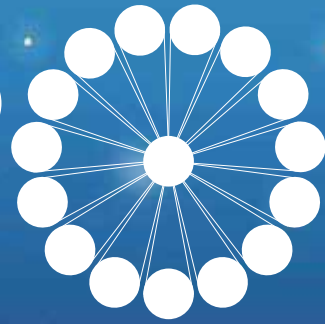


# ANNUAL REPORT 2019 ~ 2020

*Ko te Hapori to mātou Pokapu  
Community is at our Centre*

**GLENFIELD**  
Community Centre





# OUR VISION

Ko te Hapori to mātou Pokapu  
Community is at our Centre

---

# OUR MISSION

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

---

# OUR VALUES

Support Our Community  
Provide Services that Respond to Need  
Build Connections with People and Organisations  
With Similar Values

We apply the five ways to wellbeing (ētahi ara e rima ki te ngākau ora) to all the work we do: connecting with our Community through activities and events, promoting active transport alternatives when visiting our Centre, giving of our time and resources, taking notice of Community needs and wants and learning from our stakeholders and user groups.



## FIVE WAYS TO WELLBEING

INTRODUCE THESE FIVE SIMPLE STRATEGIES INTO YOUR LIFE & YOU WILL FEEL THE BENEFITS

- CONNECT**  
TALK & LISTEN, BE THERE, FEEL CONNECTED
- BE ACTIVE**  
DO WHAT YOU CAN, ENJOY WHAT YOU DO, MOVE YOUR MOOD
- TAKE NOTICE**  
REMEMBER THE SIMPLE THINGS THAT GIVE YOU JOY
- GIVE**  
YOUR TIME, YOUR WORDS, YOUR PRESENCE
- KEEP LEARNING**  
EMBRACE NEW EXPERIENCES, SEE OPPORTUNITIES, SURPRISE YOURSELF

Mental Health Foundation  
www.mentalhealth.org.nz  
THINK IT, FEEL IT, DO IT



# CONTENTS

Page 4	Chair's Report	
Page 5	Centre Manager's Report	
Page 6	Early Learning Centre Manager's Report	
Page 8	Organisation Structure	
Page 9	Meet the Team~Governance	
Page 10	Meet the Team~Staff	
Page 11	2019~2020 Highlights	
Page 18	2019 - 2020 Strategic Focus	
Page 19	Room Hire Statistics	
Page 20	Engagement	
Page 21	Financial Overview	
Page 22	Thanks to our User Groups	
Page 23	Thanks to our Sponsors and Partners	



# Chair's Report

2020; a year to remember for us all.

It has been a difficult time in a most bizarre upheaval to all our lives, work and leisure. As the year closes out we can only reflect on the trying circumstances all have had to face.

I would like to take the opportunity to thank all staff and more particularly Paula our GELC Manager and, of course, Nigel, our Centre Manager, for their ongoing attention to detail in providing a safe working environment. Many thanks for all your efforts.

The year has been of considerable strain to our finances, with much reduced viable income, however, most importantly, we have been able to sustain and maintain our staff, the core of our organisation.

The New Year offers fresh hope in many directions.

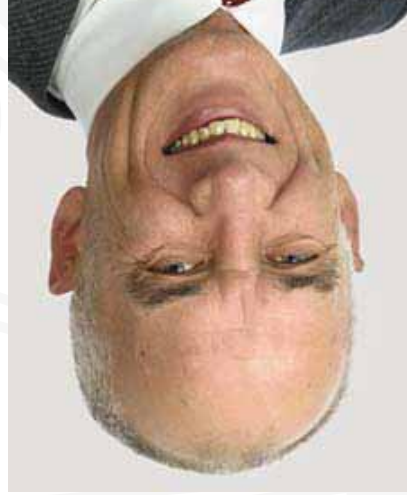
Our participation in the legal class action on cladding should be resolved early in 2021, and with the hope of a positive outcome to rectify the cladding issues we have faced. This will give the Centre a much needed opportunity to move forward positively.

We are taking steps to review our operations and how we generate our income, to allow us more scope in setting a strong base income level. All aspects will be reviewed and assessed, with perhaps more emphasis on base-line tenancies. We are hopeful to negotiate a stronger commitment from Council in their ongoing support of our operational budget.

As we move towards 2021 and beyond, we look forward to the ongoing support of all parties involved and the further development of our activity in and for the local community.

With best wishes to all

Keep well, stay safe and enjoy a very merry Christmas.



**Gary Thornton**  
**Chair 2020/2021**

# Centre Manager's Report



**Nigel Green**  
Centre Manager

What to say about the year that was 2020 that is fit for print? There has been so much that has happened over the last twelve months it will take another just to process everything. Change and all it brings with it meant our entire workplace and how we function was completely upended. Due to the Covid-19 Coronavirus pandemic, the Centre spent the better part of a quarter of a year in lockdown or so severely restricted it risked closing the doors if not for steps taken by the Government to support community affected businesses through the Covid Wage Subsidy and Small Business Loan. Working with community has never been more challenging. Supporting our families in our GELC was tough. Supporting our Staff as they managed the shift to working from home and online was mentally draining. Having to meet the ever-changing health and safety requirements was frustrating, but we all pulled together. If anything, the crisis proved we work with people of trust, who care, and whose focus remains helping their Community. Financially, this has been another rough year. We lost one of our tenant groups, Sweet Charity in January due to restructuring and have been looking for a replacement for almost nine months. We watched as parents and families with children in our Early Learning Centre did not return after the end of the first lockdown. Our room bookings were down, cancellations were up and even when we looked as though we were returning to normal in July, bang, a second wave sent us ricocheting back into lockdown. Consequently, our focus has been on maintaining cashflow, reducing unnecessary expenditure, and generating additional income through new tenancy and repairs and renewals through grant applications. We have placed a hold on employing additional staff, which means our capacity is further limited, and we have had to be careful how much we take on in terms of new work or initiatives. We wait with baited breath for the outcome of the cladding legal class action, the sixteen week hearing for which started in August. But there are limits to how much we have control over and we have all needed to put our own mental wellbeing first to be able to cope.

