

Town of Port Hedland

MINUTES

OF THE

AUDIT AND FINANCE COMMITTEE OF THE TOWN OF PORT HEDLAND COUNCIL

HELD ON

WEDNESDAY, 19 FEBRUARY 2014 AT 12:00PM

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. liase 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.
- 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 Kelly Howlett
Councillor Gloria Jacob
Councillor Lorraine Butson – Deputy Presiding Member
Councillor David Van Vugt – Presiding Member

Community Member: Mr Bill Hrambanis

Deputy Members:
Councillor George Daccache
Councillor Jan Gillingham
Councillor David Hooper
Councillor Julie Hunt
Councillor Penny Taylor

Councillor Troy 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 Deputy Presiding Member declared the Meeting of the Audit and Finance Committee open at 12:10pm and acknowledged the traditional owners, the Kariyarra people.

ITEM 2 RECORD OF ATTENDANCE

2.1 Attendance

Elected Members

Councillor Lorraine Butson - Deputy Presiding Member

Mayor Kelly Howlett Councillor Gloria Jacob

Officers

Mal Osborne Chief Executive Officer

Russell Dyer Director Engineering services
Gordon MacMile Director Community Development
Eber Butron Director Planning & Development

Clare Phelan Director Corporate Services

Grace Waugh Governance Officer/ Minute Taker

2.2 Apologies

Councillor David Van Vugt – Presiding Member Mr Bill Hrambanis

2.3 Approved Leave of Absence

Nil

ITEM 3 RESPONSE TO PREVIOUS QUESTIONS - ON NOTICE

3.1 Questions from Public at Audit & Finance Committee Meeting held on Wednesday 29 January 2014

Nil

3.2 Questions from Committee Members at Audit & Finance Committee Meeting held on Wednesday 29 January 2014

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'.

Deputy Presiding Member opened Public Question Time at 12:12pm.

4.1 Public Question Time

4.1.1 Arnold Carter

Has the Town received any funding in the year 2012/13 or 2013/14 from BHP Billiton for Wallwork Road Bridge?

Director Corporate Services advised that the Town received a payment in July 2013 of approximately \$20 million in relation to Wallwork Road Bridge. In January 2014 the Town paid \$17 million to Main Roads as part of the Town's contribution towards the bridge. As this project continues the Town will continue to make progress payments to Main Roads.

As there is no reserve account for the Wallwork Road Bridge are the funds being held in the Town's municipal account?

Director Corporate Services advised that the money was not required to be transferred to a reserve but was recorded as restricted cash within municipal funds and recognised as a restricted source of funding. The remaining of the \$20 million is held in the municipal fund. If the Town was to conduct its year-end process tomorrow then the money would be shown as unspent grants and contributions.

There is a budget adjustment of \$850,000 for the airport electricity charges to Horizon Power which has been indebted for non-payment for three years. Is the \$850,000 adjustment a debt to the users?

Director Corporate Services advised that this is to do with the accounting treatments as 30 June 2013. In fact the budget should not have included the \$850,000 in 2013/14 as it was an outstanding creditor at 30 June 2013. The accrual has occurred in the previous financial year thus the budget is not required in this year.

Why isn't this amount included in the income rather than reducing the payments?

Director Corporate Services advised that budget line item is the expenditure side of the entry, the Town paying the money to Horizon Power.

The Precinct 3 business plan recommendation was to have a development reserve fund which was for the purpose of income being received through the sale of Precinct 3. At the moment there is one reserve account for everything which is confusing as some amounts of money in the reserve for Precinct 3 is not identified. Could the Town consider resubmitting that account?

Director Corporate Services advised that at the moment that there is one Airport Reserve account. The Town plans to undertake a review of all the reserve accounts and bring a report back to Council which will include a reserve policy. The policy will stipulate how many reserve accounts the Town has, what their purpose is and what the target minimum and maximum account balances for each reserve are.

The business plan submitted to the public and approved by the Town's solicitors included a recommendation that the Town establish a Redevelopment Reserve fund.

Chief Executive Officer advised that at this stage there have not been any physical proceeds received for Precinct 3. Whilst there have been a number of transactions, the settlement for the Precinct 3 lots have not occurred therefore no funds have been transferred into that reserve fund. The business plan was advertised with certain Council resolutions however the Town will need to check whether the Council resolutions took on the full business plan recommendations or accepted the transaction distinct from the business plan. At a budget level the Town should be budgeting for expenditure and revenue from the airport and then the proceeds of any profit should go into the reserve fund. At the moment all revenue goes into the reserve and all expenditure comes out. The Town would like to get to a position where operations and capital are separated. Ideally the reserve would be used for capital improvements unless Council resolved to bring other funds out for operational needs. Ideally the airport will continue to operate at a profit and there will always be a transfer to reserve for future capital requirements.

For the past two months the 'accounts for payment' reports presented to the Council have not been available to the public as they have been made confidential. This no longer allows me to do a reconciliation of the Town's financial statements. Why are the 'accounts for payment' reports now confidential?

Director Corporate Services advised that the 'accounts for payment' reports contain a numerous amount of private information from the Town to individuals, including superannuation funds and payment of employee deductions.

This information does not belong in the public arena and is therefore provided to Elected Members under confidential cover.

How can a member of the public do a reconciliation of the Town's financial statements without the 'accounts for payment' report?

Director Corporate Services advised that it would not be possible to undertake a correct reconciliation of the Town's financial statements even with the confidential part of the 'accounts for payment' report at hand. Whilst creditor payments provide information about who the Town paid via way of creditors, the report does not pull other costs such as the ones incurred via payroll and does not recognise other income sources such as the amounts raised through accounts receivable.

Mr Carter explained his question further and asked whether the summary sheet of the 'accounts for payment' report could be made available to the public.

Director Corporate Services advised that the top summary sheet of the report can be made available to the public and the payment warrant/ creditors reconciliation be left as confidential.

4.1.2 Councillor Jan Gillingham

As Mr Carter has a keen interest in the Audit & Finance Committee is there any additional information in regards to Mr Carter becoming a Committee Member?

Chief Executive Officer advised that there is an item on today's agenda for the Committee's consideration.

Deputy Presiding Member closed Public Question Time at 12:27pm

Deputy Presiding Member opened Public Statement Time at 12:27pm.

4.2 Public Statement Time

Nil

Deputy Presiding Member closed Public Statement Time at 12:28pm.

ITEM 5 QUESTIONS FROM MEMBERS WITHOUT NOTICE

Nil

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

Councillor Butson	Councillor Jacob				
Mayor Howlett					

ITEM 7 CONFIRMATION OF MINUTES OF PREVIOUS MEETING

7.1 Confirmation of Minutes of Audit and Finance Committee of Council held on Wednesday, 29 January 2014

AFC201314/024 Officer's Recommendation/ Audit and Finance Committee Decision

Moved: Cr Jacob Seconded: Mayor Howlett

That the Minutes of the Audit and Finance Committee Meeting of the Town of Port Hedland Council held on Wednesday, 29 January 2014 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

ITEM 10 REPORTS OF OFFICERS

10.1 Planning & Development

10.1.1 Port Hedland Visitor Centre Quarterly review: October to December 2013 (File No.: 05/09/0017).

Officer Brie Holland

Economic Development and

Strategic Planning

Coordinator

Date of Report 7 February 2014

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 October to December 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;
- A statement of variations between the Operating Budgets and the actual results achieved for the year to date with explanations of variances;
- 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 October to December 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

6.1.2 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 per annum for the contract management of the PHVC, payable quarterly.

The Town and FORM are in current negotiations over the maintenance bill (\$5,000) to the roof after the cyclone during the Christmas break 2013. The Building Maintenance general ledger account for these types of expenses is 1301234.

Officer's Comment

This report outlines the financial and general operations for the PHVC for the second financial quarter being October to December 2013. The activities are reflected in the Income and Expenditure Statement (attachment one); the Written Report (attachment two), the Cyclone Damage Report (spreadsheet, attachment three), the 2014 proposed Cruise ship Business Plan (attachment four) and the list of 2014 Events plan (attachment five) please see the summary as per contractual Quarterly Report *clause 23.2* below;

QUARTERLY SUMMARIES JULY - SEPTEMBER 2013	
JOET - SEFTEMBER 2013	OCTOBER – DECEMBER 2013
Income and expenditure statements for the relevant period.	
Total Earned Income* * includes management fee/ \$85,387.50 per quarter	\$193,454
Total Expenditure	\$155,839
Net Profit/ (Loss)	\$37,616
2. A statement of variations between the Operating Budgets and the actual results achieved for the year to date with explanations of variances.	
	1. Cruise Ship Tour was in November 2. 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. 3. Reduced Staffing
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	
Repairs and Maintenance	Roof damage. Roof was fixed without consent of the

	Town. FORM has offered to pay 50% of the cost (\$5,000). 2. Electrical and reticulation issue: ToPH has been notified as well as Horizon Power.
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	\$1,991 Total \$1,991 Advertising \$0 Publications and Printed \$0 Memberships Please see the attached Business Plan for accommodating the three visits to the Town being Monday 24 February, Thursday 6 March and Sunday 30 March.
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.	
	Please see insurance claim items in attachment 3.
6. Advice on prevailing market conditions and the settling of fees and charges for the relevant period.	
	11,500 visitors have entered the new centre since from April – December 2013. There has been a shift in visitor demographics from the European backpackers to the caravan-based traveler, back to the backpackers with the increase in temperature. A strong local customer and visitor base is being
	established at the centre and the demographic is helping to underpin much of the continued market for local tours.
7. Customer feedback received for the Centre for the relevant period.	
	"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."

(See Attachment 3 for full survey results)

Constructive comments for the Town to consider (to highlight as per previous Agenda item for July – September 2013): 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 September 2013: 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.

Update from Economic Development and Strategic

	planning team February 2014.
	The team has met up with Sue Campbell, Project Manager for Infrastructure and Investment for Tourism WA in January 2014 who has informed the unit that South Hedland has been identified by the agency as an area for an additional dump site. Finance arrangements and application have yet to be discussed and finalised. The unit will update the Committee in due course, after it consults with the relevant Departments in the Town administration.
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. Please refer to attachment one Profit and Loss statement, in particular Actuals to date. The previous quarter reported a loss of \$58,190. Happy to report that the December

the regional school's curriculum and education program.	
Western Australian Visitor Centre Accreditation Program Within the first year of operation, receive Level 1 accreditation Encourage the Centre to be part of	the first visitor Centre in the Pilbara. 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. To be programmed
Reopening Ceremony 2013	Date to be confirmed. Achieved: 15 August 2013 –
North West Tourism. Contractor to consult with suggested parties at its discretion during the term of the tenure.	Data ta ka a a a firma d
Consultation group: Suggested invitation for membership; Council, Town of Port Hedland administration team, Industry, Port Hedland Chamber of Commerce, Wanga Maya, Tourism WA and	Achieved.
Off Peak: Oct – April M – F: 9am – 4.00pm Sat: 10 – 2pm Sun: Closed	M – F: 9am – 5pm S – S: 9am – 2pm
Opening hours Peak: May – September M – F: 9am – 4.30pm Sat: 9 – 2pm Sun: 9 – 2pm	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):
Centre Operations Manual Rollout of the manual once a year to Staff	Achieved.
3x	Visitor Centre Manager – Natasha Fry Visitor Centre Support Officer – Cassie Baldock Visitor Centre Support Officer – Katie Wilson (now Part time) Administration support for accounting, purchasing and promotional activities from the FORM HQ in Perth.
Minimum Staffing	period has put the centre on an even par - \$0 expenditure and loss balance. Achieved:

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. 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	Achieved.
Tours Marketing two (2) tours per week	Achieved; 1. Local History and Town Tour – operating each Monday and Friday 2. BHP Billiton Iron Ore Tour – operating each Tuesday and Thursday Full 2014 list of activities, please refer to attachment 5.
Cruise Ship Welcome Day Coordination	Achieved.
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.	The Visitor Centre in associated with Tourism WA and the Port Hedland Port Authority offered a Cruise Ready Workshop to the Hedland business community in October, attended by 25 people. The main goal is to introduce concepts of shorebased 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; November 2,360 including 1,500 from Cruise Ship); December 528.
Call abandonment Maximum call abandon rate 10% Call waiting	Achieved, the Visitor Centre receives an average of 20 a day. Achieved, the Visitor Centre
Average call waits not to exceed 2 minutes	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; November 2,360 including 1,500 from Cruise Ship); December 528.
By Telephone	Achieved, the Visitor Centre receives an average of 20 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 Discove rs 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
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 October - December 2013.

FORM has continued to successfully achieve the vast majority of the contractual obligations in managing the Visitor Centre. FORM continues to enhance the tourism experience of the Visitor and the Local demographics. FORM have also assured the Town that they have very good and active relationships with other State advertising mediums such as Scoop Magazine, who are available to take new product (for example new unique tour packages) to print and the Town will be kept in the loop of all potential promotions if and when they arise.

Maintenance Schedule update

The unit is working with FORM and the Town's Building maintenance unit to sign off on the annual review of the PHVC building maintenance schedule. An update on this will be given in the following January - March 2014 report.

Fixtures and Fittings listing

Attachment six lists all the fixtures and fittings and the estimated value at the PHVC, as per contractual requirement of FORM. This has been accepted by the unit and forward to the Audit and Finance Committee for viewing. It is accepted between the two parties that these items remain the property of the Town once the management agreement with FORM has ended.

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

Attachments

- FORM's PHVC Income and Expenditure Statement October December 2013.
- 2. FORM's PHVC Quarterly Written Report October December 2013
- 3. FORM's PHVC Cyclone Damage Report including Insurance Claim October December 2013.
- 4. FORM's PHVC Cruiseship Business Plan October December 2013.
- 5. FORM's PHVC Events Plan 2014.
- 6. PHVC (Fixture and Fittings) Final Chattels (list) 2014.

AFC201314/025 Officer's Recommendation/ Audit and Finance Committee Decision

Moved: Cr Jacob Seconded: Mayor Howlett

That the Audit and Finance Committee accepts the quarterly review report of FORM for the Port Hedland Visitors Centre for the period 1 October to 31 December 2013.

CARRIED 3/0

ATTACHMENT 1 TO ITEM 10.1.1



building a state of creativity

PORT HEDLAND VISITOR CENTRE OPERATIONS

Statement of Profit and Loss For the Period Ending 30 September 2013

	2013	2013 Quarterly Actual Ending						
Budget Lines	March	June	September	December	2013 Actual Total \$	2013 Budget Total \$	Variance Between Actual and Budget \$	Notes
iales								1
Sales - Retail		30,954	64,573	46,059	141,585	45,788	95,797	
Sales - Tours		13,699	35,105	4,468	53,272		53,272	
Sales - Membership		13,350	286	416	14,052		14,052	
Management Fee	82,500	82,500	85,388	85,388	335,775	335,775	0	
Sales - Cruise Ship Tours	12,586	5,000		9,425	27,011		27,011	
Other Earned Income		12,408	8,424	6,365	27,197	32,938	-5,741	
Contribution by FORM				41,334	41,334		41,334	
otal Sales	95,086	157,911	193,775	193,454	640,226	414,501	225,725	
expenditure								
Cost of Sales								2
Cost of Sales - Retail		24,656	56,844	28,511	110,011	30,678	-79,333	
Cost of Sales - Cruise Ship Tours	4,052	9,534	1,600	11,309	26,495		-26,495	
Cost of Sales - Tours			24,002	3,895	27,897		-27,897	
Total Cost of Sales	4,052	34,190	82,446	43,714	164,402	30,678	-133,724	
Operating expenses								
rogramming 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	2,234.44	7,847		-7,847	
- Travel cost for staff recruitment			-	-	-		_	
and builder negotiation								
- Freight, Install and Destall								
Total programming costs	1,399	4,139	5,760	2,254	13,553	14,700	1,147	
Marketing and Promotion Costs					-			3
- Advertising		620	7,710	1,991	10,321	63,100	52,779	
- Publications & Printed Material			21,764		21,764		-21,764	
- Subscriptions/Memberships			217		217		-217	
- Website devt & hosting stage 1								
Total marketing and promotion costs		620	29,691	1,991	32,302	63,100	30,798	
Employment costs							_	4
- Salaries, wages and on-costs	68,655	84,557	88,524	75,384	317,119	144,300	-172,819	
- Staff Housing	5,377	20,771	37,267	20,367	83,781	42,000	-41,781	
Total employment costs	74,032	105,328	125,790	95,750	400,901	186,300	-214,601	
Administration Costs							<u></u>	
- Office Consumables & Resources	913	5,148	4,273	7,691	18,025	37,440	19,415	
- Communications	617	95	1,889	1,843	4,444	2,760	-1,684	
- Legal, Finance & Governance	840	70	142	633	1,707	4,760	3,053	
- Insurance	980		1,973	1,940	4,893	7,920	3,027	
Total Administration Costs	3,350	5,313	8,277	12,129	29,069	52,880	23,811	
Total operating expenses	78,781	115,400	169,518	112,125	475,824	316,980	-158,844	
otal Cost of Sales and Operating Expenses	82,833	149,590	251,965	155,839	640,226	347,658	-292,568	
Vet Income / (Expenditure)	12,253	8,321	-58,190	37,616	0	66,843	-66,843	

Budget Variance Notes:

- 1) FORM's contribution will be made at the end of the year, if required
- 2) Cruise Ship Tour November
- 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) Reduced Staffing

ATTACHMENT 2 TO ITEM 10.1.1

December 2013 Quarterly Operations Report - Visitor Centre

STATISTICAL REPORT: October – December 2013

- Walk in traffic October: 1,197; November: 2360 (including 1,500 from cruise ship); December
 528
- Total visitors to date: 11,640
- 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 between 6 November and 30 March.

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.

Forward planning

In preparation for future visits the Town of Port Hedland has undertaken two meetings in order to establish the future direction of the on-shore welcome activities upon each ship arrival to Port Hedland.

Volunteer Debrief

Three volunteers met with David Westbury following the last cruise ship and compiled a list of suggestions for items to purchase for the coming cruise ships, which the ToPH are implementing:

- Eskies
- Chairs
- Hats
- Marquees
- Cooling fans

Suggestions for development included the following:

- Volunteers based at the Shopping Centre
- Post box located at the markets (to be further explored)
- Stamps and newspapers for sale (to be further explored)

Town crier

- Peter Phipps to take on this role
- MC equipment to be provided by the ToPH

Markets to be relocated to Marapikurrinya Park

Meeting 2 – Discussion with VC, CCI, PHPA, ToPH

This meeting brought together to major interested available parties to communicate the discussions around future development of the Cruise Ship Activities and the roles and responsibilities of the various organisations in the execution of this.

