


the events centre
CALOUNDRA | SUNSHINE COAST

2020 - 2021

ANNUAL REPORT

SUNSHINE COAST EVENTS CENTRE PTY LTD





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Corporate Information

As at 30 June 2021

Sunshine Coast Events Centre Pty Ltd

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COMPANY PROFILE AND BACKGROUND

The purpose of The Events Centre is to facilitate participation and enjoyment of performing arts, and to provide first class venues for performances, conferences and exhibitions.

The facility was officially opened in 1980 by the former Landsborough Shire Council in response to community needs.

Recognising the value the Centre was contributing to the economy and cultural community, and adapting to changes in governance and community demands, the Caloundra City Council established the Sunshine Coast Events Centre Pty Ltd (SCEC) in 2004 as a separate governance structure to operate The Events Centre (TEC), the Sunshine Coast's premier performing arts, commercial entertainment and convention facility.

The Centre has evolved to now provide diverse cultural programs and activities that support regional cultural, economic and community development.

The Company has two streams:

- Entrepreneuring, creating and presenting cultural events and performing arts activities; and
- Providing professional creative event management services to support hirers with planning, marketing, ticketing, technical, staging and hospitality services for conferences, business events and performances.



ANNUAL HIGHLIGHTS	2020 – 2021	2019 – 2020
Days Utilised	178 days	196 days
Number of Days in Period	306 days*	267 days**
Utilisation Rate	58%	73%
Event Numbers	311 Events	422 Events
Number of People	68,249	62,686
Major Event and Conference Delegate Days	1,868 days	3,364 days
Economic Benefit (\$450 per day)	\$840,600	\$1,513,800
Surplus or (Deficit)	\$106,888	(\$32,240)

*In 2020-2021 the Centre was closed from 1 July 2020 to 28 August 2020 due to COVID-19

** In 2019 - 2020 the Centre was closed from 24 March 2020 to 30 June 2020 due to COVID-19

CHAIR'S REPORT

The 2020/2021 period has been a year of significant change for The Events Centre (TEC). I think I can safely say that it has also been the most challenging year the organisation has ever faced.

Our General Manager, Steve Romer, joined us 2 days before the start of the financial year and was immediately faced with some immense difficulties. COVID-19 has affected the live entertainment industry more than most, with performances unable to be held for months and then only with restricted audience numbers.

Even when restrictions were lifted, we were often faced with postponements and cancellations if artists could not come from interstate or if there were short lockdowns. On occasion, our staff were given only a few hours' notice. Every time a performance was postponed or cancelled, each ticket holder was contacted, and refunds arranged, or alternative arrangements made. It has been a huge workload and our staff have really stepped up to the mark. The Board extends its thanks to Steve and TEC Staff for their hard work, dedication, and commitment. Despite this, we have finished the year with a record surplus, which is an extraordinary achievement and one of which I am very proud.

TEC has not had a 'normal' financial year since 2017/2018 as there have been major disruptions, first due to closure of the venue in 2018/2019 to allow significant renovations, and then the impact of COVID-19 restrictions in 2019/2020 which are still an ongoing issue. Despite this, when health restrictions were eased patrons were eager to attend live theatre again and this year, we were able to host hundreds of performances attended by thousands of patrons. I am grateful to our patrons for their continued support.

2020/2021 was a year of change for the Board in that our longstanding Chair, Tim Dwyer, retired from the position, along with our Deputy Chair, Peter Owen. Paul Smith also retired from the Board. These valuable members contributed significantly to the Board's operation, particularly Tim who served as Chair for many years. They took a wealth of expertise with them and I am very appreciative of their years of service and wish them every success for the future.

We welcomed two new Directors, Fendall Hill and Sam Klingner. Fendall has an engineering background and brings with him a great knowledge of building and assets management. Sam is a well-known performing arts Producer and has extensive knowledge of the arts and cultural industry. I am

looking forward to my continuing professional relationship with both Directors.

No doubt 2021/2022 will have its own set of challenges. An area which we have identified and has also been flagged by the Sunshine Coast Arts Foundation, is that there is a big opportunity to provide entertainment for audiences in the 18 to 35 year-old age category. Another area which we are seeking to develop is the conference market. Conferences bring substantial economic benefit to the local area as well as providing an important economic stream for local businesses and we also have several related strategic projects which we plan to kickstart. Such projects, which involve building new audiences and new markets, are mid to longer term projects but they provide an exciting opportunity to diversify, while maintaining our established patronage.

I am grateful to Sunshine Coast Mayor Mark Jamieson and Council's Group Executive Economic & Community Development Greg Laverty; whose ongoing assistance continues to provide invaluable support to our organisation.

I would like to personally thank Steve Romer for his untiring commitment to excellence. Both Steve and his PA Karen Jones have been incredibly supportive to me personally and to the Board. Finally, I would like to offer my heartfelt thanks to each Board Director for their input. Like every other business we have got used to meeting on Zoom when necessary but, whether meeting on Zoom or face to face, the contribution from each member is considerable.



Jeanette Burrows

Chair

GENERAL MANAGER'S REPORT

The Events Centre (TEC) had a year like no other – we were initially closed by government due to the global pandemic, and then re-opened with major capacity and trading restrictions, which was followed by many new and constantly changing health directives from the start to the end of the financial year. TEC was one of Queensland's leading regional venues in terms of our ability to quickly adapt and successfully deliver a significant number of diverse events from late August 2020, through until the end of the financial year.

We were so successful that we produced a \$107K profit for the financial year, breaking the previous long-standing record from 14 years ago! To be in this fortunate position is a demonstration of the expertise of TEC's Board and Management as we navigated through unprecedented times. I am truly honoured to be working with such an experienced and professional Board of Directors, Management Team, as well as our loyal staff and volunteers. Following the forced furlough of many casuals and volunteers, it was great to welcome our casual staff and volunteers back as we ramped up the event calendar from September 2020 to June 2021.

TEC led the way with navigating and writing a Covid-Safe Industry Plan for Stage Queensland, the peak industry body for the performing arts sector in the state. The industry plan was re-written many times over the past 12 months - adjusting, changing, and adapting to new government health directives at every iteration. This included the regular cancellation, postponement and refunding of events – all of which could happen with less than a days' notice. From cancelling shows on the day, to constantly changing social distancing arrangements and audience capacity restrictions, the wearing of face masks, introduction of Check-In Apps, Covid Marshalls, cleaning of high-touch points, barriers to food and beverage service and many more new protocols.

On the 'business event' side (corporate events, gala functions, conferences), we worked closely with Covid-Safe Industry Plans from the hospitality sector. Once again, another set of venue protocols were introduced, re-written, and constantly changed to adapt quickly to new health directives associated with catered events and large meetings. TEC's Covid-Safe procedures also applied to our staff and volunteers, as well as constant training of both staff and volunteers to ensure we met all new health directives.

As a result of TEC's leadership with industry and government, we became widely recognised for the sheer number of performances, events and audiences we attracted during this challenging period of time. We were also recognised for our regional leadership, community contribution, outstanding

customer service and business practices. The TEC team worked hard during the year to attract and secure national touring entertainment that delighted growing audiences with an interest in performing arts. It was TEC's aim to present the best theatre, live performances, and business events including live music, family shows, fine arts (opera, ballet) world-class comedians, conferences, gala lunches and dinners, business meetings, corporate events, and a whole range of local and community events.

During the year TEC developed many local partnerships and encouraged community members to showcase their talents and passion for the arts. We proudly congratulate our local talent, emerging artists, schools, and arts organisations on their outstanding productions during the year.