All our events were cancelled or postponed until November. We watched our March Dino Hunt launch party, Health and Learning Expo, and Repair Café get postponed or canned due to health and safety concerns. We saw the number of food parcel requests increase and Council gut the section that historically supports Community Places as part of its austerity measures.

My thanks to the Auckland Council staff: Jo Heaven, Jamie Adkins, Zella Morrison, Challen Wilson, the Kaipātiki Local Board Staff and Members, the Kaipātiki Community Trust's Jill Nerheny, and Michelle Whiu, and the Kaipātiki Project's Janet Cole and her Staff for all their support. Thanks to our sponsors: the Lion Foundation, Glenfield Library, NZ Post, the Kaipātiki Local Board and Auckland Council. Thanks to the Auckland North Community House/Hub/Centre/Hall/Place Managers for continuing to share their knowledge, wisdom and support.

Sadly, we farewelled some staff; Verneese Ioane who left to take up a position in an ECE closer to home, Cleessa van Niekerk, who left to pursue a career in real estate but who we welcome onto our Governance, and Almira Martinez who went on maternity leave but who we look forward to welcoming back in 2021. Finally, my personal thanks to my Staff and Volunteers for their continuing hard work and dedication: Sandie and Carol, strive to provide excellent administrative support and service with good humour and professionalism. Our Early Learning Centre Teaching Team led by the wonderful Paula, Nick, Joanne, Almira, Verneese, Dole, and all the fantastic group of Casual Relievers: Ana, Mercy, Holly, Betty, Arnish, Kala, Jessie, Michaelia, Ginko, Kaniko, and Lucy.

We are all looking forward to a break where we can finally catch our collective breath.

*Here's wishing us all a better decade than the last.*

# Early Learning Centre Manager's Report

Well, this has been a bit of a different year for us all, some might even say unprecedented. Covid-19 has given us the opportunity to pause and reflect on what is really important. It has given us the gift of a marker in time — a 'before and after' that we can use to ensure our 'after' is in alignment with these values and needs. Our year at GELC was very much impacted by Covid-19 in regards to the lockdown periods, our programme, changes to our processes and practices, our finances and the needs of our tamariki, our team and our whānau.

The year started when Coronavirus was only happening in China and just a snippet in the daily news. We started our year off with our first family event — a picnic at Mairangi Bay Surf Club to learn how to keep ourselves safe around water and in the sun. We had the rest of the term booked with trips out in the community and visitors to the centre, as well as a free Parenting Workshop Series for our parents — but as Covid-19 spread, our programme became more limited, until we suddenly closed for our first lockdown along with the rest of Aotearoa.

During this time, we aimed to support our whānau through keeping connections and relationships active via our GELC Facebook group. We also used this group to share information relevant to the reopening of GELC and upcoming changes. Our teaching team had many opportunities to participate in free online professional learning and development on a range of topics.

Reopening after the eight-week lockdown meant huge changes to our programme (no more trips, events or visitors and very limited equipment and resources for the tamariki to access due to strict hygiene restrictions). It also required huge changes to our processes (extra and intensive disinfecting of surfaces throughout the day and EVERYTHING each end of day; ensuring we have contact tracing up and running seamlessly; creating new policy and enrolment addendum to allow for and ensure anyone who is unwell is not at the centre; creating worksafe plans; and ensuring we constantly had the latest information from Ministries of Health and Education to base our changes on). Finally, it meant huge changes to our finances (fees and donations from families stopped during the lockdowns and its income we won't get back; the loss of opportunity for potential families to visit and the fear to go to public places has impacted greatly on our ability to fill the sessions after children leave which leaves the sessions unfunded; our ability to hold fundraisers has also been restricted — we did receive the wage subsidy, Ministry of Education funding and Childcare Subsidy which made a positive difference).

And, just at the end of the first lockdown, our teacher Almira Martinez started her maternity leave — the application process for cover for her role was put on hold during lockdown due to the massive uncertainty around this time.

Once we reopened after the first lockdown, in addition to being one teacher down, our programme was severely limited due to health and safety requirements.



**Paula Tra**  
**Early Learning Centre**  
**Manager**





*"Near, far, wherever you are... make sure you're practicing social distancing!" Celine Dion*

lies and our community. This year has been a huge one, for everyone, with so much stress and uncertainty in so many different areas of life (physical, financial and emotional). Our teaching team, including all our wonderful relievers, have supported each other and our tamariki and their families while managing each of these challenges with integrity, grace, energy and humour — thankfully lots of humour! I would like to take this opportunity to thank both the team and the GCC team for their work and commitment to our team, our centre, our families and our community.

