Your UniBar!
Award-winning design
Coffee Shop
Snack stop
Entertainment venue
Chill-out zone
Mon to Sat.
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

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.

organisational structure

- the members
- the board
- the committees
- finance/administrative
- children's services
- student development
- shoalhaven campus
- the general manager
- the organisation

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the board

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**Dr Steve Gower**
Blls(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 to the School of Business and Industry. He obtained 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.

**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 University Union Board of Management and is a member 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**
Blls, CPA, MBA, GACD
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, risk and insurance. Prior to joining Port Kembla Port Corporation, Brian held a range of accounting positions within a variety of professional service organisations. Brian is also Treasurer of the Commerce and Business Alumni’s Chapter of the University of Wollongong and Chair of the Illawarra Branch of CPA Australia.

**Gareth Ward**
BA (Qld), M.Comm (Woll), FAICD
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 and Debating Society, Economics Society, Industrial Relations Society and President 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 mobilise the resources to benefit all its student 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**
B.Compsic (Por)
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 Pennington**
BA (Qld), M.Comm (Woll), 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. In addition to his position as a member of the University of Queensland as a mature-age student, Nigel has been a General Representative of the student representative council and the University of Wollongong Commerce Student Representative Council. In the broader community, 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.Compsic (Wat)
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.
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 its 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 1,091. 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 $38,785. 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 resumes. 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?

- Approximately 300 students registered for CSD training workshops in 2003.
- 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.
- 50 students registered for Employment Experience Program (EEP) projects with 40% being engaged in business projects. 75% of business project participants were international students.
- Approximately 300 students attended CSD training workshops in 2003.
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 meal was sensational! We caught six fish, wrapped them in paper bark and cooked them under hot coals and sand.”

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, truck building and wildlife monitoring in locations such as Bunbeeena, 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 Ubir, 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, focusing 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’.

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.

The University of Arizona ‘Blue Chip’ Program

Based on early research conducted into Student Development, Tony Elsno, 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 UCW 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 internships. 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’.

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, truck building and wildlife monitoring in locations such as Bunbeena, Tom Thumb Lagoon, Kangaroo Valley and Minnamurra Reserve.

“Steve was our 2nd student from EEP, and like the 1st we offered him employment because of his Initiative and skill.” DANIEL ROWAN – INTERNETRX “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 real 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

UNICENTRE 2003 ANNUAL REPORT

7 annual report for the year ended 31 December 2003

8

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

Rich (Outback Challenge)

Visiting Student Development Academic – Bob Schneweiss

Director of Student Activities/Leadership Development, University of Central Connecticut

Bob Schneweiss 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 Bulitt-Edgar 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 UCW faculty staff and students including ‘Applying Student Development Theory’, ‘Effective People Skills’ and ‘Motivating Volunteers’ to name a few.
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**

**Pop Rock**

**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 DJs, MeJane, Mick Mulhearn.

**Acoustic/Lunchtime entertainment**

**International**

**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, Alan’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 patronised to whilst “chilling out” included: Mok 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, NADOC Week Launch, SRC AGM and debates, Ski Club Fundraisers, Creative Arts Variety Nights, WUPA Karaoke Nights, Rocky Horror Picture Show, Law Revue NADOC Week launch, Dance Club Rocket 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.

**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.

**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.

**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!
What’s happened in 2004

**SO FAR...**

**17+ Night with Erratic + National Pornographic**

**Geoge + 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 & Jett. In addition to the usual entertainment, we are introducing a theartesports 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.

Blues And Roots by Callum Pirie

Byron Bay you’re impossibly good-looking and it’s not just your beaches and tinkelet 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 licking at gay sea air like a photo shoot fish.

And hats off to the Taco Stand – Which I’m yet to encounter – but my buddy Steve was astounded, rapturous over eggs Hollondaise – “The last place I expected to find three beautiful girls was ordering a fish burger”. Naturally.

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

Competition

**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
2nd Jessica Aper
3rd Callum Pirie

2D Winner Ryan Harahan Roadkill 1
3D Winner Sarah Pearson Heuristics

Photography Winner Scott East Cyborg Narcissism is fucking with your eyes

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 Chakie the Magician and Columbo the Clown who performed magic and juggling tricks and Triple J presenter, Adam Spencer provided a highly entertaining 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 over 40 clubs registered, 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
Steamed yellow sticky rice

INGREDIENTS A kilo of sticky rice, 1000g/bean/sugar/oil

METHOD In a pot, put sticky rice into the water for about 2-3 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 min.

