



UNIVERSITY
OF WOLLONGONG
AUSTRALIA

University of Wollongong
Research Online

University of Wollongong Union Annual Reports

Corporate Publications Archive

2003

University of Wollongong Union Annual Report 2003

University of Wollongong

Recommended Citation

University of Wollongong, "University of Wollongong Union Annual Report 2003" (2003). *University of Wollongong Union Annual Reports*. 35.
<http://ro.uow.edu.au/uowunionannrep/35>

Research Online is the open access institutional repository for the University of Wollongong. For further information contact the UOW Library:
research-pubs@uow.edu.au

University of Wollongong Union Annual Report 2003



Your UniBar!

Award-winning design

Coffee Shop

Snack stop

Entertainment venue

Chill-out zone

Mon to Sat.



introduction 1

- organisational structure

board of directors 3-4

major achievements 5-6

- awards
- marketing research
- OH & S developments

adding value to the uow experience 6-14

CSD the centre for student development

- employment experience program
- green team
- project challenge
- training & development workshops
- unicrew
- unicentre student development committee
- the university of arizona 'blue chip' program
- visiting student development academic

events on campus

- dance
- pop rock
- hard rock
- local acoustic/lunchtime entertainment
- international
- jazz/swing
- comedy
- friday chill
- student involvement
- garden party
- unibar.uow.edu.au
- trivia
- pool comps
- unibar promotions
- unibar staff

regular weekly entertainment

what's on - 2004

- what's on email

competitions

- campus band comp



- dj comp
- poetry comp
- acquisitive art award

other events

- annual dinner
- clubs & societies
- o week
- international week
- market days
- graduation
- unimovies
- sponsorship
- voluntary service award
- unicentre award

publications 15

- timeout
- unicentre.uow.edu.au
- unicentre news
- student diary
- international cookbook
- uniclassifieds

commercial services 16-21

- food services
 - food services advisory group
- unibar
- unishop + IT
 - customer outcomes
 - other outcomes & developments
 - financial outcomes

- post office
- conferences & functions
- shoalhaven campus services

facilities & support services 21-26

- enquiries & ticket counter
- tax help
- children's services
- marketing
- general office
- finance
- human resources
- occupational health & safety
- facilities

membership 27

- honorary life members
- member statistics
- unicentre staff award

unicentre staff 28

- special thanks
- long serving staff members
- volunteers

financial statements 29-46

- directors' report
- directors' declaration

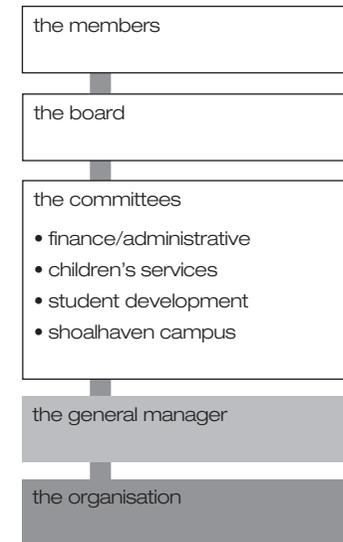
- certificate under section 41C(1C) of the public finance audit act statement of financial performance
- statement of financial position
- statement of cash flows
- notes to and forming part of the financial statements
- supplementary notes of financial statements
- independent audit report

Introduction

We are an essential service to the University and add value to the Wollongong experience.

the vision of the UniCentre is to be recognised as the leading campus service provider and an integral part of the University of Wollongong

organisational structure



the mission of the UniCentre is to complement the academic activities of the University by providing relevant products, services and facilities to meet the diverse social and cultural needs of the University population and to develop a sense of community.

introduction 1
 board of directors 3-4
 major achievements 5-6
 adding value to the uow experience 6-14
 publications 15
 commercial services 16-21
 facilities & support services 22-26
 membership 27
 unicentre staff 28
 financial statements 29-46

Board of directors

David Rome
 BSc(Hons), MSc, FAICD
 Executive Chair
 Vice Principal (Administration)
 UOW
 Director since: January 1998

Prior to joining the University in 1996, David was General Manager, DAS Support Services, a commercial business unit within the federal public sector. He has also held positions with British Petroleum, the Department of Foreign Affairs, Commonwealth Ombudsman, Department of National Development and Energy and Murdoch University.

Bryce Fraser
 RFD, ED, BA, FAIM, FAICD (dip), MACS
 Director since: January 1998

A Fellow of both the Australian Institute of Management and the Australian Institute of Company Directors, Bryce is also a member of the Australian Computer Society. He is currently a consultant in business improvement through mentoring of chief executives. Until October 2002, Bryce was CEO of the Australian Health Management Group, which manages the health insurance needs of over 200,000 people. Bryce entered the private health fund industry in 1986 after eight years in local government and a prior career in the steel industry as a computer and management services professional. In December 2002, Bryce was admitted as a Fellow of the University.

Dr Steve Gower
 BSc(Hons), PhD, MAIP Senior Research Fellow
 Director since: August 2001

Steve is currently employed as a Senior Research Fellow within the School of Electrical, Computer & Telecommunications Engineering and is the principal liaison person between the University, the CRC for IMST and Industry. He obtained both his BSc (Hons) in physics and his PhD in electrical engineering from the University of Wollongong, and is currently the Chair of the Faculty of Informatics Research Committee. Some of his research interests include robotics, industrial automation and high temperature superconductivity. Prior to working for the University, Steve worked for BHP Research and the Australian Museum. He currently also sits on the Board of Directors of the Wollongong Science Centre.

Associate Professor Damien Considine
 BA LLB (UNSW) LLM (Syd)
 Served: January 1992 - August 1999
 Reappointed: August 2002

Damien is currently Associate Dean in the Faculty of Law at the University. He also served on the (then) University Union Board of Management from 1992 to 1999. Damien was a solicitor in private practice in Sydney before joining the University in 1989. He has served as a member of the Board of Management of the Illawarra Community Legal Centre and served as Chair of that Committee for some years. His teaching and research interests are based in corporate law and business regulation. Damien is an Honourary Life Member of the UniCentre.

Brian Ward
 BBus, CPA, MBA, GAICD.
 Director since: August 2002

Brian is currently employed by the Port Kembla Port Corporation as Chief Financial Officer and Corporate Secretary with responsibility for finance and administration, human resources, information technology, treasury management, audit and insurance. Prior to joining Port Kembla Port Corporation Brian held a range of accounting positions within a variety of private sector organisations. Brian is also Treasurer of the Commerce and Business Alumni Chapter of the University of Wollongong and Chair of the Illawarra Branch of CPA Australia.

Jeff Thom
 Jeff Thom is currently completing his final year of a Bachelor of Commerce, studying Business Information Systems and Marketing, having previously graduated in 1997 with a Diploma of Computer Applications. He has been employed in various technology related roles in the district including the Illawarra Institute of Technology and the University of Wollongong, and currently operates a private business systems consultancy. Jeff has spent extended periods in Europe on working vacations, living in both England and Germany. While on the Board of Directors, Jeff has served on several committees including Finance & Admin, Clubs & Societies and Student Development. The skills obtained from these positions complement his academic experience while providing valuable hands-on strategic management skills as well as further development of practical business skills.

Gareth Ward
 Director since: August 2002

Elected in 2002, Gareth is a very active participant in the student community. He is President of the University Liberal Club, Debating Society, Economics Society, Industrial Relations Society and member of the UOW Australian Union of Jewish Students (AUJS), not to mention a proud member and supporter of the UOW Wine Society and United Nations Society and is now a general Representative of the Student Representative Council and the University of Wollongong Commerce Student Representative Council. In the broader community, Gareth is the President of Shoalhaven Young Liberals and a new member of the Berry Apex Club. Gareth ran for election as a Director of the UniCentre in order to maximise UniCentre benefits to all its student and staff members, and to this end, Gareth is always keen and willing to chat with as many students as possible about the services that the UniCentre provides.

Judith Starky
 MHA BAS, Dip Teach MAICD AICUD
 Director since: August 2002

Mrs Starky operates a hospitality business in Wollongong and has previous senior management and planning experience in health and educational services. She holds a Master of Health Administration and has qualifications in nursing and education. Mrs Starky is a member of the Australian Institute of Company Directors. She is also a Director of The Illawarra Connection and a member of the Council of The Illawarra Grammar School. She is Regional Chairperson of Restaurant and Catering New South Wales.

Nigel Pennington
 BA (Old), M.Comm (Woll), FAIM, FAICD

Nigel has been the General Manager of the Wollongong UniCentre for ten years. Prior to this position he held a similar position at James Cook University, Townsville. After graduating from the University of Queensland as a mature-age student, Nigel worked in University administration in both policy and operational areas before working in campus service organisations. Life before University included work in both the hospitality and the professional fishing industry. Nigel completed a Masters Degree in Commerce at the University of Wollongong in 1998 and is a member of the Australian Institute of Management, the Australian Campus Union Managers' Association, the Institute of Company Directors, and the Sandon Point Surf Lifesavers Association.

Brendan Lloyd
 B.CompSc (Woll)

Currently undertaking a Master of Information Technology Management at the University of Wollongong, Brendan has enjoyed a diverse history of activity at the University. Since enrolling in the Bachelor of Computer Science in 1997, he has worked for UniCentre and UOW in a variety of hospitality, retail and IT support roles (including volunteer, casual and full-time positions). Also the founding President of the UOW Medieval Society (1997), a strong passion of Brendan's continues to be the improvement of the University of Wollongong Experience for the benefit of the campus community.

Neil Webster
 Neil has been employed at the UniCentre for three years, starting with the UniBar in 2000. He has worked in hospitality management for the Novotel Brighton and Novotel Northbeach, Holiday Inn Coogee and many local establishments for over 10 years, and spent two years as a Training and Development Officer for Canterbury Leagues Club. For the past two years Neil has fulfilled various roles within UniShop + IT, culminating in his appointment in September 2003 as an Academic Liaison Officer. Neil previously studied for a Science/Law degree, when he was elected as a General Representative on the SRC and is currently studying Human Resource Management part-time at UOW. Neil has strong links to the local community through his association with soccer and Surf Life Saving. Neil is currently the UniCentre staff representative on the Board of Directors.

Alex Hadaya
 Alex is currently undertaking a degree in Computer Science at the University of Wollongong. He has been a delegate at the National Union of Students (NUS) Education Conference and the National Liaison Committee (NLC) for international students. Alex manages a branch for a national corporation dealing with software and physical security. He has participated in the Illawarra Innovative Industry Network, the Illawarra Small Business Association and with the UniCentre's Centre for Student Development. Alex is also the founding member of the newly formed Latin American Association.

Left to right page, top to bottom:
 David Rome
 Bryce Fraser
 Steve Gower
 Damien Considine
 Brian Ward
 Jeff Thom
 Gareth Ward
 Judith Starky
 Nigel Pennington
 Brendan Lloyd
 Neil Webster
 Alex Hadaya



- introduction 1
- board of directors 3-4
- major achievements 5-6
- adding value to the uow experience 6-14
- publications 15
- commercial services 16-21
- facilities & support services 22-26
- membership 27
- unicentre staff 28
- financial statements 29-46



- awards
- marketing research
- OH & S developments

CSD the centre for student development

- employment experience program
- green team
- project challenge
- training & development workshops
- uncrew
- uncentre student development committee
- visiting student development academic
- the university of arizona 'blue chip' program

Major achievements

A prime objective for the UniCentre in 2003 was to increase evening and weekend food and beverage operations. Trading was extended in the UniBar until 9:00pm on weeknights for food and the Saturday UniBar campaign was launched in October which saw food services available on campus on Saturdays from 3:00pm until 8:00pm. This service complemented UniShop + IT and Sal Paradise weekend trading. Food Services also reviewed menu diversity and introduced a wider range of meal options by introducing take-away and evening delivery services. Renovations and refurbishments were undertaken in UniShop + IT, the Conferences and Functions Centre as well as the development of the Corporate Services offices. The organisation instituted risk management programs and implemented the OHS Workcover Premium Discount Scheme. IT networks were enhanced and the potential for a fully operational member database has been achieved. Another advance in UniCentre service delivery in 2003 was the development of a wide variety of CSD (Centre for Student Development) programs with significant growth occurring in the Community Service category that involves a student's commitment of more than 300 hours.

Awards

UniCentre had a positive year as numerous awards acknowledged the excellent work being done by the

management team and all staff. The UniBar redevelopment project won the Wollongong City Design Award in both the commercial building category and for all buildings constructed in the Wollongong region during the last five years. The judges were impressed with the diverse use of space and the relationship the building had with it's surrounding environment.

A proud achievement for the Conference and Functions unit in November was winning the Illawarra Business Award for 2003 in Restaurant Catering and Conferencing. Kids' Uni South received the highest level accreditation under the Commonwealth Accreditation Program and the Centre for Student Development was awarded the Winner of the "Innovation" Category at the 2003 Illawarra Business Awards.

Marketing Research

UniCentre conducted more than 450 one-to-one interviews as part of the Customer Service Index study and conducted 15 food- and service-related focus groups involving almost 150 participants. The Online Food Services Survey was launched in October 2003, which achieved a valid response rate of 1,691. Other customer research initiatives included the Diary Satisfaction Survey, UniShop + IT Mystery Shopper Program, Take-Away Food Price Comparison Study and general feedback submitted via the Tell Us What You Think surveys located in all food outlets. As a result of much of this research activity, a major Food on Campus Report will be completed by the end of February 2004 to support strategic developments in Food Services.

OH&S Developments

Participation in the Workcover Premium Discount Scheme was a major focus for the OHS Committee in 2003. Audit 1 of the program was completed in June 2003, representing a workers compensation insurance discount of \$36,785. Audit 2 was successfully achieved in November 2003, with no non-conformances highlighted. The UniCentre Occupational Health and Safety Information Management System was another highlight in 2003. With a 74% attendance rate, the OHS Committee instigated many initiatives, including:

- A review of the Occupational Health and Safety policy
- Increased employee representatives on the Committee
- Development of an internal audit system
- Coordination of biannual Workplace Hazard Inspections
- Supported training in Risk Assessment and Hazard Identification across UniCentre
- Development of Occupational Health and Safety responsibility matrix
- Development of monthly OHS communication agendas to be reviewed at workplace level

Other initiatives are addressed under the Human Resources report on page 25.

Adding value to the University of Wollongong experience

CSD – The Centre for Student Development

It was a 'Year of Establishment' for the Centre for Student Development (CSD). There is evidence of a student development culture emerging across the campus and this can be attributed to a series of good programs and events, processes and collaborations. The culmination of all this work was winning the award for 'Best Innovation' at the 2003 Illawarra Business Awards. A range of programs such as the Employment Experience Program, Green Team and Training and Development Workshops are integral to overall CSD program development, along with a diverse entertainment and activity schedule that incorporates Clubs and Societies, entertainment, competitions, committees etc.

Employment Experience Program

The Employment Experience Program (EEP) is coordinated by the Centre for Student Development (CSD) and provides final year undergraduates an opportunity to gain practical work skills, establish business contacts, explore employment possibilities and

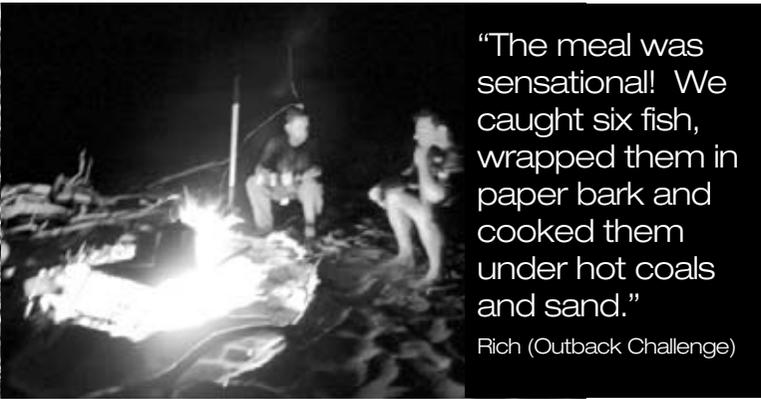
consolidate their resumés. It is based on a mutual commitment from the student and employers, as projects can last for up to four months.

Projects in 2003 included research into international trade and electronic commerce, IT systems management, business administration and writing, industrial design, environmental monitoring and production coordination for Centre for Canadian/Australian Studies publications. The program is particularly popular with International students who enjoy the opportunity to build on their academic studies and to also enhance their English language and communication skills. A small number of students secured employment at the conclusion of the project.

Did you know?

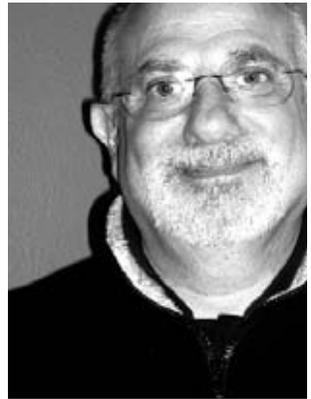
- 50 students registered for Employment Experience Program (EEP) projects with 40% being engaged in business projects. 75% of business project participants were international students.
- In 2003 the Green Team completed 35 days of project work with up to 10 students working on each project. This equates to nearly 300 hours of community service over the two sessions.
- Approximately 300 participants attended CSD training workshops in 2003.

introduction 1
board of directors 3-4
major achievements 5-6
adding value to the uow experience 6-14
publications 15
commercial services 16-21
facilities & support services 22-26
membership 27
unicentre staff 28
financial statements 29-46



“The meal was sensational! We caught six fish, wrapped them in paper bark and cooked them under hot coals and sand.”

Rich (Outback Challenge)



“Steve was our 2nd student from EEP, and like the 1st we offered him employment because of his initiative and skill.” **DANIEL ROWAN - INTERNETRIX**

“Participating in Green Team was a great experience. Being an international student I would say that this was a great way to make new friends who share a similar concern for the environment.” **STEVE**

“Green Team was a fantastic experience! I participated on day trips and a weekend project, seeing amazing wilderness areas not normally accessible to the general public.” **ROCHELLE**

“It is an ongoing battle to restore the environment and the National Parks and Wildlife Service does not underestimate the contribution made this year by Wollongong University’s Green Team.” **MARTIN FORTESCUE (NATIONAL PARKS & WILDLIFE SERVICE)**

The challenge is really about exploration, and while everyone takes the same adventure, the journey is different for each person: “Being out here you feel really isolated. You have no idea what’s going on in the outside world, and I don’t really care.” **NICOLE**

Green Team

Another CSD project, the Community Service-oriented Green Team, was one of the most popular programs in 2003. Participants engaged in local environmental projects that created a social and meaningful forum that fostered friendship, fun, education, teamwork and self-awareness. Conservation Volunteers Australia facilitates the program for a fee, providing the staff, resources and expertise. Students cleared a total area of 600m² of weeds in preparation for natural regeneration and planting of native species during a weekend project at Jervis Bay and removed 210kg of rubbish from the beach. Projects have included bush regeneration, noxious weed eradication, track building and wildlife monitoring in locations such as Bundeena, Tom Thumb Lagoon, Kangaroo Valley and Minnamurra Reserve.