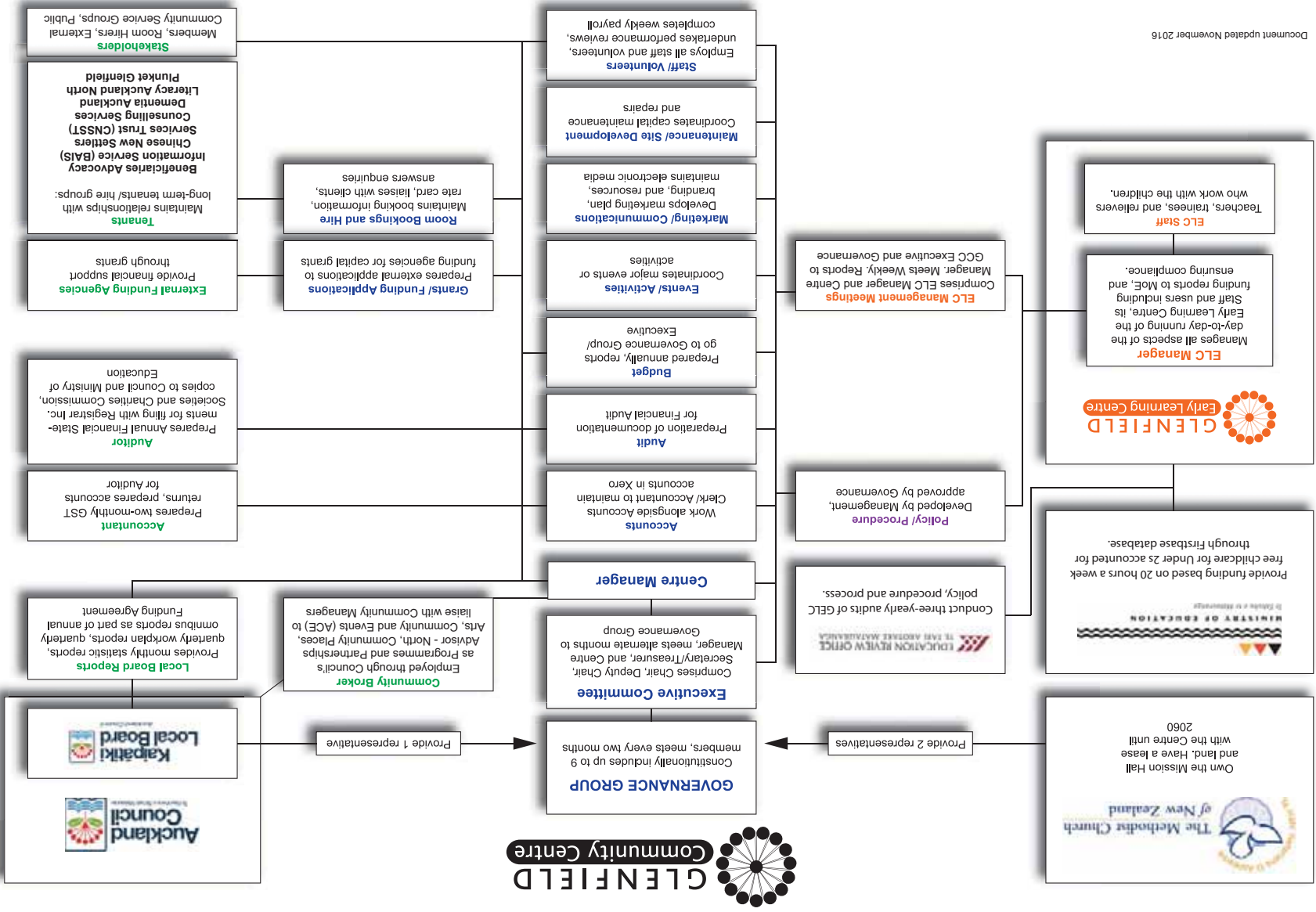
We already have parent events, family events, public events, trips, visitors and professional learning and development booked in for this term. We are currently working on creating a public GELC Facebook page to share our events and news in the wider community with a view to making more of the public aware of us, and increasing our enrolments. We are very happy to have Holly Stevens joining our team on the 9th of November as our newly qualified teacher. Holly was previously both a student and an unqualified reliever here at GELC so she knows our centre well. Unfortunately Holly won't be getting a gradual transition into this role though, as Carla has decided to go into part-time relieving as a primary school teacher. Primary is where Carla sees herself in the future, so this is a step towards that, while also giving her time to support her older son with all his specialist appointments. Carla's last day was 13 November. Holly was originally to cover for the rest of Alimira's maternity leave, we would be interested to see if Holly would be keen to commit for a longer period.

It felt like we had only just got back to level one, when suddenly we were faced with the second lockdown. While this was a lot shorter, it seemed to take a higher toll on our tamariki, team and whānau. We again used our Facebook group to offer support and information while the Centre was closed, and, once reopened, the team were able to adhere to all the changes required at Alert Level 2. A week after reopening, on the 8th of September, Carla Kapp joined the teaching team as our new qualified teacher. It was a very limited term once again with all the restrictions that Level 2 required, but we started Term 4 at Level 1 and celebrated Pink Shirt Day all the first week of term.

During this time, our children slowly came back and we got to see first-hand how this strange time had affected our whānau. As soon as possible, we held a parent event with a slide-show of their tamariki enjoying their time at GELC. We felt this was an important evening to both give an opportunity to reconnect together and to reassure whānau that their precious children were safe, happy and having fun during their time at GELC. It was at this event that we shared with parents that our wonderful teacher Vernese would leave at the end of the term as she had been offered a teaching job much nearer her home, run by her church, and speaking her home language, Samoan. While we were super happy for Vernese to accept this awesome opportunity, we were now another valued, qualified and experienced teacher down.



# Organisational Structure



The Society gained incorporated status in May 1977 and entered into a three-party lease with the Methodist Church, on whose land the Centre sits, and Auckland Council, who helped fund the building.

Governance comprises up to 12 members including two representatives from the Methodist Church and one from the Kaipātiki Local Board.

Governance appoints three to four persons to an Executive made up of the Chair, Deputy Chair, Secretary and Treasurer positions.

The Executive employs all staff including the Centre Manager and Administration, the Early Learning Centre Manager and Teaching Staff.

The Centre Manager is directly responsible for the management and wellbeing of all staff and Volunteers, Accounts, Events, Marketing, Maintenance and Compliance.