ToPH

- Markets will be managed by FORM through the Visitor Centre
- Markets will be extended to all small business operators
- ToPH will assist by providing the majority of the infrastructure requirements
- ToPH will assist by providing man-power to FORM for the set up and pack up of the markets; potential for this to be a volunteer team or the costs of the Parks and Gardens Team to be picked up by another business.

CCI:

- CCI will extend the request for physical support to their board and members
- CCI will assist to engage South Hedland businesses in the marketplace, initially through involvement in the markets and potentially activating retail opportunities in Wedge St in the future.
- CCI are keen to be involved in a Cruise Ship Committee

Port Hedland Port Authority:

- PHPA expressed that the port does not have the capacity to extend the cruise ship visits to more than 6 due to additional legislation requirements coming into play at this level.
- The Cruise Ship activities are an opportunity for the PHPA to promote economic diversity and opportunity for local businesses.
- PHPA would like to retain the VC as the primary point of contact for the port and shore base activities in the future.
- PHPA endorsed and applauded the positioning of a VC staff member on the wharf during the visits.

PHPA reminded the group that if there are on-boarding requirements (eg captain's lunches or journo visits) there is a 10 day application period for this type of activity.

VC:

- VC advised that FORM is happy to retain the management of the markets, but will require support in the set up and pack up of marquees etc and any additional infrastructure proposed by the volunteer group.
- VC advised that it is happy to open the market up to all local businesses providing they have the appropriate insurances.
- VC advised that it is continuing to further develop activities and excursion options for onboard sale to activate the destination and ensure a reliable income stream for businesses that are not typically engaged in tourism activities, ie through the Indigenous Art and culture Tour.
- VC advised that there was an overwhelmingly positive response from passengers and a greater level of engagement in this ship than ever before.
- VC advised that it is eager to progress the planning to a greater level of detail developing a long term plan for their sustainability.
- VC advised it is happy to take on the management of the core volunteer group
- VC requested the Mayor is best placed to engage community entertainment options ie musicians, bands etc.

ToPH

- Gordon Macmile expressed his support of the Sout Hedland Arts and Culture Tour, especially the activation of the SHA studios.
- Gordon Macmile also endorsed the 'Broome approach' to closing off the main street for pedestrian access and activating this space through retailer etc to enable greater access of the tourist attractions - Museum, Gallery and VC.

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 - December 2013 (inclusive):

- Local History and Town Tour operating when demand requires 8
- BHP Billiton Iron Ore Tour operating each Tuesday and Thursday 133 (plus nearly 400 on Cruise Ship visits)

Local history and town tour overview: Since bringing this tour to market in May, 275 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 1,247 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 11,500 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 is very helpful and friendly. Friendly town."
- "We enjoyed our tour of BHP."

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 took 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

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). Air conditioners were fixed on 15 November 2013.

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

Shelving in store room

Lego' Moleskine Display

Port Hedland Town Maps, produced by FORM

Roof/Ceiling Damage/Wall Damage where security mirror is

ATTACHMENT 3 TO ITEM 10.1.1

Area Visitor Centre Visitor Centre	Damage Roof Damage Stock Damage (paper collateral)	Action Builders engaged to fix roof Stock has been moved	Contact John	Contact 2 Barry	Completion yes
Visitor Centre Visitor Centre	Stock Damage (retail stock) Security mirror fallen off, gyprock needs replacing	Photographed, barcodes recorded Builders engaged			yes
Visitor Centre	Landscaping Damage	Photographed, El engaged to fix	Kez		In progress, estimated completion Monday 6/1
Visitor Centre	Electrical/Reticulation	TOPH has been notified, waiting for staff to return to work Monday to fix Horizon Power have been notified and job logged			yes
Damage Report for Insurance	Image Dropbox location	https://www.dropbox.com/sh/3n86b4	kk9z3nhhn/	vCoOgZwjV	<u>7</u>
Item	Damage	Qty	Photo	Value W/S	Retail/Replace
The Pilbara, Book by Hugh Brown Barcode: 9780975205433	Water damage to pages	8	Yes	47.23	377.84
Discoverer's Guide, Book, printed by FORM	Water damage to pages Water damage	1 box (60)	Yes	Viet TBA	377.04
2 Days in Hedland, Book, printed by FORM	Water damage	1/2 box (80)	Yes	Viet TBA	
5 Days in Hedland, Book, printed by FORM	Water damage	1/2 box (80)	Yes	Viet TBA	

Yes

Yes

1 Yes

As per builder's report

5 x books of 100

Sean TBA

Viet TBA

Warping from water damage

Water damage

Water damage

Water damage

ATTACHMENT 4 TO ITEM 10.1.1



PORT HEDLAND VISITOR CENTRE

CRUISE SHIP BUSINESS PLAN 2014

CRUISE SHIP VISITS - 2013/14 SEASON

SCHEDULED ARRIVALS

WEDNESDAY, 6 NOVEMBER 2013

RADIANCE OF THE SEAS - 2,800 PASSENGERS; 90% DISEMBARKATION

MONDAY, 24 FEBRUARY 2014

CELEBRITY SOLSTICE -2,100 PASSENGERS

THURSDAY, 6 MARCH 2014

RADIANCE OF THE SEAS - 2,800 PASSENGERS

SUNDAY, 30 MARCH 2014

VOYAGER OF THE SEAS - 3,800 PASSENGERS

In addition from the summer of 2014, The Astor will be home berthed at Fremantle Port. This ship will embark on an estimated 15 voyages from Fremantle each season, opening an additional opportunity to entertain cruise ships at the Port Hedland port throughout the summer cruise ship season.

ACTIVITIES AND EVENTS

BHP Billiton Iron Ore Tour – an insider's look at the lifeblood of our nation's economy – the Pilbara's iron ore industry with this 45 minute guided tour of BHP Billiton Iron Ore's Nelson Point facility.

Steadily growing as the core Port Hedland experience, this tour offers cruise ship, local providers and passengers alike an opportunity to effectively capitalise on the short-stay arrangement of the cruiser's time in port.

Over the last year the Visitor Centre has worked to improve the marketability, professionalism and delivery of this tour. These improvements have been identified by the shore excursion negotiators, Intercruises and have been welcomed by cruise ship and passengers.

Over the last year the Visitor Centre has worked to provide the experience at a competitive market rate to ensure maximum exposure to the client, profitability to the cruise ship and financial benefit to the local providers of the tour.

In the first visit of the 2013/14 season we have seen the tour numbers double; from an average of 170 passengers in 2012/13 to 360 passengers in the most recent November 2013 visit.

NEW TOUR EXPERIENCE INDIGENOUS ART AND CULTURE TOUR

Building toward a new pre-booked tour experience the full format Indigenous Art and Culture Tour will be a two hour experience.

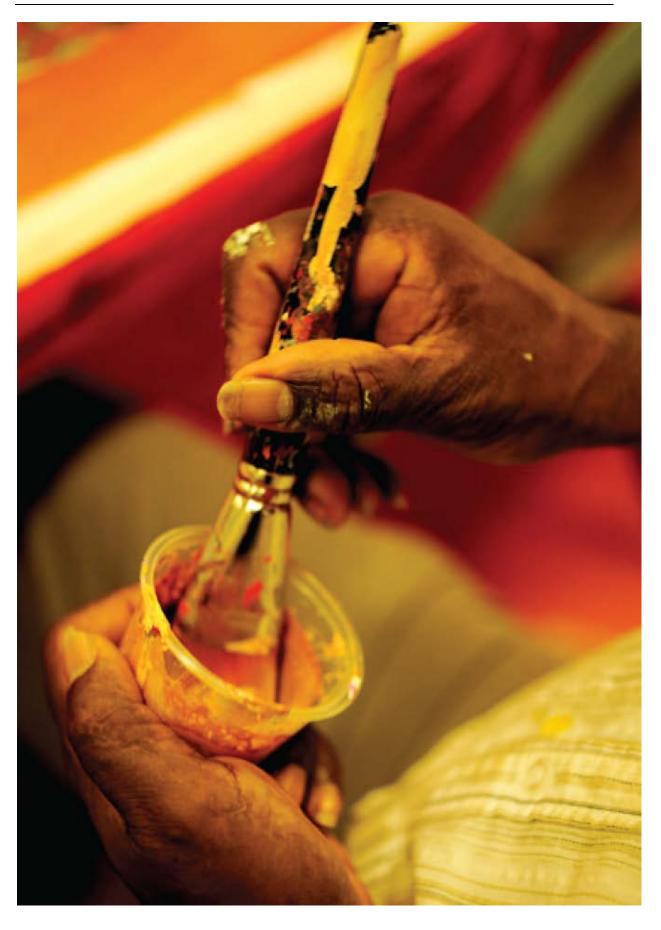
Collecting passengers direct from the port, this bus-based tour will make its way toward South Hedland led by a local Aboriginal guide from Wangka Maya Pilbara Aboriginal Language Centre who will explain some of the elements and history of this culturally significant community dating back more than 40 million years as well as take in some of the local sights along the way. Upon arrival passengers will enter the South Hedland-based Spinifex Hill Artist Studio, a purpose built studio where Aboriginal artists from across the Pilbara region meet daily to practice their art, including painting, weaving, wood carving and burning.

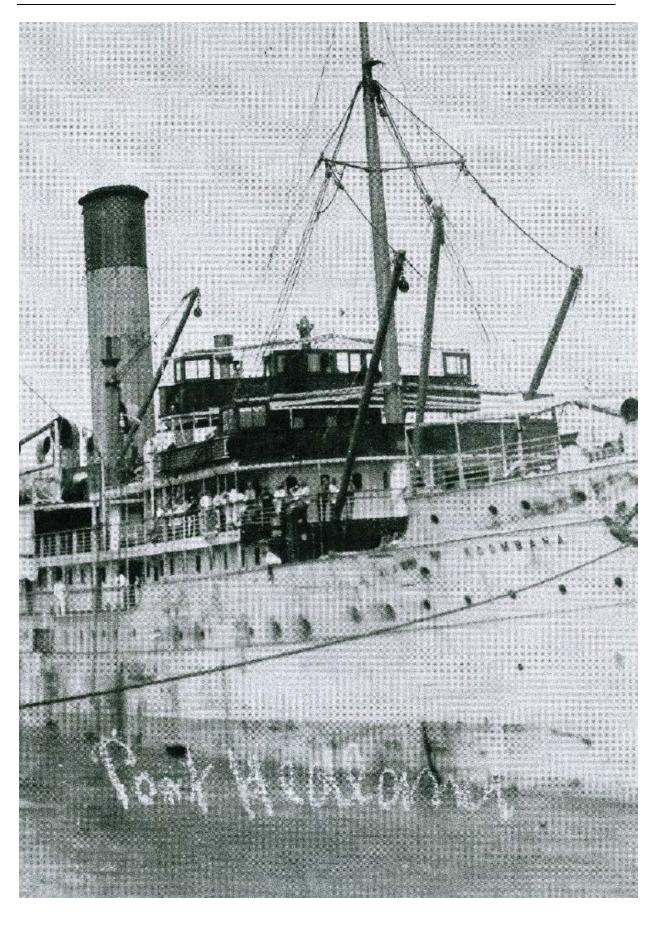
The visit to the purpose built centre will include refreshments of freshly made damper and bush tea, as well as an opportunity to speak to the artists, watch them work and purchase original works. Upon return to the bus, passengers will hear about the significance of the 1946 Aboriginal Strike which resulted in a change in working conditions for Aboriginal Australians across the country and also learn a little of the local Kariyarra language.

Over the next three visits the Visitor Centre, in conjuction with the Seafarers Centre, will facilitate a pared-back version of this tour in order to establish demand and garner passenger feedback on the format and proposed further inclusions of the full tour

This tour will be operated at cost in order to facilitate maximum patronage and exposure.

This evidence-based research will be communicated to Intercruises to assist in their negotiations with the cruise liners for inclusion in their on board booking system for the 2014/15 season.





REFORMATTED HISTORY EXPERIENCE

Over the last year the Visitor Centre, with the Port Hedland Historical Society, has operated a bus-based Local History and Town Tour. This tour has garnered much interest however the cost of operating the tour has priced it out of the impromptu experience market.

It is proposed that the historical experience be reformatted to further activate the Dalgety House Museum through guided walk-throughs and presentations from members of the Historical Society.

Through the promotion of specific 'activitation periods' it is suggested that the museum will see an increase in patronage as it provides passengers a schedule and destination for which to aim.

INVIGORATED GALLERY EXPERIENCE

The Port Hedland Courthouse Gallery will open its new exhibition Caught of the Wind and Growing up in Port Hedland, a combined exhibition of well-known Pilbara-based artists on February 3.

The exhibition will open to the Hedland community in advance of the cruise ship; however these artists have been specifically selected for this cruise ship season in order to showcase the incredible local talent of the Pilbara region.

Facilitated walk-throughs will be offered by Gallery staff throughout the cruise ship visits; once again prompting passengers to engage in a schedule of activities throughout the West End, ensuring that the key tourism icons are working together to maximise passenger engagement.



EXPANDED COMMUNITY MARKETS CULMINATING IN THE FIRST-EVER MORNING WEST END MARKET

Bringing together local artists, crafters, providores and small businesses, these markets offer visitors to Port Hedland the chance to pick up a souvenir, grab a snack or find a hidden treasure.

Building on the feedback of valued volunteers of the Cruise Ship activities, the markets will become a hive of activity, facilitated by a public orator – Peter Phipps [- who will direct activity, engage passengers, regale local anecdotes and direct passenger attention to the events and activities of the Historic West End.

The market will be expanded to offer all small-business operators, vendors and home-based businesses an opportunity to showcase their wares to the cruise ship passengers. All vendors must be covered by public liability insurance; all food vendors must fulfil the Town of Port Hedland requirements for health and safety.

The markets will grow to be a hive of activity and an opportunity for passengers to engage with the broader Hedland community.

The arrival of the Voyager of the Seas on Sunday, March 30, delivers the opportunity to culminate the season with the first of the esteemed West End Markets.

SUNDAY, MARCH 30 – WEST END MARKETS

FORM initiated the West End Market program to explore undeveloped micro business potential within the Port Hedland community. Given the restrictions associated with trying to establish SME's in the Pilbara (high rental costs, lack of adequate low cost retail staff and insufficient childcare support) FORM felt a different approach was necessary, one that would address the needs of the potential participants, generally young women who were interested in establishing a small business, in a manner that encouraged community engagement.

This venture began in late October 2010 with 20 women going through a workshop program to explore what they might create if they were to be part of a makers market. The success of the program is clearly demonstrated with attendance figures between 3,500 and 5000 for each West End market.

Regular survey's highlight the market's ability to attract an audience largely consistent of people who would not otherwise visit the Courthouse Gallery, thus highlighting the appeal of the 'market' model to the wider community.

To keep the range of stallholders and to combat attrition resulting from the transitory nature of resource centric town, FORM manages an ongoing program of professional development to encourage new participants which helps ensure quality is maintained.

Combining the reputation of the West End Markets with the Cruise Ship activities, offers the community an opportunity to engage with cruise ship passengers in a professional, well managed, well reputed event that already has a reputation for drawing the community together.

This combination is a great opportunity for the West End vendors who, for the most-part, have been unable to participate in the cruise ship activities, to benefit from the cruise ship docking in Port Hedland.

WIFI IN THE WEST END

WiFi availability is a key driver for passengers upon disembarkation from the ship. Key WiFi points are available throughout the West End, including the Visitor Centre and the Seafarers Centre.

The high cost of WiFi on the ships makes this an important part of the passenger shorebased requirements, be it contacting loved ones, sending a couple of emails, posting some photos to facebook or doing the banking essentials, its importance cannot be dismissed.

VOLUNTEERS, AMBASSADORS & TRAINING OPPORTUNITIES

Volunteer ambassadors have an integral role to play in the success and enjoyment of the cruise ship passengers visit to Port Hedland.

In order to ensure their role and usefulness is maximised it is important that the volunteers are fully briefed on the activities in the West End, important times, scheduled activities, the location of key sights and the health and safety needs of the passenger.

The Visitor Centre would like to offer to provide a briefing to the volunteers to the cruise ship activities, as well as assist in assigning roles and responsibilities in order to maximise the usefulness of these key players to the day.

TRAINING AND DEVELOPMENT - CRUISE READY WORKSHOP

A second Cruise Ready Workshop will be held in early to mid February, facilitated by Tourism WA. This training workshop is aimed at upskilling volunteers, tour leaders, front of house staff and alike.

The free workshop will offer practical skills and expert experience and insight into welcoming, guiding and facilitating an full and rewarding visitor experience.

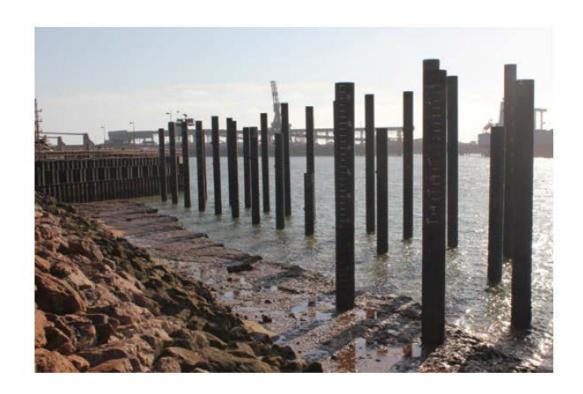
It is recommended for: volunteer ambassadors, tour guides, coach-lines. Locally I feel this would benefit the staff of the Visitor Centre, Gallery, Spinifex Hill Artists, Historical Society, Care for Hedland staff and volunteers, Wangka Maya staff and presenters and ambassadors.

A WORD ON THE HEAT

We live in the Pilbara. It is hot. Cruise ship season unfortunately falls right in the middle of the hottest period, as well as cyclone season, meaning that often it is not only hot, it is also humid.

At this time of the year it is rare to see locals, let alone visitors to our region, outside for any length of time.

In order to facilitate the most comfortable experience possible for our guests, we must encourage ready access to air-conditioned facilities, refreshment options throughout their stay, easy to navigate and easily accessed tourism icons and activities. A centralised drop off point would assist.



