Questacon – The National Science & Technology Centre

Report of activities 2000–01

QUESTACON – THE NATIONAL SCIENCE AND TECHNOLOGY CENTRE

REPORT OF ACTIVITIES 2000–2001

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1 September 2001

The Hon Peter McGauran MP
Minister for the Arts and the Centenary of Federation
Parliament House
Canberra ACT 2600

Dear Minister

We are pleased to submit to you, for presentation to Parliament, the *Report of activities 2000–01* for Questacon – The National Science and Technology Centre.

We commend the report to Parliament.

Yours sincerely

The Hon Robert Webster
Chairman

Dr Annie Ghisalberti
Director

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INTRODUCTION

Questacon – The National Science and Technology Centre has, since its opening in 1988, established itself as Australia's leading science and technology centre. Questacon plays a key role in popularising science and technology by combining education with entertainment to make science learning fun and interactive.

Over 4 million people have visited the Centre in Canberra over the past 13 years, while Questacon's world-class exhibitions and programs have attracted a further 9 million participants throughout Australia and overseas.

Questacon operates as a semi-autonomous agency of the Department of Communications, Information Technology and the Arts, and has a Council comprising a part-time Chairman and 7 other members appointed by the Minister.

The body of the *Report of activities 2000–01* is divided into three sections, which follow the Chairman's report.

Part 1: About Questacon includes '2000–01 at a glance', the Director's review and a corporate overview.

Part 2: Questacon's performance provides a report on the Centre's performance during the year against targets based on its key output, with more detailed information relating to the Centre's five goals.

Part 3: Management and accountability provides information on Questacon's corporate governance and reports on public accountability, management of human resources, and financial management.

The appendices include the Centre's financial statements, staffing statistics, information on advertising and market research and other consultancies, and further information on the Centre's programs and operations.

Other documents available to the public include the Centre's *Customer Service Charter*, the *Questacon Plan*, Questacon's Certified Agreement, the *Occupational Health and Safety Handbook*, a schedule of Questacon's fees and charges, and various brochures about Questacon and its programs.

Questacon's website, www.questacon.edu.au, provides corporate information, details of programs and exhibitions, educational resources and interactive activities.

Further information is available from:

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CHAIRMAN'S REPORT

Questacon – The National Science and Technology Centre had an eventful and very successful year during 2000–01. Its exhibitions and programs attracted a record number of visitors. The building and gallery refurbishment program continued, with the installation of two new permanent exhibitions at the Centre in Canberra. New audiences – senior secondary school students and schools in metropolitan Sydney – were reached through two new outreach programs. The 2000 Olympics provided an opportunity, which Questacon embraced whole-heartedly, to deliver more programs than usual, in regional and rural Australia and at the Olympics venue. In all of these activities, the Centre's staff continued to show a high level of professionalism, commitment and enthusiasm, rewarded by the consistently very positive feedback from visitors.

With significant support for its work from both Government and the private sector, Questacon extended its own activities while contributing to the goals of other organisations. Questacon's growing focus on profiling and encouraging Australian innovation attracted strong support from the Government, with the Prime Minister's opening of the *Our Clever Country* exhibition and a four-year funding commitment for the new *Smart Moves* program. Several other Questacon programs also attracted targeted funding from Government departments.

Major corporate sponsors have made large and highly valued contributions to Questacon's programs – Shell Australia Limited, NRMA Member Services, Broken Hill Proprietary Company Limited and Cootes Holdings Pty Ltd. To build on the success of these relationships, Questacon began a major fundraising campaign. I am keen to see the fruits of this campaign in the coming year. Strong partnerships with business and industry will help Questacon to expand its activities in showcasing Australian innovation and in educating Australians about the importance of innovation and our emerging industries for the economy and our standard of living. In particular, I am looking forward to a growth in Questacon's presence at the Australian Technology Park in Sydney, with its high concentration of dynamic, innovative companies working in leading edge science and technology based industries.

In my report last year, I paid tribute to Questacon's founding Director, Dr Michael Gore, and welcomed the new Director, Dr Annie Ghisalberti. This year saw further changes in Questacon's senior management team. Christina Bee left the Centre after working closely with Dr Gore for over ten years as Deputy Director, making invaluable contributions through her strong knowledge of the public sector environment and keen passion for the Centre's mission. The three Branch Managers now share the Deputy Director role and support Annie in leading the Centre.

I continue to appreciate the hard work and support of my fellow Council members. Two new members joined the Council in 2000–01, Dr Jennifer Martin and Ms Maria Robertson. I look forward to carrying on the work of Questacon's Council over the coming year, together with this dedicated group who are all eminent leaders in their respective fields.

Overall, 2000–01 was a fitting start to a new century for Questacon. Its world-class exhibitions and programs attracted over 1.64 million people around Australia and overseas. Even without the Olympics-related activities, the 1.25 million people participating in other programs represented a 17% increase over last year's total. I am confident that the Questacon team, under Dr Ghisalberti's dynamic and visionary leadership, will live up to this standard in the coming years.

The Hon Robert Webster
Chairman

PART 1: ABOUT QUESTACON

2000–01 AT A GLANCE

HIGHLIGHTS

- 1 640 103 people participated in Questacon programs in Canberra, around Australia and overseas, a 50% increase on last year.
- 388 800 of these people participated in Questacon's Olympics-related programs in 108 locations around Australia. These programs were supported by Shell Australia.
- On 24 January 2001, the Prime Minister opened the new *Our Clever Country* exhibition as part of the Centenary of Federation celebrations.
- Other exhibitions opened in the Centre during the year included *Special Effects II, Cyberzone*, *Sea Chest Secret*, *Einstein: Man of the Century*, and *BG WildLife Photographer of the Year 2000*.
- Nine interactive exhibitions toured across Australia, into the Asia Pacific region and to the USA and Mexico, attracting a total of 712 862 people.
- Questacon's ongoing outreach programs increased their audience reach by 24% on last year, visiting over 50 locations in all States and Territories and attracting a total of 209 109 people.
- A new outreach program, the *Questacon Science Squad*, is providing science-based performances to schools in metropolitan Sydney. It reached 9013 students in 37 schools during the first half of 2001.
- A partnership with Photonics Australia led to another new outreach program, targeting senior secondary students with the primary aim of increasing awareness of the range of careers in the emerging photonics industry. The program reached audiences totalling 3068 in schools in the Australian Capital Territory, New South Wales and Queensland.
- The Government, through its *Backing Australia's Ability* program, agreed to provide $3.7 million over four years towards the *Smart Moves* program, which will use a variety of strategies to raise awareness of science and technology innovation and related career opportunities, targeting regional and rural communities.
- Shell Australia Limited and Cootes Holdings Pty Limited agreed to extend their current sponsorship of the *Shell Questacon Science Circus*.
- The Centre's website won the Alta Vista award for the 'Best URL' at Australia's first Science Film and Multimedia Festival in May 2001. The website attracted over 270 000 visitors (4.37 million hits) during 2000–01, an 80% increase on last year.
- The Centre's Workplace Relations Committee developed a new Certified Agreement. Extensive staff consultation resulted in a 95% acceptance vote. The agreement sets out terms and conditions for employment at Questacon for 2001–03.

STATISTICS

VISITORS TO CENTRE PROGRAMS

Total visitors in all Centre programs	**1 640 103**
Visitors to the Centre in Canberra	320 332
Visitors to the Centre's outreach programs	209 109
Visitors to the Centre's travelling exhibitions (in Australia)	428 612
Participants in Questacon's Olympic torch relay program	216 300
Visitors to Questacon's Olympic exhibition at Homebush	172 500
Total participants in Australia	**1 355 853**
Visitors to the Centre's travelling exhibitions (outside Australia)	**284 250**
Visitors to the Centre's website	over 270 000 (over 4.37 million hits)

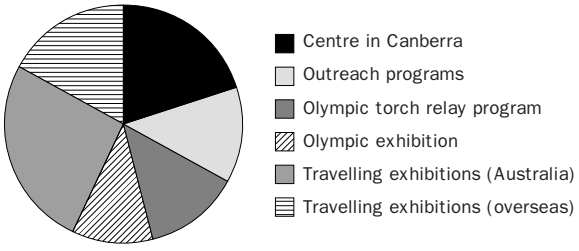


FIGURE 2. QUESTACON VISITOR NUMBERS 2000–01 BY PROGRAM TYPE AND LOCATION.
Appendix 3 shows a breakdown of visitor numbers by program within each of the above categories.

LOCATIONS VISITED BY THE CENTRE'S OUTREACH PROGRAMS

Questacon continued its commitment to reach people in regional and rural communities who do not have the same opportunities as Australians in capital cities. Questacon's ongoing programs were run in every Australian State and Territory, including:

- seven capital cities;
- over fifty regional communities, covering every State; and
- eleven remote Aboriginal communities in South Australia.

During 2000–01, Questacon also ran Olympics-related programs in 108 locations around the country, adding to the 30 visited during June 2000.

In all, 307 727 people experienced a Questacon program in a regional, rural or remote community.

SPONSORS

The total revenue recognised from sponsorship and program support grants in 2000–01 was $918 143.

DIRECTOR'S REVIEW

The year 2000–01 has been a very busy and a very successful one for Questacon, with the highest total number of exhibition visitors and program participants since the Centre opened in 1988. Formal evaluations and direct feedback from customers showed a consistently high rate of satisfaction with the value and relevance of Questacon programs to their audiences.

STRATEGIC SUCCESSES DURING THE YEAR

- We strengthened our relationships with a number of government departments, allowing Questacon to fulfil its mission more effectively while contributing to other government outcomes. A key example is the launch of Questacon's innovation-focused *Smart Moves* program: this attracted four-year funding from the *Backing Australia's Ability* initiative, which brings together five government departments. Other Questacon programs also attracted targeted funding support.
- Increasingly, we are profiling Australian science and technology, with a focus on innovation and on careers in emerging industries.
- We continued to develop and strengthen our links with business and industry, and secured significant high-profile commitment of help with a major fundraising campaign to support *Smart Moves* and other initiatives. This built on our existing long-term partnerships with organisations such as BHP, Shell Australia and NRMA Member Services.
- Under a Memorandum of Cooperation with the New South Wales Department of Education and Training, we set a framework for the collaborative development of a range of science and technology programs for students and teachers.
- New programs used innovative ways of presenting science and technology and allowed us to reach senior secondary school students – a traditionally 'difficult' audience for science centre programs.
- Our ongoing outreach programs and travelling exhibitions built on their success in previous years, reaching large numbers of people around Australia. These make up a growing proportion of Questacon's overall activity program. Independent evaluation of our major outreach program, the *Shell Questacon Science Circus*, confirmed its high degree of relevance and acceptability to its target audiences.
- The support of Shell Australia Limited allowed Questacon to reach nearly 390 000 people in over 100 locations through two Olympics-related programs during 2000. This support, combined with Shell's 15-year sponsorship of the *Science Circus*, exemplifies our strong, long-term success in working with the corporate sector.
- The Centre in Canberra offers its visitors a fresher, brighter experience, after a building refurbishment program that commenced in 1999–00 and is now almost complete. Following the success of the very popular *Sideshow: the science behind the fun* exhibition, which opened in 1999–00, two more galleries in the Centre had new permanent exhibitions installed. *Our Clever Country*, focusing on Australian innovations, was opened by the Prime Minister in January 2001. *Awesome Earth* was completed, ready for its opening on 2 July 2001.
- We strengthened our focus on providing a consistently excellent visitor experience by developing and training a professional pool of staff for the seven-days-a-week task of greeting visitors, explaining the science behind the exhibitions, and implementing the wide range of Questacon programs.

- Questacon also continued to be active in the broader science communication field, including the international science centre industry. This complements our leadership role within Australia, and profiles Questacon – and Australia as a whole – as a centre of excellence in this field. It also provides development opportunities for Questacon staff and opens commercial opportunities for Questacon products and services. In this context, planning is well under way for Questacon's hosting of the Third Science Centre World Congress in Canberra in February 2002.

CORPORATE GOVERNANCE

During the year we built on the five-year strategic plan for 2000–05 (developed in early 1999) through the 2000–01 business plan and the linked branch plans, team plans and individual work plans. Regular reporting against these, including quarterly reports to Council, allows for constant review of progress towards our objectives at all levels.

Our Council continued to provide invaluable help, guidance and advice. Council members, eminent in their fields and drawn from all over Australia, have been particularly helpful in our work on building relationships with Government and seeking private sector support for Questacon programs. Council members also provide broadly based independent and community perspectives on proposed initiatives.

We developed a risk management policy and identified high-level business risks and associated mitigation strategies. We will identify business risks at the team level during 2001–02.

We have made significant improvements in the information technology (IT) area, replacing aging infrastructure and upgrading software systems to provide greater performance, reliability and security. The changes will provide both better service to customers and a better understanding for staff of our customers.

FINANCIAL MANAGEMENT

An Output Pricing Review was carried out by the Department of Finance and Administration in association with our own Department of Communications, Information Technology and the Arts. The review recognised that Questacon is successful at delivering its programs to a significant percentage of the population on a relatively small budget and at a cost per visitor well below other cultural institutions. This resulted in an increase in the level of government funding.

Revenue generation continues as a high priority. Questacon has maintained a government to non-government funding ratio of about 60:40 over recent years; the ratio for 2000–01 was 64:36, with a 157% increase in capital use charge (CUC) funding contributing to the increase in government funding. We work hard at ensuring a good mix of revenue from sources other than government. The key revenue source is admissions to the Centre in Canberra; others include travelling exhibition rental, commercial activities, sponsorships and collaborative ventures. Strategies in relation to these are discussed in Part 3 of this *Report of activities*.

LOOKING AHEAD

The building and gallery refurbishment program will be completed in 2001–02 with the opening of *Awesome Earth* in July, the reshaping of the current *Good Vibes* exhibition later in the year, and the development of a small exhibition on Indigenous science and technology. In the longer term, one gallery will be available to host travelling exhibitions, and the 'permanent' exhibition offering will be refreshed every 12–18 months.

Through a recently launched major fundraising campaign, we will work with key figures in Australia's corporate world to secure private sector funding to support several major initiatives. One of these is the *Smart Moves* program, which will encourage young people to see their potential as innovators and encourage them to consider entrepreneurial careers in this area. Another is to build a significant presence at the Australian Technology Park (ATP) in Sydney, to focus on leading edge science and technology and the wide variety of careers in emerging industries.

Our outreach programs and travelling exhibitions will continue to be a high priority, so that we can reach more Australians in their own communities. The use of new technologies is a key component of this activity; for example, we will build on the improvements made during 2000–01 to our award-winning website (in terms of content, design and accessibility), and will seek ways of incorporating technology-based approaches in our presentations, as in our new *Photonics* outreach program.

We will also continue to work on improving management and operational practices, so that Questacon staff can apply their professionalism, commitment and enthusiasm in the most effective and efficient way possible to achieve the Centre's goals in a safe and happy environment. In the longer term, we will be working towards accreditation against the *Investors in People* standard.

CORPORATE OVERVIEW

PROGRAM STRUCTURE, MISSION AND GOALS

Questacon – The National Science and Technology Centre is a sub-program of the Arts Program of the Department of Communications, Information Technology and the Arts (DoCITA).

QUESTACON'S MISSION

Making science fun and relevant for everyone.

Science and technology are integral to our modern life. There is no element of our daily routines at home, work, school or play where science and technology do not play a fundamental role.

Through its interactive exhibits, travelling programs and science performances, Questacon – The National Science and Technology Centre encourages people to discover science for themselves and to come face to face with the science and technology of today. We aim to extend the boundaries of science education and to encourage enthusiasm for knowledge about science and technology and how they are part of our everyday life.

The values identified in Questacon's five year plan are:

- scientific and educational integrity;
- science and technology making a difference;
- engaging people in discovery;
- changing people's attitudes to science and technology;
- being innovative, energetic and entrepreneurial; and
- working together.

QUESTACON'S GOALS

- To be a national leader in *communicating* science and technology.
- To revitalise our commitment to *taking* interactive science and technology to regional, rural and remote Australia.
- To engage people in *discovering* how new technologies shape our future.
- To grow our business by *adding value* for our stakeholders.
- To be a *well managed* and efficient organisation with a strong customer focus.

THE QUESTACON COUNCIL

The Council of Questacon – The National Science and Technology Centre comprises a part-time Chairman and seven other members appointed by the Minister. The Centre's Director is an Executive Member of the Council, providing the link with the Centre's Leadership Team.

During 2000–01 Council met four times and was involved in a range of matters including:

- the case for Questacon to be established as a Prescribed Agency and as an Executive Agency;
- building and strengthening partnerships with government, business and industry to gain strategic and funding support for Questacon's activities;
- the possibility of Questacon establishing a significant presence at the Australian Technology Park in Sydney;
- forward planning for the Centre's programs, activities and management, including financial planning;
- policy oversight of Centre programs, activities and resource issues.

Council membership

Members of the Council at 30 June 2001 were:

The Hon Robert Webster (Chairman)	Partner/Vice-President Korn Ferry International (NSW)
Mr Anthony Adair (Deputy Chairman)	Senior Associate The Centre for Independent Studies (Vic)
Ms Gabrielle Kibble AO	Chairperson Sydney Water Corporation Ltd Adjunct Professor, Faculty of the Built Environment University of New South Wales (NSW)
Mr Peter Laver	Chairperson Victorian Learning and Employment Skills Commission (Vic)
Dr Jennifer Martin	Associate Professor, Gehrmann Labs University of Queensland (Qld)
Professor Lesley Parker	Senior Deputy Vice-Chancellor Curtin University of Technology (WA)
Ms Maria Robertson	Manager, Environment Comalco Aluminium Limited (Qld)
Dr Geoffrey Vaughan	Chairman Cooperative Research Centres Committee (Vic)
Dr Annie Ghisalberti	Director Questacon – The National Science and Technology Centre (ACT)

Council remuneration and tenure

Remuneration for Council members is as set by the Remuneration Tribunal (Determination 2001/07) for Category 2 part-time public officers: $360 per meeting for the Chair and $270 for other members.

Council appointments are for three years, with some Members reappointed for two years to ensure continuity of service.

ORGANISATIONAL STRUCTURE

Questacon – The National Science and Technology Centre, an agency within the Department of Communications, Information Technology and the Arts, has four branches reporting directly to the Centre's Director.

The Office of the Director provides leadership for the Centre's activities, provides internal and external policy support, coordinates external accountability and supports the Council.

Each of the other three branches is headed by a Deputy Director.