Document updated November 2016



# Meet Our Team~Governance



**Gary Thornton**  
**Chair**

Gary has served on the Board since 2011 and took up the Chair in November 2019. A Real Estate Agent, Gary is focused on ensuring the Centre work it does in the Glenfield Community, helping restore the building, and ensuring a good working relationship with all our stakeholders.



**Sarah Nilson**  
**Board Member**

Sarah has been a member of the Board since 2018 and Chair in 2018/2019. She has a genuine love of and respect for the Centre, its staff and stakeholders and is committed to its progress.



**Frankie Godfrey-Robson**  
**Deputy-Chair/Secretary**

Frankie served as Chair from 2015 -2018 and prior to that as Secretary/ Treasurer. Frankie is passionate about the GELC, supporting families and is a proud Rotarian.



**Brian Ellis**  
**Methodist Church**

Brian is appointed by the Methodist Church and has been involved with the Centre from its inception through his past work as an electrical engineer. He also serves as the Takapuna Methodist Church Property Convener.



**Alex Croft**  
**Board Member**

Alex joined the Board in December 2019. He brings a youth perspective to the table and worked as part of the electorate teams for Dan Bidois and Christopher Luxon.



**Andrew Shaw**  
**Kaipātiki Local Board**

Andrew was appointed the KLB Representative after 2019. He has worked alongside numerous community groups in the past and is a strong advocate for community engagement.



**Michael Chin**  
**Board Member**

Michael has been a member of the Governance Group for the Centre for over ten years holding the position of Treasurer from 2016 - 2018 and maintains many connections with current and past user groups.



**Craig Pettit**  
**Treasurer**

Craig is a Mortgage Broker and Registered Financial Adviser with Loan Market for the last 10 years. He worked for Westpac for 32 years, joined the Board in 2018 and has held the role of Treasurer for the last two terms.

# Meet Our Team~Staff



**Nigel Green  
Manager**

Nigel joined the Centre as its Manager in 2015. He has a degree in Business, has worked in the social profit sector since 1993, and has held previous roles as a Project Manager, Consultant, Designer, and Writer. He is on the Board of the Kaipātiki Project, is the President of Rotary Kaipātiki, and is a JP.



**Carol Young  
Accounts Clerk**

Carol joined the Centre in 2011. She works for three client companies dealing with residential building management, landscape consultancy & construction, and a coffee machine rental and products, and previously owned a fish & chips franchise in Glenfield Mall.



**Joanne Cass  
ELC Teacher**

Joanne joined the early learning centre in 2012. She graduated with a Bachelor of Education (ECE Teaching) in 2011 and became a fully registered teacher in 2014.



**Sandie Gorst  
Office Administrator**

Sandie has been the face of the Centre and first port of call for visitors, queries, bookings, events and office administration since 2014. Her background includes 10 years in Publishing, and 15 years in the Travel Industry, numerous years as a volunteer with Girl Guiding NZ and the North Shore Civil Defense Rescue Team.



**Paula Tra  
Early Learning Centre Manager**

Paula worked as a teacher in GELC from 2008, then moved into the Head Teacher role in 2015 and is currently the GELC Centre Manager. She has her Diploma in Teaching, and gained her teaching experience through parenting and Playcentre.



**Almira Hilario  
ELC Teacher**

Almira was born and raised in the Philippines. She holds a Bachelor's degree in Early Childhood Education from AUT and started her teaching career at Glenfield Early Learning centre in 2015.



**Cleessa van Niekirk  
Office Administrator**

Cleessa joined the admin team in August 2019 and supports Nigel and Sandie through a job share of the Office Administrator position. She brings with her experience working in the Childcare sector in South Africa, and a passion for community.



**Nick Batley  
ELC Head Teacher**

Nick joined our team in 2019 and has been a fully qualified ECE teacher for 7 years. He likes to be actively involved in the children's learning, and building a strong and positive relationship with the children, parents, teachers, and community.



**Verneese Ioane  
ELC Teacher**

Verneese joined the Glenfield Early Learning Centre in 2014. She has a degree in primary teaching, graduating in 2015 and recently completed her Diploma in ECE in 2018.



# 2019~2020 Highlights

## Events:

### Charity Book Fair: June/July 2019

For the second year, the Centre acted as the principal contact providing information about the annual Book Fair organised by the Rotary Clubs of Northcote and Glenfield that was hosted at Northcote College on the 12 - 14 July. This is one of the largest recycling events of its type in Auckland with around 34,000 books collected and close to 30,000 on-sold raising around \$25,000 for charity.



### Repair Café: 16 November 2019



We ran our second Repair Café for the year on Saturday 16 November from 10:00am to 1:00pm. The same set of ten regular volunteers came to assist and our thanks go again to Duncan of Bike Kaipātiki, Isaac of Wizard Electrical, Sam of the Kaipātiki Project, Trevor from the Men's Shed, Jill from Glenfield Rotary, Rachael from Bayview Community Centre and our other volunteers, Pat and Carol for continuing to support us. With the theft of equipment from the Repair Café trailer earlier in the year, we found ourselves thankful-ly to be largely self-sufficient, but were required to work around the availability of an electrician. Over the course of the three hours we saw 25 persons, repaired around 70% of the various items brought in which is the equivalent of around \$3,500 replacement value. We have also put forward a successful funding request to the Kaipātiki Local Board for some large tear-drop advertising signs that can be used all over the Com-munity.



