



## 1.0 WELCOME AND OPENING

Emma welcomed all Councillors, directors and proxies and acknowledged that UWA is situated on Nyoongar land. She paid her respects to Nyoongar elders past and present, and acknowledged the Nyoongar people remain the spiritual and cultural custodians of their land and that they continue to practice their beliefs, languages, values and knowledge.

### 1.1 Attendance

Lizzy O'Shea (Guild President), Lucy Moyle (Vice-President), Ashleigh Kotula (Treasurer), Tom Beyer (Education Council President), Nevin Jayawardena (SOC President), Emma Boogaerd (Women's Officer & Chair), Sean Majeraie (ISS Director), Cale Black (OGC), Liam Staltari (OGC), Olivia Jo (OGC), Aiden Depiazzi (OGC), Maddie Mulholland (Senate Representative).

### 1.2 Apologies

Dave Thomson (OGC).

### 1.3 Proxies

Ahmed Sulliman (for Sofie O'Mara), Reilly Thomas (for Cameron Payne), Samuel Shenton (for Jesse Martino), Maddie Mulholland (for Charlie Viska), Hayley Winchcombe (for Rida Malik), Simrin Panag (for Kieran Natalwala), Aarahnan Raguragavan (for Alex Hamilton), Owen Myles (for Vikramen Selvaraja), Amber Balfour-Cunningham (for Jessica Cockerill).

### 1.4 Observers

None.

Emma moved that we accept all proxies and apologies. **Motion carried.**

## 2.0 DECLARATIONS OF POTENTIAL OR PERCEIVED CONFLICTS OF INTEREST

## 3.0 CONFIRMATION OF PREVIOUS MINUTES

## 4.0 BUSINESS ARISING FROM PREVIOUS MINUTES

Carlo advised that in the Guild Council Meeting Minutes of 27<sup>th</sup> May 2015 he had been recorded as abstaining from motion 8.7.2, but wasn't actually present at the meeting. Minutes will be amended accordingly.

## 5.0 DIRECTORS' REPORTS

### 5.1 Managing Director's Report

Tony said that we had been rapidly moving along with a number of projects at the moment. The old administration block is beginning to be demolished for the Part A project. Tony has had a lot of positive

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feedback from around the University for this project. Subway and Boost is also finally starting construction, with Tony noting that there is an area cornered off in the Ref. He says the estimated timing for that project is approximately 5 – 6 weeks, followed by the fitting teams, whereas the expected timing for Part A project is a year, however we have had comments saying it could be finished before Christmas.

Hackett Café has been completed and Nedlands Café has also been done, but Tony said we'll continue to look at furniture, and the environmental team will also be over to plant some flowers around the area to make it look a lot greener and a happier place.

In regards to the Tavern project, there have been a few preliminary meetings in regards to the fence, and furniture is to arrive on July 10<sup>th</sup>, as well as a light paint, with the silver railings being done next week. We also have a new Tavern Manager, Hayden Greenham, who started this week, with a background in a variety of different areas. He will help us look into entertainment, right through to food options, including offerings and deals.

Touching on the insurance, Tony said that after our last meeting we had to go back and submit more information to the insurers, so we are expecting to see an update from their end very soon. Tony said that the team was trying to reschedule the KPMG Audit back, because it makes sense to first put the proposed new accounting system in place before being reviewed, rather than being reviewed on our old system. In regards to the Election Regulations, Tony congratulated the Governance Committee, as the regulations passed through Senate.

Tony touched on up and coming projects, including the Mid-Budget Review and Annual Review, which will hopefully be presented at July Council. He also said that we'll be sorting our leases on our buildings for our tenants; there has been a slight roadblock from the University, but we are pushing through with that. He says that we may have to potentially engage some lawyers to get all the tenancy agreements that we currently have in place up to speed.

The first 6 months have been steady, so hopefully we'll see a lot of projects really coming to the forefront now. Next 6 months we will slip into tightening everything up. He said there was a management meeting tomorrow, where the team will focus on core projects for next six months (pre-plan and consolidation).

