

GLENFIELD
Community Centre

Ko te Hapori tō mātou Pokapū
Community is at our Centre

2020 ~ 2021
ANNUAL REPORT

FIVE WAYS TO WELLBEING

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

BE ACTIVE

DO WHAT YOU CAN,
ENJOY WHAT YOU DO,
MOVE YOUR MOOD

TAKE NOTICE

REMEMBER THE SIMPLE THINGS
THAT GIVE YOU JOY

 Mental Health Foundation
Mauri Te Ora, Mauri Te Ora
www.mentalhealth.org.nz

CONNECT

TALK & LISTEN,
BE THERE, FEEL CONNECTED

Give

YOUR TIME, YOUR WORDS, YOUR PRESENCE

KEEP LEARNING

EMBRACE NEW EXPERIENCES,
SEE OPPORTUNITIES, SURPRISE YOURSELF

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.

OUR VISION

Ko te Hapori tō mātou Pokapū
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

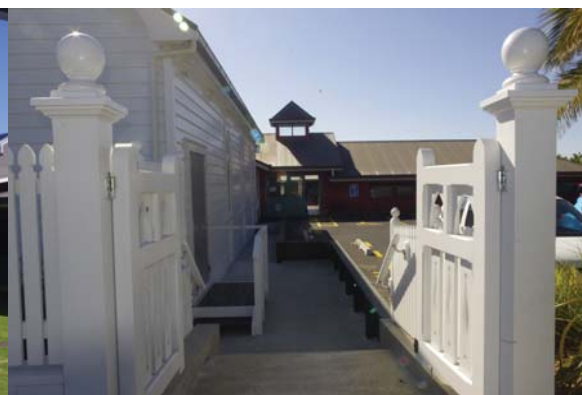
Support Our Community

Provide Services that Respond to Need

Build Connections with People and Organisations
With Similar Values

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Chair's Report



Gary Thornton
Chair 2021/2022

2021 was tumultuous and turbulent for our Centre. Covid altered our lives and the side effects with lockdowns and associated mandates have been devastating in affecting our ability to operate and function.

As a result, with income non-existent and outgoings continuing, although in a reduced scale, we have had to review much of our current operation. This has effectively seen the “heart breaking” decision made to close our Glenfield Early Learning Centre and alter some of our focus to more regular users of our facility.

Our focus must be on preserving and continuing our role in the local community, to the best of our ability.

Thanks must be extended to Nigel, Sandie and Carol for their commitment in our current struggles and thanks to Paula and her team for their never-ceasing effort to deliver.

However it is now we need to look to the future, re-purpose and re-direct our efforts.

Keep well and stay safe.

God bless in the times ahead.

Centre Manager's Report

A lot has happened since my last report in 2020.

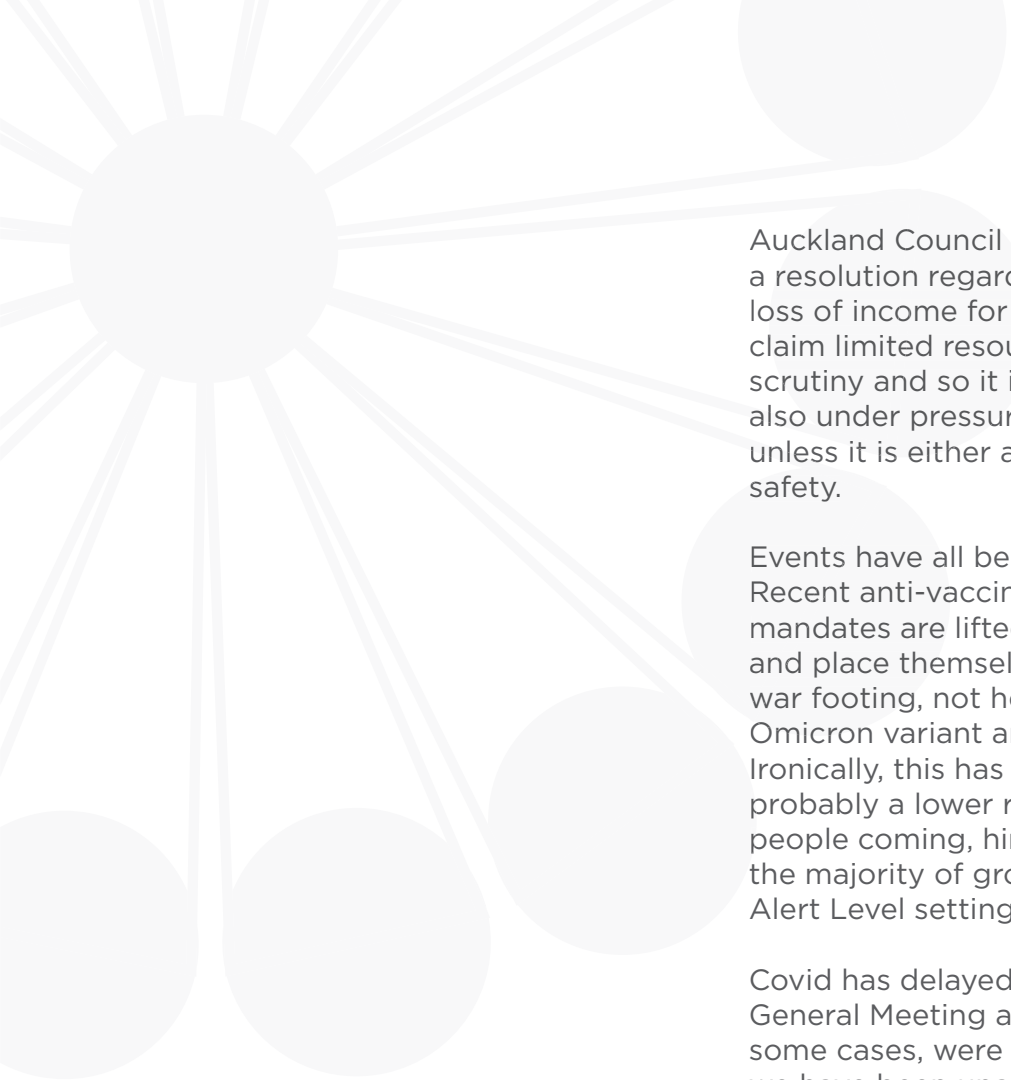
The Centre was closed under various Covid-19 Alert Levels and the Covid Protection Framework (or “Traffic Light System”) for 133 days during 2021 and 2022, which had an inevitable disastrous effect on revenue from Room Hire and the Glenfield Early Learning Centre (GELC). This led to the eventual application to the Ministry of Education for a notice of temporary closure of the GELC in September 2021, while we attempted, unsuccessfully, to attract replacement teachers at a time when their sector finds itself under-funded and teachers in short supply. If not for the availability of various Government grant support schemes, the Centre would have likely closed in early 2021. Including the casual relievers, over the course of lockdown, we went from 18 wage and salaried staff down to three. Governance eventually made the decision to disestablish the GELC as a division and attempt to attract some group to occupy the space under a commercial tenancy arrangement in order to secure an alternate funding stream. Divisional costs that used to be apportioned to GELC have had to be reabsorbed by the rest of the Centre as we wait for our regular hire groups and some sense of normalcy to return.

