

A photograph of the Shoalhaven Entertainment Centre, a modern building with a large glass facade and a prominent red vertical element. The building is set against a clear blue sky. In the top left corner, there is an orange circle containing the text 'SHOALHAVEN ENTERTAINMENT CENTRE'.

SHOALHAVEN ENTERTAINMENT CENTRE

Shoalhaven Entertainment Centre, New South Wales

A detailed Governance and Operational Review for the Shoalhaven Entertainment Centre

> THE CONTEXT

The Shoalhaven Entertainment Centre is a multi-purpose venue serving the needs of the Shoalhaven community. Following the implementation of a Business Plan for the Centre, a Governance and Operational Review was required.

> THE BRIEF

Positive Solutions was engaged by Shoalhaven City Council to undertake a review of the governance, management and operations of Shoalhaven Entertainment Centre.

The work included a review of Council's internal catering and canteen operations – undertaken by The Maytrix Group - and the management and operation of the Nowra Visitor Information Centre, and to make recommendations on possible integration in the future delivery of these services.

> OUR APPROACH

Positive Solutions identified and illustrated alternative governance and operating arrangements available, and commented on their impact upon different aspects of the Centre's service delivery and asset management. Positive Solutions also reviewed the Centre's organisational structure and operational processes.

This included thorough consultation with staff and stakeholders, benchmarking of other facilities, workshops, and a systems review. We also undertook financial modelling and projections and reviewed the reporting and monitoring framework for the Centre.

> THE RESULT

After a detailed review, Positive Solutions developed a final report to Council which made a number of key recommendations for the future governance and operational management of the Shoalhaven Entertainment Centre. Council have been progressively working through these and have already implemented recommendations around catering, programming, collaboration and engagement, and branding.

SEE ALSO:

- > [Whitehorse Centre Business Case Development](#)
- > [A New Theatre for the City of Casey, Melbourne](#)
- > [City Recital Hall, Sydney, Review of Future Management and Governance Models](#)