TEC once again secured a raft of national, state, and local conferences that boosted the regional economy. Partnerships with Council, Caloundra Chamber of Commerce, Visit Sunshine Coast, and local businesses helped realise the commercial, tourism and economic benefits of attracting major business events and new visitors to the region.

On behalf of TEC, I'd like to thank and acknowledge the support of Council, our Board of Directors and our exceptional Management Team, including the dedicated Staff and Volunteers who planned and delivered all events. Without audiences, there is no reason to perform. So, thank you to our patrons whose support underpinned the success of each performance, event and celebration held at the Centre.

In summary we are proud to showcase our achievements in this report and demonstrate our appreciation for the support that has been provided. The global pandemic will eventually be over, we just don't know when. The one thing we know however, is that we have a very proud past and invite you to be a part of our exciting future as the world slowly returns to a 'new normal' in the near future.

On behalf of TEC, we look forward to you joining us in our many live entertainment, business forums and community events!



Steve Romer
General Manager

CORPORATE GOVERNANCE

The Corporate Governance plan was reviewed by the new Chair of the Corporate Governance Sub-Committee to assist and guide the performance of The Events Centre (TEC) including its Board of Directors, General Manager, Staff and Volunteers. The Plan is intended to help develop a shared understanding of what, how and who is responsible for the effective governance of TEC.

The Board of Directors have undertaken due diligence in regularly meeting and monitoring the performance of the Centre throughout the 2020-2021 year. The Centre has complied with the Constitution for the holding of meetings and provision of documentation for the period.

The Board of Directors planned, developed, and reviewed Centre performance through regular meetings of the full Board, Sub-Committees, and ad-hoc meetings.

An Annual General Meeting (AGM) was conducted on 24 November 2020 with acknowledgement of 2019-2020 operational achievements. The AGM was attended by the Sunshine Coast Council's Mayor and Council's Group Executive Economic & Community Development as the shareholder representative. The 2019-2020 Annual Report and Financial Statements were presented at the AGM with the Queensland Audit Office recognising the Centre's achievements with a 16th consecutive clean audit.



BOARD OF DIRECTORS



JEANETTE BURROWS

Chair (Appointed November 2020)

Jeanette Burrows has an extensive background in strategic planning and marketing and is the former Deputy Director of the Queensland Performing Arts Trust and the former Executive Director of Strategy, Planning and Regional Services for the Department of Emergency Services. Prior to her career in the public sector, Jeanette was employed in various private enterprise positions including Public Affairs Manager of Mobil Oil. She is a former Board Member of the Keep Australia Beautiful Council, and Executive Producer of various events for the 1996 Brisbane Festival. She holds a Bachelor of Science (Environment) and a Masters of Administration.



FENDALL HILL

Deputy Chair (Appointed November 2020)

Fendall Hill is a Chartered Professional Engineer, who relocated to Caloundra with his family (wife Oriana, and 3 children) in 2011. He is a consultant in physical asset, risk and disaster management planning, and works with many federal, state and local government agencies and utilities. Fendall is also an accomplished musician, being a noted composer, trumpet player, and the current Australian and New Zealand champion on his instrument. He was the author of The Events Centre facility development plan (2015), which communicated the vision and financial forecasts required to gain funding for the recent upgrades.



KEVIN RADBOURNE

Born and educated in Brisbane, Kevin has enjoyed a long, active artistic and administrative involvement with the arts sector as an actor, director, producer and CEO. Positions held include Executive Director Arts Queensland; Deputy Executive Director Office of Arts and Cultural Development; Deputy Director Queensland Performing Arts Centre and Coordinating Producer Brisbane Festival. Previous board directorships include Brisbane Arts Theatre (Chairman); Queensland Cultural Centre Trust (Deputy Chairman); Arts Industry Training Advisory Board (Deputy Chairman); Commonwealth Regional Arts Fund Queensland (Chairman); Pacific Film and Television Commission; Pacific Film Festivals Ltd; Library Board of Queensland; State Library Foundation Council; Queensland Performing Arts Trust; Queensland Theatre Company; Cultural Ministers Council Standing Committee and its Orchestras, Heritage Collections, Statistical Working Groups; Queensland Cultural Advisory Council; Association of Asia Pacific Performing Arts Centres; State Advisory Council – Rural Youth; Centre for Leisure Management Research, Faculty of Business and Law, Deakin University and QUT Cultural Precinct Fundraising Working Group. As Government Representative he also sat on the Boards of Queensland Museum, Queensland Art Gallery and Queensland Biennial Festival of Music. Brisbane Arts Theatre awarded him Life Membership in 1980.



ROBERT FORBES

Robert Forbes had a 40 year career in the chartered accounting profession prior to his retirement to the Sunshine Coast in 2011 with some 25 years spent as a partner of a medium size firm and specialising in audit engagements. He has a strong interest in the not-for-profit sector with his client base over the years reflecting this interest. Robert also served on a number of Governance Boards and was the Australian President of the Institute of Internal Auditors between 2003 and 2005. Professional experience covered the private sector and the three levels of government including substantial audit and consulting work in Queensland local and regional governments. From 2012–2019 Robert served as treasurer of the Queensland Air Museum based in Caloundra and since 2019 he has been a director of Sunshine Coast Arts Foundation Ltd.

BOARD OF DIRECTORS



MALCOLM MCCOLM

A native of Brisbane, Malcolm McColm studied at the University of Queensland and worked overseas before making his home on the Sunshine Coast. He is a practising lawyer and partner of the firm McColm Matsinger Lawyers of Maroochydore. He has formerly and continues to hold Board appointments in companies and organisations with reach across business, sporting, conservation, education and charitable activities. Previous and current Board Directorships include Sunshine Coast Grammar School (chairman), Headland Golf Club (president, captain) and the Management Committee of Australia Zoo Wildlife Warriors Worldwide Limited. An advocate and avid follower of the Arts, Malcolm also invests his time in legal, business, sporting and gardening activities.



RICKI-LEE BERNHARDT-TURPIN

Drive, determination, and innovative ambition in performing arts, creative industries and arts education has been the motivation behind Ricki-lee Bernhardt-Turpin's extensive 30-year career in Performing Arts. Ricki-lee is currently the Drama Excellence Coordinator and Drama Teacher at Kawana Waters State College. As Co-founder and President of the Sunshine Coast Schools' Drama Festival Inc. Ricki-lee leads a team of committed arts educators and artists to provide a platform for the youth of the Sunshine Coast to showcase their performance work.

Ricki-lee is devoted to inspiring all students to see beyond their limitations, to look further afield and not be bound by distance, money or resources; to refine their craft, cultivate their talents and ultimately enabling them to aspire to a career in the Arts. Ricki-lee values the diverse partnerships and collaborations with Arts practitioners, along with nationwide recognition in Drama Education, including Vocational Arts Teacher of the Year, Ambassador for Queensland Vocational Education, Qld Community and Australia Day awards. Ricki-lee is excited for what the future holds for our region's very talented young people and their partnership with The Events Centre.



SAM KLINGNER

While growing up, Sam Klingner had already tread the boards, studying and performing with a number of organisations in his home city of Brisbane, Australia. Now, on the business side of show business he has worked on a variety of productions throughout the world, including: *Grease*, *Hairspray*, *Chitty Chitty Bang Bang*, *Cats*, *The Clairvoyants*, *The Tap Pack* and *The Big Bubble Show*. In 2016 and 2017, Sam was Associate Producer for The Works Entertainment, now part of the Cirque Du Soleil Entertainment Group. Productions presented during Sam's tenure at the company included *The Illusionists 1903 on Broadway*, and *Circus 1903 in Las Vegas*.