Programs Branch is responsible for the design, development, production and delivery of high quality, stimulating and entertaining programs that promote and popularise science and technology throughout Australia and the Asia Pacific region.

Business Services Branch provides business planning, performance management, and corporate management services for the Centre, including human resource management, corporate management, finance, information services, travelling exhibitions and facilities management.

Marketing Branch is responsible for the strategic marketing of the Centre to increase visitor numbers to Centre exhibition and programs, and to raise Questacon's profile. It assists program areas to market their programs; coordinates market research; undertakes public relations, promotional and sponsorship activities; and manages the Centre's Membership program. Marketing Branch is also responsible for the Centre's Customer Service functions including venue hire, special programs, front-of-house and gallery staff and volunteers. The Branch is also responsible for the Questacon Shop and Café.

The charts on the following two pages (Figures 3 and 4) show the organisational structure at 30 June 2001.

LEADERSHIP TEAM

The Questacon Leadership Team sets policy, allocates resources, and plans for the future at a strategic level. The Leadership Team comprises the Director, the three Deputy Directors, and four senior managers.

FIG 3. ORGANISATIONAL STRUCTURE – THE NATIONAL SCIENCE AND TECHNOLOGY CENTRE

30 June 2001

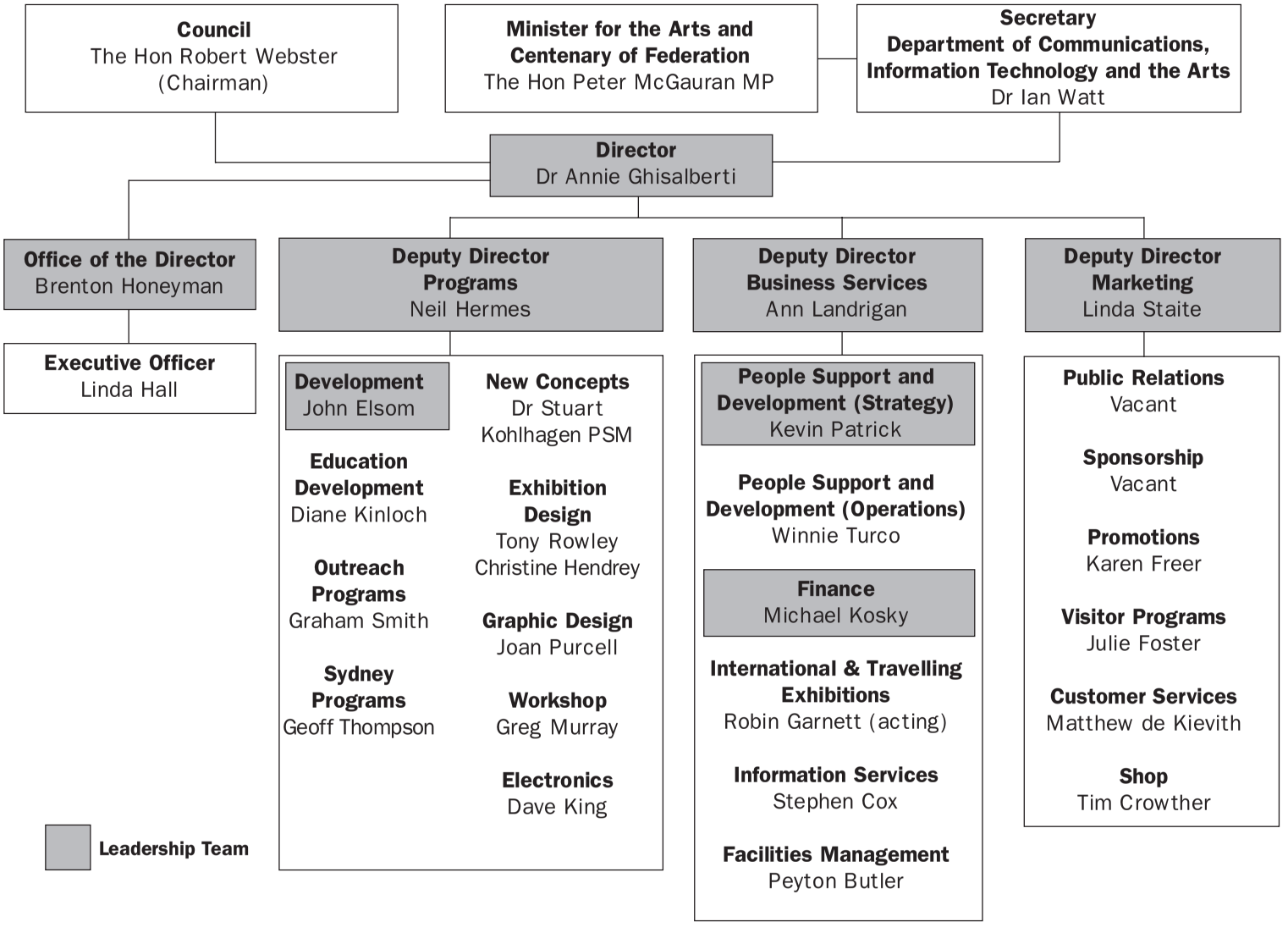
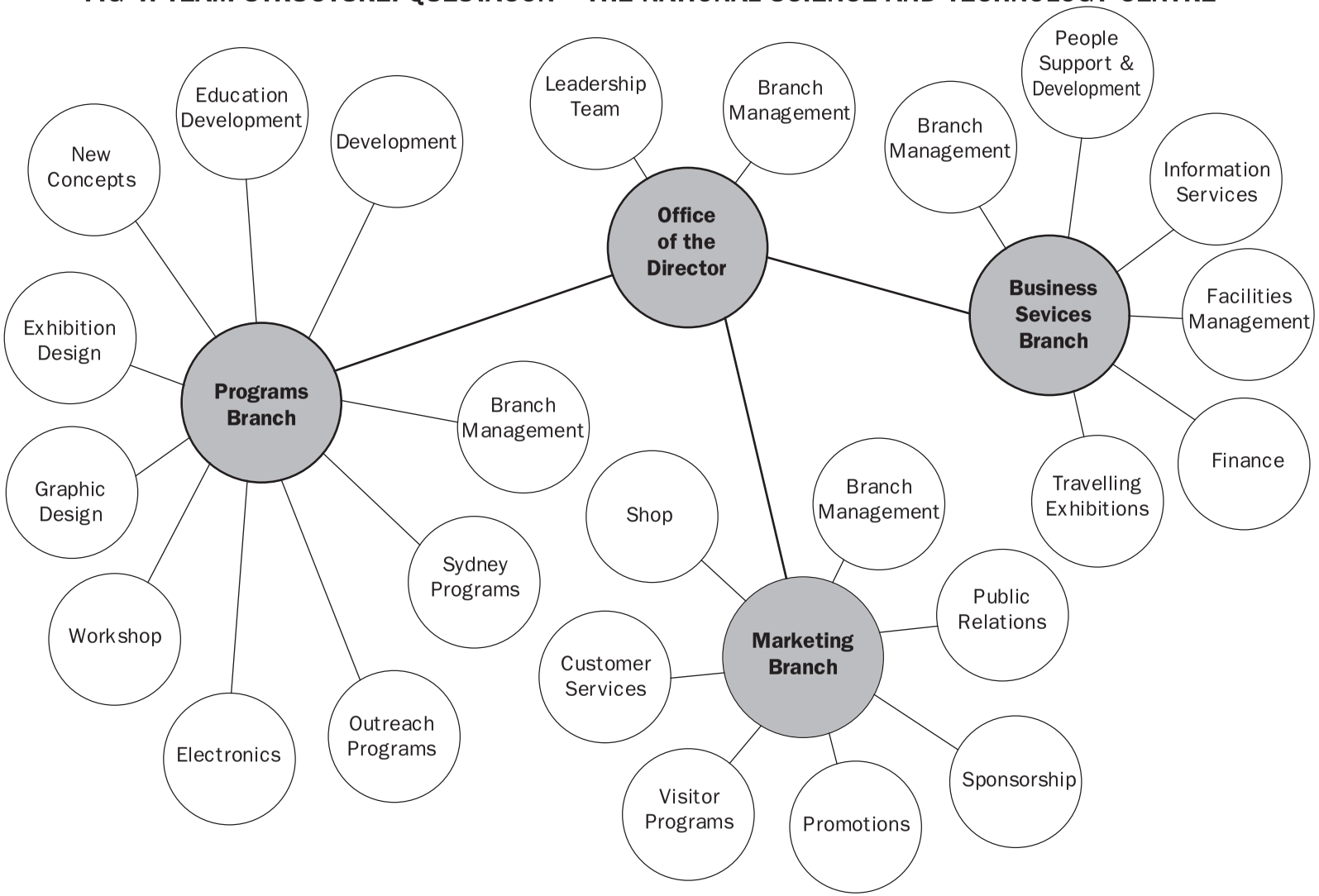


FIG 4. TEAM STRUCTURE: QUESTACON – THE NATIONAL SCIENCE AND TECHNOLOGY CENTRE



PART 2: QUESTACON'S PERFORMANCE

PERFORMANCE AGAINST OUTCOME AND OUTPUT

Questacon's mission is to make science fun and relevant for everyone.

Questacon – The National Science and Technology Centre contributes to one Commonwealth Government outcome:

Australians value science and technology's contribution to our culture and economic prosperity.

During 2000–01, the Centre continued to deliver programs and exhibitions designed to make science and technology both educational and entertaining. Visitors to Questacon programs and exhibitions are encouraged to use their minds and bodies to make their own discoveries. Everyday examples illustrate how science and technology is an integral part of our lives.

The Centre exceeded the performance targets established to measure success against its key output:

Programs and exhibitions that engage people in science and technology.

The table below summarises performance against targets:

Target	Actual performance 2000–01
Output – quality: Over 85% satisfaction rate of visitors to our programs and exhibitions.	• A 95% satisfaction rate was recorded for visitors to the Centre in Canberra, for visitors to the *Shell Questacon Science Circus* exhibition on tour, and for *Shell Questacon Science Circus* programs presented in schools.
Output – quantity: 900 000 people participate in Questacon programs in 2000–01, 60% outside the Centre in Canberra.	• 1 640 103 people participated in Questacon programs in 2000–01, 53% up on last year. • 80% of these people participated in programs outside the Centre in Canberra, including 388 800 in Olympics-related programs in 108 locations around the country.
Output – price: $14.10 per participant, including capital use charge (40% funded from sources other than Government – sponsorship, fees and charges for services).	• $8.71 per participant (36% funded from sources other than government), compared with $11.86 in 1999–00. • $11.43 per participant excluding the visitors to our Olympics-related programs. • If the capital use charge is excluded from Government revenue, the non-government revenue proportion rises from 36% to 42%.
Effectiveness – overall achievement of the outcome: All Questacon programs and exhibitions are perceived to be relevant and to engage people in science and technology. (Measured annually by evaluation, both internal and external, that assesses impact.)	• In addition to the surveys of visitors to the Centre and to the *Science Circus* (95% satisfaction rated referred to above), positive customer feedback was also received on other Questacon programs, including *Questacon by Night*, the new *Excited Particles* science theatre program, and the new *Photonics* outreach program.

PRICE OF DEPARTMENTAL OUTPUT

Budget as in Portfolio Budget Statement	$12.689 million
Extra funding (Additional Estimates) (a)	$1.951 million
Total	**$14.640 million**
Actual Price	$15.261 million

(a) comprises $1.402 million (depreciation provision supplementation); $0.011 million (additional Comcover premium); $0.538 million (Building depreciation, reclassification from Administered Expenses)

IMPACT OF QUESTACON'S OLYMPICS-RELATED PROGRAMS

The 2000 Olympics provided Questacon with an opportunity to extend its regional and rural audience reach by visiting 108 locations around the country alongside the Olympic torch relay. An estimated 216 300 people saw *Shell Questacon Science Circus* demonstrations at these celebrations, with nearly 143 000 of these in regional and rural locations. A further 172 500 people visited a Questacon exhibition at the Olympics venue in Homebush. Both of these programs were supported by Shell Australia Limited.

Long-term comparisons of the Centre's visitor numbers will need to allow for the distorting influence of these exceptional Olympics-related activities during 2000–01. With attendance figures at Olympics-related programs excluded, Questacon's total visitor numbers in Australia fell slightly (by 1%, to 967 053), but overall visitor numbers in all locations in 2000–01 were 1 251 303, an increase of 17% compared with 1999–00.

Visitor numbers at the Centre in Canberra dropped by 4%, mostly due to large decreases in September and October – during and after the Olympics. In particular, school group visits fell by 63% during September.

Questacon's ongoing outreach programs continued the strong growth of previous years, with an overall 29% increase in visitor numbers resulting from the introduction of two new programs and a 14% increase in the number of people reached by the *Shell Questacon Science Circus*.

Travelling exhibition attendances increased overall by 27%, with a large contribution from the 254 879 visitors to *Terrorsaurus* in Bangkok, Thailand.

Figure 5 illustrates the changes in Questacon visitor numbers for all categories of programs over the last three years, in Australia and overseas. Figure 6 shows visitor numbers in Australia only, and highlights the increasing proportion of activity outside the Centre in Canberra over the last five years. Visitor numbers for Olympics-related activities are shown separately.

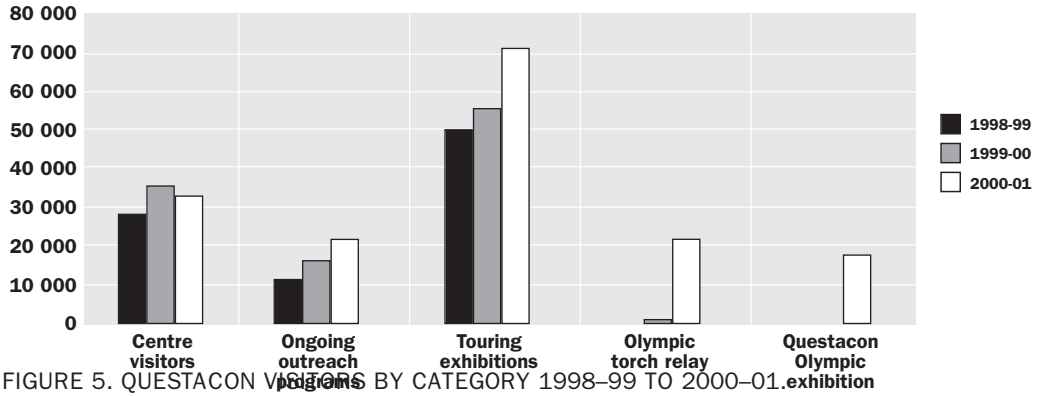


FIGURE 5. QUESTACON VISITORS BY CATEGORY 1998–99 TO 2000–01.

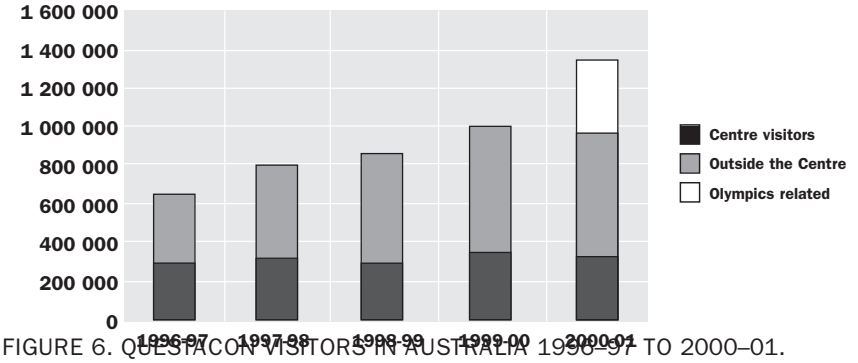


FIGURE 6. QUESTACON VISITORS IN AUSTRALIA 1996–97 TO 2000–01.

In the Business Plan for 2000–01, Questacon has set out five goals with supporting business measures and targets to assist in monitoring progress towards the overall outcome – Australians valuing science and technology's contribution to our culture and economic prosperity. These goals are:

- **To be a national leader in *communicating* science and technology**
- **To revitalise our commitment to *taking* interactive science and technology to regional, rural and remote Australia**
- **To engage people in *discovering* how new technologies shape our future**
- **To grow our business by *adding value* for our stakeholders**
- **To be a *well managed* and efficient organisation with a strong customer focus**

The following pages outline how Questacon performed against these goals in 2000–01.

GOAL 1: TO BE A NATIONAL LEADER IN *COMMUNICATING* SCIENCE AND TECHNOLOGY

STRATEGIES

- Profile Australian science and technology
- Work with partners to communicate the relevance of science and technology in their industry
- Promote interactive approaches to science and technology education
- Enhance the quality of the Questacon experience in Canberra
- Stimulate debate on current science and technology issues
- Ensure influential stakeholders are fully aware of Questacon's contribution to science and technology
- Play a key role in the international science centre industry

PERFORMANCE SUMMARY

Output quality and quantity targets for this goal were exceeded during 2000–01, with a significant contribution to visitor numbers from Olympics-related activities.

The impact on total visitor numbers of the 2000 Olympics and of Questacon's Olympics-related programs is discussed on page 13. The 9% drop in school group visitors shown below was due almost entirely to a large (63%) drop in group visits during September.

Business measure	Target for 2000–01	Performance against targets
Input measure Extent to which programs/exhibitions profile Australian science and innovation.	*Our Clever Country* delivered on time and on budget.	• The *Our Clever Country* exhibition was completed on time and within budget, and launched by the Prime Minister on 24 January 2001 as part of the Centenary of Federation celebrations. *Our Clever Country* showcases Australian innovations, and includes a new story-telling medium – an animated theatre – to take visitors on a unique journey through the life of a family and a nation.

Business measure	Target for 2000–01	Performance against targets
Output measure – quantity Increase in the overall number of visitors to the Centre and our programs.	To increase overall visitor numbers from the 1999–00 figure of 1 073 731.	• 1 640 103 people participated in Questacon programs during 2000–01, a 53% increase on last year. • 80% of Questacon's visitors were to programs outside the Centre in Canberra: 1 026 521 (63%) elsewhere in Australia and 284 259 (17%) outside Australia. • 329 332 people (26%) visited the Centre in Canberra. • 1575 groups visited the Centre, resulting in 107 678 student visitors, a 9% drop on last year.
Output measure – quality Visitors report an enhanced experience.	Customer satisfaction rate greater than 90%.	• A consistent 95% satisfaction rate was recorded among visitors: – to the Centre in Canberra (January 2001 visitor survey and feedback on Customer Service Charter forms); – to the *Shell Questacon Science Circus* exhibition on tour (visitor surveys in 2000); and – to the *Shell Questacon Science Circus* in-school presentations (teacher interviews with an independent evaluator). • Positive customer feedback has also been received on individual programs run at the Centre in Canberra.
	Less than 5% of exhibits down at any one time.	• On average, only 1.9% of exhibits were down at any one time.

