



 [www.bremerbaywa.com.au](http://www.bremerbaywa.com.au)

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 7 Mary Street Bremer Bay WA 6338

**CEO Martin Cuthbert**

Shire of Jerramungup  
8 Vasey Street  
Jerramungup WA 6337

3 October 2023

Dear Martin,

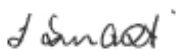
I am writing today on behalf of the Bremer Bay Community Resource Centre to discuss the contract for the provision of Library and Shire Branch Customer Services which is due to be renewed between our two organisations.

We appreciate the opportunity to negotiate this contract with you and your staff members and look forward to meeting with you at 10:30am on Wednesday 4th October 2023 here at the CRC.

In anticipation of this meeting, we have put together the following proposal for your perusal which sets out our request for additional funding under the contract to help us meet the demand for visitor information services which is only growing in Bremer Bay.

We trust this information will help facilitate our discussions and look forward to finalising this contract with you in the near future. Thank you for your assistance with this matter, if you need any further information please call us on 08 9837 4171.

Kind regards,



**Terri Smart**

Chairperson



## Library & Shire Branch Customer Services

### *Funding Proposal*

#### **Proposal 1: Increase contract starting price by the March 2023 quarter CPI inflation rate of 7.0%**

#### **Proposed revised Contract Starting price: \$44,400**

Rationale: We really appreciate the offer of the Shire to review the contract price annually on the basis of the CPI rate of the proceeding March quarter. We kindly request that this increase be also applied to the Contract starting price to help us deal with rising costs. In July 2023, the [Fair Work Commission raised the National Minimum Wage](#) which had a flow on effect to other awards, resulting in a 5.75% increase in the SCHADS Award which we operate under. Whilst we are currently able to absorb this additional cost across our operations, it has put additional strain on an already tight budget.

Recently, the State Government announced an increase to the indexation rate for service agreements from 4.11% to 4.51% which applies to our current contract with DPIRD. Although this increase is welcomed it unfortunately does not keep pace with rising inflation and wage increases.

Our Library Officer is currently employed for three days per week on Level 1.3 SCHADS Award (\$26.18/hr). Since commencing in the role, Jen Harland has been a proactive and valued team member who has been focusing on revamping the Library collection. Over the coming months, Jen will be looking to expand into other projects such as recommencing the State Library Better Beginnings program and an oral history with local seniors.

All CRC staff including the Manager perform library related tasks, visitor information services and Shire counter service operations such as arranging access to the Bremer Bay standpipe, receipting cash sales for rate payments, reception assistance for Shire staff based in Bremer and providing information as required.



## Library & Shire Branch Customer Services

### *Funding Proposal*

#### **Provision of visitor information services**

As shown in the figures below, visitor numbers are increasing year on year. As an organisation we enjoy supporting the Shire and the local business community offering tourists an efficient and friendly port of call when they arrive in Bremer Bay.

However, the volume of tourists we encounter particularly during peak season does mean a greater proportion of our staffing hours are tied to providing visitor information services. This means that we have less time available to meet our other contractual obligations which are explicitly tied to providing support to our local community.

One possible solution may be the use of self-service tourist information kiosks, which would free up staff time. The Shire of Ravensthorpe has implemented these in Hopetoun and Ravensthorpe. However, these would require a significant capital investment of approximately \$10k, which is out of reach for us at this point in time.

Unfortunately there does not seem to be any appetite from Tourism WA and Regional Tourism Organisations to invest in the provision of visitor information services. Perhaps we can work together to find a solution to equitably fund the provision of this useful service..

YEAR	VISITORS	LIBRARY	SHIRE
2020/2021	2805	1313	359
2021/2022	4681	1344	298
2022/2023	5641	1009	232



## Library & Shire Branch Customer Services

### *Funding Proposal*

#### **Additional In kind support provided by the Shire of Jerramungup**

We acknowledge and appreciate the significant in-kind contributions the Shire of Jerramungup also make towards the running of the Bremer Bay Community Resource Centre.

This includes but is not limited to building maintenance and gardening, covering cleaning costs, discounted building rent, covering electricity charges as well as annual contributions towards insurance costs for the Occasional Childcare Centre and the Bremer Bulletin.

As yet we have not come to a decision on the charging for internet access but we are very open to negotiation on this and making a contribution towards this cost. Notwithstanding some minor hiccups and occasional outages, the new fibre optic cable internet is working well. Thank you to the Shire for completing this essential upgrade for the building and the community.

An additional challenge we are currently facing is the need to urgently upgrade and overhaul our IT equipment to enable us to work more effectively and efficiently. This would entail replacing a number of machines in our IT fleet and implementing a cloud-based solution for document storage to enable better collaboration between colleagues.

We are hoping to apply to Lotterywest for funding to cover these essential upgrades and would appreciate it if we could count on a letter of support from the Shire to help progress this application. In addition if the Shire can help with any in kind or money contributions or have suggestions on alternative funding sources that would be greatly appreciated.