Sam Klingner is co-creator and co-owner of the international hit show *The Naked Magicians*, which since premiering in 2014 has played in over 250 cities throughout USA, Canada, UK, Asia, Australia and New Zealand; including a smash hit run on London's West End and a residency at MGM Grand in Las Vegas. Sam is also the Australian and New Zealand producer of *Menopause The Musical*. 2019 saw the show tour to 40 regional venues across Australia, achieving sold out status most nights. 2021 will see the show tour New Zealand, and a return to regional Australia tour due to popular demand.

In 2019 Sam secured the Australian rights for the off-Broadway and Las Vegas hit *Friends! The Musical Parody*, which is scheduled to tour Australia in late 2020.

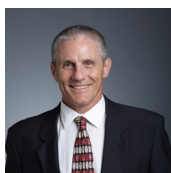
BOARD OF DIRECTORS



CR TERRY LANDSBERG

Moving to the Sunshine Coast in the late 1980s, Terry has been a local business owner for over 20 years and has established himself within the Caloundra community recognising the real need for community-based action. His love for surfing has led Terry to win an Australian Masters Title. For three years Terry was a Team Leader for Rosies, helping the homeless and has assisted with organising the PA Bendall Memorial Surf Competition which won Sunshine Coast Event Of The Year in 2017.

With responsibility for the Economy Portfolio, which he shares with Cr Jason O'Pray, Terry contributes to the areas of Economic Development, Innovation, Tourism, Events and Sport across the whole Sunshine Coast, making use of both his small business owner experience and his passion for healthy active lifestyles. Terry also holds positions on several Council committees, is a Director of The Events Centre and has established the Division 2 Community Committee.



TIM DWYER

Past Chairman, Resigned November 2020
Deputy Mayor and Division 2 Councillor (Council role concluded 17 April 2020)

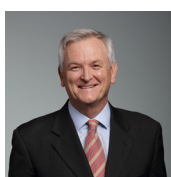
Tim Dwyer grew up in Caloundra and has represented the Caloundra region as a Councillor from the year 2000 to 17 April 2020. He has been a member of the Australian Institute of Company Directors since 2005. Tim is a keen sportsman and played and coached rugby league for many years. He holds several awards in rugby league and surf lifesaving. Tim has a deep knowledge of the Sunshine Coast and is proud of the region and its people and is committed to serving the needs of his constituents and those of the wider community.



PETER OWEN

Past Deputy Chair, Resigned November 2020

Peter Owen had 50 years' experience in the newspaper and publishing industries in Australia and overseas before he retired in 2015 from the position of APN's Group Executive Editor, where he had responsibilities across 14 regional daily newspapers and more than 70 non-daily titles. For 15 years (1990-2004) he was Editor-in-Chief of the Sunshine Coast Newspaper Company, which published the Sunshine Coast Daily and a dozen community titles. He was also editor of The Star (Hong Kong), the Queensland Times (Ipswich) and Queensland Country Life. He was a Director of the Queensland Events Corporation from 1996 to 2009. He was awarded an Honorary Doctorate in Journalism from Queensland's J-School in 2008 and is an Honorary Fellow of the University of the Sunshine Coast. He is a former vice president of the Maroochy River Golf Club, and a former Member of the Australian Press Council. Currently he is a media consultant to several Sunshine Coast businesses.

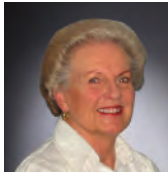


PAUL SMITH

Resigned November 2020

Having managed his own company on the Sunshine Coast for three decades, Paul Smith has a comprehensive background in business management, marketing, project management, consultancy and finance. He also has extensive expertise in player and event management, having administered everything from sport, cultural and entertainment events in Queensland and overseas. Some of these numerous events included the grand opening of the \$290 million Sunshine Plaza Shopping Centre, several US Masters Golf Tours, the Ian Healy Testimonial Match at the Gabba, Brisbane and the legendary Michael Crawford in Concert at Hyatt Regency Coolum.

VOLUNTEERS



LESLEY MUIR

Volunteer Coordinator

Lesley has extensive experience in office management and the tourism industry, having previously been a manager of a large motel and restaurant in inner Brisbane. On moving to Caloundra more than 40 years ago, Lesley was appointed district manager of a large cosmetic company responsible for 150 sales representatives on the Sunshine Coast and surrounding towns. She later became manager of the well-known Rolling Surf Resort.

Since retiring, Lesley has become involved in several community groups, chairing organisations in the arts, aged care and transport for the aged. She has been a volunteer at the Tourist Information Centre and involved with Friends of the Caloundra Regional Art Gallery, first as treasurer and then as president.

Lesley was a board member of the Sunshine Coast Community Foundation (QCF) for 6 years and currently the Greg Singh Bursary Association for the past 5 years. In 2001, she was awarded an Australian Government Centenary medal for her services to the community and in 2013 was awarded the Caloundra Community Award of Community Resident Coordinator of the year.

Lesley is proudly celebrating 15 years as Volunteer Coordinator at The Events Centre.

VOLUNTEER PROGRAM

All patrons and hirers of The Events Centre are most appreciative of the dedication and contribution of our valued team of volunteers.

As an integral part of the Sunshine Coast community, The Events Centre relies heavily on members of the community as volunteers. More than 40 volunteers assisted as ushers for events and performances during the year, enabling higher standards of service, longer opening hours and lower operational costs than otherwise possible.

The Volunteer Program commenced in 2006 with one of the original volunteers, Lorraine Porter, still volunteering for the Centre. Lesley Muir continued in her role as Volunteer Coordinator and her service has been outstanding. Lesley has been passionately leading the volunteer program since its inception, coordinating the volunteers, producing rosters, scheduling, creating, and maintaining an enviable team spirit among the group.

This year our volunteers contributed more than 742 hours of time to The Events Centre. Through their time, the volunteers have contributed an estimated equivalent of \$30,000 in wages this year. They assisted as volunteer ushers, meet and greet and generally supported the work of the Centre. TEC volunteers proudly promote the venue when guests arrive from across the region by meeting directly with the public.