## **5.2 Finance Report**

Mutya said that the Total Operating income for the month is looking soft compared to budget, which is mainly attributed to catering. Expenditure came in under budget for the month of May at \$12k, which can be attributed to Guild Council being \$8k under budget (due to special projects, which Mutya says could be a timing issue). PSA expenditure is also under budget for the month, which is also attributed to timing of grants. Other items which came in lower were Administration and Finance, which could be put down to payroll coming in lower than originally budgeted. However, Mutya added that some of these savings were absorbed by Events, as some of the Events salaries were not budgeted for last year, hence the Events payroll came in higher than expected. Overall, we came in worse than budgeted by about \$32k, but most of that is attributed to soft revenue from the catering side.

## **5.3 Catering Director's Report**

Ken said that in the month of April we had a swing of \$87k in the positive, and in the month of May we had a \$37k swing in the negative, also highlighted in his April report. He said that sales have been almost as budgeted, and the closure of the Hackett Café during its refurbishment did not help us, just put us back slightly. In respect of cost of goods, we could have had some cut-off errors attributed to renovations, stocktake etc, which may have now materialised and corrected themselves, and the June numbers will double. In regards to payroll costs, Ken highlighted that Catering incurred additional payroll costs in respect to the two refurbished cafes, through the taking down of stock and arranging it for the refurbishment, and then setting it up again. This is also due to the extra opening hours at Reid Café during exams.

In operating expenses, the two refurbishments cost another \$6k - \$7k extra. Ken said that we are \$37 - \$38k behind budget. Overall, however, at the end of 5 months, Ken stated that we have a net surplus of \$157k. he said that we will wait for the June Accounts to come out, to see if there is anything else that needs to be addressed.

Onto the Tavern, Ken said that the switch to the new Tavern Manager has lead to a small profit of about \$1k, for the first time since October 2014 (against a budget of \$8k for the month of May). Ken is optimistic about the new Manager, and thinks we may be able to turn the tavern around into a positive, but not close to the budget figure of \$40k for the year. The Mid-Year Budget Review will have these corrections, Ken said, adding that the Tavern refurbishment is a work in progress and will continue, hopefully to be completed before the start of semester on 27<sup>th</sup> July.

Maddie asked when we would have the figures to see the impact of those renovated cafes and how the renovations is changing the operations? She asked if it was more of an end of semester answer when we have had the chance?

Ken said that the information will actually come through in the month of August, when the students return for Semester 2. Ken added that Hackett's losses can be attributed to two reasons. Firstly, the shift of the bus stop has decreased the pedestrian traffic coming through the underpass past Hackett Café. This is coupled with the university's renovation and movement of the offices around Hackett area. Ken summarised by saying that we will not be able to accurately measure the impact of the renovations until students return, except on social media. Financially, it'll be August before we can confirm whether this has had an impact or not.

Tony then added that it's important to remember that we have a cohort that is down this year and everyone across the university has been suffering as a result (through memberships and money coming in). He said it's important to invest in things now, so we know that when the market gets up to full speed, we are in a position to service more students in the future.

Emma asked what feedback (financial or otherwise), the Guild has received in terms of the value meals that have been in place for a while now?

Ken said that the value meals really took off in the first and second week of implementation, but now it has dropped off, and again as students are not on campus, the purchase of value meals has again decreased, but we can wait to see what happens when students return in the last week of July. But he summarised in saying that the meals were well received and in high demand as they began.

Lizzy added that she had received feedback from students who would like a vegetarian option as well, or in place of the meat option on some days. She added that students notice that vegetarian and meat meals usually cost the same amount in our catering outlets, but it's usually meat which is the expensive ingredient so they question why vegetarian meals can't be cheaper. She suggests also having a \$5 vegetarian option.

#### **5.4 Associate Director of Student Services' Report**

Chloe said that from an Events perspective, the team has been recruiting for a new Events Manager. They have just made an offer to a manager for the position, with over 10 years of events experience. She will be starting at the end of July.

Chloe also noted that there has been an increase in Student Assist cases over the past month, largely attributed to the increase in academic appeals, special considerations, as well as a lot of financial cases. Student Assist has also been working to support Guild Departments, for example working with the Women's Department.

