

Karratha & Roebourne Visitor Centres

QUARTER 2 2018 REPORT - KPI Review Schedule



Link to the City's RFQ Scope	Proposed KPI's	Target	Reporting																										
A. Customer Service																													
1. Visitors of the City of Karratha are provided with accurate and up to date information about tourist products available in the region.	a) Increase in the number of visitors to manned locations.	<ul style="list-style-type: none">• Increase of 5% to the average number of visitors currently reported by KVC.• 5% increase in the number of visitors to the Roebourne area.	Quarterly	KARRATHA VISITOR CENTRE- DOOR COUNTER																									
				<table><tr><th>MONTH</th><th>2016</th><th>2017</th><th>2018</th><th>% Increase/decrease 2018 - 2017</th></tr><tr><td>April</td><td>2222</td><td>2387</td><td>1801</td><td>24.54% ↓ (586)</td></tr><tr><td>May</td><td>2807</td><td>3110</td><td>2977</td><td>4.27% ↓ (133)</td></tr><tr><td>June</td><td>4561</td><td>4640</td><td>3546</td><td>23.57% ↓ (1094)</td></tr><tr><td>TOTAL</td><td>9590</td><td>10,137</td><td>8324</td><td>17.88 ↓ (1813)</td></tr></table>	MONTH	2016	2017	2018	% Increase/decrease 2018 - 2017	April	2222	2387	1801	24.54% ↓ (586)	May	2807	3110	2977	4.27% ↓ (133)	June	4561	4640	3546	23.57% ↓ (1094)	TOTAL	9590	10,137	8324	17.88 ↓ (1813)
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				ROEBOURNE VISITOR CENTRE – DOOR COUNTER																									
				<table><tr><th>MONTH</th><th>2017</th><th>2018</th><th>% Increase/decrease 2018 - 2017</th></tr><tr><td>April</td><td>179</td><td>105</td><td>41.34% ↓ (74)</td></tr><tr><td>May</td><td>349</td><td>395</td><td>13.18% ↑ (46)</td></tr><tr><td>June</td><td>521</td><td>565</td><td>8.44% ↑ (44)</td></tr><tr><td>TOTAL</td><td>1049</td><td>1065</td><td>1.52% ↑ (16)</td></tr></table>	MONTH	2017	2018	% Increase/decrease 2018 - 2017	April	179	105	41.34% ↓ (74)	May	349	395	13.18% ↑ (46)	June	521	565	8.44% ↑ (44)	TOTAL	1049	1065	1.52% ↑ (16)					
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It should be noted that whilst both Visitor Centres do their absolute best to promote our region and the products on offer we ultimately have no control over visitor numbers to the region. The figures supplied above are taken from a door counter at the front of each centres.																													
It should also be noted that there has been a late start to the tourist season across the state and numbers definitely appear to be picking up in early July. Environmental factors such as unseasonal rain which causes road closures and high ‘summer like’ temperatures that extended into April this year could also be contributing factors to the slight decrease in visitor numbers. However, this is very subjective.																													

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2. Visitors would be provided with an impartial, high quality and punctual service.	b) Customer satisfaction	<ul style="list-style-type: none">Customer satisfaction surveys being designed and disseminated every quarter on visitors through KVC website, Facebook page and unmanned locations.	Quarterly	<p>This quarter, the Visitor Survey has been amended to include a question regarding the current location of the Visitor Centre (Current location –v- Centre of City).</p> <p>Surveys completed: April: 6 May: 28 June: 13</p> <p style="text-align: center;">KVC- Location</p> <table><caption>KVC- Location Data</caption><tr><th>Location</th><th>Percentage</th></tr><tr><td>Centre of City</td><td>5%</td></tr><tr><td>Current location</td><td>95%</td></tr></table> <p>Centre of City: 5% Current location: 95%</p> <p>So far there has been an overwhelming response that visitors are happy with the current location of the centre. Some comments regarding the relocation;</p> <ul style="list-style-type: none"><i>Very easy to see as you get to town</i><i>Easy access to the entrance</i><i>It is great to have an information centre of this quality <u>before</u> you enter the town</i><i>Ideal for travellers</i>	Location	Percentage	Centre of City	5%	Current location	95%
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		<ul style="list-style-type: none"> Maintain total satisfaction degree of 80% of the total number of people taking the survey with a rating between 4 and 4.5. The number of visitors taking survey should be at least 10% of total number of visitors. Receiving testimonials of visitors and promoting them through social media. 	<p>Some other positive comments to note from the surveys;</p> <ul style="list-style-type: none"> <i>Lorraine was very helpful, she was very patient with me and most helpful</i> <i>Service could not have been better</i> <i>I hope to find more visitor centres just like this one with people even half as helpful</i> <p>We have also received some fantastic reviews on TripAdvisor which has earned us a 2018 Certificate of Excellence for consistent positive reviews. We currently have a 4.5-star rating on TripAdvisor. Below are some comments from TripAdvisor;</p> <ul style="list-style-type: none"> <i>The staff are very helpful and willing to assist. They are committed to the benefit to the town. The town itself is clean with plenty of facilities including a new cultural centre (Red Earth Cultural Centre). There is a walking and/or driving track adjacent to the visitors' centre to a lookout over the town.</i> <i>We were impressed by the friendly helpful staff. Their knowledge and advice was appreciated. We also purchased extra maps here.</i> <i>We were given some very good information about where to go and view certain sites, staff were lovely and obliging.</i> <p>In this quarter, we have also received a number of Google reviews. We currently have a 4.3-star rating on Google. Below are some of the recent reviews from Google;</p> <ul style="list-style-type: none"> <i>Karratha visitor centre great people and very helpful to plan your trip in the Kimberley area</i> <i>Very good service as well as local knowledge</i> <i>Great place with all the info you could want.</i>
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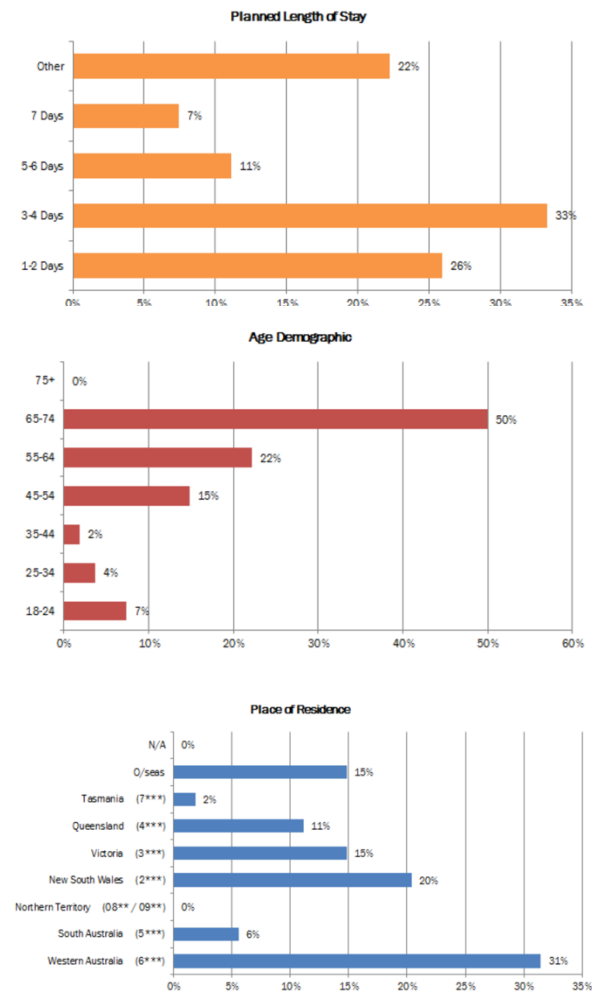
				<p>There are also two questions included in our surveys</p> <p>14. <i>What are your impressions of the Visitor Centre?</i></p> <p>15. <i>How satisfied were you with the service you received at the Visitor Centre?</i></p> <p>with ratings of Poor / Average / Good and Excellent given as options to circle. The following results were received:</p> <div><p>KVC - Impressions</p><table><thead><tr><th>Rating</th><th>Percentage</th></tr></thead><tbody><tr><td>N/A</td><td>0%</td></tr><tr><td>Awesome</td><td>6%</td></tr><tr><td>Excellent</td><td>80%</td></tr><tr><td>Good</td><td>14%</td></tr><tr><td>Average</td><td>0%</td></tr><tr><td>Poor</td><td>0%</td></tr></tbody></table><p>KVC - Service Rating</p><table><thead><tr><th>Rating</th><th>Percentage</th></tr></thead><tbody><tr><td>N/A</td><td>0%</td></tr><tr><td>Awesome</td><td>10%</td></tr><tr><td>Excellent</td><td>84%</td></tr><tr><td>Good</td><td>6%</td></tr><tr><td>Average</td><td>0%</td></tr><tr><td>Poor</td><td>0%</td></tr></tbody></table></div> <p>Both questions received answers with a majority rating of 'Excellent'.</p>	Rating	Percentage	N/A	0%	Awesome	6%	Excellent	80%	Good	14%	Average	0%	Poor	0%	Rating	Percentage	N/A	0%	Awesome	10%	Excellent	84%	Good	6%	Average	0%	Poor	0%
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Other statistics of interest collated from the surveys are as follows:



