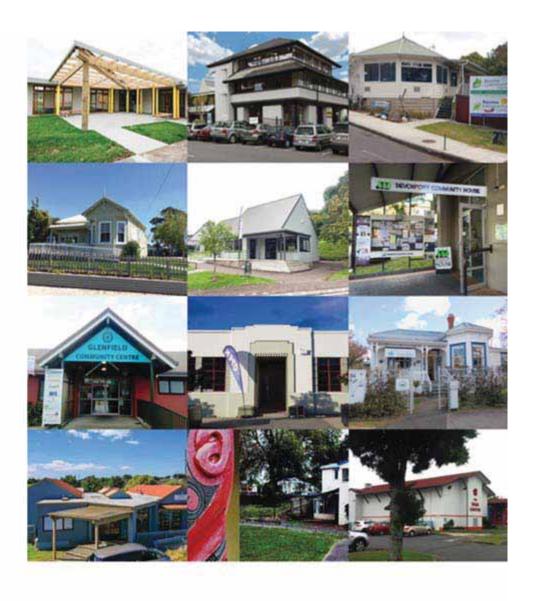
### North Shore Community Managers' Hui June 2019

Community ~ A Journey to 'Why'?























#### Morning Session 10:00am - 12:00pm

9:30	Registration
10:00	Welcome, Karakia, Waiata
10:15	Introducing the Journey to 'Why'?  Access~Activation~Programming
10:30	Access: Who Are We? "90-second Elevator Pitches"
10:45	Activation: What We Do:
	Repair Cafes Fairy Doors Community Foodbanks and Meals Craft Hubs After School & Holiday Programmes Community Markets Questions
12:15	Bayview Primary Kapa Haka Group

#### Afternoon Session 12:30pm - 1:45pm

12:30 - 12:50 Lunch, networking

12:50 **Programming**: How We Do It Brainstorming Sessions

(15 minutes each)

Time Management
Marketing & Communication
Funding and Sponsorship
Partnerships and Networking

1:50 Closing Remarks and thanks

2:00 Karakia and farewell











DEVONPORT COMMUNITY HOUSE









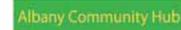
#### Karakia

Whakataka te hau ki te uru, Whakataka te hau ki te tonga. Kia mākinakina ki uta, Kia mātaratara ki tai. E hī ake ana te atākura he tio, he huka, he hauhunga. Haumi e! Hui e! Tāiki e! Get ready for the westerly and be prepared for the southerly. It will be icy cold inland, and icy cold on the shore. May the dawn rise red-tipped on ice, on snow, on frost. Join! Gather! Intertwine!



















#### Waiata

Whakaaria mai Tou ripeka ki au Tiaho mai Ra roto i te po Hei kona au Titiro atu ai Ora, mate Hei au koe noho ai Whakaaria mai
Tou ripeka ki au
Tiaho mai
Ra roto i te po
Hei kona au
Titiro atu ai
Ora, mate
Hei au koe noho ai
Ora, mate
Hei au koe noho ai



















#### We Aim To...

Be informative

Explain who we are and what we do

Give people a sense of what challenges we face

Explain how we engage, connect and partner with like-minded organisations and our community

Provide genuine useful feedback and some tangible takeaways that (hopefully) will help and inspire you





















#### Simon Sinek's Golden Circle

WHAT Every organisation on the

planet know WHAT they do: in our case - provide services.

**HOW** Some organisations know *HOW* 

they do this. These are specific actions taken to deliver these

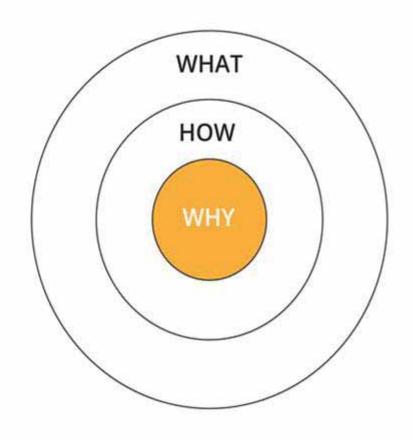
services.

WHY Very few organisations know

**WHY** they do what they do. Their purpose, motivator or

belief.

WHY needs to be at the core of all we do.





















#### **Auckland Council Service Levels**

Service Levels Clear statements of what service

is being provided, to whom, how much, and how well it is being

provided.

Access Provision of fair, easy,

> affordable, safe and welcoming venues for communities to use

for their activities.

Activation Ensures a wide range of

activities meeting the wider community needs

and interests.