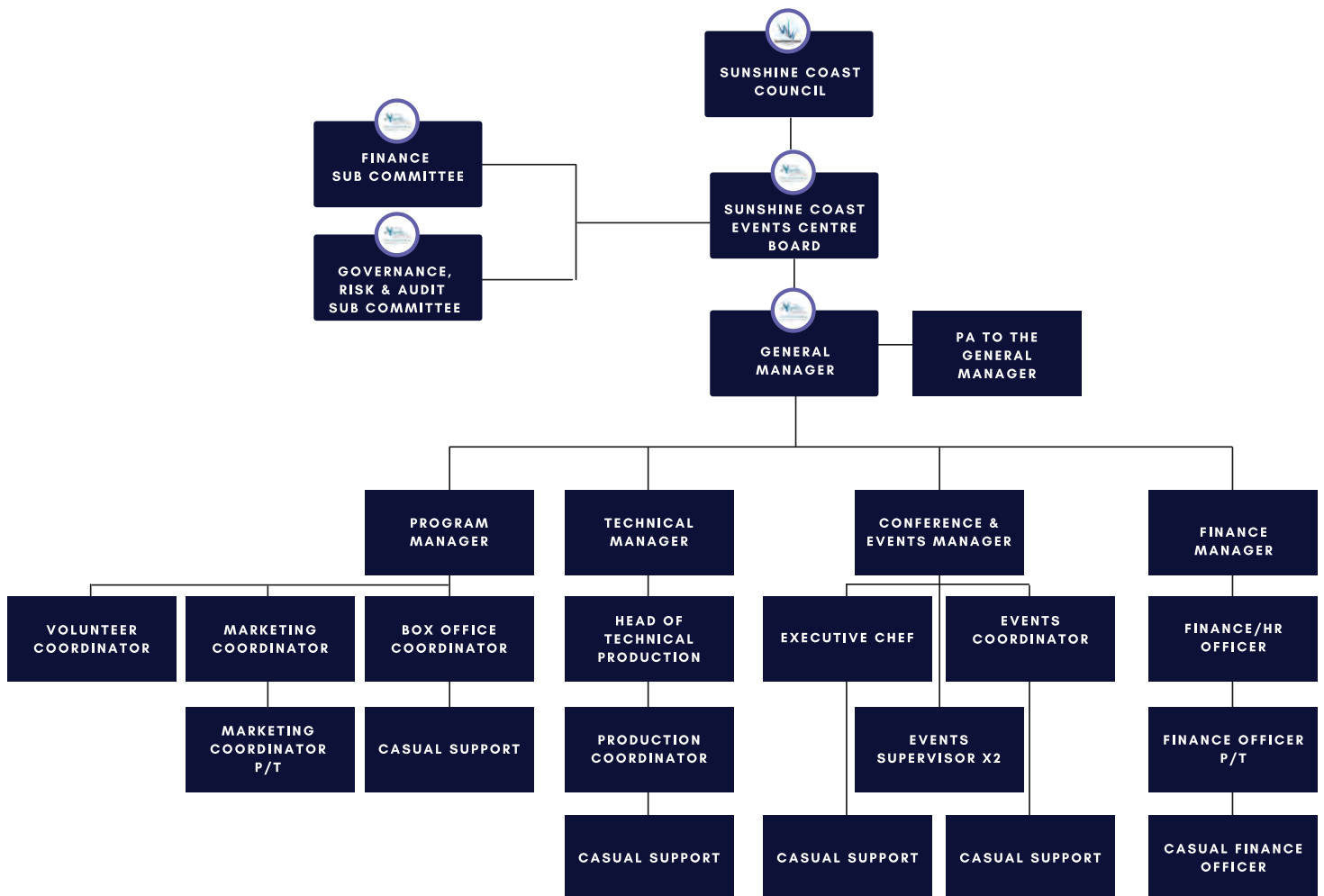
ORGANISATIONAL CHART

Under the General Manager the Company employed 12 permanent staff, 30 casual employees and a pool of contract staff. The Centre also benefited from a group of 40 dedicated volunteers.

Operationally, four departments undertake specific responsibilities for service delivery;

- Technical Production and Services
- Programming and Marketing
- Events and Hospitality Services
- Finance and Corporate Services

ORGANISATIONAL CHART



CENTRE MANAGEMENT TEAM



STEVE ROMER

General Manager (Commenced 29 June 2020)

Prior to joining TEC in June 2020, Steve was the Chief Operating Officer of Byron Bay's Bluesfest, Australia's most awarded live music festival. He was responsible for the 2018 and 2019 annual festival's, the latter which broke all previous box office records. Prior to Bluesfest, Steve was Chief Executive of the Venue Management Association (VMA) from 2014-2017. The VMA is the peak industry association in the Asia Pacific region for Entertainment Arenas, Performing Arts Centres, Convention & Exhibition Centres, and Sports Stadiums.

From 2009-2013 he was the General Manager of the Sydney Entertainment Centre (SEC) and was responsible for all live music concerts, musicals, family shows, corporate events, and sporting events. The SEC was ranked the #2 arena in the world in 2012, according to respected industry magazine Billboard.

From 2003-2009 he was Director of Operations at the Sydney Convention & Exhibition Centre, and prior to this was Chief Executive of the Blacktown International Sports Park from 2001-2003. Steve also spent a decade in the Gold Coast theme park industry where he was Director of Operations at Dreamworld from 1996–2000, and prior to this, Show & Entertainment Manager at Sea World from 1991-1996.

Steve served on the VMA Board for 9 years, including 3 years as VMA Chairman from 2008-2011. During the same period, he served on the Board of the International Association of Venue Managers (IAVM) based in Dallas, USA. He also served on the Board of the Talent Development Project (TDP) from 2009-2013, a professional program nurturing the creative talents of aspiring artists in their entertainment careers. Steve also served on the Board of Gold Coast Arts Centre (now known as the Home of the Arts - HOTA) from 2014-2018. In 2012 Steve was the recipient of the prestigious 'Venue Professional of the Year' award.



CENTRE MANAGEMENT TEAM



CHARLIE HAXTON

Finance Manager

Charlie, a Certified Practising Accountant (CPA), has a Bachelor of Commerce degree and was admitted into the Australian Society of Accountants in 1995. He contributes valuable commercial experience to the Centre, having held senior finance management roles in eight different industry sectors across four countries prior to joining the Centre.

Charlie was integral in the establishment of the Sunshine Coast Events Centre Pty Ltd as a Company. He has developed and implemented internal controls and finance systems necessary for the successful transition of The Events Centre from local government to the corporate operating environment. As Finance Manager, Charlie is responsible for the Centre's finance compliance and implementation of business models and systems to identify efficiencies and maximise stakeholder returns.



ROWAN MACLACHLAN

Technical Manager

Rowan has been involved in the entertainment industry for 22 years, starting out as a production assistant in 1997 for a variety of touring music acts on the Sunshine Coast, with his first employment at Caloundra Civic Centre in 1999. Rowan instantly developed a passion for live entertainment with a strong focus on entertainment technology.

Rowan has managed the Technical Departments of several Sunshine Coast Council venues and for various commercial, community and corporate settings. He has worked closely with hundreds of promoters, artists, production companies, designers and technicians to deliver countless events.

Rowan built his own digital lighting controller in 2002, developed the world's first voice-operated stage lighting controller in 2005 and has been an active participant in the development of underlying lighting control technologies used on stages, festivals and art installations world-wide. In 2013, he was invited to speak about his work at the Gegenlicht Lighting conference in Germany and subsequently in 2014, invited back to Germany to consult for the global market leader in lighting control systems, MA Lighting.

Having toured many productions through theatres and venues Australia wide, Rowan has an insider's understanding of the venue requirements and dynamics of professional touring companies. Along with his family, he proudly calls the Sunshine Coast home.



FRANCES JOHNSTONE

Program Manager

Frances has held senior arts and event management positions at Brisbane City Council, Queensland Performing Arts Centre and Logan City Council respectively. Frances holds a diploma in Events and Venue Management and is a member of the Venue Management Association.

Frances is very passionate about providing diverse local performing arts opportunities, so residents don't have to travel outside of the region for quality entertainment. From working with local creative producers and developing a showcase of Sunshine Coast works, to canvassing promoter opportunities that will continue to bring great productions to the Sunshine Coast, Frances always strives to enhance local performing arts experiences.

THE EVENTS CENTRE TEAM

The Events Centre is an exciting place to work and is serviced by an amazing team of event and venue management professionals committed to customer service and creating memorable experiences for all visitors to the venue.

Professional staff training and development was difficult and challenging due to COVID-19, however the organisation was vigilant in ensuring a planned training regime to ensure staff were able to re-open the Centre when the Government allowed places of mass gatherings to resume.

The Centre continued to develop and continually change our COVID-19 Safety Plan with every new health directive.

The General Manager, Program Manager, Box Office Coordinator, Marketing Coordinator, and WHS Coordinator attended the Stage Queensland Annual Conference.