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	c) Member satisfaction	<ul style="list-style-type: none"> • Satisfaction surveys designed for the purpose of capturing the satisfaction of members. An 80% satisfaction rate should be shown. • A procedure for dealing with complaints set by organization. • A log of the complaints and how they were addressed should be kept and reported. 	Quarterly	<p>A member satisfaction survey was created through Survey Monkey and sent out in late June. Results from the survey will be compiled and shared at the end of next quarter.</p> <p>KVC has an established member complaint handling procedure. Any complaints received are handled professionally and in a timely manner and recorded on the KVC Member Complaint Register. Any 'complaints' or negative feedback received as a result of the survey sent out this month will be recorded and dealt with appropriately.</p>
	d) Complaint mechanism	<ul style="list-style-type: none"> • A procedure for dealing with complaints set by organization. • A log of the complaints and how they were addressed should be kept and reported. 	Quarterly	<p>KVC has an established customer complaint handling procedure. Any complaints received are handled professionally and in a timely manner. Our complaint handling procedure clearly states that complaints be responded to in a timely manner and be handled objectively, fairly and confidentially. Should a complaint be received clear accountabilities are allocated and the complaint, including the outcome are used to provide organisational improvements.</p> <p>Complaints are recorded, tracked and reasons for decisions are included on the 'KVC Complaint Register'.</p>

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B. Promotion and Information				
1. A comprehensive range of local, regional and state wide brochures, maps and directional information in hard copy and electronically.	a) Supply and manage the distribution of brochures and other up to date, relevant information on the district to relevant tourism operations in WA and interstate as required.	<ul style="list-style-type: none"> Supply a list of tourist operators receiving brochures and the number of brochures. 	Six monthly	<p>Pilbara Coast Holiday Planners were delivered to the following members, events and Visitor/Information Centre locations.</p> <ul style="list-style-type: none"> • SYDNEY CARAVAN AND CAMPING SHOW • CARNARVON VISITOR CENTRE • ONSLOW VISITOR CENTRE • PORT HEDLAND VISITOR CENTRE • BROOME VISITOR CENTRE • EXMOUTH VISITOR CENTRE • CARNARVON VISITOR CENTRE • GERALDTON VISITOR CENTRE • NEWMAN VISITOR CENTRE • TOM PRICE VISITOR CENTRE • DERBY VISITOR CENTRE • AUSTRALIAN VISITOR CENTRE • RAC PERTH CARAVAN & CAMPING SHOW • ROCKINGHAM VISITOR CENTRE • S BEND CARAVAN PARK • SHARK BAY VISITOR CENTRE • DONGARA INFORMATION CENTRE • KUNUNURRA VISITOR CENTRE • GERALDTON CARAVAN AND CAMPING SHOW • NORSEMAN VISITOR CENTRE • PINNACLES VISITOR CENTRE • EXMOUTH VISITOR CENTRE • ARMADALE VISITOR CENTRE • PORT HEDLAND VISITOR CENTRE • MANDURAH VISITOR CENTRE • MUNDARING VISITOR CENTRE • KALGOORLIE VISITOR CENTRE • BULLARA STATION • NORSEMAN VISITOR CENTRE • CUE VISITOR CENTRE • MOUNT MAGNET VISITOR CENTRE • MEEKATHARRA VISITOR CENTRE • CENTRAL WHEATBELT VISITOR CENTRE

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				<p>Pilbara Coast Holiday Planners were also sent to the Caravan Industry Association Western Australia for inclusion in the show bags at the Geraldton Caravan and Camping Show (May 2018) and the Darwin 4WD, Boating, Camping and Caravan Show (June 2018). This was a cost to the Visitor Centre of \$309 per show.</p> <p>The Roebourne Visitor Centre History and Resource Tour brochures were also delivered to all local accommodation providers and the Newman Visitor Centre.</p>
	b) In conjunction with others, develop and maintain the 'Pilbara Coast Holiday Planner'.	<ul style="list-style-type: none"> Karratha tourist areas and business are well presented in the planner with up to date information and pictures. 	Yearly	The 2018 version of the Pilbara Coast Holiday Planner was released in early March. We have received positive feedback about the layout of the planner and the pictures and advertisements contained in it.
	c) Develop and operate major marketing / promotional activities and/or events per annum.	<ul style="list-style-type: none"> 12 activities and events organized per year. Number of people who attended events. Satisfaction of customers and members should be reported. Events and activities should aim at raising the tourism profile of the City of Karratha. 	Quarterly	<ul style="list-style-type: none"> 3 April – Meet with Board of Australia's North West Tourism 20 April – WA Premier Mark McGowan visited the Karratha Visitor Centre to take some photos, visit Tank Hill Lookout and record an interview out the front of the centre. His Facebook post from the day stated "Karratha is a vibrant, lively town with immense economic and tourism potential;" <ul style="list-style-type: none"> https://www.facebook.com/MarkMcGowanMP/photos/pcb.2140392525978610/2140391335978729/?type=3&theater 8 Apr, 6 May and 3 June - Promotional stall at Dampier Beachside Markets in conjunction with HeliSpirit