CONTACT

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ATTACHMENT 5 TO ITEM 10.1.1

VISITOR CENTRE - EVENTS PLAN (BY MONTH)

January Cyclone Preparedness Pack distribution February 11 Welcoming Passengers to Port Hedland, Tourism WA Workshop Cruise Ship - Celebrity Solstice 24 March 6 Cruise Ship - Radiance of the Seas Cruise Ship – Voyager of the Seas/ Potential link with West End Markets 30 Launch of the 2014/15 Port Hedland Destination Guide April Launch of Indigenous Art and Culture Tour - taking in the Spinifex Hill Artists Artist May Studio, this tour offers visitors the opportunity to meet local Indigenous Artists share experiences, watch live painting, view one of a kind artworks and learn a little about the culture of the land and local peoples. Launch of 'Get to know our Port Hedland' - a fortnightly coffee session with local June Port Hedland identities held at the refurbished Visitor Centre. BHP Billiton Iron Ore - Port Operations Tour; get an insider's look at the lifeblood of July our nation's economy – the Pilbara's iron ore industry with this 45 minutes guided tour of BHP Billiton Iron Ore's Nelson Point facility. Local History Tour – delve into the rich cultural heritage of Port Hedland; discover its August rich pearling trade, harsh pastoralist history, early Afghan cameleer and its earliest inhabitants the Karriyarra people. September Travel writing for the modern traveller – how to write a blog and keep people interested October Small business development – growing a tourism business in the Pilbara – a presentation by... TBA November Cruise Ship - Radiance of the Seas - Date TBA December Member event – recognising the positive impact of members to a not for profit (precursor to the 2015 Destination Guide)

ATTACHMENT 6 TO ITEM 10.1.1

	1	CHARACTER	T	
CATEGORY	NUMBER	COUNT	DESCRIPTION	e
CATEGORY	HOMBER	COUNT	Water Hotel	ş
Reception, Office, Store & Kitchen Furniture				
reception, office, store a circular rafficare				
Reception Furniture				
THE PERSON PROPERTY.	1	1	Large reception Bench - complete with two sets drawers and two filing drawers	
	2	0	backless office chairs - reception	
	4	0	black tub chairs and leather cube footstools	
	2	0	small coffee style tables - laminex and metal	
			1 round wooden table	
	1	1		
	1	0	large attached desk for internet corner	
	1	0	corner desk with return and set of drawers - grey laminate	
	1	0	one mobile room divider - FABRIC	
			TOTAL	4,000.00
Office Furniture				
	1	0	executive desk with return and filing drawer	
	2	3	office chairs	
			TOTAL (no charge)	
Kitchen Furniture				
	1	0	laminex kitchen table	
	3	0	metal and vinyl chairs	
	1	1	wooden cupboard in kitchen	
			TOTAL (no charge)	
Storage cupboards & cabinets				
	5	5	double door cupboards with dark bench top - behind reception	
	1	0	wooden fitted cupboard on rear wall	
	1	ō	wooden credenza type cupboard	
	1	0	three drawer white cabinet	
	3	0	4 drawer filing cabinets	
	_	_	TOTAL	2,500.00
Display racks & cupboards (fixed)			TVIAL .	2,200,00
Draping facts is copposited (1000)			built in wooden cupbards -some with glass fronts all 4 walls of main section some	
			complete with large shelving units on one wall (5)	
	7	Ü	wooden and perspex brochure display racks - fixed to walls	
			one open shelving unit in middle of store - double sided with glass doors	
	1	1 - no gama		
	5		metal helving units for brochures	
	1	0	grey laminex sheving unit - 5 shelves	
	3	3	walls of wooden shelving in storeroom	
	3	0	Picture wall with three shelves for diplaying pictures	
	1	0	Small picture wall holding pictures	5,000.00
			TOTAL	
Display fixtures & fittings (free-standing)				
	1	0	model ship in glass cabinent	
	2	Ü	glass and wood display cabinents	
	1	0	wood/glass 6 sided rotating display case	
	2	Ö	wooden bench top display cabinets - (Loveridge)	
	2	0	two mobile double sided large display units with fittings	
	1	0	freestanding wooden picture display unit	
	1	play wall, 2	BHP display wall and cubes	
	2	Û	chrome clothing display units	
	1	0	metal hat stand	
	1	0	Black ice sunglasses display stand	
	2	1	mobile wooden jewellry display units	
	1	0	one round display rack - jewellery	
	1	0	Triangular wooden jewellery display stand	
	3	0	clothing display busts - one male, one female and one child	
	-		black velvet jewellery display busts	
	3	0	DIRECK ARTHUR MANUFACTA ARTHUR A DIRECT	
	-	_		
	10	0	metal book/plate display stands	
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10.2 Community Development

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

Officer Graeme Hall

Manager Recreation Services

and Facilities

Date of Report 2 February 2014

Disclosure of Interest by Officer Nil

Summary

The purpose of this report is for the Audit and Finance Committee to review the second 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 2013 Colin Matheson Oval Financial Statement (Attachment 1).

Consultation

Nil

Statutory Implications

Nil

Policy Implications

Nil

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 \$14,284.00. Council will receive fifty percent of any surplus amount, at the expiry of the current agreement on 31 March 2014.

This amount presents a significant difference to the report received in the first quarter. The variation has arisen as a result of the Town's request to the Rover Football Club that the agreement with the Town is to focus on the operation of the building, and not include the functions of the Club.

With the change in reporting and modifications as to how some expenses are presented, the report is difficult to compare with the report presented for the first quarter. Discussions regarding the changes to the information presented will be held with the Club and presented to the Audit and Finance Committee as part of the third quarter review.

Officer's Comment

The Port Hedland Rovers Football Club has 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 period of the arrangement. The Club is employing a booking officer to help generate income from the use of the facility. There is a perception that even greater income could be generated from increasing usage of the Colin Matheson facility.

The Port Hedland Rovers Football Club and the Town are currently in discussion regarding a new 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 31 December 2013.

AFC201314/026 Officer's Recommendation/ Audit and Finance Committee Decision

Moved: Cr Jacob Seconded: Mayor Howlett

That the Audit and Finance Committee receive the second quarter (1 October to 31 December 2013) report for the operation of the Colin Matheson Clubhouse facility as presented by the Port Hedland Rovers Football Club.

CARRIED 3/0

ATTACHMENT 1 TO ITEM 10.2.1

2013 CMO FINANCIAL STATEMENT

				INCOME			2015	CINO THE	EXPENSES	· · · · · · · · · · · · · · · · · · ·	•			INVOICING			BANKING		
Date	Hirer	Function	Hire Fee	come		Cleaning	Bar Staff	Meals	Bar/Other	Details	Refunds	Rebates	Sent	Paid	Profit	Total	Deposits	Withdrwl	Chq No.
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Rovers FC	- Friday Night	Functions																	
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25/01/2013 22/03/2013	ROVERS ROVERS	FRIDAY	200									200	n/a	n/a n/a	0	0			\vdash
12/04/2013	ROVERS	FRIDAY	200									200	n/a n/a	n/a	0	0			\vdash
19/04/2013	ROVERS	FRIDAY	200									200	n/a	n/a	0	0			
26/04/2013	ROVERS	FRIDAY	200									200	n/a	n/a	0	0			
3/05/2013 10/05/2013	ROVERS ROVERS	FRIDAY	200									200 200	n/a n/a	n/a	0	0			\vdash
17/05/2013	ROVERS	FRIDAY	200									200	n/a	n/a n/a	0	0			\vdash
24/05/2013	ROVERS	FRIDAY	200									200	n/a	n/a	0	0			
31/05/2013	ROVERS	FRIDAY	200									200	n/a	n/a	0	0			
7/06/2013 14/06/2013	ROVERS ROVERS	FRIDAY	200									200	n/a	n/a	0	0			\vdash
21/06/2013	ROVERS	FRIDAY	200									200	n/a n/a	n/a n/a	0	0			
28/06/2013	ROVERS	FRIDAY	200									200	n/a	n/a	0	0			
5/07/2013	ROVERS	FRIDAY	200									200	n/a	n/a	0	0			
12/07/2013	ROVERS	FRIDAY	200									200	n/a	n/a	0	0			igsquare
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2/08/2013	ROVERS	FRIDAY	200									200	n/a n/a	n/a n/a	0	0			\vdash
9/08/2013	ROVERS	FRIDAY	200									200	n/a	n/a	0	0			
16/08/2013	ROVERS	FRIDAY	200									200	n/a	n/a	0	0			
23/08/2013	ROVERS	FRIDAY	200									200	n/a	n/a	0	0			\vdash
30/08/2013 6/09/2013	ROVERS ROVERS	FRIDAY	200									200	n/a n/a	n/a n/a	0	0			\vdash
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															0	0			
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11/05/2013	ROVERS	FALCONS	200									200	n/a	n/a	0	0			\vdash
25/05/2013	ROVERS	SHARKS	200									200	n/a	n/a	0	0			
1/06/2013	ROVERS	SWANS	200									200	n/a	n/a	0	0			
15/06/2013 29/06/2013	NPFL ROVERS	NNFL KATS	200									200	n/a	n/a n/a	0	0			\vdash
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31/08/2013	GRAND FINAL		200									200	n/a	n/a	0	0			
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February	JABAT	DANCE	1815		FEBRUARY								28/02/2013	5/03/2013	1815	1815			\vdash
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April	JABAT	DANCE	2460		APRIL									17/06/2013	2460	6975			
May	JABAT JABAT	DANCE	3240 3705		JUNE									17/06/2013 17/06/2013	3240 3705	10215 13920			$\vdash \vdash \vdash$
June July	JABAT	DANCE	1275		JULY									16/12/2013	1275	15195			$\vdash \vdash$
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September	JABAT	DANCE	1890		SEPTEMBER								1/10/2013	16/12/2013	1890	19065			
October	JABAT	DANCE	1890		OCTOBER									16/12/2013	1890	20955			
November	JABAT	DANCE	1050		NOVEMBER								6/12/2013	16/12/2013	1050	22005 22005			$\vdash \vdash \vdash$
Ki	tchen - Sub Lea	se													0	22005			\vdash
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March	LAS PATRONAS	KITCHEN	400		MARCH									3/02/2014	400	22405			
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August	LAS PATRONAS	KITCHEN	1000		AUGUST									3/02/2014	1000	30205			

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292-2023 FEMALE 2501.08 20 20 20 20 20 20 20	2/02/2013	PILB.CON.	MEMORIAL	0	0											n/a	n/a	0	34755		
	8/02/2013	FENNER	SEMINAR	200	200											8/02/2013	8/02/2013	400	35155		
1840/2013 PROC. PROF.	25/02/2013	FENNER	SEMINAR	0	0											25/02/2013	n/a	0	35155		
1,000,000 1,000	2/04/2013	PHPS	SEMINAR	300	400											2/04/2013	6/04/2013	700	35855		
24071032 PPS 35011044 260 290 100	13/04/2013	PHCC	FUNCTION	400	200											13/04/2013	13/04/2013	600	36455		
90,00210 999	8/06/2013	PHPS	TRIVIA	200	100											1/07/2013	4/08/2013	300	36755		
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10.2.2 Courthouse Gallery Quarterly Review: October to December 2013 (File No.:20/01/0026)

Officer Gordon MacMile

Director Community

Development

Date of Report 11 February 2014

Disclosure of Interest by Officer Nil

Summary

The purpose of this report is for the Audit and Finance Committee to review the Courthouse Gallery activities from FORM for the quarter October to December 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 2013/2014 budget contains an allowance of \$393,000 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. October to December 2013 Activity report
- 2. PHCG Quarterly report to 31 December 2013 (Operations)
- 3. PHCG Quarterly report to 31 December 2013 (Programs)
- 4. Hedland Art Awards 2013 (Feedback).

AFC201314/027 Officer's Recommendation/ Audit and Finance **Committee Decision**

Seconded: Cr Jacob **Moved: Mayor Howlett**

That the Audit and Finance Committee receive the quarterly review report of the Courthouse Gallery from FORM Contemporary Craft and Design Inc. for the period 1 October to 31 December 2013.

CARRIED 3/0

ATTACHMENT 1 TO ITEM 10.2.2



Port Hedland Courthouse Gallery Quarterly Report 1 October to 22 December 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:

- Email sent to Gary as lighting/power in main gallery not working and power to printer, computer, telephones, server etc not working in back office 5.10.13
- SKE Electrical fixed power/lighting in main gallery, back office and retail space. Will need to
 get electrician back in to determine why it keeps tripping, back in this afternoon 7.10.13
- Contacted Gary Ward ToPH as power in main gallery and corridor rooms not working 8.10.13
- Mike/SKE Electrical fixing power/lighting in corridor rooms and main gallery 8.10.13
- Mike/SKE Electrical Contacted as power in corridor has tripped again 9.10.13
- Mike/SKE Electrical Fixing power/lighting in corridor rooms 9.10.13
- Mike/Electrician Called in to follow up to see if any issues with power and to check meter reading 10.10.13
- Michael/ACS Air conditioner service for air conditioner in office behind reception 18.10.13
- Gary Ward/Grant Voss contacted as reticulation system in front lawn area not working, email sent 19.10.13
- Gary Ward, ToPH contacted as no cover over electrical wires/switches in main gallery 25.10.13
- Gary Ward, ToPH checked electrical switch in main Gallery on wall above switch board as is not covered, very dangerous. He said he will get someone to fix immediately 28.10.13
- Gary Ward, ToPH contacted about the Main Gallery lights tripping out on market day 28.10.13
- Gary Ward, ToPH contacted in regards to broken Air Con 6.11.13
- Bruce/ACS, contacted in regards to broken Air Con 7.11.13
- Mike/Electrician attended with Bruce to fix electrical issues 7.11.13
- Reddings Electrical. Gary sent David along to fix the no electricity problem in back room 7.11.13
- Note: No Power at Bungalow today 8am-12pm
- SKE electrical to fix air con and assess power 11.11.13
- Gary Ward, ToPH, office behind reception and shop air-conditioner both fixed today 10.12.13
- Dale, Montek, Came to look at computer/wireless system to see what we can set up to fix server issues, 17.12.13

Worth noting:

Gallery roof replaced and re-wired 23 September – 7 October, 2013-12-12

Incident reporting

No incidents to report.

Customer feedback

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

- Exhibition feedback: Hedland Art Awards (August 30 - December 19)

Damage to the Gallery and/or Gallery assets

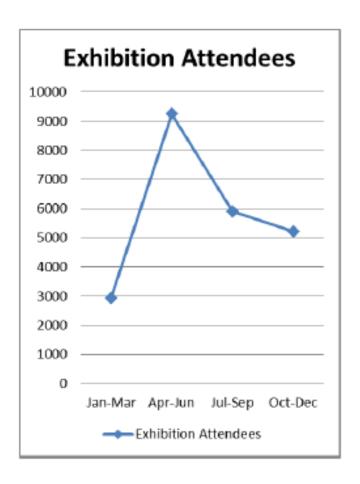
Manse veranda roof, coming loose, fixed at same time of gallery re-roofing Goods stolen to the value of \$484, possible need to insert cameras (as suggested by Police)

Gallery Attendance Figures

Breakdown	No. of Events	No. of Attendees
General Gallery attendance		383
Exhibition(s)	0	
Function(s)	4	2600
 West End Market (26.10.13) 2500 		
Karlka Nyiyaparlu Aboriginal Corporation function in		
gallery (27.11.13) 20		
PDC function in main gallery (11.10.13) 20		
PDC function in main gallery (11.12.13) 60	_	2222
Visits	8	2209
BHP Billiton visit with Kelly Smith (8.10.13)9 Below Street Primary School (20.10.13) 60		
Baler Street Primary School (29.10.13) 60 Baler Street Primary School (29.10.13) 60		
Baler Street Primary School Visit (30.10.13)60 BUD Billitan visit (24.11.13) 10 BUD Billitan visit (24.11.13) 10		
 BHP Billiton visit (24.11.13) 10 Booth Heat Baseball Club (15.11.13) 20 		
Perth Heat Baseball Club (16.11.13) 30		
Baler Street Primary School visit (1.11.13) 32 Gaza For Hadland film realing decomposition (25.11.13) 8		
Care For Hedland filmmaking documentary (25.11.13) 8 Care For Hedland filmmaking documentary (25.11.13) 8		
Cruiseship visit (6.11.13) 2000 Markebare	1	24
Workshops	1	24
 Artist Talk with Natalia Milosz-Piekarska (7.11.13) 24 		
Spinifex Hill Artists (external to Gallery) (approximately 10		
participants 5 days per week in July - September)		
,,,,,,,,		

Breakdown	No. of Events	No. of Attendees
Gallery Closed		
 Re-roofing (October 1-7) 7 days Gallery closed for Christmas break (Dec 23 - Jan12) 		
Total Events and Attendance figures	13	5216

QUARTERLY TOTAL ATTENDANCE TREND FOR PHCG



January is closed for half month - so wi a t	Apr-Jun will have high attendance as 2 West End Market events occur this quarter						
2013	Jan- Mar	Apr- Jun	Jul- Sep	Oct- Dec			
Quarterly Total Attendance	2940	9242	5898	5216			

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 - 19 Dec: Hedland Art Awards

ATTACHMENT 2 TO ITEM 10.2.2



building a state of creativity

PORT HEDLAND COURTHOUSE GALLERY OPERATIONS Statement of Profit and Loss

	2	013 Quarteri	y Actual Ending	E			Variance	
Budget Lines	March	June	September	December	2013 Actual Total \$	2013 Budget S	Between Actual and Budget \$	
rnover								
Sales	54,314	106,476	81,484	111,879	354,153	380,000	-25,847	
Grants and sponsorships:								
Management Fee - Town of Port Hedland	95,000	95,000	98,325	98,325	386,650	380,000	6,650	
OFTA (DEWHA) - Indigenous Exhibition Development	10,104		52,500		62,604	50,000	12,604	
Sponsorship			300,000		300,000	300,000	0	
Hedland Art Award Partners		20,000	14,545		34,545	65,000	-30,455	
Other Grants	34,699		10,000		44,699	124,570	-79,871	
Sundry Income - Donations, Workshop Fees, etc.	12,388	18,981	17,684	-494	48,560	42,380	6,180	
Total grants and sponsorships	152,191	133,981	493,055	97,831	877,058	961,950	-84,892	
tal Turnover	206,505	240,457	574,539	209,710	1,231,211	1,341,950	-110,739	
penditure								
Cost of Sales	40,735	90,194	56,615	79,316	266,861	285,000	18,139	
Operating expenses				<u> </u>				
Programming expenses								
- General Program Costs	4,353	1,141	1,924	1,267	8,686	38,076	29,390	
- Exhibitions	52,531	65,792	87,070	2,818	208,210	258,508	50,297	
- Workshops	35,374	48,902	47,717	33,570	165,563.32	141,152	-24,412	
- Other Programs	4,416	39,193	36,908	25,526	106,043	159,708	53,665	
Total project/community costs	96,675	155,028	173,619	63,181	488,503	597,444	108,941	
Employment costs								
- Salaries, wages and on-costs	70,899	73,800	84,765	80,693	310,158	300,000	-10,158	
- Staff Development & Training		225			225		-225	
- Staff Housing	29,966	29,900	16,900	16,900	93,666	80,600	-13,066	
Total employment costs	100,865	103,925	101,665	97,593	404,049	380,600	-23,449	
General administration								
- Advertising and Marketing	636		1,832	526	2,994	1,000	-1,994	
- Audit Fees Allocation	2,145		22		2,167	2,145	-22	
- Bank charges	599	1,036	2,069	1,045	4,749	2,400	-2,349	
- Postage, couriers & freight	523	454	255	464	1,696	2,000	304	
- Telephone & IT	1,669	1,186	1,567	2,561	6,984	6,000	-984	
- Presentation and Promotion	129	101	659	1,221	2,110	5,000	2,890	
- Printing, stationery & consumables	1,906	7,238	2,554	4,023	15,720	6,000	-9,720	
- Minor office equipment	1,745	154		63	1,962	1,745	-217	
- Subscriptions						500	500	
Total administration costs	9,352	10,169	8,958	9,908	38,382	26,790	-11,592	
Facility costs								
- Electricity	2,400	-2,505	10,800	-3,500	7,195	8,000	805	
- Repairs and maintenance	1,454	-345	2,475	188	3,773	2,000	-1,773	
- Depreciation	1,848	3,297	3,333	3,254	11,732	11,000	-732	
- Cleaning	1,633	700	84	2,735	5,152	6,078	926	
Total occupancy costs	7,336	1,147	16,692	2,677	27,852	27,078	-774	
Other costs								
- Staff travel	829	5,061		518	6,408	11,461	5,053	
- Amenities	826	330	1,077	970	3,203	3,200	-3	
- Insurance	1,401	1,401	1,973	1,940	6,715	10,377	3,662	
Total other costs	3,056	6,792	3,050	3,429	16,326	25,038	8,712	
Total operating expenses	217,283	277,062	303,984	176,783	975,111	1,056,950	81,839	
tal Cost of Sales and Operating Expenses	258,018	367,256	360,599	256,099	1,241,972	1,341,950	99,978	
t Income / (Expenditure)	-51,513	-126,799	213,940	-46,389	-10,761	0	-10,761	

Budget Variance Notes:

- Sales target was not achieved 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) Other Grants Income not received.