Project Challenge

During mid-session break, a group of 10 students launched the first Project Challenge in the Northern Territory. The ideological foundation for the challenge is “learning by doing” in order to develop participants’ skills in leadership, teamwork, problem-solving, communication, initiative, and life skills. As a result, they learn about themselves and the environment whilst experiencing indigenous culture, adventure, plus extraordinary locations and situations.

Participants paddled 120km over eight days down the crocodile-filled Katherine River; helped eradicate and plot major infestations of an

introduced weed species – the Noogoora Burr; recorded the spread of cane toads; explored Katherine Gorge; visited Kakadu National Park including the sacred Aboriginal art site of Ubirr, the Warradjan Aboriginal Cultural Centre, Gunlom, Jim Jim Falls and the Mary River.

The feedback from students was incredibly positive and during mid-session break 2004, a small team will embark on an International Challenge in South America.

Training & Development Workshops

These workshops are designed to fill a learning gap between academic study and skills application. Employees seek graduates with strong skills in leadership, teamwork, problem solving, and communication etc. During Autumn Session, eighteen workshops, focussing on professional development were conducted including Public Speaking, Conflict Resolution, Leadership, and Committee Management. The focus in Spring Session was on personal development and workshops included topics such as ‘Achieving Authentic Success’, ‘Putting Balance into Living’, ‘Building YOU Pty Ltd’ and ‘The Future is Now – Don’t Wait For It’.

CSD would like to thank the facilitators of these workshops, which included University academics, UniCentre staff and external trainers. Refinements to these workshops will see improved attendance in 2004.

UniCrew

36 students participated in UniCrew teams in 2003 undertaking tasks as diverse as photography, marketing research, desktop publishing, web development and design and Orientation activities. Students gain practical skills to support their ongoing studies and interests as well as meeting and interacting with other people from diverse life experiences. This program will be facilitated by Geoff Chard, Activities Assistant, in 2004, providing a more structured coordination strategy from a one-stop-shop student liaison office.

UniCentre Student Development Committee

The Centre for Student Development Committee has been established to provide proactive support for the integration, coordination and facilitation of student development across campus. The committee is comprised of CSD staff, the UniCentre General Manager, three UniCentre Board representatives of which two are students, the President of the Wollongong University Postgraduates Association (WUPA), the President of the Student Representative Council (SRC), the President of the Golden Key Society, a Rotoract Clubs representative, and an International Students officer. Membership of this committee will expand in 2004 to include a Halls’ of Residence representative, a URAC representative, an Aboriginal Education Centre representative, a Queer Space representative and a Disabilities representative.

In its founding year, the committee developed its own Terms of Reference, explored the viability of a paved entertainment area on the Duckpond Lawn, and considered communication, branding and relationship-building strategies, particularly with UOW faculties.

The University of Arizona ‘Blue Chip’ Program

Based on early research conducted into Student Development, Tony Elishof, CSD Coordinator, established a professional rapport with Terry Thompson, Director of the Arizona Blue Chip leadership program, at the University of Arizona. With the grateful support of the UOW Internationalisation Committee and UniCentre, a study tour was achieved during Spring Session Recess. This has resulted in an informal agreement to share resources including structural, facilitation and management processes and an increased knowledge by CSD of the theory and practice of US-based programming.

The more significant outcome is the planned development of the Black Opal Student Development and Leadership Program based on the US model – which may include student exchange and postgraduate interns. CSD plans to launch the program in 2005 and will develop strategies to generate financial support for the program and subsequent marketing and promotion. Such initiatives endorse the CSD mission to ‘Prepare Great Graduates’.

Visiting Student Development Academic –

Bob Schneeweiss
Director of Student Activities/Leadership Department, University of Central Connecticut

Bob Schneeweiss undertook a study tour during the month of May at the UniCentre. His involvement in Student Development spans more than 25 years and during his stay in Wollongong he was awarded the industry’s highest award in the US, the Porter Butts-Edgar A Whiting Award for a career of outstanding achievement. At the UniCentre Bob conducted a ‘listening tour’ of students and staff, attended a number of committee meetings including the Student Development Committee, and meetings of UniCentre Senior Management, the Board and ERCUMA (Eastern Region Campus Union Managers’ Association). He was also active in sharing his knowledge and expertise via a range of presentations and workshops to UOW faculty staff and students including ‘Applying Student Development Theory’, ‘Effective People Skills’ and ‘Motivating Volunteers’ to name a few.

- introduction 1
- board of directors 3-4
- major achievements 5-6
- adding value to the uow experience 6-14
- publications 15
- commercial services 16-21
- facilities & support services 22-26
- membership 27
- unicentre staff 28
- financial statements 29-46



- events on campus
 - dance
 - pop rock
 - hard rock
 - local acoustic/ lunchtime entertainment
 - international
 - jazz/swing
 - comedy
 - friday chill
 - student involvement
 - garden party
 - unibar.uow.edu.au
 - trivia
 - pool comps
 - unibar promotions
 - unibar staff
- regular weekly entertainment
- what's on – 2004
 - what's on email
- competitions
 - campus band comp
 - dj comp
 - poetry comp
 - acquisitive art award
- other events
 - annual dinner
 - clubs & societies
 - o week
 - international week
 - market days
 - graduation
 - unimovies
 - sponsorship
 - voluntary service award
 - unicentre award

Events on Campus

Students were treated to another year of top-notch on-campus entertainment in 2003. A variety of events were held in and around the UniBar, University Hall, Duck Pond and McKinnon Lawns. Showcasing the best of live Australian music continues to be one of the UniBar's strengths and below is an overview of the diversity of live bands that played on campus during the year.

Dance

Gerling, The Baggsmen, Sharif Galal, Zephyr Timbre, Resin Dogs, Declan Lee, Tim McGee, Koolism, Entropic, Wicked Beat Sound System, Katalyst, PreShrunk, National Pornographic, Citizen Dog, Kid Confucius, Hi Fi Mike, The Bird, 2 Dogs, Good Buddha, Docta Hepcat, Deepchild, Meem.

Pop Rock

Machine Gun Fellatio, Waikiki, BlueBottle Kiss, RedSun Band, Dave McCormack, Field Day, The Superjesus, Peregrine, Magic Dirt, Gersey, The Beautiful Girls, Something For Kate, Alex Lloyd, Little Birdy, Gelbino, Paul Greene.

Hard Rock

28 Days, Bodyjar, Cog, NeverReady, Run 4 Cover, After the Fall, For Amusement Only.

Local (students/staff)

Ludo, The Erics, Red Star Studios, Captain Cork, Matt Lyons, Blind. Countersunk, Traces of Nut, Afterglow, Liam Farlow, Lachlan Holland, Doubled, Nitro DJ's, MeJane, Mick Mulhearn.

Acoustic/Lunchtime entertainment

Lunchtimes saw a wide variety of musical and comedy acts perform for free on the DuckPond Lawn, McKinnon lawn and UniBar stage. Popular local acts who performed at lunchtimes in 2003 include: Genevieve Maynard, Women in Docs, The Anyones, Magic Lunchbox, Dean Manning, Next of Kin, Cindy Frost, Laura Imbruglia, Dirty Lucy, Yanto Shortis, Lior, Mick Mulhearn, Carus, Next of Kin, Dominique Maynard, Gorgeous, Matt Tonks, Lucy Thorne, The Lucksmiths, Fruit, Butterfly 9.

International

Bajaly Suso, The Hottentots, Harper, Peter Schaffer, The Ticklers.

Jazz/Swing

Modern Jazz Band, Conservatorium Jazz Quintet, Shannon Brown Quartet, Louisville Sluggers.

Comedy

Ciel, James Smith, Raw Comedy with Charlie Pickering, Andrew Elliot, Dave Callan, Newt Berton, Alain's Comedy Hypno Show, Chris Wainhouse.

Friday Chill

Friday afternoons continued to be the time for staff and students to 'chill out' at the UniBar and relax with friends and colleagues. Some of the acts patrons listened to whilst 'chilling out' included: Mick Mulhearn (from Nortel), Conservatorium Jazz Quintet and the Modern Jazz Band.

Student Involvement

Students are actively encouraged to utilise the UniBar for non-traditional bar events and these activities include

Gymnastics Club Performances, Over the Fence Comedy Film Festival, Dance Club Performances, NAIDOC Week Launch, SRC AGM and debates, Ski Club Fundraisers, Creative Arts Variety Nights, WUPA Karaoke Nights, Rocky Horror Picture Show, Law Revue NAIDOC Week launch, Dance Club Rockstar Party, ECU guest speakers (God in the Pub), lunchtime Theatresports and Interhalls debates.

Garden Party

I am writing to say thank you very much for having us at your uni "Garden Party" recently – it was a fabulous evening – and professionally run. Congratulations on a great outcome! The audience response was fabulous and the whole place obviously enjoyed it – I remember I could hear the audience chanting "nothing quite like this" over the sound of my stage monitors and amps! It was fab.

Thanks again for having us – we'd love to be involved again in the future.

Quentin for genshen

The Tooheys Extra Dry Garden Party 2003 was a jam-packed evening of entertainment, which included Waikiki, Genshen, Gersey and Doubled in the UniBar, Dj Goodfoot, Liam Farlow, Tim McGee & Delcan Lee in University Hall, Chris Tate,

Simon Nutt and Andrew Elliot in the Comedy Room (never did find out who stole the snake!), SRC Safe Sex Fairies, the ever-popular Mind Body & Soul Tent on the VCs Lawn and an Olympic Obstacle Course on the DuckPond Lawn. This event just keeps getting bigger and bigger and a big thanks to all who help out in getting the GP off the ground.

unibar.uow.edu.au

The UniBar website was relaunched in 2003. The ever-popular photo gallery continued to gather hits and all competition details were posted in a timely fashion. A 'Coming Up' section was added so that students and staff could plan their social calendar in advance!

Trivia

Tuesday Trivia is held in the UniBar at 12:30pm and 3:30pm each Tuesday in session. The introduction of this new format proved to be popular with students with regular attendances at each session. Students had the chance to win a whole range of prizes, including UniBar merchandise, drink vouchers and free concert tickets. Six students were lucky (or smart) enough to take away the Skins question (Skins: a cash prize that jackpots each week). Keep an eye out for Tuesday Trivia sessions in 2004. Thanks to UOW students Dave and Eric who ran the show each week.

Pool Comps

UniCentre ran a pool comp each Tuesday at 4:30pm after trivia. Free drinks were the name of the game and it proved to be so successful, that the SRC also ran a comp on Friday afternoons. Thanks to Seth who ran the comp weekly – it will continue in 2004.

UniBar Promotions

Students and staff were given the chance to win a variety of prizes through various promotions coordinated by the Entertainment Department in the UniBar. The UniBar/Tooheys T-Shirt Promo proved to be a huge success, with 800 of the student-designed T-shirts being given away. Oktoberfest was renamed Rugby fest in 2003 to coincide with the Rugby World Cup. Many games were displayed on the big screen and students had the chance to win Bundy gear, eskys and a Rugby Jersey. The 'Rugbyfest' Wallabies 'limited edition' mug also became a high demand merchandise item amongst staff and students. 2004 will see the expansion of UniBar merchandise, with a variety of shirts being sold at UniShop + IT.

UniBar Staff

A sad time when Dave Rosta left the UniBar in April, but a big thanks to Dean Nealon who stepped into his massive shoes and proved to be a great asset for the UniBar. To Sharon, Wayne and all the UniBar staff, thanks – couldn't do it without you!

- introduction 1
- board of directors 3-4
- major achievements 5-6
- adding value to the uow experience 6-14
- publications 15
- commercial services 16-21
- facilities & support services 22-26
- membership 27
- unicentre staff 28
- financial statements 29-46



Regular weekly entertainment

(in session)

TUESDAY

Tuesday Trivia is held in the UniBar at 12:30pm and 3:30pm. Cash and prizes, including concert tickets are up for grabs!

Pool Comp 4:30pm in the UniBar

WEDNESDAY

Live music at 12:30pm on the Duckpown Lawn

UniMovies at 7:30pm in the University Hall

THURSDAY

Live music at UniBar from 8:00pm. See the best in live Australian music

Happy Hour at UniBar 8:30pm - 9:30pm

FRIDAY

Happy Hour at UniBar 5:00pm - 6:00pm

Catch up with friends and unwind at your UniBar each Friday afternoon.

Check out <http://unibar.uow.edu.au> for updates on Friday Chill entertainment and special promotions or subscribe to What's On.

What's happened in 2004

SO FAR...

17+ Night with Erratic + National Pornographic

George + Little Birdy

Laura Imbruglia (lunchtime)

Garden Party with Resin Dogs + all the usual capers

Paul Greene

Raw Comedy Spiderbait

Other acts rumoured to be performing in your UniBar in 2004 include: The Butterfly Effect, Bluebottle Kiss, The Beautiful Girls, Sunk Loto, Endorphin & Jet! In addition to the usual entertainment events we are introducing a theatresports night as well as a monthly Salsa Night (with lessons and dancing) on Saturdays. Also, keep an eye out for talent quests as well as regular raffles and one-off sporting event functions.

Tickets for paid events are available at the UniCentre Ticket and Enquiries Counter.

(Major event tickets are also available from Redback Music). For updated information go to <http://unibar.uow.edu.au>

UniBar Free Shuttle Bus departs UniBar from 11:30pm each Thursday evening during session.

What's On Email List

This is the fastest and most efficient means of knowing what happens each week on campus. The Email List grew to approximately 7,500 subscribers in 2003.

To subscribe to the list visit: <http://unibar.uow.edu.au/whats-on>

Blues And Roots

Byron Bay you're impossibly good-looking and it's not just your beaches and trinket shops and rotating postcard stands - it's everywhere Ambushing you at every corner -

With every smile that goes with every flat white and every fit young thing that power walks along

Lawson street footpath every morning. Even the dogs that stroll with impeccably groomed Owners are glamorous - wet, pink tongues lapping at glary sea air like a photo shoot flash

And hats off to the Taco Stand girls - Which I'm yet to encounter - but my buddy Steve

Was astounded; rapturous over eggs Hollandaise - "The last place I expected to find three beautiful girls was ordering a fish burrito". Naturally.

The rest is juice bars, oldies in deck chairs and the blues.

Competitions

Campus Band Comp

A grand total of 43 bands entered in the Campus Band Comp in 2003. After five Wednesday night heats, Afterglow, a hauntingly lyrical outfit went on to represent Wollongong in the Regional Final held here at the UniBar, where they came second. The boys then moved on to the State Final at the Bar on the Hill at Newcastle Uni, where they put on a spirited live performance, narrowly missing out on a spot in the National Final. Many of the talented bands in the 2003 Campus Band Comp went on to perform at the UniBar either as support acts or lunchtime entertainment.

DJ Comp

The DJ Comp was held at your UniBar on Thursday 31 July. With six entrants in the comp, the winner was Lachlan Holland with the runner up being DJ Stama. At the end of the night guest judge, DJ Sharif, presenter of Triple Js Groove Train, mixed up a bag of tasty tunes, crossing global boundaries with new funky genres.

Poetry Competition

This year 51 entries were submitted for the 8th Annual Poetry Competition.

Readings were held on Wednesday 3 September in the UniBar. The winners and their prizes are as follows:

1st Callum Pirie Blues & Roots \$200+ \$50 UniShop + IT Voucher

2nd Jessica Alper Fearscape \$150+ \$50 UniShop + IT Voucher

3rd Callum Pirie Something New \$100+ \$50 UniShop + IT Voucher

Acquisitive Art Award

The 14th Annual Acquisitive Art Award was presented on Thursday 4 September in the Blue Tac Gallery. The winner in each category was awarded \$500 and the runner up received a \$75 UniShop + IT Voucher. A new category introduced in 2003, the Yang Sheng-An Memorial Art Prize was created to honour the memory of UOW student and outstanding artist, Yang Sheng-An, who drowned while surfing at East Corimal beach in December 2002. The \$500 prize has been granted from the University's Office of Development and Public Affairs and the Wollongong University Postgraduate Association, for the most exceptional painting in oils, acrylics, or watercolour that explores the theme of Spirituality and Nature.

2D Winner

Maria Esther Peria B Adandoned Chair

2D Runner-up

Carolina Carnica Eljaiek Chiva

3D Winner

Ryan Hanrahan Roadkill 1

3D Runner-up

Sarah Pearman Heuristics

Photography Winner

Scott East Cyborg Narcissism is fucking with your eyes

Photography Runner-up

Amber Irwin Intrusion

Yang Sheng-An Winner

Bodie O'Dell Circular Quay

Other Events

Annual dinner

The UniCentre Annual Dinner was held on September 12. A bright garden of balloons featuring flowers, bumblebees and dragonflies adorned the ceiling in the University Hall evoking "A Spring Thing" theme. More than 350 guests (including UniCentre business partners) were entertained by Chalkie the Magician and Columbo the Clown who performed magic and juggling tricks and Triple J presenter, Adam Spencer provided a highly entertaining after dinner speech. Along with fabulous food and wine, Lucky Door prizes, quizzes and a filled-to-capacity dance floor, the night was an extraordinary success.

Clubs and societies

In 2003, there were 44 registered clubs, with 2,731 members. \$34,051 in funding was distributed to the clubs throughout the year for events, activities, conferences, student development and capital expenditure. During Orientation Week, 43 clubs conducted recruitment stalls on the Duckpond Lawn and throughout the year, at least 24 clubs utilised the facilities available on the new Clubs website: <http://clubs.uow.edu.au>

- introduction 1
- board of directors 3-4
- major achievements 5-6
- adding value to the uow experience 6-14
- publications 15
- commercial services 16-21
- facilities & support services 22-26
- membership 27
- unicentre staff 28
- financial statements 29-46



Steamed yellow sticky rice

INGREDIENTS A kilo of sticky rice/ A pack of coconut/ 600g beans/ sugar/ salt/ oil

METHOD Firstly, put sticky rice into the water for about 7-8 hours. Then cook beans with water for about 30 minutes. After the beans are ready, pound them into smaller pieces. Empty the water from the sticky rice and mix small pieces of bean with sticky rice. Next, pour in two spoons of oil and a spoon of salt. Then put them into the autoclave and cook for about an hour. Take out and spread sticky rice and mix them. After that, steam the rice a second time for around 30 minutes. Finally the steamed yellow sticky rice is complete.

COOKING TIME 2 times, first 1 hr and then 30 minutes.