### Glenfield Lions' 27th Christmas Parade: 17 November 2019

We continue to support the local community by participating in the Glenfield Lions' Santa Parade. We were joined by eight families from our Early Learning Centre and were ably supported by Eco Nappy Services who brought their van. This year our Gingerbread Man took a well-earned break but we were joined by Pikachu, who was also very popular with the crowd. At the end of the parade, our ELC ran a cake stall in Marlborough Park and raised money for equipment and activities for the children. Unfortunately, there won't be a 2020 Santa Parade for Glenfield due to the event being cancelled through a mixture of concerns around Covid-19 but mainly due to funding. We look forward to it hopefully being reinstated in 2021.





## Covid-19 Pandemic:

### Overview

The COVID-19 pandemic in New Zealand is part of the ongoing pandemic of coronavirus disease 2019 (COVID-19) caused by severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2). The first case of the disease in New Zealand was reported on 28 February 2020.

All borders and entry ports of New Zealand were closed to all non-residents on 19 March 2020, with returning citizens and residents being required to self-isolate. Since 10 April, all New Zealanders returning from overseas must go into two weeks of managed isolation.

A four-tier alert level system was introduced on 21 March to manage the outbreak within New Zealand. The Alert Level was initially set at Level 2, but was subsequently raised to Level 3 on the afternoon of 23 March. Beginning on 25 March, the Alert Level was moved to Level 4, putting the country into a nationwide lockdown. The Alert Level was moved back down to Level 3 on 27 April, partially lifting some lockdown restrictions, and down to Level 2 on 13 May, lifting the rest of the lockdown restrictions while maintaining physical distancing and gathering size limits. The country moved down to Level 1 on 8 June, removing all remaining restrictions except border controls.

On 11 August, four cases of COVID-19 from an unknown source were reported in Auckland, the first from an unknown source in 102 days. At noon the following day, the Auckland Region moved up to alert level 3, while the rest of the country was moved to level 2. On 30 August at 11:59 pm, Auckland moved down to "Alert Level 2.5", a modified version of Alert Level 2 with limitation on public gatherings, funerals, and weddings. On 23 September at 11:59 pm, Auckland moved down to Alert Level 2, after the rest of New Zealand moved to Alert Level 1 on 21 September at 11:59pm.

Source: [https://en.wikipedia.org/wiki/COVID-19\\_pandemic\\_in\\_New\\_Zealand](https://en.wikipedia.org/wiki/COVID-19_pandemic_in_New_Zealand)

### Centre's Response

This event is of historic proportions and has had significant flow-on effects for the Centre and its operations. We have taken a strategic approach to its effects on the organisation, staff and stakeholders, but are limited to how much we can directly control. In much the same way as the tourism and hospitality sectors, we have seen visitor numbers drop or disappear, and we have learned space that is used predominantly by the Community to meet and interact will only occur at Alert Level 1.

We emerged from Lockdown Level 3 and reopened the Centre on 18 May at Level 2, after returning to work on 14 May to make the necessary Health and Safety provisions, particularly around the installation of hand sanitiser stations and other PPE, information signage and track and trace information and QR codes.



# Covid-19 Pandemic:

Our Glenfield Early Learning Centre (GELC), was faced with even more stringent requirements by the Ministries of Education and Health, and this was a particularly stressful time for our families and staff. There was a lot of having to respond directly and agilely with the situation changing literally daily.

Time over lockdown was spent in a variety of ways: on budgeting, strategic review, business continuity planning, training (especially around digital skills), supporting community through distributing information about community support services (for example, Glenfield Salvation Army food bank), development of required Pandemic Policy and Covid-19 Health and Safety Plans for both sections (based on the Work Safe NZ template). We applied for and received the Government Wage Subsidy and this allowed us to retain both permanent and casual staffing levels at 100%, although this will need to be reviewed in 2021. We received next to no income during April and May, provided rent relief to our tenant groups over this period, and also qualified for the Government's Small Business Loan as there was a level of uncertainty over Auckland Council's Service Agreement funding as they launched their own emergency budget consultation.

Lockdown measures meant the Centre's main revenue streams: Room Hire, ECE students and Tenancy, were all directly affected. Room Hire is unstable revenue and the Centre may be better placed to seek additional tenants for spaces, so we have been working hard on achieving this aim: from November 2020, De La Riva Martial Arts have tenanted Art Space, while Literacy Aotearoa are exiting a lease building in Glenfield, already tenant one room at the Centre, and have signalled they wish to move their operation here in 2021.

We are managing our costs down as far as possible. With the exception of urgent maintenance items beyond our control (e.g. the recent insurance claim around water damage and the replacement motor for our main door), major items will be deferred unless we can gain external grant funding. We lodged an application for \$70K with the Lion Foundation in March, but this was deferred until August, at which point they approached us to suggest we reconfigure the application to include provision for Opex as well as Capex, which we re-submitted in November. We continue to seek other funds to help subsidise wage and salaries, but the philanthropic sector is also very tight.

We have spoken with our two major stakeholders, Auckland Council (through the Local Board) and the Methodist Church, about ways they can support us. To date, the Local Board, through its Local Discretionary Initiative Fund (LDI) has granted us a one-off grant of \$15K for the current annum to assist, while the Church has forgone any income from Room Hire associated with the hire of the Mission Hall.

After the first lockdown, we began to rebound in late July/ August to a point where our bookings were back to at or above the same position in 2019, but then we were plunged back into lockdown; effectively destroying all progress until the start of the fourth school term on 12 October. All said, we remain cautiously optimistic we can maintain sufficient cashflow in order to trade our way back to some sense of normalcy and keep the doors open for the benefit of our Community.