ATTACHMENT 3 TO ITEM 10.2.2



building a state of creativity

Port Hedland Courthouse Gallery Programs

Statement of Profit and Loss

For the Quarter Ending 30 December 2013

Budent Lines	2013	Cumulative	2013	Quarterly	Actuals Endin	3	Notes
Budget Lines	Budget \$	Total -Actual	March	June	Septembe	December	reves
Programming Budget Calendar Year 2013							
Courthouse Marketing							
Advertising, Marketing and other General Costs	16,238	17,160	4,353	9,615	1,924	1,267	
Total Courthouse Marketing	16,238	17,160	4,353	9,615	1,924	1,267	
Exhibition Program							
Spinifex Hill Artists Studio Exhibition	9100	0	0	0	0	0	1
Hayley Welsh_Jimmy Poland Exhibition - PH	39,255	37,371		20,557	16,957	-142	2
Pannawonica & David Freedman Exhibition - PH	35,255	35,415	931	34,991	2	-508	
Pilbara Stories Exhibition	53,350	54,665	51,216	3,258	191	0	
Hedland Arts Award	121,548	80,759	384	6,987	69,920	3,469	
Total Exhibition Program Cost	258,508	208,210	52,531	65,792	87,070	2,818	
Workshops							
Indigenous Exhibition Development	84,959	91,511	26,208	34,507	14,449	16,347	
Lomo Visual Arts Development Program:							
Lomography Workshop	8,334	11,015	7,952	1,254	80	1,730	
Visual Arts Development Workshop Camps	13,359	7,139	149	6,990	0	0	
Visual Arts Development Program: Hayley Welsh							
Workshops	5460	3,317	1,065	2,252	0	0	
Photo P.H.otography: Photography Camp	29,040	14,860	0	0	15,317	-457	2
Cartullary	34,699	37,946	0	4,124	17,871	15,951	
Total Workshops Program Cost	175,851	165,788	35,374	49,126	47,717	33,570	
Other Programs:							
Westend Markets	159,708	106,043	4,416	39,193	36,908	25,526	
Total Other Programs	159,708	106,043	4,416	39,193	_	25,526	
Total Projected Programming Expenditure	610,305	497,201	96,675	163,727	173,619	63,181	

Notes:

2) Over payment of invoices

¹⁾ Please note this exhibition has been cancelled

ATTACHMENT 4 TO ITEM 10.2.2

					He	dland Art Awar	d 2013, A	ug 30-Dec	22, 2013			
First Name	Last Name	Address	Suburb	State	Postcode			Please rate your	f How did you hear of the exhibition?	What were the highlights of your visit to this exhibition?	What was it that motivated	Do you have any additional comments ? (e.g. Future exhibitions, improvements)
Native Gary Traveller	Wren Walker	13 Suffolk Street	Fremantle	WA		nataliewren.1991 Brionnach497@gamil.com	433199194 417848641	:	5 Friends 3 Friends	The artwork, the staff are	To see friends work. I'm visiting friends who have bought me here. I'm from Melbourne.	
Alison	Read	PO Box 216	Port Hedland	WA	6721	alisonread1@bigpond.com	409270998	,	Friends/Website/Work 4 (hospital)	Staff interaction, friendly and approachable. Good ambiance, space, colours and light. Good selection of books, presents and cards in gift shop	New to town	Some information on each artist
Janine	McCrum							!	Spoke to Shaun - called 5 into gallery specifically. 5 Information Centre		Also a member of FORM Visitor Interest in having a look We were advised that it was well worth looking at by the	Silver Star restaurant- food was great but windows need cleaning The exhibition was very well set out and colourful
Julie and Louis	Valese		Cairns	QLD				:	5 Cooke Point Caravan Park	High standard of art works	manager of the cooke point caravan park	
Kitty Helena	Tumer Stokes	"travelling through"			1	hellenastokes@hotmail.com	4700037732		5 Tourist Centre	mediums presented	especially indigenous Enjoy art works	Excellent display
									5 Visitor Centre	Lovely space, love artwork The variety of art displayed.	Interest in local art visitor centre staff	Great diversity - keep it up No
									5 email 4 Tourist Centre	many pieces stood out Paintings	It was recommended to us	Keep up the good work Keep up the good works great to support art and local
Sharon	Munroe	Travelling							4 Friends		friends recommendation Local Art I have been to this centre before when visiting Port	artist
		Travelling						,		small home town	Hedland A visitor to town from Exmouth. Being an artist myself, a newcomer to the art	
Karen Irwin	Shiosaki Hunter	PO Box 1171	Exmouth	WA		kannonshacks@yahoo.com.au irwin.hunter1@gmail.com	0418 836 061 0408 929 362		5 Online 3 Tourist Centre		world, I am fascinated by the work of other artists, very inspiring Enjoy art	
		Travelling							4 Tourist Centre	Painting "Aquatic Pulse", 21		

					ŀ	ledland Art Awa	rd 2013, A	ug 30-Dec	22, 2013			
								Diago esta como				De you have any of fair-of
								Please rate your	of How did you hear of the	What were the highlights of	What was it that motivated	Do you have any additional
First Name	Last Name	Address	Suburb	State	Postcoo	de Email	Phone	this exhibition.	exhibition?			exhibitions, improvements)
riistituiic	East Hame	Address	Suburb	State	rostcoc	ac cines	riione	this exhibition.	CAMBICION.	The quality of works displayed		exhibitions, improvements)
										from the Pilbara and other		
										regions is fantastic and	Tourist Centre recommended	
		Travelling							4 Tourist Centre	unexpected	it	No
									Email, posters, friends,		I love seeing beautiful works and so lucky to have this in	
Amber	Hooke								4 website	so great to see	the Pilbara	
		Travelling							3 Information Centre	Dirt in ball	Something to do	
		Travelling							5 Information Centre	Something to do	Holidays	
		Travelling							5 Tourist Centre		See what was in here	No
									= unit of to	Beautiful artworks, variety of		
Gemma	Fox								5 Walked by	mediums We didn't realise the gallery	Inspiration and culture	
										existed so it was an		
										unexpected experience! The		
										artwork was beautiful, the bits		
											out what Port Hedland has to	
Sandy	Hale								5 Walked by	very unique!	offer.	back for the other exhibitions.
												The Visitors Centre has limited
												local products. This was a bit
												disappointment as most products
												are made in USA or Asia. There
											Gallery shop and visitors	are many local makers in town
Donas	Moreor	5/13 Dorrigo Loop	South Hedland	WA	-	722	431251992				centre shop buy Christmas gifts.	who would be able to stock the centre with quality products.
Renae	Mercer	3/13 DOTTIGO LOOP	South Regiand	WA	6/	22	431231992	•			girts.	centre with quality products.
											Having breakfast at the train -	
Kylie	Chalmers	12 John Way	South Hedland	WA	67	22 kmchalmers@gmail.com	0408 898836		5 Walked in.	_	decided to walk over.	
										One painting in particular by		
Astrid	Samual		Karratha	WA		astrid.samuel@live.com			5 Friends	Helen Ansell. Always enjoy exhibitions,	Seeing beautiful arts.	The variety of exhibitions is
Jenny	Lees	2 Taylor Street	Port Hedland	WA	67	721 rod.jen.1@bigpond.com	0400 164 333		5 Posters	beautiful gifts.	Hedland Art Awards.	excellent!
		2 10,101 20120								5		More locally made craft as well as
Traveller									4 Friends	Quality artwork.	scene.	art.
											I enjoyed art especially	
F	Nada	DO D 2000	Carab Hadland		-		0430 300033		5 5II	The area of a decorate to a circus	indigenous art. Amazing	
Emma	Noske	PO Box 2980	South Hedland	WA	6/	222 emma n@live.com.au	0420 309923		5 Email	The range of artwork to view. I loved the Markets on the	exhibition.	
Lisa	Wynne					lisa.wynne1@gmail.com	0414 351227		5 Newspaper	26th October.		
											I love our gallery. I usually	
											visit here when there's a	
									the state of the s	The artwork awards of the	market or after have a brunch	
- "						"			Just passing by and			
Colin	Wu	24/3 Pedlar Street	South Hedland	WA	67	22 colinwu0209@gmail.com	0407 032 660		5 walked in.	year.	in the Silver Star.	
	Wu	24/3 Pedlar Street	South Hedland	WA	67	222 colinwu0209@gmail.com	0407 032 660		5 walked in.	year. Some of the fine details of the	in the Silver Star.	
Colin Traveller	Wu	24/3 Pedlar Street	South Hedland	WA	67	722 <u>colinwu0209@gmail.com</u>	0407 032 660			year. Some of the fine details of the pieces.	in the Silver Star. Came down to the local air.	
	Wu	24/3 Pedlar Street	South Hedland	WA	67	722 <u>colinwu0209@gmail.com</u>	0407 032 660		5 walked in.	year. Some of the fine details of the	in the Silver Star. Came down to the local air.	
	Wu			WA					5 walked in. 5 Just dropped in. 4 Friends	year. Some of the fine details of the pieces. The beautiful artwork, too bad the one I wanted is already sold.	in the Silver Star. Came down to the local air.	
Traveller Traveller Roger	Jansen	60B Goode Street	Port Hedland	WA	67	721 janser.roger@gmail.com	408985648	ı	5 walked in. 5 Just dropped in. 4 Friends 4 Friends	year. Some of the fine details of the pieces. The beautiful artwork, too bad the one I wanted is already sold. Set up and friendly staff.	in the Silver Star. Came down to the local air. Markets.	
Traveller Traveller Roger Charmane	Jansen Wilson	608 Goode Street 3 Cuneew Cove	Port Hedland Port Hedland	WA WA	67 67	721 janser.roger@gmail.com 721	408985648 040 370 0911	ı	5 walked in. 5 Just dropped in. 4 Friends 4 Friends 4 Newspaper	year. Some of the fine details of the pieces. The beautiful artwork, too bad the one I wanted is already sold. Set up and friendly staff. Paintings	in the Silver Star. Came down to the local air. Markets. Markets.	No.
Traveller Traveller Roger Charmane Bendon	Jansen	60B Goode Street	Port Hedland	WA	67 67	721 janser.roger@gmail.com	408985648	ı	5 walked in. 5 Just dropped in. 4 Friends 4 Friends 4 Newspaper 5 Friends	year. Some of the fine details of the pieces. The beautiful artwork, too bad the one I wanted is already sold. Set up and friendly staff. Paintings Art was great, very clean.	in the Silver Star. Came down to the local air. Markets. Markets. Heard from friends.	
Traveller Traveller Roger Charmane Bendon Traveller	Jansen Wilson Wilson	608 Goode Street 3 Cuneew Cove	Port Hedland Port Hedland	WA WA	67 67	721 janser.roger@gmail.com 721 721	408985648 040 370 0911 0457 538 727	1	5 walked in. 5 Just dropped in. 4 Friends 4 Friends 4 Newspaper 5 Friends 4 Email	year. Some of the fine details of the pieces. The beautiful artwork, too bad the one I wanted is already sold. Set up and friendly staff. Paintings Art was great, very clean. Friendly staff	in the Silver Star. Came down to the local air. Markets. Markets. Heard from friends. Brunch at the Silver Star.	
Traveller Traveller Roger Charmane Bendon	Jansen Wilson	608 Goode Street 3 Cuneew Cove	Port Hedland Port Hedland	WA WA	67 67	721 janser.roger@gmail.com 721	408985648 040 370 0911	1	5 walked in. 5 Just dropped in. 4 Friends 4 Friends 4 Newspaper 5 Friends	year. Some of the fine details of the pieces. The beautiful artwork, too bad the one I wanted is already sold. Set up and friendly staff. Paintings Art was great, very clean. Friendly staff	in the Silver Star. Came down to the local air. Markets. Markets. Heard from friends.	
Traveller Traveller Roger Charmane Bendon Traveller	Jansen Wilson Wilson	608 Goode Street 3 Cuneew Cove	Port Hedland Port Hedland	WA WA	67 67	721 janser.roger@gmail.com 721 721	408985648 040 370 0911 0457 538 727	•	5 walked in. 5 Just dropped in. 4 Friends 4 Friends 4 Newspaper 5 Friends 4 Email 4 Friends	year. Some of the fine details of the pieces. The beautiful artwork, too bad the one I wanted is already sold. Set up and friendly staff. Paintings Art was great, very clean. Friendly staff The art is amazing. The varying artist's work on display and of course the	in the Silver Star. Came down to the local air. Markets. Markets. Heard from friends. Brunch at the Silver Star.	No. It was a lovely welcoming place
Traveller Traveller Roger Charmane Bendon Traveller	Jansen Wilson Wilson	608 Goode Street 3 Cuneew Cove	Port Hedland Port Hedland	WA WA	67 67	721 janser.roger@gmail.com 721 721	408985648 040 370 0911 0457 538 727	•	5 walked in. 5 Just dropped in. 4 Friends 4 Friends 4 Newspaper 5 Friends 4 Email	year. Some of the fine details of the pieces. The beautiful artwork, too bad the one I wanted is already sold. Set up and friendly staff. Paintings Art was great, very clean. Friendly staff The art is amazing. The varying artist's work on display and of course the gorgeous gift shop.	in the Silver Star. Came down to the local air. Markets. Markets. Heard from friends. Brunch at the Silver Star. Fair outside.	No.
Traveller Roger Charmane Bendon Traveller Glenda	Jansen Wilson Wilson Baldry Ross	60B Goode Street 3 Cuneew Cove 3 Canneen Cove	Port Hedland Port Hedland Port Hedland	WA WA WA	67 67 67	721 janser.roger@gmail.com 721 721 721 glenlb@bigpond.com rebeccalross@hotmail.com	408985648 040 370 0911 0457 538 727 040 777 0578		5 walked in. 5 Just dropped in. 4 Friends 4 Friends 4 Newspaper 5 Friends 4 Email 4 Friends	year. Some of the fine details of the pieces. The beautiful artwork, too bad the one I wanted is already sold. Set up and friendly staff. Paintings Art was great, very clean. Friendly staff The art is amazing. The varying artist's work on display and of course the gorgeous gift shop. The instigate detail of the	in the Silver Star. Came down to the local air. Markets. Markets. Heard from friends. Brunch at the Silver Star. Fair outside. On a friend's recommendation.	No. It was a lovely welcoming place to visit.
Traveller Traveller Roger Charmane Bendon Traveller Glenda	Jansen Wilson Wilson Baldry	608 Goode Street 3 Cuneew Cove	Port Hedland Port Hedland	WA WA	67 67 67	721 janser.roger@gmail.com 721 721 721 glenlb@bigpond.com	408985648 040 370 0911 0457 538 727		5 walked in. 5 Just dropped in. 4 Friends 4 Friends 4 Newspaper 5 Friends 4 Email 4 Friends	year. Some of the fine details of the pieces. The beautiful artwork, too bad the one I wanted is already sold. Set up and friendly staff. Paintings Art was great, very clean. Friendly staff The art is amazing. The varying artist's work on display and of course the gorgeous gift shop. The instigate detail of the	in the Silver Star. Came down to the local air. Markets. Markets. Heard from friends. Brunch at the Silver Star. Fair outside. On a friend's recommendation.	No. It was a lovely welcoming place

					Не	edland Art Awar	d 2013, A	ug 30-Dec	22, 2013			
							1	Please rate your	f u a u did u a u basa afaba	What were the highlights of	l	Do you have any additional
First Name	Last Name	Address	Suburb	State	Postcode	Email		this exhibition.	exhibition?		you to visit this exhibition?	exhibitions, improvements)
Traveller									4 Visitors Centre	The art was fantastic.	We came to see what old Port Hedland has to offer.	
										To realise there is evidently a strong artistic community in	Visiting Port Hedland an	
Traveller										the region.	seeing what is here. Like to visit Art Galleries	
Traveller									4 Visitors Centre	variety and excellence, quality of merchandise.	wherever we go on our travels.	No.
Traveller									4 Visitors Centre	The quality of the art.	Like to visit Art Galleries wherever we travel.	no.
										Am always blown away by the many talented people around		
Annette	Burke					absphone32@gamil.com			5 when in Port Hedland.	us.		
Shirley	Sheppard	UK				shirleysheppard@onetel.com				plus very importantly one chance for the younger and	and painter in England born in WA. I like to see Local	I wish figurative Contempary sculpture was given more encourage in the indoor environment not just outdoors. NEVER STOP this and other places like it.
									Port Hedland Visitors	Wonderful varied display of original art works, well mounted and enthusiastically	Wife is a artist and has a gallery/studio in UK. On visits to family and friends in WA we always seek out local artists and Galleries- with	
Tony Alyshia	Fenter Snell	UK 17 Dale Street	South Hedland	WA		tonyfenter@gmail.com alyshiajsnell@gmail.com	44 1723 372568 04 22 272 806		4 Centre 5 Other	projected by the staff. Everything	Please! A friend	Keep up the good work!
benni	Read					incomi@dark pat au			5 BHP Billiton 4 Walk in	Martumili Artist pieces Some of the paintings- just stunning	Work purposes	
Jacqui	Redu					jacqui@dark.net.au				Breath of painting from across		
									4 Walk in	region	opening hours	
Alja									4 Visitor Centre	There were some really beautiful artworks	The fact that it is an art gallery and I like to see art	This is definitely worth a visit, there are some beautiful works
Lyn	Osbourne	18 Counihan Cresent	Port Hedland	WA	6721	malo22@bigpond.com	9173 5804		5 Posters	The variety of exhibitions and the products and gifts to buy, especially those products that promote the Pilbara.	the Pilbara to give to friends when I travel to New	Thank you for providing cultural experiences to Port Hedland! It is nice to see that Port Hedland is more than a mans mining town, and is moving towards being a great family town with different cultural experiences for all. Thank you for the warm and
Ekra Ken	Loreme King	Travelling from Switzerland	d						4 Visitor Centre	instruction, friendly staff	Aboriginal Art	freidnly atmosphere
Tina	Nuttall	17 Fantail Bend	Nickol	WA	6714	cmnuttalla@westnet.com.au	0415 766 847		5 Friends	Selection of art books, artifacts and gifts.	Always visit this fabuolous gallery when Im in Port Hedland.	Please continue with your innovative exciting work in the Pilbara.
Sara	Bryan					sara bryan@hotmail.com			5	improving all the time too. Some of the artworks on	I come to the Gallery regularly and love it.	(Rope baskets with geo paint designs)
Ken	King					ceo@pdc.wa.gov.au			5 Drop in.	display were stunning, colour and form.	on 11/10/13	
Rebecca	Clarke					daveandbecsta@gmail.com			5 Friends	Indigenous artworks.	Art Awards.	The gallery was lovely to visit, cool, clean and with Friendly staff.