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 telo 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

Functions Chef Christian Cundisammy on the Duckpond Lawn, featuring a delicious Asian and Moroccan dish followed by a dessert that students could sample

Sponsorship

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 ‘Askme!’ week... 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 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.

Salmans Salem was acknowledged at the UniCentre Annual Dinner for her voluntary contributions to both the University and the UniCentre. Salmans 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 trained 14 Orientation Team Leaders. 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 Friday 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.

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 Alliance for Rural Populations Club. In these and many other ways...
The focus in 2004 will be the 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.

Food Services

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

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 ACUWA, a national University Union buying group, UniCentre is able to pass on the advantages of volume buying in national products such as drinks, juices, milk etc to its customers.

Student Diary

A voucher system was trialled to monitor distribution, which included WUC and satellite campuses. This focus in 2004 will be to attract students to the Diary via the inclusion of the UW 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 UnAdvice 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.au/classifieds

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!

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 brought 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.

Food Re-Think provided fine dining, Cafe Picasso provided healthy competition with specialty 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
The trading surplus was $103,942 for the year in food and liquor, however, although food and liquor 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 $85,241 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 Carling, Sharin Twyford and Peter Stapleton as well as Jason Galacher 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 organised 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 financial target surplus of $145,000 and a net return of 12% on total food and liquor sales of $1.2m.

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non-alcoholic beverages including quality Wild Bean Coffee and food products. The UniShop 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 all 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 programme, Monday morning breakfasts, 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 food and liquor sales of $1.2m.

Did you know?

• Largest beverage consumption in 2003 was cups of coffee with over 118,000 sold.

• Beer was the 2nd largest beverage consumed on campus with over 50,000 units sold 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 11,000 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.
Did you know? 4,500 entries in the Autumn Etpos promotion rose to a massive 7,000 entries in Spring to win a Nokia colour mobile phone with camera. A record 59,000 movie tickets were sold in 2003, at an average price of $18.80. Ticket sales through UniCentre enquiry window totaled $185,000, with 11,759 movie tickets and 4,715 entertainment tickets sold. $594,000 was given back to students in UniCentre discounts in winter UniShop + IT and summer UniCentre and UniCentre + IT (Up 17%). A further $276,000 was earned from the discount price of textbooks through the government ETSS Educational Textbook Subsidy Scheme. The post office served a total of 133,189 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, Warragong, 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 obtained 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 $3,536,000 up 3% on Budget. Due to high wage movements, increased overheads and a significant markdown of old stock with a high write-off level, Net Profit generated fell to $390,000, a total commission of $109,207 (excluding telephony commission) was earned performing Australia Post transactions compared to $111,572 in 2002. This demonstrated the trend for customers to pay more of their household accounts through the government ETSS Educational Textbook Subsidy Scheme.

The Campus Coordinator, Sue Best, was voted UniCentre Employee of the Year in 2003 with the assistance of a Systems Officer, Silvana Naumovski, who 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. 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.

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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 influence 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 experiences.

Out of School Care Service (OSSH) 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 OSSH, 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 preschool 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 achievable 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.

Services were active in presenting their knowledge of the Reggio Emilia approach to education and the NSW Curriculum Framework to Early Childhood and Support Services.

Another major highlight was 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 investigations and learning processes.

Financially, Children’s Services had a successful year with high levels of utilisation and acknowledgement of the highest 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 Janeille 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 Lynembury, 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.

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 investigations and learning processes.

Financially, Children’s Services had a successful year with high levels of utilisation and acknowledgement of the highest standard of quality care provided.
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 patterns. The study identified a series of changes, many of them implemented to improve customer satisfaction. This outcome was also reflected in the strong scores achieved in theCSI 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 incorporates 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 the 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 the UniCentre Food Court outlets.

Online Food Services Survey launched on 28 October 2003 to students and staff has achieved a valid response rate of 16%. The 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 through the UniCentre Online Shop (Student Management Package) database that has enabled real-time production of member status reports. With the successful installation of UniCentre web and email 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 expense 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 UniCentre. 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 allow us to 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 cards, 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 postcards, flyers, brochures, newsletters, ads, advertising, UniCentre cards, T-shirts and staff web kiosk notifications etc.

Strong working relationships were maintained between the Marketing Unit and the campus 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, Chef, Web Designer and the Food Court Manager.