With high vaccination rates and a gradual reopening to the World, it will be interesting to see how and when current health restrictions are relaxed. Vaccine mandates in particular have created societal division, while health and safety requirements could lead to the Centre having to close at any stage if it is identified as a “location of interest” due to someone being on site with the virus.

Managing all of this uncertainty and rapid change has been extremely challenging and stressful. What the pandemic has identified is there is very little by way of slack in the system, the business plan that underpinned the facility when it opened in 1994 no longer applies, and the Centre needs to build a solid reserve fund to be able to ride out a similar event. It also highlighted the dependence on (under) funding through Auckland Council and led to an external review by Tattico Ltd for the Kaipātiki Local Board that recommended additional assistance for the Centre to help resolve our weather-tightening issue and to plan for the potential we cannot fund repairs. The legal class action being directed by Parker and Associates out of Wellington led to a decision against the plaintiffs (including the Centre), and goes to the Court of Appeal in August 2022. Even if the decision is over-turned, the Centre should expect the defendant, Hardies, to continue to the Supreme Court, so any resolution or funding to address the problem could still be years away.



Nigel Green
Centre Manager



Auckland Council and the Methodist Church of New Zealand, continue to be unable to come to a resolution regarding the land on which the Centre sits, and the pandemic led to a significant loss of income for the Council, who, while well aware of the financial pressure the Centre is under, claim limited resources to assist at this time. Any budget recommendations will be under close scrutiny and so it is unlikely we will see any major increase in funding. Grant funding bodies are also under pressure and we have deferred any capital expenditure on repairs and maintenance unless it is either already funded or essential to the building warrant of fitness or health and safety.

Events have all be postponed or cancelled due to compliance and health and safety concerns. Recent anti-vaccination protests have been reported across various public events and until mandates are lifted, it seems foolish to attract unwarranted attention from those willing to disrupt and place themselves and others at risk of contracting the virus. Everything feels like it is on a war footing, not helped by the recent invasion of Ukraine, and we wait to ride out the latest Omicron variant and the various phase shifts as it makes its way through the population. Ironically, this has meant fewer people coming to the Centre and with the GELC closed, there is probably a lower risk of us becoming a location of interest simply because we have had fewer people coming, hiring and using space. We are set up to work from home if and as required but the majority of groups who we would normally see here are waiting until we drop out of the Red Alert Level setting and have moved to online delivery of their programmes.

Covid has delayed or deferred everything including the completion of this report and our Annual General Meeting and I am looking forward to be able to formally thank our GELC Staff who, in some cases, were forced to leave us in order to find work elsewhere during lockdown, and who we have been unable to meet or celebrate their wonderful work and support for the children and families who called GELC home.

To Paula, Nick, Joanne, Almira, Holly and Dole, I wish circumstances had been different as the culture of love and respect you all built was a joy to behold. I wish you all the very best for your futures and know that, in the case of those still in ECE, your new employers are very lucky to have you.

Finally, to my Administration Staff; Sandie and Carol, my thanks for all your work and support; the year has been difficult, but I remain optimistic we will come through and continue to be able to work and support our local community.

Early Learning Centre Manager's Report

In early childhood education, ECE, we document the learning of our tamariki in learning stories. As this year has been another full of learning from me, this report, my final report, will be in the style of a story.

Once upon a time, after the roller coaster that covid made 2020, our team were excited and energised to start a fresh new year. Even though enrolments were low, and we still had the distant pressure of uncertainty around the court case relating to the community centre's leaky building, optimism and energy in the team was high. We were keen to plan trips and events once more for our families. We were looking forward to having our much-missed qualified kaiako Almira Martinez back from maternity leave and welcoming Holly Stevens into the permanent position of qualified kaiako. We had plans to increase enrolments and a can-do attitude. But things don't always go to plan.

Our team had been absorbing the loss of one qualified kaiako for almost a year. This was in part due to numbers of children dropping, and also due to the severe on-going shortage of qualified ECE kaiako. We still were working on attracting more children to GELC by updating our pamphlets and distributing them throughout the community at regular intervals; being seen at community events and locations; hosting another expo; using paid advertising in the mall and school newsletters; giving away bookmarks with artwork created by our tamariki with contact details on them; and creating a public facebook page to share what GELC is all about in the community, however the main reason new families came to GELC was still because they had heard how wonderful GELC was through people they trusted.

Due to the super-strict rules around covid, our daily numbers of children attending were even lower. We couldn't have tamariki or adults in the centre with even a runny nose or sore throat. Everyone had to be symptom-free for 24 hours before returning to the centre. As a team, we really appreciated our amazing relievers who stepped-up as our kaiako also had to stay away from the centre to keep everyone safe when they were unwell. The Short Term Absence Payment scheme, STAP, was well-utilised, saving sick leave for our kaiako and money for the centre as a whole.

In May, Almira returned to our team, and our wonderful unqualified kaiako Dole Ledesma began studying towards her Graduate Diploma in Teaching, ECE, while still working at GELC. Our usual curriculum was in full-swing with trips, visits, and events. Due to big regulatory changes around food served to children in centres, Reducing food-related choking for babies and young children



Paula Tra
Glenfield Early Learning
Centre Manager



at early learning services Ministry of Health, NZ, 2020, we changed the way food was shared at family events. Other than making parents aware of the changes and consulting with them, we did not need to change anything in our daily routines around serving kai at the centre.

In the background, the union our qualified teaching team belong to, the Early Childhood Education Collective Agreement, ECECA, was pushing for pay parity; the James Hardie Cladding Action case had been denied with an appeal on the decision in progress; our application for Urgent Response Funding was declined; and we were struggling with kaiako needing to be absent under the new sickness policy rules. There was a feeling of uncertainty in the team around the future of GELC due to the financial pressure that low enrolments and covid had placed on an already underfunded centre – the loss of the court case just added to this.

As a direct result of this uncertainty, our Head Teacher Nick Batley started to look for another job to ensure he could continue to support his young family. Due to his talents in his role as well as the kaiako shortage he was quickly offered, and accepted, a job as a Centre Manager at Secret Garden Albany. While we were happy for him, the effect on the rest of the team added to the feeling of uncertainty and insecurity. We once again were a qualified kaiako down, but as attendance and enrolments were also low enough we decided not to replace him in order to build up our financial reserves.

