

PRESENT

Members:

Councillor Adam Roberts (Chair)
Councillor Rob Turner
Adam Button
Moirra Magrath
Jennifer Hutchison
Rebecca Olsen (Director Corporate & Organisational Services)
Ashley Grummitt (Group Manager Commercial & Business Services)
Pam Milne (Acting Glasshouse Venue Manager)

Other Attendees:

Councillor Sharon Griffiths;
Bec Washington - Venue Sales and Marketing Co-ordinator; and
Elizabeth Brennan - Marketing Co-ordinator.

The meeting opened at 8.00am.

01 ACKNOWLEDGEMENT OF COUNTRY

The Acknowledgement of Country was delivered.

02 APOLOGIES

CONSENSUS:

That the apology received from William Grubb be accepted.

03 CONFIRMATION OF MINUTES

CONSENSUS:

That the Minutes of the Glasshouse Sub-Committee Meeting held on 3 February 2015 be confirmed.

04 DISCLOSURES OF INTEREST

There were no disclosures of interest presented.

05 BUSINESS ARISING FROM PREVIOUS MINUTES

ITEM 06 - 03.02.2015 - REVIEW OF VISITOR INFORMATION SERVICES

Meeting held with Sandwalk Partners on 9 February 2015. Please remove item.

ITEM 09 - 03.02.2015 - UPDATE ON STRATEGIC PLAN OUTCOMES

Item tabled at the Glasshouse Sub-Committee Meeting being held on 3 March 2015.
Please remove item.

ITEM 10 - 03.02.2015 - GENERAL BUSINESS

10.01 - Item being tabled at the Glasshouse Sub-Committee Meeting on 3 March 2015.
Please remove item.

10.02 - Item being tabled at the Glasshouse Sub-Committee Meeting on 3 March 2015.
Please remove item.

10.03 - Item tabled at the Ordinary Council Meeting held on 18.02.2015. Please remove item.

06 UPDATE ON STRATEGIC PLAN OUTCOMES

The Group Manager, Commercial & Business Services provided feedback from the Audit Committee Meeting held on 12 February 2015. The Glasshouse Sub-Committee were informed that the Audit Committee had noted the progress made relating to the Glasshouse Business Plan and the governance arrangements in place in relation to the ongoing management of the Glasshouse.

It was also reported that the Glasshouse Business Plan will no longer be an Agenda item on the Audit Committee.

CONSENSUS:

That the Glasshouse Sub-Committee note the progress related to the Glasshouse Strategic Plan.

07 UPDATE ON VISITOR INFORMATION SERVICE REVIEW

The Group Manager, Commercial & Business Services provided an update on the Visitor Information Services Review and in particular the stakeholder meetings that were facilitated by Sandwalk Partners on 9 and 10 February 2015.

The Group Manager, Commercial & Business Services advised that a draft Report will be provided by the end of March 2015.

CONSENSUS:

That the Glasshouse Sub-Committee note the update on the Visitor Information Services Review.

08 UPDATE ON WEBSITE REDEVELOPMENT AND TICKETING SYSTEM PROJECTS

CONSENSUS:

That the Glasshouse Sub-Committee note the update provided on the website redevelopment project and current statistics as presented by the Glasshouse Marketing Co-ordinator.

09 CUSTOMER AND HIRER SATISFACTION

CONSENSUS:

That the Glasshouse Sub-Committee note the information provided on customer and hirer satisfaction Key Performance Indicator data as presented by the Acting Glasshouse Venue Manager.

10 REVIEW OF GLASSHOUSE SUB-COMMITTEE CHARTER

The Glasshouse Sub-Committee discussed the Glasshouse Sub-Committee Charter.

CONSENSUS:

That the following changes be made to the Glasshouse Sub-Committee Charter:

1. In 2.0 - Objectives - 2.1 to 2.3 - change to reflect past tense.
 2. In 2.0 - Objectives - 2.4 - 2.6 - remain unchanged on the basis that the Sub-Committee members consider them to remain relevant.
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3. In 5.0 - To reflect a further review to occur in December 2015.
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11 GENERAL BUSINESS

11.01 Fees and Charges:

Fees and Charges for the Glasshouse were presented to the Glasshouse Sub-Committee.

CONSENSUS:

That the Glasshouse Sub-Committee note the information presented and that further discussions take place on Glasshouse Fees and Charges at the next Sub-Committee meeting.

11.02 Friends Program:

CONSENSUS:

That the Director Corporate & Organisational Services meet with Jenny Hutchison prior to the next GSC Sub-Committee meeting.

The meeting closed at 9.13am.