The General Manager attended the Venue Management Associations (VMA) annual conference in Brisbane, which followed a different format than the traditional 3-day conference.

The Finance Manager attended a 'virtual only' conference through CPA Australia.

Staff were also encouraged to attend professional development events including;

- Business Events Sunshine Coast
- Caloundra Chamber of Commerce
- Sunshine Coast Business Women's Network
- Visit Sunshine Coast
- PAC Australia

The Events Centre Management were extremely conscious of mental health awareness and hardship of employees whilst COVID-19 regulations were evolving. Management ensured communication notices were distributed to all employees, so awareness and transparency was shared on the direction of operations. This also included regular Zoom meetings with staff who were working remotely (at home) during COVID-19 closures of TEC.

The Events Centre was proud and privileged to be the host venue for Stage Queensland's Technical Managers Conference which was one of Australia's first industry conferences to resume during the pandemic.

The Marketing Coordinator was on Parental Leave during the financial year (adding a healthy addition to her family). This provided the opportunity to mentor and recruit staff to cover this vital operational position. The Marketing Coordinator was replaced by a temporary Acting Marketing Coordinator, with the position then being replaced with a new Full-Time Marketing Coordinator.

The Events Team Leader continued in the acting role for the vacant position of Events and Conference Manager, which was mentored by the General Manager.

Learning and development was provided with on the job training for the Accounting & HR Officer. This development continues to benefit the organisation to ensure coverage for the Finance Manager and provide quality and efficiencies in processing end-of-month financial processes along with diversity within the Finance Department.



STRATEGIC CHARTER

OUR VISION

To be the Sunshine Coast's leading venue for performing arts, entertainment, cultural and corporate events.

OUR PURPOSE

To facilitate community participation in, and enjoyment of, performing arts; and to provide a world-class venue for performances, conferences and exhibitions.

OUR GOALS

- Deliver cultural, economic and social value to the region
- Grow audiences and encourage participation in performing arts
- Engage with diverse communities
- Attract, foster, sponsor and support quality events
- Develop a financially sustainable organisation with multiple sources of income
- Create and maintain the best facilities to sustain our business and serve the community
- Provide a level of service that surprises and delights our patrons and clients
- Provide excellence in the performing arts

OUR VALUES

- Work ethically and honestly to build integrity and trust
- Develop processes and practices that empower staff, develop relationships and drive innovation
- Undertake broad consultation, both internally and externally, in determining direction
- Operate transparently while adhering to sound business practices
- Work in an environment that is positive and enjoyable, and where we all feel valued
- Work as one team; while recognising and utilising individual expertise
- Have respect for ourselves, our customers and colleagues, our equipment, and the environment in which we work
- Demonstrate a supportive culture for new ideas, and recognise those who demonstrate innovation
- Hold ourselves, and others, accountable, and deliver on our promises

DELIVERING CULTURAL, ECONOMIC & SOCIAL VALUE TO THE REGION

CULTURAL VALUES

The Company promoted and encouraged community participation in and enjoyment of the performing, visual and community arts.

ECONOMIC VALUE

The Centre was able to attract and host major conferences and business events that boosted the regional economy with patronage from outside the region.

SOCIAL VALUE

The Centre provided sponsorship and subsidised support and assisted a broad range of community groups with fundraising and positive community development outcomes.

DIVERSE PROGRAMMING

A deliberate focus was to source and secure acts that would appeal to the broadest cross-section of the community including age groups and genres.

ARTISTIC DEVELOPMENT

The Company engaged with, supported and provided development opportunities for local performing artists and organisations through performances, rehearsal space, workshops, competitions, promotional support and profile development.

VISUAL ARTS

Displays of community art works in the Pumicestone Passage Gallery and Beausang Room attracted broad community interest and further positioned the venue as a significant arts centre for the region.

EVENTS SUMMARY

Year
2020 - 2021

Total Number
of Events
311

Attendance
Total
68,249

Performances/
Rehearsals
139

Attendance
59,375

Business,
Corporate,
Private & Other
Events
172

Attendance
8,874

CREATIVE PROGRAMMING

The Events Centre aims to inspire by presenting world-class performances and to entertain through a diverse cultural program, and the program we offer each year ensures that we meet these objectives.

The Events Centre's Programming Team started 2020-2021 with optimism and enthusiasm for bringing performing arts and entertainment back to the Sunshine Coast after the country's Covid-19 lock-down. Whilst we started back slowly, adhering to ever-changing State Government enforced health directives and audience restrictions, towards the middle of the financial year we were optimistic, returning to full capacity in our theatres and anticipating a strong finish to the year with a large number of performances obtaining 'sell-out' status. Unfortunately, what developed was more uncertainty, more cancelled and re-scheduled shows and a lack of consumer confidence fuelled by the Delta variant of Covid-19 taking hold interstate at the end of the financial year.

The Centre's program offered only 105 ticketed performances (this number is significant given we were restricted in audience numbers for 6 months of the year). The number of shows were less than half the number of performances delivered in the previous year. Most promoters were not able to proceed with their bookings during this time as it was not financially viable to tour with 30% - 40% capacity restriction whilst we were adhering to significant health directives.

The 2020-2021 theatre program was creatively modified with the aim of increasing both the quality and diversity of performances presented throughout the year. The program was heavily impacted by COVID-19 restrictions throughout the whole year with some 22 performances cancelled and/or rescheduled.

The 2020-2021 year was phenomenal for the Box Office, with 48,962 tickets issued for a variety of commercial and community entertainment events. High-profile artists continued to attract large audience numbers.

As per previous years, our scheduled performances continued to attract patrons from across the Sunshine Coast region as well as further afield, including interstate (until borders closed). The Centre offered the community a broad range of music, dance, theatre, musicals, choirs, fine arts, comedy, and children's performances. Our ticket sales generated almost \$2 million in ticket revenue. This figure does not include tickets that

were refunded due to cancelled or rescheduled performances.

The Events Centre was successful in applying for and receiving an Arts Queensland grant to cover the performance fees of Qld artists. This \$20K grant enabled the Centre to engage and present *The Isolate Late Show*, *Parenting Fails* and *Sunshine Sounds* featuring Katie Noonan. In turn, this resulted in creating paid employment opportunities for struggling arts industry professionals including our own casual team. Towards the end of 2020 we became aware that our long-term ticketing provider had major issues with their technology, including a review of their continuing operations in Australia.



CREATIVE PROGRAMMING

From December 2020 to March 2021, TEC worked tirelessly migrating data from one ticketing system to another and then in early March (after significant review and selection) the Centre made the decision to move to a new ticketing company that specialises in regional theatres. The system the Centre now uses is the same system that QPAC and other major performing arts centres in Australia utilise. All Box Office staff were re-trained and data migration commenced again.

Moving to a new ticketing system gave the Box Office team the confidence to offer ticketing services to external events. This generated a new revenue stream for the Centre. The Centre ticketed eight performances in various venues and locations across the Sunshine Coast.

The Events Centre partnered with local radio station, 91.9 Sea FM to produce and launch the inaugural Big Break Competition to showcase local Sunshine Coast artists. The radio station asked listeners to submit music files, with six finalists selected, who all performed at the Centre surrounded by family and friends. Our General Manager, together with Sea FM representatives and local music industry

professionals, selected the winner and runner up on the night. We also had another local artist, Caitlyn Shadbolt, perform as the headliner at the conclusion of the competition. The winner was Niki De Saint (DJ/Vocalist) who won a spot to perform at the 2021 Caloundra Music Festival. Despite Covid-19 setbacks, the Centre is confident that the Sea FM Big Break will be held again in future years.