	Hedland Art Award 2013, Aug 30-Dec 22, 2013											
First Name	Last Name	Address	Suburb	State	Postcode	Email				What were the highlights of your visit to this exhibition?	What was it that motivated	Do you have any additional comments ? (e.g. Future exhibitions, improvements)
Stacey	Hobbs	5D Yarrunga Crescent	SOUTH HEDLAND	WA		evos1@live.com.au	•	5	Information Centre	Art	To look at the art.	
Sharna	Martorella							5	i Just walked by.	I'm in a Melbourne Gallery!	I like coming into look at all the beautiful things in the	More books! I love them!
Lauren	Rolfe	PO Box 759	Port Hedland	WA	6721	slrolfe1@bigpond.com		5	;	and art work.	new.	

10.2.3 GP Housing Quarterly Review: October to December 2013 (File No.:15/01/0020)

Officer Gordon MacMile

Director Community

Development

Date of Report 11 February 2014

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: October to December 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.

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 general practitioner houses was funded through contributions from WA State Government, resource industry and the Town.

Leases for the general practitioner 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 previous (July to September 2013) quarterly report from the Port Hedland Medical Centre indicated achievement of key outcomes within the required timeframe, plus progress towards longer term targets.

These included:

- 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.

The current quarter (October to December 2013) has seen the achievement of the following KPI's:

- New Stress ECG equipment and additional polysomnograms purchased with fortnightly visiting services
- Ultrasound training completed (partial KPI completion)
- Junior doctor training accreditation (partial KPI completion)

Achievement of the KPI relating to open practice hours has been delayed.

Kinetic Heath

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

Attachments

- 1. PHMC (OSH Group) Q2 2014 (Oct to Dec 2013) KPI report
- 2. Kinetic Health Q2 2014 (Oct to Dec 2013) KPI report.

AFC201314/028 Officer's Recommendation/ Audit and Finance Committee Decision

Moved: Cr Jacob Seconded: Mayor Howlett

That the Audit and Finance Committee receive the quarterly review report for GP Housing from the Port Hedland Medical Centre (OSH Group) and Kinetic Health Centre for the period 1 October to 31 December 2013.

CARRIED 3/0

ATTACHMENT 1 TO ITEM 10.2.3



Town of Port Hedland Contract: GP Housing (PHMC)

Period: Q2 FY14 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.	Achieved Mon – Fri 7.30 – 7.30 Sat – 8 – 12
		This KPI must be achieved within 6 months of execution of the Lease and maintained for the remainder of the Lease term.	381 - 6 - 12
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.	January 2014 planned commencement delayed, not financially viable at this stage. Will be reviewed on a quarterly basis.
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	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.
		(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.	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.	Pilates classes delivered. Dietician working 2 days/wk (Residential) Not yet achieved but in planning stage – ultrasound course and equipment required. GP training has been completed, now



		These KPIs must be achieved within 12 months of execution of the Lease and 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.	business case for capital purchase of equipment.
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, female GP performs weekly bulk billed services at Well Women's Centre. New Stress ECG equipment and additional polysomnograms purchased with fortnightly visiting services
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. Next WAGPET places for 2015, PHMC submission due by mid-2014

ATTACHMENT 2 TO ITEM 10.2.3

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

Period: Oct –Dec 2013	-Dec 2013			
Item	КРІ	Service Level at commencement of contract (April 2013)	Current Service Level (Dec 2013)	Comments / Update
1	Maintenance of existing days of operation, as at commencement	Monday – Friday Extended hours Thursday till 7 30pm	Monday – Friday Extended hours Thursday till 7.30pm	
	date (April 2013)	Saturday	Saturday	
2	Maintenance of existing times of operation, as at commencement	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			Looking at increasing 15 - 19 year
n	Maintenance or existing services available	GP Care Plans	GP Care Plans	Looking at increasing 45 – 49 year old health checks and diabetes reviews, we are currently trying to
		Injury Management Pap Smears Phlebotomy Occupational Health	Injury Management Pap Smears Phlebotomy Occupational Health	negotiate with allied health to arrange consistent clinics for chronic diease patients.
4	Maintenance of existing number of doctors available	1 x Permanent 2 x Locum	2 x Permanent 1 x Locums	1x Perm Female GP commenced Oct 2013
2	Additional services / facilities / programs / achievements			Relocating to New Premise in the new year – larger, more quipped location. Look into increasing services to the community.

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

Officer Graeme Hall

Manager Recreation Services

and Facilities

Date of Report 10 February 2014

Disclosure of Interest by Officer Nil

Summary

The purpose of this report is for the Audit and Finance Committee to receive the second quarter report 2013/14 as presented by the YMCA for the Town of Port Hedland Leisure Facilities 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 is required to provide a monthly report by the 15th day of each month. Attached is the December 2013 report (Attachment 1), as provided by the YMCA. The December report provides an up-to-date analysis of the facility's budget and details that reflect the second quarter performance of the leisure facilities to 31 December 2013.

Consultation

Nil

Statutory Implications

Nil

Policy 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.
6.1.2	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 the three facilities is reviewed each year in February and any revisions or amendments to the budget are considered by Council as a variation to the contract. The Town has received correspondence relating to some specific matters pertaining to both the current and previous years' budgets. No correspondence has as yet been received from the YMCA requesting consideration for the 2014/2015 budget.

Officer's Comment

The three facilities are operating below expectation; the major challenges have been inconsistent access to the wave machine feature and the restricted opening hours at the South Hedland Aquatic Centre. The opening hours at South Hedland Aquatic Centre are constrained due to the availability of compliant lighting at the venue. This matter will be rectified in the coming days.

The financial position of the three facilities is not tracking favorably with income below expectations and expenditure exceeding the agreed budget figure. Table 1 below provides an overview of the combined income and expenditure for all three facilities. A greater detail of this position is provided in Attachment 1.

Table 1-Income and expenditure overview

	Actual	Budget	Variance
Income	\$1,453,584	\$1,662,030	(\$208,446)
Expenditure	\$2,530,477	\$2,433,033	(\$97,444)
TOTAL	\$1,076,893	\$771,003	(\$305,890)

The areas of greatest concern for the YMCA are:

- Lower than expected attendances at Gratwick Aquatic Centre
- Swim school numbers not meeting expectations
- Maintenance costs at Gratwick exceeding expectations
- Surf machine income greatly restricted (\$90,000 below budget)
- Duty management and lifeguard costs over expended
- Pool chemical costs greater than budget expectations
- Utilities bills greater than budget.

These matters are being discussed on an ongoing basis with the YMCA, while there is some likelihood of a turnaround, the financial position of the facilities is not strong. The Town and the YMCA are immediately reviewing the budget to implement strategies to improve the financial position before the end of the 2013/14 financial year.

Some areas of budget concern identified above may be linked to the original main construction contract (and sub-contractors), requiring consideration by Council at a later date. Other items remain the operational and financial responsibility of the YMCA.

There is the capacity within the contract to review the budget in February for the forthcoming financial year. It is anticipated that now most elements of the facilities are operational, the YMCA and the Town will have high quality baseline data for the 2014/2015 budget year.

Attachments

1. YMCA Report to 31 December 2013.

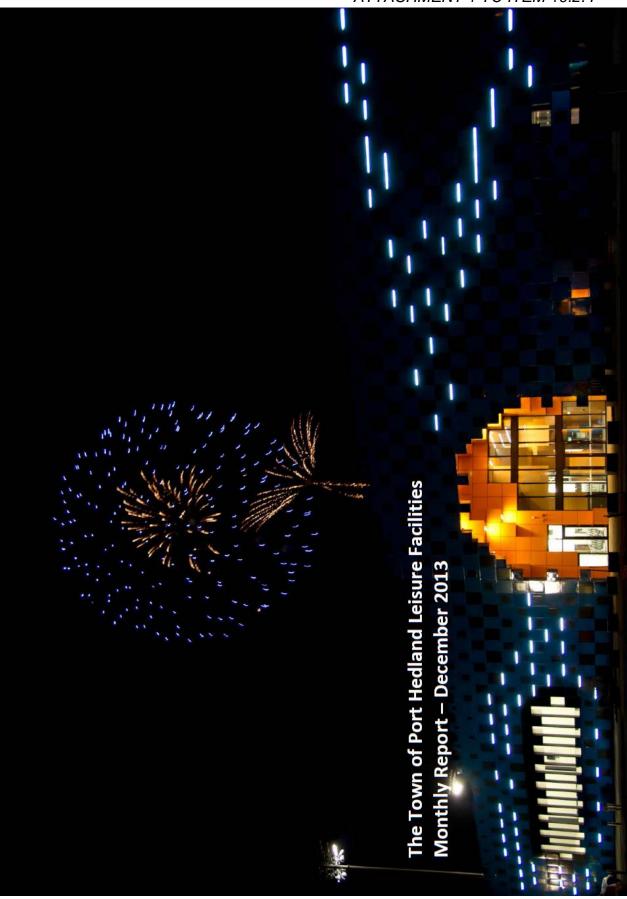
AFC201314/029 Officer's Recommendation/ Audit and Finance Committee Decision

Moved: Mayor Howlett Seconded: Cr Jacob

That the Audit and Finance Committee receive the second quarter report for the operation of the Town of Port Hedland Leisure Facilities Management Contract with the YMCA of Perth for the period 1 October 2013 to 31 December 2013.

CARRIED 3/0

ATTACHMENT 1 TO ITEM 10.2.4



The Town of Port Hedland Leisure Facilities

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

Monthly Report - December 2013

1. KPI CRITICAL ISSUES/HIGHLIGHTS

The following table provides an overview of the key issues and highlights associated with each of the Port Hedland leisure facilities throughout December.

Port Hedland Leisure Overview & Actions

The Port Hedland Leisure team dealt with its first cyclone of the season in December. This weather event resulted in closure of the Wanangkura Stadium for approximately three days. The aquatic facilities are yet to open pending outcomes of the health department micro biological water testing. Given the time of year that the cyclone hit Port Hedland, leisure facility staff responded well to the situation. Accordingly the facilities encountered minimal damage.

SHAC continues to experience a number of defect issues with its plant and the Wave Rider. These defects have been compiled into a report which attached to this monthly report The financial position of the facilities remains an ongoing concern, particularly in relation to staffing requirements at SHAC, technical problems associated participation trends at GAC indicate that a large number of patrons are now using SHAC as their preferred aquatic facility. This is negatively impacting on participation, revenue and secondary spend at GAC. These concerns have been identified previously and will be addressed during the upcoming annual with the Wave Rider, utilities expenditure at both Wanangkura Stadium and SHAC and the ongoing defects noted above at SHAC. Further to this, budget review process.

Facility	KPIs - Critical Issues & Action to be taken
Wanangkura Stadium	Health Club Income: Health club membership income was below the budgeted target by \$20,807 for the month of December. December saw a high number of suspensions and cancellations and reduced membership sales due to the quieter Christmas period. It is anticipated that membership income will return to be in line with target in January as a membership promotion that will coincide with the Town's Australia Day festivities is planned.
	Children's term Programs: Children's term program income is lower than the budgeted target for the month however the Stadium is still to receive profit share revenue for the Gecko program for the December period. Invoices will be calculated and raised with Gecko on January 13 th 2014 once the gecko administration office re-opens.

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\$82,189 whilst gas expenditure is over budget by \$3,711. This result is significantly affecting the financial performance of the Centre, these expense items will be reviewed in the upcoming budget review. Electricity & Gas:

Childcare Income:

Childcare income was lower than the budget target as the vacation care program will only operate for four weeks throughout January. There was little demand for any vacation care offering in December. This has resulted in a corresponding saving in expenditure on this program in December.

KPIs - Highlights

Customer Service Officer (CSO) & Duty Management (DM) wage costs:

The stadium has incurred far less wage costs due in part to the altered operational hours throughout the Christmas period. Efficiencies associated with salaried staff taking CSO and DM hours remain below the budget target for the month of December and YTD. on CSO and DM shifts have helped to achieve this result.

Personal Training:

Personal Training is significantly ahead of the budgeted target. This program area is a key target for the Stadium to continue to achieve that results in improved membership retention. December is the sixth consecutive month that the stadium has exceeded this target.

Café:

The Stadium is currently developing a more diversified offering for the cafe and merchandise areas that is anticipated to result in continued revenue growth. The café continues to provide strong income figures for the month of December and YTD.

Gratwick Aquatic Centre

KPIs - Critical Issues & Action to be taken

Recreation Attendances

Recreation swimming attendances continue to be a problem for the Gratwick Aquatic Centre. Year to date patronage suggests that a significant number of previous patrons are now using SHAC. Year to date patronage is currently 642 under the budgeted target. GAC recently hosted an aquatic open day to encourage greater participation and membership at the Centre however this event did not attract a significant number of patrons. The YMCA's Port Hedland Area Manager is currently developing a community consultation plan to seek feedback on alternative activities that would stimulate additional patronage at GAC.

Cyclone

The Centre was impacted by Cyclone Christine and went on to blue alert on the 28th December 2013. This resulted in a facility closure for three days.

KPIs - Highlights

Child Swim attendances

Christmas function, In-Term swimming and swim club entries. Birthday parties exceeded the KPI by four with eight private bookings in total for Clancy and the inflatable. These functions are reflected in child income. As a result this line item is exceeding budget by Child swim attendances were 1,181 above the budgeted figure which is a reflection of participation following the Spirit Radio over \$4K for the month and YTD has exceeded the target by \$2,402.

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Spectator entries exceeded the budgeted figure by 79. This can be attributed to swim club parent numbers, teachers attending In-Term and officials attending events such as swim club time trials.

Gratwick Aquatic Centre – Spirit Radio Christmas Event

A total of 384 people attended this event. Participation numbers were down on previous years. Attendances at SHAC on this day were high despite this free event at GAC. However those that attended enjoyed the vast array of activities and the Centre and event organisers received good feedback from parents.

KPIs - Critical Issues & Action to be taken

Defects List

South Hedland Aquatic Centre Issues surrounding the plant room defects continue to mount. For example the chlorine gas system is not operational requiring staff to manually dose each water body which increases operational cost and staff time.

Other issues are further outlined in the maintenance section of this report.

Highlights

The Town of Port Hedland, YMCA Perth and the Department of Aboriginal Affairs collaborated on the delivery of aquatic programming for local youth in response to the high level of vandalism experienced throughout the Town. This collaboration saw the development of a range of activities for youth over the Christmas and new year period that included aquatic fun sessions at

The first session held at SHAC was a significant success with 45 youth attending this session. Further sessions are planned for January

FINANCIAL REPORT - Summary*

The following table provides a summary of the year to date financial performance for each Centre and indicates the consolidated financial result for the leisure facilities

PHL Summary Budget Report	Actual YTD	Budget YTD	Variance
CONSOLIDATED RESULT			
Income	\$1,453,584	\$1,662,030	(\$208,446)
Expenditure	\$2,530,477	\$2,433,033	(\$97,444)
TOTAL	\$1,076,893	\$771,003	(\$305,890)
GRATWICK AQUATIC CENTRE			
Income	\$77,943	\$171,050	(\$93,107)
Expenditure	\$478,465	\$477,092	(\$1,373)
TOTAL	\$400,522	\$306,042	(\$94,480)
SOUTH HEDLAND AQUATIC CENTRE			
Іпсоте	\$237,631	\$394,873	(\$157,241)
Expenditure	\$723,912	\$738,907	\$14,995
TOTAL	\$486,281	\$344,034	(\$144,246)
WANANGKURA STADIUM			
Income	\$1,138,070	\$1,096,107	\$41,963
Expenditure	\$1,328,100	\$1,217,038	(\$111,062)
TOTAL	(\$190,030)	(\$120,930)	(\$69,099)

COMMENTS/ACTIONS:

The key issues affecting the financial performance of the leisure facilities are at the South Hedland Aquatic Centre and include ongoing breakdowns of the Wave Rider and the risks associated with the Aqua Tower resulting in an increase in the numbers of staff required to ensure its safe use

In addition to the challenges noted above, increased patronage at SHAC is impacting on Gratwick casual attendances and therefore its financial performance. Wanangkura Stadium is ahead of its income target by \$41,963 however is significantly over its year to date budgeted expenditure allocation. This increase in expenditure is largely due to utility costs involved in cooling the building

The YMCA has addressed its concern with the Town of Port Hedland regarding the financial performance of the facilities. A meeting to develop a course of action in measuring any potential budget variations has been identified as an appropriate response and is anticipated to be held in February

P&L REPORTS ATTACHED

3. Maintenance - Preventative/Reactive

The following table summarises monthly maintenance activities, both preventative and reactive, at each if the Town's leisure facilities. Where required, this information also includes comment on items with outstanding maintenance requirements carried over from previous reports.