Programming Delivery of targeted

programmes not provided by the

community

Community Houses/ Hubs/ Centres/ Places provide...





































Community is at our Centre









#### Who are the North Shore Community Centres/ Houses/ **Hubs and Places?**

"90-second Elevator Pitches"

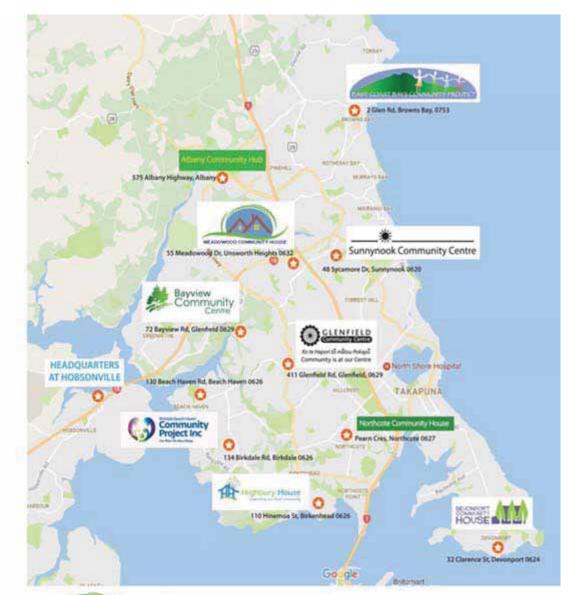




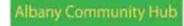




















### **Albany Community Hub**







- Albany Community Hub and House
- 5 rooms for community groups to hire
- Owned and facilitated by Auckland Council, with the path to becoming a community led Hub.
- Over 1,800 people using the Hub every two weeks.
- 22 permanent community groups hiring the Hub weekly.
- Community activities, projects and events













Sunnynook Community Centre











#### Bayview Community Centre offers:

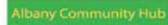
- Full time daycare for 35 children aged 3m – 5y
- Full out of school programme for up to 60 children aged 5y – 13y
- Room hire regular and casual
   600 hours per month, 4131 people
   7,200 hours per year, 49,572 people
- Incorporated society and registered charity
- Community events and workshops
- Local community "hub"

Vision for the Community: "A thriving, caring, connected commUnity where everyone is treasured and belongs"























### **Beach Haven**

#### **Community House**

Max capacity 80 people



#### Side room

Perfect for up to 15 around a table or a small exercise group.

#### Lounge area

Great for support groups or evening groups 4 x couches

#### Main Lounge

Perfect for up to 25 people around a table or it's great for an exercise group.









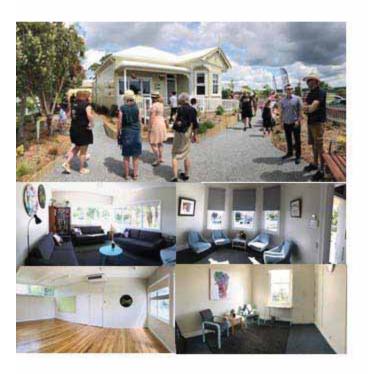












### Birkdale Community House



Max Capacity 80

**Front Room** – A lovely sunny space for meetings or small groups up to 10 people

**Clinic Room** - A smaller space suitable for midwifes, counselling, massage or clinics. There is a hand basin in this space.

**Lounge** – An open space for all to enjoy seats up to 12 people. This space has a divider to close off, no door.

**Ann's House** - Named after one of the early project founders Ann Hartley this is our biggest space and is great for larger meetings or even parties. It is comprised of two spaces of which one or both can be booked. One of the sides has a small kitchen and the other has a large whiteboard.











