



WOODCROFT
MORPHETT VALE
NEIGHBOURHOOD CENTRE

Annual General Report 2020

SUPPORTED BY CITY OF



Vision:

The Woodcroft Morphett Vale Neighbourhood Centre aims to enrich the lives of people in our community by providing engagement and learning opportunities in a welcoming environment that embraces diversity and supports green initiatives.

Mission:

We achieve this by providing opportunities for people to:

- participate and connect with others through conversations and new experiences
- enjoy life-long learning through a range of educational activities
- enhance commitment to environmental initiatives,
- in a friendly, safe and supportive environment.

Contents

Agenda.....	3
WMVNC Annual General Meeting 2019 minutes.....	5
Chairpersons Report.....	7
Treasurer’s Report.....	8
Community Development Officer Report	8
Community Garden Report	15
Cooking Report	16
(D3) Dungeons, Dragons and Dice Report.....	16
Document Control Officer Report	18
Fundraising and Events Subcommittee Report	18
HR Subcommittee Report.....	19
Justice of the Peace Report	19
Kitchen Report.....	20
Literacy - B.E.S.T. Basic English Skills Training Report	20
Media Subcommittee Report	21
Operations Subcommittee Report	22
PALS Report	22
Playgroup - Koala & Possum groups Report.....	24
Playgroup – Dragonflies Group Report	25
Risk & Audit Subcommittee Report.....	26
Seniors Social Report.....	27
Southern Men’s Chat Group Report.....	28
Upcycle Boutique Report.....	29
Venue Hire Officer’s Report	29
Volunteer Support Officers (VSO) Report	31
Walking Group Report.....	33
Woodcroft Writers Report	34
Women & Wellbeing Report	35
Finance Reports	36
Profit and Loss	36
Balance Sheet	38
Letter from Auditor	40

Agenda

Woodcroft Morphett Vale Neighbourhood Centre Inc.
Annual General Meeting Agenda 2020
Monday 21 September 2020, 10am

10:00am Welcome to Guest Chair
Kathrin Davidson, Team Leader Woodcroft Library

Attendance:

Apologies:

Acknowledgement to Country

We acknowledge the traditional Custodians of country throughout Australia and recognise their continuing connection to land, waters and culture. We pay our respects to their Elders past, present and emerging.

Minutes of last Meeting

Motion to accept Minutes of the last Meeting	
Moved:	Seconded:
Show of Hands	Carried

Business Arising – none

Reports: (Reports to be accepted as tabled, with authors available for Questions)

- Chairpersons Report
- Treasurer's Report
- Community Development Officer Report
- Community Garden Report
- Cooking Report
- (D3) Dungeons, Dragons and Dice Report
- Document Control Officer Report
- Fundraising and Events Subcommittee Report
- HR Subcommittee Report
- Justice of the Peace Report
- Kitchen Report
- Literacy - B.E.S.T. Basic English Skills Training Report
- Media Subcommittee Report
- Operations Subcommittee Report
- PALS Report
- Playgroup - Koala & Possum Groups Report
- Playgroup – Dragonflies Group Report
- Risk & Audit Subcommittee Report
- Seniors Social Report

Southern Men's Chat Group Report
Venue Hire Officer's Report
Upcycle Boutique Report
Volunteer Support Officers VSOs Report
Walking Group Report
Woodcroft Writers Report
Women & Wellbeing Report
Finance Reports

Auditor for 2020-2021 (Auditor is PCS Accountants, McLaren Vale)

Public Officer for 2020-2021 is Robert Close

Nominations have been received for the positions vacant, as follows:

- Keven Cocks (All in favour – show of hands)
- Peter McDonald (All in favour – show of hands)
- Andrew Smith (All in favour – show of hands)
- Brian Adams (All in favour – show of hands)
- Jan Martin (All in favour – show of hands)

Introduction of Short Film – Brian Adams

Close of meeting

10:30am Morning Tea

WMVNC Annual General Meeting 2019 minutes

Monday 16th September 2019, 12noon
12:00 lunch

12:30 Welcome to Guest Chair – Mayor Erin Thompson

Welcome. Please ensure to sign attendance sheet

Acknowledgement to country

Attendance: Anne Brant, Keven Cocks, Brian Adams, Mary Dutch, Peter McDonald, Cr Geoff Eaton, John Venning, Cathy Venning, Irene Woodcock, Chris Michaelides, Tyson Rouvray, Mayor Erin Thompson, Tony Nyberg, Lisa Lozada, Kathrin Davidson, Jan Brown, Anne McDonald, Robert Close, Jan Martin, Cr Sandra Brown, Sonya Kling, Kerry Cioron

Apologies: Marion Themeliotis, Wayne Olsen, Michael O’Brien, Beau Cowan, William Jamieson, Jill Osborne, Lyn Walkley, Lucy Richardson, Andrew Smith, Stuart Purves, Philomena Taylor, Craig Hobart

Minutes of last meeting

1 minute reading time

Motion to accept minutes of last meeting

Moved: John Venning

Seconded: Brian Adams

Show of hands Carried

Business arising – None

Reports accepted as tabled, with authors available for questions. Authors attending today available for questions

CDO report – Nova Smith (Acting CDO)

Firstly, thank you to our outgoing chairperson Irene for all your work. Thank you to the volunteers and staff who make this centre, including the fantastic work done by the management committee and the various subcommittees. I know Lucy is very happy to be able to step back from some of the subcommittees and leave them to it to continue at such a high level of work. We also have a new constitution and vision and mission this year! It’s been busy. We continue to improve our volunteer processes with the help of the volunteer support team and keep track of our documents thank to our Document Control Officer. Thank you to partners, particularly the Woodcroft library. Finally, thank you to the City of Onkaparinga for the ongoing support in funding, maintenance, governance and day to day support.

Auditor for 2019/2020 is PCS Accountants McLaren Vale

Public Officer for 2019/2020 is Robert Close

Declaration of all positions vacant

Chairperson

- Nomination – Brian Adams

Vice chair

- Nomination – Andrew Smith

Secretary

- Nomination – Peter McDonald

Treasure

- Nomination – Mary Dutch

General Committee members (3-6)

- Nominations - Keven Cocks, Robert Close, Anne Brandt

Moved: Jan Martin

Seconded: Anne McDonald

All nominated.

New Chairperson's greeting: Brian Adams

It is my pleasure to welcome everyone to our AGM today, with a particular welcome and thank you to Mayor Erin Thompson for chairing today's meeting. Welcome to the Elected Members, Management and staff of the City of Onkaparinga Council for your commitment to support us today. And particular thank you to the kitchen volunteers for providing today's lunch.

I wish to acknowledge the hard work and progress the Centre volunteers and staff have made over the past year under the strong and supportive leadership of Lucy Richardson and Nova Smith. One only has to read the various reports to recognise the progress the Centre is achieving. Some of our ongoing projects include

- Magic Harvest
- Community Lunch
- Woodcroft Centre Panels
- Active Neighbourhoods for Older Australians – with Silver Sneakers senior sports program

The high quality and extent of the Centre's projects and Community programs would not have been possible without the financial support provided to the Centre by the City of Onkaparinga Council. We must also recognise the huge workload by many volunteers that went into the program to prepare for the Australian Service Excellence Standards audit, for which the Centre scored full marks – 100%. It is also important to recognise the commitment and hard work of our previous Chairperson, Irene Woodcock. Irene has worked tirelessly in support of the Centre's Management Committee. Thank you for your commitment and hard work over the past six years.

It is with great pleasure that I now welcome the newly elected and returning members to the Management Committee:

- Vice Chairperson – Andrew Smith
- Secretary – Peter McDonald
- Treasurer – Mary Dutch
- Committee Members – Anne Brant, Keven Cocks and Robert Close.

On behalf of all members, welcome and thank you for your commitment. We wish the Centre all good fortune for the future.

Thank you

Welcome to Guest Speaker: Nadia Couzner – Radicool Reptiles

Radicool Reptiles offer young children, and those young at heart local wildlife educational programs, sharing a safe and respectful experience with animals. Nadia has over 100 animals at home, both rescue animals and rehabilitation of animals. Nadia is also a local snake catcher and will relocate snakes in the area. Nadia had the following animals with her today

Mouse – a shingleback sleepy lizard. Mouse is blind and only has 3 legs.

Peaches – Peaches was a captive animal who was treated very badly, with burns down on both sides of her body.

Jackson – Jackson is a python whose owner was unable to keep him so surrendered him to Radicool Reptiles as they do try to rehome abandoned animals.

Close of meeting 12.55pm

END OF MINUTES



Chairpersons Report

The Management Committee successfully completed its program of planned monthly meetings throughout the year. During the global pandemic the Management Committee continued its high level of activity, meeting remotely by 'Zoom' and communicating by email. The Committee also held an additional series of special meetings to assist with the Centre's closure and re-opening strategies.

During the year Committee membership increased to eight when Doreen Oughton was welcomed to the committee as Treasurer. Committee members look forward to Doreen's contributions. Mary Dutch stood aside from the Treasurer's role and, sadly, retired from the committee in July 2020. Mary's great contributions to the Centre over the years were highly valued and Mary's presence on the Committee will be missed.

