

Woodcroft-Morphett Vale Neighbourhood Centre Management Committee Meeting

MINUTES

Monday 19 March 2018 – 9am

Venue: Meeting Room 2, WMVNC	Present: Mary Dutch, Robert Close, Lucy Richardson, Irene Woodcock, Christine Michaelides, Keven Cocks, Nova Smith (minutes), Emily Horsburgh 9.29am to 11am, Isabella Deacon 9.33am, Andrew Smith 10.23am, Brian Adams 11am.
Meeting Opened: 9.20am	Apologies: Madeliene Scicluna, Peter McDonald
	Absent: Cr Sandra Brown

Strategic Planning session:

9-10.45 am

Revision of Business Plan, Vision & Mission Statement and Adaptive Leadership Program with Nancy Knowling, CCSA.

1. Welcome from Lucy.
2. Acknowledgement of Country by Nancy.
3. Introduction to Community Centres SA.
4. Icebreaking game, getting to know each other.
- 5. Brain storming session – what has been achieved so far?**

Goal 1 – become more financially viable and sustainable with adequate resources

- Increase venue hire – presentation by Emily (**attached**). Financial year comparisons 2016 / 2017 to 2017 / 2018. Number of bookings have increased with a 46% increase in bookings over an 8 month period. User break down is: Regular users 55%, centre programs 21%, private hire 11%, library 8%, Centre meetings 4%, City of Onkaparinga 1%.

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None of our rooms are hitting 50% usage (9am to 9pm 7 days). Lowest are the Link, Crèche and computer training room. Well done to Emily for her hard work. Future business plans may have a more specific target / goal.

- Longer opening hours explored – survey has gone out to front office volunteers. Majority are all for extra hour 3 to 4pm, a couple are even interested in weekend hours.
- Develop budget that shows a profit – Budget bottom line improving, successful with nearly all grants. Investigate Deductable Gift recipient status.
- All centre programs are financially viable.
- WH&S and Risk Management Group. Terms of Reference to be ratified at the next Management meeting and they will then become a sub-committee.
- Attainment of ACE – successful, literacy is financially viable for next 3 years
- Undertake service excellence program – work in progress
- Fundraising initiatives increased. \$3,000 raised.

Goal 2 – well structured, well governed organisation

- Terms of Reference for subcommittees complete
- Ops subcommittee established – complete
- Business plan reviewed annually
- Policy and procedures – reviewed
- Training for paid staff – to do
- Contracts reviewed regularly
- WHS - will report to management committee soon
- Satisfaction surveys to hirers – feedback survey online, only 1 received. Casual hirers, we ring them Monday morning. Needs formalising.
- Skills audit annually – done
- More nominations of committee at AGM – there has been an increase in people's interest in joining committee. People are approaching us, which is very encouraging

Goal 3 – Develop and expand services and programs to respond to the changing needs of our community

- Develop and expand services – new programs have commenced
- Crèche – running

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- ACE programs – in place
- Computer suite in use, volunteer tutor commencing this week Wed & Thurs with Travis
- Food coop and food packs – remain on plan
- Establish Senior's social group – up and running, wonderful group.

Goal 4 – Build a market leading profile and communicate the Centre's values and programs within our community

- Community needs analysis – Nancy will be talking about this. Adaptive Leadership Program.
- Regular engagement with youth and children – now working more with the library and partnering with events, working together. Also reaching out to the college, having students in at exam time.
- Literacy group financially viable – on track
- Utilise Centrelink to engage volunteer, Rob Ludwa finished, Travis starting this week.
- Cultural diversity – Harmony Event this week, multicultural cooking programs.
- Open days
- Soup kitchen – established, happening again this year
- Yearly planning aligned with library – under discussions, nothing formalised.
- Increase number of volunteers – yes has happened. Greater variety of roles, VH, sub committees, concierge.
- Social events for volunteers, making volunteer meeting a more social occasion.
- 3 hrs per month roles – ongoing
- Review current volunteers – reviewed PDs
- Library – worked together on events, and concierge role which is joint vol with library.
- Focus environmental initiatives – Training for volunteers / Green tour training
- Marketing strategy – work in progress. Media group are a proactive team, exploring new options
- Building – colourful, plants, spaces created to 'linger longer'

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- Multicultural signs – locating in corridor

Goal 5 – Collaborate and build partnerships and networks within the wider community

- Partnerships – college, library, ECH, making great connections. Meet and greet evening in April for local business. Centre visit increased.

6. Reviewing current Vision Statement

Current vision statement - “To enrich the lives of the people in our community”.

Suggestion for addition:

- “To be an innovative dynamic and collaborative community hub, a fun place to be, strengthens community participation, inclusion, diversity and resilience. “

Current Mission Statement – “Woodcroft Morphett Vale Neighbourhood Centre is a warm, welcoming place where you can:

- Feel free to be yourself
- Share information
- Participate in activities run by the local community”

Suggestions for additions:

- “Learn new things together and grow.”
- “Share produce and help others”

Needs more thought, and to be reviewed through the needs analysis progress, the Adaptive Leadership Program.

7. Adaptive leadership program.

This is about working through change with a community needs analysis. Flyer tabled (**attached**). With our funding we need to have evidence that we understand the needs of our community.

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(Dates changed as per email from Lucy 20/3/18)

- 1st session - Tentative for 9th April 1pm
- 2nd session - Tentative 14th May 12.30pm (Roughly a month needed between sessions 1 & 2 to complete the needs analysis)
- 3rd session – Tentative 28th May 12.30pm
- 4th session – Tentative 25th June 12.30pm

Sessions to be confirmed and working group created.