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			<ul style="list-style-type: none">2 May – KVC Member Information Sharing Sessions Attendees: HeliSpirit, Karratha Kite School, Pilbara Dive and Tours, Pilbara Tour Co, The Cove Holiday Village, The Ranges, Dampier Mermaid Hotel & Motel and KVC and RVC staff. Extremely positive feedback was received from this event by all that attended.May/June – Commencement of Visitor Centre Resource and History Tour. To date over 100 participants have booked the tour. This figure included corporate tours (i.e. Yara). Feedback received has been extremely positive with 100% of participants stating that they would recommend the tour to a friend. <p>KARRATHA VISITOR CENTRE- HISTORY & RESOURCES TOUR SALES</p> <table><tr><th>YEAR</th><th>PARTICIPANTS</th><th>TOTAL TOURS</th><th>PROFIT</th></tr><tr><td>2018 Q2</td><td>100</td><td>8</td><td>\$6,846.00</td></tr><tr><td>2017 Q2</td><td>75</td><td>7</td><td>\$4,445.00</td></tr><tr><td>%Increase/decrease 2018 - 2017</td><td>33% ↑</td><td>14.28% ↑</td><td>54% ↑ (\$2401)</td></tr></table> <p>This season we rebranded the Visitor Centre History and Resources tour to include the History of Roebourne, Cossack and Wickham. We have also added a prepaid lunch option for participants and have an agreement with Cossack’s ‘The Strand’ Cafe</p> <ul style="list-style-type: none">3 May – Manned a stall at the EPIC Career Expo at the Karratha Leisureplex4 May - staff attendance at soft launch of new Red Dog Information Bay in Dampier.	YEAR	PARTICIPANTS	TOTAL TOURS	PROFIT	2018 Q2	100	8	\$6,846.00	2017 Q2	75	7	\$4,445.00	%Increase/decrease 2018 - 2017	33% ↑	14.28% ↑	54% ↑ (\$2401)
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				<ul style="list-style-type: none"> 23 May – Meet with Board of Tourism Industry WA 26 May 2018: Yaburara Heritage Trail Community Walk (in conjunction with KCA). Karratha Visitor Centre provided bus free of charge, supplied red dog mascot and set up a children's treasure hunt. Over 200 participants. <p>Upcoming Events: Photo Competition - July 2018 Cossack Family Day – July 2018 FeNacle Festival – August 2018 Cossack Ghost Tour – August 2018</p>
	d) Acknowledgement of the City as principal sponsor in all promotional material.	<ul style="list-style-type: none"> City of Karratha contribution has to be acknowledged in all events and promotion materials through banners and logos. 	Quarterly	<p>This year's Holiday Planner and the new Resource and History tour flyer contains the CofK logo on the flyer as does all of our brochures regarding accommodation, eating out guides and rock art locations.</p> <p>KVC's pull up banner (which features the COfK logo) is also displayed at all Dampier Beachside Markets and was used at the Career Expo.</p> <p>CofK also appears as a major sponsor on Webpage.</p> <p>The Visitor Centre regularly shares CofK Facebook posts and information to Visitor Centre pages.</p>

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C. Digital Presence																																				
1. A web presence and digital strategy to educate and attract visitors to the local area.	a) KVC website regularly updated providing visitors with information on different tourism aspects of the City of Karratha and regions solely.	<ul style="list-style-type: none">Increase in the number of website visits. (website hits).Increase in the number of bookings done through the website.	Quarterly	<p>The KVC Webpage has been updated regularly with events and now contains a list and link to our current members.</p> <p>VISITOR CENTRE WEBPAGE VIEWS</p> <table><tr><th>MONTH</th><th>2017</th><th>2018</th><th>% Increase/decrease 2018 - 2017</th></tr><tr><td>April</td><td>9,884</td><td>7570</td><td>23.41% ↓ (2314)</td></tr><tr><td>May</td><td>10,702</td><td>8564</td><td>19.97% ↓ (2138)</td></tr><tr><td>June</td><td>9,751</td><td>10,562</td><td>8.31% ↑ (811)</td></tr><tr><td>TOTAL</td><td>30,337</td><td>26,696</td><td>12% ↓ (3641)</td></tr></table> <p>Up until recently there have been a number of errors on our webpage which have taken a considerable amount of time to fix, this may explain the decrease in page visits in comparison to last year. It is anticipated that now that these errors have been rectified webpage traffic should increase.</p> <p>KARRATHA VISITOR CENTRE- HELISPIRIT SALES</p> <table><tr><th>YEAR</th><th>SALES</th><th>COMMISSION</th></tr><tr><td>2018 Q2 April / May / June</td><td>\$26,812</td><td>\$2,144.97</td></tr><tr><td>2017 Q2 May / June <i>(HeliSpirit commenced in 26.05.17)</i></td><td>\$18,246</td><td>\$1,459.68</td></tr><tr><td>% Increase/decrease 2018 - 2017</td><td>46.94% ↑ (\$8,566)</td><td>46.94% ↑ (\$685.29)</td></tr></table>	MONTH	2017	2018	% Increase/decrease 2018 - 2017	April	9,884	7570	23.41% ↓ (2314)	May	10,702	8564	19.97% ↓ (2138)	June	9,751	10,562	8.31% ↑ (811)	TOTAL	30,337	26,696	12% ↓ (3641)	YEAR	SALES	COMMISSION	2018 Q2 April / May / June	\$26,812	\$2,144.97	2017 Q2 May / June <i>(HeliSpirit commenced in 26.05.17)</i>	\$18,246	\$1,459.68	% Increase/decrease 2018 - 2017	46.94% ↑ (\$8,566)	46.94% ↑ (\$685.29)
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				<div>KARRATHA VISITOR CENTRE- BOOKEASY SALES</div> <table><tr><th>YEAR</th><th colspan="2">SALES / COMMISSION</th></tr><tr><td>2018 Ghost Tour</td><td colspan="2">\$3,680</td></tr><tr><td>2017 Ghost Tour</td><td colspan="2">\$4,655</td></tr><tr><td>% Increase/decrease 2018 - 2017</td><td colspan="2">20.94% ↓ (\$975)</td></tr></table> <p>*More tickets to be sold for Ghost Tour</p> <table><tr><td>2018 - Tours /Accommodation</td><td>\$420</td><td>\$50.40</td></tr><tr><td>2017 - Tours /Accommodation</td><td>\$4340.10</td><td>\$628.62</td></tr><tr><td>% Increase/decrease 2018 - 2017</td><td>90.32% ↓ (\$3920.10)</td><td>91.98% ↓ (\$578.22)</td></tr></table> <p>**Currently the only local tour operators set up on Bookeasy are Pilbara Tour Co. and Ngurrangga Tours and up until recently their tour times and availability have not been updated in the system.</p>	YEAR	SALES / COMMISSION		2018 Ghost Tour	\$3,680		2017 Ghost Tour	\$4,655		% Increase/decrease 2018 - 2017	20.94% ↓ (\$975)		2018 - Tours /Accommodation	\$420	\$50.40	2017 - Tours /Accommodation	\$4340.10	\$628.62	% Increase/decrease 2018 - 2017	90.32% ↓ (\$3920.10)	91.98% ↓ (\$578.22)
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2. 24-hour access to information, emergency contact numbers and accommodation options.	b) App development and upgrades.	<ul style="list-style-type: none">Rating and reviews on the app indicating majority rating of 4.	Quarterly	<p>Updates to the Karratha Visitor Centre app have been made recently including adding information regarding, Staircase to the Moon, Places to Eat, Places to Stay, Weblinks to Events and Tour Operators. The KVC App is live and can now be accessed by the public. Statistics from customer surveys reveals that most customers prefer to visit our website for information.</p> <div><p>KVC - Website or App</p><table><thead><tr><th>Category</th><th>Percentage</th></tr></thead><tbody><tr><td>N/A</td><td>41%</td></tr><tr><td>Website</td><td>51%</td></tr><tr><td>App</td><td>8%</td></tr></tbody></table></div>	Category	Percentage	N/A	41%	Website	51%	App	8%													
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D. Industry Liaison / Input																																		
1. Information and booking services for accommodation and tours.	a) Increase in tour sales revenue compared to 2017.	<ul style="list-style-type: none">\$10,000 per annum	Quarterly	<div>KARRATHA VISITOR CENTRE- TOUR BOOKEASY SALES<table><tr><th>YEAR</th><th>SALES</th><th>COMMISSION</th></tr><tr><td>2018 Q2</td><td>\$30,912.00</td><td>\$5,875.37</td></tr><tr><td>2017 Q2</td><td>\$27,241.10</td><td>\$6,743.30</td></tr><tr><td>%Increase/decrease 2018 - 2017</td><td>13.47% ↑ (\$3670.90)</td><td>12.87% ↓ (\$867.93)</td></tr></table></div> <div>Sales from this year are for HeliSpirit and Ghost Tour. There are still more tickets to be sold for Ghost Tour so commission is expected to increase in the next quarter. We now have local tours Ngurrangga Tours and Pilbara Tour Co set up along with a number of other tour providers.</div>			YEAR	SALES	COMMISSION	2018 Q2	\$30,912.00	\$5,875.37	2017 Q2	\$27,241.10	\$6,743.30	%Increase/decrease 2018 - 2017	13.47% ↑ (\$3670.90)	12.87% ↓ (\$867.93)																
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2. Information on attractions, events, retail outlets, local services, road conditions and transport options.	b) Increase in accommodation bookings compared to 2017.	<ul style="list-style-type: none">\$20,000 per annum	Quarterly	<div>KARRATHA VISITOR CENTRE- ACCOMMODATION BOOKEASY SALES<table><tr><th>YEAR</th><th>SALES</th><th>COMMISSION</th></tr><tr><td>2018 Q2</td><td>-</td><td>-</td></tr><tr><td>2017 Q2</td><td>\$2514.20</td><td>\$364.41</td></tr></table></div> <div>Most customers choose to book directly with Accommodation providers over Bookeasy.</div>			YEAR	SALES	COMMISSION	2018 Q2	-	-	2017 Q2	\$2514.20	\$364.41																			
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2018 Q2	-	-																																
2017 Q2	\$2514.20	\$364.41																																
	c) Increasing in number of members.	<ul style="list-style-type: none">10% increase in members	Quarterly	<div>KARRATHA & ROEBOURNE VISITOR CENTRES MEMBERS<table><tr><th>YEAR</th><th>PLATINUM</th><th>GOLD</th><th>SILVER</th><th>BRONZE</th><th>TOTALS</th><th>% INCREASE</th></tr><tr><td>2018</td><td>3</td><td>6</td><td>31</td><td>40</td><td>80</td><td>19% ↑</td></tr><tr><td>2017</td><td>2</td><td>4</td><td>28</td><td>33</td><td>67</td><td>5% ↑</td></tr><tr><td>2016</td><td>1</td><td>7</td><td>25</td><td>31</td><td>64</td><td>-</td></tr></table></div>			YEAR	PLATINUM	GOLD	SILVER	BRONZE	TOTALS	% INCREASE	2018	3	6	31	40	80	19% ↑	2017	2	4	28	33	67	5% ↑	2016	1	7	25	31	64	-
YEAR	PLATINUM	GOLD	SILVER	BRONZE	TOTALS	% INCREASE																												
2018	3	6	31	40	80	19% ↑																												
2017	2	4	28	33	67	5% ↑																												
2016	1	7	25	31	64	-																												