Marketing has been especially busy, especially in regards to catering, in the form of social media posters, also incorporating advertising Associate Membership. There has been an increase in social media

engagement over the past month (more likes than ever before, especially in regards to Hackett furniture - 202 likes was a new record).

Volunteering has been successful in terms of walk-ins, following the new volunteering strategy to focus on key areas and to specialise in providing valuable volunteering experiences for students across the board.

Lizzy noted that there were a few deadlines in terms of the rollout of websites, and she wanted to know how long the CRM would be in testing for?

Chloe said that the CRM was launched today (June 24) with the first group of students.

Emma B asked a question in regards to Chloe's report, which stated that there was greater opportunity for student involvement in Open Day. She queried as to what capacity this would entail?

Chloe responded in saying that the Open Day team wants a more exciting culture, and so is giving every club on campus the opportunity to be involved with the Guild and Guild Departments on Open Day. Chloe said that the plan involved the Guild running the entire Guild Village however we like for the entirety of the day. This area will be featured on the map, and there will also be a number of Student Experience sessions where some students involved in the Guild will have the opportunity to talk about what it means to be a student involved in the Guild, as well as what it is the Guild does.

## 5.5 Associate Director of Corporate Services' Report

Mutya said that in the Finance and Accounting area, we are coming up for our Mid-Year Review. She also touched on Club Online Banking, saying that the Finance team has rolled out the form for the first five clubs, but they have only received two returned forms. The team is following up on those other three clubs, as they can't move forward without receiving all forms.

The Finance team is trying to push the KPMG Audit back, because of the potential change in the accounting system. Mutya also advised us that we are tendering for external auditors. The finance team has completed the external audit tender document, and we will invite at least five auditing firms to tender, including the current auditors. We will have an interview panel, including student representatives, to select the Guild's new auditors.

On the IT and Digital side, all website projects are on schedule, with some delivered before schedule.

Emma moved to accept the Directors' Reports. **Motion carried.**

## 6.0 REPORTS

### 6.1 Guild President

Lizzy apologised for late circulation of her report, and just wanted to add a few points. She thanked everyone who was involved with the team for the Dalai Lama event. She received a small number of complaints from Chinese international students, but has worked on responses with the Complaints Resolution Unit and Risk Management at UWA to respond accordingly. Lizzy also noted that social media coverage of the event was good, with one post including a link to the video of the presentation reaching approximately 30k people with 4k views.

Lizzy said that there was a Colleges Strategic Meeting next week, which is a quarterly meeting, and involves Heads of University Departments and Heads of Colleges. She added that if there was anything we thought was important to bring up, to relay that to her. Lizzy was the only student representative invited to the last meeting, but she hoped Kelly and Vik would be invited to this one.

She also touched on the meeting with the University Executive, which is coming up at the end of the

month, our second for the year.

In regards to Parking and Maintenance, Lizzy said that Gae McMath wanted to know what facilities we thought needed improvement, so hopefully there will be improvements over the next 6 months to bathroom facilities. Lizzy has also voiced concerns on parking, and notes that if you have concerns over bathrooms (excluding those in Guild Village), to let her know, who will in turn let Gae know.

Lizzy is looking to have a Mid-Year planning day, with each OB presenting what they have done in the past 6 months, and then what they plan to do in the next 6 months and how they aim to achieve that. This will also include budget/finance training, which was missed during induction training. This will link nicely into each OB doing their piece for the Annual Report.

## **6.2 Vice-President**

Report as tabled.

## **6.3 Secretary**

Report as tabled.

## **6.4 Treasurer**

Report as tabled.

## **6.5 Education Council President**

Report as tabled.

## **6.6 Public Affairs Council President**

Report as tabled.

## **6.7 Societies Council President**

Report as tabled.

## **6.8 Women's Department**

Report as tabled.

## **6.9 Welfare Department**

Report as tabled.

## **6.10 Environment Department**


Report as tabled.

## **6.11 International Student Services**

Report as tabled. Sean noted that sponsorship for MCW was not \$9.5k, instead it was \$10.5k.

## **6.12 Queer Department**

Report as tabled.