ACTIVITIES RELATED TO GOAL 1

PROFILING AUSTRALIAN SCIENCE AND TECHNOLOGY

- The *Our Clever Country* exhibition was completed and opened to the public.
- Planning commenced for a major new regional outreach program, *Smart Moves*, with funding from the *Backing Australia's Ability* program. *Smart Moves* will target secondary school students, teachers and communities across Australia, encouraging students to recognise their potential as Australia's future innovators and to consider careers in cutting edge fields of science and technology.

- A new outreach program was developed with the support of Australian Photonics Pty Ltd. This uses innovative presentations that combine live theatre with multimedia techniques, and targets senior secondary students to increase understanding of the science and technology underpinning the emerging photonics industry and of the range of available careers in the industry.
- The *Innovative Australians* exhibition completed its Latin American tour and was integrated into *Our Clever Country* at the Centre in Canberra.
- Material on photonics and cloning was added to the new 'teens' section of the Questacon website.
- A Holden hybrid-technology car is on display at the Centre in Canberra during 2001.
- Development work has commenced on a new exhibition on Indigenous science and technology; and another on cotton for the Australian Cotton Exhibition Centre.

Questacon consulted widely in the development of these exhibitions and programs, tapping into the expertise of many Australian and international agencies in the government, academic and research, business and industry, museum and service sectors.

Numerous approaches were received from a variety of organisations, seeking Questacon's advice on producing exhibits, designing interactive learning programs, establishing new science centres and museums. These testify to the high regard in which Questacon's expertise is held.

EXHIBITIONS FEATURED AT THE CENTRE IN CANBERRA DURING THE YEAR INCLUDED:

- *Special Effects II*, from Scitech Discovery Centre, Perth;
- *Cyberzone*, from Scienceworks, Museum Victoria, Melbourne;
- *Sea Chest Secret*, Questacon's newest travelling exhibition;
- *Einstein: Man of the Century*, owned by the Hebrew University of Israel, supported by the Embassy of Israel and launched on 5 March 2001 by the Minister for the Arts and the Centenary of Federation, Peter McGauran;
- *BG WildLife Photographer of the Year 2000*, from the Natural History Museum, London (toured by the Australian Museum, Sydney).

Appendix 2 provides information about these exhibitions, including dates and visitor numbers.

Installation of *Our Clever Country* was part of a three-year program of refurbishing the Centre's building in Canberra to showcase the best in interactive exhibitions, building on the success of the very popular *Sideshow: The science behind the fun*, which opened in April 2000.

As part of this refurbishment program, a new permanent exhibition titled *Awesome Earth: The power and the beauty* was installed for opening on 2 July 2001. This explores spectacular natural phenomena including earthquakes, cyclones, tsunamis, volcanic eruptions and lightning. *Awesome Earth* was developed in association with Scitech Discovery Centre in Perth and had already had a successful seven-month season in Perth.

Development has commenced for a new major exhibition on the subject of predators, which will open in Canberra in late 2002 before beginning an extensive touring program.

In addition to its exhibitions, Questacon continued to offer a range of programs for different audiences at the Centre in Canberra. These included:

- an enhanced science drama program, featuring a team of experienced actors (the *Excited Particles*);
- the *Questacon Camp-In* overnight programs;
- the *Questacon by Night* evening activities;
- birthday parties;
- holiday programs during school holidays;
- public lectures;
- Questacon members' nights; and
- the ACT Science Fair winners' display and award presentations, in conjunction with the Science Educators' Association of the Australian Capital Territory.

Charges paid by participants for the first five of the above programs contribute to Questacon's revenue. Appendix 3 provides details of these programs, including participant numbers.

EDUCATIONAL RESOURCES AND SUPPORT

Resource materials were prepared for four exhibitions and an outreach program. These included background notes, curriculum links, in-exhibition activities and in-school activities. Background notes were prepared for two new shows. These resource materials are delivered in a variety of ways, including printed materials, the Questacon website and, in the case of *Our Clever Country*, a CD-ROM.

The early development phases for new exhibitions include content review to ensure that the exhibition concepts and their delivery relate to National Profiles for Australian Schools. This can involve extensive discussion with school and educational authority personnel.

Graphics panels and support materials for the *Sideshow* exhibition have been evaluated; similar evaluation is in progress for *NRMA RoadZone* and *Good Vibes*. The outcomes of these evaluations will inform future development of exhibition graphics and support materials.

STRATEGIC PARTNERSHIPS

Sponsorships are one important type of partnership, providing funding for major exhibitions and programs. Continuing sponsors during 2000–01 included Shell Australia Limited, Cootes Holdings Pty Limited, NRMA and the BHP Company Limited.

Questacon has long collaborated with the Australian National University (ANU) in Canberra and does so now through the university's National Centre for the Public Awareness of Science (CPAS). With the backing of Shell Australia, Questacon and CPAS jointly run the *Shell Questacon Science Circus*/Graduate

Diploma in Scientific Communication program. Questacon also contributes to other postgraduate programs in CPAS and the two organisations work together on projects such as evaluation of the Questacon visitor experience.

Other strategic partnerships are discussed under Goal 3 on pages 26–27.

QUESTACON IN THE BROADER SCIENCE COMMUNICATION COMMUNITY – ACROSS AUSTRALIA AND INTERNATIONALLY

Questacon's involvement in broader science communication activities and in the science centre industry often contributes directly towards its target outcome: Australians valuing science and technology's contribution to our culture and economic prosperity. Such involvement also raises the profile of Questacon and of Australia as a centre of excellence in the science centre industry; provides development opportunities for Questacon staff; and opens commercial opportunities for Questacon products and services.

The *Shell Questacon Science Circus* contributed exhibits and science demonstrations to the *Amazing World of Science* exhibition in Canberra during National Science Week.

The Centre's Director, Dr Annie Ghisalberti, is President of the Australasian Science and Technology Exhibitors Network (ASTEN); a member of the National Executive of the Council of Australian Museum Directors (CAMD); a member of the ACT Information Industry Development Board; and Chair of the ACT Research & Development Grants Scheme Panel.

During 2000–01, other Questacon officers held: a leadership position in the Australasian Science and Technology Exhibitors' Network (ASTEN); an executive committee position in the Asia Pacific Network of Science and Technology Centres (ASPAC); and a board position on the International Council of Exhibition Exchange (ICEE).

Questacon had prominent involvement in the ASTEN and ASPAC conferences held during the year, and a Questacon officer presented a paper at the British Interactive Group conference in England in July 2000. A Questacon officer edits the International Council of Museums' ASPAC Bulletin; another edits the ASTEN newsletter. Questacon is also an associate member of the European Collaborative of Science, Industry and Technology Exhibitions (ECSITE).

Questacon has a Friendship Agreement with the National Science Museum (NSM) in Japan, and a commercial agreement with the Kokoro Company in Japan. Under the former, Questacon facilitated an Australian science centre study program for an NSM officer. Under the latter, Questacon earned revenue through licensing for Kokoro to duplicate Questacon's *Mathamazing* exhibition and through commissions on the sale of Kokoro products such as robotic dinosaurs.

Questacon continued preparations for the Third Science Centre World Congress, to be held in Canberra in February 2002, with planning meetings of the International Program Committee held during the year in Cleveland, USA and Naples, Italy as well as Canberra.

QUESTACON AND THE CANBERRA TOURISM INDUSTRY

Questacon works closely with the Canberra tourism industry, through the Canberra Tourism and Events Corporation (CTEC), the National Capital Attractions Association (NCAA) and the National Capital Authority (NCA). Questacon is a member of the National Triangle marketing group, which comprises ten key attractions in the Parliamentary Triangle. Questacon's Director is an Honorary Ambassador for Canberra and a Deputy Director is president of the NCAA.

GOAL 2: TO REVITALISE OUR COMMITMENT TO *TAKING* INTERACTIVE SCIENCE AND TECHNOLOGY TO REGIONAL, RURAL AND REMOTE AUSTRALIA

STRATEGIES

- Improve the Questacon 'Outreach' experience
- Seek opportunities for significant involvement in regional areas
- Explore and use alternative delivery approaches

PERFORMANCE SUMMARY

Output quality and quantity targets were met or exceeded for Questacon's outreach programs during 2000–01.

Business measure	Target for 2000–01	Performance against target
Input measures Increased level of external funding of the *Shell Questacon Science Circus*	$500 000 per annum over 5 years secured	• Shell Australia Limited agreed to extend its sponsorship of the *Science Circus* at the current level of $300 000 per year. • Cootes Holdings Pty Limited agreed to extend its sponsorship of transport for the *Science Circus.*
Increased involvement in various programs in rural, regional and remote Australia	One new program	• The *Photonics* program began operation in 2001. • The Commonwealth Government, through its *Backing Australia's Ability* program, has agreed to provide $3.7 million over four years for *Smart Moves* (see page 24), with an additional $3.2 million being sought from the private sector through a major fundraising campaign. • The 2000 Olympics gave Questacon the opportunity, with the support of Shell Australia, to travel to 108 locations with the torch relay and to set up an exhibition at the Olympic venue in Homebush.

Business measure	Target for 2000–01	Performance against target
Output measure – quantity Increase in the overall number of visitors to programs in regional, rural and remote Australia	More than 130 000 people experience the *Shell Questacon Science Circus* More than 117 000 people experience Questacon outreach programs in regional, rural and remote areas.	• The *Shell Questacon Science Circus* delivered programs to 140 343 people in five States and the Australian Capital Territory. • Audiences in regional, rural and remote areas totalled 307 727 (164 805 excluding Olympics-related programs). • Approximately 12% of all Australian schools were directly serviced in their own communities, the majority in regional, rural and remote communities. • The total number of visitors to Questacon outreach programs was 597 909 (209 109 excluding Olympics-related programs).
Output measure – quality Visitors report an enhanced experience	Visitors report an enhanced experience at the *Shell Questacon Science Circus*	• Independent evaluation of the *Shell Questacon Science Circus* demonstrated a 95% satisfaction rate among both teachers (for school visits by Science Circus teams) and members of the public (visiting the *Science Circus* exhibition).

Other outreach programs and travelling exhibitions serving regional and rural Australia also attracted funding support:

- The Department of Education, Training and Youth Affairs, through its VEGAS program, provided $57 000 for *Science Circus* visits to Aboriginal communities and for cross-cultural training of staff.
- The Department of Industry, Science and Resources, through its *Science and Technology Awareness* program, provided $33 850 for touring the *Questacon Maths Centre* during 2001.
- The Department of Communications, Information Technology and the Arts, through the *Visions of Australia* program, provided $95 580 for touring the *Mathamazing* exhibition.

ACTIVITIES RELATING TO GOAL 2

During 2000–01, Questacon operated six outreach programs. Appendix 4 provides descriptions of these programs, as well as tour dates and locations and visitor numbers. Appendix 7 lists the 2001 *Shell Questacon Science Circus* team and Appendix 8 lists organisations that supported the *Science Circus* program during 2000–01.

Four of these six programs continued from previous years:

- *The Shell Questacon Science Circus*;
- *NRMA RoadZone*;
- *The Questacon Maths Centre*; and
- *Starlab*.

EVALUATION OF THE SHELL QUESTACON SCIENCE CIRCUS

Three independent evaluations of the *Shell Questacon Science Circus* were carried out, examining the marketing, schools educational and graduate career components of the program. While all contained recommendations for ongoing improvement, the overall outcome was a strong vote of confidence in the way the program is run and its success in meeting its objectives.

The Graduate Diploma in Scientific Communication (whose scholars deliver the *Science Circus* program) was found to be highly regarded both nationally and internationally, and to have an excellent record in terms of graduates securing employment in a striking range of careers in Australia and overseas.

In addition, regular exit surveys at *Science Circus* exhibition venues during 2001 consistently showed a visitor satisfaction rate above 95%.

ENHANCING EXISTING OUTREACH PROGRAMS

- Improved promotional and booking procedures for Questacon's outreach programs have contributed to sustained higher levels of visitation: visitor numbers increased by 21% on last year for programs operating in both 1999–00 and 2000–01.
- A new range of teacher professional development modules has been introduced to accompany *Shell Questacon Science Circus* visits to schools in regional areas. A total of 471 teachers in 70 schools have participated in these and other, stand-alone sessions for teachers.
- A cross-cultural awareness training program, with funding support from the Department of Education, Training and Youth Affairs, was successfully trialed to improve Questacon's ability to deliver programs to remote Aboriginal communities. This training will be expanded in 2001–02.

NEW OUTREACH PROGRAMS

Two new outreach programs were launched in 2000–01:

- The *Questacon Science Squad* is based at Questacon's ATP office and delivered science-based performances to 9013 Year K–8 students in 37 Sydney metropolitan schools during the first half of 2001.
- The *Photonics* program takes drama-based presentations incorporating multimedia elements to a new audience – students in senior secondary classes – with the primary aim of increasing interest in careers in the photonics industry. A total of 3068 students in 42 schools experienced the program in its first four months, in the Australian Capital Territory, Queensland and New South Wales.

Planning commenced for the *Smart Moves* program, which will promote the importance of innovation across Australia through a multi-faceted program. Possible strategies include presentations and workshops for secondary school students, professional development sessions for teachers, online web-based resources, television and print media communications, and a touring exhibition for community centres. Australians in regional and rural areas will be a key target audience, and the program will be developed through partnerships between Questacon and research and development organisations and education-based organisations. *Smart Moves* has attracted Commonwealth Government funding of $3.7 million over four years through the *Backing Australia's Ability* program. Private sector support is being sought to enhance the program.

COLLABORATION WITH OTHER OUTREACH PROGRAM PROVIDERS

At the March meeting of the Australasian Science and Technology Exhibitors' Network (ASTEN), Questacon gained endorsement to develop a national strategy for outreach programs. This will build on collaboration already occurring between Questacon and other science centres with travelling programs. For example, in June 2001, a letter of agreement was signed by Questacon and the Queensland Sciencentre in relation to the 2002 *Science Circus* tour to Queensland.

TRAVELLING EXHIBITIONS

Questacon's nine travelling exhibitions also provide world-class science and technology experiences to people in regional areas of Australia. These are discussed under goal 4, with details of tours at Appendix 5.

Appendix 6 lists all the locations visited during 2000–01 by Questacon's ongoing outreach programs and its travelling exhibitions.

GOAL 3: TO ENGAGE PEOPLE IN *DISCOVERING* HOW NEW TECHNOLOGIES SHAPE OUR FUTURE

STRATEGIES

- Use new communication technologies to maximise our reach
- Involve partners to showcase leading edge science and technology
- Develop Questacon at the Australian Technology Park in Sydney

PERFORMANCE SUMMARY

Questacon's website was significantly upgraded during 2000–01, with a full-time web manager appointed. The site attracted 80% more hits than in 1999–00.

Several partnerships have been established to strengthen Questacon's ability to showcase leading edge science and technology and to build a significant presence in Sydney.

Business measure	Target for 2000–01	Performance against target
Input measure Increase in the rate of online activities and resources provided via the website Increase in the rate of participation with industry to showcase leading edge science and technology		• Questacon's website has been re-designed and provides an increasing range of material for a variety of audiences, with a new section for secondary school students. • Questacon has established a partnership with Australian Photonics Pty Ltd to showcase its industry. • A major fundraising campaign is under way, seeking private sector support for a range of initiatives through which Questacon will raise awareness of cutting-edge science and technology, and related career opportunities.
Output measure – quantity Increases in the rate of website visits and the duration of visits	More than 2 500 000 hits per annum	• The Questacon website attracted over 4.37 million hits*, resulting from 270 854* visits averaging just over 3 minutes in duration. It delivered over 36 gigabytes of information during the year.
Output measure – quality		• The Questacon website won the Alta Vista award for the best URL at the first Australian Science Film and Multimedia Festival in May 2001.

* Visit and hit numbers are recorded for eleven months only: 1 August 2000–30 June 2001.

ACTIVITIES RELATING TO GOAL 3

THE QUESTACON WEBSITE

Features added to the Questacon website during its redevelopment in 2000–01 include:

- outreach program tour information, including online booking for the *Shell Questacon Science Circus* and for the *Questacon Science Squad*;
- information about an online booking for *Questacon Birthday Parties* and *Questacon by Night* programs;
- an expanded *Q Club* section with an online enrolment facility;
- Third Science Centre World Congress information, with online registration;
- four new Shockwave interactive activities;
- information about and educational resources for Questacon exhibitions, including *Sideshow: The science behind the fun*, *Einstein: Man of the Century*, *Our Clever Country*, *BG WildLife Photographer of the year 2000, Cyberzone* and *Awesome Earth*;
- a recruitment section, including current vacancy documentation; and
- material on photonics and cloning in the new 'Teens' section of the site.

The accessibility of the website was significantly improved during the year. Details are on page 37.

QUESTACON AT THE ATP IN SYDNEY

Questacon, as Australia's leading science and technology centre, is keen to establish a presence at Australia's pre-eminent technology transfer facility – the Australian Technology Park (ATP) in Sydney – and to work with ATP stakeholders in raising awareness of leading edge science and technology and the wide variety of career opportunities in developing industries.

Central to this aspiration are Questacon's already strong strategic relationships with key players at the ATP: the Sydney Harbour Foreshore Authority (with which Questacon has a Memorandum of Understanding); Australian Technology Park Innovation, which includes four universities as well as business interests; and major tenants of the ATP.

Questacon's *Innovative Australians* exhibition was staged at the ATP for the Prime Minister's launch of the Commonwealth Government's Innovation Action Plan on 29 January 2001.

QUESTACON AND THE NSW DEPARTMENT OF EDUCATION AND TRAINING

In May 2001, Questacon's Director signed a Memorandum of Cooperation with the New South Wales Department of Education and Training, setting a framework for the collaborative development of a range of science and technology programs and activities for students and teachers, especially in relation to educational activities at the ATP.

QUESTACON AND AUSTRALIAN PHOTONICS PTY LTD

Questacon's partnership with Australian Photonics Pty Ltd is discussed on page 24 in the context of the new Photonics outreach program. Exhibit concepts for a travelling exhibition on photonics have also been developed for consideration by Australian Photonics Pty Ltd.