Strategic Planning Mindmaps



## Publications, Hui and Submissions:

### Submission to Kaipātiki Local Board Plan

Our Centre was used by the Kaipātiki Local Board (KLB) for consultation meetings with the public around the updated Local Board Plan 2020. We provided a submission in which we reiterated the need for the KLB to continue to support the Centre to resolve our weather-tightening issue and advocate this message to Council. We support recognition around the advocacy of cycling as a transport option, including e-cycling, which would need the support of infrastructure like bicycle repair stations at well-identified community facilities including the Community Houses, and in the integration into transport plans (such as the Kaipātiki Connections Network Plan), that promotes cycling pathways and cycle tracks in appropriate park facilities. We argued the KLB must also continue to advocate to provide sufficient budget to support these initiatives otherwise this consultation process will remain aspirational rather than produce tangible results that will benefit the community and its people. We are also looking forward to reviewing the proposed Glenfield Centre Plan as this is a 30-year plan for revitalising the town centre and will influence and shape future Local Board Plans.

### Mission Hall Historic Mural Plaque

When the mural depicting the day the Mission Hall was built was completed as part of the World War Two commemorations, it was always intended to be complemented by a plaque that explained this important local historical event. An application for funding was made to Auckland Council's Regional Historical Grant, in February, but due to budget restrictions arising from the impact of Covid-19, this unfortunately got knocked back. Eventually, the decision was made to proceed with the plaque, and our Office Administrator and Centre Historian, Sandie Gorst completed the final version of the text for the engravers in September. The plaque is now proudly displayed alongside the mural for the public to read and understand how the community came together 105 years ago and erected the building in a single day.





## Branding, Marketing and Communications:



### Updated Signage

With our new gcc.net.nz domain and email, Centre advertising and signage have been updated including new teardrop signs advertising the Centre and GELC, a new main entrance sign, and a replacement for the Glenfield Road and Bentley Avenue corner core-flute. These all carry our three strategic aims: to Support Community, Provide Services and Build Connections.

### Website

The Centre's website is regularly updated with user groups' information; event photographs; our room hire agreement and rate card; maps showing where to park when coming to the Centre and alternate forms of transport; information about our Glenfield Early Learning Centre, and the location of other Community Centres around Kaipātiki. In 2021, we will be integrating an online booking system for room hire.

### Facebook

Our Facebook pages carry up-to-date information about what is happening at the Centre and our Early Learning Centre, including links to other groups in our local community. This has proved an invaluable way of getting information in a timely manner out to hirers and families who access the Centre.

### E-newsletter & Centrelines

A monthly electronic newsletter is sent out to over 350 recipients, and the "Centrelines" newsletter is updated constantly, available from our foyer and is always in demand.

### KaipātikiKconnect

In June, the Bayview Community Centre was approached by a group of final year Marketing students studying at AUT. They were interested in a project to trial a combined approach to advertising and increasing awareness of the four Community Houses in Kaipātiki. With their assistance, and in support of the Dino Hunt event, a mixed marketing campaign was launched utilising social media platforms including the Centre's websites, Facebook pages and Instagram accounts.



## Maintenance and Infrastructure:



### Weather-tightness Legal Class Action

The legal class action against Hardies began in the High Court in Wellington in August 2020. Proceedings were delayed a week due to the second Covid lockdown and were set aside for sixteen weeks. There is now an insurance under-writer based in Australia that is supporting our case and the other 120+ participants, with the Judge likely to reserve their judgement until February/ March 2021. This could still face appeal by either party, however the hope remains for settlement so we can get on and get the building repaired.

### Insurance Claim

In August, a water pipe feeding one of the sinks in the Women's toilets off the main foyer ruptured spilling water into the main entranceway and adjoining rooms including downstairs into the (thankfully) vacant Art Space. This led to repairs and reinstatement of the water damaged walls, skirting, ceiling but was interrupted by the second lockdown in August with repairs not complete until the end of October. Total cost of repairs is just shy of \$22,000 for a remedial repair of a piece of pipe that sells for just over \$15.

### Improved Wi-Fi!

In order to better serve our user groups, we undertook to improve the Wi-Fi available in the rooms and courtyard. This work was completed in June in time for the start of the second term, has led to better wireless connectivity and removed the need to provide access tickets. This has had a flow-on effect for the ESOL classes, whose members routinely access the internet for translation services, and has allowed small business owners the opportunity to work remotely but not from home.



## Community Development & Partnerships:

### Little Library: Community Placemaking

As part of a community place-making initiative funded through the Local Board, we are looking at the installation of a "Little Library" to be placed at the main entrance to the Centre. We are partnering with the Men's Shed who will build and install the finished library before the end of the year. Leftover books from the Book Fair will be made available to persons wishing to access this service, and we are actively supporting the installation of others in Totaravale and Windy Ridge Primary Schools.



### Community Garden Project

Designed as a three-year project, the aim of this project is to involve local community groups and volunteers to use it as a teaching aid supported by online and print resources that will allow everyone from school groups learning about garden to plate to English Language classes learning about how to grow plants in the New Zealand environment, to take advantage of this resource. We continue to partner with the Kaipatiki Project and Glenfield College and are investigating Adult Community Education funding.



### Women's Refuge 2019 Christmas Appeal

Working alongside The Warehouse, Glenfield, we organised to deliver goods and presents collected on behalf of the Hestia Women's Refuge based in Orewa. We normally try and pick a charity to support around this period, with last year undertaking a collection on behalf of City Mission, but this year decided to switch (as delivering toys to Orewa is slightly easier than delivering foodstuffs to Mt Eden).



### Wilson School Student Volunteer

We have renewed our commitment to the Wilson Special School by hosting a Special Education student volunteer for a fourth year running. Marcus Davy, who has been coming here for the last two years, and we have seen his confidence and communication grow every visit. He is enthusiastic and we really enjoyed having him and his caregivers visit us every Wednesday through the school term. We will miss him as he is leaving to take up a role with the Abilities Group but will continue to support the school and another student in 2021.