NUMBER OF SERVES 20

TIPS Can eat with Chicken

SIGNIFICANCE OF DISH The dish presents the wealthy agriculture of the countryside in Vietnam and is often displayed at the traditional party of Vietnamese people especially in Lunar New Year. The telloe of bean combined with the rice and coconut brings the special smell and good taste.

From the International Cookbook. Submitted by Van Thi Hong Tran

Some of the club events for 2003 included:

- ECU organised the Duckpond Dash during Orientation Week
- Medieval combat display during Orientation Week
- Rotaract organised 'Shave for a Cure' fundraising event in the UniBar
- Meditation workshops
- Medieval Dinner on campus
- Prayer breakfast (ECU)
- Commencement Camp for new students (ECU)
- The Guild hosted a GongCon role-playing convention at the University
- Golden Key organised a Careers Fair
- Vietnamese Students competed in friendly sporting matches with UNSW
- Chinese students/staff sporting competitions
- Lotus society presented workshops on Shiatsu and Yoga for all students
- Spiritual Fair hosted by Lotus Society
- Drumming workshop
- Karaoke Night held at Bega Centre
- United Nations Society represented at the Pacific Model UN Conference
- Law Students represented at the National ALSA conference mooting and interviewing competitions
- ECU hosted 'God in the Pub' in the UniBar
- Falun Dafa presented 'Three Women' movie
- Indian students presented Indian movie screening in UniHall
- Rotaract raised money for Cancer Council Daffodil Day

- Medieval Society competed at the 'College War'
- Rotaract hosted the 'Terry Fox Fun Run' on campus to raise money
- Law Revue held in the UniBar
- Falun Dafa display on the Duckpond Lawn
- Plus more than 12 clubs held end of year formal dinners, the Wine Society held six long lunches, more than 10 clubs held BBQs and five clubs hosted Dance parties.

O Week

In 2003 the UniCentre trained 14 Orientation Team Leaders to assist new students with campus tours and guide students through the enrolment process. 'Are You Uni Ready?' workshops, including a safety hypothetical (held in the UniBar) with representatives from the local police and University security staff, was popular with new students. 'u@uow' was a new concept, which will be expanded in 2004, to a full 'Ask me!' week (to be held during week 3 of session) and a student mentor program is being developed in 2004 to extend the role of the Orientation Team. This will involve growing the O Week Team to 20 participants who will connect with new students and develop supportive relationships.

International week

The entire University participated in International Week events around the campus and two commerce students, Marc Landrigan and Sarah Pratt, contributed to the organisation of events that included:

- Cooking demonstration by

- Functions Chef Christiaan Cundasamy on the Duckpond Lawn, featuring a delicious Asian and Moroccan dish followed by a dessert that students could sample
- International Trivia in the UniBar
- Publication of an International Recipe Book featuring 30 different recipes from around the world, submitted by students
- Drumming, henna tattooing and Bangladeshi dance workshops
- International Night, featuring eight different groups performing music and dance including Latin, Belly, and Punjabi.

Market days

There were nine Market Days held this year (approximately once a month in session) on Thursdays.

Graduation

15,800 guests hosted during Autumn and Spring Graduation Ceremonies

UniMovies

Screened every Wednesday and some Fridays in session in the University Hall from 7:30pm. Visit <http://unicentre.uow.edu.au> to view the screening program and tickets are available from the Ticket & Enquiries Counter.

Sponsorship

Once again, Allen's Confectionery sponsored the UniCrew program providing funds to produce T Shirts and a full year's supply of confectionery for promotional purposes. Allen's also sponsored the 2003 UniCentre Annual Dinner.

Voluntary service award

In 2003 the Voluntary Service Award went to two recipients. Geoff Chard won a Voluntary Service Award for his extensive contribution to campus life and tireless voluntary work as a student. This included his involvement as a UniCrew member and his work with various Clubs and Societies, as well as the Student Development Committee.

Geoff's professionalism, commitment, energy and focus in organising the Head Shave for a Cure for Cancer Research fundraising event, the Terry Fox Fun Run Fundraiser, Cancer Council Daffodil Day, face painting at Parameadows Special School and other similar events makes him a stalwart volunteer and a valued member of the campus community. Kay Kent, another very worthy recipient of the Voluntary Service Award in 2003 was recognised for her tireless work on behalf of the University and her services to the greater community including her contribution and involvement as a Graduation volunteer, and as a mentor for students with the Student Health Alliances for Rural Populations Club. In these and many other ways

Kay gives support, encouragement and a personal caring touch to thousands of students and staff each year and she defines what service is all about.

Salama Salem was acknowledged at the UniCentre Annual Dinner for her voluntary contributions to both the University and the UniCentre. Salama has been involved in student and faculty committees, the Student Representative Council, UniCrew, and was a proactive member of the UniCentre Board of Directors. Her input and leadership has been an example to many students.

UniCentre award

In 2003, the UniCentre Equity and Merit Scholarship fund of \$1,500 was awarded to a single recipient, Michelle Healey. The scholarship fund can be shared among numerous recipients and is awarded to outstanding students who are coming into their first year of University and have demonstrated financial need. All candidates have achieved a UAI score of 90+.

- introduction 1
- board of directors 3-4
- major achievements 5-6
- adding value to the uow experience 6-14
- publications 15
- commercial services 16-21
- facilities & support services 22-26
- membership 27
- unicentre staff 28
- financial statements 29-46



- timeout
- unibar.uow.edu.au
- unicentre news
- student diary
- international cookbook
- uniclassifieds

- food services
- food services advisory group
- unibar
- unishop + IT
- customer outcomes
- other outcomes & developments
- financial outcomes
- post office
- conferences & functions
- shoalhaven campus services

Publications

TimeOut

TimeOut is the weekly entertainment newsletter distributed to over 3,000 students and staff of the university. It is also displayed on campus and Halls of Residence noticeboards and in some local businesses and at <http://unicentre.uow.edu.au>. Advertising revenue for the year totalled \$2,514. Thanks to Sami Sarraf and Erin Kelly for volunteering to assist with weekly layout and design.

unicentre.uow.edu.au

The website was relaunched on Friday 28 February and was a major developmental focus for the Marketing Unit throughout the year. Web usage statistics indicate strong growth from general use, with an average of 195,556 unique hits for the year that also includes the hits accumulated by 237 UniCentre staff accessing the CONCEPT payroll system. The new-look website created a more customer-oriented interface and in 2004 will be transferred to the recently purchased webserver housed and maintained by ITS. This will provide improved stability, capacity and user satisfaction.

UniCentre News

UniCentre News profiles UniCentre initiatives and developments in greater detail for the campus community and three issues were published in 2003. Its circulation is identical to TimeOut and can also be accessed online in pdf format. Undergraduate Communications students were also commissioned to submit content.

Student Diary

A voucher system was trialed to monitor distribution, which included WUC and satellite campuses. The focus in 2004 will be to attract students to the Diary via the inclusion of the UOW Student Guide, featuring critical academic information; a popular competition attached to subscription to the What's On Email List; and redeemable vouchers. Advertising revenue achieved its target with the assistance of a UniCrew volunteer sales team who did an excellent job.

International Cookbook

Featuring 30 different recipes from around the world, submitted by students, it was launched during International Week and has become an annual publication.

UniClassifieds

The new look UniClassifieds were launched in May backed up by an administrative database and weekly updates. This service was transferred from UniAdvice and has created an extra means of attracting visitors to the UniCentre website and provides a more user-friendly and efficient interface. Over the eight-month period, the average monthly postings totalled 20 and an intensive promotional campaign in 2004 will increase awareness of this service.

To view UniClassifieds listing visit: <http://unicentre.uow.edu/classifieds>

Commercial services

Food Services

UniCentre is proud of the quality, variety and price it offers on campus which has been supported by tenants, in particular Asian Bamboo. As part of ACUMA, a national University Union buying group, UniCentre is able to pass on the advantages of volume buying in national products such as drinks, juices, milks etc to its customers. Local suppliers account for 60% of supply needs for fresh produce such as fruit, vegetables, meat, chicken, seafood and pasta. All suppliers are HACCP accredited and support our strong Food Safety programs.

Diversity of food on campus was achieved by both UniCentre outlets and by tenants.

Food Re -Thought provided fine dining. Café Picasso provided healthy competition with speciality espresso coffees, the Juice Box offered a healthy range of fresh juices and Asian Bamboo along with Oriental Express provided authentic Chinese, Thai, Japanese and South East Asian cuisines as well as successfully launching an innovative Halal menu. Asian Bamboo also extended its hours of operation to 7:00pm each evening in session, which included the hot Halal menu and its innovative Food2U Online Meal Delivery Service. UniCentre entered into a long-term lease arrangement with Asian Bamboo in late 2003 to ensure this

diverse and expanding service will operate into the future.

UniCentre is proud of the quality, variety and price it offers on campus which has been supported by tenants, in particular Asian Bamboo. A new OHS management system was introduced in 2003, which provided a hazard identification process that has further improved operations and food handling in all kitchens. Further training and support will be achieved in 2004 to ensure that UniCentre products are of the highest quality.

An ongoing innovation program in food outlets saw the service counter in Sal Paradise modified to accommodate the popular, separate take-away service point and the introduction of the quality Wild Bean coffee brand with two new espresso machines. Staff have received ongoing training to ensure customers receive a consistently good coffee! A number of new products were also introduced including gourmet rolls and sandwiches, low fat and smaller portioned cakes and salads. Daily specials were promoted to the satisfaction of customers of Keira Buffet who with Fuel Silo, introduced a range of Halal products. Engine presented new burger options and the UniBar provided an improved range of hot vegetarian meals.

The focus in 2004 will be the provision of flexible, value for money, healthy meal options on campus. Product diversity will achieve an increase in customer numbers and

sales and with the attempt to extend trading hours, a tough budget target of \$2.25m in sales and a net trading surplus of \$140k will be a challenge!

The first initiative will be opening UniBar at 10:00am in session and new specialist suppliers are being sought to provide more variety and choice in products. It is anticipated that a more extensive range of pick and run pre-packed sandwiches, rolls and wraps will be available in UniBar, Fuel Silo and Keira Buffet.

UniCentre Food Service operations were essentially static in sales or customers in 2003. This appears to reflect national trends of reduced intensity of campus usage. Nonetheless, Food Services achieved a very credible trading result of \$59,475 or a net return of 4% on \$2.2m sales just short of budget as a result of excellent cost controls. Good work by all staff and their supervisors. Over 750,000 customer transactions or sales occurred through the year in all UniCentre run food outlets. (An average of \$2.90 per transaction!) Keira Buffet, UniBar Food, Fuel Silo and Sal Paradise all traded with credible surpluses with only Engine in the Food Court operating with a deficit due to low turnover. Keira Buffet at the western end of campus contributes the highest level of total food sales at 34%, trading

- introduction 1
- board of directors 3-4
- major achievements 5-6
- adding value to the uow experience 6-14
- publications 15
- commercial services 16-21
- facilities & support services 22-26
- membership 27
- unicentre staff 28
- financial statements 29-46

- Largest beverage consumption in 2003 was cups of coffee with over 118,000 sold.
- Beer was the 2nd largest beverage consumed on campus with 106,000 glasses and bottles sold.
- 101,000 600ml bottles of Coke were the 3rd highest beverage consumed, which has increased from 92,000 in 2002!
- Most popular hot food was cup of chips with over 60,000 sold with a staggering 55,000 kg or 55 tonnes of chips purchased across all chip products.
- The most popular food was the healthy choice of the make-your-own sandwich, roll and salad with 111,000 units for a value of over \$402,000 or 23% of total food sales.
- Keira Buffet with 233,000 customer transactions served more people in 2003 than UniBar with 230,000.
- 100,000 customers used Sal Paradise.

all year as does Sal Paradise and UniBar Food. Cost of goods and labour costs were all on target for 2003 with overheads, particularly repairs and maintenance of equipment and kitchens, being the main cost concern.

The financial return for Food Services is supplemented by significant returns from rental from food tenancies of \$68,241 and from an extensive range of vending services in snack, drink and coffee contributing another \$102,374 in commission. Therefore, a total net contribution from Food Services of \$230,190 was achieved for the year. Maree Weekes, Karen Zaini, Martin Stapleton as well as Jason Gallacher and Cheryl Brooks, since departed, contributed to a dynamic year in Food Services.

Food Services Advisory Group

The Food Services Advisory group met regularly through the year and comprised a diverse group of students, university staff, UniCentre staff and external advisors providing ongoing ideas, feedback and stimulus to our food operations with one very significant achievement in 2003 being the introduction of hot halal foods in the second half of the year. The group will continue to operate in 2004 to investigate food and beverage issues on campus.

UniBar

Another highly successful year for UniBar culminated in the Wollongong City Council Design Award for Excellence in the Public/Education sector and Overall Winner for Design Excellence indicating what an asset this multi-functional venue is for the campus.

UniBar provides a great social space providing meals and entertainment during the day, evening and now on weekends!

UniBar trading sales for 2003 exceeded over \$1.1m in food and beverage again and represents the main growth operation for UniCentre at 6% with UniBar Food growing by 10%.

The trading surplus was \$103,942 for the year in food and liquor, however, although food and liquor trading fell short of budget target surplus, the costs of goods sold is excellent and it was the labour costs growth due to extended trading hours maintained over the 12-month period that affected the surplus total. UniBar remained open until 9:00pm Monday to Friday in session and until 7:00pm in Recess periods to meet customer demand. Other factors that negated the projected return of 15% on sales included the decision to maintain a schooner of beer at \$3.00 despite supply cost increases and maintaining the perceived good value of UniBar food such as the Chip Roll at \$2.60. Opening the UniBar on Saturdays from 3:00pm to 8:00pm was a major innovation in 2003. This trading timetable will continue into 2004 and has already complemented other function and entertainment events held in the University Hall, the Function Centre, on campus and within the UniBar itself. Customers have also realised the convenience and security afforded by the recent installation of an IMB ATM, particularly in the evening. Entertainment every Thursday evening in session and a diverse program has seen UniBar grow its versatility and accessibility to the campus and wider community. Ongoing promotional events and competitions were supported by suppliers, particularly Tooheys and Coca Cola who provided snowboards, TVs, tickets to major events, clothing etc.

Security arrangements and liquor licence responsibilities were continually reviewed to ensure the Responsible Service of Alcohol (RSA) and the prevention of drink spiking, ensuring that patrons were provided with a safe, pleasant environment. Further security monitoring systems, particularly at entrances in liaison with University security and outside consultants, are to be considered in 2004.

Over the year, UniBar maintains the longest trading timetable and product development has reflected the diverse requirements of its customers. An extensive range of beers, wines and spirits equal to the marketplace complements the range of

non-alcoholic beverages including quality Wild Bean Coffee and food products. The UniBar menu now also includes potato jackets, vegetarian quiche, rice dishes, pizzas, wraps and sandwiches, yoghurts and salads. Coffee sales have grown to over 200 cups per day and the soft drink and water sales particularly the 600ml bottle has been a feature of 2003 selling over 1200 units per day. The Pizza Fresh Cart, which operates during entertainment evenings sells up to 100 pizzas per night and has been a popular innovation that will continue in 2004.

UniBar Supervisors Wayne Brown, Sharon Twyford and Dean Nealon operated UniBar with great dedication and skill over the year. In 2004 all staff will be focussed on continuing to provide excellent service, good value food and beverages, improved external seating, a diverse entertainment program on various nights, Saturday trading and extended trading hours, enhanced security systems, increased promotional events and encourage patrons to use the UniBar as a function venue, particularly on weekends.

Financially, staff aim to maintain the financial target surplus of \$145,000 and a net return of 12% on total of food and liquor sales of \$1.2m.

UniShop + IT Customer Outcomes

Book Buyer Jane Langridge reached agreement with Friends of Wollongong City Library for UniShop + IT to provide bookselling, publicity material and function services for their major literary events. This included book signing events and launches with Susannah Fullerton, Alan Fuller, Tom Keneally, Geoff Page, Anne Charlton, Anne Summers and Mungo MacCallum.

Book launches held on campus and in-store for academic and local authors included those for Associate Professor Colin Woodroffe, Natalie Stoianoff, Associate Professor Gerry Turcotte, Professor Sharon Beder, Associate

Professor Michael Zanko, Dr Paul Sharrad, Kerrie O'Connor and Lori Lebow.

The release of the 5th Harry Potter book "Order of the Phoenix" was marked by a special event organised by Jane and staff, with over 200 parents and children attending a themed breakfast with fancy dress, trivia quiz and prizes.

UniShop + IT donated thousands of dollars of markdown stock to the University Library and the Alumni Book Shop. Other sponsorship initiatives included the provision of 450 show bags for the UOW Children's Christmas Party and financial sponsorship of a team in the Shepherd Centre Carlenium, which raised \$5,000 for children with hearing impairment.

2003 saw an ever expanding range of UOW Logo clothing and souvenirs, under the auspices of Assistant Manager Kevin Lothian. This included new ladies T-shirts, hooded and zipped sweatshirts, track pants, shorts, socks and ties, "Koolдри" singlets and T-shirts, logo golf balls, photo frames and albums. A personalised gift service for Faculty presentations and Graduation was introduced, as well as rugby and polo shirts commissioned with faculty or school colours and logos.

Sales of clothing and souvenirs increased 21% to \$258,000 (up \$45k). Low priced stationery bundles for students were negotiated with suppliers Acco and Esselte, as well as a Pilot Pen competition to win an MP3 player. The IT product range was also expanded to include modem/broadband packs, wireless LAN equipment and USB memory devices. USB 'thumb drives' were the success of the year, with nearly 500 units sold, as more and more lecturers realised the convenience for students to submit their work on a single media.

A free post and pack scheme was introduced for all textbook orders made prior to session via our website. Academic Liaison Officer, Jacquie Poole initiated the distribution of textlist adoption forms to academics via email,



replacing up to 2000 hard copies and generating an immediate and overwhelming response.

The whole front-of-store area was refurbished, including new 'island' style POS counters in lemontree wood grain, new wood grain vinyl flooring, an illuminated overhead sign bulkhead for policy and promotions, plus a book display window. The entrance was changed to a wide left-hand entry to conform to current access standards, a new Checkpoint EAS system installed, and surveillance enhanced to increase safety and security.

Other Outcomes & Developments

A committee established by Jane Langridge in conjunction with the Marketing Office, will oversee the elimination of plastic bags and their replacement with re-usable and biodegradable product in 2004.

Systems Officer Silvana Naumovski initiated EDI ordering through the BookNet system to our major suppliers. She also selected, tested and installed new barcode printers and scanners for the new security system, and assisted UniMovies to upgrade ticketing software and transaction balancing.