GOAL 4: TO GROW OUR BUSINESS BY *ADDING VALUE* FOR OUR STAKEHOLDERS

STRATEGIES

- Develop products with unique competitive advantage to maximise our returns
- Evaluate all elements of our business to redirect resources to new priorities
- Explore overseas opportunities for our products

PERFORMANCE SUMMARY

Targets for both the input and the output measures for this goal were exceeded in 2000–01.

Business measure	Target for 2000–01	Performance against target
Input measure Annual increase in non-government funding and increase in the number of revenue sources	A 5% increase in non-government funding from $5.2 million in 1999–00 to $5.5 million in 2000–01	• Funding from non-government sources totalled $5.629 million, a 7.8% increase on the previous year. • A major fundraising campaign is under way, seeking private sector support for ATP projects, enhancements to *Smart Moves*, a new travelling exhibition about predators, and a biodiversity pavilion featuring live plants and animals. • Six exhibits were sold to the Northern Territory Museum and Art Gallery. • Revenue was received from Questacon agency agreements: $38 157 in 2000–01. • Five of Questacon's travelling exhibitions had profitable overseas tours during 2000–01.
Output measure – quantity Average cost per visitor	Average annual total cost per visitor $14.10 (including capital use charge)	• The average cost per visitor (including capital use charge) was $11.43. • The average cost per visitor, excluding visitors to Olympics-related programs, was $8.71. Given that the capital use charge for Questacon increased by 157% on last year, this is an excellent result, and an improvement on the 1999–00 average cost of $11.86 per visitor.

ACTIVITIES RELATING TO GOAL 4

The discussion of financial management in Part 3 of this *Report of activities* relates to this goal.

TRAVELLING EXHIBITIONS

Questacon's travelling exhibitions program contributes to the Centre's mission directly – in providing access to science and technology based experiences for people across Australia – and also indirectly through revenue from the touring program, especially its overseas component. During 2000–01, travelling exhibitions visited several regional centres as well as capital cities in Australia, reaching 428 612 people. They also featured in six locations outside Australia, attracting a total of 284 250 people in the Asia Pacific region, Mexico and the USA. *Sea Chest Secret*, a new, smaller touring exhibition was developed to meet the needs of venues around Australia.

Descriptions of the exhibitions, details of venues, dates and visitor numbers are set out in Appendix 4. The nine exhibitions in the 2000–01 program were:

- *BHP WildScience;*
- *Dinosaurs Alive!;*
- *Fascinating Science;*
- *Innovative Australians;*
- *Mathamazing;*
- *Science on the Move;*
- *Sea Chest Secret;*
- *Terrorsaurus*; and
- *Whodunit? Mystery at Menagerie Park.*

VENUE HIRE

During 2000–01, venue hire continued to contribute revenue to the Centre, with $157 511 gross revenue during the financial year (an increase of 99% on last year). This is a particularly successful result, given that the Centre's theatre has been less available for hire than previously because of its use for regular science theatre performances. Major corporate clients during 2000–01 included ActewAGL, Ansett Australia, the Australian Industry Group, FMA Australia, IBM Australia and the International Mint Directors' Conference. In addition, 57 events were held free of charge by non-profit organisations promoting science and technology, including the inaugural Australian Science Film and Multimedia Festival awards night, the ACT Science Fair, and an Engineering Games event.

EXPLORING NEW COMMERCIAL OPPORTUNITIES

Questacon received many enquiries for assistance from other government organisations and the commercial sector for assistance with exhibition and program concepts, design and construction. For

example, Questacon developed exhibit concepts for an exhibition on cotton for the Australian Cotton Exhibition Centre in Narrabri, New South Wales, with further discussions under way on designing and constructing these exhibits in 2001–02.

Questacon developed a set of guiding principles for dealing with such work as well as a pricing policy.

SPONSORSHIP

While Questacon has had a number of long-term high profile sponsors for many years, finding new sponsors using only limited resources has proven extremely difficult. With this in mind, and also the need to raise a high level of corporate support for our two significant strategic initiatives (*Smart Moves* and a presence at the Australian Technology Park in Sydney), a major fundraising initiative was mounted in the latter part of 2000–01. A major campaign launch including flights in the new Questacon hot air balloon was held in Canberra for senior executives of a number of major companies. Initial interest from potential sponsors was strong and consolidation of this interest is expected in the first half of 2001–02.

Appendix 9 lists Questacon's 2000–01 sponsors and contributors.

COLLABORATIVE VENTURES

Questacon completed a second collaborative venture with a state science centre, Scitech Discovery Centre in Perth. The *Awesome Earth* exhibition was developed in association with Scitech and exhibited in Perth before moving to a refurbished gallery in Canberra for its opening in July 2001.

EFFICIENCY MEASURES

Some efficiency measures have been made during the year to redirect resources to other priorities within the organisation, including:

- a review of the senior structure of the organisation resulting in the removal of one level of management, with the three Branch Managers taking on additional roles and becoming Deputy Directors; and
- greater emphasis being placed on asset management to optimise asset utilisation and life within the Centre.

GOAL 5: TO BE A *WELL-MANAGED* AND EFFICIENT ORGANISATION WITH A STRONG CUSTOMER FOCUS

STRATEGIES

- Benchmark and further improve our people strategies
- Evaluate and continually improve our programs and exhibitions
- Match business systems to key priorities

PERFORMANCE SUMMARY

Business measure	Target for 2000–01	Performance against target
Input measure Achieving and maintaining accreditation against the *Investors in People* standard *	Accreditation achieved in 2001	• *Investors in People* accreditation is now planned for 2003 after re-evaluation of the requirements in relation to Questacon's planned activities.
Output measure – quality Staff satisfaction rate	80% overall staff satisfaction rate in 2001	• The Centre's new Certified Agreement, developed by the Workplace Relations Committee through extensive consultation with staff, achieved a 95% acceptance vote. • A staff survey was disseminated in June 2001, with results and follow-up implementation due in 2001–02.

* *Investors in People* is a benchmark standard developed in the United Kingdom for organisations keen to improve business standards through their people management strategies. Assessment is against twelve indicators relating to four key principles: commitment to invest in people to achieve business goals; planning how skills, individuals and teams are to be developed to achieve these goals; taking action to develop and use necessary skills in a well defined and continuing program directly tied to business objectives; and evaluating outcomes of training and development for individuals' progress towards goals, the value achieved and future needs.

ACTIVITIES RELATED TO GOAL 5

Information in Part 3 of this *Report of activities* also relates to this goal.

EVALUATION OF QUESTACON PROGRAMS

- Several visitor programs at the Centre in Canberra were evaluated to assess their continuing viability: *Questacon by Night*, school holiday activities, the science theatre program, *Questacon Camp-Ins* and

venue hire. Customer feedback on the quality of these programs is very positive and all are financially viable.

- Customer satisfaction surveys have been carried out in relation to visits to the Centre in Canberra, and independent evaluators assessed the programs offered by the *Shell Questacon Science Circus*. These yielded a consistent 95% satisfaction rate, but suggestions for ongoing improvements also emerged.
- Internal evaluations have been carried out for a number of other programs. The new science theatre program featuring the *Excited Particles* was very well received by its audiences: 85% of those providing feedback indicated that they enjoyed the shows and were satisfied with their educational content. The new *Photonics* outreach program, presented to senior secondary students, has also attracted positive comments, with all teachers surveyed confirming its success in raising awareness of the photonics industry, and 80% satisfied with the educational content of the program.
- Early indications suggest a very positive visitor response to the animated theatre which is part of the new *Our Clever Country* exhibition.

UPGRADING AND MAINTAINING THE CENTRE'S FACILITIES AND SYSTEMS

- A major building upgrade program began in 1999–00 to address a number of Occupational Health and Safety issues from both visitor and staff perspectives. Elements of this program which were completed during 2000–01 include:
  – a fire protection upgrade;
  – completion of work to upgrade the air-conditioning system; and
  – renovation of staff accommodation.
- Questacon ensures a high level of safety across all areas of operation through regular maintenance and adherence to strict guidelines. Hydraulic, electrical and acoustic audits and follow-up action have led to improved lighting and reductions in noise levels. A lifecycle plan for the building, an annual maintenance plan and an asset plan ensure good long-term management of the building and its fixtures and contents. Daily maintenance and safety checks are carried out and all works are compliant with the relevant Australian Standards and building codes.
- Information technology (IT) infrastructure enhancements included replacement of point-of-sale equipment, network hubs and print server; and purchase of a higher speed, larger capacity backup tape drive and a new file server which doubles disc space and has faster disc drives. The internet gateway system was upgraded, security was enhanced, and a virtual private network (VPN) provided to improve external access from home and from the ATP.
- IT system enhancements included upgrades of the admission, booking and management system; GST upgrades for Finance One (the Centre's financial information management system) and for the shop, including cash receipting, stock and inventory systems; and providing for ticket sales through the shop. A common contacts database project was begun, and internal web pages were set up to provide easy access to corporate information, policies and forms as well as to frequently used external sites.

PART 3. MANAGEMENT AND ACCOUNTABILITY

CORPORATE GOVERNANCE

Information about Questacon's program structure, mission and goals, Council and organisational structure is in Part 1: About Questacon (pages 6–11)

Questacon staff are employed under terms and conditions set out in a Certified Agreement which came into effect on 4 January 2001. The Director and the three Deputy Directors have individual Australian Workplace Agreements.

The *Building an Even Better Questacon* framework provides an overall picture of the Centre and how it operates, including its goals, values, business plan and key policies.

COMMITTEES AND TEAMS

The Questacon Leadership Team (page 8) sets policy, allocates resources, and plans for the future at a strategic level.

The Workplace Relations Committee, made up of nine staff members from across the Centre, developed the Centre's new Certified Agreement and deals with any issues arising from the agreement and its implementation.

The Centre's Occupational Health and Safety Committee, chaired by the Deputy Director – Business Services, is made up of representatives from designated work groups and unions. The committee meets regularly to review progress and address new issues.

Much of the Centre's work is carried out by cross-functional project teams, with the Questacon Leadership Team authorising projects and determining each team's level of accountability.

THE CORPORATE PLANNING FRAMEWORK

During 1999–00, Questacon developed a five-year strategic plan for the period 2000–05, with five goals and a set of key strategies for each goal. Based on this, the business plan for 2000–01 sets out targets against 33 business measures. Questacon provides quarterly reports to Council against 14 critical measures; these form the basis for the performance reports in this *Report of activities*.

The Questacon Business Plan is the starting point for each Branch and team plan. Each staff member has an individual work plan flowing from this.

Each project team develops a plan for its work, including goals, resources, timelines, budget and reporting milestones.

RISK MANAGEMENT

Questacon has a number of elements in its risk management strategy:

- A corporate risk-management policy was developed in 2000–01, identifying high-level business risks. Questacon staff attended Comcare's program of risk management seminars covering the development of comprehensive risk management plans. Using this training, identification of risks at the team level will be carried out across the organisation in 2001–02. The resulting risk registers will be consolidated into a Centre-wide risk management plan and linked to the annual business and team planning process.
- In January 2001, Questacon received from the Department of Communications, Information Technology and the Arts a draft Fraud Control Plan developed by KPMG. This plan includes fraud risk assessment and fraud minimisation strategies and will be adopted for use by Questacon and considered as part of the Centre-wide risk management plan.
- Comprehensive insurance for Questacon, its activities and its people is provided by Comcover and Comcare.

ETHICAL STANDARDS

Questacon's *The Way We Do Things* builds on the Australian Public Service (APS) Values and Code of Conduct. This policy sets out what the organisation strives to ensure for its people; what staff expect from its leaders; how excellent service is delivered to customers and visitors; how staff work in teams; and how they use the internet. It provides guidelines on the APS Values, the APS Code of Conduct, misconduct and whistle-blowing.

INFORMATION TECHNOLOGY SYSTEMS

Underpinning the specific IT improvements outlined under goal 5 (page 32) was a major focus on setting up a planned maintenance program for the IT infrastructure. The emphasis was on updating the aging front-of-house, Questacon shop and network infrastructure.

A new master leasing contract was established to replace purchase of IT infrastructure: this will result in a better cash flow and enhance the Centre's ability to update both network and desktop systems on a rolling basis.

PUBLIC ACCOUNTABILITY

INTERNAL AUDIT AND EXTERNAL SCRUTINY

As a very small agency, Questacon is covered by the Department's (DoCITA's) internal and external audit programs. The Department's Fraud, Audit and Evaluation Committee advises on the probity and compliance of the Department's and its agencies' processes, procedures and activities to ensure efficient, effective and ethical operations. It oversees and appraises the quality of reviews conducted by the Department's internal auditor KPMG and its external auditor the Australian National Audit Office (ANAO). It acts as an advisory body on the adequacy of the Department's administrative, operating and accounting controls. It also has a role in overseeing risk management planning and implementation in the Department.

Questacon was not subject to an internal audit during the year; however, one satisfactory audit was completed in June 2000 and another is scheduled during the 2001–02 year. The external audit for the end of year financial reporting also resulted in a satisfactory outcome for Questacon.

No judicial or administrative tribunal decisions had a significant impact on the operations of Questacon during 2000–01.

One complaint was investigated by the Commonwealth Ombudsman, pursuant to section 12 of the Ombudsman Act 1976, in relation to the Centre's process for and decision on the awarding of a tender. The Ombudsman's Office found that 'the evaluation of tenders . . . was well conducted and fair' and found 'no basis to be critical of the tendering process'.

SOCIAL JUSTICE AND EQUITY

Questacon selects and designs its programs and exhibitions with reference to the needs of disadvantaged and minority groups. The Centre promotes social justice by providing easy access to its exhibitions, clearly visible and easy-to-understand graphics and text, and topics that take into account cultural and gender differences.

The Centre's travelling exhibitions and outreach programs travel to regional, rural and remote areas to provide Australians with access to world-class experiences in their own communities. The Centre's travelling exhibitions and outreach programs are discussed in Part 2: Questacon's performance, with details in Appendices 4, 5 and 6.

During 2000–01, outreach activity was significantly enhanced through Questacon's participation, with the support of Shell Australia, in the Olympic torch relay celebrations in over 100 locations around the country. Funding from the Department of Education, Training and Youth Affairs provided for cross-cultural awareness training for outreach programs staff and for visits by the *Shell Questacon Science Circus* to eleven remote Aboriginal communities and five remote schools in South Australia.

The Centre's admission prices provide a substantial discount for family groups and reduced rates for pensioners and students.

All building works and maintenance programs at the Centre in Canberra take into account the access and other needs of people with disabilities, the aged, and parents with young children.

A growing range of material is available on the Questacon website. Science content, educational materials, online activities, recruitment documentation and information about Questacon and its programs – including some online booking options for both outreach and Canberra-based programs – are increasingly accessible across Australia and internationally. Accessibility of the website was significantly improved during the year, as detailed below in the section on the Commonwealth Disability Strategy.

CUSTOMER SERVICE CHARTER

Questacon introduced its Customer Service Charter in August 1998 after consultation with staff, Questacon members, the public and special stakeholders such as the Council and sponsors. The Charter was revised in early 2001 to reflect changes in the Centre's goals as set out in the Business Plan for 2001–05.

The Questacon Customer Service Charter covers visitors to the Centre and its exhibitions and programs throughout Australia. It is available online at *www.questacon.edu.au/html/customer_service_charter.html* and as a pamphlet with an attached comment card. Copies are displayed in the Centre's galleries and foyer and distributed through outreach programs throughout Australia, including regional, rural and remote areas.

The Charter sets out a number of performance standards for Questacon programs. These standards comply with the Government's Charter of Public Service for a Culturally Diverse Society under the Commonwealth Access and Equity Strategy.

The Charter reflects the values of service expressed in the Australian Public Service Act 1999.

During 2000–01, 293 people (about 0.1% of all visitors) used a Customer Service comment card to provide feedback to Questacon. Almost all were in relation to a visit to the Centre in Canberra. The proportions of positive responses on the organisation's performance against the standards in the Charter were:

- warm, friendly and helpful staff – 95%;
- enquiries dealt with to customer's satisfaction – 92%;
- special needs, if any, adequately catered for – 83%;
- premises clean and well presented – 92%;
- opening hours suitable – 93%; and
- the visit was good value for money – 87%.

The feedback card also provides space for general comments. Responses include compliments, suggestions and also some complaints. Many of the complaints related to the Centre's café, whose operators are working closely with Questacon managers to address the issues raised. Any verbal complaints are dealt with immediately; others receive a written response within ten days.

A small number of comments were received through the Questacon website's online feedback form – all very positive. Occasional emails to the web manager indicated minor problems with the site; these were generally dealt with on the same day.

In customer surveys, carried out at the Centre in January 2001 and for the *Shell Questacon Science Circus* over several months in 2000, over 95% of responses indicated that visitors were satisfied or very satisfied with their Questacon experience as a whole.

COMMONWEALTH DISABILITY STRATEGY

Questacon's roles are those of purchaser, provider and employer. The Centre has started work on a full strategic approach to the Commonwealth Disability Strategy, to ensure that Questacon facilities, products and associated information are accessible to all in accordance with our mission of 'making science fun and relevant for everyone'.

Early indicators include:

As purchaser: All contracts used are consistent with the Disability Discrimination Act 1992.

As provider: All facilities management, building works and exhibition design programs address disability access issues.

Customer comments are gathered through surveys and through the Centre's Customer Service Charter feedback forms, which are made available to all visitors. The overall satisfaction rate is 95%, and action is taken where appropriate in response to individual comments. Of the 89 people who used a Customer Service Charter feedback form to comment on special needs being catered for, 83% were satisfied.

The accessibility of the Questacon website was significantly improved during 2000–01. The Australian Government Locator Service (AGLS) metadata standard has been implemented (with implementation approved by the National Archives of Australia). Flash navigation bars and frames (previously on all pages) have been removed, and alternate (ALT) tags have been added to all graphics. The website has almost achieved compliance with the Priority 1 level of the World Wide Web Consortium's Accessibility Guidelines – a significant improvement on last year's position.

As employer: All employment policies, procedures and practices are consistent with the Disability Discrimination Act 1992. Recruitment information is available on the Centre's website. Complaints and grievance mechanisms are fully documented and accessible to all staff in electronic and printed versions. These include access to internal and external mechanisms to address issues raised.

CONSULTANCY SERVICES

Questacon's policy on the selection and engagement of consultants conforms with the Commonwealth Procurement Guidelines and Chief Executive Instructions. Consultancies over $40 000 are subject to a public tender process.

Details of consultancy services costing over $10 000 are at Appendix 13, with market research and advertising expenditure detailed at Appendix 14.