Facility	Maintenance type (Preventative/Reactive)	Comment
Wanangkura Stadium	Reactive	 New items External garage door locks incorrectly installed - new locks ordered Gym equipment at all centres serviced and repaired where required Auxiliary lock for gym door ordered to ensure security is maintained during cyclone power outages Drains at stadium continue to smell - plumbers investigating
		 Outstanding: Urinal requiring repair - additional parts on order Smashed glass to stadium. Damaged flooring to disabled toilet Damaged carpet to weights rooms
Gratwick Aquatic Centre	Reactive	 New items Gym Care carried out servicing of gym equipment New battery charger for hammerhead and new battery provided Staykool inspected auto cleaner control box Retractable shade tensioned, cables lubricated with WB40 and slave pulleys lubricated
South Hedland Aquatic Centre	Current Defects List	 Awaiting new locking system to be put on bike lockers Please refer to the attached document which details each defect at SHAC

4. BUSINESS DEVELOPMENT

The following tables articulate the business development activities associated with each facility that were conducted throughout December 2013 and those that are anticipated to be implemented within the next month.

Facility	Promotion	Goal	Outcome
Wanangkura Stadium	Vacation care poster distributed and flyer delivered to all schools	Drive enrolments to vacation care program.	Program is running at 50% capacity on average
	Christmas hrs and 24hr access promoted	Maximise attendance and customer satisfaction over the Christmas period.	Gym has been well attended over Christmas period out of hours, resulting in reduced complaints from reduced operating hours
	Les Mills promo launch	Maintain attendance figures and enthusiasm for Group Fitness	Group Fitness continues to be extremely popular at the Wanangkura
Gratwick Aquatic Centre	Spirit Radio Xmas Party	To help create and generate	384 people attended the event
South Hedland Aquatic Centre	None conducted	ווכן פמספט מונפווטמווכפס	

Upcoming Business Development Activities	Activities		
Facility	Promotion	Goal Outcome	
Wanangkura Stadium	Australia Day promotion	Maximise attendance for all	
		programs	
	Children's programming Parent	Maximise children's activities at	
	consultation	centre linking stadium with	
		aquatic centres and delivering	
		programs within budget	
	Development of functions	Drive function and meeting room	
	brochure	usage	
Gratwick Aquatic Centre	Aquatic Memberships	To drive the sales on these	
		memberships working with the	
		staff to focus on this area	
South Hedland Aquatic Centre	Aquatic Memberships	To drive the sales on these	
		memberships working with the	
		staff to focus on this area	
	SHAC Open Day	Start promoting the February 9th 2014 open day	

OCCUPATIONAL HEALTH & SAFETY

Following is an overview of the number of incident reports and hazard reports that have been processed at each of the facilities throughout the month of December.

First Aid/Incident Reports		
Facility	Total	Total Comments/Actions (only if deemed serious)
Gratwick Aquatic Centre	0	
South Hedland Aquatic Centre	0	
Wanangkura Stadium		Incidents are low as sporting comps in December have far fewer fixtures.
Hazard Identification –	0	
Gratwick Aquatic Centre		
Hazard Identification –	0	
Wanangkura Stadium		
Hazard Identification -	0	
South Hedland Aquatic Centre		

5. TOWN OF PORT HEDLAND - Members/Attendances

The following tables provide an indication of the number of Town of Port Hedland staff attendances at each of the leisure facilities throughout December

	Total	146	122	268		Total	241	357	598		Total	523	63	31	617
	May					May					May				
	Apr					Apr					Apr				
	Mar					Mar					Mar				
	Feb					Feb					Feb				
	Jan					Jan					Jan				
	Dec	79	36	6/		Dec	92	110	0		Dec	79	12	6	6/
	Nov	28	8	62		Nov	75	125	200		Nov	92	14	6	115
	Oct	11	25	36		Oct	20	123	193		Oct	66	16	7	122
	Sept	25	15	40		Sept	12	92	107		Sept	96	23	3	122
	Aug	23	œ	31		Aug	9	52	58	its	Aug	88	12	3	103
	July	22	4	26	lity Visits	July	2	22	24	Facility Vis	July	69	0	6	78
Members	Facility	Platinum	Aquatic	Total	Aquatic Facility Visits	Facility	GAC	SHAC	Total	Membership Facility Visits	Facility	WANA	GAC	SHAC	Total

ATTACHMENTS:

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- Wanangkura KPI Report Gratwick Aquatic Centre KPI Report South Hedland Aquatic Centre KPI Report

Wanangkura KPI Report - December 2013

Wanangkura	2013/2014 KPI	Actual	CERM Benchmark	COMMENTS/ACTIONS
Financial				
Income (Variation of +/- 5%) Considered acceptable	\$177,569	\$129,529	N/A	The Centre has not exceeded its income target for the month of December although remains ahead of income target YTD by
Expenditure (Variation of +/- 5%) Considered acceptable	\$197,261	\$170,485	N/A	\$24,860.
Net Operating Result (Variation of +/- 5%) Considered acceptable	(\$19,692)	(\$40,956)	N/A	Effort has been made to minimise expenditure for December in anticipation of lower income figures. Management staff delivered many of the DM and CSO hours where available, this
Expense recovery	%68	83.46%	88% (aspirational) CERM	combined with reduced operating hours at Wanangkura Stadium resulted in the facility being \$26,766 below the expenditure target for the month.
			benchmark	In general the Wanangkura performance for the month of December has seen lower income due in the main part to reduced activity in town suppressing new member sign ups and increasing cancellations and suspensions. This has been countered by expenditure significantly under target.
Metric				
Attendances	21,921 month	12,565 month		Under the target, the nature of the town sees vastly less people attend the Centre throughout holiday periods.
Visits per square metre (based on 4,500 sqm)	3	2.79	4.5	The stadium has not met target in relation to attendances per square metre.
Fitness Classes (all classes are required to be Les Mills or of agreed similar standard)	30	35	N/A	Reduced classes due to reduced demand and instructor availability over the holiday period.
Personal Training	25 hours per week across all three facilities	32 (64 sessions)	N/A	Personal training continues to grow which further enhances engagement with our members
Junior Sporting Competitions	3 comps	0	N/A	The junior basketball coaching clinic operated by the Town is

				building structure with this program anticipated to continue
				again in the new year. This program is considered a facility booking however has potential to feed participants into other junior sporting competitions at the Stadium.
Senior Sporting Competitions	10 senior sporting competitions per	Monday Volleyball 12 teams	N/A	December saw a successful grand finals series in all sporting competitions before winding down for the Christmas break. Enrolments are anticipated to remain strong for the new season
	∨eek	Wednesday Futsal A-grade 9 teams		due to launch in February.
		Thursday Futsal B 9teams Netball 20 teams across both grades		
Junior (non-sporting programs)	9 Non sporting/lifestyle /personal	Teen Fit Monday-Friday (14–16 years)	N/A	Gecko continues to run with 78 members who can all attend four sessions per week.
	development programs per annum	Junior Gecko Monday – Thursday		The Stadium is investigating the Les Mills 'Born to Move' program and plan to evolve the Gecko program into a membership that includes a sporting and an aquatic element to champion all the activities offered at all our facilities.
		Youngster Gecko Monday – Thursday (Ages 5-9)		Gecko was suspended for the majority of December. Membership numbers are anticipated to increase again in time for the end of the school holidays.
		Midster Gecko Monday – Thursday (Ages 10-13)		
Program specific for demographic	2 programs per		N/A	The Pilbara mental health program has relaunched this term

(seniors or people with disabilities) not including adult lifestyle personal development programs listed below.	annum		with new stakeholders willing to fund it in the long term. The centre has also managed to refer mental health bookings to the aquatic centres increasing its audience and sustainability.
			20 people have enrolled in the program this term giving the Stadium an opportunity to provide exercise to a target group who would not normally attend the centre.
Adult Lifestyle/Personal Development Programs	16 per annum	7 per term N/A	The Ultimate Challenge continues to develop into a brand of its own. This program is seen as a genuine fitness activity and in some respect as an alternative to working out at the peak times easing congestion in the gym.
			A separate challenge has been designed for those who are new to exercise and may feel more comfortable in a group setting rather than training in the gym, this is a key strategy to engage more with those in town who are not initially drawn to gym membership.
Efficiency			
Income per visit	\$3.16	\$10.30	This result is due to the Stadium's high income but lower than targeted attendances.
Secondary spend per visit	\$0.50	\$0.43	A new café contractor will begin trading in the 3 rd week of January at the stadium. The Stadium will then concentrate on the merchandise offering.
Subsidy per visit	\$0.58	\$1.69	This is a high result due to low visitation compared to high actual income.
Labour Costs to total receipts	%99	%69	This is a positive result given last financial year the salary line items were over target.
Utility Costs			
Energy Cost Share % Energy Cost per visit	4.3% \$0.22	12.5% \$1.70	Utilities expenditure continues to be of concern at the Stadium.
Effectiveness			
Mystery Shopper score –	%08	%28	Key areas for improvement following this mystery shopper
minimum of four shoppers per annum.	Satisfaction		report include conducting a more detailed conversation and request to close the sale
Customer Service Survey – Two surveys per annum	80% Satisfaction	Completed	Second survey is due to be completed in line with business planning for the 2014/15 financial year
Training costs per visit	\$0.19	\$.006	Minimal training was conducted throughout December given availability of staff
Facility Audit - two facility audits	Pass/Fail	Pass N/A	A Audit passed areas to improve are currently being worked

per annum conducted by the Town of Port Hedland staff. (First week of March and September)				through.
Maintenance and cleaning schedule reports reviewed regularly	Pass/Fail	TBC		A (costed) preventative maintenance program will be developed based upon the service requirements from the user manual and asset registers.
School Holiday Programs	2012/2013			
Instigation of a full day school holiday program	School Holiday programs to be conducted for all School Holidays (programs are to cater for 26 participants per week)	January program is open for enrolments. and commences on 6 th January for 4 weeks	Not applicable.	January 4 week vacation care program is running in the Yandi and Yarrie rooms.

2. Gratwick Aquatic Centre KPIs - December 2013

Gratwick Aquatic Centre	2013/2014 KPI	Actual	CERM Benchmark	Comment
Financial				
Income (Variation of +/- 5%) Considered acceptable	\$40,931	\$24,665	N/A	GAC financial position is a result of resolving maintenance issues during the off season and then essentially suffering at
Expenditure (Variation of +/- 5%) Considered acceptable	\$93,065	\$78,259	N/A	the fate poor attendances due to the heated pool with far more attractions at SHAC. A pleasing aspect is that
Net Operating Result (Variation of +/- 5%) Considered acceptable	\$52,487	\$53,594	A/N	expenditure has been reigned in \$16k under budget MTD and \$1,373 over budget YTD
Expense recovery	46.30%	31.51%	52%	Income has been allected due to several reasons one being the reduced hours over Christmas leading into the new year, the impact from SHAC and the Centre being closed for 3 days due to the cyclone.
Metric				
Attendances	4,499	5,014		A good result with attendances surpassing the budget figure.
Swimming Lessons	300	383	N/A	GAC has 182 enrolments.
Fitness Classes	5 classes per week. During summer operating hours.	10	∀ Ž	2 Boot Camps per week 2 Aqua Classes per week Pool Operating hours reduced from 24 th December no classes in last week, last class for Boot Camp was on the 12 th Dec
After School Programs	2 per annum	0	N/A	
Aquatic Training/Education	3 course per annum	1	N/A	Team Building session for all lifeguards held at SHAC
Programs and Events	2 per annum	1	N/A	Spirit Radio Xmas Function was held on the 7th Dec
Casual Aqua-Run	4 hours per week	_∞	N/A	The Aqua run is out at an average of 6 times per week when linked to private bookings. There were 8 private bookings, two for Clancy and six for the inflatable
Efficiency				
Income per visit	\$1.57	\$4.91		The centre has fallen short of the KPI this month despite
Secondary spend per visit	\$2.17	\$0.73	\$0.54	higher than budgeted attendances. The high attendances
Subsidy per visit	\$1.28	\$10.60		have come from essentially two big Spirit functions, In-term

Labour Costs to total receipts	\$1.43	\$2.17	\$1.09	
Utility Costs Energy Cost Share % Energy Cost per visit	3.61% \$0.17	\$0.16	4.1% 0.22	N/A
Effectiveness				
Mystery Shopper score – minimum of four shoppers per annum.	80% Satisfaction	%0.0		Has been rescheduled due to cyclone.
Customer Service Survey – Two surveys per annum	80% Satisfaction	N/A		N/A
Training costs per visit	\$0.04	\$0.11	\$0.04	Training costs are indicated on the P & L.
Facility Audit – two facility audits per annum conducted by the Town of Port Hedland staff. (First week of March and September)	Pass/Fail	N/A	N/A	The facility is due to have an audit
Maintenance and cleaning schedule reports reviewed regularly	Pass/Fail	N/A		Gratwick Aquatic Centre has implemented its cleaning schedule. No contract cleaning has been undertaken since the 24th Dec to current due to the reduced operating hours over Christmas and the closure caused by cyclone

3. South Hedland Aquatic Centre KPIs - December 2013

South Hedland Aquatic Centre	KPI	Actual	Comment
Financial			
Income (Variation of +/-5%) Considered acceptable	\$80,625	\$39,966	The facility is being well attended however the
Expenditure (Variation of +/-5%) Considered acceptable	\$134,239	\$116,834	key income areas such as Aquatic Education
Net Operating Result (Variation of +/- 5%) Considered	(\$51,980)	(\$76,868)	and the Wave Rider have suffered at the
Evanse Pecalent	270%	710%	
Metric	8	2/1	
Attendances	5.648	9.670	Great attendances still at SHAC particular for
Visits per square metre	57	72	casual swim.
Swimming lessons (both centres combined)	80 per week (1 st	201	Remains unchanged until re-enrolment for the
	and 4 th terms)		new year.
Aquatic Fitness Classes	3 classes	3	Aqua classes averaging 15 participants.
	p/week		
Aquatic Training/Education (Austswim, Bronze Medallion	3 courses	3	
etc.)	p/annum		
Programs and Events	2 events per	1	Holiday activities targeting teens.
	annum		
Casual Aqua-Run	4 hours per	7	Includes private bookings.
	week		
After School Programs	2 per annum	0	The YMCA would like to commence some
			special after school wave rider sessions. But
			the reliability of the machine has prevented this.
BHP Wave Rider-			
Maintain minimum number of operational hours	27.5	27.5	The Wave Rider was only open for 13 days in
Staging of Surf Competitions	2 per annum	0	December. Due to maintenance requirements
BHP Waver Rider birthday parties	2 per month	0	on the controller and plant it has suffered
Establish Port Hedland Surf Club	10 Members	0	another forced closure. Details of this issue are
Deliver a term based program for adults and children	1 adult and 1	0	outlined on the defects report attached to this
	children's		report.
	program per		Consistency of service and availability of the
Deliver Youth Diversionary Programs	2 per annum	0	Wave Rider has limited potential to conduct
Visits from local schools	6 per annum		 programmed activities such as competitions
)	

			and term programming.
Efficiency			
Average Income-per visit	\$3.49	\$4.30	The café/kiosk is exceeding targets as are
Secondary Spend-per visit.	\$0.99	\$1.34	attendances. Therefore it is a KPI that the
Subsidy-per visit	\$3.63	\$7.30	centre is exceeding expectations.
Labour Costs to Total Receipts	102%		
Utility Costs-			
Energy Cost Share %	7.3%	12.9%	
Energy Cost per visit	\$0.52	\$1.56	
Effectiveness			
Mystery Shopper Score -minimum of two mystery	80% satisfaction N/A	N/A	There was not a mystery shopper survey
shopper reports per annum.			conducted.
Customer Service Survey – one survey per annum	80% satisfaction	N/A	Not undertaken
Training Costs-per visit	\$0.04	\$0.04	Aside from staff inductions and internal training there was minimal training done at SHAC this month.
Facility Audit- two facility audits per annum conducted	Pass / Fail	Pass	Last facility audit undertaken the site received
by Town of Port Hedland staff (First week March and September)			a pass.
Maintenance and Cleaning Schedule Reports (reviewed	Pass /Fail	N/A	N/A
montnly)			