Jacquie Poole and Steve James met with UOW Copyright Officer, Brian Cox, to clarify issues with course note supply and the UniShop + IT binding service. Discussions were also held with UOW Library staff resulting in

- introduction 1
- board of directors 3-4
- major achievements 5-6
- adding value to the uow experience 6-14
- publications 15
- commercial services 16-21
- facilities & support services 22-26
- membership 27
- unicentre staff 28
- financial statements 29-46

Did you know?

- 4,500 entries in the Autumn Eftpos promotion rose to a massive 7,000 entries in Spring to win a Nokia colour mobile phone with camera.
- A record 59,000 textbooks were sold in 2003, at an average price of \$59.50.
- Customer transactions for the year reached 338,000, with an average spend of \$18.80.
- Ticket sales through UniCentre enquiry window totalled \$163,000, with 11,759 movie tickets and 4,715 entertainment tickets sold.
- \$594,000 was given back to students in UniCentre discounts through UniShop +IT (up 17%)
- A further \$276,000 was rebated off the price of textbooks through the government ETSS Educational Textbook Subsidy Scheme.
- The post office served a total of 133,859 customers.

improvements to their online search facility, invoicing and reporting. Assistant Academic Liaison Officer, Neil Webster, set up textbook supply to Zhengzhou Institute of Light Industry in China, co-ordinated through the Dept of Electrical Engineering and he also sourced additional publisher representation for the Dubai and Hong Kong campuses. Discussions were held with the Harvey Norman retail store, Warrawong, which resulted in a supply agreement with UniShop + IT for product. This will be a focus of major promotion in 2004.

In the area of Learning & Development, staff attended various courses through CDU and ITS, training on Privacy Legislation and OHS Risk Assessment, two additional First Aid qualifications, and IT Salesperson Nick Pappas attained his A+ Certification.

Under the guidance of the HR Office, all staff were involved in risk assessment and documentation requirements for the OHSIMS, successfully passing two external audits.

The CSI program continued, with UniShop + IT staff gaining a seven point and the Post Office an eight point improvement on their customer service outcomes. Staff were rewarded with a dinner to celebrate their "most improved" status.

Systems Officer, Silvana Naumovski was voted UniCentre Employee of the Year, for her outstanding dedication and service and her colleague, Neil Webster was voted onto the UniCentre Board of Directors as Staff Representative.

Financial Outcomes

UniShop + IT turnover reached \$6,363,000 for the year, with Net Sales \$6,018,000 up 1% on Budget and 4% on last year. Cost of Goods Sold held at 71.5%, with a Gross Profit of \$1,708,000 up 3% on Budget. Due to high wage movements, increased overheads and a significant mark-down of old stock with a high write-off level, Net Profit generated fell to \$390,000.

Textbooks accounted for 59% of sales, improving 6% to \$3,536,000. Sales of texts at Shoalhaven campus rose 35% to \$95,000 and sales to Dubai campus reached \$90,000, up 8%. General book sales grew 13% to \$384,000 and 19,000 items while Newsagency turnover reached \$508,000, up 3%,

including \$239,000 in phone product and \$210,000 in newspapers and magazines.

Food and drink sales reached \$400,000 with 245,000 items sold including 57,000 soft drinks!

The EFTPOS promotion to reduce cash handling produced a 40% cash to 60% Eftpos ratio for the Autumn session campaign and a 37% cash to 63% Eftpos ratio for the Spring session, up 3 points on 2002. In the 25% growth in combined sales since 2001, Eftpos has increased 38% and cash only 7% which has been an outstanding result.

With enrolments predicted to remain static for 2004, growth strategies will continue to focus on new and core product expansion and promotion along with competitive pricing on selected ranges. Successful in-store promotions such as the 'Pay by EFTPOS for your chance to win!' campaign will continue to drive in-store traffic, balanced by enhancements to the online ordering facility and the website.

Post Office

Once again the Post Office topped the UniCentre's Customer Service Index (CSI) survey with a score of 82, representing an increase of eight points on last year. This demonstrates the high level of customer service provided and general satisfaction with the Post Office range of services.

There was a 5% drop in telephony sales in 2003 due to a dramatic drop in international call rates resulting in lower sales. The number of customers served through the Australia Post terminals averaged 2,369 per week – identical to 2001.

The post office finished the year with a gross profit of \$278,000 (3% down on budget) and a net profit of \$98,000 (7% down on budget and 5% down on last year), mainly due to \$22,000 in reduced income from telephony sales. Also, 5,080 parking permits were issued in 2003 – down 89 on the previous year.

A total commission of \$109,207 (excluding telephony commission) was earned performing Australia Post transactions compared to \$111,572 in 2002. This decrease highlights the trend for customers to pay more of their household accounts via the internet.

Conferences and Functions

In financial terms, the Conference and Functions Unit achieved its highest ever gross income of \$1,167,261 a 13% increase over actual 2002 incomes. This result is testament that the Conference and Functions Unit continues to build on a solid base of internal and external business opportunities through strong sales and marketing activities and good customer services.

The unit failed to achieve its budget net profit target in 2003 mainly attributed to increases of Costs of Goods Sold up 1.84%, Wages to Turnover up 3.76% and Unit based expenses up .82% over 2003 budget figures. Although disappointing in a financial sense, unit staff morale remains positive and all staff look forward to addressing these issues to achieve a positive result in 2004.

An increase of 18% on gross sales was achieved in our Internal Markets for 2003 over the previous year. We also recorded an increase of 4.25% on gross sales from our External Markets over the previous year. The percentages break-up of gross revenues across our internal and external markets were 56% and 44% respectively.

The strength of venues administered by the unit remain a first choice to organisers of the many high profile external events held in 2003. Those include the Integral Energy Illawarra Business Awards, Illawarra Police Service Charity Ball and numerous Year 12 formal balls to name but a few.

In 2003 with the assistance of a number of key stakeholders that included the University's Information Technology Services (ITS) external software developers, KeySoft as well as our own IT Support Officer, Joel Roland, the long awaited Online Conference Registration system was successfully launched. This new and innovative system allows for direct access by conference delegates to register 24/7 and receive instant confirmation and receipt details. The system also streamlines the financial back-of-house administration, creating timely

reporting activities.

The employment in December 2002 of our Executive Chef, Christiaan Cundasamy provided new directions for Conference and Functions foods and presentations. Many agree that with Christiaan's input he has raised to the next level the quality of all foods now served to our guests. New function menus were launched in a star studded event attended by some 200 internal and external clients in May 2003 and have been well received with client feedback rating a 90% Excellent/Good on the overall quality and presentation of foods served, up on 2002 percentages.

Further confirmation of the improved overall position of the unit is demonstrated by it winning the 2003 Integral Energy Illawarra Business Award for the Restaurant, Catering and Conferencing category. The Conference and Functions Unit won this prestigious award ahead of many other well-respected venues and the result truly reflects the commitment all unit members made throughout 2003.

We recognise the important contributions made by all core full-time staff led by Elena Di Stefano, Conference and Functions Coordinator and supported by Ciam Armour, Conference and Functions Assistant. Under Elena's direction the Unit has seen a significant improvement in the percentage rating, 98%, by internal clients of how they would rate assistance and response given prior to a function event.

Our Conference and Functions Supervisor, Glenn Winter and Khang Luu, Hospitality Assistant, with their large team of part-time casual hospitality staff remained focused on the task of client servicing with 95% of Internal University clients rating Good to Excellent the services given by Hospitality floor staff on the day of the function.

The known challenges for 2004 are to remain committed to ensuring the balance between financial expectations and service delivery is maintained and improved, creating a more positive Conference and Functions experience here at the University of Wollongong.



Shoalhaven Campus Services

UniCentre continues to support the growing Shoalhaven University/ TAFE Campus at Nowra. In addition to running a Shop/Café which has a range of UniShop + IT products including texts and typical UniCentre food lines we have worked with URAC, SRC and our own Entertainment, Conferences and Functions and Child Care units to provide as many Wollongong campus services as possible to ensure students have a similar University experience.

Growth has been significant in 2003 with trading in book sales over \$95,000 with over 1717 books sold of which 48% were for TAFE students. Food sales achieved \$73,000 for 2003 with over 15,000 transactions and the most significant and positive statistic being the 40% growth in customer numbers over the previous year. Further expansion in the range of food products introduced in 2003 supported this growth.

The Campus Coordinator, Sue Best, maintained close contact with UniCentre business units over the year to continually enhance services and products. A dedicated student group also organised a successful end of year cocktail party at the Shoalhaven Campus in December 2003. Other events are to be a feature for the Shoalhaven campus in 2004.

Students were also given the opportunity to attend events at

introduction 1
board of directors 3-4
major achievements 5-6
adding value to the uow experience 6-14
publications 15
commercial services 16-21
facilities & support services 22-26
membership 27
unicentre staff 28
financial statements 29-46

- enquiries & ticket counter
- tax help
- childrens services
- marketing
- finance
- human resources
- occupational health & safety
- facilities

UniBar, such as Something for Kate, via buses provided by the entertainment department.

UniCentre subsidised Shoalhaven Campus Services in 2003 with over \$40,000 pa as budgeted but its growth looks to reduce this in 2004. A notable development in 2003, which may significantly improve financial outcomes in 2004 is the increase in function business at the Shoalhaven Campus. Sue Best and Conferences and Functions Manager, James Cook, are developing a specific function menu to service both the campus and the local community clientele.

Ongoing service improvements and an expanding conference and function market as well as targeting a growth in book sales to the Bomaderry TAFE campus that has a student population of 5,000 augurs well for Shoalhaven Campus Services in 2004.

Facilities and Support Services

UniCentre focussed on building upon the strong relationships it holds within the university and consolidating those it has developed with its various business partners and suppliers in order to expand and improve its services offering.

Enquiries & Ticket Counter

The UniCentre Enquiries & Ticket Counter was integrated into UniShop + IT Customer Service operations, and is the central resource for information and assistance, ticket sales to UniMovies and events, locker hire and election polling. Student travel concessions were relocated to the Student Services Centre.

Tax Help

Tax Help is a free service provided by the Australian Taxation Office every year between mid July to 31 October. Trained volunteers assist students and staff with straightforward tax returns. This year the take up of this service doubled, with more than 60 people booking an appointment via the UniCentre General Office.

Children's Services

It has been a very productive year full of many highlights and achievements. Our philosophical approach to the care and education of children has continued to evolve and grow with the implementation of our new combined philosophy developed in consultation with staff and families. The influences of the Pedagogy of Reggio Emilia and the NSW Curriculum Framework has continued to support this philosophy, assisting us to create closer links with our community and partnerships with our families.

Our commitment to collaborate with and support families was highlighted this year with the hosting of various events including a very successful 'School Readiness' night, which was presented by the Department of Education; a parent information evening relating to Children's Language Development; morning teas throughout the year where parents were invited to come and share time in the centre with their children; and Parent and Staff Information evenings. Feedback from families has reflected high levels of satisfaction with our services.

Children's Services also grew its collaboration with members of the community, introducing new perspectives to the children. These included Spanish dancers, a Scottish bag piper, the Sri Lankan Dance School, creative arts performers, a reptile handler, a dental nurse and many more spontaneous visitors sharing their skills and talents.

Out of School Care Service (OOSH) introduced additional activities to children and families including weekly dance classes and piano lessons. New equipment, the use of the University playing fields in the afternoons and an alternate bus route to meet the needs of the community have been strongly supported by families.

The Vacation Care program conducted new excursions and the highlight was a camp held at the Girl Guides Camp prior to Christmas. An additional 10 funded places for the Vacation Care Program, now offering 40 places, was a great achievement and met the increase in demand from the campus community. It has been recently confirmed that another increase in

funded places will allow us to offer 50 places in 2004! Also, there was strong utilisation of day care provided for school age children during the Teachers' Strike. Overall, this service is developing well with the collaboration of staff and families. Kids' Uni South was recognised for its true commitment and passion to Children's Services. The Quality Improvement and Accreditation Validation Visit by the National Childcare Accreditation Council assessed 520 indicators of quality and awarded all 520 indicators positive scores! This reflected the highest standard of care and education and is an excellent achievement! Vacation Care and Out of School Hours Service registered for National Accreditation Validation and is currently undergoing this process.

The Department of Community Service, Children's Services Advisor commended Children's Services for the high level of quality demonstrated throughout all areas of the program during a comprehensive licensing renewal process. Another positive outcome was a change of licence in Kids' Uni North for 88 children with 30 of these places specifically for 5-12 year old children.

The Directors of both Early Childhood Services were active in presenting their knowledge of the Reggio Emilia approach to education and the NSW Curriculum Framework to Early Childhood Students at the university and also facilitated workshops to early childhood sector colleagues. Children's Services supported the practical experience required of many university and TAFE students throughout the year and in addition we have had many students from university and TAFE undertake their practical experiences with us. The Early Childhood Sector within the Wollongong area has had visits to our services. The Directors also gave workshops to other leaders from the early childhood sector during the year. Staff attended the Early Childhood Australia National Conference in Hobart which was a great opportunity to enhance and support our ability to advocate for high quality Children's Services.

The staff handbook and policy documents have been updated and our commitment to providing high quality care and education for children with additional needs is still evident through our enrolments. Staff were also successful in claiming an increased uniform allowance to ensure a professional presentation throughout the service.

A major highlight has been the installation of new computers that have already supported the introduction of new programming systems including the use of digital images and electronic documentation of children's investigation and learning processes. Financially, Children's Services had a successful year with high levels of utilisation and acknowledgement of the high standard of quality care provided. Finally, we would like to farewell two long-standing members of our team Taesha Duley-Smith (Director - Kids' Uni South) and Janelle Davis (Administrative Assistant). We thank them for their commitment over the years and wish them well in their future.

As we move into 2004 the secondment of Carol Lymbery, Children's Services Manager, to Community Child Care Co-op Pty Ltd will continue. We congratulate Carol on obtaining this secondment and recognise the value that it will bring to our organisation.

Marketing

The Marketing unit delivered a vigorous marketing research program in 2003 focussed upon those customers who do not utilise our services and seeking ways to improve customer satisfaction. The following list identifies the range of marketing research activity undertaken by the Marketing unit utilising both qualitative and quantitative data. It demonstrates a proactive, cost-effective and objective program that is inclusive of students who have participated in training, conducting interviews, coordinating teams, data entry and analysis and mystery shopping.



UniShop + IT Focus Groups were conducted with assistance from Peter McAra (Commerce Faculty) to investigate the potential introduction of lifestyle products.

Entertainment Focus Group was conducted in collaboration with the Entertainment Coordinator to review the entertainment program in 2002 and discuss 2003 schedule.

Sal Paradise Wild Bean Taste Testing Focus Group Regular customers were invited to participate and provide invaluable feedback.

Take Away Food Price Comparison Study showed that UniCentre food is competitively priced and this study will be undertaken again in 2004.

Customer Service Index (CSI) Study launched on 28 April. 450 interview questionnaires were completed with the assistance of 15 trained UniCrew volunteers over a three-week period. This study has been conducted annually in session since 2001 and measures customer satisfaction based on rating scores allocated to individual dimensions of customer service. These studies have provided diagnostic information to our staff allowing them to workshop issues to improve customer service.

- introduction 1
- board of directors 3-4
- major achievements 5-6
- adding value to the uow experience 6-14
- publications 15
- commercial services 16-21
- facilities & support services 22-26
- membership 27
- unicentre staff 28
- financial statements 29-46

Did you know?

- 58,425 cups of coffee and tea served by the Conference and Functions team
- 99,028 guests (Internal/External) hosted by the Conference and Functions team
- 2,062 individual function events held in 2003
- Bean Loyal entries totalled an average of 80 per month, of which a minimum of 16 cups of coffee were purchased in order to be eligible.
- The Finance Unit processed over 500kg of paper in 2003!

Overall, the UniCentre has incrementally improved its score over the past three surveys and demonstrates the value of the study and staff involvement in the process. A benchmarking exercise was also initiated with Sydney University Union, and over the next study, more useful information is expected to emerge. Value for money and efficient service remain the most critical drivers of customer satisfaction to UniCentre customers. The study also identified outlets that require attention and acknowledged the Post Office, UniShop + IT and Sal Paradise as scoring extremely well.

Halal Food on Campus Focus

Groups incorporated male and female groups to determine a viable market for halal product on campus. This has since been successfully implemented across various outlets.

Sal Paradise Focus Groups

incorporated students and staff groups who identified usage behaviours and identified a series of changes, many of them implemented to improve customer satisfaction. This outcome was also reflected in the strong scores achieved in the CSI study by Sal Paradise.

Asian Bamboo Halal Taste Testing

was attended by a strong contingent of Muslim staff and students. Invitations were issued to key members of the Muslim community and this contributed to a positive product launch at Asian Bamboo.

Diary Satisfaction Survey identifies areas of strength and weakness. The 2004 Diary has incorporated relevant UOW student information as a direct result of this study.

Annual Dinner Past Guests were invited to vote for most preferred Guest Speaker via an email survey. As a result attendance and feedback was very positive for Triple J presenter Adam Spencer.

Food Court Focus Groups

incorporated student and staff groups in a comprehensive review of Food Court outlets. Some menu items have been modified as a direct outcome, but these results will be incorporated into a major report on Food Services on Campus scheduled for release in February 2004.

Food Court Customer Activity Study

employing six students observed customer purchasing behaviour at various Food Court outlets.

Online Food Services Survey

launched on 28 October 2003 to students and staff has achieved a valid response rate of 1,691. This study aims to assess campus food service requirements, expectations and preferences and the outcome will be incorporated into the Food Services on Campus scheduled for release in February 2004.

UniShop + IT Mystery Shopper Program

has, for the second year, highlighted issues relevant to improved customer service. This program will evolve to all areas of UniCentre service delivery in 2004.

Building a sustainable and adaptable communication system has been a strong marketing focus in 2003. To this end, a number of innovations have created a foundation for future marketing enterprise including the live access achieved to the UOW SMP (Student Management Package) database that has enabled real-time production of member status reports.

With the successful installation of UniCentre web and database servers within ITS, an integrated member database will be a major project during 2004. Initial efforts to cleanse the member database involved the distribution of 4,500 Annual Reports in 2003 requesting that members update personal information and new membership application forms were modified to encourage members to opt to receive electronic notification and access to the Annual Report. This process will be continued in 2004 to further reduce the exorbitant printing and mailing costs incurred each year.

Website development and enhancement has been another major focus for the Marketing Team. The new website is a work-in-progress but significant breakthroughs have been the production of the UniShop + IT Memorabilia and Clothing catalogue, Conference and Functions website and the launch of UniClassifieds. Both Courtney Robson and Joel Roland have examined website application and use to enable increased content management by unit personnel in 2004. UniCrew volunteers also contributed both technical and

modelling skills throughout the year, for which we are very grateful. The positive relationships established with ITS will continue to help us achieve proactive customer-focused IT capabilities across the organisation.