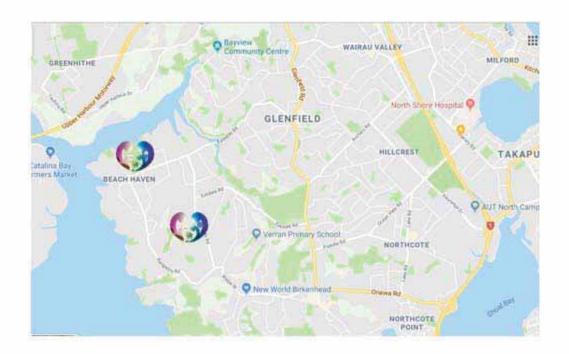


























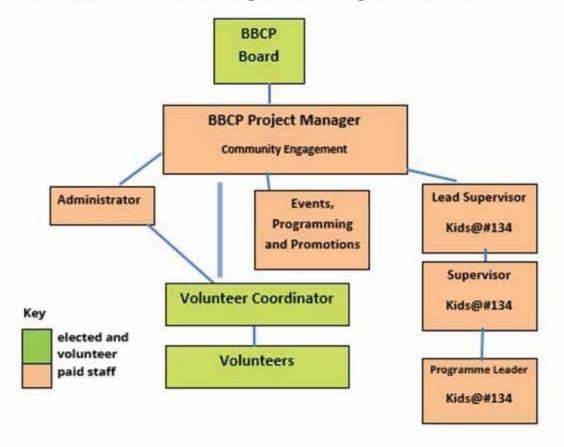








#### Structure - Governance, Management, staffing and volunteers



- Incorporated Society
- Social Profit

### Funding

- · Auckland Council
- Lotteries
- COGS
- Birkenhead Licensing Trust
- Revenue from Venue Hire

#### Beach Haven House 2018

Monthly Hours 2273

Total Visits 11,551

Total Bookings 1095



Monthly Hours 2919

Total Visits 11,191

Total Bookings 1262

























VOLUNTEERS ARE THE HEART OF THE PROJECT

- 2600+ hours
- Volunteer coordinator supporting our volunteers
- Volunteering has given people the confidence to get back into the work force







- Building leased from Auckland Council and operated by Devonport Community House
- Incorporated, a registered charity with the Charities Commission.
- 6 rooms to hire for 6-150 people
- · Weekly term time programme
- Holiday Programme & Art Sessions
- Elderly Shoppers Run
- Community Fruit & Vege Stand Markets
- 2018 18,748 visits & 4,154.25 booked hours







Albany Community Hub



HOUSE











#### **OUR VISION**

Ko te Hapori to matou Pokapū Community is at our Centre

#### **OUR MISSION**

Support and enhance our community by making space to bring individuals and groups together to provide services and resources that meet community needs.

85% ACCESS 10% ACTIVATION 5% PROGRAMMING



























- Social profit, Incorporated Society
- Tier 3 (\$500k \$1M)
- Volunteer Governance Board
- 900 Square metre facility
- Open 8:00 am 10:00pm daily 360 days a year
- 4 Tenant groups
- 60 70 Hire Groups/individuals
- 7,400 Booked hours
- 34,000 Visits
- Early Learning Centre (Licensed 35)
- 10 Permanent Staff, 6FTE, 10 Casual
- Repair Café's , Health and Learning Expo's, Book Fairs, Market Days, Garage Sales, Community Knitters, Place-making Initiatives, Santa Parade







Albany Community Hub





Community is at our Centre













- Community House and Early Learning Centre
- A three-room historical villa in Birkenhead with small outdoor area, 750m from main shopping area.
- Council-owned building, community managed, run by a governance board of volunteers.
- Incorporated society and registered charity
- Funded by self-generated revenue, Auckland Council and external grants i.e. lotteries
- 7,500 Visits per year
- · Community Workshops, Repair Café's























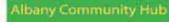
### HEADQUARTERS, HOBSONVILLE

- A heritage listed art deco building situated in the new urban development of Hobsonville Point. Three rooms are available for hire, the fourth room, the Blackburn Baffin Lounge is a community space for meetings and activities
- Auckland Council owned building, due for community management from 1<sup>st</sup> July, 2019 by the Hobsonville Community Trust
- Community led activations Hobsonville Point Photography Exhibition, Bling on the Point Diwali Celebrations, Whiskey Tasting, Women's Hub
- Free community classes Te Reo and Māori Weaving