Profit & Loss for Li	ookup as at 31-Dec-2013		YEAR TO I	DATE			CURRENT	MONTH	
Acct No.	Acct Description	Actual	Budget	Difference	% DIFF	Actual	Budget	Difference	
INCOME									
ADMIN	Administration	-	30	(30)		_	10	(10)	
AQUAAEROB	Aqua Aerobios	688	5,193	(4,525)	(07.1)%	199	1,807	(1,409)	(87.49%
AQUAED	Aquatic Education	19,987	39,155	(19,167)	(40.0)%	7,797	10,679	(2,881)	(27.0)%
AGUAPROG	Aquatic Programs	•	4,233	(4,233)		-	1,221	(1,221)	
BIRTHPARTY	Birthday Parties	838	2,631	(1,793)	(68.2)%	524	1,169	(848)	(55.2)%
CAFE	Cafe	11,413	29,210	(17,797)	(60.9)%	2,754	8,000	(5,247)	(65.6)%
FACRENTAL GAADULT	Facility Rental General Admission - Adult	7,755 13.536	4,701 52.337	(38.801)	65.0% (74.1)%	509 5,076	2,614 9,911	(1,806) (4,836)	(69.1)% (48.8)%
GACHILD	General Admission - Child	10,602	3.988	6.614	165.0%	5,385	1.084	4.321	406.1%
GAFAM	General Admission - Family	910	11,084	(10,174)	(91.0)%	153	2,399	(2,245)	(93.6)%
GAMEMB	General Admission - Memberships	5,049	6,032	(983)	(16.3)%	938	1,278	(340)	(26.6)%
GAS	Gas	- 29	-	(29)	-	- 29	-	(29)	-
GASPEC	General Admission - Spectator	380	1,057	(577)	(64.1)%	115	176	(50)	(34.2)%
MERCHAND	Merchandise	5,624	10,191	(4,588)	(44.0)%	908	1,768	(859)	(44.6)%
SCHOOLAQU	School Aquation	1,208	1,209	(1)	(0.1)%	40	209	(189)	(80.9)%
TOTAL INCOME		77,943	171,050	(93,107)		24,565	42,101	(17,436)	•
EXPENSES									
AMENITIES	Amenites	2,009	188	(1,821)	(909.5)%	309	31	(278)	(888.1)%
AQUAAEROB	Aqua Aerobios	2,050	6,096	4,046	66.4%	807	1,887	1,080	57.2%
AQUAED	Aquatic Education	16,261	24,889	8,628	34.7%	5,041	5,732	691	12.1%
AQUAPROG	Aquatic Programs	201	2,056	1,855	90.2%	176	540	365	67.5%
BANKCHARGE BIRTHDAY	Bank Charges	847	702	(145)	(20.6)%	267	117	(150)	(128.3)%
BIRTHPARTY	Sithday Sithday Paties	7	1.421	(4) 1.414	99.5%	2	632	630	99.7%
BUSINESSSU	Susiness Support Officer	3,535	5.351	1,816	33.9%	720	892	172	19.3%
CAFE	Carle	9,072	14,605	5,533	37.9%	4,110	4,000	(110)	(2.7)%
CASHSECURI	Cash Security	1,908	2,796	888	31.8%	376	632	258	40.5%
CLEANING	Cleaning	9,182	22,580	13,398	59.5%	3,122	3,763	642	17.0%
CONSUMABLE	Consumables	39	501	482	92,2%	-	84	84	
CRECHE	Creche	198	-	(198)	-		•	0	•
DUTYMANAGE	Duty Management	63,122	65,387	2,265	3.5%	7,082	13,994	6,932	49.5%
ELECT EQUIPMENT	Electricity Equipment	15,042 12,816	24,252	9,210 (9,876)	38.0%	2,597 1,553	4,042	1,445	35.7% (639.7)%
FIRSTAID	First Aid	2,505	1,350	(1,158)	(85.5)%	1,555	225	191	84.9%
GARDENING	Gardening	18,140	18,720	580	3.1%	- 2,211	3744	5,955	159.1%
GROUPFIT	Group Fitness	10	-	(10)		-	-	0	
INSURANCE	Insurance	953	690	(263)	(38.2)%	150	115	(44)	(38.2)%
LICENCE	Licence & Subscriptions	2,781	2,868	107	3.7%	117	478	361	75.5%
MAINT	Maintenance	60,341	48,580	(11,761)	(24.2)%	897	5,442	4,548	83.5%
MANAGEMENT	Management	119,489	116,830	(2,639)	(2.3)%	20,423	19,472	(962)	(4.9)%
MARKETING	Marketing	4,218	8,100	3,882	47.9%	2,749	1,350	(1,399)	(101.6)%
MERCHAND POOLCHEM	Merchandise Pool Chemicals	5,275 15,655	5,095	(180)	(3.5)%	1,492	1,872	(509)	(68.9)%
POSTCOUR	Postage & Courier	737	11,232	(4,423) (557)	(39.4)% (309.7)%	3,769	30	(1,897) 30	(101.3)%
PRINTING	Printing & Stationery	7,088	1,800	(5,288)	(299.0)%	891	450	(441)	(98.0)%
RECRUIT	Recruitment	509	693	185	26.7%		-	0	
RECSWIM	Recreation Swimming	77,247	54,926	(22,321)	(40.6)%	20,308	18,687	(1,621)	(8.7)%
SECURITY	Security	2,169	2,078	(91)	(4.4)%		346	346	
TELEPHONE	Telephone	2,621	3,384	763	22.5%	649	728	79	10.8%
TRAINING	Training	7,344	6,182	(1,182)	(18.8)%	588	1,030	483	44.9%
TRAVEL	Travel	1,247	1,540	293	19.0%	719	-	(719)	-
UNIFORMS WATER	Uniforms Water	3,288 10,596	1,320 17,760	(1,968) 7,164	(149.1)% 40.3%	1,413	220 2,960	220 1,547	52,3%
TOTAL Expenses		478,465	477,092	(1,373)		78,118	94,589	16,471	
FOLKE EXPENSES		9/8/855	400,000	(1,273)	i	/6,116	24,507	19,471	•
Net Result (Surplu:	s/(Deficit)	(400,522)	(306,042)	(94,480)	i I	(53,453)	(52,457)	(966)	I
Profit % - Target 10	2%			(513.9)%				(216.7)%	

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0.0%

10.3 Corporate Services

10.3.1 Quarterly Budget Review – December 2013

Officer Clare Phelan

Director Corporate

Services

Date of Report 7 February 2014

Disclosure of Interest by Officer Nil

Summary

This report presents the December 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 the Town'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 the Town 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.

The Town 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—

- 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
- consider the local government's financial position as at the date of the review; and
- review the outcomes for the end of that financial year that are forecast in the budget.
- Within 30 days after a review of the annual budget of a local (2) government is carried out it is to be submitted to the council.
- A council is to consider a review submitted to it and is to (3) 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 1, 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

- 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 substantial overall improvement in unrestricted cash of \$3,782k. This is largely driven by an amendment to the budget associated with the lease fee associated with the BHP Precinct 3 lease parcel, to ensure that the budget correctly reflects the Council resolution of 201112/351 on 12 March 2012 where said funds are allocated to Municipal Fund, rather than transferred to Airport Fund.

A complete list of proposed budget variations is included in the attachment to this report.

The Town's financial statements for 2012/13 have now been finalised. The Town finished the 2012/13 year with unrestricted cash of \$624k - a substantial variation from the projected budget result of positive \$3,263k. The Town's projected year end result for 2013/14 of \$0 movement in unrestricted cash, was reliant on that estimated carry forward surplus, together with an efficiency dividend of \$1,930k. Not achieving actual results reflective of the projected position has placed enormous pressure on the 2013/14 financial year, and has required significant and substantial action on the part of Management to ensure the organisation is in the best possible position for closing out the current financial year. A summary of the budget position is set out below:

Budgeted Movement in Unrestricted Cash	Amount \$'000	Impact
Original Budget	-	Nil
Less: Estimated Carry Forward Surplus at 1 July 2013	- 3,263	
Minuted Council Resolutions	- 160	Deterioration
Carry Forward Works	- 702	Deterioration
Quarterly Budget Reporting – September	951	Improvement
Quarterly Budget Reporting – December (Proposed)	3,782	Improvement
Estimated Movement to 30 June 2014	608	Improvement
Opening Unrestricted Cash 1 July 2013	- 624	Deficit
Estimated Unrestricted Cash at 30 June 2014	- 16	Deficit

At the conclusion of the December Quarterly Budget Review process, the Town has achieved some \$1,454k of the efficiency dividend, leaving a balance of \$476k required prior to year end. The bulk of the efficiency dividend has been achieved by way of changes to the organisation's staff structure, and a reduction in consultancy expenditure.

Officer's Comment

The December 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 the Town'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 Town continues to maintain sufficient levels of Reserves to fund related projects. The Town's projected unrestricted cash position has improved markedly from the September QBR position (excluding estimated carry forward surplus from 2012/13), again primarily attributable to a correction of the estimates associated with the lease fee associated with the BHP Precinct 3 lease parcel, to ensure that the budget correctly reflects the Council resolution of 201112/351 on 12 March 2012.

Major variations arising as part of the December QBR include:

Municipal Fund

- Efficiency dividend achievements \$1,238k C
- An increase in Workers Compensation Insurance Premiums for 2013/14 and adjustment to 2012/13 premium - \$341k U (ToPH consolidated result, excluding Transfer to Reserve and Overhead Recovery)
- Increase in rating related revenue \$98k F
- Amendment to Financial Assistance Grant budget amounts to reflect 2012/13 accounting - \$1,435k C
- Increase in private rental estimates \$211k U
- Recognition of budgets relating to Catamore Court project (income from sale of land; and expenditure from construction of housing) - \$2,977k C
- A correction to the allocation of lease funds from BHP for lot 34 in Precinct 3 to Municipal, as opposed to Airport Fund, as per Council Minute 201112/351 on 12 March 2012 \$3,685k F
- Defer part expenditure on Northern Planning Project and associated grant funding to 2014/15 to reflect estimated project timeline - \$120k C
- Amend 2013/14 PUPP budget entries to reflect final YE accounting treatment at 30 June 2013 - \$4,382k C
- Reduction in utilities expenditure and associated reimbursement income at Wanangkura Stadium with bills transferring to YMCA -\$245k C
- Allocate budgets for signage project at Wanangkura Stadium, funded from BHP Reserve - \$214k C
- Savings in lighting expenditure at South Hedland sports grounds
 \$120k F
- Savings in graffiti removal \$100k F
- Recognise Transfer from Unspent Grants for South Hedland Bowling & Tennis Club error in Original Budget - \$600k F
- Recognise Transfer to Unspent Grants for Landcorp skate park project funding received in 2012/13 financial year - \$350k U
- Remove estimates for income on BHP Wallwork Contribution to reflect YE accounting at 30 June 2013, income recognised in 2012/13, offset by reduction in Trade Receivables in 2013/14 -\$19,920k C
- Reduction in loan funding required to satisfy ToPH contribution to Wallwork, other source funding identified - \$445k C

 Recognise budgets for income and expenditure associated with insurance claims, predominantly related to Wanangkura Stadium
 \$633k C

Waste Fund

- Increase in Cyclone Response Funding to 1% of reference year rate take as per WANDRRA funding guidelines - \$54k C
- Increase in external plant hire expenditure due to Council dozer being out of operation. Landfill push-up and compaction activities still required to be undertaken - \$120k C
- Development of landfill master plan expenditure and associated grant funding to be included in 2014/15 budget in line with estimated project timeline - \$700k C
- Increase in general tipping fees, associated with fee increase and volume of waste disposal - \$1,000k C

Airport Fund

- Correct Transfers to Airport Reserve, Precinct 3 lease income incorrectly recognised twice in Original Budget - \$3,685k C
- Reduction in electricity costs, with aged billing (est. 3 years) included in the 2012/13 financial year \$850k C

Note that any variations in either Waste Fund or Airport Fund are wholly 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 1.

Further budget variations that will need to be incorporated in the March QBR include finalisation of the Airport Capital Expenditure Program, and the South Hedland Skate Park Project.

Attachments

- 1. QBR Report and Monthly Financials (Under Separate Cover)
- 2. Confidential Payment Warrant (Under Separate Cover)

AFC201314/030 Officer's Recommendation/ Audit and Finance Committee Decision

Moved: Cr Jacob Seconded: Mayor Howlett

That the Audit & Finance Committee:

- 1. Note the report by the Director Corporate Services on the December Quarterly Budget Review 2013/14; and
- 2. Recommend to Council that the 2013/14 Budget be amended in accordance with the proposed December Quarterly Budget Review Variations as set out in the attached schedule.

CARRIED 3/0

NOTE: Director Corporate Services distributed revised variations included in attachment 1 of this report. The revised variations included the removal of the 'Sewer Upgrade' variation, reduced budget for the 'Partnership Promotional Campaign' for Wanangkura Stadium signage and increased the budget for the transfer from the 'BHP Reserve' therefore a contra entry. The minutes of this meeting include these revised variations.

10.4 Office of the CEO

10.4.1 Terms of Reference of the Town of Port Hedland Audit and Finance Committee (File No.: 13/05/0002)

Officer Josephine Bianchi

Governance Coordinator

Date of Report 5 February 2014

Disclosure of Interest by Officer Nil

Summary

This report presents to the Audit and Finance Committee a decision of the Council from 11 December 2013 requesting that it consider amending the terms of reference for the committee including the number of community members represented on the committee.

Background

The Council at its 23 October 2013 meeting reviewed and adopted the Terms of Reference of the Audit and Finance Committee as follows:

"That Council:

1. Adopts the following Terms of for the Audit and Finance Committee:

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.

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

- 2. Appoints Mayor Howlett and Councillors Jacob, Butson and Van Vugt as members of the Audit & Finance Committee, and Councillors Daccache, Gillingham, Hooper, Hunt, Taylor and Melville as deputy members of the Audit & Finance Committee;
- 3. Request the Chief Executive Officer, or his delegate(s), issue a public notice seeking the appointment of 1 suitably qualified community member to the Audit & Finance Committee

carried by absolute majority 10/0"

The Council at its 11 December 2013 Ordinary meeting considered the expressions of interest for the position of community member and from the four submissions received appointed one community member. At the same meeting the Council also resolved the following:

"That Council request the Audit and Finance Committee to consider amending the terms of reference for the committee including the number of community members represented on the committee and recommend any changes required to Council."

Consultation

- Chief Executive Officer
- Executive Team

Statutory Implications

- 5.10. Committee members, appointment of
- (1) A committee is to have as its members
 - (a) persons appointed* by the local government to be members of the committee (other than those referred to in paragraph (b)); and
 - (b) persons who are appointed to be members of the committee under subsection (4) or (5).
- * Absolute majority required.
- (2) At any given time each council member is entitled to be a member of at least one committee referred to in section 5.9(2)(a) or (b) and if a council member nominates himself or herself to be a member of such a committee or committees, the local government is to include that council member in the persons appointed under subsection (1)(a) to at least one of those committees as the local government decides.
- (3) Section 52 of the Interpretation Act 1984 applies to appointments of committee members other than those appointed under subsection (4) or (5) but any power exercised under section 52(1) of that Act can only be exercised on the decision of an absolute majority of the local government.
- (4) If at a meeting of the council a local government is to make an appointment to a committee that has or could have a council member as a member and the mayor or president informs the local government of his or her wish to be a member of the committee, the local government is to appoint the mayor or president to be a member of the committee.
- (5) If at a meeting of the council a local government is to make an appointment to a committee that has or will have an employee as a member and the CEO informs the local government of his or her wish
 - (a) to be a member of the committee; or
 - (b) that a representative of the CEO be a member of the committee, the local government is to appoint the CEO or the CEO's representative, as the case may be, to be a member of the committee.
- 5.11. Committee membership, tenure of
- (1) Where a person is appointed as a member of a committee under section 5.10(4) or (5), the person's membership of the committee continues until
 - (a) the person no longer holds the office by virtue of which the person became a member, or is no longer the CEO, or the CEO's representative, as the case may be; or
 - (b) the person resigns from membership of the committee; or
 - (c) the committee is disbanded; or
 - (d) the next ordinary elections day, whichever happens first.

- (2) Where a person is appointed as a member of a committee other than under section 5.10(4) or (5), the person's membership of the committee continues until
 - (a) the term of the person's appointment as a committee member expires; or
 - (b) the local government removes the person from the office of committee member or the office of committee member otherwise becomes vacant; or
 - (c) the committee is disbanded; or
 - (d) the next ordinary elections day, whichever happens first.

Town of Port Hedland Local Law on Standing Orders

Appointment of Committees

- 19.3 Any motion to establish a committee shall contain-
- a. the duties and any delegations proposed to be entrusted to the committee;
- b. the number of members intended to constitute the committee;
- c. the term of establishment of the committee;
- d. details of when the committee is to meet and how it shall report to council.

Policy Implications

Nil.

Strategic Planning Implications

The following section of Council's Strategic Community Plan 2012 - 2022 is considered relevant:

6.4	Local Leadership
6.4.1	Strategic
	Deliver high quality corporate governance, accountability and compliance
6.4	Local Leadership
6.4.2	Community focused
	Local leaders in the community who provide transparent and accountable civic leadership.

Budget Implications

Costs associated with committees are included in the Town of Port Hedland 2013/14 Budget as operational expenditure.

Officer's Comment

The terms of reference of the Audit and Finance Committee were reviewed in full by the Council at its Ordinary meeting of 23 October 2013.

The main changes to the terms of reference were the addition of reference to an internal audit program to be developed and the deletion of the periodic consideration of alternatives for potential staff housing options, as this was not considered to be a function that pertains to an Audit and Finance Committee.

The nomination of four deputy members was added to ensure a quorum is achieved at every meeting and the appointment of an external member was also proposed. This community member was expected to hold formal qualifications within the areas of finance, governance, risk management and/or auditing at a corporate level and was required to submit an curriculum vitae to showcase relevant work experience together with a cover letter outlining the reasons behind their willingness to be on this committee.

A suitably qualified community member was subsequently appointed following the closing date of advertising for expressions of interest.

As the Town's administration had already fully reviewed the Committee's terms of reference back in October 2013 and the Council has not indicated any additional duties that it would like to see the Audit and Finance Committee undertake, there are currently no proposed changes to the 'Aim and Purpose' of the Committee.

The Council did however indicate it wished the Committee consider amending its number of community members. The current Committee comprises of five members; this is considered to be a suitable uneven number for a committee to function efficiently in terms of quorum and voting requirements, as reflected in the model terms of reference for Audit committees outlined by the Department of Local Government and Communities (see page 8 of the attached guidelines). The level of experience and qualifications amongst current elected members is also considered to be appropriate for the Committee to be able to make informed decisions on audit matters which will then be referred back to Council.

In view of the above the officer's recommendation is to leave the current terms of reference for the Audit and Finance Committee unchanged.

Should the Committee decide to resolve otherwise it is recommended it requests the Council to undertake another expression of interest advertising process to ensure that all community members are given a fair opportunity to submit an application.

As per the Department of Local Government and Communities guidelines, the Committee should also recommend to the Council that it ensures community members have the requisite knowledge and skills to provide benefit to the committee.

Attachments

 Audit in Local Government – Department of Local Government and Communities Operational Guidelines No. 9 (Under Separate Cover)

AFC201314/031 Officer's Recommendation/ Audit and Finance Committee Decision

Moved: Cr Jacob Seconded: Mayor Howlett

That the Audit and Finance Committee:

- 1. Acknowledge Council's request to review its Terms of Reference; and
- 2. Advise the Council that its current Terms of Reference are in line with the Committee's duties and responsibilities and will remain unchanged.

CARRIED 3/0

10.4.2 2013 Compliance Audit Return (File No.: 14/06/0001)

Officer Josephine Bianchi

Governance Coordinator

Date of Report 11 February 2014

Disclosure of Interest by Officer Nil

Summary

The statutory Compliance Audit Return (CAR) for the 2013 calendar year is presented to the Audit and Finance Committee for consideration.

Background

Each year all Western Australian Local Government Authorities are required to undertake a compliance audit and forward the results to the Department of Local Government (the Department) by 30 March. The CAR is a self-assessment of a local government referring to its levels of compliance with the Local Government Act and associated regulations.

A local government's Audit Committee is requested to review the CAR and reports the results of that review to the Council prior to adoption by Council and the March submission to the Department.

This year's audit process was carried out by the Town's Chief Executive Officer. The Chief Executive Officer discussed compliance matters with relevant Directors and Managers and sought evidence that compliance was achieved throughout the year.

Consultation

- Chief Executive Officer
- ToPH Directors
- ToPH Managers

Statutory Implications

Section 7.13(1)(i) of the Local Government Act 1995 states that:

- "7.13.Regulations as to audits
- (1) Regulations may make provision
 - ... (i) requiring local governments to carry out, in the prescribed manner and in a form approved by the Minister, an audit of compliance with such statutory requirements as are prescribed whether those requirements are—
 - (i) of a financial nature or not; or
 - (ii) under this Act or another written law."

