



BALRANALD DISCOVERY CENTRE CAFÉ EXPRESSION OF INTEREST (EOI)



About the Balranald Discovery Centre Precinct

The award-winning Balranald Discovery Centre precinct comprises of 3 key buildings being the Visitor Information Centre, the Interpretive Pavilion and the Balranald Discovery Centre Café. The precinct also comprises of a number of historical and cultural buildings and other assets and attractions. There is also a free 24hr RV Stop at the precinct which offers travellers and visitors free hot showers and is open 24 hours a day all year round.

The precinct attracts travellers to stop and take a break, many of which stay for a night or two due to the valuable information and incentives provided by the Balranald Visitor Information team. The Centre also attracts visitors on holidays in the area or those taking a short break or visiting family and friends.

Business Opportunity

The Balranald Discovery Centre is a landmark facility operated by the Balranald Shire Council. It is a key gathering place, a knowledge and cultural centre in the heart of Balranald. A key goal of the Centre is to provide a reason for travellers to stop, stay and spend in town and for the Centre to be a valuable contributor to the visitor economy. It is also an ongoing aspiration of the Centre to provide a sense of place and an overall positive experience for visitors and the local community therefore enabling the delivery of economic and social benefits to the wider Balranald Shire community.

The Balranald Shire Council is looking to engage an external operator to run the onsite Balranald Discovery Centre Café which is a key facility at the precinct along with the Balranald Visitor Information Centre. The successful applicant would be a local business/operator/enterprise that can provide quality coffee, drinks and light meals with potential work experience and employment opportunities for the local community.

Is this you?

Balranald Shire Council is seeking Expressions of Interest from professional and highly capable food and beverage operators for tenancy at the Balranald Discovery Centre Café. The business arrangement will require the facility to operate under the a standard Law Society of NSW Lease Agreement.

Our Selection Criteria & Preference is for:

- An experienced operator with demonstrated experience in the hospitality sector who is able to open all year round **as per the specifications under "The Balranald Discovery Centre Café Operations" section below**
- An operator that possesses the aptitude to run all aspects of a café operation and become an integral part of the Balranald Discovery Centre team and a valuable contributor to the visitor experience and to the visitor economy
- An operator that can demonstrate a good understanding and appreciation for the value the precinct and the Balranald Discovery Centre Café has in enhancing the Balranald Shire brand as a great place to stop, stay, and live
- The ability to work collaboratively and strategically with Balranald Shire Council's Community Projects, Tourism/Economic Development & Grants Coordinator and the Balranald Visitor Information Centre team



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- An operator that can demonstrate their readiness to commence operations at short notice, most likely to commence operation at the start of December 2023
- The ability to demonstrate how their operations and aspirations for the café will compliment the precinct's objectives
- The ability and capacity to provide exceptional service and high quality coffee, food and drinks in a consistent and sustainable way
- An operator that can present a Business Development Plan and/or Business Strategic Plan, or similar, upon request

The Balranald Discovery Centre Café Operations

The café operator will be expected to operate under the following operational criteria:

Registered Name:

- The "Balranald Discovery Centre Café" name is registered every 3 years by Balranald Shire Council and is currently registered till the 26th October 2026
- The registered name is to be used on all marketing and promotional activities, media and medium

Required Concept:

- A modern café operation with an inviting & welcoming environment and atmosphere
- A morning to mid-afternoon service providing an a la carte/board menu, grab and go juice/coffee/light meals, with fast breakfast/lunch, snacks and table service

Operation Hours:

- Minimum trading hours is 7.00am – 4.30pm, 7 days a week. Additional hours to the minimum trading hours is welcomed and can be negotiated upon application
- The café should only close on the same public holidays as that of the Visitor Information Centre which are Christmas Day, Boxing Day, New Year's Day and Good Friday. It is up to the operator if they choose to close/open on all or any of these days
- The operator is to provide at least 2 weeks notice to Balranald Shire Council if they are to close for any days outside the above Public Holidays

Lease Agreement Terms:

The lease term, rent reviews, minimum base rent, incentives, security deposit and other lease terms will be negotiated and formalised with the appointed operator.

EOI Submission Details

- Submissions **Open** Wednesday 8th November 2023
- Submissions **Close** at **5.00pm Wednesday 22nd November 2023**
- Submissions need to address the **Selection Criteria** outlined in this document
- All submissions are to be addressed and emailed to Adrian Edgcome-Lucas, Interim Acting Director of Infrastructure & Planning Services. Email: adriane@balranald.nsw.gov.au