



1. Intention

This policy provides direction and guidance for the overall operation of the Visitor Centre, with a specific focus on the procurement of wholesale stock and consignment products. While the Centre's primary purpose is to deliver exceptional visitor servicing, purchasing practices play a key supporting role in achieving this objective.

The guidelines within this policy are intended to ensure that all procurement decisions align with the Centre's commitment to supporting the local economy, promoting regional identity, and strengthening community capacity. Additionally, the policy emphasises the importance of ethical and sustainable sourcing, maintaining high standards of quality and value and offering a diverse and relevant product range. All purchasing activities should be conducted in alignment with the Centre's operational values and strategic priorities.

2. Scope

This policy applies only to the Waroona Visitor Centre.

3. Definitions

If required, definitions are to be formatted like this:

Create means to make something new that didn't exist before, like drawing a picture, building a motel, or writing a story.

Policy is a deliberate system of principles to guide decisions and achieve rationale outcomes.

Template is like a ready-made guide or pattern that helps you create something new by filling your own details.

4. Statement

The exhibition space within the Waroona Visitor Centre is not the Centre's primary function and should not encroach upon areas designated for tourism-related products, except in the case of Council-approved events. All purchasing decisions and consignor arrangements undertaken by the Visitor Centre must adhere to the conditions outlined below:

4.1 Visitor Centre Stock Procurement Principles

The Shire of Waroona is dedicated to implementing sustainable, ethical, and community focused practices when purchasing stock for the Visitor Centre. This policy ensures that all products align with the Shire's values, enhances the visitor experience, and/or supports local development. Purchasing decisions will be made based on the following:

(a) Supporting the local economy

Priority will be given to sourcing products from local and regional suppliers to strengthen the regional economy and promote the area's unique identity.

(b) Promote regional identity

Products stocked in the Visitor Centre will reflect the local culture, history, and natural environment, offering visitors an authentic representation of the region.

(c) Building community capacity

The Shire will work collaboratively with local producers to create opportunities to showcase their goods within the Visitor Centre.

(d) Ethical and sustainable sourcing

All products will be evaluated for their ethical and environmental credentials, ensuring they are socially responsible and minimise ecological impacts.

(e) Quality and value

Stock will be carefully selected to offer high quality products that provide excellent value for money while meeting the expectations of both visitors and the community.

(f) Product range and competition

Careful consideration will be given to ensure that products sold by the Waroona Visitor Centre do not directly compete with those offered by consignors or local businesses within the Shire of Waroona. Exceptions may be made if the product is complementary to an existing business and that business has provided their agreement.

As per the priority classes detailed in item 4.2 of this policy, no purchase should be made where it directly competes with a lower priority class.

(g) Environmental sustainability

The procurement process will emphasise eco-friendly practices, including minimising packaging waste, choosing biodegradable or recyclable materials, and partnering with environmentally conscious suppliers.

(h) Markup and markdown of stock

Stock markup and markdown are as specified in the adopted Shire of Waroona Fees & Charges schedule.

(i) Regular reviews and feedback

The product range and suppliers will be reviewed periodically to ensure alignment with visitor preferences, community needs and market trends. Feedback from visitors and stakeholders will be used to continually improve offerings.

(j) Legislation

All purchasing and pricing decisions will be made in accordance with the requirements of the *Competition and Consumer Act 2010*.

4.2 Stock Purchasing

When prioritising stock purchases for the Waroona Visitor Centre it is important to consider the impact on the local economy and community. The following priority shall be given to all stock purchases:

- Priority 1 – Shire of Waroona Businesses

Purchasing from businesses located within the Shire of Waroona, directly supporting local entrepreneurs, artisans, and producers, fostering community development and local employment. Keeping economic benefits within the Shire contributes to increased economic resilience, growth and a stronger local identity.

- Priority 2 – Peel Region Businesses

Products that are made in the Peel region of Western Australia. Supporting businesses within the Peel Region contributes to regional development and economic diversification while building connections with surrounding communities.

- Priority 3 – Southwest WA

Products that are made in the Southwest region of Western Australia. The Southwest is known for high-quality produce and artisanal goods. Incorporating these products can enhance the visitor experience and showcases the broader regional identity.

- Priority 4 – Western Australia

Products that are made in Western Australia. Including products from across Western Australia highlights the diverse offerings and broadens the range of unique and appealing options for visitors.

- Priority 5 – Australia

Products that are made in Australia. Featuring Australian made products fosters a sense of national pride and supports the broader Australian economy, ensuring the Visitor Centre represents quality and authenticity.

- Priority 6 - International

Products that are made internationally will only be considered if they have a direct and meaningful connection to the local tourism experience, showcasing the unique culture, history, or natural assets of the Waroona region.

4.3 Consignment stock

A local consignor and consignment stock must live/operate / be produced/constructed within the Shire of Waroona (consideration will be given to consignors up to 20km outside the Shire of Waroona boundary). Consignors must agree to:

(a) Standard of stock

All stock sold in the Visitor Centre must be of a high standard and presentation. The stock is to pose no workplace health and safety issues to staff or volunteers, nor require modification of the Centre to accommodate stock.

(b) Legislation

All consignors must comply with the terms of any Act or Legislation that may be relevant to the product they are selling.

(c) Consumables

Any consumables sold by consignors in the Centre must have a registered food business, be prepared in a kitchen approved for such use, be hygienically sealed in new sterile containers and must bear the date made together with the name, address, telephone and number of the business that made them, in addition to the ingredients and expiry date.

(d) Provision of Australian Business Number (ABN) or Statement by Supplier

All consignors must hold an ABN or complete a Statement by Supplier declaration form.