ENVIRONMENTAL PERFORMANCE

The major environmental impacts of Questacon's activities are those relating to its use of resources – energy, water, and various materials. During 2000–01, building refurbishments, in particular those relating to the new air-conditioning system, were carried out with a view to long-term energy efficiency. The new plant was designed for long life (25 years) to minimise waste and lifecycle costs. All new components were the most energy efficient that were commercially available at the time. Major elements of the old plant were recycled.

While outside air ventilation rates were increased substantially to improve air quality when the building is occupied, all high occupancy areas were equipped with air quality sensors and dynamic control systems to vary air flow as required. This provides major energy savings compared with fixed ventilation schemes. The system has an 'economy mode' in which the building is cooled by outside air when climatic conditions are suitable – overall, the Canberra climate is very favourable for this feature.

During 2001–02, the operation of and energy use by this system will be carefully monitored to establish benchmarks and identify areas for potential improvement.

The chiller plant, as well as being designed using the most modern energy efficiency principles, will also reduce water usage: the old cooling towers were replaced by air-cooled chillers to eliminate water usage and the chemical contamination of waste water.

Other routine strategies for reducing resource use include:

- the purchase of 20 000 kWh per year of 'green power'; and
- recycling used paper and using recycled toners in all of the Centre's printers.

FREEDOM OF INFORMATION

The *Freedom of Information Act 1982* (the FOI Act) requires Commonwealth Government agencies to make available information about their organisation, functions and operation, and about rules and practices used in making decisions that affect members of the public.

This *Report of activities* provides general information about the Centre and its activities. Further information can be obtained by contacting the Centre (contact details are on page ii) or looking at the Questacon website (*www.questacon.edu.au).*

For the purposes of the FOI Act, Questacon's records are records of the Department of Communications, Information Technology and the Arts. Questacon maintains records in one or more physical forms on the following topics:

- science and technology;
- education; and
- corporate support.

Requests for access to our documents should be addressed to:

Questacon – The National Science and Technology Centre
PO Box E28
Kingston ACT 2604
Attention: Freedom of Information Coordinator

MANAGEMENT OF HUMAN RESOURCES

At 30 June 2001, Questacon had a full-time equivalent staffing level of 116, with 161 actual staff, of whom 158 were based in Canberra and 3 in Sydney.

The Centre's Certified Agreement covers 160 staff. Three of these have individual Australian Workplace Agreements (AWAs) that refer to the more detailed provisions of the Certified Agreement. The Director has an individual AWA that refers to the DoCITA Certified Agreement.

Questacon employs people over a wide age range (Figure 7) and under a variety of contractual arrangements to suit the Centre's operational requirements and the needs of individual staff (Figures 8 and 9). Overall, 45% of the Centre's staff are women and 55% are men; 25% are employed on an ongoing basis.

Tables of detailed staffing statistics are provided at Appendix 12.

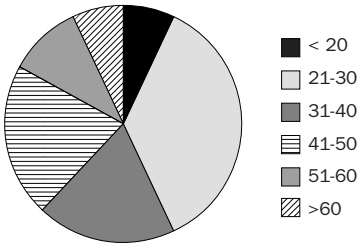


FIGURE 7. QUESTACON'S STAFF BY AGE GROUP (30 JUNE 2001).

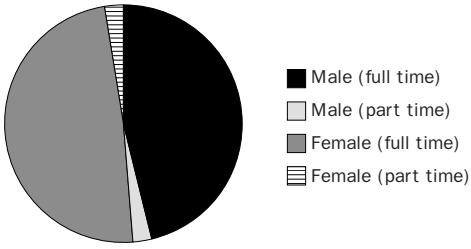


FIGURE 8. QUESTACON'S ONGOING STAFF BY GENDER AND EMPLOYMENT CATEGORY (30 JUNE 2001).

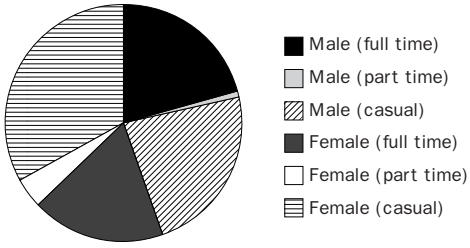


FIGURE 9. QUESTACON'S NON-ONGOING STAFF BY GENDER AND EMPLOYMENT CATEGORY (30 JUNE 2001).

Under the *Building an Even Better Questacon* framework, Questacon has a *People and Business* performance management scheme and a *Developing Q People* human resource development plan. The performance management scheme centres on individual work plans, with each plan and performance against it reviewed on a six-monthly basis. *Developing Q People* features key attributes of Questacon staff, and identifies priority skills for 2000–01, both Centre-wide and team-specific.

During 2000–01, training and development included leadership workshops for all staff; customer service; project management; computer skills; occupational health and safety; fire, emergency and first aid training; specific technical training; conferences and site visits to other science centres and museums.

NEW CERTIFIED AGREEMENT

Questacon's current Certified Agreement came into effect on 4 January 2001. A 95% acceptance vote followed extensive staff consultation by the Workplace Relations Committee. The Agreement provides a working environment that links and supports Questacon staff to deliver the business and community commitments outlined in Questacon's business plan. It sets out working conditions, remuneration, and leave provisions. It provides for clear planning processes; regular, constructive, two-way feedback; acknowledgement of team and individual efforts; and simplified administrative processes and business practices – all in a safe, equitable and harassment-free workplace where diversity is valued.

Staff at Questacon do not receive performance pay, with the organisation having developed other ways to acknowledge and reward staff.

INDUSTRIAL DEMOCRACY AND WORKPLACE DIVERSITY

Staff at all levels in Questacon have been involved in many decision making processes, including work on the Certified Agreement and in many cross-functional project teams. The team-based approach has, over the last two years, led to increased interactions among staff, producing greater understanding, more effective work practices and happier staff. The results of a staff survey undertaken in June 2001 will provide a basis for improving the alignment of day-to-day practices with Questacon's strategic goals.

Questacon's Workplace Diversity policy *Managing Our Diversity* encourages all staff and volunteers to respect and value staff diversity and to create an environment where everyone's abilities and experiences can be fully utilised without exploitation. Questacon's staff and volunteers include people of a wide range of ages and diverse ethnic backgrounds. The Centre's cross-functional teams allow all staff to participate fully in a range of projects and to celebrate successes together. A staff survey carried out in June 2001 will indicate staff perceptions of the success of this and other policies.

The Centre's *Workplace Harassment Policy* aims to create a work environment where staff can participate, contribute and develop in the workplace to the best of their ability in a harassment-free environment. Several staff were trained as Workplace Harassment Contact Officers to provide advice and support to staff. Further training is provided to update the skills of this group and to train replacement Contact Officers as needed.

Questacon staff have access to a confidential employee assistance program provided by an external supplier.

OCCUPATIONAL HEALTH AND SAFETY

A number of staff have undertaken training in risk management and hazard identification. Ongoing training in emergency procedures has seen the majority of staff trained to fire warden level. A large number of staff are trained as first aid officers.

During 2000–01, no directions were given under s.45 of the Occupational Health and Safety (Commonwealth Employees) Act 1991 and no notices were given under s.30, 46, 47 or 48. Staff reported 22 minor accidents, with six resulting in compensation claims. While there have been 100 incidents involving members of the public, many have been minor in nature and only one was referred to our insurance company for action. Questacon has strict reporting requirements in relation to accidents and potential accidents, resulting in quick investigations and resolutions.

FINANCIAL MANAGEMENT

Questacon's financial statements for 2000–01 are provided in full at Appendix 15.

Questacon achieved a strong financial result for the year 2000–01. The key factors that contributed to the net surplus for the year include:

- a steady increase in revenue from sources other than government, of 7.8% on the previous financial year; and
- additional depreciation funding via the Additional Estimates process which recognised a shortfall in funding for both the 2000–01 and 1999–00 financial years.

The following sections summarise significant changes in the financial statements from the prior year results.

REVENUE

Government revenues have increased by 37% on the previous year. This is due to the increase in capital use charge funding of 157% associated with the Questacon building now being accounted for as a Departmental asset rather than an Administered asset. It is also due to the increase in funding received for depreciation referred to above.

Questacon has consistently had a government to non-government funding ratio of about 60:40 over recent years, with the ratio for 2000–01 at 64:36. As mentioned, this has been impacted by the increase in capital use charge (CUC) funding, which accounts for 13% of total funding. Excluding the CUC funding, the government to non-government ratio is 58:42. In order to maintain this ratio the organisation has worked hard at ensuring we have a good mix of revenue from sources other than government, with a resulting increase of 7.8% on non-government revenue to $5.629 million. This result was achieved despite the fall off in visitor numbers to the Centre in Canberra after the Olympics. Figure 10 shows a break up of revenue sources.

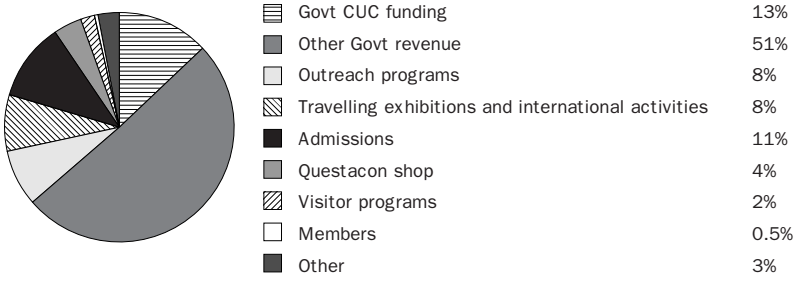


FIGURE 10. QUESTACON'S REVENUE SOURCES 2000–01.

EXPENSES

Employee expenses have increased by almost 20% on the previous year. This increase is attributable to salary increases as a result of the organisation's new Certified Agreement, signed in January 2001, and to increases in staff numbers in line with increased funding for new exhibitions and programs.

The write down of assets total of $1.473 million for this financial year is mostly associated with the cyclical revaluation of the Questacon building in Canberra.

The increase in the depreciation expense for the year is consistent with the aging of assets, disposals and additions during the year.

BALANCE SHEET

The cash position of the organisation remains strong, ensuring liabilities can be met as and when they fall due.

The decrease in non-financial assets is again largely due to a decrease in the building's value as a result of a revaluation, and to disposals associated with plant and equipment and exhibition replacement during the year.

The decrease in Loans to $1.052 million represents the remaining balance of a three-year equity injection for capital works. This was received in advance from our Department due to the works being programmed to occur over one and a half years rather than three (to ensure minimal disruption to staff and visitors). The last tranche will be received from DoFA in the 2001–02 financial year and hence repaid to DoCITA at the same time. The increase in capital is also due to this equity injection.

Payables have increased by 13% on the previous year largely due to increased exhibition development and program activity.

OUTPUT PRICING REVIEW

Questacon underwent an Output Pricing Review (undertaken by DoFA in association with our Department DoCITA) during the latter part of 2000, to assess the output price and also Questacon's bid to become a Prescribed Agency. This resulted in Questacon's output price being increased.

Also recognised in the Pricing Review was Questacon's success at delivering its programs to a significant percentage of the population on a relatively small budget and at a cost per visitor that is well below other cultural institutions.

In 2000–01 the average cost per visitor was $11.43 (including capital use charge); this represents a decrease of 3.8% on the previous year. This is a commendable result given that the capital use charge increased by 157% on the previous year. With Olympic visitor numbers included, the average cost per visitor drops to $8.71, which represents a decrease of 27% on the previous year.

ASSET MANAGEMENT

The last 12 months have seen much greater emphasis being placed on asset management to optimise asset utilisation and life within the Centre. Life cycle maintenance plans are in place for the building, plant and equipment with life cycle planning for exhibitions to be a big focus in 2001–02. An ongoing asset replacement program is in place to ensure the facility is functioning to a standard expected by both staff and visitors to the Centre.

COMPETITIVE TENDERING AND CONTRACTING

Questacon's core purchasing policies and principles are consistent with core Government policy and practice.

During the year Questacon developed a centralised contracts unit which provides a single contact point for advice on purchasing requirements and contract management, and advice and support in relation to arranging and administering contracts. This ensures that accountability requirements are met and encourages continuous improvement in procurement practices throughout the organisation.

Appendix 13 provides details of consultancy expenditure over $10 000, representing $657 191 of the total $764 171 paid to consultants during 2000–01.

Questacon has a culture of innovation and continuous improvement. Although initially this was most evidenced in the program delivery aspects of its operations, over the last two years much emphasis has been placed on reviewing the business processes and systems that support such operations.

Areas of Questacon that have already been outsourced include:

- Questacon Café;
- marketing – design, printing and publication of key marketing materials;
- operations and maintenance of the building and associated plant and equipment (we retain a strategic manager, contracts manager and general maintenance staff);
- exhibition development – some aspects of design, development and building of exhibits/exhibitions are outsourced: for example, we recently contracted a state-based science centre to build an exhibition for us; in addition, while Questacon runs its own workshop for exhibition building and maintenance, it does this with a core staff on medium to long term contracts, and then relies on a pool of casual/short term contractors to meet project demands;
- our IT infrastructure, which is managed and operated by a small team, focussing on strategic direction and planning and help desk operations; the IT Manager position was revised in the past 18 months to take a more strategic role (rather than the previous largely help desk role, with heavy reliance on an outsourced provider to maintain the network and develop strategic plans), and external providers are used for bulk network upgrades/installations and strategic network advice; and
- contracts development – Questacon has one person with government expertise in developing contracts/purchasing, with legal and commercial advice being outsourced.

APPENDICES

APPENDIX 1. VISITOR NUMBERS

PROGRAMS AT QUESTACON IN CANBERRA

Paying visitors	277 286	
Complimentary (non-paying)	19 436	
Members	12 316	
Camp-ins	724	
Questacon by night	4 380	
Lectures	233	
School holiday programs	2 629	
Birthday parties	3 181	
Puppet show	150	
Venue hire	8 997	
Sub-total	**329 332**	4% decrease on last year

OUTREACH PROGRAMS (IN AUSTRALIA)

Shell Questacon Science Circus	140 343	
NRMA RoadZone	46 105	
Questacon Maths Centre	5 739	
Starlab	4 370	
Questacon Science Squad	9 013	
Photonics program	3 068	
Teacher professional development workshops	471	
Olympics torch relay	216 300	
Olympic exhibition at Homebush	172 500	
Sub-total	**597 909**	255% increase on last year
Sub-total (excluding Olympics-related)	**209 109**	(29% increase on last year)

TRAVELLING EXHIBITIONS (IN AUSTRALIA)

	Outside Canberra	At Questacon
BHP WildScience	108 936	
Dinosaurs Alive	30 314	
Fascinating Science	2 346	
Innovative Australians	65 779	
Mathamazing	192 410	
Sea Chest Secret	2 348	37 765 *
Terrorsaurus	26 479	
Sub-total	**428 612**	9% decrease on last year

* This number is included in the total visitors to programs at Questacon in Canberra.

TRAVELLING EXHIBITIONS (OUTSIDE AUSTRALIA)

Fascinating Science	3 978	
Innovative Australians	12 779	
Science on the Move	3 829	
Terrorsaurus	254 879	
Whodunit?	8 785	
Sub-total	**284 250**	226% increase on last year
Grand total	**1 640 103**	53% increase on last year
Grand total (excluding Olympics-related)	**1 251 303**	(17% increase on last year)

APPENDIX 2.

INCOMING EXHIBITIONS AT QUESTACON IN CANBERRA

In 2000–01, Questacon featured the following incoming exhibitions:

SPECIAL EFFECTS II

An exhibition from Scitech Discovery Centre, Perth, which allows visitors to explore the science behind film-making.

29 July 2000–29 January 2001

Total visitors: 182 790

CYBERZONE

An exhibition from Scienceworks, Museum Victoria, Melbourne, about digital technology – how it works and some of its applications.

10 February–22 July 2001

Total visitors to 30 June 2001: 97 884

EINSTEIN: MAN OF THE CENTURY

An exhibition of letters, manuscripts, photographs and sound recordings that reveal the personal side of Einstein – from the Hebrew University of Jerusalem, Israel; supported by the Embassy of Israel.

19 February–14 May 2001

Total visitors: 58 996

BG WILDLIFE PHOTOGRAPHER OF THE YEAR 2000

A display of winning entries in an international wildlife photographic competition, from the Natural History Museum, London; tour organised by the Australian Museum, Sydney.

24 March–12 June 2001

Total visitors: 66 454

Also on display at the Centre during 2000–01 were two new exhibitions developed by Questacon. *Sea Chest Secret* was featured from 15 January to 21 March 2001 before touring to Queensland. *Our Clever Country*, a new permanent exhibition, was launched on 24 January 2001 by the Prime Minister.

Awesome Earth, a new permanent exhibition developed in association with Scitech Discovery Centre in Perth, was installed in June for opening to the public on 2 July 2001.

APPENDIX 3.

PUBLIC PROGRAMS AT THE CENTRE IN CANBERRA DURING 2000–01

PUBLIC LECTURE PROGRAM

Total participants: 233

Lecture	Speaker	Date
Nanotechnology: physics, chemistry and biology unite at the ultra-small scale	Dr Michelle Simmons University of New South Wales	22 August 2000
Searching for early life and the potential for life on Mars (an Earth Science Week lecture)	Dr Graham Logan Geologist	8 October 2000
GENEious: key issues surrounding the development and use of GMOs	Professor Alan Gray Director of the Centre for Ecology and Hydrology Dorset, England	16 January 2001
Einstein, 'Subtle is the Lord, but malicious he is not' *	Dr Craig Savage Senior Lecturer Physics Department, Australian National University	10 April 2001
Gravitational waves: a new window to the universe	Dr Gabriela Gonzalaz Department of Physics Pennsylvania State University, USA	7 May 2001
Wildlife caught on film *	Nicholas Birks Wildlife photographer	9 May 2001

* Organised to complement exhibitions on show at the Centre

SCIENCE THEATRE

Total participants: 72 222

This replaces the earlier gallery-based science demonstration shows: a team of experienced actors, the *Excited Particles*, presents a regular daily program of shows on a range of science topics.

QUESTACON CAMP-INS

Total participants: 724

This overnight program is popular with guide groups and local schools, and offers science-based activities and a show as well as access to the exhibition galleries. Ten of these were run in 2000–01.

QUESTACON BY NIGHT

Total participants: 4380

This evening activity is popular with interstate schools, whose students spend two hours exploring the exhibitions.

SCHOOL HOLIDAY PROGRAMS

Total participants: 2629

These provide both half-day and full-day activities for children on weekdays during the school holidays.