Karratha & Roebourne Visitor Centres QUARTER 2 2018 REPORT - KPI Review Schedule



	d) Evidence that members are being regularly updated on tourism related programs, projects and initiatives within the district.	<ul style="list-style-type: none"> Information populated through regular correspondences with members, member newsletters and events. 	Quarterly	<p>Regular member updates are emailed by the General Manager. Since March there have been over 7 x member emails/updates sent out.</p> <p>Member Information Sharing Sessions: 2 May 2018</p> <p>These sessions were extremely well received by all members that attended and created an excellent networking and information sharing opportunity. There has been a great deal of interest regarding the next session which is scheduled for Wed 1st August.</p>
	e) Engagement with the City on Tourism and Visitor servicing related initiatives.	<ul style="list-style-type: none"> Attending the tourism advisory group meetings 	Quarterly	<p>Staff from the Visitor Centre have attended the following tourism related meetings/forums this quarter:</p> <ul style="list-style-type: none"> Pilbara Tourism Alliance Meetings: 9 April, 31 May and 28 June Tourism Advisory Group Meetings: 3 May Dampier Community Consultation Committee Meeting: 30 May KDCCI Business Breakfast Briefing: 12 June West Pilbara Trails Forum: 12 June Catch ups with City of Karratha representatives: 2 May & 25 June
E. Service Standard				
1. Visitor information services to be operated within the Karratha CBD and regions.	a) Service 100% operational	<ul style="list-style-type: none"> Service provided during agreed hours (Mon – Fri 9am – 5pm, Sat/Sun & Pub Hols – 3 hours between 9am and 5pm). Premises accessible to people with special needs. Hygiene is highly considered in both 	Quarterly	<p>Since April the Karratha Visitor Centre opening hours have been 8.30am – 4.30pm Monday to Friday and on Saturday and Sunday the opening hours have been 9am -2pm. Roebourne Visitor Centre hours are 9am – midday every day of the week.</p> <p>For Public Holidays staff are normally rostered on from 10am -2pm.</p> <p>The Karratha Visitor Centre has wheelchair access. The temporary premises of the Roebourne Visitor Centre has a ramp over the step at the front to allow wheelchair access.</p> <p>Toilets at both centres are regularly checked and cleaned on a daily basis.</p>

Karratha & Roebourne Visitor Centres

QUARTER 2 2018 REPORT - KPI Review Schedule



		Karratha and Roebourne facilities. <ul style="list-style-type: none"> High-profile signage displaying open hours. 		Both centres have signage out the front that displays opening hours.
F. Governance and Financial Performance				
	a) Develop, maintain and submit an organisational strategic plan and operational plan.		Yearly	Current strategic Plan runs from 2016-2018 Operational Plan for 2018/2019 is currently being developed by the General Manager and will be submitted for Board approval.
	b) Regular Board meetings held in accordance with constitution.	<ul style="list-style-type: none"> Operation and financial performance. Circulate all minutes of meetings. 	Quarterly	Minutes attached from Board meeting held on 5 th April 2018 and 19 th June 2018
	c) Monthly financial statements including income and expenditure with explanation of any variances of +15%.	<ul style="list-style-type: none"> Reporting on strategic issues impacting visitor servicing. 	Quarterly	Please refer to attached financial reports.