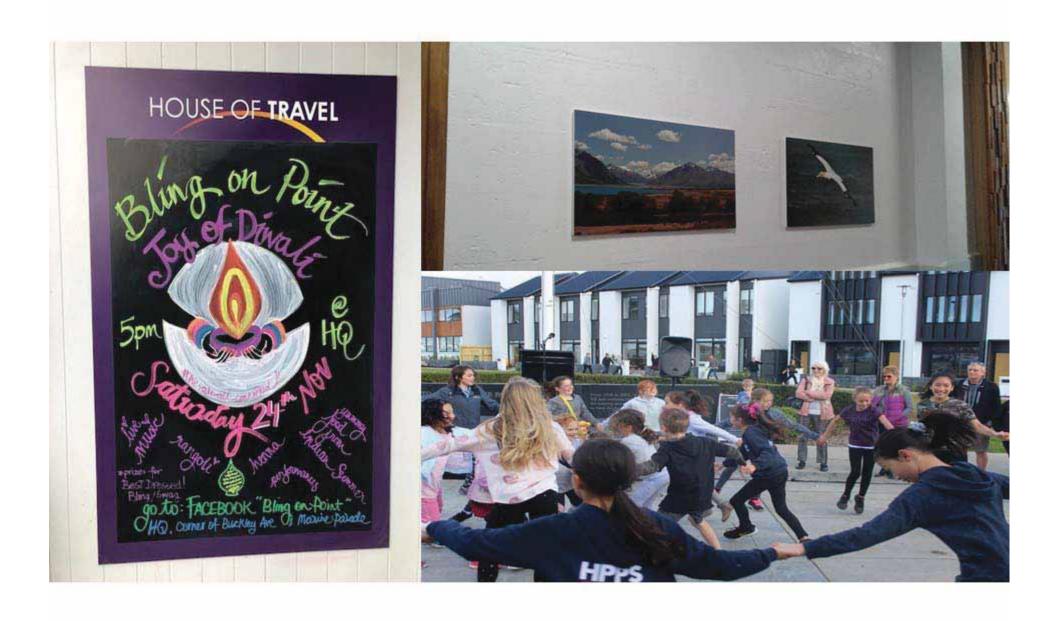


















- Opened in 1990 extension added in 2001
- Tui Room up to 10 people
- Kiwi Room up to 15 people
- Pukeko Room up to 25 people
- Moa Room up to 60 people





















































Service levels are our Community Creche Regular user groups the relationship we have with them Community events during the year

Funding comes form UHLB, grants for specific projects and income from room hire













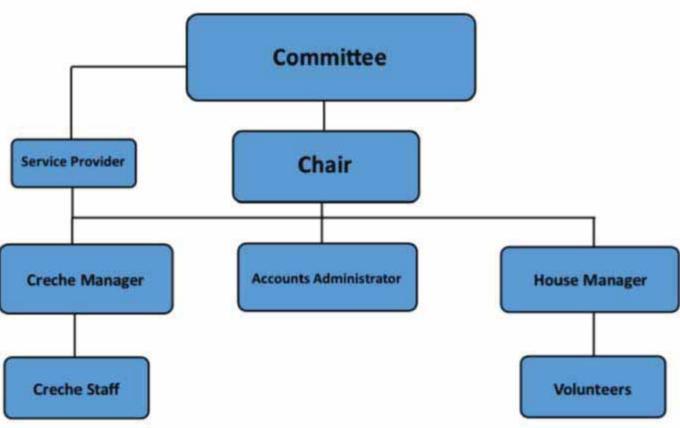
















We have 33 regular user groups booked in weekly, fortnightly or monthly. Plus a large variety of casual users that make up around 27 500 people per year.













































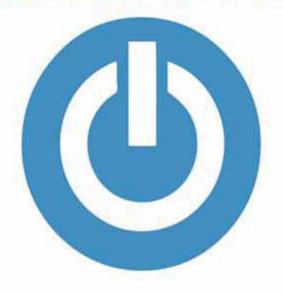








### **ACTIVATION**

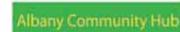


# What Do We Do?



















# REPAIR CAFE

Toss it? No way!









# What and why





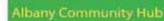


- International Repair Café movement began in the Netherlands nearly 10 years ago. The concept was created by Amsterdam based journalist Martine Postma
  - Visitors bring their broken items from home. Together with the specialist volunteers, they start making repairs.
  - If you have nothing to repair, you can enjoy a cup of tea or coffee and connect with your community.





















### The North Shore story so far....







- 2 years
- 11 Repair Café's
- 715 the number of items needing repairs
- 75% the average rate of a successful repair
- \$20k savings approximate replacement value for repaired items
- · 33 Volunteer hours



















- Reception
- Café

# On the day





- Electrical
- Bicycles
- Wooden items
- General repairs
- Sewing repairs clothing, soft toys

- Knife sharpening
- Jewellery repairs



















# Key information

- There is a resource kit available with a 'how to' manual, registration and feedback forms, recording spreadsheet
- Event works best at 2-3 hours on a weekend
- 5 main repair stations, but add other areas in response to needs and wants, Electrical and sewing are always the busiest areas, You will need a reception area to meet and greet and explain the repair process and H&S
- While people can bring in multiple repairs, 1 item is presented per time to the volunteers.
- The 'café' area is important for community connections and breaks for the volunteers
- Health and safety yours, the volunteers and the public
- Reporting on repairs is required and sent to stephen@ancad.org.nz
- Marketing, through your networks and Repair Café Auckland have a FB page

### Collaboration and partnership









#### Resources



- A Repair Café is ideally hosted in an easily accessible, reasonably sized, community space. A school hall, community or neighbourhood centre are ideal
- Look for local people to organise with you. Approach local businesses, schools, community groups and organisations. Talk to potential partners, financial and in-kind backers, such as local hardware stores, cafés, shops and suppliers.