The Program Manager, Box Office Coordinator and Marketing Coordinator attended the annual Stage Qld Conference at Ipswich Civic Centre and heard from a number of key industry speakers. The conference also included a Vivatickets training day for Southeast Queensland users.



PERFORMANCE CALENDAR 2020-2021

The 2020-2021 theatre program was creatively modified with the aim of increasing both the quality and diversity of programs presented throughout the year.

- **105 Performances**
- **48,962 Tickets**
- **\$2m Gross Box Office Revenue**

CHILDREN & YOUTH PERFORMANCES

- Bluey's Big Play
- The 91 Storey Treehouse
- The Very Hungry Caterpillar
- The Wizard Of Oz

COMEDY

- Carl Barron
- Funny Mummies
- Jimeoin
- Melbourne Comedy Festival
- Parenting Fails

DANCE

- A Celtic Christmas
- A Taste Of Ireland
- Amy Becarri Dance School
- Conroy Dance Centre
- Dance Force Grad 2020
- Get The Beat
- Noosa Professional Dance Academy
- Queensland Ballet
- Sunshine Coast Dance Eisteddfod
- SJ Dance
- Starz Dance Academy
- Sunshine Coast Performing Arts College (SCPAC)
- Sunshine Dance Centre
- The Tap Pack

FINE ARTS

- Opera Queensland
- Oriana Choir
- Sunshine Coast Chamber Music Festival
- SCCMF - Birdsong
- SCCMF - Black Swan
- SCCMF - Double Bill
- SCCMF - Green Bushes
- SCCMF - Sonic Safari
- SCCMF - Southern Cross Dreaming
- SCCMF- Songs of Sky, Bush & Moon

LOCAL PRODUCTIONS

- 91.9 Sea FM's Big Break
- Pacific Lutheran College - Grease
- Sunshine Christian College - Bring It On
- Sunshine Sounds (featuring Katie Noonan and Louise King)
- The Isolate Late Show

TOURING ARTISTS

- 3 Legends In Concert
- Cloudland The Musical
- Human Nature
- John Williamson - Winding Back
- Margaret Fulton The Musical
- Russell Morris
- The Veronicas

TRIBUTE ARTISTS

- ABBALive
- Carole King's Tapestry
- Elvis - Mark Anthony
- Good Morning Vietnam
- Hooked
- Leaving Jackson
- Melinda Schneider - A Farewell to Doris
- Queen's Bohemian Rhapsody Greatest Hits
- The Robertson Brothers

OTHER

- Peter Williams - Psychic Medium



BUSINESS & CORPORATE EVENTS

COMMUNITY EVENT SUPPORT & SPONSORSHIP

At the heart of the Centre is the local Caloundra community which receives significant economic benefit through Business Events, including increased occupancies for local hotels and restaurants. Despite the COVID-19 challenges, the Centre successfully planned and delivered many large business events, corporate events, and catered events in accordance with government health directives at the time.

The continual loyalty of many local event hirers ensured the Centre continued to provide the community with spaces to meet, to be educated, to be inspired, and to be rewarded.

The largest catered function hosted at the Centre was the Sunshine Coast Australia Day Awards Ceremony held on 22 January 2021 with catering services provided for 291 patrons.

LARGE CATERED FUNCTIONS

- Philadelphia Church of God - Qld State Conference
- SCBWN Christmas Breakfast
- Stage QLD Technical Managers Conference
- OMNI Executive Company Day
- IPWEA QLD State Conference
- SCBWN International Women's Day Breakfast
- 2021 Yamaha Variety Jet Trek QLD Welcome Dinner
- Dept of Education - Leading The Learning
- Sunshine Coast Chamber Music Festival - Gala Private Function
- QLD Treasurer's Lunch (Caloundra Chamber of Commerce)

SPECIAL EVENTS, WORKSHOPS, MEETINGS & FORUMS

- Sunshine Coast Events Board Workshop
- SCC Councilor Meetings & Workshops
- Sunshine Coast Arts Foundation Board Meeting
- SCC QLD Premier Cabinet meeting
- SCC Mayors State Of The Region Address

- SCC Council Australia Day Awards
- School Student, Local Artist Art Competition
- IPWEAQ Road Safety Audit Training
- Dept of Employment - Small Business Roadshow
- S4 Global Church Ltd – Workshops & Meetings
- SCC Dealing with Violent & Hostile People Training
- Ray White Monthly In-House Auctions
- SCC Create Caloundra - Community Rep Group
- State Infrastructure Strategy - Regional Engagement
- Department of Education 2021 Choral Fanfare Regional Final
- QLD Treasurer's Lunch (Caloundra Chamber of Commerce)
- Gideons Monthly Dinners



BUSINESS & CORPORATE EVENTS

THE IMPACT OF COVID-19

The impact of COVID-19 continued to be a major disruption for the Business and Events Industry, with the Centre closed from March 2020 to August 2020 and on re-opening, restricted to only 50% capacity.

In mid-November the government eventually approved 100% capacity for seated, ticketed indoor events. Indoor premises were also granted an increase from one person per 4m² to one person per 2m². The restrictions impacted all event types, event organisers, event patrons and the community during the year.

During the first half of the financial year, COVID-19 impacted twenty-one events and performances that were cancelled or rescheduled with a value of approximately \$220K representing some 3,346 anticipated patrons. COVID-19 will continue to have a major impact on the Business and Events Industry moving into the next financial year.

COVID-19 CATERING

It's important to acknowledge the significant impact COVID-19 had on the planning and delivery of Catering Services.

The first catered event held at the Centre on 7 July 2020, was held in the Kings Theatre with a total of only 16 attendees. Two weeks later an Ordinary Council Meeting was livestreamed, with the Centre closed to the public during this period.

The Centre eventually built up the catering business and patron numbers and was back to 100% capacity by mid-November. The Centre operated under a separate Covid industry plan for catered services, which had many health directive changes in the lead up to increased capacities with more relaxed health directives.

Following is an extract from the Centre's Catering and Operational Service Covid Guidelines which clearly demonstrates the high level of detail to ensure compliance with health directives.

ROOM LAYOUT

The layout of the room is to follow physical distancing guidelines for catered events including:

- The maximum number of guests for catering must not exceed 1 person per 2m² for spaces under 200m
- Tables are required to be 1.5 metres apart
- Guests are to remain in the same seat during the entire event
- Assigned seating for each guest on each table is highly recommended. A seating plan should be provided to The Events Centre in advance

FOOD & BEVERAGE SERVICE

- All food and beverage services are carried out as table service
- No self-serve coffee/tea or communal beverage stations
- Once guests are seated, The Events Centre staff will take coffee orders
- Once guests are seated, individual bottles of water will be placed on the table
- Individual meals and beverages will be provided to each seated guest
- No pre-set meals, no pre-set drinks or pre-set drinkware on tables
- No buffets, no share platters
- No pre-set cutlery on tables, no condiments on tables
- During food and beverage service, guests are required to remain seated (unless using bathroom or other essential tasks). This applies for the full-service period including placing of meals, eating the meal and remaining seated until the used dishes/cutlery have been cleared
- All cutlery, crockery and drinkware will be cleared after each course/service and reset by staff
- Catering services will be carried out at predetermined time periods
- Coffee/tea service will be carried out by a staff member at a predetermined time

TECHNICAL EQUIPMENT & SERVICES

- The Technical Team will have set and sanitised our technical equipment including the lectern, HDMI cable, power board, and projector remote control prior to arrival
- Please sanitise your hands prior to touching equipment and avoid touching the lectern or the lectern microphone with your mouth
- Sanitiser will be provided for use close-by to technical equipment
- If you are sharing a laptop or presentation remote with other presenters, it is advised that you should sanitise these devices between uses

HYGIENE

- The Events Centre will be cleaning the venue in-line with the Industry COVID Safe Plan
- The Events Centre will be providing Sanitiser Stations for patron usage
- Please encourage event attendees to bring their own sanitiser and regularly wash/ sanitise their hands

PATRON SATISFACTION

“On behalf of the staff, Technical Committee and members of Stage Qld, I express my thanks to you all for hosting this year’s Technical Managers’ Conference. The event was delivered seamlessly over the 3 days by your professional and friendly staff. The venue looked and operated brilliantly and from a technical perspective, I know delegates were very impressed - congratulations.”

