% Satisfaction	65.24%		Key factors noted here that would be a barrier to joining were gym size and lack of spin classes. Lack of closing sale and follow up phone call hurt score although the shopper was asking for information for a friend coming to town.
Customer Service Survey – Two surveys per annum	80% Satisfaction	Completed		The design of the survey did not lend itself to establishing a percentage based results.
Training costs per visit	\$0.19			

Wanangkura	2013/2014 KPI	Actual	CERM Benchmark	COMMENTS/ACTIONS
<p>Facility Audit – two facility audits per annum conducted by the Town of Port Hedland staff. (First week of March and September)</p>	<p>Pass/Fail</p>	<p>Pass</p>	<p>N/A</p>	<p>Audit passed areas to improve are currently being worked through</p>
<p>Maintenance and cleaning schedule reports reviewed regularly</p>	<p>Pass/Fail</p>	<p>TBC</p>		<p>A (costed) preventative maintenance program has been developed based upon the service requirements from the user manual and asset registers.</p>
<p>School Holiday Programs Instigation of a full day school holiday program</p>	<p>2012/2013 School Holiday programs to be conducted for all School Holidays (programs are to cater for 26 participants per week)</p>	<p>October program has had enrolments stronger than the previous however short of the target which is 100% capacity every day</p>	<p>Not applicable.</p>	<p>Amanda has created a comparable high quality program this time and the uptake has been strong. Feedback has been positive from the parents</p>

2. **Gratwick Aquatic Centre KPIs –September 2013**
(Facility launched its peak season operational hours on September 28th 2013)

Gratwick Aquatic Centre	2013/2014 KPI	Actual	CERM Benchmark	Comment
Financial				
Income (Variation of +/- 5%) Considered acceptable	\$16,310	\$3,997	N/A	The Centre only resumed peak season hours on September 28 th 2013. It will take time to impact the community. In conjunction to this the aquatic staffs Port Hedland Allowance is being allocated all to Gratwick. We are working with YMCA finance to resolve.
Expenditure (Variation of +/- 5%) Considered acceptable	\$72,892	\$71,909	N/A	
Net Operating Result (Variation of +/- 5%) Considered acceptable	(\$56,583)	(\$67,912)	N/A	
Expense recovery	10%	%	52%	
Metric				
Attendances	5,516	1,829 YTD		Tracking under the KPI the Centre commenced summer hours on the 28 th September. A very quiet start to the season. From term four expect attendances to increase. After being on reduced hours further analysis and comments will be made next month.
Swimming Lessons (both centres combined)	80 per week (1 st and 4 th terms)	nil	N/A	The program commences in October. Numbers are climbing to approximately 200.
Fitness Classes	5 classes per week. During summer operating hours.	2	N/A	N/A
After School Programs	2 per annum	nil	N/A	N/A
Aquatic Training/Education	3 course per annum	10	N/A	Austswim Course held in September.
Programs and Events	2 per annum	0	N/A	N/A
Casual Aqua-Run	4 hours per week	0	N/A	Centre opened 28 th September. The goal will be to exceed the KPI.
Income per visit	\$0.20	\$1.84	N/A	Given the facility opened on September 28 th after being on reduced hours further analysis and comments will be made next month.
Secondary spend per visit	\$0.58	\$0.92	\$0.54	Given the facility opened on September 28 th after being on reduced hours further analysis and comments will be made
Subsidy per visit	\$1.78	\$59.72	N?A	reduced hours further analysis and comments will be made

Gratwick Aquatic Centre	2013/2014 KPI	Actual	CERM Benchmark	Comment
Labour Costs to total receipts	\$1.86	\$8.45	\$1.09	next month. N/A
Utility Costs Energy Cost Share % Energy Cost per visit	3.61% \$0.60	9.2%	4.1% 0.22	N/A
Effectiveness				
Mystery Shopper score – minimum of four shoppers per annum.	80% Satisfaction	76.2%	N/A	This is an improvement on past results and heading in a positive direction. The customer service training we have been doing with our teams is having an impact. N/A
Customer Service Survey – Two surveys per annum	80% Satisfaction	STD	N/A	
Training costs per visit	\$0.04	\$0.21	\$0.04	Training costs are indicated on the P & L. The centre has done emergency evacuation training and cash handling training and various in-house lifeguard development programs.
Facility Audit – two facility audits per annum conducted by the Town of Port Hedland staff. (First week of March and September)	Pass/Fail	Pass	N/A	The facility has undergone 2 audits by the Town of Port Hedland and has passed each audit. Items identified on the last audit have been addressed over the off season.
Maintenance and cleaning schedule reports reviewed regularly	Pass/Fail	STD	N/A	N/A

3. South Hedland Aquatic Centre – September KPI Report

South Hedland Aquatic Centre		KPI	Actual	Comment
Financial				
Income (Variation of +/-5%)	Considered acceptable	\$65,375	\$44,543	This is below the KPI largely due the closure of the Wave Rider and outstanding Aquatic Education fees.
Expenditure (Variation of +/-5%)	Considered acceptable	\$117,299	\$141,546	
Net Operating Result (Variation of +/- 5%)	Considered acceptable	(\$51,924)	(\$97,003)	
Expense Recovery		55.7%	31.4%	Currently under the expenditure KPI YTD but exceeded the target for the month.
Metric				
Attendances		5,648 per month	7,456	Attendances exceeded the target largely due to casual swim.
Visits per square metre		57	-	N/A
Swimming lessons (both centres combined)		80 per week (1 st and 4 th terms)	417 (SHAC only)	Great result. However we are yet to find a replacement for the Aquatic Education Coordinator.
Aquatic Fitness Classes		3 classes per week	4	This program has been reviewed and some non-traditional aqua classes are being planned for summer.
Aquatic Training/Education (Austswim, Bronze Medallion etc.)		3 courses per annum	5	2 Bronze courses 1 Chlorine handling course 1 Lifeguard course 1 Pool Operators Course
Programs and Events		2 events per annum	0	All course are available to staff and members of the public.
Casual Aqua-Run		4 hours per week	8	This has been setup for bookings only at the moment.
After School Programs		2 per annum	0	

South Hedland Aquatic Centre	KPI	Actual	Comment
BHP Wave Rider-			
Maintain minimum number of operational hours	As outlined in figure 1 below	N/A	Wave Rider was closed for the month. Planning is underway to meet the KPIs during the peak period.
Staging of Surf Competitions	2 per annum	N/A	
BHP Waver Rider birthday parties	2 per month	N/A	
Establish Port Hedland Surf Club	10 Members	N/A	
Deliver a term based program for adults and children	1 adult and 1 children's program per term.	N/A	
Deliver Youth Diversionary Programs	2 per annum	N/A	
Visits from local schools	6 per annum	N/A	
Efficiency			
Average Income-per visit	\$3.49	\$5.97	Despite the introduction of the \$1 swim the average income and secondary spend figures are positive.
Secondary Spend-per visit.	\$0.99	\$3.75	
Subsidy-per visit	\$3.63	\$13.01	
Labour Costs to Total Receipts	102%	183%	
Utility Costs-			
Energy Cost Share %	7.3%	%	
Energy Cost per visit	\$0.52	\$5	
Effectiveness			
Mystery Shopper Score –minimum of two mystery shopper reports per annum.	80% satisfaction	N/A	Did not occur this month.
Customer Service Survey – one survey per annum	80% satisfaction	STD	Has yet to occur.
Training Costs-per visit	\$0.04	\$1.02	The unit has undergone a significant amount of staff training.
Facility Audit– two facility audits per annum conducted by Town of Port Hedland staff (First week March and September)	Pass / Fail	Pass	Audit conducted in July. The Centre passed the audit.
Maintenance and Cleaning Schedule Reports (reviewed monthly)	Pass /Fail	STD	

10.3 Corporate Services**10.3.1 Quarterly Budget Review – September 2013**

Officer Clare Phelan
Director Corporate Services

Date of Report 22 November 2013

Disclosure of Interest by Officer Nil

Summary

This report presents the September Quarterly Budget Review for the 2013/14 budget. A number of budget variations are proposed as part of this review.

Background

Council adopted its budget for 2013/14 on 31 July 2013. Quarterly Budget Reviews are undertaken as at the end of September, December, and March to review Council's projected position at year end, and amend the budget as necessary. This may be as a result of changes in projected revenue streams; changes in timing of works projects; recognition of additional projects; identified savings; or additional expenditure beyond the Original Budget estimates.

Consultation

The Budget review was prepared by the Executive team, after meeting with each Manager and Coordinator, where all revenue and expenditure accounts within that Manager's responsibility were reviewed in detail.

Statutory Implications

Section 33A of the Local Government (Financial Management) Regulations 1996 requires that Council carry out a mid-year review of its annual budget, with a copy of the review and the associated Council resolution to be provided to the Department of Local Government.

Council currently exceeds the minimum statutory requirements, by undertaking budget reviews on a quarterly basis. This represents responsible local government financial practice.

33A. Review of budget

(1) *Between 1 January and 31 March in each financial year a local government is to carry out a review of its annual budget for that year.*

(2A) *The review of an annual budget for a financial year must —*

- (a) *consider the local government's financial performance in the period beginning on 1 July and ending no earlier than 31 December in that financial year; and*
 - (b) *consider the local government's financial position as at the date of the review; and*
 - (c) *review the outcomes for the end of that financial year that are forecast in the budget.*
- (2) *Within 30 days after a review of the annual budget of a local government is carried out it is to be submitted to the council.*
- (3) *A council is to consider a review submitted to it and is to determine* whether or not to adopt the review, any parts of the review or any recommendations made in the review.*
- *absolute majority required*
- (4) *Within 30 days after a council has made a determination, a copy of the review and determination is to be provided to the Department.*

Policy Implications

Council has a current resolution arising out of the adoption of the 2013/14 budget, requiring that only material budget variations be reported through to Council. Materiality being established at the lesser of 10% of the amended Function budget or \$100,000 for each of the categories of Operating Revenue; Operating Expenditure; Non-Operating Revenue; and Non-Operating Expenditure.

As part of this review, Officers have continued to present all budget variations in Attachment 2, together with Management comment.

Strategic Planning Implications

6.4 Local Leadership

6.4.1 Strategic

Deliver High quality corporate governance, accountability and compliance.

- Fiscal accountability
- Reporting is carried out as required on the Council's legislative and organisational performance.

Deliver responsible management of infrastructure, assets, resources and technology.

- Responsible and transparent management of financial resources.

Budget Implications

The variations recommended to the Audit & Finance Committee as part of this budget review will result in a small overall improvement in unrestricted cash of \$89k. This is made up of carry-over works from 2012/13, being projects budgeted for in 2012/13 but not completed as at 30 June 2013; budget variations resulting from movements in anticipated levels of revenue and expenditure for current year programs; and budget variations reflecting resolutions of Council during the first quarter.

Council's financial statements for 2012/13 have not been finalised at the time of writing this report. The current (unaudited) figures indicate a negative unrestricted cash position. Once the 30 June 2013 position has been finalised, Council will have a clearer understanding of the projected position to 30 June 2014, and whether further budget savings are required in order to achieve a positive unrestricted cash balance. This situation will need to be closely monitored across the course of the financial year.

Budgeted Movement in Unrestricted Cash	Amount \$'000	Impact
Original Budget	0	Nil
Minuted Council Resolutions	(160)	Deterioration
Carry Forward Works	(702)	Deterioration
Quarterly Budget Reporting – September	951	Improvement
Estimated Movement to 30 June 2014	89	Improvement

Note that Council had achieved an efficiency dividend of \$191k in the three months to 30 September 2013, however the total efficiency dividend required being \$1.93 million has already been included in projected end of year balances.

Officer's Comment

The September Quarterly Budget Review for the 2013/14 budget includes a number of significant variations.

In discussing proposed amendments in the commentary below, recommended budget variations are categorised as either *Favourable (F)*; *Unfavourable (U)*; or *Contra (C)*. This status relates to their impact on unrestricted cash. As an example, a project that is fully funded by Grants or Reserves would generally be a Contra entry – that is, it will have a nil impact on unrestricted cash as the expenditure is fully supported by specific source funding. The balance of unrestricted cash is a key indicator of Council's ability to meet its debts and obligations as and when they fall due, and its financial flexibility in responding to opportunities, such as dollar for dollar grants, as and when required.