Birkdale Beach Haven

Community





**HEADQUARTERS** 

AT HOBSONVILLE



### It's the little things





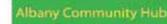


- An \$800 DeLonghi coffee machine that was not grinding the coffee when making coffee, it has been back to DeLonghi twice for repairs. It was towards the end of the day and the couple that brought it in said they are just here to see if anyone can do anything as they were going to buy a new one. Well our General repair man did and they were over the moon making coffee for anyone that wanted!!
- 40 year old teddy bear whose head was almost completely removed was repaired, the smile on the lady when she saw the repair was beautiful and she hugged the bear like a long lost friend!
- We had one person drove down from Whangarei with 3 toasters and we managed to fix 2.
- Successfully repaired a large stapler for Birkenhead Library.





















#### Have a look....

- https://www.tvnz.co.nz/one-news/new-zealand/bonding-over-broken-toasters-and-ripped-jeans-answer-repairing-fragmented-communities
- https://www.facebook.com/watch/?v=440983146652752

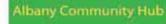
#### Contacts:

- Auckland contact is Stephen McLuckie from ANCAD in Takapuna <a href="mailto:stephen@ancad.org.nz">stephen@ancad.org.nz</a>
- Angela Spooner manager@highburyhouse.org.nz
- Nigel Green <u>manager@glenfieldcommunitycentre.co.nz</u>
- Rachael Pates bayview manager@xtra.co.nz
- Leona Page house@meadowood.co.nz



















# Fairy Doors

"Spreading joy, kindness, and a sense of community through creativity."



















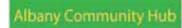
Originated in the UK and Ireland but are popular all over the world.























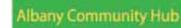
Placed on trees in parks, reserves and playgrounds to encourage families to explore and spend time outside.























Became a treasure hunt, with entry forms, numbered doors and sponsored prizes.























Proved so popular, community houses in Upper Harbour and Kaipātiki ran competitions over Summer and March.















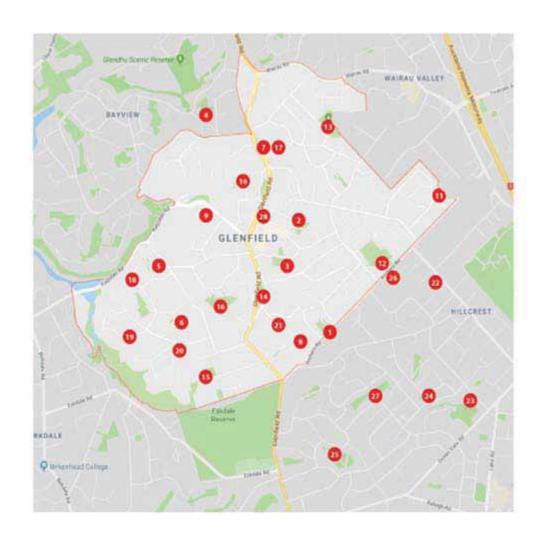






Upper Harbour placed 45 doors in 15 locations.

Kaipātiki split into 5 areas and placed 108.