The Management Committee has continued to operate with great diligence and enthusiasm throughout the year, and it has been a great privilege for me to serve on such an effective and proactive committee, both as a general member and as Chairperson.

Without doubt, this has been and continues to be, a unique year, having to deal with the significant IT virus attack, the global pandemic, and the Centre's closure and staged re-opening. However, the Management Committee continued to fulfil its active role and has achieved many objectives in support of the community as well as supporting Lucy, our CDO and the dedicated team of employees and volunteers. The Committee's achievements included:

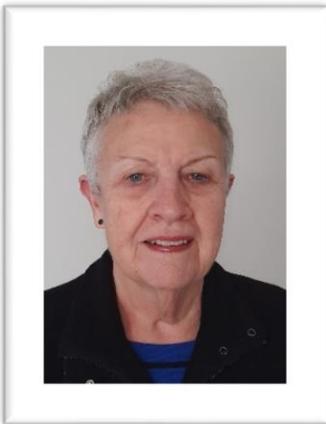
- Reviewing and analysing the Council Area's Community Census data to inform future program and strategy development.
- Contributing to and assisting with the audit program for the Service Excellence Accreditation.
- Supporting the management team to plan and implement the Centre's closure during the pandemic.
- Assisting the management team to plan and implement the staged re-opening of the Centre.

- Reviewing and ratifying the Association’s Constitution, which was subsequently approved by the Department for Consumer and Business Services.
- Reviewing and ratifying the Association’s Code of Conduct.
- Reviewing and updating Management Committee members’ Position Descriptions which now include a range of performance indicators.
- Reviewing and updating a range of Management Committee Policies and Procedures.
- Reviewing and ratifying the Association’s Financial Operating Procedures.
- Working with Onkaparinga Council staff to successfully review and surrender the Link leasing agreement with no costs imposed on the Centre.

The Management Committee looks forward to the next year, bringing even greater successes for the Association and the Community.

Brian Adams

Management Committee Chairperson.



Treasurer’s Report

When I was appointed Treasurer in February, I anticipated easing myself into the role. This obviously didn’t happen as coronavirus hit and brought all the upheaval.

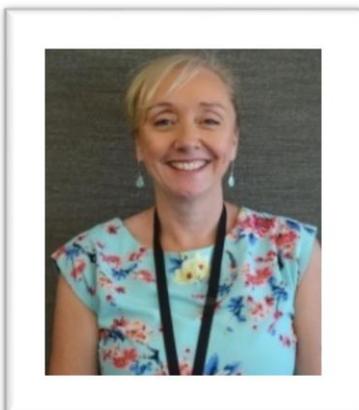
Despite the advent of coronavirus, the Centre ended up in a very sound financial position for the end of 2019/20 year having equity of \$190,863. The grants run programmes achieved, in the most part, a break-even position. The programmes that have balances remaining are to be spent in 2020/21 year. Both the Centre courses and Fundraising made a healthy profit, considering that the Centre was closed most of last quarter (April - June).

The overall profit for the Centre was similar to last year’s figures. However, the Government payments of Jobkeeper and stimulus payment helped with this result by enabling the Centre to keep paying eligible staff during closure and mitigating the decline in turnover.

Whilst it has been challenging these last few months, I look forward to continuing working with all the committed volunteers and staff during the next year

Doreen Oughton

Treasurer



Community Development Officer Report

I would like to acknowledge the dedication and enthusiasm of the Management Committee, all of whom actively participate in other areas of the Centre. I would, in particular, like to thank Mary Dutch who is resigning from the Committee this year. Mary has previously been our Treasurer and was instrumental in working towards financial stability for the Centre in 2016/17. Thank you, Mary, for your hard work and dedication to WMVNC. This year, we also welcomed our new Committee member, Doreen Oughton, our current Treasurer. Doreen comes to us with a wealth of financial experience and we are fortunate to have her expertise on the Committee.

This has been a year like no other, with unprecedented challenges for the Committee and I am delighted to report that all challenges have been faced head-on. We commenced the year affected by an IT virus that had an impact for 3 months. There was a silver lining to this, as it provided an opportunity for us to escape the lure of our computers (and emails!) to have conversations with our community members. This was invaluable in assisting us to collect anecdotal feedback which would ultimately assist us with our strategic planning.

No sooner had the computers switched back on, when the Coronavirus pandemic arrived. As with everyone, CoVid 19 has had a significant impact on the way we work. Suddenly, after 3 months of focussing on face to face work, it was necessary for us to take a step away from each other. The Committee reacted promptly and efficiently to these challenges, meeting on 18 March and ultimately closing the Centre. The Committee very quickly established themselves on Zoom and resumed regular fortnightly meetings to monitor the situation. Of utmost importance was to maintain a connection with our volunteers, staff and the wider community. A CoVid 19 Action Plan was developed which enabled us to manage the situation over the next 3 months with a coordinated approach.

Volunteer welfare – during COVID 19 19 closure

- 190 welfare calls were made by a group of staff and volunteers
- 1404 emails were sent relating to COVID 19, Centre closure and ongoing tasks
- 323 SMS were sent via SMS broadcast
- A volunteer Facebook group was created, 43 volunteers joined
- Assistance was offered to all volunteers for setting up on Zoom, even if using for social support, and many hours were spent troubleshooting and connecting through practice to online meetings
- A volunteer survey was conducted in March with 48 responses via Survey Monkey

Special projects during CoVid 19 closure

- The Management Committee and subcommittees trained on Zoom and continued to meet during this time.
- Staff were upskilled to storyboard and used video editing software to create online content to celebrate National Volunteer Week, Neighbourhood Centres Week and to produce a promotional video for the Woodcroft College Service Expo.
- A community pantry was set up and stocked to provide free food items
- A cooking bee was undertaken to stock up on soup to provide to the community when food restrictions ease.
- An online photography competition was run to engage locals and increase the profile of the Centre, while also supporting local businesses.

On reflection of our 2019/20 Business Plan earlier this month, it is amazing to see how much work continued to happen during the Centre closure. The volunteers and staff should feel proud of what has been achieved:



GOAL 1 – Become financially viable and sustainable with adequate resources

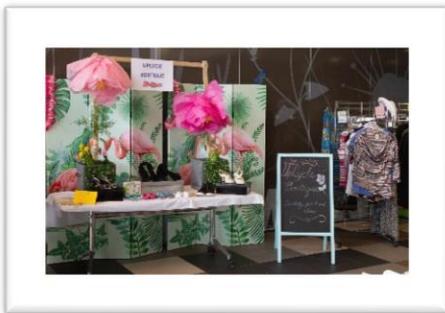
- Unprecedented circumstances have proved challenging for the financial situation of the Centre. Limited promotional opportunity from Dec-March due to the IT Ransomware virus affected ability to increase venue hire and the CoVid 19 pandemic (and subsequent Centre closure) resulted in decreased venue hire income. In saying this, although we have lost some hirers, we have also gained new ones. A true reflection of the impact will not be fully realised until the quarterly budget meeting in September 2020.
- Continuation of ACE funding ensures financial sustainability for the Literacy program.
- We were successful in obtaining funding from new sources, i.e. Federal Government Funding through the Dept of Agriculture, Water and the Environment for the Community Environment Program (CEP) and Musculoskeletal Australia’s Active Neighbourhoods for Older Australians Grant Program (ANOA).
- The Centre made a profit for the 2019-20 financial year, despite the CoVid 19 closure. This was achieved by:
 - Setting up term deposits “making the money work for WMVNC”
 - Ensuring grants have administration components to help cover operating costs.
 - Monitoring course programs to ensure they are at least cost flow neutral or making a small profit.
 - Fundraising.
 - Increasing room hire to better capacity with spreadsheets developed to track venue hire growth.
- Facility access for business and community group hirers was increased through active promotion by the Media Subcommittee (pre CoVid 19).
- Risk assessments are undertaken annually for all programs to ensure financial viability.
- Professional training is offered to volunteers and employees to ensure a sustainable workforce.



GOAL 2 - Develop a well-functioning, well-governed and structured organisation

- A strength of WMVNC is a strong foundation of Governance. A well-functioning organisational structure comprising of the Management Committee and 5 subcommittees, ensures that identified goals in the Strategic Plan are constantly worked towards.
- The Management Committee and subcommittees continued to meet fortnightly during CoVid 19 closure via Zoom.
- The Management Committee has maintained the high level of achievement reached during the Service Excellence Accreditation Audit in 2018.
- The Association’s Constitution was reviewed, ratified and approved by the Department for Consumer and Business Services.

- The Risk & Audit subcommittee has continued to monitor, review and update Policies and Procedures, have maintained an overview of the various program risk assessments, assessed health and safety risks across the Centre, developed an incident database, conducted a detailed review of the Centre Emergency Evacuation Plan and procedures, assisted playgroup volunteers in developing a creche cleaning process, and initiated Toolbox information sheets.
- The Document Control Register is kept up to date by the Document Control Officer. The regular and timely review of all governance documentation is overseen by the R&A Subcommittee.
- A skills audit of the Management Committee was undertaken to identify gaps and target particular roles/skills for future members.
- Position Descriptions for Management Committee were reviewed, annual catch ups with the CDO conducted and agreed Performance Measures established.
- Risk Assessments were applied to all Centre programs and are reviewed annually.
- Management Committee numbers increased to 8 members.
- Staff reviews were undertaken by the HR Subcommittee for all employees.
- A Finance Subcommittee with Terms of Reference was established.
- All Finance Operating Procedures were reviewed by the new subcommittee.
- Strategic Planning session held on 17 August, with 2020/21 Business Plan in development. Tasks in the Business Plan feature on Management Committee agendas each month, ensuring progress (measures and KPIs) is made to achieve these goals.