The projected budget movements in this QBR are predominantly a result of carry-over works from the 2012/13 financial year.

Carry-over works are projects and programs that were budgeted for in the previous financial year, but not completed at 30 June. In accordance with the *Local Government Act 1995*, Council adopts a budget that covers a period from 1 July through to 30 June, with budget estimates lapsing at 30 June. A budget approval that has lapsed may be reinstated by resolution of Council. It is important to note that amounts carried over from one financial year to the next, particularly operational items, can significantly impact the operating results of each year. It is essential that Council properly budgets for and manages available resources in order to deliver on projects that are included in the Corporate Business Plan.

Council has sufficient funds in Reserves, and Unspent Grants and Contributions, to be allocated to the continuing projects funded from those sources. However, the draft financial statements indicate that there are insufficient funds to support those carry-over works that are funded from unrestricted cash.

Major carry-over items include:

- Pilbara Underground Power Project - \$3,630k C
- Northern Planning Project - \$250k C
- Marquee Park Defect Remediation - \$285k C
- Marquee Park Development - \$158k U
- South Hedland Bowling and Tennis Club Redevelopment - \$180k C
- South Hedland Library and Community Centre Redevelopment - \$665k C
- Pippingarra Road capital works - \$195k U
- Airport Building Upgrades - \$114k C

The only two variations arising as a result of Council resolutions across the period 1 July 2013 to 30 September 2013 are an increase in member expenses (\$150k unfavourable); and an increase in Planning Fee Refunds (\$10k unfavourable) relating to YICs modification of the landing development proposal.

Major variations arising as part of the September QBR include:

- A reduction in anticipated WAANDRA funding to be received - \$96k C
- An increase in budget for the Waste Water Reuse Scheme - \$100k C
- An increase in Waste Management fees and charges - \$1,007k C
- An increase in fire suppression expenditure - \$282k C
- A reduction in Cemetery Beach Park capital works to correspond to available funding from the BHP Reserve - \$456k C
- Creation of a budget for the Community Integration Working Group funded via the BHP Reserve - \$200k C

- Additional expenditure and corresponding reimbursements for utilities at Wanangkura Stadium - \$167k C
- Additional grant income for Recreational Masterplan studies - \$81k F
- A reduction in the Marquee Park Development capital works allocation from BHP Reserve - \$188k C
- An increase in the Koombana Park Development capital works allocation as a result of interest income earned on unspent Royalties for Regions funding - \$206k C
- An increase in Transfer from Reserves – Royalties for Regions for Koombana Park Development. The Original Budget includes an estimate of \$700k expenditure, however does not include the corresponding Transfer from Reserves - \$700k F
- Recognition of additional contributions income at Matt Dann Cultural Centre - \$75k F
- Recognise additional grant income and corresponding expenditure for Hamilton Road capital works - \$390k C
- An increase in the Reseals capital works allocation to reflect expenditure of RDA grant funding. The Original Budget only included the grant income, not the corresponding expenditure - \$175k U
- An increase in the Port Hedland Footpath Construction Program expenditure. The Original Budget incorrectly omitted a carry-forward arising from the March QBR - \$95k U
- A reduction in expenditure estimates for Pinnacles Street capital works. The Original Budget includes an allocation for this work, however there is no available Regional Roads Grant allocation - \$356k F
- A net reduction in Council's plant replacement program - \$75k F
- A net increase in Airport operating expenditure, predominantly employee travel costs and development of Management Plans - \$115k C
- An increase in the budget for Airport Bus Parking capital works - \$150k C
- A reduction in the budget allocation for Apron Lighting Upgrades - \$90k C
- An increase in the Car Park Lighting capital works estimates - \$116k C

Note that any variations in either Waste Fund or Airport Fund are offset by corresponding Transfers to/from Reserves, such that the impact on unrestricted cash is nil.

A complete listing of proposed budget variations, together with Management comments, is included in Attachment 2 – Detail of proposed amendments.

Attachments

1. Summary of 2013/14 Budget
2. Detail of proposed amendments – September QBR
3. Summary of Operating & Non Operating items 2013/14

AFC201314/016 Officer's Recommendation/ Audit and Finance Committee Decision**Moved: Cr Jacob****Seconded: Cr Butson****That the Finance and Audit Committee:**

- 1. Note the report by the Director Corporate Services on the September Quarterly Budget Review – 2013/14;**
- 2. Recommends to Council that total carry-forward works of \$5,901,013 from the 2012/13 financial year be incorporated into the 2013/14 Budget funded from:**
 - a. Unrestricted Cash \$702,269**
 - b. Waste Management Reserve \$41,866**
 - c. Specific Purpose Grants \$258,268**
 - d. Other Contributions \$284,604**
 - e. BHP Reserve \$30,436**
 - f. Unspent Grants \$815,000**
 - g. Community Facilities Reserve \$24,500**
 - h. Airport Reserve \$114,070**
 - i. Reduction in Trade Receivables \$2,975,889**
 - j. Unspent Loans \$654,111; and**
- 3. Recommends to Council that the 2013/14 Budget be amended in accordance with the remaining September QBR Variations as set out in the attached schedule.**

CARRIED 3/0

ATTACHMENT 1 TO ITEM 10.3.1

Schedule	Business Unit	Original Budget	Amended Budget	Carry Over to 2013/2014	Adjustments	Council Approvals	Accounting Adjustments	Total Amendments	Amended Budget September Review	Change
3	Rates	(27,379,147)	(27,379,148)	-	(9,111)	-	952	(8,159)	(27,387,307)	(8,159)
4	Members	1,831,595	1,831,595	-	-	150,000	46,682	196,682	2,028,277	196,682
4	Financial Services	(0)	(0)	-	3,144	-	-	3,144	3,144	3,144
4	Organisational Development	(0)	(22,609)	-	1,800	-	31,625	33,425	10,816	33,425
4	Corporate Support	0	(59,766)	35,000	63,240	-	(7,218)	91,022	31,256	91,022
4	Marketing & PR	0	(4,470)	-	-	-	11,470	11,470	7,000	11,470
4	Corporate Management	(0)	(304)	-	50,000	-	(49,696)	304	(0)	304
5	Fire Prevention	31,500	31,500	3,266	6,847	-	-	10,113	41,613	10,113
5	Animal Control	933,321	933,321	-	10,356	-	5,761	16,117	949,438	16,117
5	Other Public Safety	535,610	535,610	-	-	-	1,180	1,180	536,790	1,180
5	Parking	(23,900)	(23,900)	-	(2,000)	-	-	(2,000)	(25,900)	(2,000)
5	SES/FESA	53,554	53,554	-	-	-	440	440	53,994	440
7	Aboriginal Health	5,186	5,186	-	-	-	-	-	5,186	-
7	Maternal Infant Health	27,609	27,609	-	-	-	-	-	27,609	-
7	Health Inspections & Admin	605,101	597,890	-	(1,535)	-	(794)	(2,327)	595,563	(2,327)
7	Pest Control	26,199	26,199	-	(5,381)	-	62	(5,319)	20,881	(5,319)
7	Environmental Health	10,000	10,000	-	0	-	-	0	10,000	0
8	Len Taplin Day Care	14,572	14,572	-	2,800	-	-	2,800	17,372	2,800
8	Rose Nowers Day Care	4,805	4,805	-	-	-	-	-	4,805	-
8	Pilbara Family Day Care	-	-	-	-	-	-	-	-	-
8	Retirement Village	121,527	121,527	-	-	-	-	-	121,527	-
8	Mirtanya Maya Hostel	-	-	-	-	-	-	-	-	-
8	Aged Care	97,206	97,206	-	-	-	-	-	97,206	-
8	Other Welfare	40,799	40,799	-	-	-	-	-	40,799	-
8	Community Services & Development	939,763	939,762	4,455	-	-	(956)	3,499	943,261	3,499
8	GP Housing	118,870	118,870	-	9,870	-	925	10,795	129,666	10,795
9	Staff Housing	3,218,511	3,218,512	-	(44,400)	-	(1,576)	(45,976)	3,172,536	(45,976)
10	Waste Services	0	1	-	(61,951)	-	61,951	(0)	1	(0)
10	Sanitation	(0)	(0)	-	(1,585)	-	1,585	(0)	(0)	(0)
10	Town Planning & Regional Development	785,429	785,429	-	(62,000)	10,000	47,887	(4,113)	781,316	(4,113)
10	Cemeteries	149,985	149,985	29,224	-	-	223	29,447	179,432	29,447
10	Public Conveniences	197,574	197,574	-	5,000	-	1,203	6,203	203,777	6,203
10	Other Community Amenities	64,517	64,517	3,630,000	-	-	-	3,630,000	3,694,517	3,630,000
11	Community & Event Services	1,724,276	1,724,276	-	500	-	5,923	6,423	1,730,699	6,423
11	Courthouse/Community Arts	496,525	496,525	-	-	-	1,148	1,148	497,673	1,148
11	Port Hedland Civic Centre	942,383	942,382	-	-	-	1,913	1,913	944,296	1,913
11	JD Hardie	1,627,867	1,627,866	-	2,362	-	6,889	9,251	1,637,118	9,251
11	Swimming Areas/Beaches	2,787,618	2,787,618	34,439	6,000	-	8,029	48,468	2,836,086	48,468
11	Wangara Stadium	1,056,971	1,056,971	-	-	-	29,184	29,184	1,086,154	29,184
11	Marquee Park	1,876,071	1,876,071	-	-	-	5,948	5,948	1,882,019	5,948
11	Rec Admin	2,025,184	2,025,184	117,437	(74,304)	-	(2,529)	40,605	2,065,789	40,605
11	Youth Services	67,265	66,651	-	(1,180)	-	10	(1,170)	65,481	(1,170)
11	Sportgrounds	914,680	914,680	64,321	(2,000)	-	4,703	67,024	981,703	67,024
11	Port & South Sportgrounds - P&G	8,338,309	8,338,308	61,995	(721,681)	-	10,618	(649,068)	7,689,240	(649,068)
11	Library	1,037,835	1,037,835	-	(4,050)	-	1,902	(2,148)	1,035,687	(2,148)
11	Matt Dunn	1,033,811	1,033,810	-	(82,940)	-	4,132	(78,808)	955,002	(78,808)
11	Tele/Radio	-	-	-	-	-	-	-	-	-
12	Infrastructure Construction	851,209	851,209	302,257	(82,250)	-	-	220,007	1,071,216	220,007
12	Eng Mgmt	1,127,241	1,127,241	-	(1,500)	-	(43,832)	(44,832)	1,082,409	(44,832)
12	Inf Mtrc Tech Svc	2,511,399	2,511,399	-	6,765	-	7,935	14,700	2,526,099	14,700
12	Inf Mtrc Eng	3,256,350	3,256,351	-	(50,000)	-	(1,860)	(51,860)	3,204,490	(51,860)
12	Inf Mtrc Rd Verge	467,016	467,016	-	(10,000)	-	(306)	(10,306)	456,710	(10,306)
12	Plant Purchases	1,067,525	1,067,525	-	(75,000)	-	-	(75,000)	992,525	(75,000)
12	Airport	148,000	148,000	-	206,998	-	(206,998)	0	148,000	0
12	Airport Café	(148,000)	(148,000)	-	-	-	-	-	(148,000)	-
12	Admin Building Overheads	40,000	40,000	-	(7,500)	-	-	(7,500)	32,500	(7,500)
13	Tourism & Area Promotion	444,309	444,309	-	-	-	942	942	445,251	942
13	Building Control	(77,061)	(80,789)	-	2,444	-	836	3,280	(77,509)	3,280
13	Economic Development	688,836	688,836	49,875	3,500	-	13,935	67,310	756,146	67,310
13	Other Economic Services	(927,111)	(927,111)	-	-	-	-	-	(927,111)	-
14	Private Works	(34,655)	(34,655)	-	-	-	-	-	(34,655)	-
14	Public Wks Overheads	(0)	0	-	(7,681)	-	7,680	(0)	0	(0)
14	Building Maintenance	397,098	397,098	-	-	-	(8,205)	(8,205)	388,894	(8,205)
14	Plant Operating Costs	(0)	(0)	-	-	-	-	-	(0)	-
14	Salaries & Wages	(45,000)	(45,000)	-	-	-	-	-	(45,000)	-
14	Other Unclassified	(1,410,271)	(1,311,569)	-	(25,000)	-	-	(25,000)	(1,336,569)	(25,000)
	Sub-Total	14,695,866	14,695,866	4,332,269	(951,420)	160,000	(0)	3,540,849	18,236,715	3,540,849
	Add Back Non Cash Items	(11,432,847)	(11,432,847)	-	-	-	-	-	(11,432,847)	-
	(Surplus)/Deficit Carried Forward from 2012-13	(3,263,020)	(3,263,020)	-	-	-	-	-	(3,263,020)	-
	Additional (Surplus)/Deficit Estimated from 2012-13	-	-	-	-	-	-	-	-	-
	Cash Surplus / Deficit	(1)	(1)	4,332,269	(951,420)	160,000	(0)	3,540,849	3,540,848	3,540,849
	Less: Balance Sheet Adjustments - Reduction in PUPP Receivables	-	-	(2,975,889)	-	-	-	(2,975,889)	(2,975,889)	(2,975,889)
	Less: T/F from Unspent Loans Reserve	-	-	(654,111)	-	-	-	(654,111)	(654,111)	(654,111)
	GRAND TOTAL	-	-	702,269	(951,420)	160,000	(0)	(89,151)	(89,152)	(89,151)

