

Venue Hire Fees and Charges Policy

Fee Waiver Applications

What is the Venue Hire Fees and Charges Policy?

The City's previous Facility Hire Subsidy Policy (FHSP) set the way the City determined the fees and charges for hirers of City managed venues. The Venue Hire Fees and Charges Policy (VHFCP) replaces the FHSP and aims to simplify the fees and charges. Under the new policy, hirers are classified into one of three categories, and all venues are charged at an hourly rate based on that category. A copy of the policy and the new fees and charges are available to download on the City's website.

How will this affect me/my organisation?

The fees and charges under the *VHFCP* will apply to the hire of City venues. Some hirers will pay less than they did previously, while others will pay more.

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

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

Who is eligible for a waiver of hire fees?

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

What is an incorporated association?

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

What is the definition of a charity?

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

What is 'financial hardship'?

Under the *VHFCP*, financial hardship means a temporary situation affecting a hirer where that hirer is willing, but unable to meet their payment obligations due to an unforeseen circumstance.

What are some example of financial hardship?

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

- Impact of natural disaster (e.g. fire, flood, etc);
- Loss of income (such as loss of sponsorship or inability to host revenue generating events due to unforeseen circumstances etc);
- Financial mismanagement from former committee members;
- Other difficult circumstances.

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

No. As the criteria for a fee waiver is different under the *VHFCP*, your organisation must submit a new application to be considered for a waiver from 1 January 2024.

What is the process to apply for a waiver?

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

What information do I need to provide with my waiver application?

Fee waiver applicants will be required to provide information about their organisation's financial situation, membership fee structure, strategic plan, and details of the financial hardship being experienced. This information is used to determine if a fee waiver is applicable. All information submitted with the application will remain confidential, though the organisation's name and value of any fee waiver provided may be reported on publicly.

When will I know if my application has been approved?

You will be notified of the outcome of your application within four weeks of submission. Please note that if there is any information missing from your application, this may delay the assessment of your application.

If my application is approved, how long will the waiver be applied to my booking?

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

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

No. The City cannot apply fee waivers retrospectively, so it is important that you submit your applications prior to the booking start date.

Do you offer assistance in completing my application?

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

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

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

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

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

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

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

For more information, please call **9400 4268** or email **community.facilities@joondalup.wa.gov.au**