

## 15.2 Amendment of Fees and Charges for Facility Hire

<b>File reference</b>	CM10.19
<b>Author's name</b>	L Batten
<b>Author's position</b>	Facilities Manager
<b>Author's interest</b>	Nil
<b>Authorising officer's name</b>	C McGurk
<b>Authorising officer's position</b>	Director Projects and Procurement
<b>Authorising officer's interest</b>	Nil
<b>Name of applicant / respondent</b>	N/A
<b>Date report written</b>	29 October 2021
<b>Previous meeting reference</b>	Nil

### Summary

Council has recently purchased a new facility booking system which will create efficiencies and an improved customer experience when booking Shire facilities. The currently adopted Fees and Charges are not directly compatible with the new system, although can be generally accommodated by way of minor adjustments.

Council is requested to consider changes to the adopted Fees and Charges associated with the method of Shire facility hire to enable the successful implementation of a more efficient, and online, booking system.

### Background

There are currently three (3) locations within the Shire to process facility bookings (Tom Price Reception, Paraburdoo Reception and Onslow Reception) each with a different processing procedure.

The Shire has purchased an online booking system (called *Space to Co*), which will enable the Shire to provide a more efficient, and online, booking system.

The online booking system will allow a streamline process for all Shire facilities by removing many administrative tasks involved with making bookings including, although not limited to –

- facility availability,
- what each facility includes,

- lights,
- payments / invoicing,
- and returning bonds.

The new online booking system is available 24 hours a day, 7 days a week and shows live availability, clearly defined information on Shire facilities, the Shire's cancellation policy and venue hire terms, and conditions providing better customer service and a more efficient way of booking and processing Shire facilities.

### Comment

Shire officers propose minor amendments to the 2021-2022 Fees and Charges Schedule to remove the current day / night rates, amendments to hourly rates, and amend venue cancellation policy for bookings.

The proposed changes will enable the Shire to take advantage of the functionality of the new system and reduce errors and delays in calculations.

Shire officers are also proposing changes to the Venue cancellation fees, namely –

- 1) 100% refund on cancellation up to 72 hours before a booking, thereafter 50% per hire fee applies, and
- 2) Additionally, Space to Co implement a 2.5% non-refundable cancellation fee to casual bookings which the Shire will on-charge to end users.

Venue cancellations - General				
No notice - % of hire	per hire	-	Y	100%
24 hours notice - % of hire	per hire	-	Y	75%
48 hours notice - % of hire	per hire	-	Y	50%
1 week notice - % of hire	per hire	-	Y	25%
Over 1 week notice - % of hire	per hire	-	Y	no charge

Proposed fees and charges have been structured with consideration of providing cost effective access and optimisation of existing community facilities.

A detailed report of the proposed new hourly rate charge across each facility, and the implications with the removal of the current day / night rate providing a projected income comparison, is attached.

**Attachment 15.2A**

## **Consultation**

Executive Leadership Team  
Manager Facilities  
Space to Co

## **Statutory environment**

### *Local Government Act 1995*

#### *Section 6.16 – Imposition of fees and charges*

A local government can, by an absolute majority decision, impose fees and charges for goods and services it supplies. Fees and charges are to be imposed when adopting the annual budget and may be imposed during the financial year and / or amended from time to time during the financial year.

### *Local Government Act 1995*

#### *Section 6.17 – Setting level of fees and charges*

In determining the amount of a fee or charge the local government is to consider the provision cost, the community importance and alternative provider pricing of those goods and services.

### *Local Government Act 1995*

#### *Section 6.19 (Local government to give notice of fees and charges)*

The local government is to provide local public notice of proposed new fees and the date the new fee will be applied from. It is proposed the new fees be applied from 1 December 2021.

## **Financial implications**

It is expected the proposed changes will have minimal impact on the 2021-2022 Annual Budget. However, this will be reviewed during the year.

## **Strategic implications**

Shire of Ashburton Strategic Community Plan 2017-2027 Living Life (2019 Desktop Review)

Goal 1	Vibrant and Active Communities
Objective 2	Sustainable Services, Clubs, Associations and Facilities
Strategic Direction	Prepare plans, programs and schedules that provide cost effective access and optimisation of existing community facilities - and provide new or upgraded facilities to accommodate future needs.

Goal 4 Quality Services and Infrastructure  
 Objective 1 Quality public infrastructure  
 Strategic Direction Provide and maintain affordable infrastructure that serves the current and future needs of the community, environment, industry, and business.

### Risk management

Risk has been assessed based on the Officer Recommendation.

Risk	Risk Likelihood	Risk Impact / Consequence	Risk Rating	Principal Risk Theme	Risk Action Plan (Controls or Treatment proposed)
If Council does not amend the fees and charges the new online booking system will not be used as effectively as it could be.	Unlikely (2)	Minor (2)	Low (4)	<u>Financial</u> \$10,000 - \$100,000	Provide Council with sufficient information for informed decision making.

The following Risk Matrix has been applied:

Risk Matrix						
Consequence Likelihood		Insignificant	Minor	Moderate	Major	Catastrophic
		1	2	3	4	5
Almost Certain	5	Moderate (5)	High (10)	High (15)	Extreme (20)	Extreme (25)
Likely	4	Low (4)	Moderate (8)	High (12)	High (16)	Extreme (20)
Possible	3	Low (3)	Moderate (6)	Moderate (9)	High (12)	High (15)
Unlikely	2	Low (2)	Low (4)	Moderate (6)	Moderate (8)	High (10)
Rare	1	Low (1)	Low (2)	Low (3)	Low (4)	Moderate (5)

Adoption of this item has been evaluated against the Shire of Ashburton’s Risk Management Policy CORP5 Risk Matrix.

The perceived level of risk is considered “Low” and can be mitigated by adopting the Officer recommendation.

**Policy implications**

*ELM10 Financial Sustainability Policy*

Council desires to provide on-going financial sustainability to provide appropriate services and infrastructure for the community now and into the future.

**Voting requirement**

Absolute majority

**Councillor interest declarations**

Nil

**Officer recommendation**

That with respect to the Amendment of Fees and Charges for Facilities, Council,

- a In accordance with section 6.16 of the *Local Government Act 1995* amends the current Schedule of Fees and Charges, which includes the removal of day / night rates and implements an hourly rate for facilities, as included at Attachment 15.2A, and
- b Imposes the following fees and charges –
  - i 100% refund on cancellations up to 72 hours before a facility booking, and thereafter 50% per hire fee applies, and
  - ii Non-refundable cancellation fee to casual facility bookings of 2.5% of the applicable fee.