Bus. Unit	Rev or Exp Type	Account Number	Account Description	Original Budget	Revised Budget	Carry Over from 12/13	September Budget Adjustments	Council Approvals	Accounting Adjustments	Amended Budget September Review	Rationale
<u>Rates</u>											
	Operating Expenditure	301275	Rate Concessions	108,290	108,290		(6,791)			101,509	Decrease the budget to match the actual 'Rate Concessions' year to date as no further concessions are anticipated for the 2013/14 financial year.
		301299	Admin Costs Distributed	56,672	56,672				952	57,624	Activity Based Costing distribution
	Operating Revenue	301302	Rates Levied GRV Minimum	(758,415)	(758,415)		(2,330)			(760,745)	Increase the budget to match actual revenue received year to date from 'Rates Levied GRV Minimum'. No further revenue is anticipated for the 2013/14 financial year.
<u>Members</u>											
	Operating Expenditure	401270	Election Expenses	35,000	35,000			150,000		185,000	The budget increase reflects additional expenditure for payments to elected members, as per Council Resolution on the OCM held on the 24th of July, 2013, ref # 201314/017
		401299	Admin Costs Distributed	1,082,126	1,082,126				46,682	1,128,808	Activity Based Costing distribution
<u>Financial Services</u>											
	Operating Expenditure	402299	Admin Costs Distributed	(2,254,864)	(2,254,864)				0	(2,254,864)	Activity Based Costing distribution
	Operating Revenue	402335	Rebate - Advertising	(17,000)	(17,000)		3,144			(13,856)	Reduce the budget to match actual revenue received year to date as no further rebates for advertising are anticipated this financial year.
<u>General Purpose Grant</u>											
<u>Finance & Borrowing</u>											
<u>Organisational Development</u>											
	Operating Expenditure	408243	Telephone Charges	0	0		1,800			1,800	Allocate a budget for three mobile phones which are currently being used within this business unit (\$600 per phone).
		408299	Admin Costs Distributed	(1,385,707)	(1,385,707)				31,625	(1,354,082)	Activity Based Costing distribution
<u>Corporate Support - HR</u>											
	Operating Expenditure	404212	Contributory Superannuation	0	0		8,240			8,240	Increase the budget to recognise superannuation obligations.
		404213	Staff Uniforms	30,000	30,000		(5,000)			25,000	Decrease the budget and increase account #1210213 'Protective Clothing' as the existing protective clothing is currently non-compliant.
		404278	Recruitment Costs	0	0		40,000			40,000	Transfer \$20,000 from account #404287 'Advertising' to recognise the advertising expenditure associated with Recruitment. Increase the budget by an additional \$20,000 for Big Red Sky Recruitment.
		404287	Advertising	80,000	80,000		(20,000)			60,000	Transfer \$20,000 to the account #404278 'Recruitment Costs' to recognise the advertising expenditure associated with Recruitment.
		404299	Admin Costs Distributed	(1,419,330)	(1,419,330)				22,205	(1,397,125)	Activity Based Costing distribution
	Operating Revenue	404331	Training Fees Reimbursements	(10,000)	(10,000)		10,000			0	Reduce the budget as the Local Government Scholarships Grant was not applied for this financial year and will therefore not be received.
<u>Corporate Support - ICT</u>											
	Operating Expenditure										

Bus. Unit	Rev or Exp Type	Account Number	Account Description	Original Budget	Revised Budget	Carry Over from 12/13	September Budget Adjustments	Council Approvals	Accounting Adjustments	Amended Budget September Review	Rationale
		405276	Website Development	60,000	60,000		30,000			90,000	Reinstate the Website Development budget which was incorrectly removed in the 2012/13 financial year.
		405299	Admin Costs Distributed	(2,195,252)	(2,195,252)				(29,423)	(2,224,675)	Activity Based Costing distribution
	Non Operating Expenditure	405424	IT Network Upgrade	252,159	252,159	35,000				287,159	Increase the budget to carry forward \$35,000 from the 2012/13 financial year.
	Corporate Support - Information Services										
	Corporate Management										
	Operating Expenditure	406261	Legal Expenses	50,000	50,000		50,000			100,000	Increase the budget as the Town of Port Hedland has incurred additional legal expenditure in relation to a planning matter.
		406299	Admin Costs Distributed	(1,962,142)	(1,962,142)				(49,696)	(2,011,838)	Activity Based Costing distribution
	Marketing & PR										
	Operating Expenditure	407299	Admin Costs Distributed	(1,031,646)	(1,031,646)				11,470	(1,020,176)	Activity Based Costing distribution
	Fire Prevention										
	Non Operating Expenditure										
		501425	Plant & Equipment	5,000	5,000	3,266	6,847			15,113	Increase the budget by \$3,266 carried forward from the 2012/13 financial year plus an additional \$6,847 for the expenditure associated with installing cyclone signs. These were purchased in 2012/13 but could not be installed due to heavy rainfall.
	Animal Control										
	Operating Expenditure	502201	Salaries	679,309	679,309		26,106			705,415	Increase the budget to account for those staff members who have received back pay relating to the 2012/13 financial year.
		502230	Fines, Enforcements and Registrations	16,000	16,000		(4,000)			12,000	Decrease the budget due to a decrease in the level of fines registration year to date.
		502277	Dog Discs	750	750		750			1,500	Increase the budget to account for Cat Registration Tags as well as Dog Registration Tags due to the introduction of the Cat Act.
		502299	Admin Costs Distributed	134,050	134,050				5,761	139,810	Activity Based Costing distribution
	Operating Revenue										
		502324	Dog Registration	(20,000)	(20,000)		(5,000)			(25,000)	Increase the budget to recognise additional revenue generated from cat registration in line with the new Cat Act.
		502326	Dog Act-Fines & Penalties	(38,000)	(38,000)		(7,000)			(45,000)	Increase the budget based on the level of revenue received year to date.
		502327	Vermin Trap Hire	(500)	(500)		(500)			(1,000)	Increase the budget due to the introduction of the Cat Act.
	Other Public Safety										
	Operating Expenditure										
		503299	Admin Costs Distributed	70,265	70,265				1,180	71,445	Activity Based Costing distribution
	Parking										
	Operating Revenue										
		503331	Impounded Vehicle Charges	(2,000)	(2,000)		(2,000)			(4,000)	Increase the budget based on the level of revenue received year to date from impounded vehicle charges.
	SES/Emergency Management										
	Operating Expenditure										
		505299	Admin Costs Distributed	26,180	26,180				440	26,620	Activity Based Costing distribution

Bus. Unit	Rev or Exp Type	Account Number	Account Description	Original Budget	Revised Budget	Carry Over from 12/13	September Budget Adjustments	Council Approvals	Accounting Adjustments	Amended Budget September Review	Rationale
Aboriginal Health											
Health Inspection & Admin											
	Operating Expenditure	702262	Subscriptions	600	600		26				
		702270	Coordinator of Environmental Health Vehicle Expenses	10,000	10,000		(2,000)			626	Increase the budget to match actual expenditure incurred year to date as no further expenditure is anticipated this financial year.
		702289	Minor Equipment (was Calibration)	1,000	1,000		5,000			8,000	Decrease the budget based on the level of expenditure incurred year to date.
		702299	Admin Costs Distributed	89,819	89,819				(794)	6,000	Increase the budget to recognise the expenditure associated with a \$5,000 grant received from UWA/Department of Health for an Anti-Smoking Initiative. This account is offset with an increase in the revenue account #702330 Reimb. - Private Works.
	Operating Revenue	702326	Licence-Lodging House	(4,429)	(4,429)		203				
		702329	Licences - Caravan Parks	(5,206)	(5,206)		238			(4,226)	Decrease the budget to match the statutory fee of \$4,226.
		702330	Reimb. - Private Works	(591)	(591)		(5,000)			(4,968)	Decrease the budget to match the statutory fee of \$4,968.
										(5,591)	Increase the budget to recognise a \$5,000 grant from UWA/Department of Health for an Anti-Smoking Initiative. This account is offset with an increase in the expenditure account #702289 Minor Equipment.
Pest Control											
	Operating Expenditure	703299	Admin Costs Distributed	3,699	3,699				62	3,762	Activity Based Costing distribution
	Operating Revenue	703324	CLAG Reimbursements - Mosquito Control	(2,000)	(2,000)		(5,381)			(7,381)	Increase the budget to match actual revenue received year to date.
Environmental Health											
	Operating Expenditure	705280	Foreshore Rehabilitation	10,000	10,000		6,364			16,364	Increase the budget due to additional contributions from Marine & Civil Pty Ltd.
	Operating Revenue	705330	Contributions - Foreshore Rehabilitation	0	0		(6,364)			(6,364)	Increase the budget to recognise additional contributions from Marine & Civil Pty Ltd.
Len Taplin Day Care											
	Operating Expenditure	803232	Building Maintenance	5,000	5,000		4,800			9,800	The increase is to budget for the purchase of a new water sub-meter to allow on-charging
	Operating Revenue	803331	Len Taplin Reimbursement	(2,247)	(2,247)		(2,000)			(4,247)	
Rose Nowlers Day Care											
Pilbara Family Day Care											
Retirement Village											
Aged Care											
Other Welfare											