Karratha & Roebourne Visitor Centres QUARTER 2 2018 REPORT - KPI Review Schedule



WINS ON THE BOARD

- Acquittal of the \$62,910 debt owed to Tourism WA for the Sustainability Grant from 15/16. Tourism WA allowed us to provide evidence that funds were expended on our major projects involving upgrades and renovations that were not initially outlined in the project breakdown. Acquittal will be submitted by end of June 2018. \$62,910 debt has been removed from Financial reports.
- Alignment of all staff contracts and pay rates to the same award – *Amusement, Events and Recreation Award 2010*. Staff rates for weekend work and public holidays has significantly increased.
- Commencement of the Roebourne Resource and History Tour in mid-May. Seamless start with positive reviews however we are in need of an additional tour guide.
- Refund of \$3840 from Telstra for overpayment of inactive lines
- Refund of \$353.23 from Westnet for inactive telephone service
- Negotiations with Telstra about Roebourne Visitor Centre mobile resulted in a brand-new iPhone 8 (at no extra cost) and a reduced plan rate which will see an approx. \$20 reduction in monthly bill.

AREAS OF CONCERN

- Server Upgrade. Our current server is in desperate need of an upgrade. We have just spent over \$1000 upgrading the hard drives. This does not include installation and configuration. Quote received in Feb 2018 from CommandIT for Internet and Server upgrade (including software, installation and configuration) came to \$12,651.10
- Café – Expression of interest has been advertised to sub-lease the café. No enquiries received.
- Tour Guide – need to advertise as current Tour Guide is an Information Consultant based at the Roebourne Visitor Centre and this places a significant strain on staff rosters to cover Roebourne when a tour is running.
- External upgrade - gutters and painting to the exterior of the building are in need of attention and painting.
- Landscaping – ongoing issues with reticulation for front lawn. Would like to explore fake grass or new turf.

Karratha Visitor Centre Profit & Loss [Budget Analysis] April 2018 To June 2018					
		Selected Period	Budgeted	\$ Difference	% Difference
Income					
Shop Sales	9				
Retail Sales (Retail Manager)		\$38,266.81	\$71,000.00	(\$32,733.19)	-46.10%
Retail Sales Roebourne		\$6,100.38	\$16,000.00	(\$9,899.62)	-61.90%
Online Retail Sales		\$1,236.36	\$5,500.00	(\$4,263.64)	-77.50%
Internet Hub		\$4.00	\$250.00	(\$246.00)	-98.40%
Coffee Shop Sales		\$1,536.66	\$7,500.00	(\$5,963.34)	-79.50%
Commission - Merchandise		\$531.82	\$1,500.00	(\$968.18)	-64.50%
Commission - Integrity Coach		\$1,553.71	\$1,500.00	\$53.71	3.60%
Commission - Bookeasy		\$1,368.58	\$3,800.00	(\$2,431.42)	-64.00%
Total Shop Sales		\$50,598.32	\$107,050.00	(\$56,451.68)	-52.70%
Other Income					
Other Donations		\$430.35	\$450.00	(\$19.65)	-4.40%
Holiday Planner		(\$540.13)	\$0.00	(\$540.13)	NA
Town Maps		\$213.64	\$0.00	\$213.64	NA
Total Other Income		\$103.86	\$450.00	(\$346.14)	-76.90%
Tours and Community Events					
Pilbara Resource Tours		\$3,172.73	\$12,000.00	(\$8,827.27)	-73.60%
Private Tours		\$3,050.90	\$0.00	\$3,050.90	NA
Other Events / Tours		\$0.00	\$10,000.00	(\$10,000.00)	-100.00%
Total Tours and Community Events		\$6,223.63	\$22,000.00	(\$15,776.37)	-71.70%
Membership					
Membership Fees	1	\$5,199.98	\$1,000.00	\$4,199.98	420.00%
Total Membership		\$5,199.98	\$1,000.00	\$4,199.98	420.00%
Funding and Grants					
City of Karratha Funding		\$98,906.25	\$98,906.00	\$0.25	0.00%
Capital Works Funding		\$62,910.00	\$0.00	\$62,910.00	NA
Total Funding and Grants		\$161,816.25	\$98,906.00	\$62,910.25	63.60%
Permits and Passes					
Access Road Permits	2	\$14,682.70	\$7,400.00	\$7,282.70	98.40%
National Park Passes		\$1,740.03	\$2,100.00	(\$359.97)	-17.10%
Total Permits and Passes		\$16,422.73	\$9,500.00	\$6,922.73	72.90%
Total Income		\$240,364.77	\$238,906.00	\$1,458.77	0.60%
Cost Of Sales					
Shop Cost Of Sales					
Retail Cost of Goods Sold		\$10,102.23	\$28,400.00	(\$18,297.77)	-64.40%

Retail Cost of Goods Roebourne		\$2,425.25	\$4,800.00	(\$2,374.75)	-49.50%
Coffee Shop Foodstuffs		\$434.14	\$3,000.00	(\$2,565.86)	-85.50%
Packaging		\$141.56	\$0.00	\$141.56	NA
Last Cost Variance		\$2.41	\$0.00	\$2.41	NA
Last Cost Variance Roebourne		(\$0.01)	\$0.00	(\$0.01)	NA
Till Shortage		\$0.01	\$0.00	\$0.01	NA
Till Shortage Roebourne		\$1.50	\$0.00	\$1.50	NA
Integrity Coach Lines Bookings		\$6,066.17	\$10,050.00	(\$3,983.83)	-39.60%
Bookeasy Bookings		\$0.00	\$27,250.00	(\$27,250.00)	-100.00%
Total Shop Cost Of Sales		\$19,173.26	\$73,500.00	(\$54,326.74)	-73.90%
Tours and Community Events					
Consignment Stock		\$2,520.09	\$4,500.00	(\$1,979.91)	-44.00%
Total Tours and Community Events		\$2,520.09	\$4,500.00	(\$1,979.91)	-44.00%
Total Cost Of Sales		\$21,693.35	\$78,000.00	(\$56,306.65)	-72.20%
Gross Profit		\$218,671.42	\$160,906.00	\$57,765.42	35.90%
Expenses					
Roebourne					
Waste disposal		\$0.00	\$270.00	(\$270.00)	-100.00%
Rent		\$1,906.66	\$2,601.00	(\$694.34)	-26.70%
Office Expenses					
Accounting Fees		\$0.00	\$200.00	(\$200.00)	-100.00%
Accreditation Expenses		\$2,560.90	\$3,000.00	(\$439.10)	-14.6%
Artwork / Design Fees		\$50.00	\$0.00	\$50.00	NA
Marketing		\$0.00	\$1,440.00	(\$1,440.00)	-100.00%
Advertising	3	\$100.35	\$50.00	\$50.35	100.70%
Bank - Fees		\$881.29	\$900.00	(\$18.71)	-2.10%
Brochure Freight/Distribution		\$1,648.35	\$2,200.00	(\$551.65)	-25.10%
Cleaning and Amenities	4	\$191.21	\$100.00	\$91.21	91.20%
Committee / Meeting Expenses	5	\$91.28	\$20.00	\$71.28	356.40%
Freight		\$511.91	\$1,500.00	(\$988.09)	-65.90%
Postage		\$114.39	\$100.00	\$14.39	14.40%
Printing and Photocopier Charg		\$1,541.71	\$2,100.00	(\$558.29)	-26.60%
Security		\$0.00	\$620.00	(\$620.00)	-100.00%
Signage		\$515.46	\$0.00	\$515.46	NA
Office supplies and Equipment		\$77.05	\$150.00	(\$72.95)	-48.60%
Subscriptions	6	\$1,394.43	\$780.00	\$614.43	78.80%
Water Service - Neverfail		\$244.10	\$300.00	(\$55.90)	-18.60%
Website and Digital Media	7	\$940.00	\$600.00	\$340.00	56.70%
Total Office Expenses		\$10,862.43	\$14,060.00	(\$3,197.57)	-22.70%
Coffee Shop Expenses					
Coffee Shop Supplies & Equip		\$126.72	\$0.00	\$126.72	NA
Packaging		\$2.68	\$250.00	(\$247.32)	-98.90%
Total Coffee Shop Expenses		\$129.40	\$250.00	(\$120.60)	-48.20%
Repairs & Maintenance					