Regulation 14 of the Local Government (Audit) Regulations requires the following:

- 14. Compliance audits by local governments
- (1) A local government is to carry out a compliance audit for the period 1 January to 31 December in each year.
- (2) After carrying out a compliance audit the local government is to prepare a compliance audit return in a form approved by the Minister.
- (3A) The local government's audit committee is to review the compliance audit return and is to report to the council the results of that review.
- (3) After the audit committee has reported to the council under subregulation (3A), the compliance audit return is to be—
 - (a) presented to the council at a meeting of the council; and
 - (b) adopted by the council; and
 - (c) recorded in the minutes of the meeting at which it is adopted.

Section 7.9. (Audit to be conducted) of the Local Government Act 1995 states:

- (1) An auditor is required to examine the accounts and annual financial report submitted for audit and, by the 31 December next following the financial year to which the accounts and report relate or such later date as may be prescribed, to prepare a report thereon and forward a copy of that report to—
 - (a) the mayor or president; and
 - (b) the CEO of the local government; and
 - (c) the Minister.

Policy Implications

Nil

Strategic Planning Implications

6.4	Local Leadership
6.4.1	Strategic
	Deliver high quality corporate governance, accountability
	and compliance.

Budget Implications

Nil.

Officer's Comment

The Compliance Audit is one of the tools utilised by the Department of Local Government to monitor how the local government functioned throughout the previous calendar year from a compliance perspective. It identifies areas of non-compliance that provide guidance to officers as to where processes may be reviewed to ensure improved compliance.

A total of 78 items were audited in the 2013 Compliance Audit process and one area of non-compliance was identified, this being the Auditor's report for 2012/13 not being received by the local government by 31 December 2013 as per section 7.9(1) of the Local Government Act 1995.

The reason for this being that the auditor's report was only received on 16 December 2013.

To address and rectify this issue the Town has engaged with its Auditors, Grant Thornton, to widen their scope of work and to collaborate with Town officers to ensure that their audit is carried out more efficiently and expediently for the 2013/14 financial year.

Attachments

1. Town of Port Hedland Compliance Audit Report 2013.

AFC201314/032 Officer's Recommendation/ Audit and Finance Committee Decision

Moved: Cr Jacob Seconded: Mayor Howlett

That the Audit and Finance Committee:

- 1. Note the outcomes of the 2013 Compliance Audit Return; and
- 2. Recommend the 2013 Compliance Audit Return to the Council for adoption.

CARRIED 3/0

ATTACHMENT 1 TO ITEM 10.4.2

Department of Local Government and Communities - Compliance Audit Return



Port Hedland - Compliance Audit Return 2013

No	Reference	Question	Response	Comments	Respondent
1	s3.59(2)(a)(b)(c) F&G Reg 7,9	Has the local government prepared a business plan for each major trading undertaking in 2013.	Yes		Malcolm Osborne
2	s3,59(2)(a)(b)(c) F&G Reg 7,10	Has the local government prepared a business plan for each major land transaction that was not exempt in 2013.	Yes		Malcolm Osborne
3	s3.59(2)(a)(b)(c) F&G Reg 7,10	Has the local government prepared a business plan before entering into each land transaction that was preparatory to entry into a major land transaction in 2013.	Yes	11	Malcolm Osborne
4	s3.59(4)	Has the local government given Statewide public notice of each proposal to commence a major trading undertaking or enter into a major land transaction for 2013.	Yes		Malcolm Osborne
5	s3.59(5)	Did the Council, during 2013, resolve to proceed with each major land transaction or trading undertaking by absolute majority.	Yes		Malcolm Osborne



No	Reference	Question	Response	Comments	Respondent
1	s5.16, 5.17, 5.18	Were all delegations to committees resolved by absolute majority.	Yes		Malcolm Osborne
2	s5.16, 5.17, 5.18	Were all delegations to committees in writing.	Yes		Malcolm Osborne
3	s5.16, 5.17, 5.18	Were all delegations to committees within the limits specified in section 5.17.	Yes		Malcolm Osborne
4	s5.16, 5.17, 5.18	Were all delegations to committees recorded in a register of delegations.	Yes		Malcolm Osborne
5	s5.18	Has Council reviewed delegations to its committees in the 2012/2013 financial year.	Yes		Malcolm Osborne
6	s5.42(1),5.43 Admin Reg 18G	Did the powers and duties of the Council delegated to the CEO exclude those as listed in section 5.43 of the Act.	Yes	12.	Malcolm Osborne
7	s5.42(1)(2) Admin Reg 18G	Were all delegations to the CEO resolved by an absolute majority.	Yes		Malcolm Osborne
8	s5.42(1)(2) Admin Reg 18G	Were all delegations to the CEO in writing.	Yes		Malcolm Osborne
9	s5.44(2)	Were all delegations by the CEO to any employee in writing.	Yes		Malcolm Osborne
10	s5.45(1)(b)	Were all decisions by the Council to amend or revoke a delegation made by absolute majority.	Yes		Malcolm Osborne
11	s5.46(1)	Has the CEO kept a register of all delegations made under the Act to him and to other employees.	Yes		Malcolm Osborne
12	s5.46(2)	Were all delegations made under Division 4 of Part 5 of the Act reviewed by the delegator at least once during the 2012/2013 financial year.	Yes		Malcolm Osborne
13	s5.46(3) Admin Reg 19	Did all persons exercising a delegated power or duty under the Act keep, on all occasions, a written record as required.	Yes		Malcolm Osborne

No	Reference	Question	Response	Comments	Respondent
1	s5.67	If a member disclosed an interest, did he/she ensure that they did not remain present to participate in any discussion or decision-making procedure relating to the matter in which the interest was disclosed (not including participation approvals granted under s5.68).	Yes		Malcolm Osborne
2	s5.68(2)	Were all decisions made under section 5.68(1), and the extent of participation allowed, recorded in the minutes of Council and Committee meetings.	Yes		Malcolm Osborne



No	Reference	Question	Response	Comments	Respondent
3	s5.73	Were disclosures under section 5.65 or 5.70 recorded in the minutes of the meeting at which the disclosure was made.	Yes		Malcolm Osborne
4	s5.75(1) Admin Reg 22 Form 2	Was a primary return lodged by all newly elected members within three months of their start day.	Yes		Malcolm Osborne
5	s5.75(1) Admin Reg 22 Form 2	Was a primary return lodged by all newly designated employees within three months of their start day.	Yes		Malcolm Osborne
6	s5.76(1) Admin Reg 23 Form 3	Was an annual return lodged by all continuing elected members by 31 August 2013.	Yes		Malcolm Osborne
7	s5.76(1) Admin Reg 23 Form 3	Was an annual return lodged by all designated employees by 31 August 2013.	Yes		Malcolm Osborne
8	s5.77	On receipt of a primary or annual return, did the CEO, (or the Mayor/ President in the case of the CEO's return) on all occasions, give written acknowledgment of having received the return.	Yes		Malcolm Osborne
9	s5.88(1)(2) Admin Reg 28	Did the CEO keep a register of financial interests which contained the returns lodged under section 5.75 and 5.76	Yes		Malcolm Osborne
10	s5.88(1)(2) Admin Reg 28	Did the CEO keep a register of financial interests which contained a record of disclosures made under sections 5.65, 5.70 and 5.71, in the form prescribed in Administration Regulation 28.	Yes		Malcolm Osborne
11	s5.88 (3)	Has the CEO removed all returns from the register when a person ceased to be a person required to lodge a return under section 5.75 or 5.76.	Yes		Malcolm Osborne
12	s5.88(4)	Have all returns lodged under section 5.75 or 5.76 and removed from the register, been kept for a period of at least five years, after the person who lodged the return ceased to be a council member or designated employee.	Yes		Malcolm Osborne
13	s5.103 Admin Reg 34C & Rules of Conduct Reg 11	Where an elected member or an employee disclosed an interest in a matter discussed at a Council or committee meeting where there was a reasonable belief that the impartiality of the person having the interest would be adversely affected, was it recorded in the minutes.	Yes		Malcolm Osborne
14	s5.70(2)	Where an employee had an interest in any matter in respect of which the employee provided advice or a report directly to the Council or a Committee, did that person disclose the nature of that interest when giving the advice or report.	Yes		Malcolm Osborne



No	Reference	Question	Response	Comments	Respondent
15	s5.70(3)	Where an employee disclosed an interest under s5.70(2), did that person also disclose the extent of that interest when required to do so by the Council or a Committee.	Yes		Malcolm Osborne
16	s5.103(3) Admin Reg 34B	Has the CEO kept a register of all notifiable gifts received by Council members and employees.	Yes		Malcolm Osborne

No	Reference	Question	Response	Comments	Respondent
1	s3.58(3)	Was local public notice given prior to disposal for any property not disposed of by public auction or tender (except where excluded by Section 3.58(5)).	Yes		Malcolm Osborne
2	s3.58(4)	Where the local government disposed of property under section 3.58(3), did it provide details, as prescribed by section 3.58(4), in the required local public notice for each disposal of property.	Yes	13.	Malcolm Osborne

Electi	ions				
No	Reference	Question	Response	Comments	Respondent
1	Elect Reg 30G (1)	Did the CEO establish and maintain an electoral gift register and ensure that all 'disclosure of gifts' forms completed by candidates and received by the CEO were placed on the electoral gift register at the time of receipt by the CEO and in a manner that clearly identifies and distinguishes the candidates.	Yes	Register has been created but no 'disclosure of gift' forms were received for October 2013 Election	Malcolm Osborne

Finan	ice				
No	Reference	Question	Response	Comments	Respondent
1	s7.1A	Has the local government established an audit committee and appointed members by absolute majority in accordance with section 7.1A of the Act.	Yes		Malcolm Osborne
2	s7.1B	Where a local government determined to delegate to its audit committee any powers or duties under Part 7 of the Act, did it do so by absolute majority.	Yes		Malcolm Osborne
3	s7.3	Was the person(s) appointed by the local government to be its auditor, a registered company auditor.	Yes		Malcolm Osborne
4	s7.3	Was the person(s) appointed by the local government to be its auditor, an approved auditor.	Yes		Malcolm Osborne
5	s7.3, 7.6(3)	Was the person or persons appointed by the local government to be its auditor, appointed by an absolute majority decision of Council.	Yes		Malcolm Osborne



No	Reference	Question	Response	Comments	Respondent
6	Audit Reg 10	Was the Auditor's report for the financial year ended 30 June 2013 received by the local government within 30 days of completion of the audit.	Yes		Malcolm Osborne
7	s7.9(1)	Was the Auditor's report for 2012/2013 received by the local government by 31 December 2013.	No	Auditors report only received on 16 December 2013 which was not considered a reasonable time for the local government to be able to receive the Auditor's report for 2012/13 by 31 December 2013.	Malcolm Osborne
8	S7.12A(3), (4)	Where the local government determined that matters raised in the auditor's report prepared under s7.9 (1) of the Act required action to be taken by the local government, was that action undertaken.	N/A		Malcolm Osborne
9	S7.12A(3), (4)	Where the local government determined that matters raised in the auditor's report (prepared under s7.9 (1) of the Act) required action to be taken by the local government, was a report prepared on any actions undertaken.	N/A		Malcolm Osborne
10	S7.12A(3), (4)	Where the local government determined that matters raised in the auditor's report (prepared under \$7.9 (1) of the Act) required action to be taken by the local government, was a copy of the report forwarded to the Minister by the end of the financial year or 6 months after the last report prepared under \$7.9 was received by the local government whichever was the latest in time.	N/A		Malcolm Osborne
11	Audit Reg 7	Did the agreement between the local government and its auditor include the objectives of the audit.	Yes		Malcolm Osborne
12	Audit Reg 7	Did the agreement between the local government and its auditor include the scope of the audit.	Yes		Malcolm Osborne
13	Audit Reg 7	Did the agreement between the local government and its auditor include a plan for the audit.	Yes		Malcolm Osborne
14	Audit Reg 7	Did the agreement between the local government and its auditor include details of the remuneration and expenses to be paid to the auditor.	Yes		Malcolm Osborne
15	Audit Reg 7	Did the agreement between the local government and its auditor include the method to be used by the local government to communicate with, and supply information to, the auditor.	Yes		Malcolm Osborne



Local	Local Government Employees					
No	Reference	Question	Response	Comments	Respondent	
1	Admin Reg 18C	Did the local government approve the process to be used for the selection and appointment of the CEO before the position of CEO was advertised.	Yes		Malcolm Osborne	
2	s5.36(4) s5.37(3), Admin Reg 18A	Were all vacancies for the position of CEO and other designated senior employees advertised and did the advertising comply with s.5.36(4), 5.37(3) and Admin Reg 18A.	Yes		Malcolm Osborne	
3	Admin Reg 18F	Was the remuneration and other benefits paid to a CEO on appointment the same remuneration and benefits advertised for the position of CEO under section 5.36(4).	Yes		Malcolm Osborne	
4	Admin Regs 18E	Did the local government ensure checks were carried out to confirm that the information in an application for employment was true (applicable to CEO only).	Yes		Malcolm Osborne	
5	s5.37(2)	Did the CEO inform council of each proposal to employ or dismiss a designated senior employee.	Yes		Malcolm Osborne	

				No Reference Ouestion Response Comments Respondent						
No	Reference	Question	Response	Comments	Respondent					
1	s5.120	Where the CEO is not the complaints officer, has the local government designated a senior employee, as defined under s5.37, to be its complaints officer.	N/A	CEO is the complaints officer	Malcolm Osborne					
2	s5.121(1)	Has the complaints officer for the local government maintained a register of complaints which records all complaints that result in action under s5.110(6)(b) or (c).	Yes		Malcolm Osborne					
3	s5.121(2)(a)	Does the complaints register maintained by the complaints officer include provision for recording of the name of the council member about whom the complaint is made.	Yes		Malcolm Osborne					
4	s5.121(2)(b)	Does the complaints register maintained by the complaints officer include provision for recording the name of the person who makes the complaint.	Yes		Malcolm Osborne					
5	s5.121(2)(c)	Does the complaints register maintained by the complaints officer include provision for recording a description of the minor breach that the standards panel finds has occured.	Yes		Malcolm Osborne					
6	s5.121(2)(d)	Does the complaints register maintained by the complaints officer include the provision to record details of the action taken under s5.110(6)(b) (c).	Yes		Malcolm Osborne					



No	Reference	Question	Response	Comments	Respondent
1	s3.57 F&G Reg 11	Did the local government invite tenders on all occasions (before entering into contracts for the supply of goods or services) where the consideration under the contract was, or was expected to be, worth more than the consideration stated in Regulation 11(1) of the Local Government (Functions & General) Regulations (Subject to Functions and General Regulation 11(2)).	Yes		Malcolm Osborne
2	F&G Reg 12	Did the local government comply with F&G Reg 12 when deciding to enter into multiple contracts rather than inviting tenders for a single contract.	Yes		Malcolm Osborne
3	F&G Reg 14(1)	Did the local government invite tenders via Statewide public notice.	Yes		Malcolm Osborne
4	F&G Reg 14, 15 & 16	Did the local government's advertising and tender documentation comply with F&G Regs 14, 15 & 16.	Yes		Malcolm Osborne
5	F&G Reg 14(5)	If the local government sought to vary the information supplied to tenderers, was every reasonable step taken to give each person who sought copies of the tender documents or each acceptable tenderer, notice of the variation.	Yes		Malcolm Osborne
6	F&G Reg 18(1)	Did the local government reject the tenders that were not submitted at the place, and within the time specified in the invitation to tender.	Yes		Malcolm Osborne
7	F&G Reg 18 (4)	In relation to the tenders that were not rejected, did the local government assess which tender to accept and which tender was most advantageous to the local government to accept, by means of written evaluation criteria.	Yes		Malcolm Osborne
8	F&G Reg 17	Did the information recorded in the local government's tender register comply with the requirements of F&G Reg 17.	Yes		Malcolm Osborne
9	F&G Reg 19	Was each tenderer sent written notice advising particulars of the successful tender or advising that no tender was accepted.	Yes		Malcolm Osborne
10	F&G Reg 21 & 22	Did the local governments's advertising and expression of interest documentation comply with the requirements of F&G Regs 21 and 22.	Yes		Malcolm Osborne
11	F&G Reg 23(1)	Did the local government reject the expressions of interest that were not submitted at the place and within the time specified in the notice.	Yes		Malcolm Osborne



No	Reference	Question	Response	Comments	Respondent
12	F&G Reg 23(4)	After the local government considered expressions of interest, did the CEO list each person considered capable of satisfactorily supplying goods or services.	Yes		Malcolm Osborne
13	F&G Reg 24	Was each person who submitted an expression of interest, given a notice in writing in accordance with Functions & General Regulation 24.	Yes		Malcolm Osborne
14	F&G Reg 24E	Where the local government gave a regional price preference in relation to a tender process, did the local government comply with the requirements of F&G Reg 24E in relation to the preparation of a regional price preference policy (only if a policy had not been previously adopted by Council).	Yes		Malcolm Osborne
15	F&G Reg 11A	Does the local government have a current purchasing policy in relation to contracts for other persons to supply goods or services where the consideration under the contract is, or is expected to be, \$100,000 or less.	Yes	13	Malcolm Osborne

ITEM 11 LATE ITEMS AS PERMITTED BY PRESIDING MEMBER / COMMITTEE

Nil

ITEM 12 MOTIONS OF WHICH PREVIOUS NOTICE HAVE BEEN GIVEN

Nil

ITEM 13 CONFIDENTIAL ITEMS

Nil

ITEM 14 APPLICATIONS FOR LEAVE OF ABSENCE

AFC201314/033 Audit and Finance Committee Decision

Moved: Mayor Howlett Seconded: Cr Jacob

That the following applications for leave of absence:

- Councillor Jacob from 26 February 2014 to 28 February 2014;
- Councillor Van Vugt from 27 February 2014 to 15 April 2014; be approved.

CARRIED 3/0

ITEM 15 CLOSURE

15.1 Date of Next Meeting

Director Corporate Services advised that the next Audit & Finance Committee Meeting will be on 21 May 2014 for the Quarterly Budget Review.

Director Corporate Services advised that a budget schedule/timetable is currently being constructed. There are Elected Member Budget Workshops on most Wednesday's in April and May. Managers will be developing their budgets for 2014/15 and for three consecutive financial years. Executive will have budget workshops and then present outcomes to Elected Members.

Elected Members are encouraged to submit the initiatives they would like to see considered as early as possible. Advertisements for request for community budget submissions and applications for expression of Interest for community donations will be treated separately this year an issued shortly via the Town's media channels.

Chief Executive Officer introduced to the Audit & Finance Committee the Town's new Manager Financial Services, Peter Kocian, who has extensive experience in the finance and local government sector.

15.2 Closure

There being no further business, the Presiding Member declared the meeting closed at 12:55pm.