Bus. Unit	Rev or Exp Type	Account Number	Account Description	Original Budget	Revised Budget	Carry Over from 12/13	September Budget Adjustments	Council Approvals	Accounting Adjustments	Amended Budget September Review	Rationale	
<u>Community Services & Development</u>												
	Operating Expenditure											
		813275	Caravan Park & Backpackers Site Feasibility	14,320	14,320		(14,320)			(0)	These funds will be reallocated to the BHP Reserve, reflected in account #813399 T/F from BHP Reserve.	
		813276	Golf & Turf Club Redevelopment & Co-Location - BHP	76,627	76,627		(17,181)			59,446	Decrease the budget to match the actual level of expenditure incurred as the project is now finalised. These funds will be transferred back to the BHP Reserve.	
		813282	DAIP	0	0	4,455				4,455	Increase the budget to carry forward \$4,455 to match actual expenditure incurred due to the DAIP being completed in 2013/14.	
		813299	Admin Costs Distributed	190,272	190,272				(956)	189,316	Activity Based Costing distribution	
	Non Operating Revenue											
		813399	T/F from BHP Reserve	(505,947)	(505,947)		31,501			(474,446)	Increase the budget to recognize \$17,181 from account #813276 Golf & Turf Club Redevelopment & Co-location and \$14,320 from account #813275 Caravan Park & Backpackers Site Feasibility. These funds are either no longer required or the project has been finalised. Therefore, these funds will be reallocated to the BHP Reserve as 'Unallocated' funds.	
<u>GP Housing</u>												
	Operating Expenditure											
		816299	Admin Costs Distributed	55,095	55,095				925	56,020	Activity Based Costing distribution	
	Non Operating Expenditure											
		816401	Housing Construction	0	0		9,870			9,870	The budget increase serves to match actuals as the project is now complete	
<u>Staff Housing</u>												
	Operating Expenditure											
		901234	Unspecified Maintenance	40,000	40,000		(15,000)			25,000	The decrease is a reflection of minimal maintenance required for the financial year, based on current expenditure levels	
		901251	Admin Costs Distributed	403,410	403,410				(1,576)	401,833	Activity Based Costing distribution	
		901256	115 Athol Street - Sch 11	17,000	17,000		(3,000)			14,000	The budget is decreased due to savings attained from the amount initially budgeted for the property. The amount of painting required was less than expected	
		901265	29B Gratwick Street - Sch 14	16,500	16,500		(12,000)			4,500	Painting for this property has been reassessed and as a result deferred to a time that would be considered more convenient for the existing tenants. There is no impact on the asset, hence the savings.	
		901266	29A Gratwick Street - Sch 4	16,500	16,500		(12,000)			4,500	Painting for this property has been reassessed and as a result deferred to a time that would be considered more convenient for the existing tenants. There is no impact on the asset, hence the savings.	
		901277	57A Lukis Street - Sch 13	4,500	4,500		10,600			15,100	The increase is to cater for all the painting, air conditioning repairs and relevant touch ups, since property will be vacant in the short run	
		901281	3 Mitchie Crescent - Sch 3	14,500	14,500		(10,000)			4,500	Painting for this property has been reassessed and as a result deferred to a time that would be considered more convenient for the existing tenants. There is no impact on the asset, hence the savings.	
		901283	32 Mosely Street - Sch 14	15,000	15,000		(7,500)			7,500	Painting for this property has been reassessed and as a result deferred to a time that would be considered more convenient for the existing tenants. There is no impact on the asset, hence the savings.	
		901285	82 Sutherland Street - Sch 4	13,500	13,500		(6,000)			7,500	The painting required for this property was significantly less than anticipated, hence the savings	
		901296	14 Koolama Crescent - Sch 5	4,500	4,500		500			5,000	The increase is to allow for the air conditioning repairs that are required for this property	
	Non Operating Expenditure											

Bus. Unit	Rev or Exp Type	Account Number	Account Description	Original Budget	Revised Budget	Carry Over from 12/13	September Budget Adjustments	Council Approvals	Accounting Adjustments	Amended Budget September Review	Rationale
		1004328	General Tipping Fees	(2,100,000)	(2,100,000)		(400,000)			(2,500,000)	The budget increase reflects a rise in the frequency of use for the landfill for general tipping services
		1004329	Hazardous Waste-Asbestos	(600,000)	(600,000)		(400,000)			(1,000,000)	The budget increase reflects a rise in the frequency of use for the landfill for hazardous waste-asbestos disposal
		1004332	Reimbursements	0	0		(200)			(200)	The increase in the budget reflects revenue anticipated for the 13/14 Financial Year, based on actuals received to date
		1004333	Dept Planning Funding	(750,000)	(750,000)		(250,000)			(1,000,000)	The 12/13 payment was not received, therefore the budget increase to \$1m is to account for the missed payment. We have actually received funding of \$184,300 instead of original \$250,000 however original invoice has incorrectly been credited twice. FINANCE to fix.
	Non Operating Expenditure										
		1004498	T/F to Waste Management Reserve	9,052,999	9,052,999		697,901			9,750,900	Increase the T/F to the Waste Management Reserve as a result of a positive movement in the Landfill business unit.
	Non Operating Revenue										
		1004389	T/F From Waste Management Reserve	(7,585,880)	(7,585,880)	(41,866)				(7,627,746)	The budget increase represents a carry forward from the 12/13 financial year. This is funded by grant income.
	Operating Expenditure										
		1005299	Admin Costs Distributed	94,353	94,353				1,585	95,938	Activity Based Costing distribution
	Non Operating Revenue										
		1005389	T/F From Waste Management Reserve	(719,224)	(719,224)		(1,585)			(720,809)	Increase in budget reflects a reserve transfer from the Sanitation Business Unit to fund a negative budget movement
	Operating Expenditure										
		1006243	Telephone Charges	3,000	3,000		3,000			6,000	Increase the budget to match actual expenditure year to date with a forecast for the remainder of the financial year.
		1006256	Refund Of Planning Fees	10,000	10,000		20,000	10,000		40,000	Increase the budget following the Council Resolution for the Youth Involvement Council (\$10,000) and for the modification of the landing development proposal.
		1006268	Northern Planning Project	250,000	250,000	250,000				500,000	Increase the budget to recognise a carry forward from the 2012/13 financial year.
		1006299	Admin Costs Distributed	333,623	333,623				47,887	381,510	Activity Based Costing distribution
	Operating Revenue										
		1006323	Northern Planning Project Income	(250,000)	(250,000)	(250,000)				(500,000)	Increase the budget to recognise a carry forward from the 2012/13 financial year.
		1006325	Advertising - Fees, Reimbursements etc.	(100,000)	(100,000)		(35,000)			(135,000)	Increase the budget based on actual revenue received year to date.
		1006342	Legal and Fine Revenue	(50,000)	(50,000)		(50,000)			(100,000)	Increase the budget based on actual revenue received year to date with a forecast for the remainder of the financial year.
	Other Community Amenities										
	Operating Expenditure										
		1007280	PUPP Underground Power Contributions	0	0	3,630,000				3,630,000	Increase the budget to recognise the PUPP Underground Power Contributions. This is offset with a Balance Sheet adjustment.
	Port Headland Cemetery										
	Non Operating Expenditure										

Bus. Unit	Rev or Exp Type	Account Number	Account Description	Original Budget	Revised Budget	Carry Over from 12/13	September Budget Adjustments	Council Approvals	Accounting Adjustments	Amended Budget September Review	Rationale
		1009482	Cemetery Beach Park - BHP	483,224	483,224		(456,420)			26,804	There was a total funding of \$1.5m in 10/11 for the whole project, and the total expenditure in the last three Financial Years was \$1,023,195.66, hence a balance of \$476,804.34. A total of \$450K will be returned to the BHP Reserve, leaving ToPH with a budget of \$26,804 for Cemetery Beach. This will be offset in the BHP Reserve, GL 1009390
		1009483	Cemetery Beach Park	70,000	70,000	29,224				99,224	The budget increase represents a carry forward from the 12/13 Financial Year
	Non Operating Revenue	1009390	T/F from BHP Reserve	(823,224)	(823,224)		456,420			(366,804)	The budget decrease represents an offset in the BHP Reserve transfer in GL 1009482
<u>South Hedland Cemetery</u>	Operating Expenditure	1009299	Admin Costs Distributed	13,269	13,269				223	13,492	Activity Based Costing distribution
<u>Public Conveniences</u>	Operating Expenditure	1010233	Building Maintenance	42,500	42,500		5,000			47,500	The increase reflects additional maintenance required for the toilet at DeGrey
		1010299	Admin Costs Distributed	25,919	25,919				1,203	27,122	Activity Based Costing distribution
<u>Other Community Amenities</u>										0	
<u>Community & Event Services</u>	Operating Expenditure	811249	Meetings-Advertising/Promotion	8,000	8,000		(2,000)			6,000	Decrease the budget based on the current level of expenditure year to date and forecasted expenditure for the next quarter.
		811266	Manager Community Development expenses	0	0		3,500			3,500	Apply a budget for the Manager of Community Development vehicle expenses.
		811298	Community Integration Working Group Expenses	0	0		200,000			200,000	Increase the budget to recognise BHP Partnership funding of \$200,000.
		811299	Admin Costs Distributed	338,892	338,892				5,923	344,815	Activity Based Costing distribution
	Operating Revenue	811325	Community Bus Hire	(1,000)	(1,000)		(1,000)			(2,000)	Increase the budget based on the actual level of revenue received year to date.
	Non Operating Revenue	811400	T/F from BHP Reserve	(200,000)	(200,000)		(200,000)			(400,000)	Increase the budget to recognise BHP Partnership funding of \$200,000.
<u>Court House & Community Arts</u>	Operating Expenditure	812299	Admin Costs Distributed	68,338	68,338				1,148	69,486	Activity Based Costing distribution
	Non Operating Expenditure	812411	Building Improvements	179,188	179,188		(80,000)			99,188	The decrease reflects savings attained since the refurbishment project for the Courthouse has reached completion stage.
	Non Operating Revenue	812398	T/F from Community Facilities Reserve	(179,188)	(179,188)		80,000			(99,188)	The decrease reflects the corresponding Reserve transfer for the refurbishment project for the Courthouse. This will be offset in GL 812411
<u>Port Hedland Civic Centre</u>	Operating Expenditure	1102299	Admin Costs Distributed	113,897	113,897				1,913	115,810	Activity Based Costing distribution

Bus. Unit	Rev or Exp Type	Account Number	Account Description	Original Budget	Revised Budget	Carry Over from 12/13	September Budget Adjustments	Council Approvals	Accounting Adjustments	Amended Budget September Review	Rationale
<u>JD Harold Centre</u>											
	Operating Expenditure										
		1104201	Salaries	492,002	492,002		5,550			497,552	Increase the budget by \$1,370 for additional staff for after hours hire. This is offset in the revenue account #1104352 Casual Hire. Increase the budget by an additional \$4,180 for the salary expenditure associated with running the Siam program, originally budgeted for within account #811268 Youth Events & Programs.
		1104246	Minor Equipment	10,000	10,000		10,000			20,000	Increase the budget to recognise additional operating expenditure associated with minor equipment. This has been transferred from the non-operating account #1104420 Furniture & Equipment.
		1104299	Admin Costs Distributed	268,020	268,020				6,889	274,910	Activity Based Costing distribution
	Operating Revenue			0	0						
		1104331	Reimbursements/sponsorship				(1,818)			(1,818)	Increase the budget to recognise \$1,818 of DSR funding received in the 2012/13 financial year as the program runs over two financial years.
		1104352	Casual Hire	(60,000)	(60,000)		(1,370)			(61,370)	Increase the budget by \$1,370 for additional staff for after hours hire. This is offset in the expenditure account #1104201 Salaries.
	Non Operating Expenditure										
		1104420	Furniture and Equipment	10,000	10,000		(10,000)			(0)	Decrease this budget and increase account #1104246 Minor Equipment to recognise expenses as operating expenditure rather than non-operating expenditure.
<u>Swimming Areas/Beaches</u>											
	Operating Expenditure										
		1105278	Turtle Boardwalk Maintenance	6,253	6,253	13,883				20,136	The budget increase represents a carry forward from the 12/13 Financial Year.
		1105299	Admin Costs Distributed	28,859	28,859				2,616	31,475	Activity Based Costing distribution
	Non Operating Expenditure										
		1105426	Turtle Boardwalk	0	0	20,556				20,556	The budget increase represents a carry forward from the 12/13 financial year for contract retentions relating to prior year works.
<u>Wanangkura Stadium</u>											
	Operating Expenditure										
		1122232	Utilities Wanangkura Stadium	0	0		16,500			16,500	Allocate a budget to recognise the expenditure associated with ELGAS and Telstra charges. This is offset with the revenue account #1122352 Utilities Reimbursement.
		1122236	Electricity Charges	245,158	245,158		150,743			395,901	Increase the budget for electricity costs relating to the 2012/13 financial year which were not accrued. The corresponding revenue account #1122352 has also been increased to reflect this adjustment.
		1122299	Admin Costs Distributed	359,574	359,574				29,184	388,758	Activity Based Costing distribution
	Operating Revenue										
		1122352	Utilities Reimbursement	(265,158)	(265,158)		(167,243)			(432,401)	Increase the budget by \$150,743 to offset account #1122236 Electricity Charges for electricity costs from the 2012/13 financial year which were not accrued. Increase the budget by an additional \$16,500 to offset the Utilities Wanangkura Stadium account #1122232 for the ELGAS and Telstra charges. The original budget also includes \$20,000 for water consumption.
<u>Marquee Park</u>											
	Operating Expenditure										
		1123299	Admin Costs Distributed	354,095	354,095				5,948	360,043	Activity Based Costing distribution
<u>Gratwick Aquatic Centre</u>											