### **6.13 Guild Sports Representative**

Report as tabled.

### **6.14 Postgraduate Students' Association**

Report as tabled.

### **6.15 Residential Students' Department**

Report as tabled.

### **6.16 WASAC Report**

Report as tabled.

### **6.17 UWA Sports Council**

With regard to Sports Council, Lizzy said that we now have a Sport Council President, Cass Greenwell. She was elected a couple of weeks ago, and is looking forward to coming to meetings and being involved with Guild Council. Lizzy met with her recently to discuss the various proposals for how the Guild and Sports Council can come together.

## **7.0 QUESTION TIME**

Emma asked Tom in regards to the Psychology exam worth 100% of the unit, whether the Education Council's position was to dissuade lecturers and unit coordinators from using solely 100% exams, or whether a policy already exists for this?

Tom said that the current policy is being reviewed as part of a broader assessment review, and it's the opinion of many people involved that 100% exams are neither equitable nor effective. He says we are on track to abolishing them. He added that the School of Psychology has agreed to start phasing them out as soon as possible (i.e. hopefully for next semester). Lizzy added that when she spoke to the exam office about it, they were surprised that there wasn't a policy getting rid of them, because they themselves commented on their ineffectiveness as an assessment.

## **8.0 MOTIONS ON NOTICE**

- 8.1** That Council endorses the expenditure of \$105k for the purchase of the new accounting software and the associated licencing fees as per the business case.

*Moved: Lucy Moyle; Seconded: Ashleigh Kotula.*

Lucy said that as soon as Mutya came into the role of Associate Director of Corporate Services at the beginning of the year, the issue of the Guild's accounting software has been discussed at every Corporate Services meeting. Lucy said that we need an upgrade because of efficiency, controls, and the recording of inventory. Lucy said that we had four providers give us a demonstration of their system, and based on all of these, we decided that Netsuite was the best option to go forward.

Lucy said one of the major standouts of this system was the Blanket Purchase Orders feature, which means that individual cafes can blanket purchase order, which means Ken and the rest of the Catering team don't have to individually approve every order that comes through, only those over a certain spending cap.

Lucy said she has taken a lot of advice from the finance team on functionalities, and added that it would take the Guild into the next step, as we have had our current system, Micropower, for the past 15 years.

Ashleigh, as seconder, said that Netsuite was the best system in terms of club usage. Netsuite makes it possible for each club to see their own account statement in real time, 100% of the time, as well as allowing for all of the current Finance team to access every year of data. This system will also have the capacity for future Guild Treasurers to have a viewing feature to view the accounts of each club.

Aiden asked whether the cost factors in training of staff?

Lucy said that the cost included online training. Mutya expanded saying that the training can accommodate 20 people. In order to save money, she said that we will first train Finance and Catering staff, then roll out to other prospective users, rather than have the company train everyone. Lizzy added that in-person training sessions involve accommodation and flight costs for trainers.

Maddie asked whether Mutya would be there to give support to certain members of staff who are struggling to understand the new system, or who are picking it up a bit slower? Mutya said she would be there for support.

Maddie also asked how long the system would take to rollout, and when we would have it up and running?

Mutya said the target implementation date including training is 90 days. Tony added that if we pass the motion tonight, we receive a discount from Netsuite (i.e. before the end of June). Tony also added that the four systems included in the table weren't the only options we looked at, but were the best of those we looked at.

Ruby asked whether it is economically viable for the long term, considering it's more expensive than the other options.

Tony said yes, it would be. He said that SAGE and Microsoft are fairly compatible, yet Netsuite are experts in this area, with constant upgrades and is reliable and stable. He said that one of the biggest problems with Micropower is that an upgrade to the next level costs approximately \$100k. Its robust and cloud-based, and Tony added that we have had all necessary discussions with the university about being on the Cloud, which gives us more robust-ness and flexibility.

Lizzy added that the Guild has had issues with Micropower for as long as she has been involved. She said that having Micropower was a barrier that restricted us from improving Point of Sales systems, which has had a number of flow on effects.