GOAL 3 - Develop and expand services and programs to respond to the changing needs of our community

- Afternoon playgroup was due to start prior to CoVid 19, due for commencement in Term 4.
- Our partnership with Woodcroft College continues, with successful completion of mural project, this project has seen many delays and complexities and I would like to

thank City of Onkaparinga for all their support to see this project come to fruition. Feedback from the community has been very positive.

- Free study space and snacks provided for college students during exam times.
- We hosted events/programs that celebrate cultural diversity, i.e. Harmony Day and Multi-cultural Cooking and provided facilities for regular meetings and other cultural programs such as the German Club. A series of events had been planned for this year – the World Infusion sessions, this series of events invited community members from China, Pakistan and Morocco to share their cultures (these will resume in 2021).
- The Seniors Social centre group provided a range of activities for the participants, in response to their feedback. Communication was maintained with this group during CoVid 19 via email and well-being phone calls.
- Additional immunisation services provided in the building during CoVid 19 closure (3 days per week). This meant that the Centre was busy during closure, it also limited the Centre's capacity to bring groups back until allowable numbers were increased. As this is an essential service, the Management Committee were happy for this activity to take place and supported the program. Immunisation staff recognised that the extra hours and appointments worked really well and have therefore, extended original hours to provide immunisation one additional afternoon per week.

- Volunteer social events continue to increase (both in event numbers and participants) with Christmas event at the Centre which was well attended and Viva Italia! – attendees filled the rooms to capacity.
- PALs reported that 84% of the children attending felt better connected with their family, community and other services and 88% of the children reported a strong sense of their social and emotional wellbeing through this program. Relocation of the PALs program to WMVNC – opportunities for greater connection with this group.
- Community Environment Program (CEP) funding application was successful and will enable us to establish green processes and train volunteers to train the wider community.
- Ongoing partnership Flinders University School of Social Work in accommodating work experience opportunities of their students



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

- Extensive community analysis was undertaken during CoVid 19 closure.
- User group surveys were conducted throughout the year.
- The Media Subcommittee has finalised a Media & Marketing Plan. This plan aligns with the goals stated in the Business Plan.
- The Course Guide was updated and is now printed on demand – reducing printing costs.
- New partners such as Woodcroft Heights Childcare Centre have offered new avenues of promotion with families.
- Greatly increased awareness through 'viewing opportunities' of rooms 1 & 2 during an increased number of events, soup kitchen and Upcycle Boutique.
- Increased signage at front of building – a greater street presence.
- Completion of wall mural on western wall.
- New paint colours throughout the building, adding vibrancy and appeal to hirers. Providing a more inviting environment and pleasant for volunteers.
- New branding: logo designed by the Media Subcommittee, letterhead developed and volunteer/staff name badges. Signage throughout building updated.
- Increased use of social media. Establishment of volunteer Facebook page to remain connected with volunteers during CoVid 19 closure.
- Art/photography exhibitions booked in for 2020 (rescheduled to 2021)
- Short movies produced celebrating National Volunteer Week and promoting our services to students and staff at Woodcroft College.
- Early stages development of new website.



GOAL 5 - Collaborate and build partnerships and networks within the wider community

- MOU renewed with Grandparents for Grandchildren. This group now linking in with regular playgroups and Senior Social.

- Collaborations with Woodcroft College include completion of the mural and exam study sessions.
- Collaboration with Antonio Primary School for Viva Italia event. Students performed.
- We partner with Flinders University to provide student placements for social work students – 500 hours per student. This was challenging due to CoVid 19, it was necessary to complete the placements via Zoom.
- Reception traineeship established through our partnership with Community Bridging Services and North East Vocational College.
- Collaborative partnership with the Woodcroft Library. Regular Community Centres Network meeting provides an opportunity to brainstorm ideas to provide an ever-improving service to the community. Staff within the building have pulled together to overcome challenges faced with CoVid 19 and provided support for each other when needed.
- CDO regularly attends Hub Network meeting, Chat n Chew Sessions and Centre Team meetings, providing feedback to the Management Committee.
- City of Onkaparinga continues to provide us with funding, maintenance and governance are all invaluable in the smooth-running and sustainability of the Centre.



Our Team

The dedication and enthusiasm of our volunteers and staff is second to none. This has become very apparent during both the IT virus at the beginning of the year and, of course, the Coronavirus pandemic. The Management Committee and

subcommittees have continued to work diligently to maintain the standards reached in the ASES audit of 2018 and a commitment to continuous improvement. We have many great teams working towards common goals – for myself, seeing the implementation of these groups and now stepping back from a few of them is extremely rewarding on a personal level. I believe we have become much smarter in our recruitment processes and in targeting community members who possess key skills that enhance our current volunteer base. Seeing volunteers sharing their skills, using their knowledge for the benefit of the community and supporting them in their projects is the greatest reward a CDO can ask for and I have enjoyed this privilege many times in the past year. I would also like to acknowledge our quiet achievers – those volunteers who facilitate groups, often out of hours, who I do not have the opportunity to see very often, but am aware of the wonderful work they do and see the success of their programs. Our volunteer Centre group facilitators often work independently and provide wonderful experiences for the local community.

It has been terrific to welcome Pauline Smith and the PALs program to the Centre – no longer based at the Neighbourhood Link, our previous outreach facility, but located at the main building. I am really looking forward to being more involved with this program.

Our literacy facilitator, Shekina has seen unprecedented requirements from the Department for Innovation and Skills for our Adult Community Education programs – the increased assessing and reporting requirements have added a complexity to this role, not seen in previous years. Thank you Shekina, Nova and Anne, for your commitment to the continuation of this program.

I would like to acknowledge especially, the staff who continued to work at the Centre during the CoVid 19 closure. This has not been an easy time, with constantly changing restrictions. The staff have been very conscientious about keeping the community safe. The gradual re-introduction of Centre groups and hirers, meant a CoVid 19 induction was undertaken by staff members for every group returning. This has been, at times both time consuming and stressful. A big thank you to Nova, Tracey and Brooke who have helped out during this time.

Thank you also to Jan Brown and Jacquie Meynell from City of Onkaparinga for their support this past year.



The future

With the future for the Centre feeling somewhat unpredictable at the moment, in the short term, we will continue to maintain communication with those volunteers who have not yet returned and with the wider community. Most groups have returned to the Centre, however we still have a few more due to return in Term 4, when we should be back up and running to full capacity.

Our Strategic Planning day held last month was well attended and resulted in insightful ideas from the Committee and guests. Using the in-depth community analysis data collated this year, I am confident that we will be able to address some of the issues faced in the community. In saying this, we also recognise that we need to work smarter, not harder – securing partnerships with agencies/organisations that can provide expert assistance in areas of need. We recognise that we are currently running at full capacity for current staffing hours, particularly with social distancing restrictions currently in place, thus impacting the number of volunteers we can provide support for. This means that we cannot be all things to all people, but we can focus on key areas and use our fantastic resources (skills of our volunteers) to address these needs. The Centre is very efficient in areas of Governance and Finance and the coming year will bring a focus on establishing new partnerships and engaging with diverse communities. We know that many in our community are feeling lonely and isolated, particularly at the moment and we have a role to play in supporting people during this time.

A big thank you to all volunteers and staff for your dedication and enthusiasm for the Centre – we simply would not be here without you!

Lucy
CDO



Community Garden Report

The Community Garden Group is a small group of volunteers who dedicate their work to maintaining the community garden areas at the rear of the building, adjacent to the Room 6, the Creche and rainwater tanks, and the Streetscape areas along the western side of the building. This year our garden has benefited from a fairly wet winter after the long hot summer. Production of fruit in the Streetscape area and vegetables in the garden have suffered but we have improved the shape of trees and pruned them to produce more fruit and have high hopes for this season just starting.

We hope to do better with the vegetable garden after some hard work by the volunteers to empty the raised beds and line them with Geotextile fabric to keep out the roots of the gum tree hovering above our garden beds. We found roots from the trees had infiltrated the beds and were feeding on our best efforts to produce vegetables.

Some of our trees and shrubs are mature now and are providing the protection to the soil and building as was part of the original plan for the Streetscape area on the western side of the building. The ground covers, shrubs and mulch are soaking up the summer heat and are reducing the reflected heat going in through the windows. Limited height trees shade the walls through summer without filling the gutters with leaves in autumn. They then allow the winter sun to warm the walls and enter the windows where it can.



Many thanks to our Volunteers, past and present, for the skills, guidance and companionship they all willingly share at the Centre. It is a lovely place to be with others and getting together with a coffee to plan and discuss the garden from time to time is wonderful. Thank you to Centre staff, council staff and volunteers who have helped us out during the year to keep things on track. Thanks to Council for an assortment of native plants for the Streetscape area and the planned pathway to make our area safer for pedestrians.