Bus. Unit	Rev or Exp Type	Account Number	Account Description	Original Budget	Revised Budget	Carry Over from 12/13	September Budget Adjustments	Council Approvals	Accounting Adjustments	Amended Budget September Review	Rationale
	Operating Expenditure	1106299	Admin Costs Distributed	143,475	143,475				7,199	150,674	Activity Based Costing distribution
	Operating Revenue	1106390	Government Grant	(3,000)	(3,000)		3,000			0	Remove this budget as WALGA has announced that this grant will not be made available in the 2013/14 financial year.
South Hedland Aquatic Centre	Operating Expenditure	1107299	Admin Costs Distributed	178,749	178,749				(1,787)	176,962	Activity Based Costing distribution
	Operating Revenue	1107393	Government Grant	(3,000)	(3,000)		3,000			0	Remove this budget as WALGA has announced that this grant will not be made available in the 2013/14 financial year.
Rec Admin	Operating Expenditure	1108254	Kidsport	55,000	55,000	2,311				57,311	Increase this budget to carry forward Department of Sport and Recreation (DSR) grant funding from the 2012/13 financial year.
		1108257	Multi Purpose Recreation Centre Operating Costs	0	0		5,610			5,610	Increase the budget to account for an amount which was not accrued into the 2012/13 financial year.
		1108259	MPRC Opening - BHP	69,691	69,691		(69,691)			(0)	Reduce this budget to reallocate BHP funding to 'Unallocated' funds within the BHP Reserve.
		1108263	Minor Events	12,000	12,000		11,500			23,500	Increase this budget to recognise additional sponsorship for the Hedland Community Awards which is offset with the revenue account #1108333 Reimbursements - Rec Admin
		1108268	Project Communications & Media	0	0		1,086			1,086	Increase the budget to offset an accrual error which arose due to issuing a credit note in the 2012/13 financial year.
		1108276	Master Plans	250,000	250,000	7,631				257,631	Increase the budget to carry forward grant funding from the 2012/13 financial year from Lottery West and Atlas Iron
		1108299	Admin Costs Distributed	229,265	229,265				(2,529)	226,736	Activity Based Costing distribution
	Operating Revenue	1108321	Contributions	0	0		(8,000)			(8,000)	Increase this budget to recognise the remaining Atlas Iron Ltd Funds which are yet to be allocated to a project. These funds will be allocated to the 'Unspent Grant Reserve'.
		1108333	Reimbursements - Rec Admin	(94,000)	(94,000)		(11,500)			(105,500)	Increase this budget to recognise additional sponsorship for the Hedland Community Awards which is offset with the expenditure account #1108263 Minor Events
		1108347	Grant- Masterplan	(250,000)	(250,000)		(81,000)			(331,000)	Increase the budget to recognise additional grant funding from the Department of Regional Development, Lottery West and Well Played Golf Consultancy.
	Non-Operating Expenditure	1108422	Multi Purpose Recreation Centre - Civil Works	0	0	25,633				25,633	The budget increase represents a carryover from the 12/13 financial year
		1108423	Multi Purpose Recreation Centre	800,000	800,000	81,862				881,862	The budget increase reflects a carryover from the 12/13 financial year
		1108497	T/F to Unspent Grant Reserve	0	0		8,000			8,000	Increase the budget to allocate \$8,000 to the Unspent Grant Reserve from account #1108321 Contributions for the remaining Atlas Iron Ltd Funds which are yet to be allocated to a project.
	Non-Operating Revenue	1108398	T/F from BHP Reserve	(78,081)	(78,081)		69,691			(8,390)	Increase the budget to recognise \$69,691 from account #1108259 MPRC Opening - BHP. These funds are either no longer required or the project has been finalised. Therefore, these funds will be reallocated to the BHP Reserve as 'Unallocated' funds.

Bus. Unit	Rev or Exp Type	Account Number	Account Description	Original Budget	Revised Budget	Carry Over from 12/13	September Budget Adjustments	Council Approvals	Accounting Adjustments	Amended Budget September Review	Rationale
<u>Youth Services</u>											
	Operating Expenditure	811268	Youth Events and Programs	20,100	20100		(4,180)			15,920	Decrease the budget by \$4,180 and increase account #1104201 JD Hardie Salaries for the salary expenditure associated with running the Siam program, originally budgeted for within this account.
		1103233	Andrew McLaughlin Community Centre - Maintenance	2,000	2,000		3,000			5,000	Additional maintenance is required at the Andrew McLaughlin Community Centre as well as the emergency lighting which needs to be repaired.
		1103299	Admin Costs Distributed	11,382	11,382				10	11,392	Activity Based Costing distribution
<u>Port Hedland Sportsgrounds</u>											
	Operating Expenditure	1109299	Admin Costs Distributed	106,709	106,709				1,792	108,501	Activity Based Costing distribution
	Operating Revenue	1109331	Reimbursement Of Utility Charges	(13,000)	(13,000)		(2,000)			(15,000)	Increase the budget to reflect the level of revenue expected to be received this financial year from the reimbursement of utility charges.
	Non Operating Expenditure	1109450	Collin Matheson Oval Upgrade - BHP	227,660	227,660	(120)				227,540	The budget increase represents a carry forward from the 12/13 financial year
<u>South Hedland Sportsgrounds</u>											
	Operating Expenditure	1111299	Admin Costs Distributed	173,258	173,258				2,910	176,168	Activity Based Costing distribution
	Non Operating Expenditure	1110401	Faye Gladstone Netball Courts	0	0	20,077				20,077	Increase the budget to carry forward \$20,077 from Compass Group which was received in the 2012/13 financial year.
		1110407	Marie Marland Oval Reserve	1,063,000	1,063,000	44,364				1,107,364	The budget increase represents a carry forward from the 12/13 financial year
<u>Port & South Sports Grounds - P&G</u>											
	Operating Expenditure	1115299	Admin Costs Distributed	714,455	714,455				10,618	725,073	Activity Based Costing distribution
	Operating Revenue	1111355	Marquee Park Defect Remediation	0	0	(284,604)				(284,604)	The budget increase represents a carry forward from the 12/13 financial year, the contract was not closed out in 12/13
	Non Operating Expenditure	1111407	Marquee Park Defect Remediation	0	0	171,025	(187,729)			171,025	The budget increase represents a carry forward from the 12/13 financial year
		1111405	Marquee Park Development - BHP	367,300	367,300					179,571	The budget decrease is to correct an error in the original budget as this project spans multiple financial years.
		1111439	Marquee Park Development	0	0	157,690				157,690	The budget increase represents a carry forward from the 12/13 financial year
		1111438	Koombana Park Development	700,000	700,000	17,884	205,527			923,411	Increase the budget to reflect interest earned on RFR monies over the 2012/13 totalling \$205,257 and carry forward from 2012/13 of \$17,884.
		1111455	SHBTC - RFR	2,350,000	2,350,000	150,000				2,500,000	The budget increase represents a carry forward from the 12/13 financial year
		1111457	SHBTC Redevelopment BHP	898,436	898,436	30,436				928,872	The budget increase represents a carry forward from the 12/13 financial year. The increase in Reserves will be offset in GL 1111390
	Non Operating Revenue	1111390	T/F from BHP Reserve	(1,265,736)	(1,265,736)	(30,436)	187,729			(1,108,443)	The budget decrease represents a corresponding reserve transfer from GL1111405 & GL 1111457
		1111392	T/F from Royalties for Regions Reserve	0	0		(927,208)			(927,208)	Increase the budget to recognise RFR funding and the corresponding interest earned over the 2012/13 financial year.
		New Account	T/F from Unspent Grants Reserve	0	0	(150,000)				(150,000)	The budget increase represents a carry forward from the 12/13 financial year

Bus. Unit	Rev or Exp Type	Account Number	Account Description	Original Budget	Revised Budget	Carry Over from 12/13	September Budget Adjustments	Council Approvals	Accounting Adjustments	Amended Budget September Review	Rationale	
<i>Port Hedland Library</i>												
	Operating Expenditure											
		1116263	Replacement Of Lost Books	3,000	3000		(1,000)			2,000	Reduce the budget based on the level of expenditure incurred year to date.	
		1116299	Admin Costs Distributed	39,608	39,608				512	40,120	Activity Based Costing distribution	
<i>South Hedland Library</i>												
	Operating Expenditure											
		1117263	Replacement Of Lost Books	3,000	3,000		(1,000)			2,000	Reduce the budget based on the level of expenditure incurred year to date.	
		1117284	Library Promotion	9,000	9,000		(1,500)			7,500	Reduce the budget based on the anticipated level of expenditure due to savings identified through the use of generic library bags rather than TOPH printed bags.	
		1117299	Admin Costs Distributed	105,598	105,598				1,390	106,988	Activity Based Costing distribution	
	Operating Revenue									0		
		1117326	Overdue Items Charge	(450)	(450)		(1,800)			(2,250)	Combine the four revenue accounts: Overdue Items Charge, Recovery of Cost of Lost Books, Replacement Lost M/Ship Cards and Miscellaneous Sundry Receipts into one revenue account: South Hedland Library Charges. Increase combined revenue budget by \$550, based on revenue received year to date. The account name is to be updated subsequent to the Council Meeting.	
		1117328	Recovery Of Cost Of Lost Books	(1,000)	(1,000)		1,000			0	Combine the four revenue accounts: Overdue Items Charge, Recovery of Cost of Lost Books, Replacement Lost M/Ship Cards and Miscellaneous Sundry Receipts into one revenue account: South Hedland Library Charges. Increase combined revenue budget by \$550, based on revenue received year to date. The account name is to be updated subsequent to the Council Meeting.	
		1117330	Replacement Lost M/Ship Cards	(100)	(100)		100			0	Combine the four revenue accounts: Overdue Items Charge, Recovery of Cost of Lost Books, Replacement Lost M/Ship Cards and Miscellaneous Sundry Receipts into one revenue account: South Hedland Library Charges. Increase combined revenue budget by \$550, based on revenue received year to date. The account name is to be updated subsequent to the Council Meeting.	
		1117350	Miscellaneous Sundry Receipts	(150)	(150)		150			0	Combine the four revenue accounts: Overdue Items Charge, Recovery of Cost of Lost Books, Replacement Lost M/Ship Cards and Miscellaneous Sundry Receipts into one revenue account: South Hedland Library Charges. Increase combined revenue budget by \$550, based on revenue received year to date. The account name is to be updated subsequent to the Council Meeting.	
<i>Non Operating Expenditure</i>												
		1117412	South Hedland Library Upgrades	0	0	24,500				24,500	This budget increase represents a carry forward into the 2013/14 financial year.	
		1117414	SH Library & Community Centre - RFR	0	0	665,000				665,000	This budget increase represents a carry forward into the 2013/14 financial year.	
<i>Non Operating Revenue</i>												
		1117388	T/F from Community Facilities Reserve	0	0	(24,500)				(24,500)	This budget increase represents a carry forward into the 2013/14 financial year.	
		New Account	T/F from Unspent Grants Reserve	0	0	(665,000)				(665,000)	This budget increase represents a carry forward into the 2013/14 financial year.	
<i>Matt Dann Cultural Services</i>												
	Operating Expenditure											
		1118237	Minor Equipment	0	0		8,000			8,000	Apply a budget to recognise the operating expenditure associated with minor equipment. This has been transferred from the non-operating account #1118423 Minor Equipment.	