Communication and promotion of events and services on campus was supported by the production of marketing collateral for theme weeks, the Women's Health Clinic, services' re-branding, menu changes, sales promotions and competitions, loyalty programs, Annual Dinner, Campus Health Centre, daily food specials, floor plans, student activities, brochures and carry bags etc. Staff also made presentations at Discovery Days, UOW Staff Inductions, Post Graduate Student Orientations, and Wollongong University College (WUC) 'Meet and Greet Sessions' every 5 weeks. Other effective communication mediums included posters, flyers, web banners, emails, advertisements, campus cards, T-shirts and staff web kiosk notifications etc.

Strong working relationships were maintained with Food Services throughout the year via marketing staff attendance at weekly Food Services staff meetings and reporting to the Food Services Advisory Group. The Marketing Manager chaired the Food Services Strategy Group which included the Operations Manager, Stores Supervisor and Executive Chef, Functions. This group drove product and service improvements, based on marketing research, in Sal Paradise and the introduction of Halal products and Halal Product guides into UniShop + IT, Keira Buffet and Fuel Silo and Asian Bamboo Fiction.

A Frame signs were produced for all food outlets to broaden awareness of operating hours and product variety. Also, the Food2U Online Food Delivery Service was developed both promotionally and technically in collaboration with Ricky Lin from Asian Bamboo. This successful service was launched on 6 May. In Sal Paradise, the Bean Loyal coffee loyalty campaign

achieved a 7% increase in sales over its six-month duration and is set to continue.

Marketing staff Courtney Robson and Fran Walder completed a "Train the Trainer" course and attended other workshops related to OHS including "Due Diligence" and "Injury Management". These programs assisted the Marketing Team in their contribution to the newly implemented OHS Information Management System and the successful Audits conducted as part of the Workcover Premium Discount Scheme.

Marketing increased its involvement with the Australasian Campus Managers' Association (ACUMA) in 2003 with Fran Walder elected as Eastern Chair of the newly formed Campus Marketing Group. She contributed to the developmental process and official structure of the National Marketing Group and the UniCentre content included in the group's first collective initiative - the ACUMA Trade Fair Marketing on Campus Information Booklet. Courtney Robson also attended the ACUMA conference in Christchurch which highlighted important industry trends.

Privacy compliance is also the responsibility of this unit and UniCentre met all UOW, state and federal obligations as a result of modifications to various information management processes (eg book order cards and secure screen savers) in full consultation with staff. More than 59 UniCentre staff also attended Privacy Compliance Training to ensure risk minimisation. The Marketing Unit cannot function without the dedication and enthusiasm of a core team of UniCrew volunteers who assist with research, IT related activities and design and to whom we are hugely grateful. The team also lost Information Systems Analyst, Brendan Lloyd and UOW Management Trainee, Jenny Sara who both left in February, however, Joel Roland celebrated the completion of his work experience placement with UniCentre in February by joining the Marketing Team as a casual IT Support Officer.



General Office

In January, the General Manager, Nigel Pennington returned from extended leave and in February the General Office welcomed Lyndall Chittick to the newly created position of Corporate Support Officer. Lyndall is responsible for providing secretariat and policy support to the Board of Directors and its many Committees as well as the supervision and coordination of the General Office. Many thanks to Renee Franco, the customer Service Receptionist in the General Office for her valuable assistance and professionalism in 2003.

Finance

The start of the year saw the introduction of new Finance Manager, Paul Bannister and the bedding down of the changes instigated in 2002. The Finance and Human Resources offices were renovated mid-year which necessitated the relocation of the Finance staff for a three week period and many inconveniences - all of which were worth it in the end! Staff turnover was high in 2003, with some pressure experienced by the unit that was alleviated by a number of casual and short-term appointments. The arrival of Toni Dunn in August has since provided stability within the unit. The level of professionalism applied by Isabel Sacco, Petra Drenoyanis and Rosanne Humble during the year has been outstanding. The Finance unit processed the payment of some \$13.5 million of

- introduction 1
- board of directors 3-4
- major achievements 5-6
- adding value to the uow experience 6-14
- publications 15
- commercial services 16-21
- facilities & support services 22-26
- membership 27
- unicentre staff 28
- financial statements 29-46

Did you know?

- Facilities attendants set-up 12.5% more rooms in 2003 for the Conferences & Functions unit.
- Facilities attendants set-up 1,876 rooms for the Conference and Functions Unit during 2003
- compared to 1,668 in 2002.
- A total of 1,086 repair requests were carried out compared to 537 in 2002.
- Purchase orders raised totalled 1,910 during the year compared to 2,057 in 2002.

suppliers' invoices and saw the significant improvement in the proportion of payments by EFT. Over 80% of suppliers are now being paid more than 85% of monies owed by EFT. Also, during the renovation period, the unit achieved payment of over 97% of suppliers within their required terms, despite the inherent operational difficulties.

The format used for reporting to the UniCentre Board of Directors was improved in 2003, enabling better governance of stakeholder funds. Improvements in financial reporting to all business units will be the focus for 2004, to enable better management and control of unit finances.

Human Resources

SAFETY! echoed from the UniCentre Human Resources Unit in 2003. In addition to recruitment, training and development, workers compensation, workplace relations and payroll the unit spearheaded Occupational Health and Safety.

One of the major roles for the unit during the year was to guide and support the organisation to achieve accreditation under the Workcover Premium Discount Scheme. In achieving this prestigious certification, UniCentre underwent significant development in its approach to workplace safety. An Occupational Health and Safety Information Management System was implemented in the first quarter of the year with Audit 1 being successfully completed in June 2003.

Communication and consultation featured prominently with units reviewing sections of the system on a monthly basis, hence playing a major role in the audit process. Audit 2 of the scheme was undertaken in November 2003 with great success confirming financial incentives received from Audit 1.

Special thanks must be afforded to Annette Cooper and Kathy Fitzsimmons for their tireless work and dedication in implementing and processing the CONCEPT payroll system and receiving high praise for UniCentre's approach and reporting to the Equal Opportunity for Women in the Workplace Agency (EOWA).

Of the present 237 strong workforce

we are proud of our affirmative action strategies that support a 64% female workforce. Our workforce consists of 34% full-time staff, 13% permanent part-time staff and 53% casual employees. Also, 2003 witnessed the growth of 24% in student employment.

Greater emphasis is now placed on employees controlling workplace hazards and risks and to this effect a major training program was delivered to UniCentre employees empowering them to minimise or eliminate risks associated in their daily activities. The UniCentre Learning and Development model was streamlined during the year with all permanent and long serving employees participating in training and development plans aligned to UniCentre goals and direction. To increase the functionality of the CONCEPT Human Resource Information System the training and development database was incorporated and now supports the training records requirements of the organisation.

Significant progress was also made on the development of electronic timesheets that translates timesheet information to the CONCEPT payroll system. Currently in trial, it is anticipated electronic timesheets will 'go live' in the first quarter of 2004.

Numerous other initiatives were instigated during the year including a review of the uniform policy creating a consistent and fair approach to the supply of uniforms across the organisation. Professional networking featured heavily during the year with links forged between the UniCentre and the UNSW Student Union whereby occupational health and safety data is benchmarked. Both organisations have achieved certification under the Premium Discount Scheme as highlighted earlier and aim to share efficiencies, knowledge and experience.

Negotiations were completed on one industrial certified agreement in the fourth quarter of 2003 while significant improvements have been made in awards within UniCentre after one year of operating with the University Union (STATE) Award.

Occupational Health & Safety

The UniCentre Occupational Health and Safety Information Management System featured prominently in the UniCentre's OHS Committee deliberations during 2003. With a 74% attendance rate the committee instigated many initiatives, including:

- A review of the Occupational Health and Safety policy
 - Involvement of Food World Gourmet in the OHS committee
 - Increased employee representatives on the Committee
 - Attendance at the UOW Occupational Health and Safety Committee
 - Review of the Return-to-Work Program
 - Review of the Return-to-Work Policy
 - Review of the OHS Constitution
 - Development of a Consultation and Communication Statement
 - Development of an internal audit system
 - Coordination of biannual Workplace Hazard Inspections
 - Supported training in Risk Assessment and Hazard Identification across UniCentre
 - Development of Occupational Health and Safety responsibility matrix
 - Development of monthly OHS communication agendas to be reviewed at workplace level
 - Development of assessment criteria for rehabilitation providers
- The Committee also aimed to increase its profile by developing employee investigative questionnaires to increase safety awareness and issued pictorial OHS Committee member posters located within each unit.
- The Committee changed OHS reporting and commenced capturing full-time equivalent records of employees exposed to risk. Additionally, we have benchmarked lost time injury rates against the Australian Bureau of Statistics data for each sector of UniCentre.

To this end, UniCentre is consistently below the national average. By benchmarking this data UniCentre can better measure outcomes of OHS initiatives.

Time lost due to workplace injuries represented 0.52% of all hours worked for 2003, with 68 incidents/near misses reported representing an increase of 41.67% from 2002. Slip and bump injuries account for 40% of all incidents across UniCentre and will be a major focus for 2004.

Participation in the Workcover Premium Discount Scheme was a major focus for the Committee in 2003, being heavily involved in its development and implementation. Audit 1 of the program was completed in June 2003 representing a workers compensation insurance discount of \$36,785. Audit 2 was successfully achieved in November 2003 with no non-conformances highlighted. The Premium Discount Scheme will also feature prominently in 2004 with Audit 3 planned to be undertaken during the third quarter of the year. A number of other efforts will be made in 2004 such as increasing committee member attendance, conducting internal audits and reporting on injury notification timeframes, just to name a few.

Facilities

The Facilities Unit provides a diverse range of services including maintenance of food service equipment and the UniCentre information technology network, function set-up, cleaning, building and services maintenance, and is responsible for assets management, environmental management and security.

The Facilities Unit provides services between 05:45 to 24:00 from Monday to Friday and on weekends when required. There were numerous highlights during 2003 such as the installation of new servers with increased capacity and speed and the refurbishments to the Corporate Services office (accommodating both the Finance and Human



Resources units) and including the upgrades to the adjacent Server Room in July.

UniShop + IT underwent front-of-house refurbishments in October and painting in December. The old 'Bistro' was also renovated for continued use by the University Staff Club. Carpet was replaced, a wall and old air conditioning units removed which was replaced in January 2004.

The introduction of the electronic Request for Maintenance process has seen 102% increase in repair requests actioned. This system has provided improved maintenance tracking and stakeholder reporting. The number of purchase orders raised was slightly lower, indicating that some efficiencies have had an impact.

The Facilities unit has scheduled the staged introduction of a customised Asset Management System to go 'live' on March 1 2004. The unit will also coordinate the refurbishment of Sal Paradise, the Post Office and the Functions Centre.

The Facilities Unit staff enjoyed providing service to the staff and students of the UniCentre, and thanks must go to the Facilities Coordinator, Debbie Patterson, Maureen Favorito, Administrative Assistant and Jenny Smith, the Cleaning Supervisor, as well as 3 full-time, 7 part-time and 6 casual Attendant Cleaners.

- introduction 1
- board of directors 3-4
- major achievements 5-6
- adding value to the uow experience 6-14
- publications 15
- commercial services 16-21
- facilities & support services 22-26
- membership 27
- unicentre staff 28
- financial statements 29-46



Special Thanks
 Wollongong UniCentre thanks all staff, volunteers, sponsors, UOW administration and staff and all of our business associates for contributing to a successful year in 2003.

- honorary life members
- member statistics
- unicentre staff award

Membership

Honorary life members

Ian L Dunn
 Susan Stevenson
 Gerald Stuart Street
 Dr Winifred Mitchell AM
 Benjamin Meek
 Loma Koetz
 Noel Diffy
 Therese (Tot) Brooks
 Fay Hulford
 Professor Ken McKinnon
 Buck (Buchanan) Reed
 Don Beale
 Karen Zaini
 George Takacs
 Damien Cahill
 Sherlyn Pillay (Moynihan)
 The Hon Dr Robert M Hope
 Jim McKee
 Georgina Skinner
 Damien Considine
 Wayne Brown
 Julie Fredericks
 Cheryl Brooks
 Jesse Martin
 Angelo Gaudiosi
 Renée Franco
 Prathy Uppala
 Geoff Chard
 Kay Kent
 Silvana Naumovski

- special thanks
- long serving staff members
- unicentre volunteers

Member Statistics (Wollongong campus only)

	2003 gst excl	2002 gst incl
Annual UniCentre Subscription Fee	\$199.00	\$200.20
UniCentre Life Members	3,873	3,539
Student Members	14,194	14,500
University Staff Members*		
Academic Activities		
Permanent	1,039	1,467
Full time		613
Part time		36
Casual		504
Academic Support		
	183	
Institution Services		
	252	
Other (Independent operations, Student Services, Public Services)		
	128	
UniCentre General Staff		
Full time		592
Part time		226
Casual		450
UniCentre Staff	237	246

*University Staff Member data for 2003 corresponds to the University of Wollongong Annual Report 2003 statistics for full-time and fractional full-time staff.

UniCentre Staff Award

UniShop + IT Systems Administrator, Silvana Naumovski, was the recipient of the UniCentre Staff Award in 2003 for her commitment, enthusiasm, reliability, hard working approach and willingness to support others. Silvana was also recognised for her selflessness, integrity and team spirit.

UniCentre Staff & Volunteers 2003

Long serving staff members

Peter Bottele	30
Kym Hodcroft	26
Kathryn Fitzsimmons	21
Elena Di-Stefano	20
Peter Stapleton	18
Karen Zaini	18
Maree Weekes	18
Estelle Schultz	18
Lea Foye	17
Annette Cooper	16
Carol Cusack	16
Wayne Brown	16
Carolyn Spalding	16
Sharon Twyford	15
Debbie Patterson	14
Kay Clarke	14
Glennys Marsland	13
Kevin Lothian	13
Rosanne Humble	13
Martin Carling	13
Jason Gallacher	13
Patricia Moss	12
Jenny Smith	12
Brian Parker	12
Julie Sands	12
Maree O'Leary	12
Stephen James	12
Peter Rattenbury	11
Diane Choice	11
Joy Brewer	11
Janelle Davis	11
Silvana Naumovski	10
Ericka Sheppard	10
Petra Drenoyanis	10
Nola Pados	10

UniCentre Volunteers

UniCrew were actively involved in various UniCentre projects and activities in 2003.

Below is a listing of students who participated as acknowledgement of their valuable contributions.

Name	Activity
Amanda Gross	CSI Survey
Bee [Chittima M]	CSI Survey, Diary Collection, Orientation
Bernadette Costigan	CSI Survey
Carla Weber	UniCentre News content, Band interviews/reviews
Carmen Baker	CSI Survey, UniShop + IT online catalogue
Claire McDonnell	Focus groups
Claire Simpson	Orientation
Courtney Maywald	Diary advertising sales
Edgar Rincon	Focus groups
Erica Kuchin	Photography
Florencia Chen	Photography
Genevieve Kentwell	CSI Survey
Geoff Chard	CSI Survey
Mystery Shopper	Focus groups
Haiquing Heidi Li	Orientation
Jen Kreuzer	Diary distribution, CSI Survey
Jess Bellef	CSI Survey, Mystery Shopper
Joel Roland	Orientation, CSI Survey
Jonni Harrison	CSI Survey, Mystery Shopper, Focus groups, Orientation

Joseph Jaculli	Poster distribution, Orientation
Joy [Panita S]	CSI Survey, Diary Collection
Kathy Wiseham	Orientation
Kim Finlay	Photography
Kiplagat Leting	Orientation
Louise Fong	Orientation
Marc Landrigan	International Week
Matt Daly	Photography
Matt Hudspeth	Orientation
Melek Nazenin	Orientation
Maria Bombara	Diary advertising sales
Michelle Yuen	CSI Survey, Research, Mystery Shopper
Mick Cheetham	Event Coordination support
Prathy Uppala	Orientation
Rajitha DeSilva	CSI Survey
Rowena Watkins	CSI Survey, Marketing Research, Focus groups
Sami Sarraf	Time Out lay-out, CSI Survey
Sarah Pratt	International Week
Shokat Keshavarzi	Orientation
Tina [Yun Lu]	CSI Survey, Diary Distribution, Orientation
Valentina Rivero Chavez	Graphic Design
Vlad Cvetkovic	CSI Survey, Orientation, Photography
Wen Dee Lim	Web development, Kids' Uni Booklet lay-out

- introduction 1
- board of directors 3-4
- major achievements 5-6
- adding value to the uow experience 6-14
- publications 15
- commercial services 16-21
- facilities & support services 22-26
- membership 27
- unicentre staff 28
- financial statements 29-46**



- directors' report
- directors' declaration
- certificate under section 41C(1C) of the public finance audit act
- statement of financial performance
- statement of financial position
- statement of cash flows
- notes to and forming part of the financial statements
- supplementary notes of financial statements
- independent audit report

directors' report

Nigel Pennington B.A, M Comm, FAIM, FAICD
Executive Director
Company Secretary
General Manager



Directors' Meetings

	board		finance/ administrative		student development		children's service	
	A	B	A	B	A	B	A	B
Mr D Rome	6	7	-	-	-	-	-	-
Mr D Considine	7	7	-	-	3	4	-	-
Mr B Fraser	7	7	4	4	-	-	-	-
Dr S Gower	7	7	-	-	-	-	4	4
Mr A Hadaya	2	3	-	-	1	1	-	-
Mr B Lloyd	3	3	1	1	-	-	-	-
Ms D Patterson	2	4	3	3	-	-	-	-
Ms S Salem	1	4	-	-	0	3	-	-
Mr G Smith	0	1	-	-	0	0	-	-
Ms J Starky	6	7	-	-	-	-	-	-
Mr J Thom	6	7	3	3	3	4	-	-
Mr B Ward	7	7	4	4	-	-	3	4
Mr G Ward	4	7	-	-	-	-	-	-
Mr N Webster	3	3	1	1	-	-	-	-
Mr N Pennington	7	7	4	4	4	4	3	4

A -Number of meetings attended

B -Reflects the number of meetings held during the time the director held office during the yr

Results	2003	2002
Revenue	15,865,505	15,195,985
Operating profit before income tax	623,766	563,791
Income tax attributable to operating profit	-	-
Net Profit	623,766	563,791
Retained profits at the beginning of the financial year	5,610,638	5,046,847
Retained profits at the end of the financial year	6,234,404	5,610,638

Resignations, Replacements & Absences

name effective date

The director(s) who resigned during the year were:

Greg Smith 24/3/2003

The director(s) who were replaced during the year were:

Debbie Patterson 5/8/2003

Salama Salem 5/8/2003

Ms Salem was granted leave of Absence from the Board of Directors for a six-month period from 1 January to 21 July 2003 to enable her to participate in a Study Abroad program in Sweden.