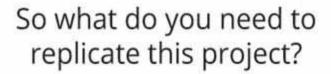






























DEVONPORT COMMUNITY HOUSE

















**Funding** 













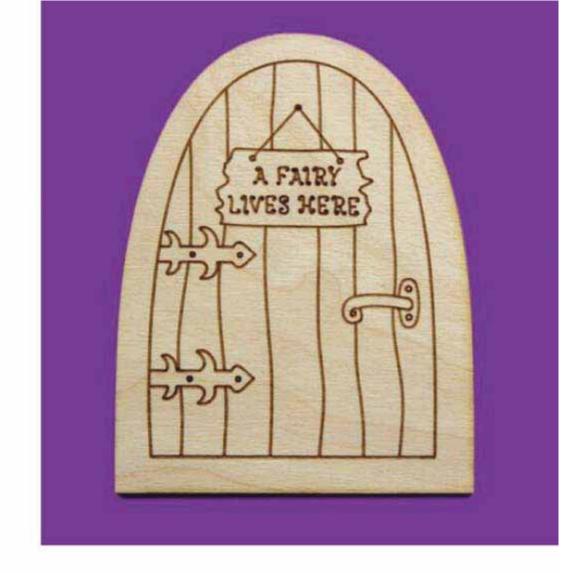












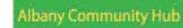
#### Doors













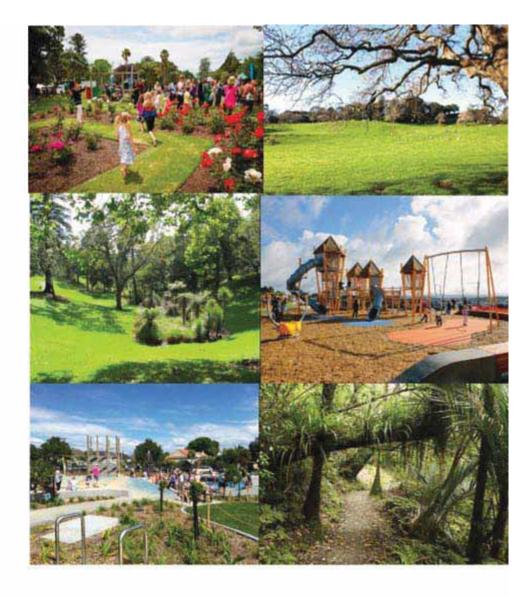








#### Locations























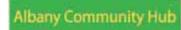
#### **Decorators**























## Entry forms and boxes























#### Portable electric drill and screws













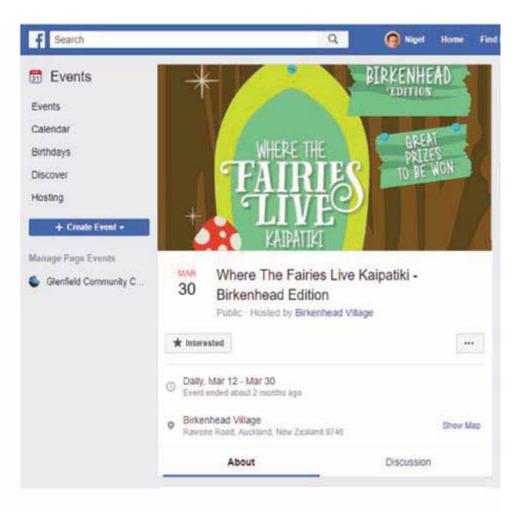








#### Advertising























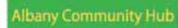
#### Time























#### Feedback was fantastic!

Alan Law Hours of entertainment again this Sunday - the kids love it. I'm done with it, to be honest. When they're saying 'Can't we find one more fairy door?' and I just want to go home.... Worst is that they want to go back and see the same fairy doors we've already seen. As often as possible...

Haha - Reply - 9h



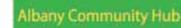
Marie Cheeseman The fairy door search is an amazing way to encourage quality family time outdoors. We are absolutely loving it and finding amazing little gems of playgrounds, parks and outdoor spaces and walkways that we didn't know existed.

**Beverley Clover** After kindy yesterday, we walked down to Glencourt Reserve to search for the fairy door and when we found it, the boys decorated the entrance with acorns for the fairies (after knocking first to see if they were home).



















Questions?













DEVONPORT COMMUNITY HOUSE









## THE HISTORY



#### **July 2017**

Kiwi Harvest sent an email asking if BBCP would be interested in distributing rescued food to the community.

#### August 2017

Ruby Haldane student completing her Degree in Business majoring in Sustainability presented her submission to the BBCP Board with a purpose to Establish and Coordinate a sustainable community food bank.

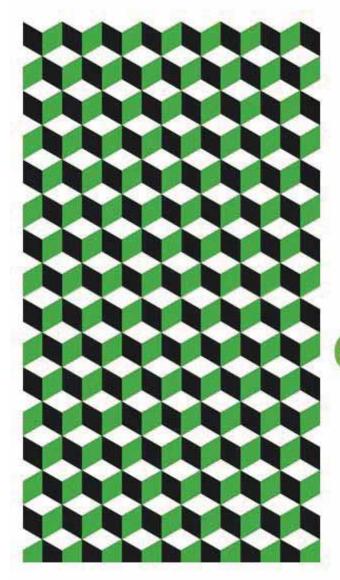
The BBCP board were in great favour of this project and moved the process of launching Community Eats.

Very quickly volunteers were attracted to the project!!

The mission of the project was formed.....







Unifying people with sustainabl e living and sharing food!







All volunteers involved with Community Eats completed a Basic Food Safety and Hygiene

Certificate.











Food and live music for all to enjoy!



4<sup>th</sup> September 2017

We received our first delivery from Kiwi Harvest and gifted 9 food boxes through local schools.