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 Halal Taste Testing.

A Frame signs were produced for all Food Court products and tea served by the Conference and Functions team.

Dalhousie 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 development of process and official structure of the National Marketing Group and the UniCentre content included in the student group 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 systems. 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.

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 financial statements 29-46...
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 87% 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 of the 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 Program
• 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 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, they 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/per incident rate witnessed 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 Favilotor, Administrative Assistant and Jenny Smith, the Cleaning Supervisor, as well as 3 full-time, 7 part-time and 6 casual Attendant Cleaners.
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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.

Membership
Honorary life members
Ian L Dunn
Susan Stevenson
Gerald Stuart Street
Dr Whinfred Mitchell AM
Benjamin Meek
Lorna Koetz
Noel Ditty
Therese (Tot) Brooks
Fay Hulford
Professor Ken McKinnon
Buck (Buchanan) Reed
Don Beale
Karen Zalni
George Takacis
Damien Cahill
Sheryn Pilay (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

Member Statistics
(Wollongong campus only)

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*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 28
Kathryn Fitzsimmon 21
Elena Di-Stefano 20
Peter Stapleton 18
Karen Zani 18
Mareas Weekes 18
Estelle Schutz 18
Lea Foye 17
Annette Cooper 16
Carlo Cusack 16
Wayne Brown 16
Carolyn Spalding 16
Sharon Twyford 15
Debbie Patterson 14
Kay Clarke 14
Glenry Nelson 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
Mariea C'Urbary 12
Stephen James 12
Peter Rattenbury 11
Diane Choice 11
Joy Brewer 11
Janelle Davis 11
Silvana Naumovski 10
Erica Sheppard 10
Petra Drenovac 10
Nola Paddos 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 | UniCentre News content, Band interviews/reviews
Bee (Chitina M) | UniCentre, Survey, Diary Collection, Orientation
Bernadette Costigan | UniCentre Survey
Carla Weber | UniCentre Staff Award
Carmen Baker | UniCentre Survey, UniShop + IT online catalogue
Clare Simpson | Orientation
Courtney Maywald | Diary advertising sales
Edgar Rincon | Focus groups
Erica Kuchin | Photography
Florence Chen | Photography
Genevieve Kentwell | UniCentre Survey
Geoff Chard | UniCentre Survey
Mykki Bier | UniCentre Survey
Haragung Heidi Li | Orientation
Jen Kreusser | Diary distribution, UniCentre Survey
Jesse Belief | UniCentre Survey, Mystery Shopper
Joel Rutland | Orientation, UniCentre Survey
Jonni Harrison | UniCentre Survey, Mystery Shopper, Focus groups, Orientation
Joseph Jaculli | Poster distribution, Orientation
Joy (Panita S) | UniCentre Survey, Diary Collection, Orientation
Kathy Witheram | Orientation
Kim Feily | Photography
Kiplagat Leting | Orientation
Louise Fong | Orientation
Marc Landring | International Week
Matt Daly | Photography
Matt Hudspeth | Orientation
Melik Nazerin | Orientation
Melita Bombara | Diary advertising sales
Michelle Yuen | UniCentre Survey, Research, Mystery Shopper
Mick Cheetham | Event Coordination support
Prathy Uppala | Orientation
Rajitha DeSilva | UniCentre Survey
Rowena Watkins | UniCentre Survey, Marketing Research, Focus groups
Sami Sarraf | Event Coordination, lay-out
Sarah Pratt | International Week
Shokat Keshaev | Orientations
Tina [Yun Lo] | UniCentre Survey, Diary Distribution, Orientation
Valentina Rivera Chavez | Graphic Design
Vlad Cvetkovic | UniCentre Survey, Orientation, Photography
Win Dee Lim | 'Web development, Kids' Uni Booklet lay-out
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.
directors’ declaration

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

1. the financial statements and notes, set out on pages 34 to 42, are in accordance with the Corporations Act 2001, including:
   (a) 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
   (b) complying with Accounting Standards and the Corporations Regulations 2001; and

2. 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.

---

financial statements 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:

1. 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.

2. 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.

---

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.

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 program, and the high calibre of both sets of nominees in the Annual Awards.

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

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**Revenue Recognition - Note 3**

Revenues are recognised at fair value of the consideration received net of the amount of goods and services tax (GST). Rendering of Services Revenue from rendering services is recognised when that service has been fully provided. Interest Income Interest income 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.