Closed: 10.48am

10.45-11am

Morning tea break

11am. (opened 11.12am)

Management Committee Meeting

Confirmation of Agenda

Chairperson's Address:

Welcome to all Committee Members and potential new member Brian Adams and student, Isabella Deacon. Thank you to Nova for taking the minutes.

MINUTES OF PREVIOUS MEETING: (3 Minutes reading time)

Amendments:

Motion to accept Minutes as a true Record:

Proposed: Keven Cocks

Seconded: Robert Close

BUSINESS ARISING FROM PREVIOUS MINUTES (outstanding actions):

Action Table:

ACTION	PERSON	DATE CREATED
Australian Service Excellence Standards – assessment in June. The program offered by Community Centres SA will cover a lot of gaps. WHS group has met. HR sub-committee working on policy and procedures. Lucy will be blocking out times in calendar to work on this.	Lucy and Committee	7/8/17 – Ongoing

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Extended Centre hours. How does the committee feel about extending reception hours to 4pm? 3 front office volunteers are opposed to working until 4pm. As many as 10 calls come through in the hour between 3 to 4pm, and most don't leave messages. For consideration.	All to consider. Decision at next meeting. Lucy to provide stats.	16/10/17 - ongoing
Energy Audit. Interviews held for City of Onkaparinga position, position not yet filled. Keven awaiting gas information from Tracy.	Irene	16/10/17 - ongoing
St John Ambulance MOU	Lucy & Madeleine	2/11/17 - ongoing
Work Health & Safety Committee <ul style="list-style-type: none"> • Terms of reference, will come to MC next meeting for ratification at which time the working group will become a subcommittee. • Working group, Brian Adams, Andrew Smith, Peter McDonald, John Venning and Lucy Richardson as required. 	Lucy	2/11/17 - ongoing
Photocopier. We are guaranteed the funds from the Premiers Office. Lucy to submit paperwork to receive cheque.	Irene/Lucy	20/11/17 – ongoing
Venue hire equipment. Operations have decided to put this on hold. To come off agenda.	Lucy	19/2/18 – on hold remove
Casual hire statistics– in reference to above	Lucy	19/2/18 - remove
Library hire fees. Letter has gone to Bridget regarding the 2 hires per term. Feedback that they are happy with that.	Lucy	19/2/18 - complete
CBS / Community Bridging Services. Lyn Walkley researching further. Needs clarity about the contract in regards to what happens after the 8 month contract.	HR subcommittee	19/2/18 - ongoing

Motion to accept Business arising as stated:

Proposed: Andrew Smith

Seconded: Mary Dutch

REPORTS:

1. Treasurer – *report tabled* Mary Dutch
2. CDO – *report with agenda* Lucy Richardson
 - a. Happy Hour is now called ‘Open Night.’ Hoping to send the personalised invitations out tomorrow. Will involve some centre groups for displays. Big promotion for venue hire. Committee to welcome people and talk to them about what we do. Pianist. Slide show. Platters. Wine tasting. 18th April, 5pm to 6.30pm. Very important for all committee members to attend.

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| 3. CDSO – <i>no report (due to annual leave)</i> | Nova Smith |
| 4. Volunteer Team Meeting – <i>no meeting</i> | Lucy Richardson |
| 5. CC Network Report– <i>no meeting</i> | Irene Woodcock |
| 6. ONCN – <i>no meeting</i> | Irene Woodcock |
| 7. Literacy (Quarterly) – <i>no report due</i> | Kerry Johnson |
| 8. Pals (Quarterly) – <i>no report due</i> | Pauline Smith |
| 9. Work, Health and Safety – <i>working group report with
Agenda</i> | Lucy Richardson |

Sub-Committees Reports

- | | |
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| 1. Media 6/3 – <i>report with agenda</i> | Lucy Richardson |
| 2. Events & Fundraising 27/2 - <i>report with agenda</i> | Lucy Richardson |
| 3. HR Committee – <i>verbal report</i> | Irene Woodcock |
| a. Report tabled (attached) a joint HR and Policy & Procedures report from Irene. | |
| 4. Policies & Procedures 27/2 – <i>report with agenda</i> | Irene Woodcock |
| a. Reviewing new policies on a fortnightly basis. | |
| 5. Operations 5/3 – <i>report with agenda</i> | Lucy Richardson |

Motion to accept Reports as tabled:

Proposed: Christine Michaelides

Seconded: Andrew Smith

ELECTED MEMBER REPORT

Cr Sandra Brown, absent

BUSINESS PLAN – to be reviewed in morning session

NEW BUSINESS:

- | | |
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| 1. Table wheels – cost of \$480 | Lucy Richardson |
| a. For 8 tables, as new wheels are a different height, to make all tables same height in one room. To replace brakes for safety. | |
| Motion tabled to purchase new wheels. All in favour. Motion carried. | |
| 2. Set up dates for Adaptive Leadership Program | Lucy Richardson |
| a. As per morning session. | |

STANDING ITEMS:

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Committee Meeting at the Link
AGM 2018

Date: 21/5/18
Date: Sept 2018

CORRESPONDENCE:

1. Outgoing: letter to Bridget Coulter re Library venue hire
2. There is a grey area about emails that Lucy receives, that are not addressed to the committee but are relevant. Lucy to table relevant emails in future.

MEETING CLOSED: 11.47am

NEXT MEETING: Monday, 16th April 2018 at 12.30pm