Thanks to the staff and committee members who enabled us to maintain the garden through the COVID 19 lockdown, managing our risks then and since, well done. We are keen to have on board a volunteer or two to set up and maintain some seedling production and/or to have a presence in the garden on days other than Tuesday to assist in the maintenance of our areas. Anyone with an interest and experience in composting is encouraged to talk to us.

Rob



Cooking Report

Here are two stories about staying in touch with students and keeping them engaged outside of what we offer through ACE.

I have a retired couple that have attended several of my cooking classes over the years. We have built a fabulous rapport over time and have exchanged many recipes. Both keen cooks and gardeners and are always wanting to learn more so we keep in regular contact. We have exchanged fresh produce from our gardens and sometimes I will set them a new challenge with different produce and provide some ideas on what they can do with it. They absolutely love these little projects. Recently I gave them some

fresh basil and limequats and after a small amount of guidance from me, they turned them into pesto and marmalades. They take much pride in growing different kinds of produce and dropping a bag around to me complete with notes of what it is and what I can do with it. It is so wonderful to keep us both engaged with something we love doing and to grow and learn alongside each other. They always joke that they would like my cooking classes to run 7 days a week so they can learn as much as possible!

I also have a student who is a young social worker in her 30's. She has attended several of my courses over the years. She began attending as she was not a confident cook and was not sure how to use most produce. Over time and some conversations about her profession and her work with children, youth and young adults she adapted her new skills and this evolved into teaching her vulnerable clients how to cook and look after themselves with fresh produce. She also started to bring a couple of her students to the classes and school holiday programs. She would attend as their social worker and be their support in her area and I would help them with the cooking and produce side of things. She has always thanked me for my patience and understanding and has often expressed how important this has been for her clients to have these skills. That it not only teaches them to prepare food and eat well but helps to grow their confidence, to give them something to feel proud of, to improve their interaction with others and to give them something to look forward to. She often uses what she has learnt in my classes and send me emails telling me all about what her clients had cooked with her that day. She has expressed her thanks over and over again for the affordable opportunity to learn these new skills and pass them on. We still keep in contact and I am always so happy to hear about how these children and young adults are progressing.

Anita
Chef

(D3) Dungeons, Dragons and Dice Report



Dungeons, Dragons and Dice is going strong with around 30 community members participating in or spectating our roleplay activity groups fortnightly. We have considered expanding the program in recent weeks to incorporate a larger variety of roleplay and tabletop games outside dungeons and dragons but have decided for the moment

to remain at our current program size as we feel during COVID 19 any ambitious expansions may be vulnerable to external disruption. COVID safe procedures have seen friendly and compliant behaviour from both our volunteers and community members since being introduced, and at the current moment we have had no major issues or dramas.

Since our beginning of operation in 2017 our not-for-profit program has built lasting community bonds of friendship and value to its participants past and present, with many of our original participants still active in the program. Our team is currently stable and motivated with the addition of a new team member, Steve, joining our team this year. Our volunteers, or Dungeon Masters as they are known, are self-motivated and find the prospect of running roleplay games for the community as a means to give back whilst building up their own skill sets and experience in running games.

Our community is diverse, sporting people from all walks of life, genders and age groups though our demographic is predominantly within our original scope of middle teens to young adults. We offer a safe place where everybody has the chance to feel included and participate, we welcome all, but our table space and group sizes are limited. To which end we have accrued a waiting list of players eager to join sessions. We accommodate them whenever we can!

We still maintain a strong relationship with Gamesworld Marion as a major promoter and source of recruitment, with one of our former Volunteers having secured employment through them as a result. We are currently looking for a volunteer who is comfortable to run games of dungeons and dragons for minors aged between 10 and 15 who might be able to help us out in providing a kid's table.

Here's to more (Hopefully CoVid free!) adventures in the years ahead!

The D3 Team





Document Control Officer Report

In the aftermath of the Centre's successful 'Australian Service Excellence Standards' assessment, it was decided that a process needed to be put in place which would ensure that all of our important documents are reviewed in a timely and comprehensive manner.

These documents include (but are not limited to) the following:

- Policy Statements.
- Operating Procedures.
- Work Instructions.
- Position Descriptions.
- Risk Assessments.
- Governance Documents.

Initially, the process of reviewing documents was clumsy and time consuming however, over the course of time, those involved have developed a system which enables the Management Committee and its various subcommittees etc. to review documents according to a fairly strict timetable.

I would like to thank everyone who has been involved with reviewing documents over the last 12 months, with special thanks going to Peter McDonald, Brian Adams, Nova Smith and Lucy Richardson, who have played crucial roles in ensuring that this important aspect of Centre governance is undertaken in a professional manner.

Marc Roberts
Document Control Officer

Fundraising and Events Subcommittee Report



The Fundraising and Events Subcommittee had a great start, with the Viva Italia Event in October last year being a wonderful success. CoVid19 has greatly impacted this subcommittee. A lot of planning has been undertaken that we will be able to put in place once events can safely resume.





HR Subcommittee Report

After a difficult year due to the CoVid 19 situation the HR Subcommittee has been able to return to a more normal work pattern and a number of activities have started once again.

This has involved undertaking interviews for positions and engaging suitable volunteers. Once in position they have been supported through a probationary period, and help and advice has been given to them to ensure they feel valued and appreciated.

Six monthly catch-up with volunteers have been undertaken where they have been able to offer their perspective on their role and how it is progressing. This is important in helping them to develop in the role.

Volunteers have also received ongoing and appropriate training to help them feel more comfortable and efficient in their roles.

Keeping policies and procedures up to date is an important function of the committee and has been done on an ongoing basis.

It is great to report that despite a very different year, spirits have remained high and volunteer commitment is as strong as ever.

Rob Close.

Chair of the HR committee.



Justice of the Peace Report

This year has been an interesting year, we were off to a good start and then we had our "Covid-19 break" for a few months but now we are all back to our normal hours.

We have added another Justice of the Peace to our ranks, Adrian Hersbach who is now working Fridays in the JP office, so we thank Adrian for helping us out.

I also wish to thank Sandra and Peter for their great work in the last year and look forward to another productive year.

This year we had 1,940 clients visit us for assistance with many different forms and procedures.

Thank you again Sandra, Peter and Adrian for the great work and the contribution to the Woodcroft Morphett Vale Neighbourhood Centre.

Thank you.

Kathy Smith, Sandra Barnes, Peter Bodin and Adrian Hersbach

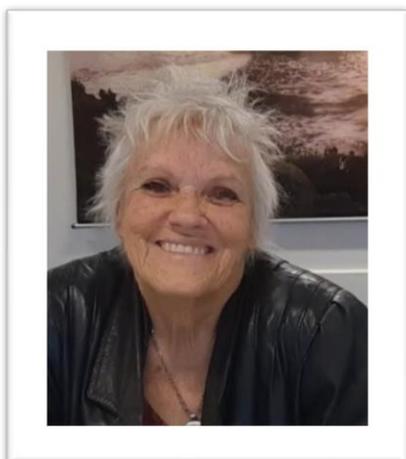
Kitchen Report

The kitchen has once again this year been used by many groups until the Covid-19 forced closure. Some groups have returned, mainly the German Club where our volunteers cook and provide lunch every week.

The community breakfast has not returned due to ongoing restrictions, but we are hopeful we can resume in the near future. Before the forced shutdown we served an average of 30 breakfasts each month. The same applies for cooking classes that are always popular and well attended. As always we give a big thank you to all our volunteers who help out in the kitchen with the cooking and cleaning etc. Without you none of this would be possible.

Mary Dutch

For the Kitchen Co-ordinator.



Literacy - B.E.S.T. Basic English Skills Training Report

Although there have been no classes at the centre (for term 2 and term 3) due to restrictions because of the Covid-19 we have still managed to be in contact with tutors and students

Interaction over the phone and through emails and zoom has been successful.

A morning tea was arranged on a Tuesday and 11 tutors attended we enjoyed a pleasant time discussing how they were coping with the restrictions.

A morning tea for students is planned in September and we hope to return on 13th October to continue classes in English Skills.

Co-ordinator

Shekina Shar





Media Subcommittee Report

The Media subcommittee has been very active this year considering the closure of the Centre on 18 March due to the coronavirus pandemic and have continued their activities in isolation, meeting electronically by Zoom so that the communication and recovery has proceeded effectively to all members and the local community.



The highlight of the year has been the Media team's work on the re-branding of the Centres appearance and the design and approval of the new logo that better reflects who we are and where we want to go. The ideas expressed in the logo indicate that the Centre is a hub for sharing, learning, communicating and speaking with friends and neighbours and represents people coming together. Various items have been updated to reflect the vibrancy of the logo and include the following: new name badges for volunteers, advertising flyers, banners, letterhead, painting internal feature walls in rooms based on logo colours and the planning of a new website.

Many hours were held on the reviewing of the Marketing Plan with a strategy to build a market leading profile and communicate the Centre's values and programs within our community. Many thanks to Max Bambrick for his involvement in preparing this.