 480 boxes donated to people who need per year

• 100% volunteer run

Budgeting courses available

 Rescuing food from supermarkets

Opportunities for BBCP to connect with our vulnerable community







30 + people enjoyed a 3 course meal completely donated from Kiwi Harvest

## FEEDBACK

- To the Birkdale Community Eats organisation team, Thank you all very much for my food box and the little treats tucked inside. I wish you great success for your future. AWESOME !!!
- Community Eats has been a wonderful provision for our family these last few weeks, while we have been on a tight budget, just taking the pressure off that little bit. It it always a lovely surprise to see what is in the box: some basics, and some treats which I would not normally buy. Thank you for this brilliant initiative.



## THE FUTURE DREAMS FOR COMMUNITY EATS

- Extend our operation to 2 days a week
- Provide recipes and cooking classes relative to the food from the boxes
- Continue to provide a friendly, easy, non judgemental service to those who need support.









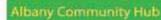
























## Bayview Food Cart























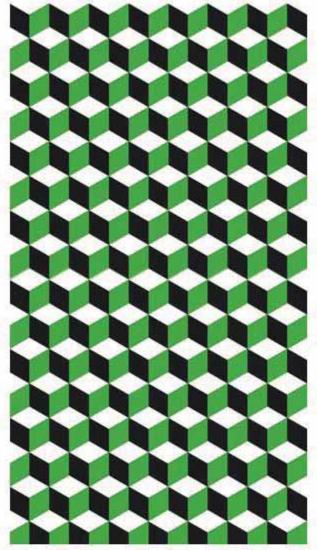












Unifying sustainabl sharing

























# Community Art Projects













































## Community art groups

- Craft Mob
- Bayview Painters
- Solo projects
- Group projects mural
- Yarn bomb





## Bayview Craft Mob

- · Established 3 years
- Meet weekly (Mon)
- Meet monthly (Sat)
- Teach and share skills
- Self funding
- Donated goods
- Project and UFO
- Free room hire























# Bayview Mural

- · Individual panels
- Taken 5 years to install
- Funding from KLB for the frame and installation
- Council consent and engineering drawings





Community is at our Centre













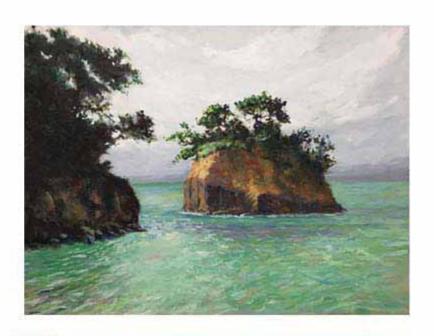






## Bayview Painters

- Local talented artist led project
- Monthly get togethers
- Family friendly events
- Youth project
- Free room hire





## DCH – Knitting Friendship Group

- The group have been meeting at the House for many years.
- They currently meet on a Wednesday morning to knit and have morning tea together.
- Wool and needles are all donated to the Group.
- They mainly knit and crochet blankets, squares for blankets, beanies and anything else people might need.
- Goods are donated to various charities in the Auckland area.
- · Room hire is for free























## DCH – Sustainabags

- The group started in the last few years to reduce the use of plastic bags.
- Material donated to the group. Can be general material as well as samples, upholstery, curtains, blankets, etc.
- The group come together on a Monday morning & sew bags.
- The sewing machines were bought or donated by individuals.
- The bags are donated to local charities such as the Salvation Army Op Shop to sell. We tried selling them at the House but there wasn't enough foot traffic and sales to keep up with the number of bags being made! The selling of the bags at the 3 op shops in Devonport fits in well with the recycle philosophy of both Op Shops & Sustainabags.
- · Room hire for free























# Out of School Care

The following centres on the North Shore run successful programmes to cater for school aged children:

**Bayview Community Centre** 

Birkdale Beach Haven Community Project

Devonport Community House

Sunnynook Community Centre



















### Before and After School Care

Bayview has an average of:

- 45 children attending ASC
- 21 children attending BSC

MSD approved

OSCN member

5 regular staff

Local school feeder

























# School Holiday Programmes

#### Bayview

- Full time programme
- 5 local regular staff
- 35 children
- MSD approved
- Centre based activities
- Make use of outdoors























# Sunnynook Holiday Programme

- 60 maximum attendance
- Split programme by age
- Always full and 12 month wait list
- 13 year olds volunteer and start work at 16
- · Mentoring programme
- Low cost (\$24 per day)

























A small, caring and enriching environment, where everyone is treated with respect and strong bonds are formed.