Dividends

Dividends are not payable by companies limited by guarantee, such as the UniCentre.

State of Affairs

There were no significant changes to the scope of operating activities of the UniCentre during 2003. A range of service initiatives are discussed in the Review of Operations.

Events subsequent to Balance Date

There were no events subsequent to the balance date.

Likely Developments

Nil

Review of Operations

Customer driven activities and improvements were the key features of 2003. Strong research and feedback processes supplemented the direct involvement of students and staff of the University in developing services and programs.

The Customer Services Indices (CSI) program, now in its third year, demonstrated again its value in pinpointing specific service issues – good and bad – which were used by UniCentre staff in reviewing activities. This program – administered entirely by volunteer students – was supplemented by online feedback forms, focus groups and so on.

This feedback was important in developing additional activities. In food services, a process of menu redevelopment took place in the various outlets, with a wide range of new dishes being introduced. Halal foods were specifically targeted, and both UniCentre and sub-let outlets developed a range of Halal products. Vegetarian and vegan products were added in Spring Session.

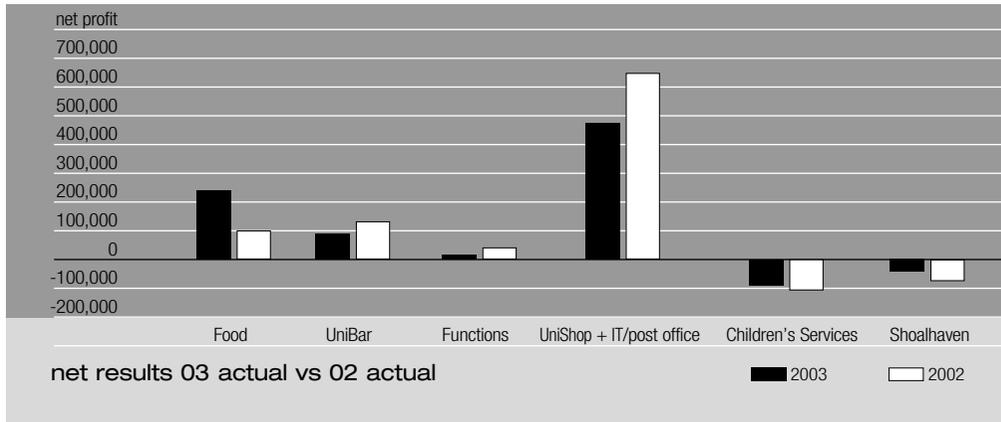
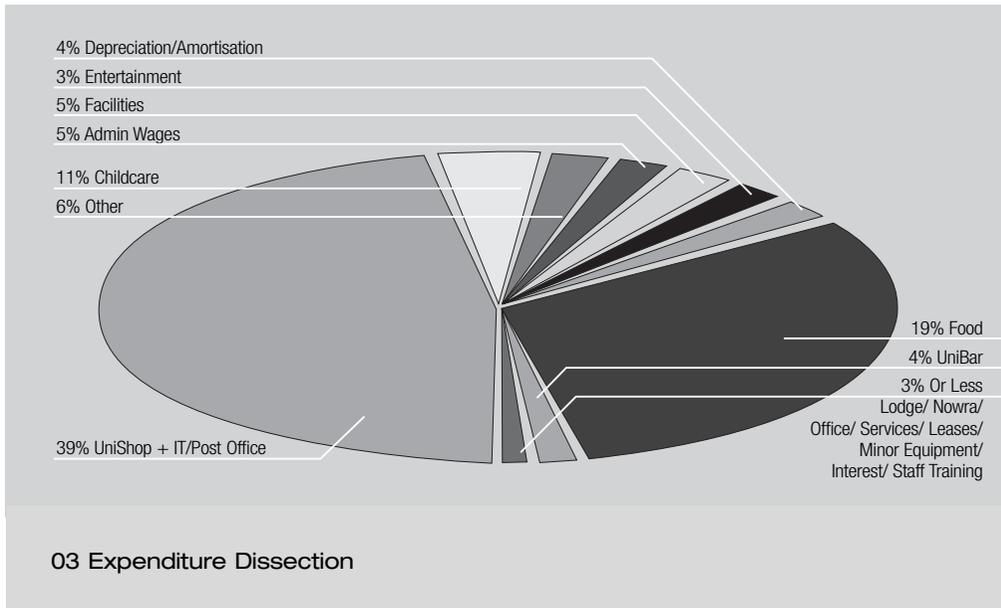
Operating hours were also extended during 2003. The Sal Paradise coffee shop added Sunday trading to match Library hours. The UniBar ('more than just a Bar!') remained open until at least 9:00pm on teaching nights, and commenced weekend trading in Spring Session when the weather warmed.

A price benchmarking survey completed in Autumn Session demonstrated that UniCentre offers excellent value across the board.

Of course, student feedback is not only measured by research, but also by direct involvement. Students responded to new programs in skills development and service learning offered by the Centre for Student Development (CSD), with the Green Team a popular initiative logging approximately 2,800 hours in local environmental projects. Similarly, the Entertainment Program involved a host of diverse events including regular staples such as Tuesday Trivia and Pool Comp.

UniCentre programs were recognised in the broader community in many ways. Kids' Uni South continued the tradition of being accredited at the highest level by the Commonwealth Accreditation Program. (This program measures Long Day Care children's services programs amongst community standards every three years).

The Conference and Functions Unit received the 'Restaurant, Conferencing and Catering' award at the Integral Energy Illawarra Business Awards. The CSD unit won the 'Business Innovation' category award at the same Awards night.



Finally the UniBar was acclaimed by the Wollongong City Council Design Award as 'the best building in Wollongong' in the last five years.

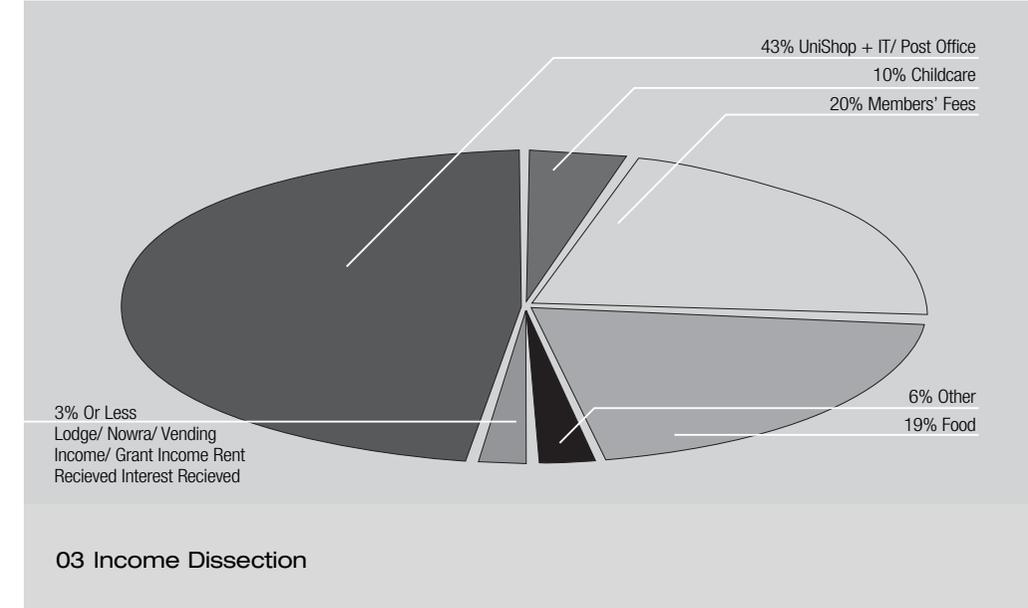
Other activities worthy of note include the continued success of our diverse Clubs and Societies program (2731 members in 2003), the continuing resurgence of interest in our creative awards programs such as the Poetry Competition and the Acquisitive Art Award. The level of excellence amongst staff and volunteers was demonstrated by the high calibre of both sets of nominees in the Annual Awards.

Financial Trends

As a not-for-profit organisation the major concerns of the UniCentre are to generate sufficient returns to meet its obligations and to fund service needs and capital development. The debt retirement program currently provides for annual repayments of nearly \$700,000pa.

The Operating Profit of \$623,776 is a creditable result, representing an improvement of ten percent over 2002. The continued growth in student numbers underlies this growth, and has allowed the development of new services such as the CSD unit, and the extension of operating hours to better service the campus during the week and weekends.

The positive results of 2002 and 2003 have enabled student fees to be held at the same real level (adjusted for inflation). The General Services Fees (GSF) and the proportion of that fee that is transferred to the UniCentre is significantly lower than the average student fee paid at other NSW Universities.



directors' declaration

In the opinion of the directors of Wollongong UniCentre Limited (the Company):

- the financial statements and notes, set out on pages 34 to 42, are in accordance with the Corporations Act 2001, including:
 - giving a true and fair view of the financial position of the Company as at 31 December 2003 and of its performance, as represented by the results of its operations and its cash flows, for the year ended on that date; and
 - complying with Accounting Standards and the Corporations Regulations 2001; and
- there are reasonable grounds to believe that the Company will be able to pay its debts as and when they become due and payable.

Dated at Wollongong this day 30th of March, 2004.

Signed in accordance with a resolution of the directors..

certificate under section 41C(1C) of the public finance & audit act, 1983, for the year ended 31 december 03

Pursuant to the requirements of the Public Finance and Audit Act, 1983, we declare that in our opinion:

- The accompanying financial statements present a true and fair view of the financial position of the Company as at 31 December 2003 and transactions for the period then ended.
- The statements have been prepared in accordance with the provisions of the Public Finance and Audit Act, 1983, the Public Finance and Audit Regulation 2000, Urgent Issues Group Consensus Views and applicable accounting standards.

Further, we are not aware of any circumstances which would render any particulars included in the financial statements to be misleading or inaccurate Dated at Wollongong this day 30th of March, 2004.

Signed in accordance with a resolution of the directors.

D Rome
Executive Chair

N Pennington
Director and General Manager

D Rome
Executive Chair

N Pennington
Director and General Manager

note 2003 \$ 2002 \$

statement of financial performance for the year ended 31 december 03

Revenue from Ordinary Activities

from Sale of Goods	3	10,575,701	10,262,768
from Rendering of Services	3	1,362,872	1,379,000
from Members' Fees	3	3,010,908	2,725,075
Other Revenues	3	916,024	829,142
Total Revenue	3	15,865,505	15,195,985

Expenses from Ordinary Activities

Cost of Goods Sold		6,367,575	6,242,341
Operating & Administration Expenses		8,169,673	7,696,798
Occupancy/Depreciation Expenses		584,195	606,354
Borrowing Costs		120,296	86,703

Profit from Ordinary Activities

before Income Tax Expenses	3,4	623,766	563,791
Income Tax Expense relating to Ordinary Activities	1(g)	-	-
Net Profit		623,766	563,791

Total Revenue, Expense & Valuation Adjustments

Recognised Directly in Equity		-	-
Total changes in Equity other than those resulting from transactions with owners as owners		623,766	563,791

The statement of financial performance is to be read in conjunction with the notes to, and forming part of, the financial statements set out on pages 34 to 42.

statement of financial position as at 31 december 03

Current Assets

Cash Assets	6	1,191,051	299,872
Receivables	7	226,086	265,615
Inventories	8	1,987,659	1,920,261
Other	10	127,504	62,069
Total Current Assets		3,532,301	2,547,817

Non-Current Assets

Property, Plant & Equipment	11	1,646,529	1,663,485
Intangibles	12	-	-
Occupancy Contribution	9	6,310,634	6,560,270
Total Non-Current Assets		7,957,163	8,223,755
Total Assets		11,489,463	10,771,572

Current Liabilities

Payables	13	1,759,996	1,400,727
Interest Bearing Liabilities	15	594,962	430,000
Other	14	53,358	104,180
Provisions	16	406,674	384,387
Total Current Liabilities		2,814,990	2,319,294

Non-Current Liabilities

Interest Bearing Liabilities	15	1,660,914	2,110,000
Other	14	222,000	240,000
Provisions	16	557,156	491,640
Total Non-Current Liabilities		2,440,070	2,841,640

Total Liabilities		5,255,060	5,160,934
Net Assets		6,234,404	5,610,638

Equity

Retained Profits	18	6,234,404	5,610,638
Total Equity		6,234,404	5,610,638

The Statement of Financial Position is to be read in conjunction with the notes to, and forming part of, the financial statements set out on pages 34 to 42.

note 2003 \$ 2002 \$

statement of cash flows for the year ended 31 december 03

Cash Flows From Operating Activities

Cash Receipts in the Course of Operations		15,834,420	15,022,238
Cash Payments in the Course of Operations		(14,280,298)	(14,630,038)
Interest Received		70,614	49,647
Borrowing Costs Paid		(119,592)	(86,703)
Net Cash Provided by Operating Activities	22(ii)	1,505,144	355,144

Cash Flows from Investing Activities

Payments for Property, Plant and Equipment		(342,069)	(143,082)
Proceeds from Sale of Non-Current Assets		12,228	-
Net Cash Used in Investing Activities		(329,841)	(143,082)

Cash Flows from Financing Activities

Proceeds from Borrowings		1,605,185	1,800,000
Repayments of Borrowings		(1,889,309)	(2,400,000)
Net Cash (Used in)/Provided by Financing Activities		(284,124)	(600,000)
Net (Decrease)/Increase in Cash Held Cash at the Beginning of the Financial Year		299,872	687,810
Cash at the End of the Financial Year	22(ii)	1,191,051	299,872

The statement of cash flows is to be read in conjunction with the notes to, and forming part of, the financial statements set out on pages 34 to 42.

notes to and forming part of the financial statements

1 Statement of Significant Accounting Policies

The significant policies which have been adopted in the preparation of this financial report are:

(a) Basis of Preparation

The financial report is a general purpose financial report which has been prepared in accordance with Australian Accounting Standards, the Public Finance and Audit Act 1983, the Public Finance and Audit (General) Regulation 2000, Urgent Issues Group Consensus Views, other authoritative pronouncements of the Australian Accounting Standards Board and the Corporations Act 2001. It has been prepared on the basis of historical costs and, except where stated, does not take into account changing money values or current valuations of non-current assets. These accounting policies have been consistently applied and, except where stated, are consistent with those of the previous year.

(b) Revenue Recognition - Note 3

Revenues are recognised at fair value of the consideration received net of the amount of goods and services tax (GST).

Sale of Goods Revenue from the sale of goods is recognised (net of returns, discounts and allowances) when control of the goods passes to the customer.

Rendering of Services Revenue from rendering services is recognised when that service has been fully provided.

Interest Income Interest revenue is recognised as it accrues, taking into account the effective yield on the financial asset.

Sale of Non-Current Assets The gross proceeds of non-current asset sales are included as revenue at the date control of the asset passes to the buyer, usually when an unconditional contract of sale is signed.

The gain or loss on disposal is calculated as the difference between the carrying amount of the asset at the time of disposal and the net proceeds on disposal.

(c) Members' Fees

Members' fees are brought to account in the year to which the fees relate, and not necessarily the year in which the University of Wollongong or Illawarra Technology Corporation Ltd, which collect those fees on behalf of the Company, remit them to the Company. Entrance fees are included in members' fees.

(d) Children's Services Grants & Fees

Grants received are recognised in the period to which they relate. Fee revenue is recognised when the fee, in respect of services provided, is receivable.

(e) Goods and Services Tax

Revenues, expense and assets are recognised net of the amount of goods and services tax (GST), except where the amount of GST is not recoverable from the Australian Tax Office (ATO). In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense.

Receivables and payables are stated with the amount of GST included.

The net amount of GST recoverable from, or payable to, the ATO is included as a current asset or liability in the Statement of Financial Position.

Cash flows are included in the statement of cash flows on a gross basis. The GST components of cash flows arising from investing and financing activities which are recoverable from, or payable to, the ATO are classified as operating cash flows.

(f) Borrowing Costs

Borrowing costs include interest, amortisation of discounts or premiums relating to the borrowings, amortisation of ancillary costs incurred in connection with arrangement of borrowings, foreign exchange losses net of hedged amounts on borrowings, including trade creditors and lease finance charges.

Ancillary costs incurred in connection with the arrangement of borrowings are capitalised and amortised over the life of the borrowings. Borrowing costs are expensed as incurred unless they relate to qualifying assets. Qualifying assets are assets which take more than 12 months to get ready for their intended use or sale. In these circumstances, borrowing costs are capitalised to the cost of the

assets. Where funds are borrowed specifically for the acquisition, construction or production of a qualifying asset, the amount of borrowing costs capitalised is those incurred in relation to that borrowing, net of any interest earned on those borrowings. Where funds are borrowed generally, borrowing costs are capitalised using a weighted average capitalisation rate.

(g) Taxation

The operations of the Company are exempt from income tax under Section 50-5 of the Income Tax Assessment Act (1997).

The operations of the Company are exempt from payroll tax under Sections 10.1(k) and 10.2 of the Payroll Tax Act 1971.

(h) Acquisitions of Assets

All assets acquired including property, plant and equipment and intangibles other than goodwill are initially recorded at their cost of acquisition at the date of acquisition, being the fair value of the consideration provided plus incidental costs directly attributable to the acquisition.

Where settlement of any part of cash consideration is deferred, the amounts payable are recorded at their present value, discounted at the rate applicable to the company if a similar borrowing were obtained from an independent financier under comparable terms and conditions.

Expenditure, including that on internally generated assets other than research and development costs, is only recognised as an asset when the entity controls future economic benefits as a result of the costs incurred, it is probable that those future economic benefits will eventuate, and the costs can be measured reliably. Costs attributable to feasibility and alternative approach assessments are expensed when incurred.

Items of plant and equipment less than \$5,000 are expensed in the year of acquisition.

Occupancy Contribution The Company from time to time contributes to the cost of construction of buildings, their improvements and landscaping on land over which it has no security or tenure. These amounts are accounted for in the Statement of Financial Position as Occupancy Contribution, pursuant to an agreement reached with the University of Wollongong, and written off over their expected useful lives as detailed in note 1(o).

Subsequent Additional Costs Costs incurred on assets subsequent to their initial acquisition are capitalised when it is probable that future economic benefits in excess of the originally assessed performance of the asset will flow to the consolidated entity in future years. Costs that do not meet the criteria for capitalisation are expensed as incurred.

(i) Revisions of Accounting Estimates

Revisions to accounting estimates are recognised prospectively in current and future periods only.

(j) Receivables

The collectibility of debts is assessed at balance date and general provision is made for any doubtful accounts.

Trade debtors to be settled within 90 days are carried at amounts due.

(k) Inventories

Stock has been valued at the lower of cost and net realisable value. Cost is based on the first-in first-out principle and includes expenditure incurred in acquiring the stock and bringing it to the existing condition and location.