**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.

**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.

**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.

**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 asset.
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.

(1) 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.

financial statements for the year ended 31 december 03

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

<table>
<thead>
<tr>
<th>Property, Plant &amp; Equipment</th>
<th>2003</th>
<th>2002</th>
</tr>
</thead>
<tbody>
<tr>
<td>Occupancy contribution</td>
<td>3.33%</td>
<td>2.50% - 3.33%</td>
</tr>
<tr>
<td>Leasehold improvements</td>
<td>10% - 20%</td>
<td>10% - 20%</td>
</tr>
<tr>
<td>Plant &amp; equipment</td>
<td>10% - 33%</td>
<td>10% - 33%</td>
</tr>
</tbody>
</table>

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.
### 4 Operating Profit

(a) Individually Significant Items included in Profit from Ordinary Activities before Income Tax Expense

<table>
<thead>
<tr>
<th>Note</th>
<th>2003</th>
<th>2002</th>
</tr>
</thead>
<tbody>
<tr>
<td>Redundancy Payments</td>
<td>- (158,173)</td>
<td>-</td>
</tr>
<tr>
<td>Writeback of Creditor</td>
<td>- 210,400</td>
<td>- 52,227</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Amounts set aside to Provisions for Employee Entitlements</th>
<th>339,356</th>
<th>306,009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provision for Doubtful Debts</td>
<td>- 2,000</td>
<td>-</td>
</tr>
<tr>
<td>Bad Debts</td>
<td>17,870</td>
<td>-</td>
</tr>
<tr>
<td>Interest Paid or Due and Payable</td>
<td>20,043</td>
<td>39,972</td>
</tr>
<tr>
<td>Related Parties</td>
<td>89,895</td>
<td>46,731</td>
</tr>
<tr>
<td>Lease Rental Expense – Operating Leases</td>
<td>46,366</td>
<td>85,217</td>
</tr>
<tr>
<td>Depreciation of:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Building Improvements</td>
<td>268,389</td>
<td>290,051</td>
</tr>
<tr>
<td>Plant &amp; Equipment</td>
<td>61,922</td>
<td>55,904</td>
</tr>
<tr>
<td>Computer Equipment</td>
<td>4,248</td>
<td>6,610</td>
</tr>
</tbody>
</table>

**Amortisation of Occupancy Contribution**

| Total | 334,559 | 352,565 |

**Total Depreciation and Amortisation**

| Net (Gain)/Loss on Disposal of Non-Current Assets: | 584,195 | 606,352 |

**5 Auditors’ Remuneration**

<table>
<thead>
<tr>
<th>Amounts Received or Due and Receivable by the Auditors for Audit Services</th>
<th>23,000</th>
<th>23,100</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amounts Received or Due and Receivable by the Auditors for Other Services</td>
<td>400</td>
<td>300</td>
</tr>
</tbody>
</table>

**Total Auditors’ Remuneration**

| 23,400 | 23,400 |

### 6 Cash Assets

| Cash at Bank | 1,186,831 | 297,652 |
| Cash on Hand | 4,220 | 2,220 |

**Cash and Cash Equivalents**

| 1,191,051 | 300,582 |

**6 Receivables**

| Debtors | 236,086 | 251,660 |
| Less: Provision for Doubtful Debts | (10,000) | (10,000) |
| Grants Received in Advance | - | 23,955 |
| Sundry Debtors | - | - |

**Total Receivables**

| 226,086 | 265,615 |

### 8 Inventories - at Cost

#### 9 Occupancy Contribution

**Building Arcade**

| 1(h) | At Cost | 204,654 | 204,654 |
| Accumulated Amortisation | (47,705) | (40,890) |

**Total Occupancy Contribution**

| 2,132,425 | 2,225,019 |

**University Hall**

| At Cost | 647,196 | 647,196 |
| Accumulated Amortisation | (150,862) | (129,310) |

**Child Care**

| At Cost | 586,856 | 586,856 |
| Accumulated Amortisation | (136,897) | (117,254) |

**IT Arcade**

| At Cost | 500,000 | 500,000 |
| Accumulated Amortisation | (77,067) | (64,567) |

**UniBar**

| At Cost | 2,901,853 | 2,901,853 |
| Accumulated Amortisation | (249,919) | (153,287) |

### 11 Property, Plant & Equipment

#### Building Improvements

| At Cost | 2,913,665 | 2,880,737 |
| Accumulated Depreciation | (1,786,559) | (1,518,798) |