Bus. Unit	Rev or Exp Type	Account Number	Account Description	Original Budget	Revised Budget	Carry Over from 12/13	September Budget Adjustments	Council Approvals	Accounting Adjustments	Amended Budget September Review	Rationale	
		1204299	Admin Costs Distributed	410,597	410,597				7,935	418,532	Activity Based Costing distribution	
<i>Infrastructure Mtce Engineering</i>												
	Operating Expenditure											
		1204282	Street and Road signs	324,866	324,866		(25,000)			299,866	The budget decrease reflects savings attained in staff time initially budgeted for in 'Street and Road signs'. The reduction is due to process improvements in works being carried out on capital projects	
		1206278	Roadworks-General Maintenance	619,505	619,505		(25,000)			594,505	The budget decrease reflects savings attained in staff time from initially budgeted amount in 'Roadworks- General Maintenance'.	
		1206299	Admin Costs Distributed	428,575	428,575				(1,860)	426,714	Activity Based Costing distribution	
<i>Inf Mtce Rd Verag</i>												
	Operating Expenditure											
		1207285	Street Tree Maintenance	163,485	163,485		(10,000)			153,485	Due to a large number of process improvements, there are savings obtained in this project	
		1207299	Admin Costs Distributed	61,266	61,266				(506)	60,760	Activity Based Costing distribution	
<i>Plant Purchases</i>												
	Non Operating Expenditure											
		1208440	Heavy Vehicles & Plant	765,000	765,000		(100,000)			665,000	The budget decrease reflects savings obtained on the purchase of vehicles, since the prices of trucks have come down. The purchase of the forklift was cheaper than expected. ToPH is in the process of standardising fleet specifications and process improvement of buying in bulk to assist with savings.	
		1208443	Light Vehicle Replacement	262,000	262,000		25,000			287,000	The increase in the budget is to match the current expenditure rate on light vehicle repairs. This will be offset in insurance under 'Reimbursement of Claims' in GL 1407333	
<i>Airport Administration</i>												
	Operating Expenditure											
		1210213	Protective Clothing	10,000	10,000		5,000			15,000	Increase the budget as the existing protective clothing is currently non-compliant. This \$5,000 increase has come from a reduction in account #404213 Staff Uniforms.	
		1210214	Airport Recruitment	10,000	10,000		90,000			100,000	Increase the budget to \$100,000 to cover the associated travel costs for the Program Director of Airport Redevelopment. The initial budget should have been \$100,000.	
		1210220	Training and Conferences	32,000	32,000		10,000			42,000	Increase the budget by \$10,000 to reflect a new regime which requires Airport Reporting Officers to undertake compulsory training.	
		1210253	Land Development Costs	50,000	50,000		50,000			100,000	Increase the budget by \$50,000 based on the level of expenditure incurred year to date.	
		1210265	ASIC Card Expense	4,000	4,000		3,000			7,000	Increase the budget by \$3,000 to reflect Aviation Security Identification Cards (ASIC) being purchased due to the increase in the number of projects being undertaken.	
		1210272	Management Plans	37,000	37,000		113,000			150,000	Increase the budget to reflect an increase in the level of expenditure incurred due to the number of bird strikes and the associated management in line with Aviation compliance requirements.	
		1210273	Airport Development Officer Vehicle Expenses	0	0		3,500			3,500	Apply a budget of \$3,500 for the Airport Development Officer's vehicle expenses.	
		1210281	Airport Owners Assoc'N Fees	6,000	6,000		150			6,150	Increase the budget to match actual expenditure incurred year to date as no further expenditure is anticipated this financial year.	
		1210299	Admin Costs Distributed	1,448,782	1,448,782				(206,998)	1,241,784	Activity Based Costing distribution	
										0		
	Operating Revenue									0		
		1210338	Business Pass Cards Paid Parking	(2,000)	(2,000)		(3,000)			(5,000)	Increase the budget based on the revenue received year to date.	

Bus. Unit	Rev or Exp Type	Account Number	Account Description	Original Budget	Revised Budget	Carry Over from 12/13	September Budget Adjustments	Council Approvals	Accounting Adjustments	Amended Budget September Review	Rationale
	Non Operating Expenditure	1210409	Refurbish Quarantine Incinerator	300,000	300,000		300,000			600,000	Combine the accounts #1210409 'Refurbish Quarantine Incinerator' and #1210411 'Re-Site Quarantine Facility' and update the account name to 'Replace Incinerator Facility'.
		1210411	Re-Site Quarantine Facility	300,000	300,000		(300,000)			0	Combine the accounts #1210409 'Refurbish Quarantine Incinerator' and #1210411 'Re-Site Quarantine Facility' and update the account name to 'Replace Incinerator Facility'.
		1210451	Building Upgrades	250,000	250,000	114,070				364,070	The budget increase represents a carryover from the 12/13 financial year for building upgrades at the Airport.
		1210453	Bus Parking	150,000	150,000		150,000			300,000	Increase the budget based on the level of expenditure incurred year to date.
		1210476	Apron Lighting Upgrades	90,000	90,000		(90,000)			0	Transfer the budget of \$90,000 to #1210484 Car Park Lighting.
		1210484	Car Park Lighting	131,656	131,656		115,913			247,569	Transfer the budget of \$90,000 from #1210476 Apron Lighting Upgrades. Increase the budget by \$25,913 for non-operating expenditure currently allocated against the operating expenditure account #1210262 Paid Parking Expenses.
		1210498	T/F To AP Capital Reserve	21,380,130	21,380,130		(114,652)			21,265,478	The decrease is a Reserve transfer which reflects a negative movement in the Airport Business Unit
	Non Operating Revenue										
		1210397	Sale / Trade In - Veh/Plant	(10,000)	(10,000)		(5,000)			(15,000)	Increase the budget to match actual revenue received year to date.
		1210398	T/F From Ap Capital Works Res	(31,468,668)	(31,442,275)	(114,070)	(170,913)			(31,727,258)	The adjustment is a reserve transfer which will fund all the non operating expenditure in the Airport Business Unit
Airport Maintenance	Operating Expenditure										
		1211251	Airconditioning Terminal	75,000	75,000		25,000			100,000	Increase the budget by \$25,000 based on the current level of expenditure incurred year to date.
Airport Plant Operating	Operating Expenditure										
		1212276	Fuel & Oil	48,292	48,292		25,000			73,292	Increase the budget by \$25,000 based on the level of fuel and oil anticipated to be required this financial year.
Building Control	Operating Expenditure										
		1302299	Admin Costs Distributed	100,883	100,883				836	101,719	Activity Based Costing distribution
	Operating Revenue										
		1302327	Swimming Pool Inspection Levy	(12,500)	(12,500)		2,444			(10,056)	Reduce the budget to match actual revenue received year to date as no further revenue is anticipated in the 2013/14 financial year.
Admin Building Overheads	Operating Expenditure										
		1214241	Office Expenses	25,000	25,000		(7,500)			17,500	The decrease represents savings anticipated in this area.
Tourism & Area Promotion	Operating Expenditure										
		1301299	Admin Costs Distributed	56,055	56,055				942	56,997	Activity Based Costing distribution
Economic Development	Operating Expenditure										
		1304250	Land Development Costs	200,000	200,000	49,875				249,875	Increase the budget to recognise carry forward from the 2012/13 financial year.
		1304271	Manager Investment & Business Vehicle expenses	0	0		3,500			3,500	Apply a budget of \$3,500 for the Manager of Investment & Business vehicle expenses.

Bus. Unit	Rev or Exp Type	Account Number	Account Description	Original Budget	Revised Budget	Carry Over from 12/13	September Budget Adjustments	Council Approvals	Accounting Adjustments	Amended Budget September Review	Rationale
		1304299	Admin Costs Distributed	341,746	341,746				13,935	355,681	Activity Based Costing distribution
	<u>Other Economic Services</u>										
	<u>Private Works</u>									0	
	<u>Public Works Overheads</u>									0	
	Operating Expenditure										
		1402299	Admin Costs Distributed	457,256	457,256				7,680	464,936	Activity Based Costing distribution
		1402551	Less Alloc To Wks & Services	(3,416,166)	(3,416,166)		(7,681)			(3,423,847)	The increase is to recoup expenses for the Public Works Overheads
	<u>Building Maintenance</u>										
	Operating Expenditure										
		1408299	Admin Costs Distributed	59,965	59,965				(8,205)	51,761	Activity Based Costing distribution
	<u>Plant Operating Costs</u>										
	Operating Expenditure										
		1403201	Mechanic Wages	490,895	490,895		64,000			554,895	Transfer \$64,000 from account #1403282 'Workshop Operating Costs' to recognise Mechanic Wages expenditure.
		1403277	Workshop Oil, Grease & Gas	8,000	8,000		42,000			50,000	There has been an increase in expenditure for the workshop oil, grease and gas for the Depot since the initial budget was adopted, hence the budget increase
		1403280	Vehicle Licences	5,500	5,500		14,500			20,000	Licence renewals are due on the 30th of June each year, and based on last year's actuals of \$14,970, the current budget in this GL needs to be increased
		1403282	Workshop Operating Costs	110,980	110,980		(64,000)			46,980	Transfer \$64,000 to account #1403201 to recognise the expenditure associated with Mechanic Wages.
		1403555	Less Allocations To Works	(1,325,710)	(1,325,710)		(56,500)			(1,382,210)	The increase is to recoup expenses from the Plant Operating Costs
	<u>Salaries & Wages</u>										
	<u>Other Unclassified</u>										
	Operating Revenue										
		1407333	Reimbursement Of Claims	(20,000)	(20,000)		(25,000)			(45,000)	Increase the budget by \$25,000 based on the level of expenditure incurred in the offsetting account #1208443 'Light Vehicle Replacement' year to date, resulting in an expected increase in the 'Reimbursement of Claims'.
	TOTAL			(3,324,507)	(3,298,114)	4,332,269	(951,420)	160,000	(0)	242,735	
	Less: Balance Sheet Adjustments - Reduction in PUFP Receivables					(2,975,889)					
	Less: T/F from Unspent Loans Reserve			(3,324,507)	(3,298,114)	702,269	(951,420)	160,000	(0)	(3,387,265)	
	GRAND TOTAL										

ATTACHMENT 3 TO ITEM 10.3.1

Business Unit	Rev or Exp Type	Original Budget	Revised Budget	Carry Over from 12/13	September Budget Adjustments	Council Approvals	Accounting Adjustments	Amended Budget September Review
<u>Rates</u>								
	Operating Expenditure	\$164,963	\$164,963	\$0	-\$6,781	\$0	\$952	\$159,134
	Operating Revenue	-\$758,415	-\$758,415	\$0	-\$2,330	\$0	\$0	-\$760,745
<u>Members</u>								
	Operating Expenditure	\$1,117,126	\$1,117,126	\$0	\$0	\$150,000	\$46,682	\$1,313,808
<u>Financial Services</u>								
	Operating Expenditure	-\$2,254,864	-\$2,254,864	\$0	\$0	\$0	\$0	-\$2,254,864
	Operating Revenue	-\$17,000	-\$17,000	\$0	\$3,144	\$0	\$0	-\$13,856
<u>General Purpose Grant</u>								
<u>Finance & Borrowing</u>								
<u>Organisational Development</u>								
	Operating Expenditure	-\$1,385,707	-\$1,385,707	\$0	\$1,800	\$0	\$31,625	-\$1,352,202
<u>Corporate Support - HR</u>								
	Operating Expenditure	-\$1,309,330	-\$1,309,330	\$0	\$23,240	\$0	\$22,205	-\$1,263,885
	Operating Revenue	-\$10,000	-\$10,000	\$0	\$10,000	\$0	\$0	\$0
<u>Corporate Support - ICT</u>								
	Operating Expenditure	-\$2,135,252	-\$2,135,252	\$0	\$30,000	\$0	-\$29,423	-\$2,134,675
	Non-Operating Expenditure	\$252,159	\$252,159	\$35,000	\$0	\$0	\$0	\$287,159
<u>Corporate Support - Information Services</u>								
<u>Corporate Management</u>								
	Operating Expenditure	-\$1,912,142	-\$1,912,142	\$0	\$50,000	\$0	-\$49,696	-\$1,911,838
<u>Marketing & PR</u>								
	Operating Expenditure	-\$1,031,646	-\$1,031,646	\$0	\$0	\$0	\$11,470	-\$1,020,176
<u>Rangers - Fire Prevention</u>								
	Non-Operating Expenditure	\$5,000	\$5,000	\$3,266	\$6,847	\$0	\$0	\$15,113
<u>Rangers - Animal Control</u>								
	Operating Expenditure	\$830,109	\$830,109	\$0	\$22,856	\$0	\$5,761	\$858,726
	Operating Revenue	-\$58,500	-\$58,500	\$0	-\$12,500	\$0	\$0	-\$71,000
<u>Other Public Safety</u>								
	Operating Expenditure	\$70,265	\$70,265	\$0	\$0	\$0	\$1,180	\$71,445
<u>Rangers - Parking</u>								
	Operating Revenue	-\$2,000	-\$2,000	\$0	-\$2,000	\$0	\$0	-\$4,000
<u>SES/Emergency Management</u>								
	Operating Expenditure	\$26,180	\$26,180	\$0	\$0	\$0	\$440	\$26,620
<u>Aboriginal Health</u>								
<u>Health Inspection & Admin</u>								
	Operating Expenditure	\$101,419	\$101,419	\$0	\$3,026	\$0	-\$794	\$103,651
	Operating Revenue	-\$10,226	-\$10,226	\$0	-\$4,559	\$0	\$0	-\$14,785
<u>Pest Control</u>								
	Operating Expenditure	\$3,699	\$3,699	\$0	\$0	\$0	\$62	\$3,762
	Operating Revenue	-\$2,000	-\$2,000	\$0	-\$5,381	\$0	\$0	-\$7,381
<u>Environmental Health</u>								
	Operating Expenditure	\$10,000	\$10,000	\$0	\$6,364	\$0	\$0	\$16,364
	Operating Revenue	\$0	\$0	\$0	-\$6,364	\$0	\$0	-\$6,364
<u>Len Taplin Day Care</u>								
	Operating Expenditure	\$5,000	\$5,000	\$0	\$4,800	\$0	\$0	\$9,800
	Operating Revenue	-\$2,247	-\$2,247	\$0	-\$2,000	\$0	\$0	-\$4,247
<u>Rosa Nowars Day Care</u>								
<u>Pillbong Family Day Care</u>								
<u>Retirement Village</u>								
<u>Aged Care</u>								
<u>Other Welfare</u>								