These bases of valuation are consistent with those of previous years.

Net realisable value is determined on the basis of each inventory line's normal selling pattern. Expenses of marketing, selling and distribution to customers are estimated and are deducted to establish net realisable value.

(l) Leased Assets

Leases under which the Company or its controlled entities assume substantially all the risks and benefits of ownership are classified as finance leases. Other leases are classified as operating leases.

Finance Leases Finance leases are capitalised. A lease asset and a lease liability equal to the present value of the minimum lease payments are recorded at the inception of the lease.

Lease liabilities are reduced by repayments of principal. The interest components of the lease payments are expensed. Contingent rentals are expensed as incurred.

Operating Leases Payments made under operating leases are expensed on a straight line basis over the term of the lease, except where an alternative basis is more representative of the pattern of benefits to be derived from the leased property.

(m) Goodwill - Note 12

Goodwill represents the excess of the purchase consideration and incidental costs over the fair value of the identifiable net assets acquired.

(n) Recoverable Amount of Non-Current Assets Valued on a Cost Basis

UniCentre's assets are not held for the primary purpose of generating net cash inflows, therefore the requirement to write down assets to their recoverable amount under AASB 1010 'Recoverable Amount of Non Current Assets' does not apply.

(o) Depreciation and Amortisation

Useful Lives All assets, including intangibles, have limited useful lives and are depreciated/amortised using the straight line method over their estimated useful lives.

Assets are depreciated or amortised from the date of acquisition or, in respect of internally constructed assets, from the time an asset is completed and held ready for use.

Depreciation and amortisation rates and methods are reviewed annually for appropriateness. When changes are made, adjustments are reflected prospectively in current and future periods only. Depreciation and amortisation are expensed.

The depreciation/amortisation rates used for each class of asset are as follows:

Property, Plant and Equipment	2003	2002
Occupancy contribution	3.33%	2.50% - 3.33%
Leasehold improvements	10% - 20%	10% - 20%
Plant & equipment	10% - 33%	10% - 33%
Intangible		
Goodwill	10 Years	10 Years

(p) Payables

Liabilities are recognised for amounts to be paid in the future for goods and services received. Trade accounts payable are normally settled within the trading terms of suppliers, which range from 7 to 120 days.

(q) Bank Loans

Bank loans are carried on the statement of financial position at their principal amount, subject to set off arrangements. Interest expense is accrued at the contracted rate in Other Current Liabilities

(r) Employee Entitlements

Wages, Salaries & Annual Leave The provisions for employee entitlements to wages, salaries and annual leave represent present obligations resulting from employees' services provided up to the balance date, calculated at amounts expected to be paid when the liabilities are settled.

Long Service Leave The provision for employee entitlements to long service leave represents the present value of the estimated future cash outflows to be made resulting from employees' services provided up to balance date.

The provision is calculated using estimated future increases in wage and salary rates including related on-costs and expected settlement dates based on turnover history and is discounted using the rates attached to national government securities at balance date which most closely match the terms of maturity of the related liabilities.

Leave is charged to the provision at the time leave is taken.

Superannuation Entitlements Contributions to employee superannuation funds are charged against income as incurred. The Company is under no legal obligation to make up any shortfall in the funds' assets to meet payments due to employees.

(s) Provisions

A provision is recognised when a legal or constructive obligation exists as a result of a past event and it is probable that an outflow of economic benefits will be required to settle the obligation.

If the effect is material, provisions are determined by discounting the expected future cashflows at a pre-tax rate that reflects current market assessments of the time value of money and the risks specific to the liability, except where noted below.

(t) Comparative Information

Where necessary, prior year figures have been reclassified to facilitate comparison.

2 Corporate Information

Wollongong UniCentre Limited is a company limited by guarantee. It is incorporated and domiciled in Australia.

The registered address of the company is: Northfields Avenue NORTH WOLLONGONG NSW 2500

	note	2003 \$	2002 \$
--	------	---------	---------

3 Revenue from Ordinary Activities

Revenue from Operating Activities

Sales Revenue from Operating Activities			
Related Parties		546,807	849,740
Trading Income		10,028,894	9,413,028
		<u>10,575,701</u>	<u>10,262,768</u>

Revenue from Rendering Services

Trading Revenue		<u>1,362,872</u>	<u>1,379,000</u>
-----------------	--	------------------	------------------

Revenue from Members' Fees

Paid by Related Parties		3,009,022	2,723,513
Other		<u>1,886</u>	<u>1,562</u>
		<u>3,010,908</u>	<u>2,725,075</u>

Other Revenue from Operating Activities

Grants Received			
Related Parties		221,000	295,500
Other		<u>42,841</u>	<u>30,781</u>
Rental Income			
Related Parties		64,688	64,688
Other		<u>217,603</u>	<u>184,408</u>
Other Commissions,			
Vending Machines, etc.		169,902	76,087
Related Parties – Commission		<u>129,376</u>	<u>128,031</u>
Interest Received		<u>70,614</u>	<u>49,647</u>
		<u>916,024</u>	<u>829,142</u>

Revenue from Outside Operating Activities

Gross Proceeds from the Sale of Property, Plant & Equipment		<u>12,227</u>	<u>-</u>
		<u>15,877,732</u>	<u>15,195,985</u>

note	2003 \$	2002 \$

4 Operating Profit

note	2003 \$	2002 \$
(a) Individually Significant Items included in Profit from Ordinary Activities before Income Tax Expense		
Redundancy Payments	-	(158,173)
Writeback of Creditor	-	210,400
	<u>-</u>	<u>52,227</u>

(b) Profit from Ordinary Activities has been arrived at after charging the following items:

Amounts set aside to Provisions for Employee Entitlements	339,356	306,009
Provision for Doubtful Debts	-	2,000
Bad Debts	17,870	-
Interest Paid or Due and Payable		
Related Parties	20,043	39,972
Other	89,895	46,731
	<u>109,938</u>	<u>86,703</u>
Lease Rental Expense – Operating Leases	46,366	85,217
Depreciation of:		
Building Improvements	268,389	290,051
Plant & Equipment	61,922	55,904
Computer Equipment	4,248	6,610
	<u>334,559</u>	<u>352,565</u>
Amortisation of Occupancy Contribution	249,636	253,787
Total Depreciation and Amortisation	<u>584,195</u>	<u>606,352</u>

Net (Gain)/Loss on Disposal of Non-Current Assets:		
Property, Plant and Equipment	12,238	-

5 Auditors' Remuneration

Amounts Received or Due and Receivable by the Auditors for Audit Services	23,000	23,100
Amounts Received or Due and Receivable by the Auditors for Other Services	400	300
Total Auditors' Remuneration	<u>23,400</u>	<u>23,400</u>

6 Cash Assets

Cash at Bank	1,186,831	297,652
Cash on Hand	4,220	2,220
	<u>1,191,051</u>	<u>299,872</u>

7 Receivables

Debtors	236,086	251,660
Less: Provision for Doubtful Debts	(10,000)	(10,000)
Grants Received in Advance	-	23,955
Sundry Debtors	-	-
	<u>226,086</u>	<u>265,615</u>

8 Inventories - at Cost

note	2003 \$	2002 \$
Finished Goods Stock:		
Catering	52,478	43,962
Bar	18,183	12,487
Books/Retail/Newsagency/Software	1,860,344	1,813,214
Post Office	56,655	50,598
	<u>1,987,659</u>	<u>1,920,261</u>

9 Occupancy Contribution

note	2003 \$	2002 \$
Building Arcade 1(h)		
At Cost	204,654	204,654
Accumulated Amortisation	(47,705)	(40,890)
	<u>156,949</u>	<u>163,764</u>

Retail & Functions

At Cost	2,780,579	2,780,579
Accumulated Amortisation	(648,154)	(555,560)
	<u>2,132,425</u>	<u>2,225,019</u>

University Hall

At Cost	647,196	647,196
Accumulated Amortisation	(150,862)	(129,310)
	<u>496,334</u>	<u>517,886</u>

Child Care

At Cost	586,856	586,856
Accumulated Amortisation	(136,797)	(117,254)
	<u>450,059</u>	<u>469,602</u>

IT Arcade

At Cost	500,000	500,000
Accumulated Amortisation	(77,067)	(64,567)
	<u>422,933</u>	<u>435,433</u>

UniBar

At Cost	2,901,853	2,901,853
Accumulated Amortisation	(249,919)	(153,287)
	<u>2,651,934</u>	<u>2,748,566</u>

Total Occupancy Contribution	7,621,138	7,621,138
Accumulated Amortisation	(1,310,504)	(1,060,868)
	<u>6,310,634</u>	<u>6,560,270</u>

Reconciliations

Reconciliations of the Carrying Amounts for each Class of Occupancy Contribution are set out below:

Building Arcade

Carrying Amount at Beginning of Year	163,764	170,580
Amortisation	(6,815)	(6,816)
Carrying Amount at End of Year	<u>156,949</u>	<u>163,764</u>

note	2003 \$	2002 \$
Retail & Functions		
Carrying Amount at Beginning of Year	2,225,019	2,317,613
Amortisation	(92,594)	(92,594)
Carrying Amount at End of Year	<u>2,132,425</u>	<u>2,225,019</u>

University Hall

Carrying Amount at Beginning of Year	517,886	539,438
Amortisation	(21,552)	(21,552)
Carrying Amount at End of Year	<u>496,334</u>	<u>517,886</u>

Child Care

Carrying Amount at Beginning of Year	469,602	489,145
Amortisation	(19,543)	(19,543)
Carrying Amount at End of Year	<u>450,059</u>	<u>469,602</u>

IT Arcade

Carrying Amount at Beginning of Year	435,433	452,083
Amortisation	(12,500)	(16,650)
Carrying Amount at End of Year	<u>422,933</u>	<u>435,433</u>

UniBar

Carrying Amount at Beginning of Year	2,748,566	2,845,198
Amortisation	(96,632)	(96,632)
Carrying Amount at End of Year	<u>2,651,934</u>	<u>2,748,566</u>

10 Other

Accrued Income	45,481	6,215
Prepayments	82,024	55,854
	<u>127,504</u>	<u>62,069</u>

11 Property, Plant & Equipment

note	2003 \$	2002 \$
Building Improvements		
At Cost	2,913,665	2,880,737
Accumulated Depreciation	(1,786,559)	(1,518,798)
	<u>1,127,106</u>	<u>1,361,939</u>

Plant & Equipment

At Cost	870,169	776,031
Accumulated Depreciation	(540,111)	(486,824)
	<u>330,058</u>	<u>289,207</u>

Financed Plant & Equipment

At Cost	186,532	-
Accumulated Depreciation	(5,258)	-
	<u>181,274</u>	<u>-</u>

Motor Vehicles

At Cost	-	15,230
Accumulated Depreciation	-	(15,230)
	<u>-</u>	<u>-</u>

Computer Equipment

At Cost	135,125	135,125
Accumulated Depreciation	(127,034)	(122,786)
	<u>8,091</u>	<u>12,339</u>

Total Property, Plant and Equipment

Net Book Value	<u>1,646,529</u>	<u>1,663,485</u>
----------------	------------------	------------------

Property, Plant & Equipment Reconciliations

Reconciliations of the Carrying Amounts for Each Class of Property, Plant and Equipment are set out below:

Building Improvement

Carrying Amount at Beginning of Year	1,361,939	1,624,531
Additions	51,679	80,059
Disposals	(18,123)	(52,600)
Depreciation	(268,389)	(290,051)
Carrying Amount at End of Year	<u>1,127,106</u>	<u>1,361,939</u>

Plant & Equipment

Carrying Amount at Beginning of Year	289,207	282,088
Additions	290,390	63,023
Disposals	(6,343)	-
Depreciation	(61,922)	(55,904)
Carrying Amount at End of Year	<u>511,332</u>	<u>289,207</u>

Financed Plant & Equipment

Carrying Amount at Beginning of Year	-	-
Additions	186,532	-
Depreciation	(5,258)	-
Carrying Amount at End of Year	<u>181,274</u>	<u>-</u>

Computer Equipment

Carrying Amount at Beginning of Year	12,339	18,949
Depreciation	(4,248)	(6,610)
Carrying Amount at End of Year	<u>8,091</u>	<u>12,339</u>

12 Intangibles

Goodwill – Newsagency	103,000	103,000
Accumulated Amortisation	(103,000)	(103,000)
	<u>-</u>	<u>-</u>

13 Payables

Sundry Creditors	1,202,255	928,743
Accrued Charges	557,741	471,984
	<u>1,759,996</u>	<u>1,400,727</u>

note	2003	2002
	\$	\$

14 Other Liabilities

Current			
Commonwealth Department of Health and Family Services Loan	18,000	18,000	
Deposits Held	31,800	22,752	
Rent Received in Advance	3,558	14,504	
Fees in Advance	-	42,836	
Other	-	6,088	
	<u>53,358</u>	<u>104,180</u>	

Non-Current

Commonwealth Department of Health and Family Services Loan	222,000	240,000
------------------------------------------------------------	---------	---------

The Company has responsibility for repayment of a loan, made by the Commonwealth Department of Health and Family Services to the University of Wollongong, to finance, in part, extensions to the Children's Services Centre.

Loan Outstanding at Balance Date:	240,000	258,000
-----------------------------------	---------	---------

A schedule of outstanding Public Borrowings or Other Repayable Advances, setting out those Debts that are due:

(a) Not later than 1 Year	18,000	18,000
(b) Later than 1 Year but not later than 5 Years	72,000	72,000
(c) Later than 5 Years	150,000	168,000
	<u>240,000</u>	<u>258,000</u>

15 Interest Bearing Liabilities

Current			
Related Party - University of Wollongong Loan	200,000	100,000	
Commercial Hire Purchase Liability	64,962	-	
National Australia Bank Loan	330,000	330,000	
	<u>594,962</u>	<u>430,000</u>	

Non-Current

Related Party - University of Wollongong Loan	-	300,000
Commercial Hire Purchase Liability	90,914	-
National Australia Bank Loan	1,570,000	1,810,000
	<u>1,660,914</u>	<u>2,110,000</u>

A Schedule of Outstanding Public Borrowings or Other Repayable Advances, setting out those Debts that are due:

(a) Not later than 1 Year	594,962	430,000
(b) Later than 1 Year but not later than 5 Years	1,410,914	1,720,000
(c) Later than 5 Years	250,000	390,000
	<u>2,255,876</u>	<u>2,540,000</u>

The Bank Loan is in the form of a Bill Facility and is secured by a Registered Mortgage Debenture over the Assets and Undertakings of Wollongong UniCentre Limited and a Guarantee and Indemnity for \$3,300,000 from the University of Wollongong.

The Average Effective Floating Interest Rate for the National Australia Bank Loan is 5.13% (2002: 5.14%)

The Fixed Interest Rate of the University of Wollongong Loan is 8.0% per annum, and Unsecured (2002: 8.0%).

Financing Arrangements

(i) The Company has access to the following Bill Facility:		
Total Facilities Available:		
Bill Acceptance Facility	1,980,000	2,310,000
Facilities utilised at Balance Date:		
Bill Acceptance Facility	1,900,000	2,140,000
Facilities not utilised at Balance Date:		
Bill Acceptance Facility	80,000	170,000

(ii) The Company has access to the following National Australia Bank Mastercard Facility:

Total Facilities Available:		
Mastercard Facility	150,000	150,000
Facilities utilised at Balance Date:		
Mastercard Facility	4,650	9,554
Facilities not utilised at Balance Date:		
Mastercard Facility	145,350	140,446

(iii) The Company has access to the following National Australia Bank Hire Purchase Facility:

Total Facilities available:		
Hire Purchase Facility	500,000	-
Facilities utilised at Balance Date:		
Hire Purchase Facility	155,876	-
Facilities not utilised at Balance Date:		
Hire Purchase Facility	344,124	-

(iii) The Company has received a Loan from the University of Wollongong, a Related Party, to finance the Company's Contribution to the building of the IT Arcade. The Company will Expense the amount as Occupancy Contribution over the Expected Useful Life of the building of 30 years.

Loan Outstanding at Balance Date:	200,000	400,000
-----------------------------------	---------	---------

16 Provisions

Current		
Long Service Leave	50,000	50,000
Annual Leave	356,674	334,387
	<u>406,674</u>	<u>384,387</u>

Non-Current

Long Service Leave	557,156	491,640
--------------------	---------	---------

note	2003	2002
	\$	\$

17 Financial Instruments

(a) Credit Risk

Credit Risk is the risk of financial loss arising from a counterparty failing to discharge a financial obligation. The company's maximum exposure to Credit Risk is represented by the carrying amounts of the Financial Assets included in the Statement of Financial Position. The Company does not have any significant exposure to any individual customer or counterparty.

(b) Interest Risk

The Company's exposure to Interest Rate Risk and the effective weighted average interest rate for classes of Financial Asset and Financial Liabilities is set out below:

(c) Net Fair Value of Financial Assets and Liabilities

The Directors consider the carrying amounts of Bank Term Deposits, Accounts Receivable, Accounts Payable and Bank Loans approximate Net Fair Value.

18 Retained Profits

Retained Profits at the Beginning of the Financial Year	5,610,638	5,046,847
Net Profit	623,766	563,791
	<u>6,234,404</u>	<u>5,610,638</u>

19 Economic Dependency

The Company's Trading Activities do not depend on a Major Customer or Supplier. However, the Company is economically dependent on the continued existence of the University of Wollongong.

20 Contingent Liabilities

There were no known Contingent Liabilities existing at Balance Date.

21 Commitments

Capital Expenditure

There were no Capital Expenditure Commitments at Balance Date.