QUESTACON BIRTHDAY PARTIES

Total participants: 3181

Four to six are run every weekend on a cost-recovery basis.

APPENDIX 4.

OUTREACH PROGRAMS

Questacon's outreach programs reached a total of **597 909** people during 2000–01, including 216 300 people during Questacon's Olympic torch relay program and 172 500 people at the Homebush Olympics exhibition in September 2000. A total of **1198 schools**, across all States and Territories, experienced a Questacon outreach program.

SHELL QUESTACON SCIENCE CIRCUS

This program delivers science-based presentations in schools, and a travelling exhibition set up in community centres, throughout regional, rural and remote Australia. Staffing this program is a major practical component of the Australian National University's Graduate Diploma in Scientific Communication course.

A total of **529 143** people experienced the *Shell Questacon Science Circus* (SQSC) program. This included **388 800** people at its special Olympic programs and **140 343** people at other SQSC programs. *Science Circus* teams visited a total of **648 schools** during the year.

The following table summarises *Shell Questacon Science Circus* activities during 2000–01:

Tour/activity location	Dates	Towns	Total visitors	Number of schools
South-west Western Australia	17 July– 5 August 2000	Bunbury Manjimup Busselton Katanning Albany	12 933	66
Tasmania	27 August– 18 September 2000	Queenstown St Helens Hobart	15 083	77
South Australia – Aboriginal community and school visits	5–13 October 2000	Communities at: Ernabella, Fregon, Mimili, Amata, Pipalyatjara, Murputja, Point Pierce, Davenport, Yalata, Koonibba and Raukkan. Schools at: Ceduna, Penong, Kaurna Plains, Narrung.	1 260	19

Victoria and New South Wales	26 October–19 November 2000	Mildura Swan Hill Bendigo Echuca Deniliquin	14 840	106
AquaFest	October 2000	Canberra	2 230	45 (estimated)
Queanbeyan NSW (training tour)	14–17 February 2001	Queanbeyan	3 924	15
South-eastern New South Wales	4–25 March 2001	Goulburn Bowral Nowra Batemans Bay Bega	20 547	108
Australian Science Festival	2–5 May 2001	Canberra	32 000	Not available
Northern Queensland	14 May–2 June 2001	Cairns Atherton Ingham Innisfail	19 057	92
Northern New South Wales	17 June–7 July 2001	Armidale Tamworth Moree Inverell Gunnedah	18 469	120
Olympic torch relay	6 July–14 September 2000	108 towns and cities in five states and the Australian Capital Territory	216 300	
Olympic exhibition	13–29 September 2000	Homebush, Sydney	172 500	
Total visitors			**529 674**	

NRMA ROADZONE

NRMA RoadZone is an exhibition-based program which aims to teach 9–14 year olds important safety messages interwoven with science and technology concepts relevant to road users.

Tour location	Dates	Total visitors
Tamworth NSW	July–September 2000	3 449
Lismore NSW	September–December 2000	5 100
Brisbane Qld	December 2000–April 2001	34 554
Penrith NSW	April–June 2001	3 002
Total visitors		**46 105**

QUESTACON MATHS CENTRE

This is a collection of hands-on problem solving activities.

A total of **5 739** people visited The Questacon Maths Centre during 2000–01, including 5 384 students in **111 schools** during the year.

Tour location	Dates	Total visitors
Sunshine Coast Qld	July–September 2000	1 343
Rockhampton Qld	October–December 2000	1 506
Central Queensland (Proserpine, Emerald, Longreach, Mt Isa, Charters Towers)	April–June 2000	2 890
Total visitors		**5 739**
Teachers at professional development workshops in the Questacon Maths Centre		55

QUESTACON SCIENCE SQUAD

The *Questacon Science Squad*, a new program in 2000–01, is based in Sydney's ATP office and delivers science-based performances to Year K–8 students. The team visited **37 schools** in the Sydney Metropolitan area during February–June 2001. **8885** students and **128** adults made up the audiences for the *Science Squad*'s performances.

PHOTONICS PROGRAM

The *Photonics* program is a new program of in-school drama-based presentations incorporating multimedia elements, for senior secondary students. The program's primary aim is to increase interest in careers in the photonics industry. The team visited a total of **42 schools** during March–June 2001, in the Australian Capital Territory, Queensland and New South Wales. The program was presented to audiences totalling **2958** people.

Locations

Australian Capital Territory: Canberra

New South Wales: Armidale, Bingara, Boggabilla, Bowral, Goulburn, Gunnedah, Guyra, Inverell, Moree, Nowra, Tamworth, Walcha, Warialda, Wee Waa

Queensland: Atherton, Cairns, Ingham, Innisfail

TEACHER PROFESSIONAL DEVELOPMENT WORKSHOPS

Professional development workshops on a range of topics were run with teachers from **70 schools** in the Australian Capital Territory, New South Wales, the Northern Territory, Queensland and Western Australia. Many of the workshops accompanied the *Shell Questacon Science Circus* visits to schools in regional and rural areas. A total of **471** teachers participated in this program.

STARLAB

A set of portable planetariums can be used for presentations about astronomy by Questacon staff, or for training sessions for teachers who then use them as part of their classroom program.

Over **4 300** people experienced a Questacon *Starlab* program during 2000–01, including students and teachers from a total of **80 schools**.

Starlab program	**Location**
Teacher training workshops Workshops accommodate 20 people each, usually teachers from several schools. The trainees then take the Starlab to their schools to use in their teaching program	Darwin, Cairns
Starlab hire These hires are by teachers who have previously completed Starlab training by Questacon staff.	Cairns, Moranbah, Melbourne, La Grange (nr Broome)
Starlab presentations	Melbourne (10 presentations)

As well as these stand-alone uses, Questacon's *Starlabs* are also used as a part of the *Shell Questacon Science Circus* program and by the Sydney-based *Questacon Science Squad*.

APPENDIX 5.

TRAVELLING EXHIBITIONS

The Centre's travelling exhibitions featured at the following locations. Where possible, a breakdown of visitor numbers is provided for the 2000–01 part of each tour.

Exhibition / Location	Tour dates	Visitors per tour (1.7.00–30.6.01 only)
BHP WildScience		
Australian Museum, Sydney NSW	25 July–8 October 2000	45 017
Scitech Discovery Centre, Perth WA	10 November 2000–29 April 2001	59 319
Wollongong Science Centre, Wollongong NSW	14 May–16 September 2001	4 600
Mathamazing		
Scienceworks, Melbourne Vic	3 June 2000–4 February 2001	189 473
Museum of Fire, Penrith NSW	12 February–27 May 2001	1 605
Albury Regional Museum, Albury NSW	4 June–29 July 2001	1 332
Fascinating Science **(two exhibitions)**		
Kauai Discovery Centre, Hawaii USA	21 January–31 July 2000	1 000
Willamette Science and Technology Centre Eugene, Oregon USA	27 September 2000–27 March 2001	2 978
Albury Regional Museum, Albury NSW	1 June–31 July 2000	2 346
Science on the Move		
Otago Museum, Dunedin NZ	15 May–16 July 2000	3 829
Dinosaurs Alive! **(two robotic dinosaurs)**		
Wollongong Science Centre, Wollongong NSW	1 January 2000–8 July 2001	30 314
Terrorsaurus		
National Science Centre, Bangkok, Thailand	25 September 2000–25 March 2001	254 879
Scitech Discovery Centre, Perth WA	1 June–15 October 2001	26 479
Whodunit?		
Scitech Discovery Centre, Perth WA	August 2000–April 2001	Refurbishment and revision for Chinese audience in Hong Kong
Hong Kong Science Centre	19 June–18 November 2001	8 785

Innovative Australians		
University of Mexico, Mexico	15 July–13 August 2000	12 779
Scienceworks, Melbourne Vic	10 February–27 May 2001	65 779
Sea Chest Secret		
Questacon	15 January 2000–21 March 2001	37 765
Rockhampton Regional Art Gallery, Rockhampton Qld	20 April–27 May 2001	2 348

BHP WildScience explores parallels between human technologies and structures, processes and systems occurring in nature.

Mathamazing demonstrates the importance of mathematics in our lives.

Fascinating Science and ***Science on the Move*** are two versatile, highly portable exhibitions covering a range of science concepts.

Dinosaurs Alive! and ***Terrorsaurus*** feature robotic dinosaurs.

Whodunit? Mystery at Menagerie Park, which explores forensic science, was jointly developed by Questacon and Perth's Scitech Discovery Centre. During 2000–01 it was refurbished and its texts translated into Mandarin and Cantonese for a Chinese audience in Hong Kong.

Innovative Australians was originally developed with IDP Education Australia for the Department of Foreign Affairs and Trade to promote Australia's expertise in cutting edge science and technology. It has now been incorporated into the ***Our Clever Country*** exhibition at the Centre in Canberra.

Sea Chest Secret is Questacon's newest travelling exhibition, developed in 2000–01. It was designed for upper primary and lower secondary students and uses a problem-solving approach to explore a number of disciplines including environmental science, art and maritime history.

APPENDIX 6.

LOCATIONS VISITED BY A QUESTACON PROGRAM DURING 2000–01

AUSTRALIAN CAPITAL TERRITORY

Canberra

NEW SOUTH WALES

Albury
Armidale
Batemans Bay
Bega
Bingara
Boggabilla
Bowral
Deniliquin
Goulburn
Gunnedah
Guyra
Inverell
Lismore
Moree
Newcastle
Nowra
Penrith
Queanbeyan
Sydney
Tamworth
Wagga Wagga
Walcha
Warialda
Wee Waa
Wollongong

NORTHERN TERRITORY

Darwin

QUEENSLAND

Atherton
Brisbane
Cairns
Charters Towers
Emerald
Ingham
Innisfail
Longreach
Mt Isa
Proserpine
Rockhampton
Sunshine Coast

SOUTH AUSTRALIA

Aboriginal communities and schools at:
Amata
Ceduna
Davenport
Ernabella
Fregon
Kaurna Plains
Koonibba
Mimili
Murputja
Narrung
Penong
Pipalyatjara
Point Pierce
Raukkan
Yalata

TASMANIA

Hobart
Queenstown
St Helens

VICTORIA

Bendigo
Echuca
Melbourne
Mildura
Swan Hill

WESTERN AUSTRALIA

Albany
Bunbury
Busselton
Katanning
Manjimup
Perth

Representatives of the *Shell Questacon Science Circus* also visited 108 locations while accompanying the Olympic torch relay: 3 in the Australian Capital Territory, 48 in New South Wales, 13 in South Australia, 8 in Tasmania, 35 in Victoria and 3 in Western Australia. (The torch relay visited the Northern Territory and Queensland in 1999–00.)

INTERNATIONAL

Hawaii, USA
Oregon, USA
Dunedin, New Zealand
Bangkok, Thailand
Hong Kong
Mexico City, Mexico

APPENDIX 7.

SHELL QUESTACON SCIENCE CIRCUS SCHOLARS 2001

Name	University and degree		Discipline
Anita Beck	ANU:	BA/BSc Hons	Chemistry Linguistics
Merryn Bryant	Newcastle:	BSc Hons	Marine Science
David Budden	UNSW:	BSc	Physics
Cristy Burne	Murdoch:	BSc	Biotechnology
Marcus Finlay	Melbourne:	BSc	Pathology
Denise Kirkpatrick	Curtin:	BSc Hons*	Biology
Belinda Kyle	Macquarie:	BA/BSc	Anthropology Paleontology
Samantha Lucia	Sydney:	BSc	Environmental Science
James Mackey	RMIT:	BAppSc	Photography
Olivia Maselli	Flinders:	BTech Hons	Chemistry
Owen Shepherd	UNSW:	BSc	Physics
Richard Shorten	Macquarie:	BSc DipChemInd Hons	Chemistry
Graham Walker	ANU:	BSc	Microbiology
Elizabeth Warnes	Sydney:	BSc Hons	Chemistry
Marc West	Sydney:	BSc Hons/BLaw	Chemistry

* Has 2 BSc degrees, one in multidisciplinary science, one in biology

APPENDIX 8.

ORGANISATIONS SUPPORTING THE *SHELL QUESTACON SCIENCE CIRCUS* PROGRAM

Shell Australia Ltd

Cootes Holdings Pty Ltd

The Australian National University, through the Centre for the Public Awareness of Science

Commonwealth Department of Education, Training and Youth Affairs

ABC Radio 2CN, Canberra

ABC Science Unit on-line ('The Lab')

Australian Academy of Science

Centre for Appropriate Technology, Alice Springs

Chris Krishna-Pillay, CSIRO Education Programs

CSIRO Education Programs (Double Helix and Scientriffic Magazines)

CSIRO National Awareness Programs

Discovery Science Centre, Bendigo

Green Words and Advertising

Museum Victoria

Radio 2XX, Canberra

Robbie Weekes Media Pty Ltd

Ruben Meerman, The 'Surfing Scientist'

Sciencentre, Brisbane

Sydney Organising Committee for the Olympic Games

Tandanya Aboriginal Cultural Centre, Adelaide

Taronga Park Zoo

The Australian Science Festival

The Australian War Memorial, through Audience Advocate and Evaluator, Linda Fergusson

The Canberra Times, through Science Editor, Simon Grose

The Investigator Science and Technology Centre, Adelaide

Western Plains Zoo, Dubbo

APPENDIX 9.

QUESTACON'S SPONSORS AND CONTRIBUTORS

Valued sponsorships received or continued during 2000–01 include:

Australian Geological Survey Organisation (AGSO)

Australian Mathematical Society

Australia & New Zealand Industrial & Applied Mathematics

Australian Photonics Pty Ltd

BOC Gases

Broken Hill Proprietary Co Ltd

Centaman Systems

Cootes Holdings Pty Ltd

Department of Education, Training and Youth Affairs

Department of Industry, Science and Resources

Emergency Management Australia

Environment Australia

GEO Magazine

Henry's Family Restaurant

Hoyts Belconnen

Hyatt Hotel Canberra

Lend Lease Foundation

Microsoft

Nestle Australia Limited

NRMA Member Services

Paula Dawson

Premier Inn Hotels

Qantas Airways Limited

Shell Australia Limited

Southern Cross Club

The Software Shop

Visions Australia

WIN Television

APPENDIX 10.

PROMOTIONAL DISPLAYS USING QUESTACON EXHIBITS

During 2000–01, a number of Questacon exhibits featured in promotional displays at five locations, with estimated visitor numbers as shown below.

Location	Dates	Visitors
Getaway shows		
Sydney	13–15 October 2000	25 300
Melbourne	9–11 November 2000	22 163
Adelaide	9–11 February 2001	13 000
Brisbane	6–8 April 2001	14 142
Caravan and camping show		
Gosford NSW	2–4 November 2000	8 000

APPENDIX 11.

PUBLICATIONS AND PRINTING 2000–01

3 in 1 Superticket brochure

3 in 1 Superticket poster

Annual Report of Activities 1999–00

Annual Review 1999–00

Awesome Earth invitation

Awesome Earth poster

Awesome Earth tattoo

BG WildLife Photographer of the Year 2000 brochure

Customer Service Charter form

Excited Particles Spectacular Science Shows Teachers Guide

Excited Particles Spectacular Science Shows brochure

Floriade brochure

Force exhibition Teacher Resource pages

Function hire brochure

Future Innovators Campaign Case for Support covers

Future Innovators Campaign invitation

Group Bookings folder

Hot Air Balloon brochure

Our Clever Country invitation

Questacon Magazine (September 2000)

Q Club Newsletter (December 2000)

Q Club Newsletter (March 2001)

Q Club Newsletter (June 2001)

Q Club membership card

Q Club members function invitation

Questacon 2001 Guide

Questacon Olympic Success flier

Questacon Science Squad brochure

Questacon stickers

Questacon What's On in-house newsletter

Shell Questacon Science Circus 2001 brochure

Shell Questacon Science Circus 2001 poster

Shell Questacon Science Circus Super Sport Science brochure

MISCELLANEOUS PRINTING

2000 Christmas card

Business cards

Corporate stationery (letterhead, envelopes, with compliments slips)

Name badges

Questacon balloons

Supervisor stickers

Tickets – Prepaid and Complimentary

APPENDIX 12.

STAFFING STATISTICS AS AT 30 JUNE 2001

TABLE 1. ACTUAL ONGOING AND NON-ONGOING FULL-TIME AND PART-TIME STAFF

PERMANENT				**TEMPORARY**				
Full-time		Part-time		Full-time		Part-time		**Total**
M	F	M	F	M	F	M	F	
19	19	1	2	24	22	29	45	**161**

TABLE 2. ACTUAL STAFF BY CLASSIFICATION GROUP AND LOCATION

	APS Level 1	APS Level 2	APS Level 3	APS Level 4	APS Level 5	APS Level 6	Exec. Level 1	Exec. Level 2	SES 2	**Total**
ACT	32	37	36	7	11	15	12	7	1	**158**
NSW				2			1			**3**
	32	37	36	9	11	15	13	7	1	**161**

Key:

APS Australian Public Servant

SES Senior Executive Service

TABLE 3. SUMMARY OF EEO DATA: STAFF IN EEO GROUPS

	All staff		**Staff who volunteered EEO data**				
	Men	Women	Total (1)	NESB 1&2	ATSI	PWD	**Total** (2)
No of staff	73	88	161	7	0	6	**161**

Key for Tables 3–5:

(1) Total number of staff, ongoing and non-ongoing

(2) Total number of staff who volunteered EEO information

NESB1 Non-English speaking background first generation

NESB2 Non-English speaking background second generation

ATSI Aboriginal and Torres Strait Islander peoples

PWD People with a disability

TABLE 4. EEO GROUPS WITHIN OCCUPATIONAL GROUPS

	All staff			**Staff who volunteered EEO data**				
	Men	Women	Total (1)	NESB 1	NESB 2	ATSI	PWD	**Total** (2)
SES and Related		1	1				1	**1**
Administrative	57	87	144	3	1		4	**144**
Professional	3		3					**3**
Technical	13		13	1	2		1	**13**
Miscellaneous								
Total	**73**	**88**	**161**	**4**	**3**		**6**	**161**

TABLE 5. EEO GROUPS WITHIN SALARY RANGES

	All staff			**Staff who volunteered EEO information**				
Salary Range ($)	M	F	Total (1)	NESB1	NESB2	ATSI	PWD	**Total** (2)
<26 409	2	0	2					**2**
26 409–29 887	11	19	30				1	**30**
29 888–34 041	15	22	37	1	1			**37**
34 042–39 147	18	17	35	1	2		1	**35**
39 148–42 318	3	6	9				1	**9**
42 319–45 706	7	5	12	1				**12**
45 707–58 594	7	8	15				2	**15**
58 595–67 579	5	8	13					**13**
67 580–79180	4	0	4	1				**4**
>79 180	1	3	4				1	**4**
GRAND TOTAL	**75**	**86**	**161**	**4**	**3**	**0**	**6**	**161**

TABLE 6. SALARY RANGES UNDER QUESTACON'S CERTIFIED AGREEMENT.