Once again the team took up the extra pressure this caused, but combined with the lack of certainty in the future, our qualified kaiako Joanne made the difficult decision to apply for a job at Highbury House Early Learning Centre. While this was a huge gain for their teaching team, Joanne's talents, skills and experience of almost 10 years at GELC was a massive loss. It meant we would need to get an amazing kaiako to work at GELC, in the midst of the kaiako shortage, who could just jump in and help the team pick up from losing half their qualified team, and who would choose to take on a job with an uncertain future? We started intensive advertising and Joanne and her new centre generously gave us a six-week notice period to ease this transition. During this time of upheaval in the team, Almira was growing to understand that her salary from GELC just wasn't enough to support their family's budget. While she loved sharing her expertise and spending her time and energy with the GELC community, it wasn't meeting her family's needs. She reluctantly accepted an offer from her daughter's daycare to work there full-time and gave her notice.

We were now in crisis mode. We had only one qualified kaiako employed to be on the floor (our fabulous new graduate Holly), plus our wonderful unqualified kaiako, Dole Ledesma, our three unqualified relievers who were each limited in the hours they could work at GELC, and myself. We had had no responses from qualified kaiako to any of our advertising and could feel the pressure mounting. I had applied to relieving agencies for qualified kaiako two months in advance and received not one response. Our remaining kaiako were struggling and getting rundown then unwell, which led to them needing sick leave due to our (post covid) strict sickness policy. I tried ringing other centres to 'borrow' their kaiako for days we were short, but everyone was stretched to the maximum. Even with me putting myself in a teaching role, we had to notify parents to keep their children home as we were unable to open for a day because we didn't have the kaiako to staff the centre.

The August lockdown was actually a blessing for GELC. I had no hope of being able to have enough kaiako to open the week after we went into lockdown. But it meant I could continue looking for kaiako and breathe, or so I thought.

On the 19th of August I received a request to give a reference for our unqualified kaiako, Dole. Dole has given so much to the tamariki, families and team of GELC – BestStart Birkdale don't know how lucky they are to have such a dedicated, caring and kind kaiako join their team.

While I was wishing Dole all the best in her new position, I was also realising that despite everything I'd tried, there just wasn't a way forward. GELC was left with our new graduate kaiako Holly and myself as the only permanent staff members, and still no real responses to our advertising. Even using all of our relievers to their maximum capacity with Holly and myself full-time on the floor, we wouldn't have enough kaiako to legally open each day.


As the lockdown stretched on and evolved, it became mandatory for anyone working in an ECE setting needed to become vaccinated. While many kaiako were happy to be vaccinated, many also left the profession, exacerbating the kaiako shortage even further. Others left due to the extra stress of teaching in 'the new normal' that covid has brought. Being able to get any qualified kaiako on even a casual basis was becoming more and more impossible, let alone actually employing a team of committed, qualified kaiako to rebuild our centre.

While Holly and I so deeply wanted to be able to reopen our precious GELC, this was something beyond our control. Once the Board had agreed, it was decided to close GELC. Our only option now was to make the process as gentle as possible for our tamariki and their whanau.

**“New beginnings
are often disguised
as painful endings.”**

– LAO TZU





Every story has an
ENDING,
but in life,
every
ending is
just a new
BEGINNING.

We shared the sad news through our GELC Facebook page and braced ourselves for the emotional responses. Once we could be back in the office we made a personalised 'goodbye story' for each child's portfolio and made up a goodie-bag with their portfolio, a favourite item from the centre, a GELC hand sanitiser, GELC bookmark, and other bits and pieces we thought they would like. Each family came once we could have people on the community grounds and we gave them the bag as we reconnected and shared stories of the lockdown, GELC closing, and the future.

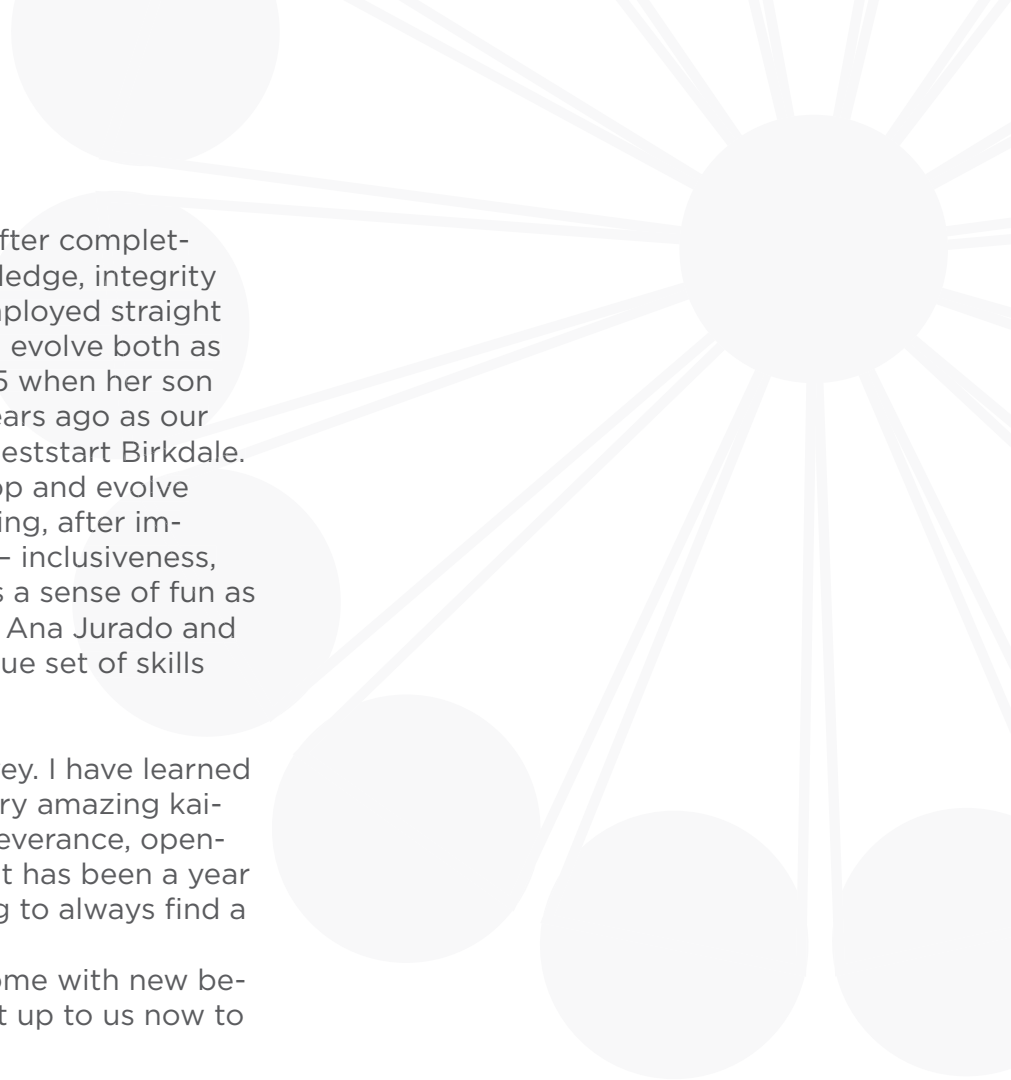
It was both very sad and special to be able to go through this process with the support of Holly who was still employed, and Joanne who came back and gave hours upon hours of her own time to contribute to the winding-down of GELC. GELC has been so much more than just a job for each of us and a huge part of our lives for many years. Being able to grieve this loss together was invaluable.