Building Repairs & Maintenance		\$800.58	\$750.00	\$50.58	6.70%
Computer Maintenance		\$842.00	\$750.00	\$92.00	12.30%
Grounds Maintenance		\$249.94	\$240.00	\$9.94	4.10%
Total Repairs & Maintenance		\$1,892.52	\$1,740.00	\$152.52	8.80%
Tours and Events					
Tour Catering and Expenses		\$89.51	\$700.00	(\$610.49)	-87.20%
Utilities					
Electricity		\$3,192.20	\$3,500.00	(\$307.80)	-8.80%
Internet Access		\$127.26	\$192.00	(\$64.74)	-33.70%
Internet Access - E-Hub		\$199.82	\$300.00	(\$100.18)	-33.40%
Telephone - Landlines		\$1,047.14	\$1,250.00	(\$202.86)	-16.20%
Telephone - Roebourne		\$346.76	\$840.00	(\$493.24)	-58.70%
Telephone - Mobile		\$203.34	\$360.00	(\$156.66)	-43.50%
Water		\$0.00	\$5.00	(\$5.00)	-100.00%
Total Utilities		\$5,116.52	\$6,447.00	(\$1,330.48)	-20.60%
Vehicles					
Prado - Repairs & Maintenance		\$0.00	\$1,000.00	(\$1,000.00)	-100.00%
Bus - Repairs and Maintenance		\$0.00	\$1,000.00	(\$1,000.00)	-100.00%
Fuel		\$234.73	\$1,800.00	(\$1,565.27)	-87.00%
License / Registration		\$281.00	\$0.00	\$281.00	NA
Total Vehicles		\$515.73	\$3,800.00	(\$3,284.27)	-86.40%
Payroll and Staffing Costs					
Salaries		\$30,607.26	\$33,159.00	(\$2,551.74)	-7.70%
Wages		\$34,591.44	\$58,500.00	(\$23,908.56)	-40.90%
Superannuation		\$5,846.99	\$8,750.00	(\$2,903.01)	-33.20%
Uniforms		\$93.86	\$0.00	\$93.86	NA
Conferences and Other Events	8	\$1,792.06	\$150.00	\$1,642.06	1094.70%
Total Payroll and Staffing Costs		\$72,931.61	\$100,559.00	(\$27,627.39)	-27.50%
Total Expenses		\$93,444.38	\$130,427.00	(\$36,982.62)	-28.40%
Operating Profit		\$125,227.04	\$30,479.00	\$94,748.04	310.90%
Other Income					
Interest Income		\$0.00	\$15.00	(\$15.00)	-100.00%
Reimbursed Expenses		\$919.31	\$0.00	\$919.31	NA
Total Other Income		\$919.31	\$15.00	\$904.31	6028.70%
Other Expenses					
Interest Expense		\$27.94	\$480.00	(\$452.06)	-94.20%
Annual Leave Movements		\$1,405.06	\$0.00	\$1,405.06	NA
Personal Leave Movements		\$1,597.59	\$0.00	\$1,597.59	NA
Total Other Expenses		\$3,030.59	\$480.00	\$2,550.59	531.40%
Net Profit/(Loss)		\$123,115.76	\$31,014.00	\$91,101.76	310.20%

Karratha Visitor Centre

Balance Sheet

As of June 2018

Assets				
Current Assets				
Cash				
Cheque Account	\$71,242.26			
Booking Account	\$54.95			
Petty Cash	\$55.35			
Til Change Float - Roebourne	\$300.00			
Till Change Float	\$800.00			
Change Tin	\$300.00			
EFT Clearing Acc Roebourne	(\$397.95)			
Electronic Clear Account	\$0.00			
Undeposited Funds	\$416.75			
Total Cash		\$72,771.36		
Other Current Assets				
Trade Debtors	\$10,935.75			
Inventory - Stock on Hand	\$61,275.82			
Inventory- Stock Roebourne	\$14,405.19			
Total Other Current Assets		\$86,616.76		
Total Current Assets			\$159,388.12	
Fixed Assets				
Building & Improve at Cost		\$359,536.80		
Building Accum Depreciation		(\$137,438.00)		
Plant, Equipment & Office		\$102,593.90		
Plant, Equip & Office Accm Depn		(\$48,441.00)		
Motor Vehicle at Cost		\$50,000.00		
Motor Vehicle Accum Deprec		(\$28,436.00)		
Furniture & Fittings		\$5,128.64		
Furniture & Fittings Acc Depn		(\$1,664.00)		
Property Improvements		\$14,990.91		
Property Improvements Acc Dep		(\$439.00)		
Total Fixed Assets			\$315,832.25	
Total Assets				\$475,220.37
Liabilities				
Current Liabilities				
Trade Creditors		\$15,516.18		
Business Mastercard		\$2,322.35		
Coles Card		\$71.30		
Caltex Fuel Card		\$111.14		
Finance - Insurance		\$437.00		
Total Current Liabilities			\$18,457.97	

BAS Liability				
Integrated Client Account		(\$147.50)		
GST Collected		\$17,755.14		
GST Paid		(\$4,899.93)		
GST Adjustment		(\$558.40)		
Superannuation		\$9,231.74		
PAYG Withholding Payable		\$3,302.00		
Total BAS Liability			\$24,683.05	
Leave Provision				
Provision for Annual Leave		\$2,935.85		
Provision for Personal Leave		\$3,522.36		
Total Liabilities				\$49,599.23
Net Assets				\$425,621.14
Equity				
Retained Earnings			\$144,733.77	
Current Year Earnings			\$97,548.39	
General Reserve			\$183,338.98	
Total Equity				\$425,621.14

Notes to financial statements

1. A new Platinum member REFAP/Bush lolly sign up increased our Membership income over this quarter.
2. Rio Tinto requested their second quarterly Invoice for Access road permits be submitted earlier instead of the start of July when we normally Invoice.
3. A reprint of Resource and History tour flyers was needed
4. Additional cleaning supplies were required
5. Catering was supplied at our member sharing evening
6. A Dropbox Subscription for larger storage space, Survey Monkey for our Member Satisfaction survey as well as KDCCI membership coming in at the end of the Quarter.
7. Alterations to our Website homepage required developers to make the changes, this cost extra than our normal support fees.
8. We registered for the Tourism Conference as soon as it became available, as well as purchasing flights when there was a sale on.
9. Poor and exaggerated budget forecasting has resulted in overinflated figures, which gives a false representation of current income. The following has also resulted in a lower income than expected;
 - Tour bookings for local operators Pilbara Tour Co and Ngurrangga tours have only recently updated their times and availability on the Bookeasy system
 - We are finding that customers want to book their accommodation direct with the provider
 - A slow and late start to the tourist season has been noticed across the state

