



**MINUTES
VISITORS CENTRE WORKING GROUP
MEETING**

28 JULY 2023

Commencing at 12:00 pm

Committee Room
Shire of Narrogin
89 Earl Street
Narrogin WA 6312

The Chief Executive Officer recommends the endorsement of these minutes at the next Meeting of Visitors Centre Working Group.

Signed:
(CEO)

Date **28 July 2023**

These minutes were confirmed at the Visitors Centre Working Group Meeting held on

Signed:

(Presiding Person at the meeting at which minutes were confirmed)

Acknowledgement of Noongar People

The Shire of Narrogin acknowledges the Noongar people as traditional custodians of this land and their continuing connection to land and community. We pay our respect to them, to their culture and to their Elders past and present.

Naatj ngiyen Birdiya Gnarojin kep unna nidja Noongar Moort ngaala maya nidja boodjera baarlap djoowak karlerl koolark. Ngalak niny ngullang karnan balang Bibolman baalap borong koora wer boorda.

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Please note that meetings may be recorded for minute taking purposes.

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VISITORS CENTRE WORKING GROUP MEETING

28 JULY 2023

1. OFFICIAL OPENING

The Presiding Member Dale Stewart declared the meeting open at 12.13pm.

2. RECORD OF ATTENDANCE/APOLOGIES

Working Group Members

Mr D Stewart – Chief Executive Officer (Presiding Member)
Cr J Early - Elected Member (Narrogin)
Mr R Slater - Visitors Centre Volunteer Coordinator

Staff

Ms A Prysiashna – Community Development Officer
Ms R Razumovskaya – Community Development Officer

Apologies

Doug Sawkins – Community Member
Ms Paula Raworth - Manager Community Services
Cr B Seale - Elected Member (Narrogin)

Absent

Cr Tamara Alexander - Elected Member (Narrogin)
Cr D Bradford - Elected Member (Cuballing)

Visitors

Mr M Furr – Executive Manager Corporate and Community Services

3. DECLARATION OF INTEREST BY COMMITTEE MEMBERS AND COUNCIL EMPLOYEES IN MATTERS INCLUDED IN THE MEETING AGENDA

Name	Item No	Interest	Nature
Nil			

4. CONFIRMATION OF MINUTES OF PREVIOUS MEETING OF THE VISITORS CENTRE WORKING GROUP

OFFICER'S RECOMMENDATION

Moved: Cr Early

Seconded: R Mr R Slater

That the minutes of the Visitor Centre Working Group Meeting held on 17 November 2022 be confirmed, as an accurate record of the proceedings.

5. ANNOUNCEMENTS BY THE PERSON PRESIDING WITHOUT DISCUSSION

Nil

6. PETITIONS, DEPUTATIONS, PRESENTATIONS OR SUBMISSIONS

Nil

7. MATTERS WHICH REQUIRE DECISION

7.1. VOLUNTARY TERMINATION OF DRYANDRA COUNTRY VISITOR CENTRE INC

The attendees extended their gratitude to Cr Brian Seal and Mr R Slater for their exceptional cooperation and handling of the voluntary termination process. Their efforts and dedication were acknowledged as instrumental in bringing the process to a successful conclusion.

The meeting also decided to officially register "Narrogin & Dryandra Visitor Centre" as the trading name of the organisation. This step will allow the centre to conduct its operations and engage in commercial activities under the new name. The necessary paperwork and formalities for registering the trading name will be promptly initiated to ensure a smooth transition.

7.2. WEBSITE UPDATE

During the meeting, all attendees unanimously agreed on the utmost importance of developing a new website for the Narrogin & Dryandra Visitor Centre.

To encourage collaboration and ensure the website caters to the diverse needs of visitors, all stakeholders were invited to contribute their ideas and suggestions for potential future website modules. It was emphasized that all proposals would be welcomed and carefully considered.

7.3. VC OPERATIONS MANUAL

A hard copy of the VC Operations Manual will be placed at the Visitor Centre. This physical copy will be easily accessible to all volunteers and staff, providing them with immediate access to important policies, procedures, and guidelines.

Volunteers are encouraged to provide feedback on the manual's content, clarity, and relevance. Their input is valued, and any suggestions for improvements will be considered for future updates to enhance the manual's effectiveness.

The VC Operations Manual is a live document, which means it will be subject to periodic updates to reflect any changes in policies, procedures, or best practices. Volunteers will be notified of any updates or revisions to ensure they are always working with the most current information.

7.4. SIGNAGE AUDIT

It was noted that there is a possibility that one of the signs might be perceived as slightly misleading. Considering this concern, it was suggested that the effectiveness of the potentially misleading sign should be evaluated over time, and feedback from visitors should be gathered. Based on the feedback received, a decision will be made whether or not the sign needs to be reinstalled to better align with its intended purpose.

During the meeting, another suggestion was made to install an additional Brown / White Tourism directional sign at the intersection of Clayton Road and Rosedale Road, where the Contine Hill Picnic can be accessed.

Another potential place for a sign agreed to be, was at the main entrance to the Visitor Centre where the existing L-shape pole is; the supplier and quotation and design for double sided sign will be sought.

7.5. CDO RELOCATION

The attendees expressed agreement that the relocation of the CDO to the Visitor Centre is a beneficial decision for the organization.

Additionally, her presence will be of great assistance during times of volunteer shortage, helping to cover shifts and maintain smooth operations. The team is optimistic that this relocation will bring valuable support and positive outcomes for the Visitor Centre.

7.6. VISITOR CENTRE OPERATING TIMES

During the meeting, the Volunteer Coordinator expressed concerns regarding the operating time of the Visitor Centre on Sundays. It was brought to attention that Sundays are crucial, especially during high seasons like the wildflower season, as they attract a significant number of visitors. To accurately assess the impact and visitor traffic on Sundays, it was suggested that data should be collected and will be for Sunday opening hours will be discussed further. Understanding the true visitor patterns on Sundays will enable the team to make informed decisions about potential adjustments to the operating hours, ensuring optimal support for visitors during peak periods and Visitor Centre Accreditation Requirements.

7.7. VISITOR CENTRE UPDATES

During the meeting, a request was made to select and display some of the paintings from the Sir Claude Hotchin Collection in the Artist in Residency and Gallery Room. The suggestion aims to showcase the talent and historical significance of the collection. The attendees showed interest and enthusiasm for the idea, considering it as an excellent opportunity to enrich the residency program and foster a deeper appreciation for the artistry of Sir Claude Hotchin.

8. NEW BUSINESS OF AN URGENT NATURE APPROVED BY THE PERSON PRESIDING OR BY DECISION OF THE MEETING

- Opening Function scheduled for 5 October (6pm-8pm), further information to be provided soon.
- Storeroom - sink and laundry facilities installation to be completed by the end of August.
- XA class train colours decided as Green with Red.

- Meeting with Hon Steve Martin MLC on Friday, 4th August, to discuss potential relocation of PM706 back to Narrogin.
- Two MAC computers will be replaced with 1 Windows-based computer for volunteers' comfort.
- Installation of U Shape Rail in front of the VC Entrance Door agreed upon for safety.
- Electric Charges cannot be installed at the railway station due to insufficient electricity requirements.
- New Chalets to be built at Caravan Park (3 of 2x1 and 3 of 1x1), not to be advertised until 31 October.
- Advertisement in VC for local goods suppliers wanted to be represented on commission.

9. CLOSURE OF MEETING

There being no further business to discuss, the Presiding Member declared the meeting closed at 1:37 pm.

The next meeting will be held on a date to be determined.