With no hope of a future with GELC, Holly searched for a new centre to share herself with and Precious Years were incredibly lucky to have her join their team. Since Holly has gone, I have continued with inviting interested parties to look through our resources and take what they can use in exchange for a donation. With the remaining resources, I have been contacting non-profit community groups to come and take what they can use. As this continues I will pull together all the paperwork and ready it for storage until it is no longer required. The tax donation letters for our parents are ready to be emailed to them, and most keys from the team have been returned.

For now, I am still employed and my last date of employment will be 27 February, and will get a formal letter regarding the end of my employment at GELC. I will be working on a letter of appreciation for each kaiako who didn't get a leaving celebration due to covid; a leaving gift for each kaiako who hasn't received one yet; and a final event for our kaiako and our families once we can have an unlimited number of attendees regardless of vaccination status.

This has been a huge year for our team, our families and our whole community. At times it has been an incredibly overwhelming loss. Although the end of GELC has been so very sad, I am so grateful that from my first connection with GELC about 18 years ago, I have experienced the best place to grow and learn, and share, and be a part of that I could ever imagine.

A huge thank you to each of our kaiako who have given so much to GELC over the years. Head Teacher Nick whose energy, drive and humour are now shared with Secret Garden after three years at GELC.



Qualified kaiako Joanne who started at GELC after accepting GELC's job offer after completing a successful practicum here back in 2012, is now sharing her wealth of knowledge, integrity and skills with Highbury House ELC. We have watched Almira (who was also employed straight after qualifying and passing her final practicum at GELC back in 2015) grow and evolve both as a kaiako and in her own life. Dole has been associated with GELC also since 2015 when her son attended, and began sharing her skills with our GELC community almost four years ago as our unqualified kaiako. Dole is now studying to become qualified while working at Beststart Birkdale. Dole has a genuine talent and during her time at GELC we have seen this develop and evolve even further. Holly became a part of GELC as a reliever, while she was still studying, after impressing us during her very first practicum. She embodies the essence of GELC – inclusiveness, respect, care, empathy, kindness and has genuine talent and positivity as well as a sense of fun as she works which brings joy to those around her. Each of our relievers Jessie Liu, Ana Jurado and Betty Chen, have been with us for many years and brought with them their unique set of skills and talents that were shared with the GELC community.

These kaiako have given, and are so much more, than these few words can convey. I have learned from each one and feel so grateful and privileged to have worked alongside every amazing kaiako. A final and very special thank you to Nigel for his dedication, support, perseverance, openness, kindness and humour during this incredibly difficult and challenging year. It has been a year that has taken a huge toll, and I really appreciate how Nigel has continued trying to always find a way forward and supporting everyone around him.

So that's this story, sadly it doesn't end with a 'happily ever after', but it does come with new beginnings for our families, for our team and for the community centre too. It's just up to us now to make our new beginnings into something amazing.

I will sign-off with this fitting quote from Beau Taplin:

"Sunsets are proof that endings can be beautiful."

The GELC Team

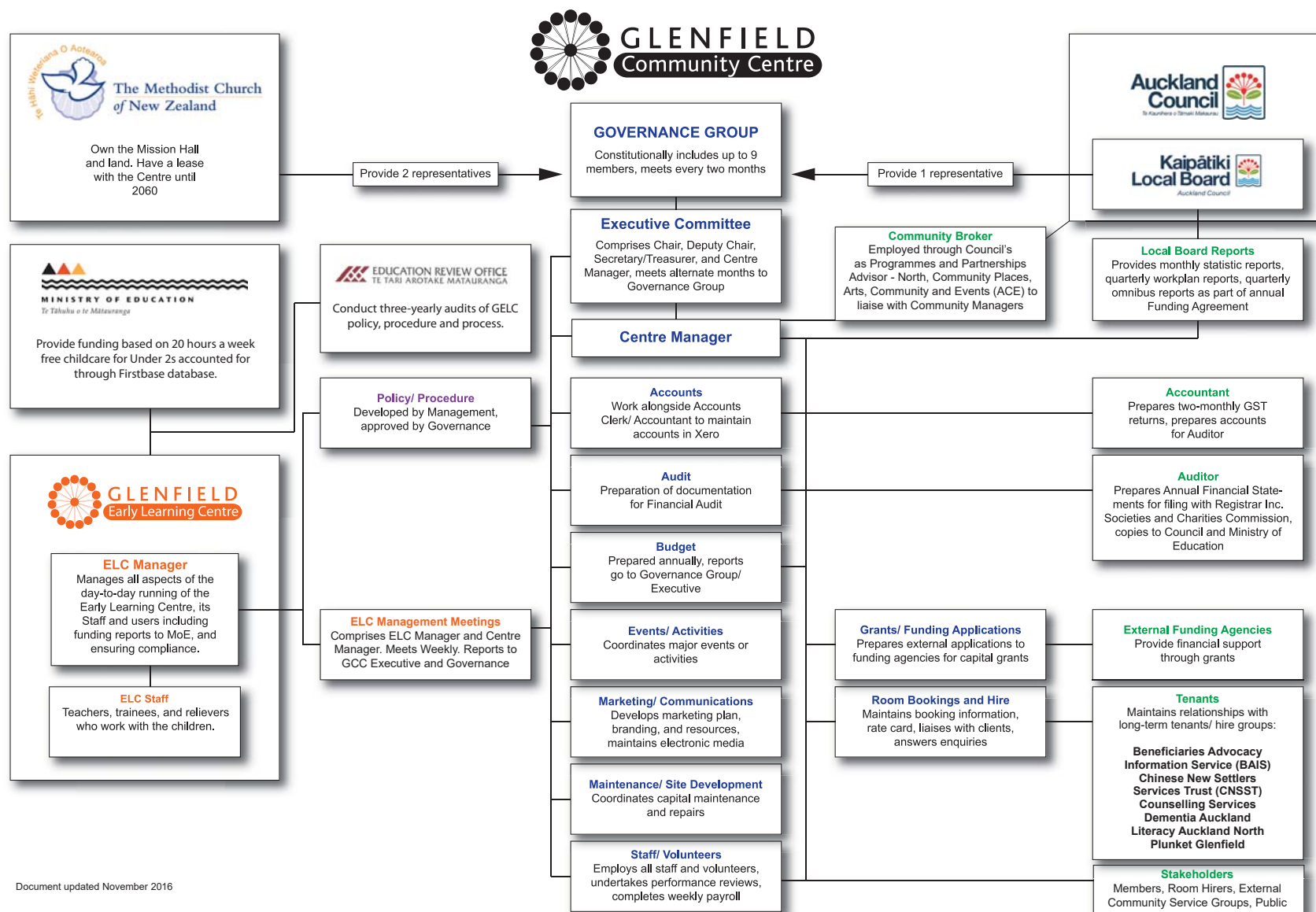
Left to Right:

Paula Tra, GELC Manager,
Holly Stevens, Joanne Cass,
Nick Batley, Head Teacher,
Dole Ledesma, Almira Martinez.

Our thanks for all your wonderful work.
Kia kaha, nga mihi nui.



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.

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 focussed on ensuring the Centre is recognised for the good work it does in the Glenfield Community, helping restore the building, and ensuring a good working relationship with all our stakeholders.



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 Kaipātiki Rotarian.



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.



Cleressa Van Niekerk
Board Member

Cleressa left her role as Co-Office Administrator to work as a Realty Agent. She joined the Board in 2020, bringing with her a great understanding of the role Staff play and experience in Early Childcare from her native South Africa.



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 served as the Takapuna Methodist Church Property Convener.



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.



Alex Croft
Board Member

Alex joined the Board in December 2020. 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 the Local Board elections in 2019. He has worked alongside numerous community groups in the past and is a strong advocate for community engagement.



Upasana Nigam
Board Member

Upasana joined Governance in 2020, comes with a background in Information Technology and a strong desire to work with and support community. She is also a member of the Policy Sub-committee.

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, the President of Rotary Kaipātiki, and is a JP.



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 the Travel Industry, 15 years in Publishing, and numerous years as a volunteer with Girl Guiding NZ and the North Shore Civil Defense Rescue Team.



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.



Paula Tra
Glenfield Early Learning Centre (GELC) Manager

Paula worked as a teacher in GELC from 2008, became the Head Teacher in 2015 and the GELC Centre Manager from 2016 until its closure of the in February 2022.



Nick Batley
ELC Head Teacher

Nick joined our team in 2019 and has been a fully qualified ECE teacher for 7 years. Nick left in July 2021 to take up a position as to take up a position as Senior Teacher/Tumuaki with Secret Garden Early Childcare in Albany.



Joanne Cass
ELC Teacher

Joanne joined the GELC in 2012, after graduating with a Bachelor of Education (ECE Teaching) in 2011. She became a fully registered teacher in 2014. She left for a new position at Highbury House at the end of August 2021.



Almira Hilario
ELC Teacher

Almira was born and raised in the Philippines. She joined GELC in 2015 took maternity leave for her first child in 2020, and left to take up a position at her daughter's childcare in 2021.



Dole Ledesma
ELC Teacher

Dole has a Bachelors Degree in Psychology with a major in Guidance Counseling she gained in her native Philippines. She joined the team as a Casual Reliever, then Teacher Aide while completing her ECE qualification. She now works for Best Start in Birkdale.



Holly Stevens
ELC Teacher

Holly joined the Glenfield Early Learning Centre in as a Casual Reliever in 2018. She completed her Diploma in ECE, and left in August 2021 to take up a position as an Au Pair.

2021~2022 In Review



Dino Hunt: September/ October 2020

Following on from the success of the Fairy Doors; a month-long event spread between the four Community Houses and the Kaipātiki Community Facilities Trust (KCFT) and their team, a similar “Dino Hunt” was delivered in 2019. This time each Centre worked with its community volunteers and helpers to decorate dinosaurs that were placed around community houses, parks, bush walks and playgrounds throughout the Ward. This was all part of campaign to encourage families to get out and about the Ward and experience our great outdoors.



ANZAC Community Event: 25 April 2021

Due to the pandemic, both civic and community events were either cancelled or significantly reduced including at the Glenfield Memorial Hall. A small group of veterans, family and members of the public made the annual pilgrimage, laid wreaths, read Bunyon's Ode and commemorated the event. This was the last year the venerable Bruce Powell acted as community coordinator for Glenfield, and has passed this responsibility back to the Glenfield Community Centre, and KCFT to work with Genevieve Abrahams from Auckland Council over coordinating future services.



Book Fair: July 2021

The 2020 Book Fair organised by the newly formed Rotary Kaipātiki was cancelled due to the pandemic, but did progress in 2021, with the support of the Centre. Once again, we acted as a collection and storage point, coordinated with the club around donations and assisted with advertising around the community. A year without the event prompted a significant turnout and the club raised a record amount of money that it is returning to the community, supporting groups such as the Salvation Army, SHINE, De Paul House, and local primary, intermediate and secondary schools, the refurbishment of the North Shore Hospice and various other charitable local causes.



Publications, Hui and Submissions:

Funding Proposal to Kaipātiki Local Board

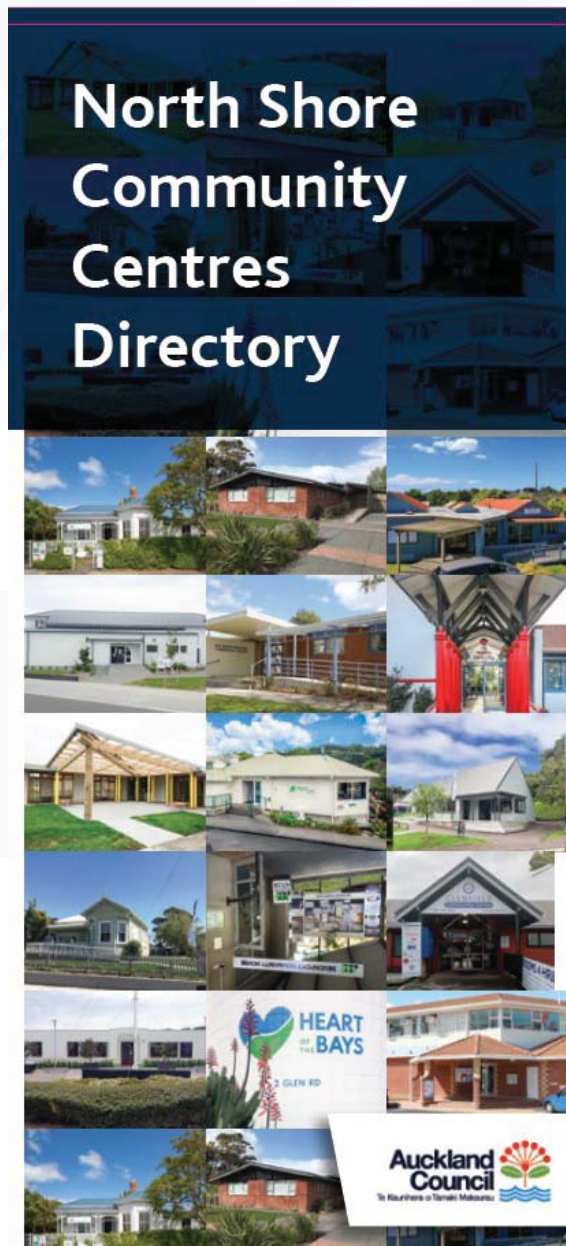
A funding proposal was put to the Kaipātiki Local Board (KLB) petitioning for additional operational grant funding to assist the Centre while it deals with the financial fallout from the pandemic. Discussions around this started in February 2021, but it was not until the business meeting in the following December that the Board met to consider the proposal. Alongside the proposal was a further request to repurpose funding that had been successfully received in August that was intended for a Community Engagement and Event Coordinator position. This was intended to assist with programming and events, but was on hold while additional funding was considered by external grant agencies. The Board agreed in part to both proposals; repurposing was accepted and a total grant of \$34,000 was received to assist with operational expenditure, for which the Centre is extremely grateful.



Tattico Report

As part of a review of operational funding levels to the various community facilities in Kaipātiki, Tattico Ltd.'s John Duthie was engaged by the KLB to update his report from 2015. In that report, it was suggested the Centre was operationally sound and did not require additional funding, as its two funding streams; the Glenfield Early Learning Centre and room hire, were sufficient to meet its operational needs. This report was not released to the Centre at the time; otherwise, this point would have been contested, as with the exception of annual CPI-adjustments, the real level of base funding has not seen an increase since before the Auckland Council amalgamation in 2010. The updated report included particular reference to the Centre, its ongoing problem with weather tightening, the fact it is unable to fund repairs, and the need for a plan by the KLB and Council to address these issues. The report was received at the KLB's December 2021 meeting, but as of writing, there is no clear intent from the Board as to what, if anything happens next.





Branding, Marketing and Communications:

Kaipātiki Community Billboards

With Auckland Council undertaking restructuring to deal with the financial fallout from Covid-19, many of its smaller contact offices were closed, including at Glenfield. Some of the services were devolved into the Glenfield Mall, while others were relocated to Takapuna. One community service around Glenfield was management of the six community billboards located on Hill Road, Oruamo Domain, Marlborough Park, Kaipātiki Bridge and Eskdale Road. The Centre approached the Glenfield Office and Kaipātiki Community Facilities Trust, and proposed the responsibility for managing community bookings was taken on by our staff. This was agreed, with new signage explaining this produced and attached at all the locations. Regular local groups like Hillcrest Lions, Rotary Kaipātiki, Pest-free Kaipātiki, Toastmasters and the local community houses continue to access this resource.



"The Centre" Auckland Council Website

In a drive to consolidate information around programmes, events and activations occurring in and around the various community facilities across Tāmaki Makaurau, Auckland Council launched a website: "The Centre" (<https://thecentre.co.nz/>). With the assistance of both Council owned and operated, Council owned and community operated, and independently owned and operated community facilities, including ours, this acts as another referral point for Auckland residents and ratepayers to access information about what we offer at our facilities.



North Shore Community Centre Directory

We continue to edit and update this community resource. It has proved very popular and now incorporates an increasing number of North Shore community facilities including the Art Centre in Takapuna, Rose Centre in Bayswater, and Hearts and Minds in Northcote. The feedback from the community Libraries, Connected Communities, Citizen's Advice and the public continues to be positive. Many thanks to Connected Communities for supporting this initiative and covering the cost of printing.



Maintenance and Infrastructure:

Weather-tightness Legal Class Action

The legal class action versus Hardies finally went to the High Court for an eight-week trial in October/November 2020. The judgment was delayed until August 2021 and was not in favour of the plaintiffs (including the Centre), with the judge ruling it was the installation of the product that was the issue, not that the product was itself not fit for purpose. The plaintiffs disagreed with this ruling, and an appeal has been sought with a hearing set down in the Court of Appeal for August 2022. The legal process continues to be underwritten through an Australian insurer and the case is represented through Parker and Associates Ltd. We continue to be hopeful we will see the appeal be successful, so we can finally redress the issue with the cladding that has hung over the Centre since 2004.



Autex Room Lining and Guttering Repairs

Our thanks to the Lion Foundation and Birkenhead Licensing Trust for agreeing to fund the installation of Autex sound insulation in Rooms 2 and 3 and Offices A and C at the Centre. This has greatly improved the look of the rooms, reduced noise in and between spaces, and provided greater retained warmth during the winter months. We hope eventually to insulate the remaining spaces; Rooms 1, 6 and Offices B, C, D and E as part of our long-term maintenance and improvement schedule.



Online Room Booking Software Integration

In order to improve delivery of our room booking and hire system, the decision was taken in 2021 to migrate from our paper-based process to an online booking platform, Skedda (<https://skedda.com>). This now allows us to process enquiries more efficiently, and will eventually integrate with our accounting system Xero so that persons will not only be able to see when spaces are available, and begin the booking process independently 24/7, year round, but pay online. Our thanks to the team of third-year IT students from Massey University's Albany Campus, led by Angela Xu, and Gavin Gunston from Hobsonville's Sunderland Lounge Community House, who paired with us to complete this project in October 2021





Community Development & Partnerships:

Little Library: Community Placemaking

The Free Little Library built by and placed near our main entrance by the Men's Shed, and paid for as part of a community development grant from the Kaipātiki Local Board, has been very popular with the community. It is regularly refreshed with donations from the Glenfield Library and we see a constant turnover of books.



Community Garden Volunteers

The Kaipātiki Project's Community Activator, Sam Tu'itahi, is working alongside the Kaipātiki Community Houses, including the Centre, to deliver a series of programmes around community gardens (<https://kaipatiki.org.nz/ecofest/community-gardening-sessions/>). This encourages volunteers to come to each of the Houses, and engage in a series of community gardening sessions, is part of our ongoing commitment to partnering with like-minded organisations to deliver programmes that benefit the community, increase awareness of the Centre, and provide opportunities for volunteering.



