

Venue Hire Fees and Charges Policy

Fee Waiver Applications

What is the Venue Hire Fees and Charges Policy?

The Venue Hire Fees and Charges Policy (VHFCP) applies a fee to all hirers of City venues.

Hirers are classified into one of three categories, and all venues are charged at an hourly rate based on that category. A copy of the policy and the Schedule of Fees and Charges are available on the City's website.

My organisation won't be able to pay the new fees. What options do I have?

Under the VHFCP, eligible hirers will be able to apply for a waiver of hire fees. If the application is approved, the City may waive part or all of the hire fees applicable to your booking for an approved period of time, subject to terms and conditions.

Who is eligible for a waiver of hire fees?

Category B and C hirers are eligible to apply for a waiver of hire fees if they are an incorporated association and / or a charity, and if they can demonstrate they are experiencing financial hardship through the provision of appropriate financial records.

What is an incorporated association?

"Incorporated Association" means a non-commercial organisation which is incorporated under the Associations Incorporation Act 2015 (WA) or equivalent legislation from other states and territories.

What is the definition of a charity?

"Charity" means an organisation which is licensed under the Charitable Collections Act 1946 (WA) or registered under the Charities Act 2013 (Commonwealth) and collects money or goods from the public for charitable purposes.

What is 'financial hardship'?

Under the VHFCP, financial hardship means a temporary situation affecting a hirer where that hirer is

willing, but unable to meet their payment obligations due to an unforeseen circumstance.

What are some example of financial hardship?

Factors contributing to a hirer's financial hardship may include, but are not limited to:

- Impact of natural disaster (e.g. fire, flood, etc).
- Unexpected equipment breakdown / damage / theft.
- Loss of income (such as loss of sponsorship or inability to host revenue generating events due to unforeseen circumstances etc).
- Other unforeseen circumstances or events.

My organisation received a waiver under the old policy. Does this mean it will automatically receive one under the VHFCP?

No. Requests for financial hardship will be managed on a case-by-case basis, with any waiver granted only applicable for the booking period, not ongoing. The waiver of hire fees process is not intended to reduce venue hire costs to make them more accessible for certain groups on an ongoing basis.

What is the process to apply for a waiver?

Once you have submitted your booking online via Bookings Manager, you will be provided with a fee estimate for that booking. If you do not believe you will be able to afford the venue hire fee, a separate application form will need to be completed to apply for financial hardship. This form can be completed online via the City's website.

What information do I need to provide with my financial hardship application?

Financial hardship applicants will be required to provide following information to support their application:

- A description of the circumstances of the organisation's hardship.
- Actions taken to date to improve financial

position

- A financial profit and loss statement from the previous two financial years.
- A copy of the organisation's strategic plan (if available).
- Details of major projects / financial commitments forecast for the organisation for the next five years.
- Details of capital contributions the hirer has made toward City infrastructure in the previous 10 years.
- Membership figures for the previous two seasons / years.
- Current membership fee structure.
- Any other supporting information / evidence as applicable.
- Amount the hirer believes they are able to contribute to the hire fees.

Hirers will also be asked to complete a review of their requested bookings. City officers will assist with this process to determine if the hirer is able to consolidate or rationalise their bookings to reduce the overall cost to the hirer.

This information is used to determine if financial hardship is applicable. All information submitted with the application will remain confidential, though the organisation's name and value of any waiver of hire fees provided may be reported on publicly.

When will I know if my application has been approved?

City officers will complete an assessment of the information provided to determine if a waiver of hire fees is appropriate. This may be approved in full, in part, or not at all. You will be notified of the outcome of your application within four weeks of submission. Please note that if there is any information missing from your application, this may delay the assessment of your application.

If my application is approved, how long will the waiver of hire fees be effective for?

The waiver of hire fees will be applied to the specific booking for that booking period. This may include the calendar year for annual hirers, the seasonal booking period for summer and winter season hirers, or for single / multiple dates as part of a casual booking. The waiver of hire fees will not automatically apply to future bookings – a new application will need to be submitted.

Can I apply for a waiver of hire fees for bookings that have already occurred?

No. The City cannot apply a waiver of hire fees retrospectively, so it is important that you submit your application prior to the booking start date.

Do you offer assistance in completing my application?

Yes. The City's Recreation Services team are available to assist you should you have any queries about the form, if you require the form in a different format, or have any other concerns. The team can be contacted on 9400 4000.

My application was approved. What do I need to do now?

You will need to meet with City Officers within three months to discuss your ongoing booking needs, future financial planning strategies and other support available to assist your organisation.

My application was not approved. Can I appeal the decision?

Once a decision has been made on whether to grant a waiver, that decision is final and will only be subject to further administrative review if new information is presented to the City.

My organisation doesn't meet the definition of financial hardship. What other support options are available?

The City may be able to assist your organisation in other ways, including via the Clubs in-Focus and Communities in-Focus programs, and the Community Funding Program. More information on these programs is available on the City's website.

For more information, please call **9400 4000** or email community.venues@joondalup.wa.gov.au