Promotion of our many activities and programs continue to be updated on our website and the Media subcommittee are working to produce and develop a new website which will be available for uploading in the new year. Many thanks to Andrew Bowden for the tireless hours spent on this project.

The main source of advertising primarily has been our Facebook because of its reach and popularity throughout our local community. Facebook efforts are well received with very good reactions and responses. Some of the more popular flyers on Facebook reach over 2,500 people whilst the average flyer coverage is usually over 600 people. Over the year we increased our total likes to 1,397. We continue promoting through Gumtree and Nextdoor.

Recently a Photography Competition has been run online and managed by Andrew Bowden with a different winner each week. The competition is being run for 3 months and has been very popular with residents in the Morphett Vale/Woodcroft area. Following conclusion, an exhibition of each week's winner will be displayed in the main corridor of the building.

I would like to take this opportunity to thank the Media subcommittee members and Management for their support and assistance throughout this most difficult year.

Jan Martin, Chair

Operations Subcommittee Report

The Operations Subcommittee has been busy over the last 12 months around the Neighbourhood Centre and also have had an opportunity to learn a program called Zoom Meeting which the committee could still continue meeting during the closure.



One of the main projects that the operations Subcommittee have been working on is the upgrade of the computers for the Neighbourhood Centre

As Chairperson of the Operations Subcommittee I would like to take this opportunity to say thank you to each of the committee members for the excellent work and support to the centre.

Andrew Smith
Chairperson



PALS Report

Well this year didn't go the way we all thought it would! COVID-19 saw a disruption to the program (as it would have to all programs). During the COVID restrictions, we had the added bonus of being notified that our beloved LINK is to be sold, hence the need to relocate. After considering all of our venue choices, the decision was made to move to Woodcroft Morphett Vale Neighbourhood Centre (WMVNC) Room 5.

Prior to CoVid-19 & our move PALS saw the introduction of Sue Heo as our new volunteer. Sue is such an energetic volunteer whom the children have grown very fond of over the past 12 months joining Jess De La Salle to make up our vitally important volunteer team. Our program could not continue without these wonder women.

Terms 3 & 4 2019 included making emoji pillows, cooking, computer use, global awareness day and a mystical creature's day (an excellent suggestion from one of the kids). The children made with craft and learnt about unicorns, Greek Myths, werewolves, pixies & fairies. We also had a board games day, made crunchy slime, sewed scrunchies, and had a dress up disco & a water play day. Add celebrating Halloween, Christmas and some free play days and you have a fun busy program enjoyed by all.

After the Christmas break our PALS Kids made homemade pizzas, requested to make more slime, enjoyed cleaning up the park area out the back of the LINK for Clean Up Australia day, enjoyed pancake day and celebrated St Patrick's Day before CoVid-19 hit.

I Facebook Group was made for our PALS Families so that we could stay in touch throughout the COVID restrictions. The group was engaged with competitions. The group has worked well and will continue as a means of sharing our PALS activities with families.



The program has continued to use a range of activities for the children which are fun, educational and encourage the development of practical life skills. Since our return we have had a re-launch party, learnt about the Crop Over Festival in Barbados (enjoying recipes, music, information about and making costumes and flags). We have had a total of five new children join the group in the last 12 months, however two families have not returned since CoVid-19.

Our Program has continued positive relationships with local businesses including the Noarlunga Leisure Centre, Megazone, Baker's Delight (Southgate Plaza) and Lollipops Café. Each of these supports our program with sponsorship of activities (vouchers) and supplies. WMVNC staff have been amazing with our relocation. Our little program is feeling well supported by the centre & have now had shelving installed with a lockable storage area in room 5. The addition of an area for our outdoor activity resources will be the final need in our transition to WMVNC from the LINK. I look forward to our move being completed.

The importance of our program for each of our participants and their families remains very apparent. It is always amazing to watch as new, shy children become more confident as they participate in activities each week with our PALS family. With the many uncertainties of COVID-19, the continuation of PALS now is clearly considered to be important to all of our participants.

Moving forward, it is hoped that we will develop a strong working relationship with Woodcroft College enabling student access to the program for participation and for community service for older students as well as the sharing of resources.

I would like to thank our amazing volunteers who continue to be positive influences in the lives of these children. I would also like to thank Lucy, Nova, Cheryl and the Centre volunteers for their ongoing support. We live in a great neighbourhood and it is a privilege to encourage the PALS children to engage in local activities, develop their skills, knowledge and relationships with others. I look forward to the next twelve months of PALS and spending more time with this great bunch of kids. Hopefully it will be less disrupted so that the children can have greater consistency in their lives.

Pauline Smith, PALS Coordinator



Playgroup - Koala & Possum Groups Report

Well what a whirlwind start of 2020! Term 1 started off quite well, we had our regular families excited to return to playgroup after the long Christmas break, said farewell to a few families heading off on their new chapter starting kindy/school and we had quite a few new families start our morning playgroups.

Unfortunately, in week 6 we had to cut term short due to the pandemic. Our families understood but were devastated as for some coming to playgroup was the only social interaction they had for both parents and children. I decided after discussions with Lucy, Nova and Jo that we will need to find a way to keep some lines of communication open for our families as we had no idea what was in store and when we would return. I set up a Facebook group for our parents in both Koala and Possum groups which they could choose to join and follow. We had about 12 families following the group. At first it was a way we could all still have some discussions and get some support. As time moved on and it was clear we were not returning for Term 2 I decided to provide an online program of simple activities for parents to do with their children at home if they wish.

I posted weekly activities, including messages, well wishes and a photo from playgroup assistants Doris and Jenny. I also had a go at filming myself reading some stories for the children. Story time is a big part of the end of our playgroup sessions and I thought it would be a great way to still include something that was somewhat consistent for the children during this uncertain time. It was something I was unsure of and nervous at first, I did so many takes before I shared on the group, but as time went on it became fun and easier for me, especially after a parent commented how her children especially loved watching and listening to my story videos and would want to watch them repeatedly. Another parent commented on how their child noticed and loved seeing our apricot tree in the background of my videos change colours and leaves falling throughout the term. Another parent said her child also enjoyed seeing my dog and my chickens in a couple of story time videos. One liked the one that I had a teddy sitting with me and the story that had me banging pots and pans. The positive feedback was greatly appreciated.

When the centre finally opened up for programs to restart the whole playgroup team got together weekly for about a month towards the end of term 2 to set up the room and organise our CoVid 19 safe plan so we could recommence playgroup sessions again. A lot of work was involved by many behind the scenes and from our playgroup volunteers in all the groups. A huge credit to all involved.

For Term 3 we decided on a modified program with individual activity boxes for the children to do their craft as this would be a safer option adhering to the CoVid 19 safe plan recommendations.

Koala & Possum groups are making up a book based on the Eric Carle story Brown bear, Brown bear what do you see. Each week the children will paint, collage or colour an animal character from the story and at the end of term it will be made into their own book to take home. We also included a few other activities which have a connection to each weekly character or colours that are used. E.g. for Yellow duck and Blue horse. The children painted those animals then also made a butterfly print to explore colour mixing and see what those two colours make. For the green frog we made a print out of other frogs sitting on a log and turned them into story/song props and sang the 5 speckled

frogs song using the prop. So far Term 3 is running smoothly with quite a few of our regular families back and also a new family joining and attending regularly. It has been wonderful for everyone to get back and to provide a much needed program for our community. I know the families attending really appreciate it.

Jess K
Koalas & Possums Playgroup



Playgroup – Dragonflies Group Report

This year started off slowly for the dragonflies, but we started to pick up new families showing interest in not only Monday playgroup but also the new playgroup starting on Wednesday afternoon. Unfortunately due to the CoVid19 the centre was closed down.

Before the closure I had been working on the administration side of playgroup and had been speaking with playgroup SA for guidance in bringing our playgroups into line with guidelines, policies and procedures that are

needed to be successful in running our playgroups at maximum capacity and weekly returning families. I will continue to improve our volunteer work descriptions as well as working on policies and procedures.

Due to the closure of the centre we've seen our average income sit at \$9.80 each week with an average of 4.3 children.

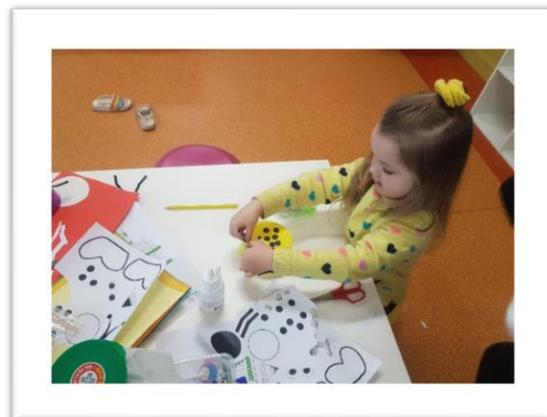
Activities that have been taking place:

- creche room is almost finished with its transformation into a warm and welcoming room showcasing what the families do in the room
- new paint job in the room
- play items and learning materials constantly set up ready to be enjoyed by whoever walks into the room
- artwork on display
- growth tree which is about the growth of the room within the year. At the end of the year we aim that the dragonflies, koalas, possums and any other new playgroups that may have started are all participating in this activity as it is intended to be a learning aspect and linking the whole centre and groups together.
- worked with Jess this term on the harmony day display. Angela from the library also joined in by putting up a display in the library and collecting hands from the public.