Board Meeting – April 2018

5th April 2018

1. Welcome

Meeting Commenced: 9:30am

Present:

- David Yakas
- Bob Bongiorno (left at 11.00am)
- Anouska Angove
- Robert Gordon
- Jodi Porteous
- Sarah Knowler
- Chantelle Tucker
- Ryan Hall (arrived at 10.20am and left at 11.00am)
- Jake Leahy (arrived at 10.20am and left at 11.00am)

2. Apologies

- Bruce Jorgensen

3. Minutes from Previous Meeting – January 2018

Minutes of previous meeting accepted:

Moved: Jodi Porteous

Seconded: David Yakas

All in favour

4. Business arising from previous Minutes

3.1 Chantelle to contact new board to check availability for Cultural Awareness training – Completed and training held 28th February 2018

3.2 Anouska to contact Helena from Tourism WA to ascertain where we are at with the Grant acquittal - Completed

3.3 Chantelle to provide Jake with details on variation - Completed

3.4 Jake to check the KVC will be invited to TAG meetings - Completed

3.5 Anouska to get Prado valued – Completed sold for \$22,000.00 to Pilbara Motor Group

3.6 Chantelle to activate iConnect – iConnect model has been decommissioned; so we have instead decided to set up our online Merchant accounts funds to be deposited into a separate account to keep track and stay on top of payments. All Bookeasy payments will now be paid via Gateway and go directly into a Bookings account.

3.7 KVC to send through images to Jake for City to use in their signage - Ongoing

3.8 Jake to send Anouska the Karijini Experience Prospectus – Completed

3.9 KVC to contact members for packaging options for Karijini Experience - Completed

5. Financial Statements

The Profit and Loss Statement, Balance Sheet and Aged Payables for March 2018 were presented.

Moved: Bob Bongiorno

Seconded: David Yakas

All in favour

6. Manager's Report

The Quarterly Report for January to March was distributed prior to meeting for Boards perusal

- Caravan and Camping – Chantelle attended 21-25th March 18 in Perth
- Trip Advisor – A couple of negative comments regarding opening hours over the summer period, have been responded to
- Holiday Planner – New Holiday Planner has arrived, it looks fantastic and has been distributed
- App – Chantelle and Anouska will continue working on App

Statistical Figures

January 2018
Total Sales with Integrity \$5,131.20
Without Integrity \$4,510.25
Visitor Numbers: 682
Average Spend \$7.52
Average Sale \$37.18

January 2017
Total Sales with Integrity \$4,910.10
Without Integrity \$3,428.20
Visitor Numbers 769
Average Spend \$6.39
Average Sale \$43.07

February 2018
Total Sales with Integrity \$6,848.41
Without Integrity \$4,714.61
Visitor Numbers 1041
Average Spend \$6.58
Average Sale \$40.52

February 2017
Total Sales with Integrity \$8,388.45
Without Integrity \$4,921.02
Visitor Numbers 1314
Average Spend \$6.38
Average Sale \$42.58

March 2018
Total Sales with Integrity \$9,599.24
Without Integrity \$6,498.10
Visitor Numbers 1118
Average Spend \$8.59
Average Sale \$47.76

March 2017
Total Sales with Integrity \$14,007.54
Without Integrity \$8,165.24
Visitor Numbers 1767
Average Spend \$7.93
Average Sale \$48.30

7. General Business

7.1 Tourism WA Grant – Tourism WA have come back with advice to either:

1. Fulfil its outstanding obligation under the grant agreement on or before 30 June 2018 and complete agreed projects

Or

2. Return the \$62,910.00 of unspent grant funds to Tourism WA

There is no way we will be able to complete the agreed projects by the deadline and would not be able to come up with the funds that quickly to pay for the projects. It was unanimously decided that we will need to propose a payment plan; we should be able to afford \$2,000.00 a month.

A couple of suggestions were made to look into possible assets that we could sell to help with cash flow

Action: Anouska to propose payment plan of \$2,000.00 per month to Tourism WA

Action: Chantelle and Anouska look into possible assets to sell

- 7.2 Future state of Visitor Centres – In 2015 a resolution was passed by Council that from 2019, Visitor Servicing is to be operated from the proposed Red Earth Arts Precinct, Karratha Airport or the redeveloped Victoria Hotel. KVC's current contract expires at the end of 2018; Council will be making a new resolution in the coming months for 2019.

Anouska advised that she felt like this was a done deal, however after attending the Tourism Advisory Group meeting (15 March) and discussing the resolution there seemed to be a change in the council's stance on this resolution. The feedback from Councillors and other attendees appeared to be a bit mixed. New councillors were seeking further information about the current state of the Visitor Centre and were willing to explore future options.

Three options seem to be on the table

1. Put out to tender
2. Stay here and run a hybrid model (City look after HR, IT, marketing etc.)
3. Visitor Services run in house by City of Karratha

Discussions were had about the current location and possible uses for the building if we move; a museum was mentioned – huge potential for displaying resources history. KVC would like to explore running a museum from our current location in successful in the tender.

Operating model – Currently community Board separate organisation, possibility for a partnership with City of Karratha (hybrid model) where overheads are cared for by the City of Karratha. Cost efficiencies can then be achieved through the City in the form of IT / HR.

There currently is no space designated at the REAP for Visitor Services, David asked Ryan if we would be able to arrange a tour of the REAP to look at our possible options if we were to move.

Bob suggested becoming more caravan friendly, with water, dump points etc. to become a service station for caravans.

David suggested updating our survey to add questions regarding where visitors would prefer location, website and app suggestions.

Action: Ryan to arrange tour of REAP for KVC Board, Staff and Councillors that are on the TAG

Action: Anouska to write a letter on behalf of the Board to outline our position to the City of Karratha about the future of tourism services.

Action: Chantelle update visitor survey with additional questions.

7.3 Roebourne Visitor Centre – In 2019 it does not look like the City of Karratha will be providing us with funding to operate Roebourne Visitor Centre, they will subcontract to another entity to run a Visitor and Cultural centre within the Vic Hotel.

7.4 Sale of wholesale meat (Karratha Station) from RVC – RFF was thinking of other ways to use their space at RVC, an option was to sell bulk pre-packaged Karratha Station meat. Would be low risk as is vacuum sealed and dealt with off-site, however is just an idea at this point.

7.5 Café - We have stopped selling food and now sell drinks only. We have tried numerous ways of creating revenue; coffee run, early hours, Hey You, food, deliveries etc. and still not working for us. Possible options moving forward are:

1. Continue as we are – however we do not want to take our staff away from our core duty of tourism services and that is our priority.

Or

2. Sub lease the space – a separate business to run the café space wholly and pay rent which is guaranteed revenue for us per month.

Bob also mentioned getting a self-serve coffee machine in order to not take away staff time, however we have had one in the past and this proved to not be very successful.