Policing and Community Safety Survey

As part of our commitment to supporting community safety, we assisted the NZ Police to design and run a Survey Monkey survey to gauge which issues were of most concern to our local community. The survey garnered wide support and has helped our Community Constables to better understand some of the "push-button" issues for Glenfield businesses and residents.



Wilson School Student Volunteer

This programme, which sees the Centre partner with the Wilson School, and gives one of their students with special needs the opportunity to volunteer in and around the Centre, is into its fourth year. Covid-19 meant we did not see as much of our student volunteer, X for health and safety reasons, but we look forward to welcoming them back once the alert level restrictions are relaxed.



Kaipātiki Project
share in nature's revival

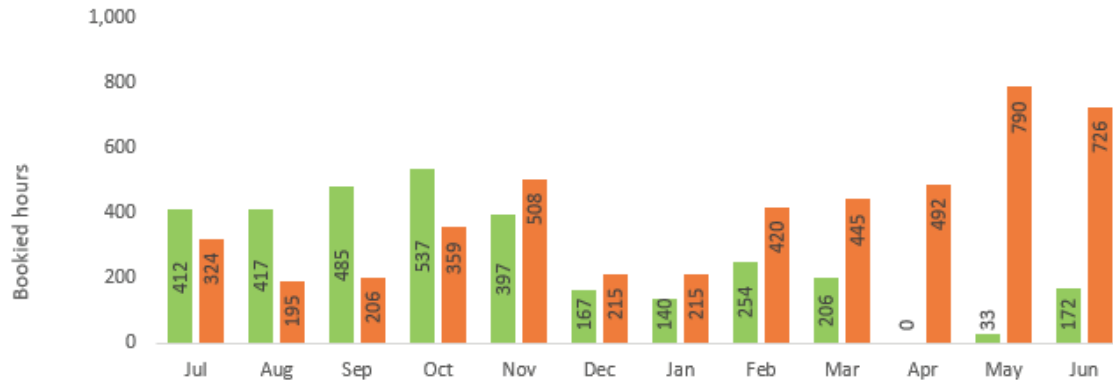


Room Hire Statistics*



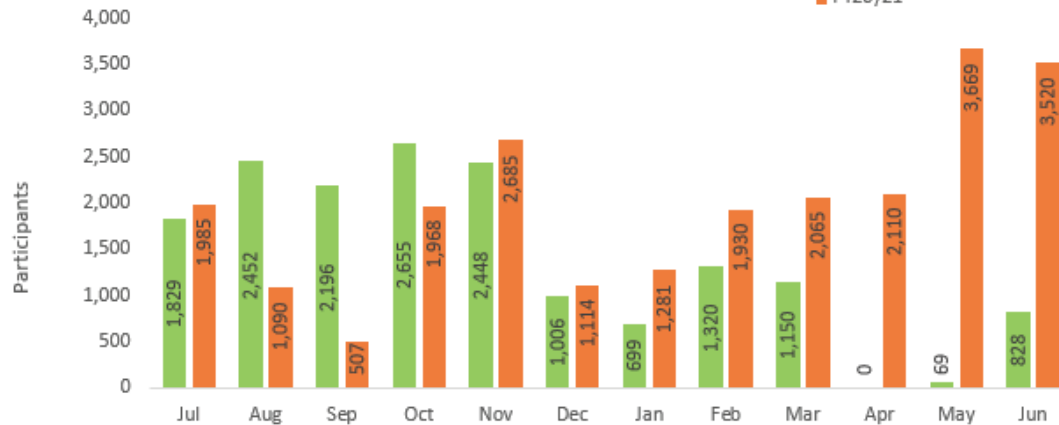
Glenfield Community Centre
Booked Hours

FY19/20
FY20/21



Participants

FY19/20
FY20/21



Summary	FY19/20	FY20/21
Booking Hours	3,220	4,895
Participants	16,652	23,924

Confidential to Auckland Council

Data as at 26-Jul-21

The irony of the pandemic is that the Centre's booking and attendance rebounded sharply from November 2020 with significant peaks in May and June. All this good work, however was wiped out when Auckland went into a Level 4 lockdown in August leading the Centre to be closed for 133 days and many of our larger ESOL delivery groups moving to deliver their programmes online. We remain optimistic we will be able return to these figures providing we can drop down alert levels, and vaccine mandates and other health and safety measures are relaxed, allowing larger groups to access our facilities.

Total Visits – Increased from 16,652 in 2019/20 to 23,924 in 2020/21

Total Hours Booked – Increased from 3,220 in 2019/20 to 4,895 in 2020/21

* Note: these figures do not include visits to our Tenant Groups: Plunket, BAIS, Literacy Aotearoa, De La Silva Martial Arts, or to our GELC

Engagement and Customer Service

Enquiries Received, Advice Given, People Referred, and General Assistance Provided 2020/2021

We see literally thousands of people over the course of each year.

Most of the time they are coming to the Centre for a specific reason related to events, programmes or activations either being run by us or by user groups that have hired space.