(e) Commission

Commission will be deducted from the sale price on the following basis:

- 10% + GST (11% overall markup on product) commission will be deducted where the Contributor acts as a volunteer in the Waroona Visitor Centre for a minimum of one-half day shift per calendar month.
- 25% + GST (27.5% overall markup on product) commission will be deducted where the contributor does not volunteer on the above basis.

(f) Consignor agreement

All consignors will sign a consignor agreement which outlines the items in this policy as when as the operational requirements of the Waroona Visitor Centre including packaging, pricing, stock delivery, rotation and display, payment for sale of stock, and cleanliness and security of stock.

5. Donated Items for Charitable Purposes (Shire lead initiative)

This section applies to all new items donated by community members, creatives, consignors, or other parties for the sole purpose of fundraising for a nominated charitable or not-for-profit organisation.

(a) Condition of Sale

Donated items will be processed under a designated “Charity” Point of Sale (POS) category to ensure separation from normal consignment or retail sales. No commission shall be charged on donated items, recognising the in-kind contribution of donors.

Charitable proceeds must be directed to a local not-for-profit or charitable organisation providing direct community benefit (e.g., emergency services, health and welfare services, or community transport initiatives). Sporting and interest groups are not eligible beneficiaries under this provision.

Each year, before any donated items are offered for sale, the Chief Executive Officer will review and approve the nominated beneficiary/beneficiaries, taking into consideration recommendations from contributing creatives and consignors, in line with Council Policy.

Items for sale under this initiative will be clearly marked “Proceeds donated to “Chosen Charity”.

To maintain balance within the retail offering and ensure continued support for local artists and consignors, the total floor space or display capacity allocated to donated charitable items shall not exceed 10% of the Visitor Centre’s total retail display area at any one time, unless otherwise approved by the Director Corporate & Community Services.

(b) Accumulation and Disbursement of Funds

Proceeds from charity sales will be accumulated until either:

- A minimum of \$1,000 is reached, or
- An annual disbursement is due, whichever occurs first.

At that time, a cheque or electronic payment will be issued to the nominated organisation, accompanied by appropriate acknowledgment and promotional opportunity.

All disbursements must be authorised by the Director Corporate & Community Services and the Chief Executive Officer.

6. Sale of Items on behalf of Community Groups and Not-for-Profit (NFP) Entities

From time to time, local Community Groups and Not-for-Profit (NFP) organisations may request that the Visitor Centre assist in selling approved items on their behalf (for example, Lions Club Christmas Cakes).

- (a) These items are accepted at the discretion of the Visitor Centre Manager, with the approval of the Director Corporate & Community Services, and must:
 - (i) Align with the Visitor Centre's community and tourism values; and
 - (ii) Be clearly identified at point of sale as belonging to the respective Community Group or NFP.
- (b) No commission will be applied to these sales, and the full proceeds will be remitted directly to the organisation.
- (c) Funds received are to be reconciled and transferred to the organisation in full on a periodic basis, with supporting records retained for audit purposes.
- (d) Such arrangements are to be reviewed annually to confirm continued participation and compliance with this policy.

7. Loss, Theft or Damage

Consignment Stock – Loss, Theft or Damage

The Shire will take reasonable care to protect all consignment items while they are on display or held in storage at the Waroona Visitor Centre. However, the Shire accepts no liability for loss, theft, or damage to consigned goods, whether through accident, breakage, or other causes beyond its control. Consignors are encouraged to maintain their own insurance coverage for items provided to the Visitor Centre.

In the event that an item is damaged or lost, the Visitor Centre Manager will document the incident, notify the consignor, and record the matter. Any recovery or reimbursement will be at the discretion of the Chief Executive Officer, taking into account the circumstances and available evidence.

Wholesale and Shire-Owned Stock – Loss, Theft or Damage

For products purchased outright by the Shire for resale (wholesale stock), any loss, theft, or damage will be recorded and reported through normal stock control and financial management processes.

The Visitor Centre Manager must maintain accurate stock records and investigate any discrepancies promptly. Material losses or suspected theft must be reported to the Director Corporate & Community Services and, where applicable, to the Police.

Replacement or write-off of lost or damaged wholesale stock will be managed in accordance with the Shire's internal processes and procedures.

8. Legislative and Strategic Context

The *Competition and Consumer Act 2010*, *Food Act 2008*, *Local Government Act 1995*, *Local Government (Financial Management) Regulations 1996* and the associated subsidiary legislation provide the broad framework within which this policy operates.

9. Review

This policy is to be reviewed biennially.

10. Associated Documents

Other documents that have an association to this policy and that may be useful reference material are:

- FP001 – Purchasing and Procurement policy
- FP003 – Purchase Orders Authority policy
- FP004 – Corporate Purchasing and Credit Cards policy

11. Document Control

Division	Economic/Tourism		
Policy Number	ETP001		
Contact Officer	Director Corporate & Community Services		
Related Legislation	Competition and Consumer Act 2010		
Related Shire Documents	FP001, FP003, FP004		
File Number	ED.7 – Economic Development		
Risk Rating	Low	Review Frequency	Biennially
Next Review	22/04/2027	Date Adopted	25/10/2016
OCM Number	OCM16/10/115	Previous Policy No.	CORP025 – Visitor Centre Operations CP013 – Waroona Visitor Centre

12. Amendments

Date	Details of Amendment	Reference	Record Number
18/12/2018	Updated as part of major review.	OCM18/12/126	ED.7
22/06/2021	Updated as part of major review and reformatted.	OCM21/06/071	ED.7
22/04/2025	Reviewed with significant amendments to text and content. Policy renumbered	OCM25/04/054	ED.7
28/10/2025	Amendments in relation to donated items for charitable purposes, Sale of fundraising items for Community Groups and NFP and Loss, theft or damage.	OCM25/10/172	ED.7