Business Unit	Rev or Exp Type	Original Budget	Revised Budget	Carry Over from 12/13	September Budget Adjustments	Council Approvals	Accounting Adjustments	Amended Budget September Review
<i>Community Services and Development</i>								
	Operating Expenditure	\$281,219	\$281,219	\$4,455	-\$31,501	\$0	-\$956	\$253,217
	Non-Operating Revenue	-\$505,947	-\$505,947	\$0	\$31,501	\$0	\$0	-\$474,446
<i>GP Housing</i>								
	Operating Expenditure	\$55,095	\$55,095	\$0	\$0	\$0	\$925	\$56,020
	Non-Operating Expenditure	\$0	\$0	\$0	\$9,870	\$0	\$0	\$9,870
<i>Staff Housing</i>								
	Operating Expenditure	\$545,409	\$545,409	\$0	-\$54,400	\$0	-\$1,576	\$489,433
	Non-Operating Expenditure	\$174,000	\$174,000	\$0	\$10,000	\$0	\$0	\$184,000
<i>Waste Management</i>								
	Operating Revenue	-\$126,000	-\$126,000	\$0	\$96,000	\$0	\$0	-\$30,000
	Non-Operating Expenditure	\$703,922	\$703,922	\$0	\$4,000	\$0	\$0	\$707,922
	Non-Operating Revenue	-\$748,560	-\$748,560	\$0	-\$100,000	\$0	\$0	-\$848,560
<i>Waste Collection Classic</i>								
	Operating Expenditure	\$98,214	\$98,214	\$0	\$0	\$0	\$1,650	\$99,863
	Operating Revenue	-\$1,728,000	-\$1,728,000	\$0	-\$178,000	\$0	\$0	-\$1,906,000
	Non-Operating Expenditure	\$4,049,259	\$4,049,259	\$0	\$176,350	\$0	\$0	\$4,225,609
<i>Waste Collection Premium</i>								
	Operating Expenditure	\$36,789	\$36,789	\$0	\$0	\$0	\$618	\$37,407
	Operating Revenue	-\$550,000	-\$550,000	\$0	-\$29,000	\$0	\$0	-\$579,000
	Non-Operating Expenditure	\$572,000	\$572,000	\$0	\$28,382	\$0	\$0	\$600,382
<i>Landfill Business Unit</i>								
	Operating Expenditure	\$1,570,938	\$1,570,938	\$41,866	\$292,616	\$0	\$59,683	\$1,965,104
	Operating Revenue	-\$3,450,000	-\$3,450,000	\$0	-\$1,050,200	\$0	\$0	-\$4,500,200
	Non-Operating Expenditure	\$9,052,999	\$9,052,999	\$0	\$697,901	\$0	\$0	\$9,750,900
	Non-Operating Revenue	-\$7,585,880	-\$7,585,880	-\$41,866	\$0	\$0	\$0	-\$7,627,746
<i>Sanitation Other</i>								
	Operating Expenditure	\$94,353	\$94,353	\$0	\$0	\$0	\$1,585	\$95,938
	Non-Operating Revenue	-\$719,224	-\$719,224	\$0	-\$1,585	\$0	\$0	-\$720,809
<i>Town Planning & Regional Development</i>								
	Operating Expenditure	\$596,623	\$596,623	\$250,000	\$23,000	\$10,000	\$47,887	\$927,510
	Operating Revenue	-\$400,000	-\$400,000	-\$250,000	-\$85,000	\$0	\$0	-\$735,000
<i>Other Community Amenities</i>								
	Operating Expenditure	\$0	\$0	\$3,630,000	\$0	\$0	\$0	\$3,630,000
<i>Port Healdland Cemetery</i>								
	Non-Operating Expenditure	\$553,224	\$553,224	\$29,224	-\$456,420	\$0	\$0	\$126,028
	Non-Operating Revenue	-\$823,224	-\$823,224	\$0	\$456,420	\$0	\$0	-\$366,804
<i>South Healdland Cemetery</i>								
	Operating Expenditure	\$13,269	\$13,269	\$0	\$0	\$0	\$223	\$13,492
<i>Public Conveniences</i>								
	Operating Expenditure	\$68,419	\$68,419	\$0	\$5,000	\$0	\$1,203	\$74,622
<i>Other Community Amenities</i>								
<i>Community & Event Services</i>								
	Operating Expenditure	\$346,892	\$346,892	\$0	\$201,500	\$0	\$5,923	\$554,315
	Operating Revenue	-\$1,000	-\$1,000	\$0	-\$1,000	\$0	\$0	-\$2,000
	Non-Operating Revenue	-\$200,000	-\$200,000	\$0	-\$200,000	\$0	\$0	-\$400,000
<i>Courthouse/Community Arts</i>								
	Operating Expenditure	\$68,338	\$68,338	\$0	\$0	\$0	\$1,148	\$69,486
	Non-Operating Expenditure	\$179,188	\$179,188	\$0	-\$80,000	\$0	\$0	\$99,188
	Non-Operating Revenue	-\$179,188	-\$179,188	\$0	\$80,000	\$0	\$0	-\$99,188
<i>Port Healdland Civic Centre</i>								
	Operating Expenditure	\$113,897	\$113,897	\$0	\$0	\$0	\$1,913	\$115,810
<i>JD Hardie Centre</i>								
	Operating Expenditure	\$770,022	\$770,022	\$0	\$15,550	\$0	\$6,889	\$792,462
	Operating Revenue	-\$60,000	-\$60,000	\$0	-\$3,188	\$0	\$0	-\$63,188
	Non-Operating Expenditure	\$10,000	\$10,000	\$0	-\$10,000	\$0	\$0	-\$0
<i>Swimming Areas/Beaches</i>								
	Operating Expenditure	\$357,336	\$357,336	\$13,883	\$0	\$0	\$8,029	\$379,248
	Operating Revenue	-\$6,000	-\$6,000	\$0	\$6,000	\$0	\$0	\$0
	Non-Operating Expenditure	\$0	\$0	\$20,556	\$0	\$0	\$0	\$20,556

Business Unit	Rev or Exp Type	Original Budget	Revised Budget	Carry Over from 12/13	September Budget Adjustments	Council Approvals	Accounting Adjustments	Amended Budget September Review
<u>Wanangkura Stadium</u>								
	Operating Expenditure	\$604,732	\$604,732	\$0	\$167,243	\$0	\$29,184	\$801,159
	Operating Revenue	-\$265,158	-\$265,158	\$0	-\$167,243	\$0	\$0	-\$432,401
<u>Marquee Park</u>								
	Operating Expenditure	\$354,095	\$354,095	\$0	\$0	\$0	\$5,948	\$360,043
<u>Recreation Administration</u>								
	Operating Expenditure	\$615,956	\$615,956	\$9,942	-\$51,495	\$0	-\$2,529	\$571,874
	Operating Revenue	-\$344,000	-\$344,000	\$0	-\$100,500	\$0	\$0	-\$444,500
	Non-Operating Expenditure	\$800,000	\$800,000	\$107,495	\$8,000	\$0	\$0	\$915,495
	Non-Operating Revenue	-\$78,081	-\$78,081	\$0	\$69,691	\$0	\$0	-\$8,390
<u>Youth Services</u>								
	Operating Expenditure	\$33,482	\$33,482	\$0	-\$1,180	\$0	\$10	\$32,312
<u>Port Hedland Sports Grounds - Recreation</u>								
	Operating Expenditure	\$106,709	\$106,709	\$0	\$0	\$0	\$1,792	\$108,501
	Operating Revenue	-\$13,000	-\$13,000	\$0	-\$2,000	\$0	\$0	-\$15,000
	Non-Operating Expenditure	\$227,660	\$227,660	-\$120	\$0	\$0	\$0	\$227,540
<u>South Hedland Sports Grounds - Recreation</u>								
	Operating Expenditure	\$173,258	\$173,258	\$0	\$0	\$0	\$2,910	\$176,168
	Non-Operating Expenditure	\$1,063,000	\$1,063,000	\$64,441	\$0	\$0	\$0	\$1,127,441
<u>Port & South Sports Grounds - P&G</u>								
	Operating Expenditure	\$714,455	\$714,455	\$0	\$0	\$0	\$10,618	\$725,073
	Operating Revenue	\$0	\$0	-\$284,604	\$0	\$0	\$0	-\$284,604
	Non-Operating Expenditure	\$4,315,736	\$4,315,736	\$527,035	\$17,798	\$0	\$0	\$4,860,568
	Non-Operating Revenue	-\$1,265,736	-\$1,265,736	-\$100,436	-\$739,479	\$0	\$0	-\$2,105,651
<u>Port Hedland Library</u>								
	Operating Expenditure	\$42,608	\$42,608	\$0	-\$1,000	\$0	\$512	\$42,120
<u>South Hedland Library</u>								
	Operating Expenditure	\$117,598	\$117,598	\$0	-\$2,500	\$0	\$1,390	\$116,488
	Operating Revenue	-\$1,700	-\$1,700	\$0	-\$550	\$0	\$0	-\$2,250
	Non-Operating Expenditure	\$0	\$0	\$689,500	\$0	\$0	\$0	\$689,500
	Non-Operating Revenue	\$0	\$0	-\$689,500	\$0	\$0	\$0	-\$689,500
<u>Matt Dunn Cultural Centre</u>								
	Operating Expenditure	\$258,643	\$258,643	\$0	\$7,000	\$0	\$4,132	\$269,775
	Operating Revenue	-\$100,360	-\$100,360	\$0	-\$81,940	\$0	\$0	-\$182,300
	Non-Operating Expenditure	\$8,000	\$8,000	\$0	-\$8,000	\$0	\$0	\$0
<u>Television/Radio Broadcasting</u>								
<u>Infrastructure Construction</u>								
	Operating Revenue	-\$1,226,524	-\$1,226,524	-\$8,268	-\$389,469	\$0	\$0	-\$1,624,261
	Non-Operating Expenditure	\$2,433,993	\$2,433,993	\$310,525	\$307,219	\$0	\$0	\$3,051,737
<u>Engineering Management</u>								
	Operating Expenditure	\$192,848	\$192,848	\$0	-\$1,500	\$0	-\$43,332	\$148,016
<u>Infrastructure Mtce Technical Service</u>								
	Operating Expenditure	\$433,515	\$433,515	\$0	\$6,765	\$0	\$7,935	\$448,215
<u>Infrastructure Mtce Engineering</u>								
	Operating Expenditure	\$1,372,946	\$1,372,946	\$0	-\$50,000	\$0	-\$1,860	\$1,321,085
<u>Infrastructure Mtce Road Verge</u>								
	Operating Expenditure	\$224,751	\$224,751	\$0	-\$10,000	\$0	-\$506	\$214,245
<u>Plant Purchases</u>								
	Non-Operating Expenditure	\$1,027,000	\$1,027,000	\$0	-\$75,000	\$0	\$0	\$952,000
<u>Airport - Administration</u>								
	Operating Expenditure	\$1,597,782	\$1,597,782	\$0	\$274,650	\$0	-\$206,998	\$1,665,434
	Operating Revenue	-\$2,000	-\$2,000	\$0	-\$3,000	\$0	\$0	-\$5,000
	Non-Operating Expenditure	\$22,601,786	\$22,601,786	\$114,070	\$61,261	\$0	\$0	\$22,777,117
	Non-Operating Revenue	-\$31,478,668	-\$31,452,275	-\$114,070	-\$175,913	\$0	\$0	-\$31,742,258
<u>Airport Maintenance</u>								
	Operating Expenditure	\$75,000	\$75,000	\$0	\$25,000	\$0	\$0	\$100,000
<u>Airport Plant Operating</u>								
	Operating Expenditure	\$48,292	\$48,292	\$0	\$25,000	\$0	\$0	\$73,292