Re-opening Monday afternoon playgroup sees us only having two families reconnect with us. Unfortunately, during the closer the older children had gone off to kindy and those with younger siblings have found other activities to do during this time or have moved.

In term 3 we are implementing a new playgroup on Wednesday afternoons. I am hoping this will give the community more choices in being able to attend a playgroup program here at the centre.



I am currently networking with the Hackham community centre as they have several families living in or around Woodcroft and Morphett Vale bypassing us to go to their playgroups and centre. I have been able to link up with AnglicareSA in Christies Beach and was lucky enough to be given several activity packs for my playgroup.

I have once again enjoyed my time giving back to the community, improving playgroup and implementing a new playgroup to the centre. I will continue to expand and link with other centres, communities, programs and people when and where I can.

I have done a numeracy course to link into playgroup, this was provided by Jo Renshaw who is the DHS community development coordinator at O'Sullivan Beach Children's Centre. The course links into the ELYF way of teaching and I am excited to implement these newly found skills into my program for parents and the community.

Jo
Dragonflies Playgroup

Risk & Audit Subcommittee Report

The Risk & Audit Subcommittee continued to meet monthly during the year. Members of the Subcommittee were appointed by the Management Committee and comprised: Peter McDonald (Secretary), Andrew Smith (vice Chair), John Venning (previous chair), Lucy Richardson (Ex-Officio), and Brian Adams (Chair). John Venning resigned from the Subcommittee early in 2020.

During the pandemic closedown period, meetings were held electronically via 'Zoom' and business was carried on by email. The Subcommittee continued to operate as a dedicated and effective group throughout the year.

The Subcommittee is a supportive and collaborative group of volunteers that maintained a steady workload and completed a range of significant achievements:

- Continued the review and approval of Policies and Operating Procedures to the extent that the activity became ahead of schedule.
- Contributed to the review and updating of all Subcommittee terms of Reference
- Contributed to the review of the Business Continuity Plan.
- Contributed to the review of all Management Committee Position Descriptions
- Reviewed and provided comment on incidents reported at the Centre.
- Reviewed and provided comment on the updated Centre Emergency Plan.

- Carried out a series of risk assessments for various Centre activities including: Justice of the Peace Office, Reception Office, Venue Hire Function, PALS, Playgroup, Community garden and Gardening Group.
- Contributed to the development of the Centre's CoVid shut down and re-opening plans, and the layout of the CoVid-safe reception area for visitors.
- Assisted in the development of procedures for maintaining a CoVid-safe Crèche.
- Established an online electronic WHS incident database.
- Completed a project to identify the extent of mental stress injuries at the Centre.
- Implemented a program and developed an internal tool for Centre operational systems audits, - to be trialed on the Centre's financial processes.

Brian Adams
Chairperson



Seniors Social Report

The Seniors Social program commenced in 2018 and a Subcommittee was formed to assist in the planning and implementation of activities and events that celebrate 'positive ageing' within the local community. The program provides the opportunity for older adults to attend various activities at a low cost, to form friendships and to be in a safe environment.

At the end of 2019 the Seniors Subcommittee produced a 2020 Calendar of Events with some very interesting guest speakers, bus trips and activities planned for the coming year. Unfortunately, the closure of the Centre on 18 March due to the Coronavirus pandemic meant that the program was postponed until further notice.



When recovery is announced the senior's group will meet on the third Thursday of each month and all seniors are looking forward to the casual get together and shared experiences of guest speakers, musical entertainment, bus trips, movies and the long-awaited opportunity to connect socially.

Activities that have taken place since September 2019 include:

- Every Generation Onkaparinga Viva Italiana! Lunch and Entertainment
- Port River Cruise and lunch bus trip
- Christmas Lunch and Entertainment
- Games, Coffee & Chat mornings!
- Royal Flying Doctor Service guest speaker.



All older adults are welcome to join Seniors Social – bookings are required for all sessions, to allow for catering and/or travel arrangements by contacting Reception.

Jan Martin

Southern Men's Chat Group Report

This Group has been in existence now for almost 25 years and has called the Morphett Vale Woodcroft Neighbourhood Centre its home for the last 5 years.

The average attendance this past year has been 19 members with a full membership of 29. Some have left the group to be replaced by new members, thus keeping the membership at a manageable level. There are 3 members over 90 whose fitness shames most of us.



Since last year's report, we have had a couple of Barbeques, and a Bus Trip to visit the 'City of Adelaide' Ship at Port Adelaide. A nice Christmas Luncheon finished off the Year. The CoVid 19 Virus has interrupted the 2020 year by suspending all activities in March. There was a full calendar of

events planned, but even after the resumption of meetings in July, we still cannot organise a Bus Trip, so things are on hold for the time being.

Once the warmer weather arrives, a Social Distancing BBQ will take place and we have recently held a 'Seniors' Lunch at a Hotel and our Christmas Dinner is being planned.

Despite the difficulties experienced this year, it has been a successful year.



Upcycle Boutique Report

The Upcycle Boutique is a pop-up shop offering good quality, reasonably priced pre-loved clothes to the community. We make sure the clothes are well maintained and in season. The Upcycle Boutique is open on Mondays. We decided to create some café style areas offering tea, coffee and sandwiches for sale. (Pre CoVid 19)

We have regulars who frequent the café (exercise class) as well as many new customers. The Boutique is situated on the centre's street adding a friendly and welcoming vibe to the centre and front foyer. The feedback from the community has been very positive. It's very rewarding getting to know the customers and helping them with their purchases. Travis, Lucy and I have worked hard to make the boutique the great success that it is. We are expecting to re-open mid-October.

Kerry Cioron Co-ordinator



Venue Hire Officer's Report

Wow, what a year has 2019/2020 been for Venue Hire. For the second half of 2019, we saw fantastic growth with new regular hirers, along with plenty of one-off hirers for birthday parties, meetings and even a beautiful traditional African wedding. However, with a computer virus striking us, along with CoVid 19, the first half of 2020 was challenging.

Post CoVid 19 first wave, Office 4 has become a highly sort after room for small one on one meetings/interviews and counselling sessions. Room 4 also has increased interest and bookings from local Calisthenics groups. It's a fantastic room for exercise, dancing and group discussion sessions.
New Regular Hirers

- Act for Kids
- Happy Valley Calisthenics Club
- Innovation Calisthenics Club
- Career Designs SA
- Private Chef – Kitchen meal prep
- Probus Pacific
- Studio Voodoo – Vegan Cooking
- Spectrum Writing including Dungeon & Dragons for autistic clients
- Soulful Selfcare



Departing Regular Hirers

- Victim Support Services – didn't receive funding
- Mardi May – moved sessions online due to CoVid
- Yoga with Jem – home studio
- Craft with Kylie – home studio

Computer Outage

We had a challenging December and January due to a computer virus that swept through the Onkaparinga Council, and due to the Centre sharing a server, we were also not able to use our computers. Thankfully this was over a quieter period for venue hire being Christmas and New Years and the Centre being closed, however it did impact the day to day running of administration processes involved and behind the scene operations.

The Link Closure

In April 2020, we were advised that the Link will be closing and that we will need to relocate our regular hirers from the building. Unfortunately, we did lose one hirer due to the move, as the Centre wasn't suitable for their singing requirements. The Link was home to many a birthday parties with some parents having a nostalgic connect to the building having attended kindergarten there themselves. This did see our wonderful PALS program move to the Centre which we are really excited for.

CoVid 19

Whilst CoVid 19 has had a huge impact on Australia and the world, we are very lucky here in South Australia and we were able to reopen the Centre after a 3 month closure.

The Onkaparinga Council's Immunisation Program who usually have 5 locations within the Council district, consolidated all of their bookings to the Centre. Rooms 1 and 2 were converted to the post injection waiting room. Due to this, the Council decided to increase the amount of days of Immunisation here at the Centre, now being on Tuesday's and Thursdays.

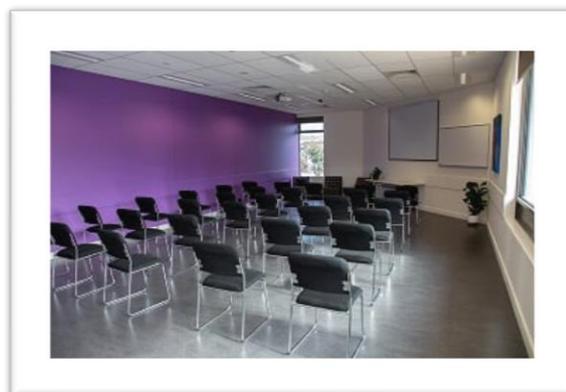
We officially reopened after the June long weekend albeit with Government restrictions. We saw several restriction changes during the reopening period, and have re-inducted all previous hirers, with a large percentage of them having now returned. We did lose a couple of hirers who continued their business online or that cancelled due to no longer receiving government funding.

We have implemented new cleaning procedures for hirers, along with room numbers being capped due to square meterage restrictions and the amount of furniture we have here in the Centre. We are unable to use full fabric chairs which has limited our numbers being able to return.