Classification	Salary to 3 January 2001	Salary from 4 January 2001
APS Level 1		
Junior rates (under 18)	14 066	14 629
At 18	16 411	17 067
At 19	18 989	19 749
At 20	21 334	22 187
Adult rates	23 444–28 066	24 382–29 189
APS Level 2/APS Graduate	28 738–31 869	29 888–33 144
APS Level 3	32 733–37 150	34 042–38 636
APS Level 4	37 642–39 611	39 148–41 495
APS Level 5	40 691–43 148	42 319–44 874
APS Level 6	43 949–50 485	45 707–52 504
Executive Level 1	56 341–60 839	58 595–63 273
Executive Level 2/Ex-SPOA*	64 981–76 135	67 580–87 000

* Includes the three Deputy Directors, who were covered by Questacon's previous Certified Agreement but have had Australian Workplace Agreements (AWAs) since 4 January 2001. Non-salary benefits under these AWAs include information technology, travel, and professional publications.

Questacon's director is an SES officer with an individual AWA negotiated through the Arts Branch of the Department of Communications, Information Technology and the Arts.

Staff covered by the Certified Agreement received a 4% salary increase at certification in January 2001, as shown above. They have access to salary packaging, and free parking is available at and near the Centre. The Agreement provides for further salary increases of 2.5% in July 2001 and 2.5% in July 2002.

APPPENDIX 13.

CONSULTANTS ENGAGED DURING 2000–01 (OVER $10 000)

	Task performed, justification and selection process	**Commissioned cost** (GST inclusive)	**Expenditure in 2000–01** (excluding GST)
Cultural Imprint	Centre-wide training: 'Leaders, Bosses and Bastards' (b) (f)	$32 187	$25 050
Curtin Consulting	Evaluation and report on the *Shell Questacon Science Circus*, with a focus on education sector audiences (c) (f)	$15 210	$15 210
Environmetrics Pty Ltd	Assessment of the market demand for outreach programs (c) (e)	$12 727	$12 727
Fundraising Management	Fundraising consultancy for major sponsorship campaign (c) (e)	$330 000	$164 748
Joint House Department	Building capital works consultancy (b) (f)	$12 673	$12 673
MA@D Communication	Master communication agency handling advertising, promotional, graphic design and printing services for the Centre (b) (d)	$324 197	$324 197
P J Gunning and Associates	Professional accounting services (a) (f)	$11 600	$11 600
Sudzset	Specialist exhibit design and installation (b) (f)	$76 650	$34 640
Consulting Insights	Organisational review – top structure (c) (e)	$15 750	$15 750
Wizard	Database administration and support for Finance One software (b) (e)	$40 596	$40 596
TOTAL EXPENDITURE			**$657 191**

Justification

(a) Centre staff with the specialised skills and knowledge needed to perform the task were not available within the required timeframe.

(b) There were no Centre staff with the specialised skills or knowledge needed to perform the task.

(c) Independent advice was required.

Selection process

(d) Open tender.

(e) Selective tender.

(f) Direct engagement for one or more reasons e.g. sole provider / copyright owner; expertise in a narrow research field; highly specialised knowledge or skills.

Total cost of all consultancies during 2000–01 was $764 171 (excluding GST).

APPENDIX 14.

ADVERTISING AND MARKET RESEARCH

Advertising and market research commissioned by Questacon included exploring target audience perceptions of proposed activities, evaluation of existing programs, and promoting Questacon activities in order to attract visitors.

Market research and evaluation

In 2000–01 the following agencies were engaged to carry out market research/evaluation projects:

Piazza Consulting	$8 154
Environmetrics Pty Ltd	$12 727
Curtin Consulting	$15 210
Keith B. Lucas	$5 056

Master communications agency

MA@D Communication	$125 730 (creative head hours)

MA@D Communication was appointed in 1998 on a three-year contract to handle advertising, promotional and graphic design services for the Centre. In June 2001, MA@D Communications was appointed on a new three-year contract, after an open tendering process which sought expressions of interest, with six companies then invited to submit detailed proposals.

Media advertising

Print	$44 103
Radio	$26 396
Television	$122 640
Other (e.g. launches, promotions)	$84 412

APPENDIX 15.

FINANCIAL STATEMENTS

STATEMENT BY THE DIRECTOR AND DEPUTY DIRECTOR – BUSINESS SERVICES

In our opinion, the attached financial statements give a true and fair view of the matters required by Schedule 1 of the Finance Minister's Orders made under Section 63 of the Financial Management and Accountability (FMA) Act 1997.

Annie V Ghisalberti
Director

August 2001

Ann M Landrigan
Deputy Director – Business Services

August 2001

The financial statements enclosed in this report are not directly subject to independent audit. They are consolidated with other operations within the Department of Communications, Information Technology and the Arts, and audited as a component of the Department's statements. During the consolidation process, there were a number of re-classifications to ensure consistency of accounting treatment and intra-entity eliminations, within the Department, as required by Accounting Standards, Consequently, the enclosed statements are not consistent with the audited consolidated statements.

Outcome descriptions have been expanded, and reported against in greater detail, than is required for appropriation purposes. Appropriations from Government are provided through the Department.

STATEMENT OF FINANCIAL PERFORMANCE

FOR THE YEAR ENDED 30 JUNE 2001

	Notes	**2000–01** **$'000**	1999–00 $'000
Revenues from ordinary activities			
Revenues from Government	3	**9,632**	7,034
Sales of goods and services	3	**4,229**	3,657
Interest	3	**98**	146
Net gains from sale of infrastructure, plant and equipment		**—**	34
Other revenues from independent sources	3	**1,302**	1,383
Total revenue from ordinary activities		**15,261**	12,254
Expenses from ordinary activities			
Employees	4	**5,006**	4,219
Suppliers	4	**5,466**	5,592
Depreciation and amortisation	4	**2,472**	2,099
Write-down of assets	4	**1,473**	70
Net losses from sale of infrastructure, plant and equipment		**–**	11
Total expenses from ordinary activities		**14,416**	11,990
Net operating surplus (deficit) from ordinary activities		**845**	264
Net surplus (deficit)		**845**	264
Equity interests		**–**	–
Net surplus (deficit) attributable to the Commonwealth		**845**	264
Total revenues, expenses and valuation adjustments recognised directly in equity		**–**	–
Total changes in equity other than those resulting from transactions with owners as owners		**845**	264

STATEMENT OF FINANCIAL POSITION

AS AT 30 JUNE 2001

	Notes	2000–01 $'000	1999–00 $'000
ASSETS			
Financial assets			
Cash	5	**2,704**	2,767
Receivables	5	**306**	325
Accrued revenue		**76**	33
Capital use charge receivable	5	**682**	–
Total financial assets		**3,768**	3,125
Non-financial assets			
Land and buildings	6	**22,093**	22,456
Infrastructure, plant and equipment	6	**12,555**	12,892
Inventories	6	**105**	118
Intangibles	6	**191**	186
Other	6	**11**	60
Total non-financial assets		**34,955**	35,712
Total assets		**38,723**	38,837
LIABILITIES			
Interest bearing liabilities			
Loans	7	**1,052**	2,712
Total debt		**1,052**	2,712
Provisions			
Employees	7	**1,162**	1,077
Total provisions		**1,162**	1,077
Payables			
Suppliers	7	**516**	728
Other	7	**1,109**	708
Total payables		**1,625**	1,436
Total liabilities		**3,839**	5,225
EQUITY			
Capital	8	**4,590**	2,930
Reserves	8	**6,502**	15,090
Accumulated funds	8	**23,792**	15,592
Total equity		**34,884**	33,612
Total liabilities and equity		**38,723**	38,837
Current liabilities		**3,196**	3,618
Non-current liabilities		**643**	1,607
Current assets		**3,885**	3,303
Non-current assets		**34,838**	35,534

STATEMENT OF CASHFLOWS

FOR THE YEAR ENDED 30 JUNE 2001

	2000–01 $'000	1999–00 $'000
OPERATING ACTIVITIES		
Cash received		
Appropriations for outputs	**9,632**	7,028
Sales of goods and services	**4,304**	3,657
Interest	**85**	136
GST refunds	**638**	–
Other	**1,218**	1,049
Total cash received	**15,877**	11,870
Cash used		
Employees	**(4,921)**	(4,140)
Suppliers	**(5,959)**	(5,233)
Total cash used	**(10,880)**	(9,373)
Net cash from (used by) operating activities	**4,997**	2,497
INVESTING ACTIVITIES		
Cash received		
Proceeds from sale of property, plant and equipment	**–**	30
Total cash received	**–**	30
Cash used		
Purchase of property, plant and equipment	**(3,146)**	(6,829)
Total cash used	**(3,146)**	(6,829)
Net cash from (used by) investing activities	**(3,146)**	(6,799)
FINANCING ACTIVITIES		
Cash received		
Proceeds from borrowings	**–**	3,712
Proceeds from equity injections	**–**	1,930
Total cash received	–	5,642
Cash used		
Capital use charge paid	**(1,914)**	(744)
Total cash used	**(1,914)**	(744)
Net cash from (used by) financing activities	**(1,914)**	4,898
Net increase (decrease) in cash held	**(63)**	596
Cash at the beginning of the reporting period	**2,767**	2,171
Cash at the end of the reporting period	**2,704**	2,767

SCHEDULE OF COMMITMENTS

AS AT 30 JUNE 2001

	2000–01 $'000	1999–00 $'000
BY TYPE		
Capital commitments		
Infrastructure, plant and equipment	**148**	82
Total capital commitments	**148**	82
Other commitments		
Operating leases	**141**	327
Other commitments	**1,054**	764
Total other commitments	**1,195**	1,091
Commitments receivable	**1,581**	1,513
Net commitments	**(238)**	(340)
BY MATURITY		
All net commitments		
One year or less	**(136)**	249
From one to five years	**(102)**	(589)
Net commitments	**(238)**	(340)
Operating lease commitments		
One year or less	**49**	126
From one to five years	**92**	201
Net commitments	**141**	327

SCHEDULE OF CONTINGENCIES

AS AT 30 JUNE 2001

	2000–01 $'000	1999–00 $'000
CONTINGENT LOSSES		
Claims for damages/costs	**–**	100
Total contingent losses		100
CONTINGENT GAINS		
Approximate for exhibition insurance claim	**–**	40
Total contingent gains	**–**	**40**
Net contingencies	**–**	**60**

NOTE 1 – OBJECTIVES OF THE NATIONAL SCIENCE AND TECHNOLOGY CENTRE

The National Science and Technology Centre's mission is to make science fun and relevant for everyone.

The National Science and Technology Centre contributes to one outcome:

Australians value science and technology's contribution to our culture and economic prosperity.

The National Science and Technology Centre delivers the following output to contribute to the outcome:

Programs and exhibitions that engage people in science and technology.

NOTE 2 – SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

(A) BASIS OF ACCOUNTING

While the National Science and Technology Centre is not required to report separately, the financial statements are prepared consistent with the requirements of section 49 of the *Financial Management and Accountability Act 1997* and are a general purpose financial report.

The statements have been prepared in accordance with:

- requirements for the Preparation of Financial Statements of Commonwealth Agencies and Authorities made by the Minister for Finance and Administration (Schedule 1 to the Financial Management and Accountability (FMA) Orders);
- Australian Accounting Standards;
- other authoritative pronouncements of the Australian Accounting Standards Boards; and
- the Consensus Views of the Urgent Issues Group.

The statements have been prepared having regard to:

- Statements of Accounting Concepts; and
- the Explanatory Notes to Schedule 1 issued by the Department of Finance and Administration.

The financial statements have been prepared on an accrual basis and are in accordance with historical cost convention, except for certain assets which, as noted, are at valuation. Except where stated, no allowance is made for the effect of changing prices on the results on the financial position.

Assets and liabilities are recognised in the Statement of Financial Position when and only when it is probable that future economic benefits will flow and the amounts of the assets or liabilities can be reliably measured. Assets and liabilities arising under agreements equally proportionally unperformed are however not recognised, unless required by an Accounting Standard. Liabilities and assets which are unrecognised are reported in the Schedule of Commitments and the Schedule of Contingencies.

Revenue and expenses are recognised in the Statement of Financial Performance when and only when the flow or consumption or loss of economic benefits has occurred and can be reliably measured.

The continued existence of the National Science and Technology Centre in its present form is dependent on Government policy and on continuing appropriations by Parliament.

(B) SPECIAL ACCOUNTS

The Centre manages a special account to receive contributions and donations used to achieve the Centre's objectives. Accordingly, the trust fund is brought to account in the Centre's financial statements (see Note 10).

(C) CHANGES IN ACCOUNTING POLICY

The accounting policies used in the preparation of these financial statements are consistent with those used in 1999–00.

(D) REVENUES FROM GOVERNMENT

Revenues from Government are revenues relating to the core operating activities of the Centre.

Policies for accounting for revenue from Government follow.

Agency Appropriations

Revenues from Government relate to the operating activities of the Centre and the outcomes managed by the Centre on behalf of Government.

Appropriations to the National Science and Technology Centre for capital injections are recognised directly to equity, to the extent that the appropriation has been received into the Centre's bank account, or are entitled to be received by the Centre at year-end.

Resources received free of charge

Services received free of charge are recognised in the Operating Statement as revenue when and only when a fair value can be reliably determined and the services would have been purchased if they had not been donated. Use of those resources is recognised as an expense.

Contributions of assets at no cost of acquisition or for nominal consideration are recognised at their fair value when the asset qualifies for recognition, unless received from another Government agency as a consequence of a restructuring of administrative arrangements.

(E) OTHER REVENUE

Revenue from the sale of goods and services is recognised upon delivery of services to customers. Revenue for sponsorships is recognised as earned in accordance with individual sponsorship agreements. Interest revenue is recognised on a proportional basis taking into account the interest rates applicable to the financial assets. Revenue for disposal of non-current assets is recognised when control of the asset has passed to the buyer.

All revenues described in this note are revenues to the operating activities of the Centre, whether in its own right or on behalf of the Commonwealth, except for gains from the sale of agency assets.

(F) BAD AND DOUBTFUL DEBTS

Bad debts are written off during the year in which they are identified.

(G) EMPLOYEE ENTITLEMENTS

Leave

The liability for employee entitlements includes provision for annual leave and long service leave. No provision has been made for sick leave as all sick leave is non-vesting and the average sick leave taken in future years by employees of the Centre is estimated to be less than the annual leave entitlement for sick leave.

The liability for annual leave reflects the value of total annual leave entitlements of all employees at 30 June 2001 and is recognised at the nominal amount.

The non-current portion of the estimated liability for long service leave is recognised and measured at the present value of the future cash flows to be made in respect of all employees at 30 June 2001. In determining the present value of the liability, the Centre has taken into account attrition rates and pay increases through promotion and inflation. The current portion of the liability is based on an estimation of long service leave payable within twelve months.

Separation and redundancy

Provision is also made for separation and redundancy payments in circumstances where the Centre has formally identified positions as excess to requirements and a reliable estimate of the amount of the payments can be determined.

Superannuation

Staff of the Centre contribute to the Commonwealth Superannuation Scheme and the Public Sector Superannuation Scheme. Employer contributions to these schemes are treated as an expense. Employer contributions amounting to $585,002 (1999–00: $493,568) in relation to these schemes have been expended in these financial statements.

No liability is shown in the Balance Sheet as the employer contributions fully extinguish the accruing liability, which is assumed by the Commonwealth.

(H) LEASES

Operating lease payments are charged to the Operating Statement on a basis which is representative of the pattern of benefits derived from the leased assets.

(I) CASH

Cash includes notes and coins held, and deposits held at call with a bank or financial institution.

(J) FINANCIAL INSTRUMENTS

Accounting policies for financial instruments are stated in Note 14.

(K) ACQUISITION OF ASSETS

Assets are recorded at cost on acquisition except as stated below. The cost of acquisition includes the fair value of assets transferred in exchange and liabilities undertaken.

Assets acquired at no cost, or for nominal consideration, are initially recognised as assets and revenue at their fair value at the date of acquisition, unless acquired as a consequence of restructuring administrative arrangements. In the latter case, assets are initially recognised at the amounts at which they were recognised in the transferor agency's accounts immediately prior to the restructuring.

(L) PROPERTY, PLANT AND EQUIPMENT

Asset recognition threshold

Purchases of property, plant and equipment are recognised initially at cost in the Statement of Financial Position, except for purchases costing less than $2,000, which are expended in the year of acquisition (other than where they form part of a group of similar items which are significant in total).

Revaluations

Schedule 1 requires that property, plant and equipment be progressively revalued in accordance with the 'deprival' method of valuation in three-year cycles.

The Centre revalued its building as at 30 June 2001 and its remaining property, plant and equipment as at 30 June 1999 using the deprival basis of valuation.

The financial effect of the move to progressive revaluations is that the carrying amounts of assets will reflect current values and that depreciation charges will reflect the current cost of the service potential consumed in each period.

Assets in each class, acquired after the commencement of the progressive revaluation then in progress, have been taken up at cost.

Depreciation and amortisation

Depreciable property, plant and equipment assets are written-off to their estimated residual values over their estimated useful lives to the Centre using, in all cases, the straight-line method of depreciation. Depreciation/amortisation rates (useful lives) and methods are reviewed at each balance date and necessary adjustments are recognised in the current, or current and future reporting periods as appropriate.

Depreciation and amortisation rates periods applying to each class of depreciable assets are as follows:

Class	**2000–01**	**1999–00**
Building	40 years	40 years
Exhibitions	5–20 years	5–20 years
Leasehold improvements	10–40 years	10–40 years
Computer equipment	3–10 years	3–10 years
Plant and equipment	10–20 years	10–20 years
Software	5 years	5 years
Furniture and fittings	10 years	10 years

(M) INVENTORIES

Inventories held for resale are valued at the lower of cost and net realisable value.

Inventories not held for re-sale are valued at cost, unless they are no longer required, in which case they are valued at net realisable value.

A provision for obsolete stock is raised based on a review of inventory on hand at year-end.

Costs incurred in bringing each item of inventory to its present location and condition are included in the costs of inventories where they can be allocated on a reasonable basis.