**Total**

| 1,127,106 | 1,361,939 |

#### Plant & Equipment

| At Cost | 870,169 | 776,031 |
| Accumulated Depreciation | (540,111) | (486,824) |

**Total**

| 330,058 | 289,207 |

#### Intangibles

| Goodwill – Newsagency | 103,000 | 103,000 |
| Accumulated Amortisation | (103,000) | (103,000) |

**Total**

| - | - |

#### Payables

| Sundry Creditors | 1,202,255 | 928,743 |
| Accumulated Depreciation | (5,258) | (23,100) |

**Total**

| 1,759,996 | 1,400,727 |

#### Motor Vehicles

| At Cost | - | 15,230 |
| Accumulated Depreciation | - | (6,815) |

**Total**

| - | - |
14 Other Liabilities

Current
Commonwealth Department of Health and Family Services Loan
Deposits Held
Rent Received in Advance
Fees in Advance
Other

Non-Current
Commonwealth Department of Health and Family Services Loan

The Bank Loan is in the form of a Bill Facility and is secured by a Registered Mortgage Debeture 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:

   Facilities utilised at Balance Date:
   - Bill Acceptance Facility 1,980,000 2,310,000
   - 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:

   Facilities utilised at Balance Date:
   - Mastercard Facility 150,000 150,000
   - Facilities not utilised at Balance Date:
     - Mastercard Facility 450,350 140,446

(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.

15 Interest Bearing Liabilities

Current
Related Party
University of Wollongong Loan
Commercial Hire Purchase Liability
National Australia Bank Loan

Non-Current
Related Party
University of Wollongong Loan
Commercial Hire Purchase Liability
National Australia Bank Loan

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 150,000 165,000

16 Provisions

Current
Long Service Leave
Annual Leave

Non-Current
Long Service Leave

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

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
Net Profit
Retained Profits at the End of the Financial Year

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
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 6,476 39,600

22 Operating Lease Commitments

23 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 6,476 39,600
22 Notes to the Statement of Cash Flows

(ii) 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
Creditor Writeback 2,238 (210,400)
Profits/Loss on Disposal of Assets 334,559 352,565

Net Cash provided by Operating Activities before change in Assets and Liabilities 1,595,555 1,265,754

Change in Assets and Liabilities during the Financial Year:

<table>
<thead>
<tr>
<th>(Increase)/Decrease in Inventories</th>
<th>(Increase)/Decrease in Prepayments/Other Debtor</th>
<th>(Increase)/Decrease in Trade/TERM Debtors</th>
<th>(Increase)/Decrease in Trade Creditors</th>
<th>(Increase)/Decrease in Other Current Liabilities</th>
<th>(Increase)/Decrease in Provisions</th>
</tr>
</thead>
<tbody>
<tr>
<td>(67,399)</td>
<td>(290,580)</td>
<td>(65,435)</td>
<td>(119,948)</td>
<td>(340,106)</td>
<td>(8,822)</td>
</tr>
<tr>
<td>(251,553)</td>
<td>(310,743)</td>
<td>(54,411)</td>
<td></td>
<td>(910,610)</td>
<td></td>
</tr>
</tbody>
</table>

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:

<table>
<thead>
<tr>
<th>number</th>
<th>number</th>
<th>number</th>
</tr>
</thead>
<tbody>
<tr>
<td>$00</td>
<td>$9,999</td>
<td>15</td>
</tr>
<tr>
<td>$50,000</td>
<td>$59,999</td>
<td>-</td>
</tr>
<tr>
<td>$60,000</td>
<td>$69,999</td>
<td>-</td>
</tr>
<tr>
<td>$100,000</td>
<td>$109,999</td>
<td>1</td>
</tr>
<tr>
<td>$120,000</td>
<td>$129,999</td>
<td>-</td>
</tr>
</tbody>
</table>

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 the 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

(b) Other Related Parties
The Company enters into Transactions with Other Entities controlled by the University of Wollongong: Illawara Technology Corporation Ltd (ITC) and University of Wollongong Recreation and Aquatic Centre Ltd (URAC).