There're always silver linings to each scenario in life, and for this I'm grateful that our Centre has been able to help hirers and their participants navigate their way through these unprecedented times.

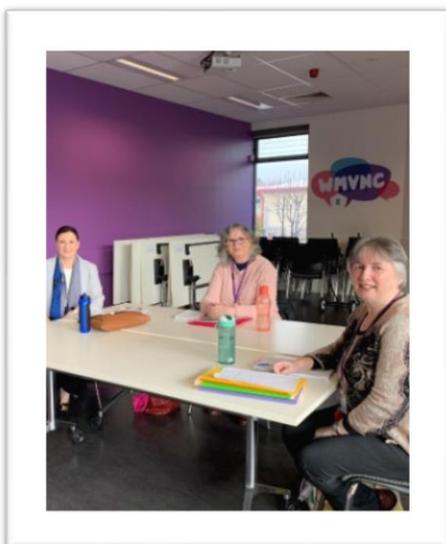
Room Updates

Whilst the Centre was closed, all of the rooms were updated with bright and wonderful coloured feature walls. The feedback has been fantastic with hirers enjoying a fresh new look that is vibrant and happy. Rooms 1 and 2 were kept neutral colours as these rooms are often used for birthdays, and events where people usually decorate with their event colours.



In conclusion, the past twelve months have taught us all so much. I feel very grateful that the Centre was able to continue post the first wave of CoVid 19, and want to thank all staff, volunteers and clients for their ongoing patience and support during this time. I look forward to 20/21 and to helping the community regrow and live life in the "new normal" environment.

Tracey Hogan
Venue Hire Officer



Volunteer Support Officers (VSO) Report

- **VSO Kitchen & Events**
- **VSO Social & Support**
- **VSO Front of House**
- **VSO Induction and Training**
- **VSO Admin**

Volunteer Support Officers (VSO) are working as well as can be expected in this crazy time, especially as we have been short 2 VSO's since the beginning of the year. Our role is to support the volunteers across the organization as much as we are able to. We normally would meet once a week, with Lucy in attendance.

Lisa Lozada is VSO for Induction and Training. She has overseen approximately 76 inductions in the last year and has been responsible for sourcing required training sessions for volunteers as needed, including Child Safe Environment sessions for volunteers across the organization. VSO's have been on a Volunteer Management Fundamentals workshop, Child safe environment training, Fire Warden/Emergency Evacuation training and a Mental Health Awareness session.

Anne McDonald (Monday) and Michele Stanbridge (Friday) are VSO Front of House responsible for the smooth running of the office and reception. We have overseen many changes to procedures and protocols (especially through COVID19), trying to ensure all volunteers and attendees adhere to the new protocols whenever required. We have tried to simplify paperwork, especially around the cash register balancing up at the end of each shift and ensuring that it is done in a safer environment (out of view of the public). We are introducing new reception induction/training for all new VSO's and reception staff, which would be well established if we had not been closed, and now on restricted

numbers, due to COVID. Updating the Reception manual and the WMVNC Course Guide could nearly be a full-time occupation if we needed to update them for every change that occurs.

VSO Administration has been covered by Anne McDonald since Roxanne left. We are currently in the process of hiring a new volunteer to assist with this role. Administration is mainly responsible for ensuring that paperwork is complete for volunteers and that police clearances/ required certifications are renewed before they become an issue for both the volunteer and the Centre. Processes are constantly being updated to assist with this function.

So, basically the VSO team is here to keep the Centre functioning as smoothly as possible (luckily have a good reception team to work with us as well), and to try to mitigate problems/ issues as they arise. We work very well together, and with a lot of support to each other when required, and it seems to have paid off as we are all still here!

Anne McDonald VSO

Volunteer Support Officer (VSO) Role - Kitchen and Events / Social and Support



Having had the privilege of being the first VSO, my role involved Kitchen and Events on Tuesdays plus Social and Support on Thursdays. In these roles I got to wear many 'hats' supporting our wonderful Volunteers, including fire warden! Organising our 'Volunteer-Get-together' meetings was great fun, seeing the smiling happy faces of all who attended was very positive.

Learning new skills attending Volunteer Management Fundamentals workshop, Child Safe Environment training and Fire Warden/ Emergency Evacuation training and last but by no means least being part of the team making welfare phone calls supporting our Volunteers when COVID -19 first hit and the Centre had to close, all part of a caring nature as Volunteer Support Officer which I truly loved.

Recruitment

A change in circumstances meant leaving my VSO role behind. However, a position became available earlier in the year and I donned another 'hat' to become the Centres Recruitment Officer, my new role taking much pressure off the VSO's.

This is where I truly came into my own. So far I have delighted in overseeing all aspects of the recruitment process from advertising and interviewing to recommending Volunteers for suitable roles. This journey has given me the pleasure of meeting so many diverse people and shown that even in these uncertain times people are more than happy to volunteer, sharing their skills and knowledge in helping others. I thank the volunteers and I thank the Centre for giving me this opportunity!

Shelley Dauvin, Recruitment VSO

Walking Group Report



Morphett Vale Walking Group is now in their 6th year of Heart Foundation Walking Community, the largest Australian walking community.

The group began walking from the Morphett Vale Primary School in 2014 then moved to Wakefield House on Acre Avenue. The group then chose to move to our "summer holiday"

walk, when the school and Wakefield House were closed, at Knox Park on Vanstone Avenue. While there a major road and car park rebuild closed the park and meant we had to find another meeting spot and we settled on the car park behind Fasta Pasta on the corner of South and Pimpala Roads. Very soon after we managed this we had to shut down like every other walking group for the COVID19 pandemic, from the 16th March 2020 to 22 July 2020.



The last move has meant our walk was extended about 300 meters to just short of 3.5 kilometres a time, we walk along the linear park to Reynell Road and back. It is a lovely shaded walk most of the year but can be a bit cool in winter. It generally takes most of us about 40 minutes but there are those who walk faster. Walkers are encouraged to walk the speed and distance that they are comfortable with but the object is to aim for the full distance. The benefits of regular walks, particularly in good company, are a huge benefit to our overall wellbeing and suitable for any age.

The group is welcoming, very social and friendly, we all chat our heads off and occasionally get very distracted. We have celebrated 3 of our group hitting the 500 walks milestone with a BBQ in the park, a birthday party at a hotel and our regular Christmas Morning Tea at the Centre.

There are no costs associated with the walking group other than some reasonable shoes, though the Heart Foundation market shirts and jackets which are popular with some of the group, these are not compulsory.

Rob

Woodcroft Writers Report

Our writers love writing, and willingly share their skills within the group. Among our writers are poets, novelists, playwrights, family historians and short story writers as well as non-fiction writers. Each week members take it in turns to set topics to inspire writing but these are not compulsory. The aim is to enjoy writing and encourage a love of writing.

Current members have a range of experiences and goals. Some enjoy writing for fun and self-expression, while others are aiming for publication or have already been published. Each week we have the pleasure of hearing a selection of short stories, plays, opinion pieces, essays, poetry, chapters from novels and more. During our meetings we take part in the fun challenge of speed writing, where in only 10 minutes we attempt to write a complete story or poem on a topic none of us have seen in advance. This frequently results in hilarious but amazingly creative pieces.

This year has been different for us as we, like the other groups, had to cease meeting in the centre. We were however determined not to let this deter us, and such was the passion for writing and sharing our work that we found a way of doing this. An online forum was set up to allow us to share our work, and so the writers continued to be productive. This was good but face to face contact is our preferred option. So it was great news to be told that we could restart our meetings in August, albeit adhering to the new Covid-19 rules and we look forward to this continuing.

Are you interested in writing? Then please join us; no experience necessary. The Woodcroft Writers group meets on Tuesdays between 12:30 pm and 2:45 pm during school terms. Contact us via Woodcroft Morphett Vale Neighbourhood Centre on 8384 0070, online through our website <https://woodcroftwriters.wordpress.com/>, via email woodcroftwriters@yahoo.com, or just come along to a meeting.

Once again, we thank all the Centre workers and volunteers for their tireless work this year and whose friendly assistance helps our group to function.

Rob Close, Eileen White.

Woodcroft Writers



About Us

We are meeting again!

**For details please ring the Woodcroft Centre
on 8384 0070**

Woodcroft Writers is an informal and friendly group of writers who meet at the [Woodcroft/Morphett Vale Neighbourhood Centre](#) at 175 Bains Road, Morphett Vale, South Australia 5162.

Recent Posts

- [Topics – 15th September 2020](#)
- [Update on meetings and our illustrious leader](#)
- [Meetings Online](#)
- [Topics for 17th March 2020](#)
- [Topic for 10th March 2020](#)

Women & Wellbeing Report

Well what a different report and world we are living in this year.

I was quite devastated when I got the phone call to ring and tell the ladies NO club until further notice. We all understood it had to be done, but were disappointed at the same time.

We have been meeting for so long that we felt quite lost on a Wednesdays. Our ladies are all mixed ages and nationalities and we all get along so well. That's why our group has always been a pleasure to belong to. We would have celebrated our 30th anniversary on the 29th July this year.