(N) TAXATION

The Centre is exempt from all forms of taxation except fringe benefits tax and the goods and services tax.

(O) CAPITAL USE CHARGE

A capital use charge of 12% is imposed by the Government on the net departmental assets of the Centre. The charge is adjusted to take account of movements in net assets for revaluation, gifts and other equity-related adjustments during the financial year.

(P) FOREIGN CURRENCY

Transactions denominated in a foreign currency are converted at the exchange rate at the date of the transaction. Foreign currency receivables and payables are translated at the exchange rates current as at balance date. Associated currency gains and losses are not material.

(Q) INSURANCE

The Centre has insured for risks through the Government's insurable risk managed fund, Comcover. Workers' compensation is insured through Comcare Australia.

(R) COMPARATIVE FIGURES

Comparative figures have been adjusted to conform to changes in presentation in these financial statements where required.

(S) ROUNDING

Amounts have been rounded to the nearest $1,000 except in relation to the remuneration of executives.

NOTE 3 – OPERATING REVENUES

	2000–01 $'000	1999–00 $'000
Revenues from Government		
Appropriations for outputs	**9,632**	7,028
Resources received free of charge	**–**	6
Total	**9,632**	7,034
Sales of goods and services		
Entry charges to exhibitions	**1,682**	1,573
Sale of inventory goods	**693**	655
Rent and service contract licence fees	**–**	–
Fees for services provided	**809**	41
Other sales of goods and services	**1,045**	1,388
Total	**4,229**	3,657
Costs of sales of goods	**301**	
Interest		
Interest from other Government agencies	**27**	68
Interest from other sources	**71**	77
Total	**98**	146
Proceeds from sale of assets		
Non-financial assets – infrastructure, plant and equipment: revenue (proceeds from sale)	**–**	34
Total	**–**	34
Other revenue from independent sources		
Sponsorships	**918**	1,383
Other revenue	**383**	–
Total	**1,301**	1,383

NOTE 4 – OPERATING EXPENSES

	2000–01	1999–00
	$'000	$'000
Employee expenses		
Remuneration for services provided	**4,789**	3,902
Separation and redundancy payments	**–**	113
Total remuneration	**4,789**	4,015
Other employee expenses	**217**	203
Total employee expenses	**5,006**	4,219
Suppliers' expenses		
Supply of goods and services	**5,466**	5,567
Operating lease rentals	**–**	25
Total suppliers' expenses	**5,466**	5,592
Depreciation and amortisation		
Depreciation of infrastructure, plant and equipment	**2,412**	2,050
Amortisation of intangible assets	**60**	49
Total depreciation and amortisation	**2,472**	2,099
The aggregate amounts of depreciation or amortisation expensed during the reporting period for each class of depreciable asset are as follows:		
Buildings on crown land	**700**	594
Infrastructure, plant and equipment	**1,712**	1,456
Intangible assets – computer software	**60**	49
Total	**2,472**	2,099
Write down of assets		
Financial assets		
Bad debts written off	**–**	4
Non-financial assets		
Infrastructure, plant and equipment written off	**1,435**	–
Inventories written off	**37**	66
Total	**1,472**	70
Expense from Sale of Assets		
Non-financial assets – infrastructure, plant and equipment: expense from sale	**–**	11
Total	**–**	11

NOTE 5 – FINANCIAL ASSETS

	2000–01 $'000	1999–00 $'000
Cash		
Cash at bank and on hand	**2,212**	2,047
Cash in Special Accounts – see Note 10	**492**	720
Total	**2,704**	2,767
Receivables		
Goods and services	**223**	311
GST receivable	**87**	–
Other	**–**	19
	310	330
Less: Provision for doubtful debts	**(4)**	(5)
Total receivables	**306**	325
Receivables (gross) are aged as follows:		
Not overdue	**4**	5
Overdue by:		
Less than 30 days	**272**	236
30–60 days	**25**	30
60–90 days	**1**	18
More than 90 days	**8**	41
Total receivables	**310**	330
Capital use charge (CUC) receivable		
Reimbursement CUC overpaid 2000–01	**682**	–
Total CUC receivable	**682**	**–**

NOTE 6 – NON-FINANCIAL ASSETS

	2000–01 $'000	1999–00 $'000
Land and buildings		
Building: National Science and Technology Centre – at valuation [1]	**28,600**	23,275
Accumulated depreciation	**(6,600)**	(2,937)
	22,000	**20,338**
Building additions: National Science and Technology Centre – at cost	**93**	2,133
Accumulated depreciation	**–**	(15)
	93	2,118
Total land and buildings	**22,093**	22,456

(1) The Centre's land and building were valued as at 30 June 2001 by the Australian Valuation Office based on the deprival basis of valuation. The land under the building is recognised as an Administered asset by the National Capital Authority.

Infrastructure, plant and equipment and exhibitions		
Infrastructure, plant and equipment and exhibitions – at valuation	**15,434**	15,434
Accumulated depreciation	**(7,355)**	(7,288)
	8,079	8,146
Infrastructure, plant and equipment and exhibitions – at cost	**6,188**	4,812
Accumulated depreciation	**(1,711)**	(67)
	4,477	4,745
Total infrastructure, plant and equipment and exhibitions	**12,556**	12,892

ANALYSIS OF PROPERTY, INFRASTRUCTURE, PLANT, EQUIPMENT AND INTANGIBLES

TABLE A. MOVEMENT SUMMARY FOR 2000–01 FOR ALL ASSETS IRRESPECTIVE OF VALUATION BASIS

	Buildings	Infrastructure, plant, equipment and exhibitions	Intangibles computer – software	Total
	$'000	$'000	$'000	$'000
Gross value as at 1 July 2000	**25,408**	**20,247**	**269**	**45,924**
Additions	1,772	3,162	66	5,000
Revaluations	(1,370)	–	–	(1,370)
Other adjustments	2,883	(1,787)	–	1,096
Gross value as at 30 June 2001	**28,693**	**21,622**	**335**	**50,650**
Accumulated depreciation / amortisation as at 1 July 2000	2,952	7,355	83	10,390
Charges for assets held at 1 July 2000	699	1,711	61	2,471
Charges for additions	–	–	–	–
Adjustment for revaluations	2,949			2,949
Adjustment for disposals	–	–	–	–
Accumulated depreciation / amortisation as at 30 June 2001	**6,600**	**9,066**	**144**	**15,810**
Net book value as at 30 June 2001	**22,093**	**12,556**	**191**	**34,840**
Net book value as at 1 July 2000	**22,456**	**12,892**	**186**	**35,534**

TABLE B – SUMMARY OF BALANCES OF ASSETS AT VALUATION AS AT 30 JUNE 2001

	Buildings	Infrastructure, plant, equipment and exhibitions	Intangibles – computer software	Total
	$'000	$'000	$'000	$'000
As at 30 June 2001				
Gross value	27,697	15,434	–	43,113
Accumulated depreciation / amortisation	(5,679)	(7,355)	–	(13,034)
Net book value	22,000	8,079	–	30,079
As at 1 July 2000				
Gross value	25,408	15,434	–	40,842
Accumulated depreciation / amortisation	(2,952)	(7,288)	–	(10,240)
Net book value	22,456	8,146	–	30,602

	2000–01 $'000	1999–00 $'000
Intangibles		
Computer software		
Purchased (including any modification cost)	**335**	269
Less: Provision for amortisation	**(144)**	(83)
Total intangibles	**191**	186
Inventories		
Current		
Inventories held for sale		
Finished goods	**154**	131
Less: Provision for irrecoverable stock	**(49)**	(12)
	105	118
Inventories held not for sale		
Store holdings – consumables	**–**	–
Less: Provision for obsolete stock	**–**	–
Total inventories	**105**	**118**
Other non-financial assets		
Current		
Prepayments	**11**	60
Total other non-financial assets	**11**	60

NOTE 7 – LIABILITIES

	2000–01 $'000	1999–00 $'000
Debt		
Loans from Government	**1,052**	2,712
Total debt	**1,052**	2,712
Maturity schedules for loans		
Payable within one year	**1,052**	1,660
Payable within one to two years	**–**	1,052
	1,052	2,712
Provisions and payables related to employees		
Salaries and wages	**132**	110
Leave and other entitlements	**1,008**	953
Superannuation	**22**	14
Total	**1,162**	1,077
Provisions and payables related to suppliers		
Current		
Trade creditors	**516**	726
Other creditors	**211**	1
Total	**727**	728
Other provisions and payables		
Unearned income	**898**	708
Total	**898**	708

NOTE 8 – EQUITY

	Capital		Accumulated results		Asset revaluation reserve		Total equity	
	2000–01	1999–00	**2000–01**	1999–00	**2000–01**	1999–00	**2000–01**	1999–00
	$'000	$'000	**$'000**	$'000	**$'000**	$'000	**$'000**	$'000
Balance at 1 July 2000	**2,930**	1,000	**15,592**	16,072	**15,090**	16,572	**33,612**	33,644
Operating result			**845**	264			**845**	264
Net revaluation			**8,588**		(8,588)			
Decreases – review of useful lives						(1,482)		(1,482)
Change in accounting policy – transfer of land								
Equity injection	**1,660**	1,930					**1,660**	1,930
Capital use charge			**(1,232)**	(744)			**(1,232)**	(744)
Balance at 30 June 2001	**4,590**	2,930	**23,792**	15,592	**6,502**	15,090	**34,884**	33,612

NOTE 9 – CASH FLOW RECONCILIATION

	2000–01 $'000	1999–00 $'000
Agency Reconciliation		
Reconciliation of operating surplus to net cash provided by operating activities:		
Operating surplus (deficit) before extraordinary items	**845**	264
Extraordinary items	**–**	–
Net surplus (deficit)	**845**	264
Add:		
Depreciation / amortisation	**2,472**	2,099
Net gain/losses on disposal of assets	**–**	(23)
Reversal of previous asset write-down	**–**	–
Transfer of building from agency to Administered	**–**	–
Fixed asset additions, non-cash	**–**	(180)
Movement in receivables related to capital injection	**–**	(1,000)
Write-down of infrastructure, plant and equipment	**1,432**	–
Movement in receivables related to asset sales	**–**	31
Movement in provisions related to adjustments to accumulated profits	**1,660**	
Change in assets and liabilities		
Decrease (increase) in receivables	**32**	986
Increase (decrease) in provision for doubtful debts	**(120)**	–
Decrease (increase) in inventories	**–**	73
Increase in provision for obsolete stock	**–**	43
Decrease (increase) in other non-financial assets	**49**	380
Increase (decrease) in provisions and payables for suppliers	**(212)**	82
Increase (decrease) in provisions and payables for employees	**141**	79
Increase in other provision and payables	**(1,302)**	(334)
Net cash provided by operating activities	**4,997**	**2,497**

NOTE 10 – SPECIAL ACCOUNTS

National Science and Technology Centre	**2000–01**
Contributions to the National Science and Technology Centre	**$'000**
Balance as at 1 July 2000	**720**
Add: Receipts from appropriations	**–**
Receipts from other sources	**112**
Less: Expenditure in 2000–01	**340**
Balance as at 30 June 2001	**492**

NOTE 11 – APPROPRIATIONS

Annual appropriations for National Science and Technology Centre outputs

	2000–01
	$'000
Balance available at 1 July 2000	**(480)**
Add: Appropriation Acts No 1 & 3 credits:	
Section 6 – Act 1 – basic appropriations (budget)	**9,632**
Add: FMA Act S31 appropriations	**5,629**
Total appropriations available for the year	**14,781**
Expenditures during the year	**15,648**
Balance of appropriations for outputs at 30 June 2001	**(867)**

Annual appropriations for National Science and Technology Centre non-revenue items

	Equity injections 2000–01 $'000	Loans 2000–01 $'000	Carryovers 2000–01 $'000
Balance available at 1 July 2000			
-	–	–	–
Add: Appropriation Act No 2 (Budget)	1,660	–	–
Add: Advance to the Finance Minister	–	–	–
Add: FMA Act s30 appropriations	–	–	–
Add: Appropriation Act No 4	–	–	–
Total appropriations available for the year	1,660	–	–
Expenditure debited during the year	1,660	–	–
Balance of appropriations for capital at 30 June 2001	—	–	–

NOTE 12 – EXECUTIVE REMUNERATION

	2000–01	1999–00
Number of executive officers who received or were due to receive remuneration of $100,000 or more:	**Number**	Number
$110,001 to $120,000	**–**	1
$140,000 to $150,000	**1**	–
$160,000 to $170,000	**–**	1
Total number of executive officers	**1**	2

Aggregate amount of remuneration of executive officers shown above	**$140,599**	$278,990
Aggregate amount of performance pay paid during the year to officers shown above	**–**	–
Aggregate amount of separation and redundancy packages paid during the year to officers shown above		$106,125

NOTE 13 – AVERAGE STAFFING LEVELS

The average staffing level for the Centre in 2000—01 was 116 (1999–00: 91)

NOTE 14 – FINANCIAL INSTRUMENTS

(a) Terms, conditions and accounting policies

Financial instrument	Notes	Accounting policies and methods (including recognition criteria and measurement basis)	Nature of underlying instrument (including significant terms that may affect the amount, timing and certainty of future cash flows)
Financial Assets		Financial assets are recognised when control over future economic benefits is established and the amount of the benefit can be reliably measured.	
Cash	5	Cash is recognised at its nominal amount.	Interest is credited as revenue credited when it is earned.
Receivables for goods and services	5	These receivables are recognised at the nominal amounts due less any provision for bad and doubtful debts. Collectability of debts is reviewed at balance date. Provisions are made when collection of debt is judged to be less rather than more likely.	Credit terms are net 30 days (1999–00: 30 days).
Accrued revenue	5	Accrued revenue relates to interest earned but yet to be credited and other earnings that are not yet due to be invoiced.	Interest is credited to accounts either monthly or quarterly and other revenue is due 30 days from invoice date and will be invoiced within the next 12 months.
Other – capital use charge (CUC)	2	The CUC is levied on the net assets at the end of each financial year at 12%. The financial asset at 30 June represents the net amount due to be received over the estimate paid in June.	The refund of overpaid CUC is due to be received in October following year end.
Financial liabilities		Financial liabilities are recognised when a present obligation to another party is entered into and the amount of the liability can be reliably measured.	

Loan payable	7	Loan balance is recorded at the amount of the loan advanced. No interest is payable on the loan which is an advance of future equity injections.	The loan is due to be repaid in the 2001–02 financial year with $1,660,000 due within 12 months.
Trade creditors	7	Creditors and accruals are recognised at their nominal amounts, being the amounts at which the liabilities will be settled. Liabilities are recognised to the extent that the goods and services have been received (and irrespective of having been invoiced).	Settlement is usually made net 30 days.

(b) Interest rate risk: Agency

Financial instrument	**Notes**	**Floating interest rate**		**Non-interest bearing**		**Total**		**Weighted average effective interest rate**	
		2000–01 $'000	1999–00 $'000	**2000–01** $'000	1999–00 $'000	**2000–01 $'000**	1999–00 $'000	**2000–01 $'000**	1999–00 $'000
Financial assets									
Cash	5	**2,704**	2,736	**–**	32	**2,704**	2,768	**5.85%**	5.2%
Receivables goods and services	5			**306**	325	**306**	325	**n/a**	n/a
Accrued revenue	5			**76**	33	**76**	33	**n/a**	n/a
CUC receivable	5			**682**	–	**682**	–	**n/a**	n/a
Total financial assets (recognised)		**2,704**	2,736	**1,064**	390	**3,768**	3,126	**n/a**	n/a
Total assets						**38,723**	38,837		
Financial liabilities									
Loans payable	7			**1,052**	2,712	**1,052**	2,712	**n/a**	n/a
Creditors	7			**516**	728	**516**	728	**n/a**	n/a
Total financial liabilities (recognised)				**1,568**	3,440	**1,568**	3,440	**n/a**	n/a
Total liabilities						**3,839**	5,225		

(c) Net fair values of financial assets and liabilities

Financial assets

The net fair values of cash and non-interest bearing monetary financial assets approximate their carrying amounts.

The net fair value of the term deposit is based on the short-term nature of the investment and is approximated by the carrying amount.

Financial liabilities

The net fair values for trade creditors are short term in nature and approximated by their carrying amounts.

		2000–01		1999–00	
	Notes	**Total carrying amount** $'000	**Aggregate net fair value** $'000	**Total carrying amount** $'000	**Aggregate net fair value** $'000
Financial assets					
Cash on hand and at bank	5	**2,704**	**2,704**	2,767	2,767
Receivables	5	**306**	**306**	325	325
Accrued revenue	5	**76**	**76**	33	33
CUC receivable	5	**682**	**682**	–	–
Total financial assets		**3,768**	**3,768**	3,125	3,125
Financial liabilities					
Loan payable	7	**1,052**	**1,052**	2,712	2,712
Creditors	7	**516**	**516**	728	728
Total financial liabilities (recognised)		**1,568**	**1,568**	3,440	3,440

(d) Credit Risk Exposures

The Centre's maximum exposure to credit risk at reporting date in relation to each class of recognised financial assets is the carrying amount of those assets as indicated in the Statement of Assets and Liabilities.

There are no significant exposures to any concentration of credit risk in relation to the Centre's receivables.

GLOSSARY

AGLS	Australian Government Locator Service
ANAO	Australian National Audit Office
ANU	Australian National University
APS	Australian Public Service
ASPAC	Asia Pacific Network of Science and Technology Centres
ASTEN	Australasian Science and Technology Exhibitors' Network
ATP	Australian Technology Park
AWA	Australian Workplace Agreement
CAMD	Council of Australian Museum Directors
CPAS	National Centre for the Public Awareness of Science
CTEC	Canberra Tourism and Events Corporation
CUC	capital use charge
DISR	Department of Industry, Science and Resources
DoCITA	Department of Communications, Information Technology and the Arts
DoFA	Department of Finance and Administration
ECSITE	European Collaborative of Science, Industry and Technology Exhibitions
FMA Act	Financial Management And Accountability Act
FOI	Freedom of Information
GST	Goods and Services Tax
ICEE	International Council of Exhibition Exchange
IT	information technology
NCA	National Capital Authority
NCAA	National Capital Attractions Association
NSM	National Science Museum
photonics	the technology which underpins the information revolution, using light to transmit, store and sort information
SES	Senior Executive Service
SQSC	Shell Questacon Science Circus
URL	universal resource locator
VEGAS	Vocational and Educational Guidance for Aboriginals Scheme (Department of Education, Training and Youth Affairs)
VPN	virtual private network

COMPLIANCE INDEX

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