Business Unit	Rev or Exp Type	Original Budget	Revised Budget	Carry Over from 12/13	September Budget Adjustments	Council Approvals	Accounting Adjustments	Amended Budget September Review
<u>Administration Building Overheads</u>								
	Operating Expenditure	\$25,000	\$25,000	\$0	-\$7,500	\$0	\$0	\$17,500
<u>Building Control</u>								
	Operating Expenditure	\$100,883	\$100,883	\$0	\$0	\$0	\$836	\$101,719
	Operating Revenue	-\$12,500	-\$12,500	\$0	\$2,444	\$0	\$0	-\$10,056
<u>Tourism & Area Promotion</u>								
	Operating Expenditure	\$56,055	\$56,055	\$0	\$0	\$0	\$942	\$56,997
<u>Economic Development</u>								
	Operating Expenditure	\$541,746	\$541,746	\$49,875	\$3,500	\$0	\$13,935	\$609,056
<u>Other Economic Services</u>								
<u>Private Works</u>								
<u>Public Works Overheads - Engineering</u>								
	Operating Expenditure	-\$2,958,910	-\$2,958,910	\$0	-\$7,681	\$0	\$7,680	-\$2,958,910
<u>Building Maintenance</u>								
	Operating Expenditure	\$59,965	\$59,965	\$0	\$0	\$0	-\$8,205	\$51,761
<u>Plant Operating Costs</u>								
	Operating Expenditure	-\$710,335	-\$710,335	\$0	\$0	\$0	\$0	-\$710,335
<u>Salaries and Wages</u>								
<u>Other Classified</u>								
	Operating Revenue	-\$20,000	-\$20,000	\$0	-\$25,000	\$0	\$0	-\$45,000
<u>Totals</u>								
	Total Operating Expenditure			\$4,000,021	\$963,373	\$160,000	-\$0	
	Total Operating Revenue			-\$542,872	-\$2,033,636	\$0	\$0	
	Total Non Operating Expenditure			\$1,900,992	\$688,208	\$0	\$0	
	Total Non Operating Revenue			-\$1,025,872	-\$579,365	\$0	\$0	
TOTAL				\$4,332,269	-\$951,420	\$160,000	-\$0	
Less: Balance Sheet Adjustments - Reduction in PUPP Receivables				(2,975,889)				
Less: T/F from Unspent Loans Reserve				(654,111)				
GRAND TOTAL				\$702,269	-\$951,420	\$160,000	-\$0	

ITEM 11 LATE ITEMS AS PERMITTED BY PRESIDING MEMBER / COMMITTEE**AFC201314/017 Audit and Finance Committee Decision****Moved: Cr Jacob****Seconded: Cr Butson****That the Audit & Finance Committee accept the following late items:****11.1 Leukaemia Foundation (World's Greatest Shave) – Request for Waiver of Hire and Rubbish Bin fees (File No.: 02/05/0003)****11.2 Carols by Candlelight (Port Hedland) Event 2013 – Request for Waiver of Hire and Rubbish Bin fees (File No.: 02/05/0001)*****CARRIED 3/0*****11.1 *Leukaemia Foundation (World's Greatest Shave) – Request for Waiver of Hire and Rubbish Bin fees (File No.: 02/05/0003)*****Officer****Gordon MacMile
Director Community
Development****Date of Report****27 November 2013****Disclosure of Interest by Officer Nil****Summary**

Council is requested to consider a request from a locally based Leukaemia Foundation - Worlds Greatest Shave group to support a fund raising initiative in the South Hedland Town Centre for a local young person.

Background

Policy 6/003 Community Funding and Donations was reviewed and updated in May 2013. This review was undertaken and a revised Policy developed that endeavoured to:

- Provide an increased focus on capacity building and independent sustainability within community organisations
- Allocate available funding more broadly and equitably throughout the community
- Reflect the new Committee and Working Group structures of Council
- Consolidate community funding requests previously considered outside of the Policy
- Provide for improved process and acquittal governance.

Email correspondence has been received (dated 26 November 2013) from a Port Hedland based Leukaemia Foundation - Worlds Greatest Shave group to support a fund raising initiative in the South Hedland Town Centre for a local young person.

Less than 2 weeks ago a young member of the Port Hedland community, 17 year old Laetitia Ramirez was diagnosed with Acute Lymphoblastic Leukaemia and was rushed to Perth where she is currently undergoing lifesaving treatment.

The family and a locally based support group are endeavouring to assist the Leukaemia Foundation to raise funds and awareness for the cause.

Consultation

Nil

Statutory Implications

Nil

Policy Implications

6/003 Community Funding and Donations Policy.

Strategic Planning Implications

6.1 Community

6.1.1 Unified

Wider range of community groups using the Town's facilities regularly.
Members of the community have access to the Town's services and facilities.

6.1.2 Vibrant

Higher utilisation of Port Hedland facilities (sporting ovals and buildings) by residents and visitors.
Increased number of recreational facilities available.

Budget Implications

The requested donation (waiver of fees) is quantified below:

- Hire of South Hedland Town Centre \$200.00
- (stage, power and open space)
- Use of 6 (off) rubbish bins @ \$49.50 each \$297.00

Support for the donation if endorsed by Council, will be allocated within the 2013/14 financial year in GL 813285.

Officer's Comment

The local group are planning to host a World's Greatest Shave Event on 14 December 2013 (3.30pm to 6.30pm) at the South Hedland Town Centre.

This location was chosen as an open accessible central point for maximum exposure and ability to easily access for all members of the community.

The event will have a number of activities running to assist in raising further funds for the cause. To date discussions are being held for a live radio broadcast to take place, some small inflatable amusement rides and a sausage sizzle.

A Facebook page and World's Greatest Shave site has been established to assist in updating the Hedland community on the young person's progress.

The family and a number of friends are planning to shave on the day, as well as accepting all other 'Shave or Colour' supporters.

To date the Hedland community has raised over \$18,000 in less than 2 weeks putting TEAM FINCH as the number 1 fundraisers in Australia to date. These funds will be close to doubled through the BHP Billiton match-giving program due to those involved working for BHPB.

Attachments

Nil

AFC201314/018 Officer's Recommendation/ Audit and Finance Committee Decision

Moved: Cr Jacob

Seconded: Cr Butson

That the Audit and Finance Committee recommend that Council allocates funding of \$497.00 (\$200.00 venue hire fee waiver and \$297.00 rubbish bin hire fee waiver) within the 2013/14 budget from GL Account 813285 (Community Funding and Donations) to the Port Hedland based Leukemia Foundation – World's Greatest Shave group "TEAM FINCH".

CARRIED 3/0

11.2 Carols by Candlelight (Port Hedland) Event 2013 – Request for Waiver of Hire and Rubbish Bin fees (File No.: 02/05/0001)

Officer Gordon MacMile
Director Community
Development

Date of Report 27 November 2013

Disclosure of Interest by Officer Nil

Summary

The Audit and Finance Committee are requested to consider a request from Cooke Point Playgroup and a local organising group to support a Carols by Candlelight event.

Background

Policy 6/003 Community Funding and Donations was reviewed and updated in May 2013. This review was undertaken and a revised Policy developed that endeavoured to:

- Provide an increased focus on capacity building and independent sustainability within community organisations
- Allocate available funding more broadly and equitably throughout the community
- Reflect the new Committee and Working Group structures of Council
- Consolidate community funding requests previously considered outside of the Policy
- Provide for improved process and acquittal governance.

Email correspondence has been received (dated 28 November 2013) to support a Port Hedland Carols by Candlelight event.

The event will be auspiced through Cooke Point Playgroup and supported by a local organising group / local businesses.

Consultation

Nil

Statutory Implications

6.8. Expenditure from municipal fund not included in annual budget

- (1) *A local government is not to incur expenditure from its municipal fund for an additional purpose except where the expenditure —*

- (a) *is incurred in a financial year before the adoption of the annual budget by the local government; or*
- (b) *is authorised in advance by resolution*; or*
- (c) *is authorised in advance by the mayor or president in an emergency.*

** Absolute majority required.*

(1a) In subsection (1) — additional purpose means a purpose for which no expenditure estimate is included in the local government's annual budget.

Policy Implications

6/003 Community Funding and Donations Policy.

Strategic Planning Implications

6.1 Community

6.1.1 Unified

The Town of Port Hedland is an integrated community functionally, physically and culturally.

6.1 Community

6.1.2 Vibrant

Provide access to recreational, cultural, entertainment facilities, and opportunities.

Budget Implications

The requested donation (waiver of fees) is quantified below:

- | | |
|--------------------------------------------------------------------------------------------|----------|
| • Hire of Civic Centre Gardens
(grounds, power, water and use of Admin building toilet) | \$201.60 |
| • Use of 6 rubbish bins @ \$49.50 each | \$297.00 |
| • Bond | \$500.00 |

Support for the donation if endorsed by Council, will be allocated within the 2013/14 financial year in GL 813285.

Officer's Comment

Cooke Point Playgroup and local organising group are planning to host a Carols by Candlelight event on Sunday, 22 December 2013 (5.00 to 8.30pm) on the Civic Centre Gardens.

The Carol's event is intended to include:

- Community groups providing a sausage / hamburger / BBQ sizzle
- Port Hedland Fire Brigade supplying a Santa, providing lollies donated by local businesses and photo opportunities
- ABC North West broadcasting the event live and providing MC's.

The organising group are also providing light towers, public address, music, singers, musicians, stage and all other pieces associated with such a Carols By Candlelight Event.

Attachments

Nil

AFC201314/019 Officer's Recommendation/ Audit and Finance Committee Decision

Moved: Cr Jacob

Seconded: Cr Butson

That the Audit and Finance Committee recommend Council allocates funding of \$498.60 (\$201.60 venue hire fee waiver, and \$297.00 rubbish bin hire fee waiver), and waives the \$500.00 bond fee within the 2013/14 budget from GL Account 813285 (Community Funding and Donations) to Cooke Point Playgroup for the Carols by Candlelight event.

CARRIED 3/0

ITEM 12 MOTIONS OF WHICH PREVIOUS NOTICE HAVE BEEN GIVEN

Nil

ITEM 13 CONFIDENTIAL ITEMS

Nil

ITEM 14 APPLICATIONS FOR LEAVE OF ABSENCE

AFC201314/020 Audit and Finance Committee Decision

Moved: Cr Jacob

Seconded: Cr Butson

That the following applications for leave of absence:

- **Councillor Jacob from 5 December 2013 to 7 December 2013 and 20 December 2013 to 10 January 2014;**
- **Councillor Butson from 23 December 2013 to 11 January 2014;**
- **Councillor Van Vugt from 20 December 2013 to 20 January 2014;**

be approved.

CARRIED 3/0

ITEM 15 CLOSURE**15.1 Date of Next Meeting**

The next Audit and Finance Committee Meeting of Council will be held at a date and time that is to be confirmed by the Presiding Member.

15.2 Closure

There being no further business, the Presiding Member declared the meeting closed at 3:56pm.