- Suzan Williams - Executive Officer, Stage Queensland

“On behalf of the North Coast Region team, we would like to extend our thanks to you for your excellent service during the recent Choral Fanfare Regional Finals Event. We experienced professionalism, friendly efficient service and a fantastic venue.”

- Margot Payne – Head of Department Events and Program Support



FACILITY MANAGEMENT



MAJOR CAPITAL WORKS

The Events Centre continued to work closely with Council to create and maintain the best facilities to sustain our business and serve the community.

No major capital works or construction were undertaken this year, however a 5-year Facility and Asset Management Plan was developed by Council in conjunction with the Centre and delivered by independent consultants Cardno, a global infrastructure, environmental and social development company. This plan delivers a roadmap for future building maintenance, renewal and enhancements to the Centre, with input from the venue operator on the future strategic direction, with the intent of identifying future capital funding requirements for Council's Major Capital Works Program.

Future Council projects include enhancements in safety, security and functionality of the venue including a rework of loading dock facilities, additional restroom amenities, access control and supplemental storage.

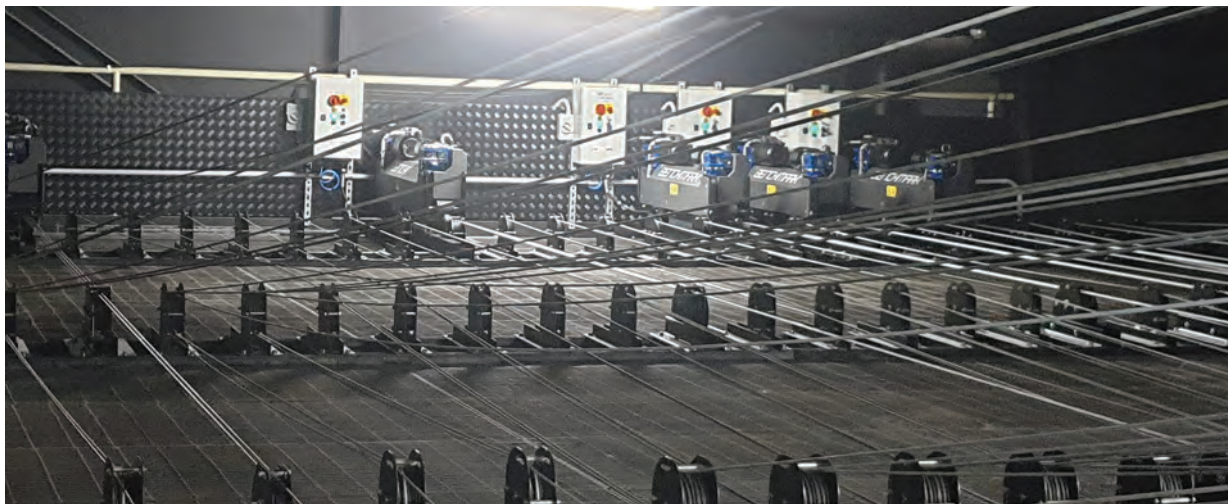
VENUE EQUIPMENT

As part of the Capital Equipment program, future equipment requirements are anticipated across the entire venue.

It was identified that the Point of Sales (POS) systems were not adequate and needed to be replaced. The Centre leveraged the existing hardware to deliver a cost effective yet modern system that is now commissioned and operational. Further, a compliment of 30 new banquet tables along with storage trolleys were acquired to replace old and damaged table stock. Three dilapidated deep fryers were replaced with modern, energy efficient units.

In the Technical Department, five motorised hoists were installed in the Kings Theatre fly-system. The 5 fly-lines carry 300kg of lighting equipment each and were previously a challenge to operate safely. The installation addressed several safety issues by negating the significant exertion required to configure and operate fly-lines, and further provides efficiencies reducing setup and turnaround time.

Finally, the discontinued theatre lighting console in the Kings Theatre was upgraded to the latest model. This console is responsible for the control of all theatrical lighting fixtures in the Kings Theatre and therefore is a critical component required for every event. The new controller is replacing the 12-year-old model and is the latest evolution of the globally recognised and industry standard control system.



FINANCE SUMMARY

The Centre finished the 2020-2021 financial year with a strong surplus of \$106,888. This was a favourable financial outcome given the restricted trading opportunities due to Covid-19. The financial outcome was assisted by easing health directives in the period after reopening in late August 2020. The six months from September 2020 to February 2021 provided \$218K in total profits. The corporate and commercial events held in this period provided stronger than anticipated profits. The type of business secured was lucrative and was delivered in the most efficient way possible to maximise profitability. The results assisted the financial sustainability of the Centre during all Covid-19 restrictions encountered throughout the remainder of the year.

Unquestionably, the greatest challenge the Centre faced was the continual presence of Covid-19 and its financial impacts. The financial year started with a venue closure that was a major disruption to the business. Management responded to the crisis decisively by implementing several measures to control expenditure. Staffing and operational expenditure was restricted to business-critical expenditure only, with staff leave plans implemented and potential Covid-19 relief funding sources investigated. The Centre was able to successfully secure State and Federal Government Covid-19 financial assistance with a combined value of \$132K. This Covid-19 relief funding, combined with the actions of management, achieved a positive financial year result.

The nine-week venue closure occurred at the beginning of the financial year in what is typically one of the busiest financial quarters. This resulted in a pattern of trading activity that was completely different to the previous year. The Centre experienced strong activity levels in quarter two with event organisers and consumers displaying confidence in holding and attending events. Increased levels of venue utilisation and business growth were clear. The Centre successfully hosted some 311 events with some 68,249 attendees during the year. Another encouraging achievement was a 9% increase in patrons compared to the previous year. These factors all contributed to the Centre achieving a positive financial result.

One of the significant highlights was the Centre's success in attracting conferences, despite encountering border restrictions throughout the

year. Conferences at the Centre had an economic benefit of \$840K. The economic benefit equated to 54% of the annual operational funding received from Council, representing a positive financial return on the investment.

The Centre achieved a solid and stable financial position from diligent financial management. This year's positive financial result will support ongoing sustainability and capability to deliver the financial and nonfinancial outcomes sought by the community, the shareholder, and associated stakeholders.

The Centre's financial governance practices were reviewed by the Queensland Audit Office and received a seventeenth consecutive 'clean audit'. The positive results of this independent review will no doubt be welcomed by Council.

The Board of Directors formally confirmed the Trial Balance and accompanying Management Accounts fairly presented the company's financial position as at 30th June 2021 and its performance for the year ended on that date. In the Directors' opinion, subject to ongoing funding from its shareholder, there are reasonable grounds to believe that the Centre will be able to pay its debts as and when they become due and payable.