Sarah also suggested using the space as a Travel Agency for bookings.

7.6 Cossack Art Awards – KVC will not be sponsoring the event this year as we simply cannot afford the in-kind donations that have been requested from us in the past. We are happy to provide contact details for tour operators, provide stock (at a cost) for Judges welcome packs and will have a presence at the Cossack Family Day.

9. Meeting Closed

Meeting closed at 11:48am

Proposed date for next meeting 22nd May 2018

David Yakas- President

Board Meeting – June 2018

19th June 2018

1. Welcome

Meeting Commenced: 9:30am

**As minimum numbers for a quorum were not met – no business was transacted at this meeting including the passing of motions or voting.

Present:

- David Yakas (via teleconference)
- Anouska Angove
- Robert Gordon
- Jodi Porteous
- Chantelle Tucker

2. Apologies

- Bruce Jorgensen
- Bob Bongiorno
- Sarah Knowler
- Jake Leahy (CofK)
- Ryan Hall (CofK)

3. Minutes from Previous Meeting – April 2018

Minutes of previous meeting accepted: Adjourned to next meeting

4. Business arising from previous Minutes

3.1 Anouska to propose payment plan of \$2,000.00 per month to Tourism WA - Completed

3.2 Chantelle and Anouska look into possible assets to sell – Unable to identify any

3.3 Ryan to arrange tour of REAP for KVC Board, Staff and Councillors that are on the TAG - Completed

3.4 Anouska to write a letter on behalf of the Board to outline our position to the City of Karratha about the future of tourism services - Completed

3.5 Chantelle to update visitor survey with additional questions - Completed

3.6 Tourism WA Grant Debt: Tourism WA have made contact with us to propose that if we identify and provide evidence that the grant money was put towards other areas of spending directly related to Karratha and Roebourne Visitor Centre we can move onto the acquittal stage. Supporting evidence has now been provided and accepted by Tourism WA. We now need to submit an acquittal by 30 June 2018.

3.7 Future State of Visitor Centres – We have not received any further updates for the CofK or notification that the letter sent on behalf of the Board and staff has been received and noted.

Action: Anouska to follow up with Ryan and Jake regarding where the City of Karratha / Council is at with the future of the Visitor Centre and the services we are contracted to provide.

5. Financial Statements

The Profit and Loss Statement, Balance Sheet and Aged Payables for May 2018 were presented.

Financial Statements accepted: Adjourned to next meeting

6. Manager's Report

The Quarterly Report for April to June was distributed prior to meeting for Boards perusal.

Anouska has begun work on the Operational Plan for 2018-2019 and will send out for Board approval once completed.

- Town Maps and Holiday Planners were given to the REAP and we were contacted later to say they did not have space to display these items.
- Café – No interest has been received as yet for the Café Sub lease EOI, it was discussed that Anouska should explore options with REFAP

Action: Anouska to complete Operational Plan

Action: Anouska to explore options with REFAP for café sublease

7. General Business

- 7.1 Increase in Manager hours and leave – Anouska would like to increase her hours to an additional 10 hours per week from mid-July.

Action: Anouska to submit a letter to the Board for approval to increase hours per week.

- 7.2 New Tour Guide needed – We currently only have one Tour Guide and she is not always available to cater for tour days. Anouska advised that we will advertise for another Tour Guide position this week. It was also discussed that to ramp up our private tour bookings we should advertise with the KDCCI.

Action: Anouska to advertise new Tour Guide position.

Action: Anouska to advertise Resource and History tour with KDCCI.

- 7.3 Rob's resignation from the Board - It was noted that Robert Gordon has officially resigned from the Secretary Position on the KVC Board and this will be his last meeting. Rob was thanked for all his efforts and the best of luck with his relocation back to Brisbane and the birth of his baby girl.

Action: The position of Secretary will need to be filled prior to the next Board meeting.

- 7.4 Governance training – Jodi recently attended some Governance training and identified ways in which a meeting should be structured. One item included a rolling Agenda and she has created a draft that may be useful for future meetings.

It was suggested that Board meetings be held quarterly so they can be aligned with the CofK Quarterly report to provide the Board with important details and updates. Quarterly meetings are still in line with the Constitution and in between we can provide the Board with monthly updates and financials.

Action: Anouska to include rolling Agenda in Board meeting correspondence (refer to Page 4&5)

9. Meeting Closed

Meeting closed at 10.39am

Proposed date for next meeting 11th September 2018 @ 9.30pm

AGM: Wednesday 17th October 2018 @ 5.30pm

APPROVED: David Yakas- President

KVC Board Meetings

Suggested Agenda Format

Meeting Open:

1. Attendees:

➤ Welcome to Country:

We wish to acknowledge the traditional owners of the land we are meeting on, the Ngarluma and Yindjibarndi people. We pay our respects to them and their cultures; and to elders both past, present and emerging.

2. Apologies

3. Declarations of Interest

3. Minutes from Previous Meeting –

Accepted : Seconded:

4. Decisions arising from previous Minutes

5. Decisions arising from Information provided in Board Pack

➤ Financial Statements

Accepted : Seconded:

➤ Manager's Report

Accepted : Seconded:

6. Discussions arising from previous Minutes

7. Discussions arising from Information provided in Board Pack

8. Rolling Agenda Items

MONTH	FINANCE	RISK	STRATEGY
JAN/FEB	6 Month Review	Asset Review	New Year – New issues arising
MAR/APR	Funding Opportunities	Funding Review	Future Direction (Review Strategic Plan)
MAY/JUN	Next Year's Budget	Advocacy Priorities	
JUL/AUG	Review Prior Year	Successions Plan	Succession Plan
SEPT/OCT	Results from tourist season	Insurances	Preparation for AGM
NOV/DEC	Cashflow requirements for quiet period	Training requirements	New Board: Induction and Expectations

9. Meeting Closed

- Time:
- Proposed date for next meeting:

APPROVED – xxxxxx President



Tax Invoice

Invoice #: 00000824
 Date: 3/07/2018
 Page: Page 1 of 1

Lot 4548 De Witt Road
 (Formerly Karratha Road)
 Karratha WA 6714

PO Box 1234
 Karratha WA 6714

P: 08 9144 4600
 F: 08 9144 4620

W: www.karrathavisitorcentre.com.au
 E: KVCAAdmin@karrathavisitorcentre.com.au

ABN: 32 775 783 085

Invoice To:
 City of Karratha
 PO Box 219
 KARRATHA WA 6714

Attention: Jake Leahy
 Your Order #: 72988
 Terms: Net 14

Description	Amount	Code
Quarterly Payment #7 for period (1 Jul 18 - 30 Sep 18) Funding for the provision of Visitor Information Services for the 2017/2018 calendar year	\$98,906.25	GST

Direct Credit Details

Account Name: Karraatha Tourist Information Centre
 BSB Number: 066 531
 Account Number: 0090 1518
 Bank: Commonwealth Bank of Australia
 Reference: Please use your Business Name or Invoice Number as the reference on your payment.

Alternatively, please contact us if you wish to pay by Credit Card (Master Card and Visa Card only).

Freight: \$0.00 GST
 GST: \$9,890.62
 Total Inc GST: \$108,796.87
 Amount Applied: \$0.00

Balance Due: \$108,796.87