# 2018~2020 Strategic Plan Update

Three years into the Centre's Strategic Plan and we are about to start the new cycle with a review scheduled in 2021:

## Relationships

Our network of business and community contacts continues to grow and enrichen. We continue to work alongside the other North Shore and, in particular Kaipātiki, Community Houses, Managers and Staff. Through community place-making initiatives, we look to involve more individuals and businesses to collaborate with and support our local Community. Community-lead events and activities including Re-pair Cafés, Dino Hunt Competitions, Eco-Fest, Neighbourhoods' Day, and Community Garden Projects.

## Internal Capacity & Capability

Work on a Risk Management Plan was expanded during 2020, due to Covid-19, with the work being spread across the following topics: Succession, Room Hire and Tenancy, Marketing and Communications, Health and Safety, the Early Learning Centre and the Weather-tightening. High level discussions are scheduled to occur with our major stakeholders in the New Year.

We will be looking to integrate online room booking software alongside the Xero accounting system in early 2021. This will provide greater access and ease some of the administration around room hire. A review of our Early Learning Centre is underway as, regardless of when the Centre's monolithic cladding is repaired, the ELC will need alternate accommodation either short or long term. Our Donations and Bequest programme is set to launch before the end of 2020.

# 2018~2020 Strategic Plan Update

### Outcomes

- Partner with Local Businesses and other Social Profits that share the Centre's Values to deliver services that benefit Local Community.
- Deliver Community Events focussed on need.
- Strengthen relationship with Kaipātiki Local Board and Auckland Council.
- Create Community Spaces and Connections.

### Measures

- Increased number of Business and Social Profit contacts and networks.
- Increased range of services provided or accessible.
- Increased number and scale of community events.
- More services align with KLB and Council priorities and planning.
- Increased Community awareness of Centre and services provided.

### Outcomes

- Develop Risk Management Plan for Centre.
- Resolve Weather-tightening problem alongside principal stakeholders (Methodist Church, Council).
- Complete Policy review, develop SOP for key areas, incorporate 5 Ways of Wellbeing into best practice.
- Align Constitution with new Inc. Societies Act.
- Develop Succession Plan for Governance and Mgt.

### Measures

- Risk Management Plan completed and reviewed.
- Formation of Weather-tightening Action Group comprised of lease partners, agreed plan of action.
- Complete key policy schedule and review, policy ratified by Governance.
- Completed Constitution and remits accepted by Governance and Membership.
- Clear Succession Plan communicated to all key stakeholders.

## Financial Viability

### Outcomes

- Increase Room hire and utilisation.
- Integrate online Booking system with Xero.
- Develop sponsorship of spaces by Local Business.
- Review Early Learning Centre Business Model and identify opportunities for growth.
- Develop Donations and Bequests programme.

### Measures

- Monthly Room Hire and Utilisation statistics reports.
- Internal Staff Surveys.
- Customer Satisfaction Surveys.
- Community Engagement review.
- Redeveloped ELC Business Plan.
- Increase in donations and bequests.

**Glenfield Community Centre**

**Booked Hours**

Month	FY18/19	FY19/20	FY20/21
Jul	543	412	324
Aug	573	417	195
Sep	634	485	206
Oct	493	537	359
Nov	621	397	
Dec	399	167	
Jan	85	140	
Feb	359	254	
Mar	541	206	
Apr	365	0	
May	519	33	
Jun	496	172	

**Participants**

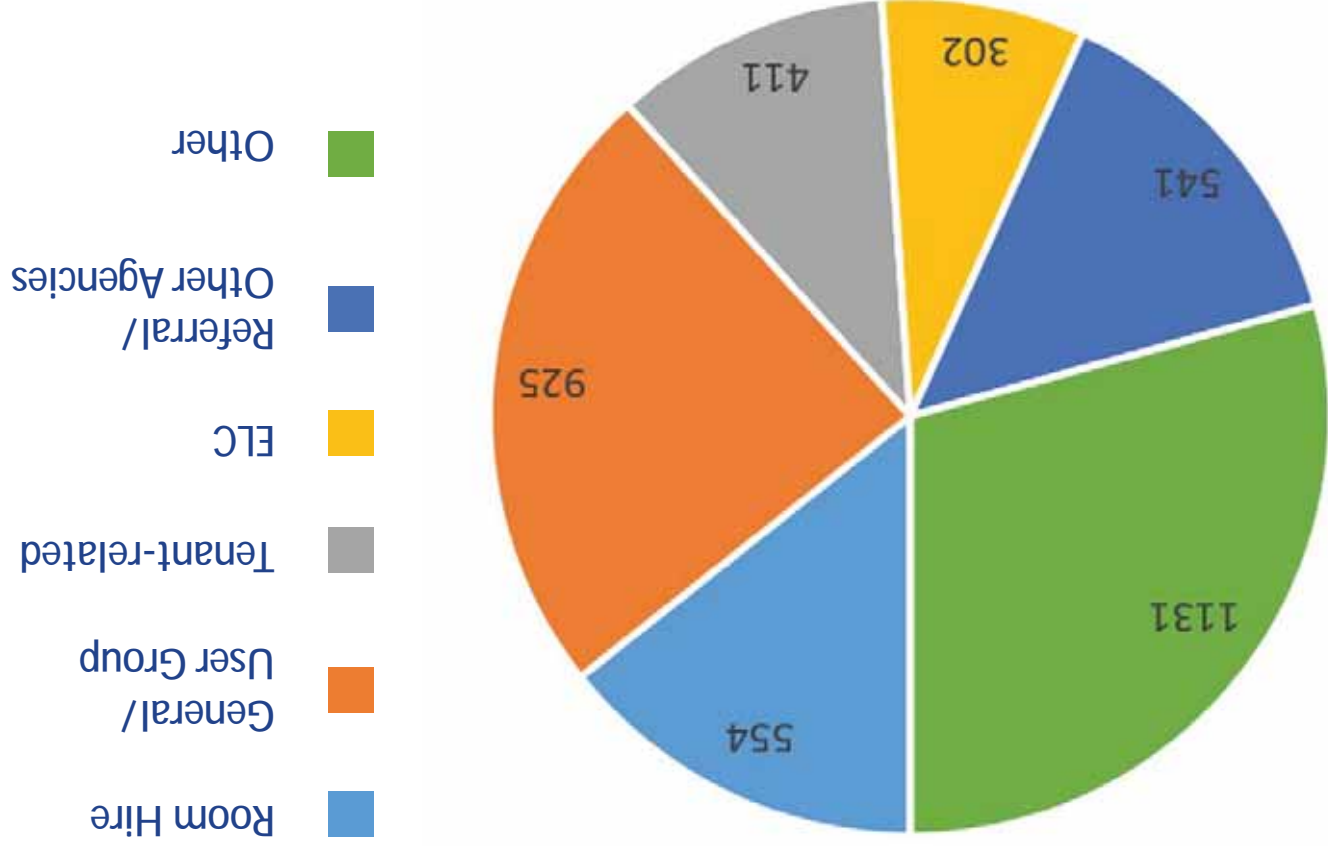
Month	FY18/19	FY19/20	FY20/21
Jul	2,127	1,829	1,985
Aug	2,440	2,452	2,090
Sep	3,141	2,196	507
Oct	2,796	2,655	1,968
Nov	2,832	2,448	
Dec	2,379	1,006	
Jan	596	699	
Feb	2,149	1,320	
Mar	2,630	1,150	
Apr	2,167	0	
May	2,906	69	
Jun	2,565	828	