In summary, 2020-2021 was a successful year of trading and event delivery despite the major disruptions that resulted from the forced closure and restricted venue capacities due to COVID. The securing of COVID relief funding contributed significantly to a financial result that enables the Centre to enter the 2021-2022 financial year with retained earnings of \$650,642.



Management Accounts 2020 - 2021

For the period 1st July 2020 to 30th June 2021

Sunshine Coast Events Centre Pty Ltd ABN: 38 127 655 510

Profit and Loss

For the period 1st July 2020 to 30th June 2021

	2020/21 Actual	2020/21 Budget	% Var to Budget	2019/20 Actual	% Var to 2019/20
OPERATING REVENUE					
User Fees	1,250,522	2,132,332	59%	1,463,561	85%
Rent	167,999	274,552	61%	205,080	82%
Interest	11,026	12,000	92%	35,848	31%
Grants-Operating	1,681,620	1,561,620	108%	1,526,510	110%
Internal Revenue	110,989	144,999	77%	94,217	118%
TOTAL REVENUE	3,222,156	4,125,503	78%	3,325,216	97%
OPERATING EXPENDITURE					
Employee Costs	1,991,302	2,371,725	84%	2,159,664	92%
Materials & Service	972,744	1,583,920	61%	1,077,430	90%
Financial Costs	40,233	24,859	162%	26,145	154%
Internal Charges	110,989	144,999	77%	94,217	118%
TOTAL EXPENDITURE	3,115,268	4,125,503	76%	3,357,456	93%
OPERATIONAL PROFIT/(LOSS)	106,888	-		(32,240)	

Balance Sheet

As at 30th June 2021

	2021 \$	2020 \$
CURRENT ASSETS		
Cash and Cash Equivalents	2,055,461	1,006,212
Trade and Other Receivables	1,000	11,648
Inventories	33,696	27,479
Other	7,459	15,024
TOTAL CURRENT ASSETS	2,097,616	1,060,363
TOTAL ASSETS	2,097,616	1,060,363
CURRENT LIABILITIES		
Trade and Other Payables*	4,020	(5,791)
Employee Benefits	139,964	143,322
Client Monies Held	1,078,361	205,116
Other	56,197	30,078
TOTAL CURRENT LIABILITIES	1,278,542	372,725
NON CURRENT LIABILITIES		
Employee Benefits	168,422	143,874
TOTAL NON CURRENT LIABILITIES	168,422	143,874
TOTAL LIABILITIES	1,446,964	516,599
NET ASSETS	650,652	543,764
EQUITY		
Contributed Equity	10	10
Retained Profits	650,642	543,754
TOTAL EQUITY	650,652	543,764

*Please note the 2020 debit balance relates to supplier credit notes for stock returns during COVID-19

Statement of Cash Flows

For the period 1st July 2020 to 30th June 2021

	2021 \$	2020 \$
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts from customers	2,298,894	1,471,914
Receipts from council / grants / government	1,681,620	1,526,510
Interest received	10,845	37,714
Payments to suppliers	(977,491)	(1,147,229)
Payments to employees	(1,970,113)	(2,146,869)
GST paid to ATO	5,494	(3,520)
Net Cash provided by (used in) Operating Activities	1,049,249	(261,480)
Net increase (decrease) in cash held	1,049,249	(261,480)
Cash at the beginning of financial year	1,006,212	1,267,692
Cash at the end of financial year	2,055,461	1,006,212

Statement of Changes in Equity

For the period 1st July 2020 to 30th June 2021

	Contributed Equity \$	Retained Earnings \$	Total \$
2020			
Total Equity at beginning of the period	10	575,994	576,004
Profit for the Period	-	(32,240)	(32,240)
Total Equity at end of the period	10	543,754	543,764
2021			
Total Equity at beginning of the period	10	543,754	543,764
Profit for the Period	-	106,888	106,888
Total Equity at end of the period	10	650,642	650,652

Your ref:
 Our ref: 2021-4299
 Michael Keane 3149 6077

23 July 2021

Ms J Burrows
 Chair
 Sunshine Coast Events Centre Pty Ltd
 PO Box 5
 CALOUNDRA QLD 4551

Dear Ms Burrows

Audit of Sunshine Coast Events Centre Pty Ltd

The Sunshine Coast Events Centre Pty Ltd audit for 2020–21 has been completed with satisfactory findings. No significant issues were identified during the course of the audit.

Scope of the audit

In accordance with the *Auditor-General Act 2009* (the Act), the Auditor-General is required to undertake an audit of Sunshine Coast Events Centre Pty Ltd each financial year.

The audit has been conducted in accordance with the *Auditor-General of Queensland Auditing Standards* which incorporate the Australian Auditing Standards and require compliance with relevant ethical and professional requirements. The audit approach focused on key financial reporting risks. This involved gaining an understanding of significant financial reporting processes and the performance of substantive audit procedures to address our assessment of the residual risk of material error.

We confirm that up to the date of this report we have maintained our independence obligations in relation to our conduct of this audit.

Key areas of focus

The following identifies areas of audit focus, accompanied by our planned response during the audit and the results of testing performed.

Area of focus	Audit response	Results
Revenue/ Receivable	Verification through substantive analytical procedures identifying significant transactions, which were then traced to supporting documentation (invoices and bank statements). Verification of receivables and accrued revenue as at 30 June 2021.	Satisfactory
Expenditure/ Payables	Verification through substantive analytical procedures identifying significant transactions, which were then traced to supporting documentation (invoices, remittance advice and appropriate authorisation). Verification of payables and accrued expenses as at 30 June 2021.	Satisfactory
Payroll	Analytical procedures of YTD earnings of all employees. Verification of accrued employee balances as at 30 June 2021.	Satisfactory
Cash and cash equivalents	Reliance placed on external bank confirmations. Scrutinised the year-end bank reconciliations, including all reconciling items for reasonableness.	Satisfactory

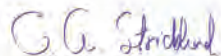
In addition, we have considered probity and propriety of the use of public resources and compliance with other legislative and policy requirements.

Audit fees

The 2020–21 audit fee for external audit services provided by QAO to Sunshine Coast Events Centre Pty Ltd is \$3,400 (exclusive of GST) which aligns to the estimated fee as advised in our client strategy.

We thank you and the SCEC team for your cooperation. If you would like to discuss this letter or any issues regarding the audit process, please contact me on 3149 6032.

Yours sincerely



C G Strickland
Senior Director

Cc: Mr S Romer, General Manager, Sunshine Coast Events Centre Pty Ltd
Mr C Haxton, Finance Manager, Sunshine Coast Events Centre Pty Ltd

SUNSHINE COAST EVENTS CENTRE PTY LTD
ABN: 38 127 655 510

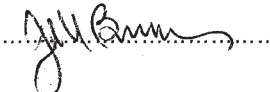
DIRECTORS' DECLARATION

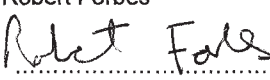
The Directors of the Company declare that:

The Trial Balance and accompanying Management Accounts present fairly the Company's financial position as at 30th June 2021 and its performance for the year ended on that date; and

In the Directors' opinion, subject to ongoing funding from its shareholder, Sunshine Coast Council, as per the budget submitted and approved at the Council meeting on 24th June 2021, there are reasonable grounds to believe that the Company will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Board of Directors.

Director: Name Jeanette Burrows
Signature 
Date 22nd July 2021

Director: Name Robert Forbes
Signature 
Date 22nd July 2021





the eXents centre
CALOUNDRA | SUNSHINE COAST

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