(i) Reconciliation of Cash Flows

<table>
<thead>
<tr>
<th>Reconciliation of Cash Flows</th>
<th>2003</th>
<th>2002</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reconciliation of Cash Flows</td>
<td>2003</td>
<td>2002</td>
</tr>
<tr>
<td>Reconciliation of Cash Flows</td>
<td>2003</td>
<td>2002</td>
</tr>
</tbody>
</table>

26 Detailed Profit and Loss Account
Income
Members Fees 3,009,022 2,723,513
Life Members Fees 1,486 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 4,273
Profit on Catering Trading 324,338 258,262
Profit on UniShop Trading 380,500 277,372
Profit on Post Office Trading 96,891 77,572
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 5,700

Total Income 4,021,513 3,849,684

27 Supplementary Notes to Financial Statements for the Year ended 31 December 2003

28 Notes to the Financial Statements

Supplementary notes to financial statements for the year ended 31 December 2003

Income
Members Fees 3,009,022 2,723,513
Life Members Fees 1,486 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
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Profit on Catering Trading 324,338 258,262
Profit on UniShop Trading 380,500 277,372
Profit on Post Office Trading 96,891 77,572
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 5,700

Total Income 4,021,513 3,849,684
Minor Equipment & Lease Equipment
UniShop + IT Equipment 33,000 3,080
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 5,886
Software Development - 1,084

123,807 161,795

Accommodation Office
Wages - 9,989
Wages On Costs - 777

- 10,766

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
CSO 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 -
Redundancy Payments 6,620 4,026
Redundancies 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

1,190,295 1,170,403

Total Expenditure 3,397,747 3,286,054
Operating Profit/(Loss) 623,766 563,791

(a) Grant Income
Related Parties -
Accommodation Office Recurrent Grant - 7,500
Capital Equipment Subsidy - 50,000
UC International Links Grant 2,000 -

2,000 57,500

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 224,783 213,880
Less: Wages 224,783 140,513
Wages On Costs 41,030 51,023
Overheads/Expenses 53,655 52,553
Profit/(Loss) on Fuel Silo 15,942 (30,209)

1,521,238 1,294,448

Food & Beverage Vending Machines
Profit on Public Catering, including Vending & Rental
UniBar Trading
Sales 668,623 632,600
Less: Cost of Goods Sold 275,979 252,894
Gross Profit 392,644 379,706
Less: Wages 184,772 167,702
Wages On Costs 45,635 41,027
Overheads/Expenses 70,885 55,226
Profit on UniBar Trading 91,352 115,751

Full Profit/(Loss) on Public Catering 59,475 (27,070)
Net Rental from Catering Businesses 68,341 52,564
Profit on UniBar Trading 91,352 115,751

230,190 105,773

Other Trading
Sales (including room hire) 1,167,261 1,027,370
Less: Cost of Goods Sold 349,076 290,160
Gross Profit 818,185 737,210
Less: Wages 47,715 50,689
Wages On Costs 11,854 19,501
Overheads/Expenses 17,748 31,028
Profit/(Loss) on Engine (24,131) (39,576)

1,708,042 1,627,228

Sales (including Books, Software, Retail and Newsagent)
Sales – Retail 1,233,343 1,229,646
Sales – Newsagency 505,458 492,015
Sales – Books / Software 4,280,726 4,055,824
Total Sales 6,018,527 5,777,485
Less: Cost of Goods Sold 4,310,485 4,150,257
Profit/(Loss) on All Catering Trading 1,708,042 1,627,228

Full Profit/(Loss) on UniShop + IT Trading (7,416,134) (964,459)
Profit on Children’s Services -

43

44

Keira Buffet
Sales 753,287 726,507
Less: Cost of Goods Sold 373,596 374,408
Gross Profit 379,691 352,099
Less: Wages 245,582 220,428
Wages On Costs 68,881 59,346
Overheads/Expenses 29,846 31,664
Profit/(Loss) on Keira Buffet 35,382 40,681

Shaolhaven Campus
Sales 88,095 59,712
Less: Cost of Goods Sold 34,283 26,731
Gross Profit 53,812 32,981
Less: Wages 66,075 53,681
Wages On Costs 14,592 9,580
Overheads/Expenses 15,100 20,510
Profit/(Loss) on Shoalhaven Campus (41,955) (50,790)

Children’s Services
Sales 761,022 603,492
Less: Cost of Goods Sold 498,648 475,176
Fee Relief Payments 27,000 30,001
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 -

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

**Note**

The financial statements for the year ended 31 December 2003 are presented 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 1989.

(b) other mandatory financial reporting requirements in Australia, and
(c) section 418 of the Public Finance and Audit Act 1983.

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

**The Director’s 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 provided 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” recognize 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