Total Visits – Decreased from 28,728 in 2018/19 to 16,652 in 2019/20 due to Covid-19

\* Note: these figures do not include visits to our Tenant Groups: Plunket, BAIS, Literacy Aotearoa, or to our GELC

# Engagement and Customer Satisfaction

Enquiries Received, Advice Given, People Referred, and General Assistance Provided 2019/2020



**Customer Satisfaction Survey\*:**  
(Survey size 350, Response Rate 21%, Margin of Error +/-10%)

- 59% of persons found information via our website, 15% through a verbal recommendation, and 7% were a repeat client.
- 79% were either very satisfied or satisfied with our Room Booking and Hire system
- 32% utilised space for between 20 and 40 persons
- 40% were attracted to use the Centre because of its price, location, facilities, and availability.
- 100% found the Staff friendly and helpful
- 80% our booking process easy, we met their needs, and found the overall level of service high
- 83% found our fees reasonable
- 91% would recommend our service to other clients
- 90% were very likely or likely to use our service again.

(\* 2019 Survey, next is scheduled for February 2021)





# Financial Overview

## General

The Centre remains a going concern. Its cash flow is steady and within expected operating parameters. Its cash reserves are maintained at a level to meet all our commitments in the foreseeable future.

While the rate of Ministry of Education funding to Early Learning Centres for 20 hours ECE for under two-year olds increased by CPI, overall the total amount of money received declined by around \$27,000 over 2019/2020 through a mixture of reduced enrolments, Covid-19 lockdown and a smaller number of under two's enrolled.

Rental income dipped as the Centre lost sixteen weeks of revenue due to the various Covid-19 Alert Levels. Together with the loss of our Sweet Charity tenant, several accounting adjustments around legacy staff wages, various accruals, the cost of funding the legal class action, and the Society posted a deficit, although one that served mainly to reduce the Centre's equity as opposed to its ability to continue to operate (see sidebar notes as well as the audited Performance Report for more detail).

We thank the Kaipātiki Local Board for continuing to provide an Operating Grant as well as a one-off LDI Grant to assist with the financial effects of Covid-19. We have moved to a new one-year Service Level Agreement from July 2020, and in 2021, we will be seeking a review of the legacy funding level with a view to petitioning for an increase in our base funding.



## Statement of Financial Performance (Profit and Loss)

The Centre posted an operating deficit of \$89,122 after end-of-year adjustments and depreciation were applied. The reasons behind this can be summarised as follows:

- Depreciation (\$38,696);
- Decreased number of groups hiring space due to Covid-19 leading to a decrease in room rental income (\$29,889);
- A decrease in MoE funding due to enrolments and cohort size of under two-year olds and Covid-lockdown (\$27,278);
- Cost of funding the weather-tightening class action (\$11,826);
- Repairs and Maintenance (\$20,185);
- An increase in overall costs of utilities, insurance, external service providers and contractors.

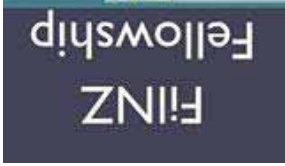
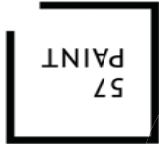
## Statement of Financial Position (Balance Sheet)

Compared to the previous year, the Centre held less cash on hand, had fewer Debtors, held a higher level of creditors and current liabilities including the adjustment for Covid-19 wage subsidy payments made post balance date, grant funding for community engagement projects and Governance training.

Together with the deficit noted above, this resulted in a decrease in the total accumulated funds from \$1,619,509 to \$1,530,380.

For more detail, please refer to the audited Performance Report, available separately.

AA Glenfield	AA North Harbour
--------------	------------------





# Thanks to ~ Our Sponsors and Partners



www.repaircafeaukland.com







*Ko te Hapori to mātou Pokapu  
Community is at our Centre*