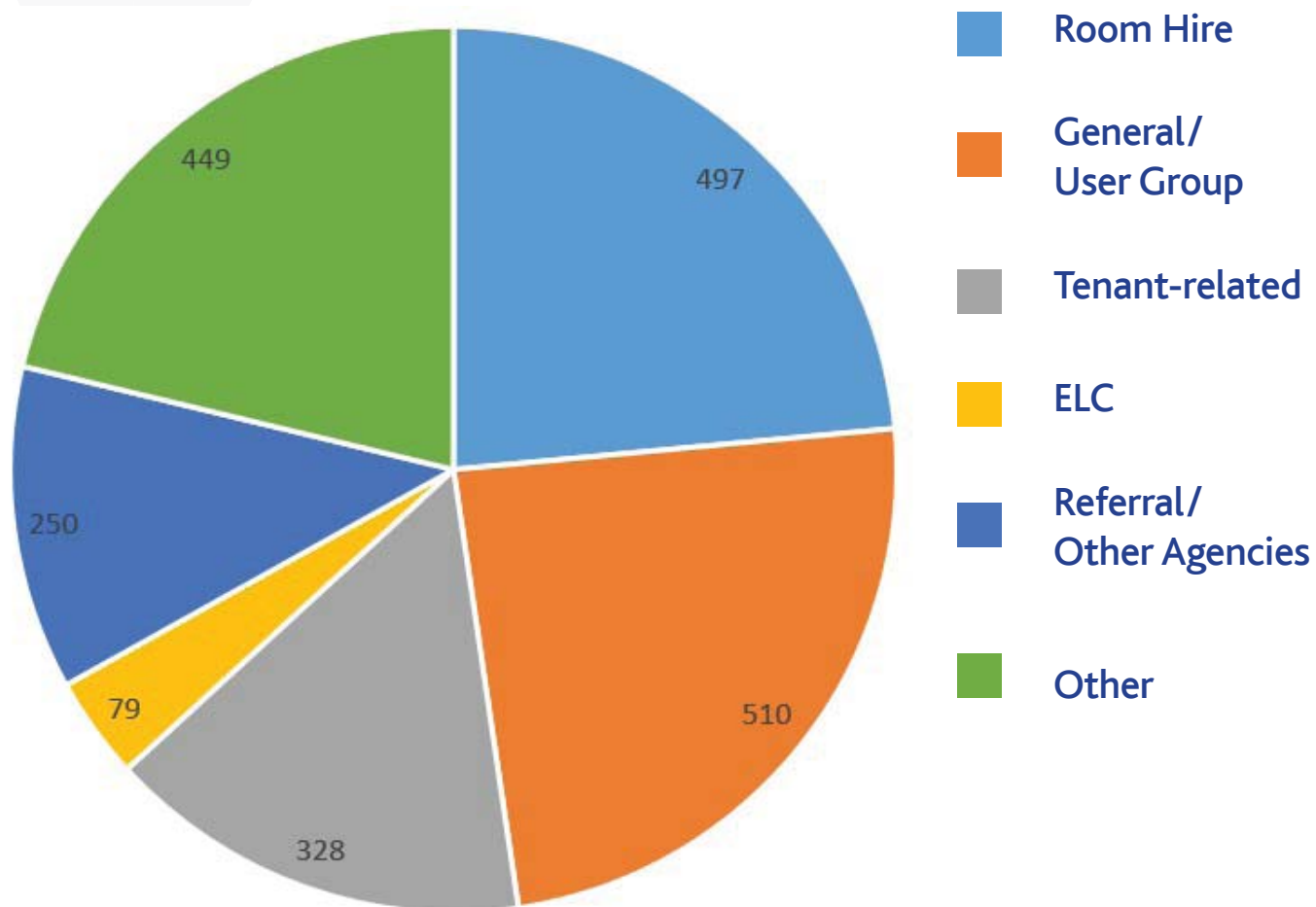
Sometimes it is to hire rooms themselves, sometimes it is a query relating to our Glenfield Early Learning Centre.

But sometimes people come in because they think we are the Library, Council Office, the Glenfield Citizens Advice Bureau, is somewhere they can pay their rates or dog licence, see a lawyer or a Justice of the Peace.

Sometimes these are people we need to refer on to other agencies, provide advice and directions, are enrolling for ESOL courses, are looking for one of our Tenant groups or have simply got lost or need help.

We seek to provide a great Community-facing service and wherever possible, help people get what they need.

The diagram to the right shows a record of these individual requests over the space of the year.



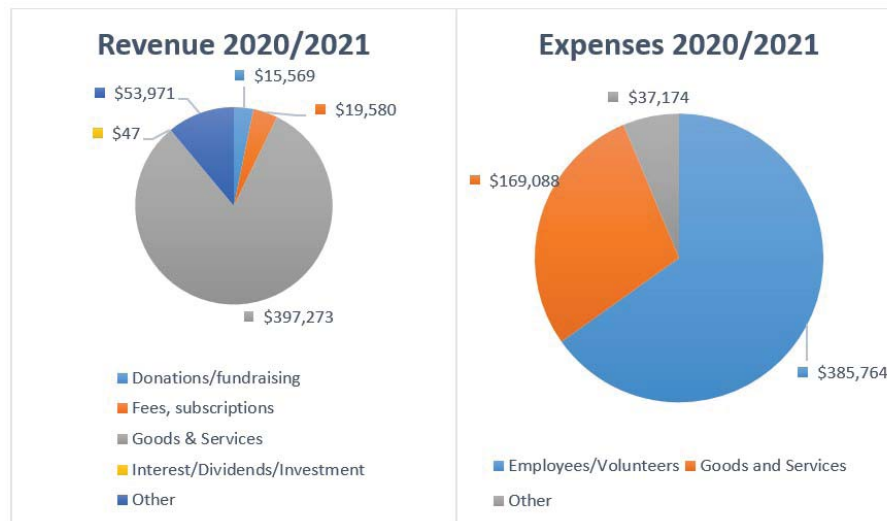
Financial Overview

General

The Centre remains a going concern, but with being closed for a significant period due to Covid-19, lockdown and its various alert levels, this has placed pressure on our cash reserves, although we remain solvent and able to meet all our financial commitments at this time.

The extended closure meant a loss in revenue from Room Hire, we gave rent relief to our Tenant groups, our Glenfield Early Learning Centre had no children with parents or caregivers who were considered "essential workers" and suffered a steadily declining student roll. This flowed on to revenue from Student fees and Donations and also from the Ministry of Education. Although we applied for and received Government assistance, the Wage Subsidy was insufficient for a number of staff members, who chose to leave and take up roles elsewhere. This eventually led to an application to the Ministry to temporarily close the GELC, while Governance assessed its options. Their decision was to close the division in August 2022 and seek a commercial tenant for the vacated space in order to confirm a further funding stream that would assure continuity while the Centre seeks to trade back to some level of normalcy.

We thank the Kaipātiki Local Board for continuing to provide an Operating Grant as well as a one-off Operational Grant in 2021 of \$34,000 to assist with the financial effects of Covid-19. We continue to seek support from Auckland Council around an increase in our base funding, which has not changed except for CPI increments since before amalgamation, and to work with them and the Local Board to plan for the long-term future of the Centre and redress the weather-tightening issue as recommended under the Tattico Report accepted by the Board in December 2021.



Statement of Financial Performance (Profit and Loss)

The Centre posted an operating deficit of \$105,586 after end-of-year adjustments and depreciation were applied.

The main reasons behind this can be summarised as follows:

- Depreciation (\$37,174);
- Reduced ELC Donations and Fees due to closure (\$7,769);
- A decrease in MoE funding due to enrolments and cohort size of under two-year olds and Covid-lockdown (\$51,688);
- Repairs and maintenance and 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, fewer Debtors, held a higher level of creditors and current liabilities including adjustments for liabilities arising from Back Pay owed to one employee, the Government Small Business Loan, and Mission Hall rental income yet to be paid to the Methodist Church.

Together with the deficit noted above, this resulted in a decrease in the total accumulated funds from \$1,530,380 to \$1,427,434.

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

Thanks to ~ Our User Groups and Tenants



Thanks to ~ Our Sponsors and Partners





Ko te Hapori tō mātou Pokapū
Community is at our Centre