- MSD approved
- Belong to OSCN Network
- Licensed for 40 Tamariki
- The programme use recycled, upcycled items for arts and crafts to reduce waste
- A safe space for kids to come together and hang out in a fun relaxing environment!









Community is at our Centre





















### **OUR PEOPLE**

- Employ local college and uni students
- 14+ offer volunteer opportunities
- Offer 4 x Professional development opportunity's for staff per year



















# Devonport Community House Holiday Programme

- Usually have one day a week for an offsite activity
- From 7.30am to 6pm to fit in with Navy hours (8am-4pm)
- · Can book only 1 day or all days
- Staff of 3 or more, depending on numbers
- Cost is 1 child \$50, 2+ children \$45 each















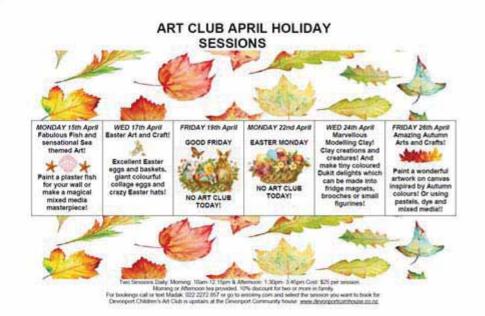






# Devonport Community House Holiday Art Sessions

- 2 sessions a day, 3 days a week due to staffing
- 1 child \$25, 2+ children \$22.50 per session
- Dedicated art room



















HEADQUARTERS

















DEVONPORT COMMUNITY HOUSE











# Community Events























### DCH – Kids N Teens Market

- 30 stalls are available for kids & teens under 15 years old.
- \$5 a stall being a trestle table and chair.
- Bookings through office or via Eventbrite.
- Sunday afternoon 1-3pm with set up from 12 noon.
- They are responsible for their own stall including their float.
- Only second hand goods and hand made items for sale.
   No food or beverage.
- Free marketing through own website, noticeboards, facebook pages, newsletters & publications.
- · Email stall holders a couple of weeks confirming details
- · Thanks email with request for feedback

























### DCH – Craft & Fine Food Market

- Main hall hired by organisers.
- 2<sup>nd</sup> Sunday in the month.
- Organisers arrange the hall and take bookings. Also arrange their own advertising and marketing.
- DCH promotes the event on our website and facebook page
- · Foot traffic to the House























### HEADQUARTERS, HOBSONVILLE

- Community Open Day Created a community market atmosphere to introduce the newly refurbished facility to the community.
- Funded by Auckland Council and Upper Harbour Local Board
- RNZAF Cadets Parade and information stall, local business Yolanda & Wolfe, Milly Vanilla, Kozmic Kombucha, Spaceman Coffee stalls, doggie treats and grooming stall, kids stalls, intergenerational flash mob, feedback installation of paper planes
- Marketing through Facebook page, flyers, posters, local newspaper













Ko te Hapori to matou Pokapū Community is at our Centre











Celebrating Community is in its 4<sup>th</sup> year and continues to thrive.

With 29 events in our backyard this March.

A wonderful time for the community to Love, Learn and Connect!









ON YOUR BIKE

STRAWBERRY FIELDS WHANAU MARKETS DIVERSITY EXPLORE

WHAKAWHANAUHGATANGA HILDERS PARK
WHAKAWHANAUHGATANGA HILDERS PARK
WHASOS RESERVE STRAWBERRY FIELDS
WHANDS ROBERTO OFF THE WHARF!
HALDERS PARK PROBLEMO OFF THE WHARF!
HAMEN CONTROL OF THE WHARF!
HARRY BOAT
LOVE WHERE YOU LIVE
CREATE FLAMENOOF FUN RUN
MATIVE TREES FOOD PANTRY
SHARING LOVE
SHIPHEROS PARK
HARRY BOAT







### **PROGRAMMING**



# How Do We Do It?





















### TIME MANAGEMENT



# MARKETING & COMMUNICATION



# FUNDING & SPONSORSHIP



# PARTNERSHIPS & NETWORKING



























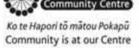




















"Success comes when we wake up every day in that never-ending pursuit of why we do what we do."

Simon Sinek

#### Karakia

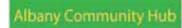
Kia whakairia te tapu Kia wātea ai te ara Kia turuki whakataha ai Kia turuki whakataha ai Haumi e. Hui e. Tāiki e!

Restrictions are moved aside So the pathway is clear To return to everyday activities



















### Thank you for coming and safe journey home



