We were lucky enough to enjoy our Bus Trip on 17th March just before the close down.

Other things on our programme were a Speaker from The Smith Family, a visit to the Koala Hospital to support them from the bush fires, our "Big Cup Of Tea Day" which we enjoy, and outings including bowling, movies or just enjoying a cuppa and catch up.

Cynthia
Group Facilitator

Finance Reports

Profit and Loss

Created: 7/08/2020 1:28 PM

Woodcroft M/Vale Neighbourhood Centre

175 Bains Road
MORPHETT VALE SA 5162

Profit & Loss Statement

July 2019 To June 2020

ABN: 15 903 543 682
Email: treasurer.wmvnc@internode.on.net

Income	
Grants	
Grants (State) Operating - NR	\$38,415.54
Grants (Local) Operating - Rec Council Grant	\$26,186.49
Total Grants (Local) Operating - Rec	\$26,186.49
Grants (Local) Operating - NR	
Council Community Development	\$6,703.02
Council Link Grant	\$4,508.96
Council PALS Grant	\$2,138.30
Total Grants (Local) Operating - NR	\$32,550.28
Total Grants	\$97,152.31
Fundraising - Gifts	
Non-tax Deductible Gifts	\$18.80
Total Fundraising - Gifts	\$18.80
Fundraising - Contributions	
Fundraising	\$4,915.45
Total Fundraising - Contributions	\$4,915.45
Fees & Charges - Unrestricted	
Admin Income - Grants	\$8,230.00
Admin Income - Wages	\$587.43
Participant Fees	\$17,028.65
Participant Fees - Grant	\$3,533.05
Neighbourhood Link Income	\$2,400.00
Photocopying/Laminating	\$82.24
Room Hire	\$56,036.80
Equipment Hire	\$13.65
Total Fees & Charges - Unrestricted	\$87,911.82
Income from Raffles and Gaming	\$1,341.35
Interest - Unrestricted	\$1,986.54
Other/Sundry Income	\$17,227.56
Govt of SA Grant	\$10,000.00
JobKeeper Payment	\$27,000.00
Total Income	\$247,553.83
Gross Profit	\$247,553.83
Expenses	
Advertising and Promotion	\$70.00
Assets Purchased <\$5000	\$13,548.93
Audit Fees	\$500.00
Bank Charges	\$454.48
Bad Debts	\$930.91
Board/Governance Expenses	\$369.36
Bookkeeping	\$18,600.00
Cleaning & Pest Control	\$18,572.48
Client Support Services	
CSS Administration	\$8,230.00
Course Expenses	\$1,761.33
Events & Activities	\$3,505.15
Instructors & Facilitators	\$2,916.82
Grant Expenses	\$13,529.44

This report includes Year-End Adjustments.

Page 1 of 2

Profit & Loss Statement

July 2019 To June 2020

Room Hire	\$2,650.00	
Link Utilities	\$1,735.37	
Total Client Support Services		\$34,328.11
Consumables		\$2,255.00
Office Supplies		\$1,166.88
Computer Expenses		\$1,334.37
Fundraising Expenses		\$1,500.03
Insurance - General		\$3,704.88
Membership Fees Paid		\$373.64
Postage, Freight & Courier		\$52.27
Printing, Stationery & Postage		\$2,971.54
Repairs & Maintenance		\$453.02
Salaries & Wages		
Provision for Annual Leave	\$855.58	
Provision for Long Service Leave	\$1,900.72	
S&W Superannuation	\$6,589.20	
S&W Workers' Compensation	\$795.54	
Salaries - Other	\$6,877.73	
S&W Salaries & Wages	\$70,357.95	
S&W JobKeeper Top Up	\$13,768.64	
Total Salaries & Wages		\$101,145.36
Staff Amenities		\$78.19
Sundry Expenses		\$1,498.64
Telephone, Fax & Internet		\$872.64
Utilities		
Electricity	\$9,979.41	
Gas	\$601.59	
Water	-\$325.30	
Total Utilities		\$10,255.70
Volunteer Costs		
Volunteer Expenses	\$2,333.31	
Total Volunteer Costs		\$2,333.31
Total Expenses		\$217,369.74
Operating Profit		\$30,184.09
Other Income		
Cash Boost		\$10,000.00
Total Other Income		\$10,000.00
Net Profit/(Loss)		\$40,184.09

This report includes Year-End Adjustments.

Balance Sheet

Created: 7/08/2020 12:42 PM

Woodcroft M/Vale Neighbourhood Centre

175 Bains Road
MORPHETT VALE SA 5162

Balance Sheet

As of June 2020

ABN: 15 903 543 682
Email: treasurer.wmvnc@internode.on.net

Assets		
Assets		
Current Assets		
Cash at Bank - Unrestricted		
ANZ Cheque Acc #4975	\$58,630.78	
ANZ Debit Card Acc # 5657	\$1,000.00	
People's Choice Acc #0280	\$17,237.23	
Total Cash at Bank - Unrestricted		\$76,868.01
Petty Cash		
Petty Cash	\$91.35	
Total Petty Cash		\$91.35
Cash Float		
Cash Float - BBQ Float	\$100.00	
Cash Register Float	\$50.00	
Clearing Account	\$9,749.00	
Food Sales Float	\$20.00	
Playgroup Float	\$20.00	
Total Cash Float		\$9,939.00
Undeposited Funds		\$25.00
Short-Term Investments		
ANZ Term Deposit #9202	\$50,000.00	
ANZ Term Deposit #9663	\$20,000.00	
People's Choice Term Deposit	\$81,337.63	
Accrued Income	\$9,000.00	
Total Short-Term Investments		\$160,337.63
Other Financial Assets		
Accounts Receivable	-\$9.00	
Total Other Financial Assets		-\$9.00
Total Current Assets		\$247,251.99
Total Assets		\$247,251.99
Liabilities		
Current Liabilities		
Accounts Payable		-\$435.54
Accrued Expenses		\$948.06
Bonds, Security, etc		
Bonds - Casual Hire	\$3,620.00	
Bonds - Regular Hire	\$7,000.00	
Total Bonds, Security, etc		\$10,620.00
Total Current Liabilities		\$11,132.52
GST Liabilities		
GST Payable		-\$28.09
Less GST Receivable		-\$0.12
Integrated Client Account		\$1,882.00
Total GST Liabilities		\$1,853.79
Employee Benefits/Provisions		
Provision for Annual Leave	\$2,714.80	
Prov for Long Service Leave	\$3,844.27	
Total Employee Benefits/Provisions		\$6,559.07
Revenue Received in Advance		\$1,080.00
Grants Received in Advance		

This report includes Year-End Adjustments.

Page 1 of 2

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Woodcroft M/Vale Neighbourhood Centre

175 Bains Road
MORPHETT VALE SA 5162

Balance Sheet

As of June 2020

ABN: 15 903 543 682
Email: treasurer.wmvnc@internode.on.net

Grants Received in Advance	\$33,320.35	
WMVNC Groups		
WMVNC Men's Group	\$2,443.58	
Total WMVNC Groups	\$2,443.58	
Total Grants Received in Advance	\$35,763.93	
Total Liabilities		\$56,389.31
Net Assets		\$190,862.68
Equity		
Retained Earnings/(Acc Losses)	\$150,678.59	
Current Year Surplus/(Deficit)	\$40,184.09	
Total Equity		\$190,862.68

This report includes Year-End Adjustments.

Page 2 of 2

Letter from Auditor

The Board of Management

Woodcroft Morphett Vale Neighbourhood Centre Inc.

175 Bains Road

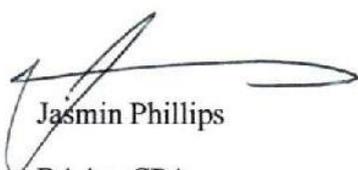
Morphett Vale SA 5162

To the Board of Management of Woodcroft Morphett Vale Neighbourhood Centre Inc.

I have been asked to conduct an independent audit of the financial statements of the Woodcroft Morphett Vale Neighbourhood Centre Inc. for the financial year ended 30 June 2020. The Board of Management and the Centre Management are responsible for the completeness of the data and the correctness of this financial report.

This audit has been conducted and financial statements prepared in accordance with applicable Accounting standards and other mandatory professional reporting requirements, and statutory requirements, to provide reasonable assurance whether the financial reports are free of material misstatement. This included sampling and testing of evidence supporting the amounts and other disclosures in the financial reports. A separate Management report on any issues identified has been prepared for Centre Management information and action. No material issues were found during the audit. All extraordinary transactions in relation to Cash boosts or JobKeeper payments and JobKeeper salary top ups to assist to minimise the impact of COVID-19 have been separately detailed.

In my opinion, the financial reports of Woodcroft Morphett Vale Neighbourhood Centre Inc. are properly drawn up so as to give a true and fair view of the financial position of the Centre as at 30 June 2020 and the results of its operations and its cash flows for the year then ended are in accordance with applicable Accounting Standards and other mandatory professional reporting requirements.



Jasmin Phillips

BAAc, CPA

August 7th 2020



WOODCROFT
MORPHETT VALE
NEIGHBOURHOOD CENTRE



SUPPORTED BY CITY OF