Operating Lease Commitments

Future Non-Cancellable Operating Lease Rentals of Plant and Equipment, not provided for in the Financial Statements and Payable:		
Not later than one Year	44,809	103,686
Later than one Year but not later than five years	8,476	39,600
	<u>53,285</u>	<u>143,286</u>

	note	weighted average interest	floating interest rate	1yr or less	fixed interest 1-5yrs	maturing in over 5yrs	non interest bearing	total
2003								
Financial assets								
Cash	6	4.45%	1,186,831	-	-	-	4,220	1,191,051
Receivables	7	-	-	-	-	-	236,086	236,086
			<u>1,186,831</u>	-	-	-	240,306	1,427,137
Financial liabilities								
Interest bearing liabilities	15	5.34%	-	594,962	1,410,914	250,000	-	2,255,876
Payables	13	-	-	-	-	-	1,759,996	1,759,996
Other Creditors	14	-	-	-	-	-	275,358	275,358
			-	<u>594,962</u>	<u>1,410,914</u>	<u>250,000</u>	<u>2,035,354</u>	<u>4,291,230</u>
2002								
Financial assets								
Cash	6	4.55%	297,652	-	-	-	2,220	299,872
Receivables	7	-	-	-	-	-	251,660	251,660
Other debtors	10	-	-	-	-	-	-	-
			<u>297,652</u>	-	-	-	253,880	551,532
Financial liabilities								
Interest bearing liabilities	15	5.20%	-	430,000	1,720,000	390,000	-	2,540,000
Payables	13	-	-	-	-	-	1,400,727	1,400,727
Other Creditors	14	-	-	-	-	-	344,180	344,180
			-	<u>430,000</u>	<u>1,720,000</u>	<u>390,000</u>	<u>1,744,907</u>	<u>4,284,907</u>

note 2003 \$ 2002 \$

22 Notes to the Statement of Cash Flows

(i) Reconciliation of Cash

For the purposes of the Statement of Cash Flows, Cash includes Cash on Hand and at Bank and Short Term Deposits at Call, net of Outstanding Bank Overdrafts. Cash as at the End of the Financial Year as shown in the Statement of Cash Flows is reconciled to the Related Items in the Statement of Financial Position as follows:-

Cash Assets	6	1,191,051	299,872
-------------	---	-----------	---------

(ii) Reconciliation of Profit from Ordinary Activities to Net Cash provided by Operating Activities

Profit from Ordinary Activities		623,766	563,791
---------------------------------	--	---------	---------

Add/(Less) Non-Cash Items:

Amortisation of Occupancy Contribution	249,636	253,787
Amounts set aside to Provisions	339,356	306,011
Creditor Writeback	-	(210,400)
(Profit)/Loss on Disposal of Assets ¹	2,238	-
Depreciation	334,559	352,565

Net Cash provided by Operating Activities before change in Assets and Liabilities	1,559,555	1,265,754
-----------------------------------------------------------------------------------	-----------	-----------

Change in Assets and Liabilities during the Financial Year:

(Increase)/Decrease in Inventories	(67,399)	(290,580)
(Increase)/Decrease in Prepayments/Other Debtors	(65,435)	119,948
(Increase)/Decrease in Trade/Term Debtors	39,529	(124,100)
(Decrease)/Increase in Trade Creditors/Accruals	359,269	(340,106)
(Decrease)/Increase in Other Current Liabilities	(68,822)	34,971
(Decrease)/Increase in Provisions	(251,553)	(310,743)
	(54,411)	(910,610)

Net Cash provided by Operating Activities	1,505,144	355,144
-------------------------------------------	-----------	---------

23 Subsequent Events

There has not arisen in the interval between the End of the Financial Year and the date of this report any Item, Transaction or Event of a material or unusual nature likely, in the opinion of the Directors of the Company, to affect significantly the Operations of the Company, the results of those Operations, or the State of Affairs of the Company, in subsequent Financial Years.

24 Directors' Remuneration

The number of Directors of the Company whose Income from the Company or any Related Party falls within the following bands:

	number	number
\$00 - \$9,999	15	15
\$50,000 - \$59,999	-	-
\$60,000 - \$69,999	-	-
\$100,000 - \$109,999	-	1
\$120,000 - \$129,999	1	-

Total Income Paid or Payable, or otherwise made available, to all Directors of the Company from the Company or any Related Party	124,000	104,788
----------------------------------------------------------------------------------------------------------------------------------	---------	---------

25 Related Parties

(i) Directors

The names of each person holding the position of Director of Wollongong UniCentre Limited during the Financial Year are D Considine, B Fraser, S Gower, A Hadaya, B Lloyd, D Patterson, D Rome, S Salem, G Smith, J Starkey, J Thom, B Ward, G Ward, N Webster and N Pennington. The resignations of D Patterson, S Salem and G Smith were accepted by the Board of Directors during last year. Details of Directors' Remuneration are set out in Note 24.

Apart from the details disclosed in this note, no Director has entered into a Material Contract with the Company since the end of the previous Financial Year and there were no Material Contracts involving Directors' interests at year end.

(ii) Controlling Entity Disclosures - University of Wollongong

(a) Loans

The Company received a Loan from the University of Wollongong in 1998. Refer Note 15.

The Fixed Interest Rate charged is 8% per annum on the Outstanding Balance.

Interest brought to account by the Company on the Loan during the year was \$20,043. (2002: \$39,972)

(b) Other Transactions

Income		
Sales	440,652	659,876
Commissions	129,376	128,031
Grants for Specific Purposes	216,000	285,500
Total Income	786,028	1,073,407
Expenses		
Goods and Services	466,248	536,814
Contribution to General Manager's Salary	68,500	67,165

note 2003 \$ 2002 \$

Contribution to Function Manager's Vehicle	-	9,469
University's share of Lodge Profit	626	2,747
Total Expenses	535,374	616,195

Other Student Fees collected by the University	2,908,258	2,642,707
------------------------------------------------	-----------	-----------

(c) Balances with Controlling Entity

Receivables - Current		
Trade Receivables	143,595	121,710
Payables - Current		
Trade Creditors	109,569	77,164
Payables - Non Current		
Other Loans	200,000	400,000

(iii) Other Related Parties

The Company enters into Transactions with Other Entities controlled by the University of Wollongong, Illawarra Technology Corporation Ltd (ITC) and University of Wollongong Recreation and Aquatic Centre Ltd (URAC).

(a) Transactions

Income from Sales	170,843	189,864
Grants for Specific Purposes	5,000	10,000
	175,843	199,864
Expenses	814	302

Other Student Fees collected by ITC	100,764	80,224
-------------------------------------	---------	--------

(b) Balances with Related Parties

Receivables - Current		
Trade Receivables	35,165	2,657
Other - Student Fees	-	-
	35,165	2,657
Payables - Current & Non Current-	-	-

(c) Directors of Related Parties (not being Directors of the Company)

From time to time Directors of Related Parties or their Director-related Entities may purchase goods or services from the Company. These purchases are on the same terms and conditions as those entered into by the Company's employees or customers and are trivial or domestic in nature.

(iv) Ultimate Controlling Entity

The Ultimate Controlling Entity of the Company is the University of Wollongong.

end of audited financial statements

supplementary notes to financial statements for the year ended 31 december 03

26 Detailed Profit and Loss Account

Income		
Members Fees	3,009,022	2,723,513
Life Members Fees	1,886	1,562
Commissions	12,262	38,745
Interest Received	70,614	49,647
Sundry Income	3,653	8,675
Rent Received, Other than from Catering Businesses	213,950	196,512
Sales of Assets	-	4,273
Profit on Catering Trading	324,338	258,262
Profit on UniShop Trading	390,937	534,819
Profit on Post Office Trading	98,576	103,282
Profit on Lodge Trading	627	7,178
Profit/(Loss) on Shoalhaven Campus	(41,955)	(50,790)
Profit/(Loss) on Children's Services	(74,163)	(96,455)
Entertainment Machines	9,766	13,122
Grants for Specific Purposes 26(a)	2,000	57,500
Total Income	4,021,513	3,849,845

Less Expenditure Clerical

Wages	638,841	560,098
Wages On Costs	169,732	156,028
	808,573	716,126

Cleaning Building 11

Wages	361,417	364,093
Wages On Costs	113,652	105,747
	475,069	469,840

Office

Telephone	57,068	61,130
Postage	4,562	4,294
Printing & Stationery & Computer	78,517	57,379
	140,147	122,803

Maintenance

Security	5,498	5,649
Cleaning	27,198	34,866
Insurance	39,358	45,495
Repairs and Maintenance	152,558	84,878
	224,612	170,888

Services

UniCentre Catering	29,836	73,344
Fringe Benefits Tax	6,993	4,849
	36,829	78,193

Entertainment

CSD and Entertainment Activities	214,695	171,059
Wages	98,122	128,586
Wages On Costs	31,582	30,361
Publications and Promotions	54,016	55,234
	398,415	385,240

note	2003 \$	2002 \$	note	2003 \$	2002 \$
Minor Equipment & Lease Equipment					
UniShop + IT Equipment	33,000	5,080			
Buildings Equipment	9,818	7,038			
Catering Equipment	37,315	35,357			
Food Services	2,716	750			
Finance Office Computers	-	4,950			
Childcare Equipment	(6,364)	23,403			
Office Equipment	956	-			
Office Computers Lease	39,681	76,404			
Marketing Printing Lease	2,010	1,841			
Motor Vehicle Leases	4,675	5,888			
Software Development	-	1,084			
	<u>123,807</u>	<u>161,795</u>			
Accommodation Office					
Wages	-	9,989			
Wages On Costs	-	777			
	<u>-</u>	<u>10,766</u>			
Other Expenditure					
Advertising	15,183	4,467			
Amortisation of Occupancy Contribution	249,636	253,787			
Audit and Accounting Fees	23,400	17,230			
Audit Fees - Workers' Compensation	7,200	-			
Bank Charges	3,961	3,030			
Cash Handling	70,705	58,288			
Consultancy	42,742	112,941			
Computer Software Expenses & Agreements	97,330	69,832			
CSSO Grant	10,000	10,000			
Creditor Writeback	-	(210,400)			
Depreciation	334,559	352,567			
General Manager Salary Contribution	68,500	67,165			
Interest	109,938	86,703			
Insurances	24,417	24,706			
Legal & Consultancy Expenses	28,671	31,133			
(Profit)/Loss on Disposal of Assets	12,238	-			
Provision for Doubtful Debts & Bad Debts & Bad Debt Expenses	-	4,495			
Provision for long service leave	-	-			
Other Expenses	6,620	4,026			
Redundancy Payments	-	158,173			
Sponsorships & Donations	7,596	10,525			
Subscriptions / Licences	13,227	28,076			
Staff Training & Recruitment	51,700	75,366			
Vehicle Expenses	12,672	8,293			
	<u>1,190,295</u>	<u>1,170,403</u>			
Total Expenditure	<u>3,397,747</u>	<u>3,286,054</u>			
Operating Profit/(Loss)	<u>623,766</u>	<u>563,791</u>			
(a) Grant Income					
Related Parties					
Accommodation Office Recurrent Grant	-	7,500			
Capital Equipment Subsidy		50,000			
UIC International Links Grant	2,000	-			
	<u>2,000</u>	<u>57,500</u>			
27 Trading Statements					
Food & Beverage Catering Services					
Public Catering					
Fuel Silo					
Sales	441,320	468,928			
Less: Cost of Goods Sold	216,537	255,048			
Gross Profit	<u>224,783</u>	<u>213,880</u>			
Less:					
Wages	224,783	140,513			
Wages On Costs	41,030	51,023			
Overheads / Expenses	53,655	52,553			
Profit/(Loss) on Fuel Silo	<u>15,942</u>	<u>(30,209)</u>			
Olive Rumba					
Sales	-	45,124			
Less: Cost of goods sold	-	23,688			
Gross Profit	-	21,436			
Less:					
Wages	-	31,282			
Wages On Costs	-	11,135			
Overheads / Expenses	-	19,557			
Profit/(Loss) on Olive Rumba	-	<u>(40,538)</u>			
Engine					
Sales	126,639	125,522			
Less: Cost of goods sold	73,453	61,880			
Gross Profit	<u>53,186</u>	<u>63,642</u>			
Less:					
Wages	47,715	52,689			
Wages On Costs	11,854	19,501			
Overheads / Expenses	17,748	31,028			
Profit/(Loss) on Engine	<u>(24,131)</u>	<u>(39,576)</u>			
UniBar Food Trading					
Sales	455,517	412,499			
Less: Cost of Goods Sold	229,209	192,978			
Gross Profit	<u>226,308</u>	<u>219,521</u>			
Less:					
Wages	145,325	127,877			
Wages On Costs	43,412	32,578			
Overheads / Expenses	24,981	37,308			
Profit/(Loss) on UniBar Food Trading	<u>12,590</u>	<u>21,758</u>			

note	2003 \$	2002 \$	note	2003 \$	2002 \$
Keira Buffet					
Sales	753,287	726,507			
Less: Cost of Goods Sold	373,596	374,408			
Gross Profit	<u>379,691</u>	<u>352,099</u>			
Less:					
Wages	245,582	220,428			
Wages On Costs	68,881	59,346			
Overheads / Expenses	29,846	31,664			
Profit/(Loss) on Keira Buffet	<u>35,382</u>	<u>40,661</u>			
Sal Paradise					
Sales	393,916	388,151			
Less: Cost of Goods Sold	144,144	134,771			
Gross Profit	<u>249,772</u>	<u>253,380</u>			
Less:					
Wages	159,733	148,158			
Wages On Costs	38,869	47,825			
Overheads / Expenses	31,478	36,563			
Profit/(Loss) on Sal Paradise	<u>19,692</u>	<u>20,834</u>			
Profit/(Loss) on Public Catering	<u>59,475</u>	<u>(27,070)</u>			
Net Rental from Catering Businesses	<u>68,341</u>	<u>52,584</u>			
Food & Beverage Vending Machines	<u>102,374</u>	<u>80,259</u>			
Profit on Public Catering, including Vending & Rental	<u>230,190</u>	<u>105,773</u>			
UniBar Trading					
Sales	668,623	632,600			
Less: Cost of Goods Sold	275,979	252,894			
Gross Profit	<u>392,644</u>	<u>379,706</u>			
Less:					
Wages	184,772	167,702			
Wages On Costs	45,635	41,027			
Overheads / Expenses	70,885	55,226			
Profit on UniBar Trading	<u>91,352</u>	<u>115,751</u>			
Function Trading					
Sales (including room hire)	1,167,261	1,027,370			
Less: Cost of Goods Sold	349,076	290,160			
Gross Profit	<u>818,185</u>	<u>737,210</u>			
Less:					
Wages	489,997	415,511			
Wages On Costs	108,939	88,029			
Overhead / Expenses	216,453	196,932			
Profit on Function Trading	<u>2,796</u>	<u>36,738</u>			
Total Profit/(Loss) on All Catering Trading	<u>324,338</u>	<u>258,262</u>			
Shoalhaven Campus					
Sales	88,095	59,712			
Less: Cost of Goods Sold	34,283	26,731			
Gross Profit	<u>53,812</u>	<u>32,981</u>			
Less:					
Wages	66,075	53,681			
Wages On Costs	14,592	9,580			
Overheads / Expenses	15,100	20,510			
Profit/(Loss) on Shoalhaven Campus	<u>(41,955)</u>	<u>(50,790)</u>			
Children's Services					
Parents Fees	761,022	603,492			
Fee Relief Payments	498,648	475,176			
Back Payment of Government Funding for 2001	31,972	-			
Grants					
Related Party - University of Wollongong	185,000	184,999			
SRC	27,000	30,001			
Other Grants	15,841	780			
Other Income	1,755	-			
	<u>1,521,238</u>	<u>1,294,448</u>			
Less:					
Wages	1,059,117	1,010,716			
Wages On Costs	231,285	192,204			
Operating Expenses	304,999	187,983			
Profit/(Loss) on Children's Services	<u>(74,163)</u>	<u>(96,455)</u>			
UniShop + IT Trading (including Books, Software, Retail and Newsagent)					
Sales – Retail	1,232,343	1,229,646			
Sales – Newsagency	505,458	492,015			
Sales – Books / Software	4,280,726	4,055,824			
Total Sales	<u>6,018,527</u>	<u>5,777,485</u>			
Less: Cost of Goods Sold	4,310,485	4,150,257			
Gross Profit	<u>1,708,042</u>	<u>1,627,228</u>			
Less:					
Wages	786,339	712,997			
Wages On Costs	202,465	150,942			
Overheads/Expenses	243,909	228,470			
Subtotal	<u>475,329</u>	<u>534,819</u>			
Less: Net cost of Obsolete Stock disposed of during the Year	84,392	-			
Profit on UniShop + IT Trading	<u>390,937</u>	<u>534,819</u>			

note	2003 \$	2002 \$
Post Office Trading		
Sales	467,516	619,689
Commissions	171,223	143,577
	638,739	763,266
Less: Cost of Goods Sold	360,813	477,250
Gross Profit	277,926	286,016
Less:		
Wages	129,015	126,507
Wages On Costs	39,335	43,240
Expenses	11,000	12,987
Profit on Post Office Trading	98,576	103,282
Lodge Operations		
Sales	69,475	84,552
Less:		
Wages	40,204	39,335
Wages On Costs	11,021	8,341
Expenses	8,903	23,643
Servicing	1,756	2,455
Maintenance	6,338	853
Profit Share to University	626	2,747
Profit on Lodge	627	7,178
Profit on all Trading Units	698,360	756,296



GPO BOX 12
SYDNEY NSW 2001

INDEPENDENT AUDIT REPORT

Wollongong Unicentre Limited

To Members of the New South Wales Parliament and Members of Wollongong Unicentre Limited

Audit Opinion

In my opinion, the financial report of Wollongong Unicentre Limited is in accordance with:

- (a) the Corporations Act 2001, including:
 - (i) giving a true and fair view of Wollongong Unicentre Limited's financial position as at 31 December 2003, and financial performance for the year ended on that date, and
 - (ii) complying with Accounting Standards in Australia, and the Corporations Regulations 2001,
- (b) other mandatory financial reporting requirements in Australia, and
- (c) section 41B of the Public Finance and Audit Act 1983.

My opinion should be read in conjunction with the rest of this report.

The Directors' Role

The financial report is the responsibility of the company's directors. It consists of the statement of financial position, the statement of financial performance, the statement of cash flows and the accompanying notes, and directors' declaration.

The Auditor's Role and the Audit Scope

As required by the Public Finance and Audit Act 1983 and the Corporations Act 2001, I carried out an independent audit to enable me to express an opinion on the financial report. My audit provides reasonable assurance to Members of the New South Wales Parliament and the members of Wollongong Unicentre Limited that the financial report is free of material misstatement.

My audit accorded with Australian Auditing and Assurance Standards and statutory requirements, and I:

- evaluated the accounting policies and significant accounting estimates used by the directors in preparing the financial report, and
- examined a sample of the evidence that supports the amounts and other disclosures in the financial report.

An audit does not guarantee that every amount and disclosure in the financial report is error free. The terms 'reasonable assurance' and 'material' recognise that an audit does not examine all evidence and transactions. However, the audit procedures used should identify errors or omissions significant enough to adversely affect decisions made by users of the financial report or indicate that the company's directors had not fulfilled their reporting obligations.

My opinion does not provide assurance:

- about the future viability of the company,
- that it has carried out its activities effectively, efficiently and economically, or
- about the effectiveness of its internal controls.

Audit Independence

The Audit Office complies with all applicable independence requirements of Australian professional ethical pronouncements and the Corporations Act 2001. The Public Finance and Audit Act 1983 further promotes independence by:

- providing that only Parliament, and not the executive government, can remove an Auditor-General, and
- mandating the Auditor-General as auditor of public sector agencies but precluding the provision of non-audit services, thus ensuring the Auditor-General and the Audit Office are not compromised in their role by the possibility of losing clients or income.

R. J. Sendt
Auditor-General