Lucy concluded by touching on the cost aspect again, saying that necessary server costs and add-ons associated with other options mean the prices even out. She said that even though Netsuite is the most expensive, the returns even the costs out, too.

The motion was put. **Motion 8.1 passed unanimously.**

## 9.0 GENERAL BUSINESS

Lizzy wanted to give an update on Halal Food, in response to the directive from May Guild Council to the Catering team to investigate some options with regards to improving the halal food the Guild outlets already sell, improving marketing around what the Guild outlets already sell, and looking at the possibility of a halal-specific outlet.

Tony said that catering has created a robust review of what's halal and what's not halal on campus, along with looking at non-Guild outlets which claim to be halal-certified but may not be. We definitely have to be more committed to full halal certification, Tony said.

Tony outlined three options that have been looked into or can be looked into further after Council. The first option is to have a sectioned-off area within the Ref, which is more of a low cost option. The second option is to

convert one current outlet (e.g. Science Café or Hackett Cafe), however this is problematic considering venues like Hackett are used for graduations and private functions, and full halal certification means we wouldn't be allowed to have alcohol there. The other option is to restart a café, like the Acorn Café with a rebrand and relook. There is approximately a \$30k - \$40k investment to get the kitchen back up to speed, as well as investing some money into dining and seating arrangements to make the area more appealing. Tony says these are options that we can drill down a bit further in the cost. He says that it'll always be an expensive investment; we have about 1250 Muslim students on campus who would benefit from it (these being the direct audience), and these students should be consulted about options before we proceed. Tony also added that if we proceed with reforming Acorn Café for this purpose, we could use this space for a range of dietary requirements including for vegetarian food and therefore covers a wide audience. The final option is limited options for students; to stay as we are.

Tom asked who the other providers are on campus that are labelled as halal.

Tony said the University Club is this outlet, however we can't guarantee their certification. Lizzy added that the University Club has told people, including members of the University Executive, that their food is halal and believe their meat is sourced from a halal certified butcher. However people are unclear as to whether the transportation of that meat is with non-halal meat, which would nullify the process. Further discussions have clarified that the kitchen must be halal, and the University Club admits they don't have these facilities, coupled with the fact they have an alcohol-serving bar. Lizzy said that this could be an issue, representation-wise, to take up with their management if they are claiming to serve halal food, when they don't.

Lizzy said she personally would like to see investigation into the restoration of Acorn Café for halal certification, emphasising that we don't have to make a decision until we see a business case on the matter

Amber asked whether a halal food van has been considered?

Lizzy said that has been looked into, but one hasn't been found as of yet. Ken said that there isn't one currently in the market, after much research. Lizzy added that a further research point could be buying a certified food van, which we could run, but the cost of buying a van was approximately \$50k.

Ashleigh added that Vik has come to her with some good vegetarian and vegan meal ideas which could be sold at the proposed new Acorn Café, which could see a marketing initiative emphasising Acorn Café is the place to go for special dietary requirement meals.

Tony discussed possibly approaching the University for monetary support in this project. He finished by discussing timeline, saying that the project would take a good couple of months. Tony added that kebabs from the Ref could also be moved up to Acorn Café.

Aiden reminded the Council of a motion that came through a few years ago, which involved the restoration of Acorn Café for functions, which could bring in thousands of dollars per hire hour. He asked Tony whether this was still the plan?

Tony said it's necessary to look at the Masterplan for what is and isn't practical. He says the Ref area is constantly in need of review as to what we can and can't do with that space. In regards to Boost and Subway, he said that if either decides to not renew their contracts, we have implemented the infrastructure for another vendor to take its place. Tony said that he'd prefer to focus on the Tavern for functions like weddings, emphasising the Tavern offers views of the River and a liquor license.

Lizzy finished by saying that she didn't want to have long-term investment in a venue (which could make it suitable for weddings)

## **10.0 CLOSE / NEXT MEETING**

The next meeting is scheduled for Wednesday 29th July 2015 at 6.00pm. Please contact the Guild Secretary (secretary@guild.uwa.edu.au) with apologies or proxies. All office bearers will be available from 5.30pm. If

unable to attend, please advise which dates you are available to reschedule if a quorum cannot be met.

