

KALAMUNDA COMMUNITY LEARNING CENTRE
Supporting the Community
General Meeting Minutes 26 August 2022

Present: Executive: *Jennifer Irvine (Chair), Bridget Hogarth, Annie O'Malley, David Storer, Lindsay Goodwin and Angela Corfe*; .Ian Tarling, Katie Fairweather, Caroline Badminton, Alison Houlahan, Meg Corsini, Rosemary Hamersley, Helna Lindhout, Gerard Tonks, Lynda Tomlinson, Robe Ledge, Dorothy Ryan, Roger Jennings, P J Kington, Mary Kowalski and Helen Carter.

Apologies: Margaret Davidson, Gwynne Evans, Jenny Carrick, Katherine Horne, Bill Wolstenholme, David Irvine and Bronwyn Pasotti

Meeting opened 1205 hrs.

Minutes of the Previous General Meeting:

That the minutes of 3 June 2022 be passed with the following amendment, date the previous minutes were passed – from 5 November 2022 to 5 November 2021 - proposed C Badminton, seconded M Corsini.

Matters arising from the Minutes:

WH&S – J Irvine reported a consultant had commenced addressing the Craft Room WH&S issues and requested workgroup assistance for WH&S issues generally together with First Aid. It was suggested a First Aid Course be offered to volunteers.

Paid Office Assistant – Confirmed Mary Kowalski had been appointed for this semester – working 3 hours per day, five days per week.

Crèche Update – Advised suggestion to increase crèche fees was listed in the main agenda.

Agenda Items:

- **Reports:**

Coordinators: J Irvine, B Hogarth and A O'Malley

- New semester has started smoothly. Doors at front, side and out to the veranda now automatic (sensor). Awaiting City of Kalamunda to fix the disability access door so currently not accessible for people with disabilities.
- Work Health and Safety – consultant commencing work for the craft room, reviewing chemicals and advising on items needed. Currently looking for people to be part of a working party for WH&S and First Aid. If you know someone who would be interested in these roles please contact us. No first aid or work health and safety knowledge required – only a willingness to learn and to help.

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- New members very cooperative in providing proof of vaccination and only five outstanding. Thanks to Bronwyn, Sally and Mary for help in requesting, recording and chasing up.

Appreciate everyone's continued patience as we deal with building issues, urns etc. The Centre works best when everyone works together, so if you see something that needs doing or someone who needs a hand, please assist'.

Query raised regarding the blinds in the hall that require fixing and J Irvine advised it would be added to the list of issues when liaising with the City. Requested members to please advise the Executive of any issues that require addressing.

J Irvine expressed her appreciation for the work currently being undertaken by the Executive.

Treasurer: D Storer

Accounts presented for the period to 19th August 2022.

- Copies of the Profit and Loss and the Balance Sheet were made available. The surplus, after the current enrolment, showing a sum of \$18,254.37. Major expenditure to the end of this semester is the rent of \$12,500 and the crèche.
- Breakdown of the high cost items are, if the annual cost is taken and related to the annual fees paid for enrolment and using membership fees of \$138 per annum, estimated as follows:-
 - Rent – 181 members
 - Insurance – 114 members
 - Crèche – 217 members
 - Wages Enrolment – 50 members
 - Tutors Diner – 43 members

This shows 605 members pay for the large "ticket" items leaving the rest to cover the remaining costs, less the balance of any other income.

- A further cost incurred is the credit card charge from Australian Post and Square, costing between 1.9% and 3.4% - on a \$64 charge \$1.22 to \$2.17. The average is approx. 2.5% / \$1.60.
- Currently have funds to cover ongoing costs but an increase in fees may have to be considered in the future – current fees, on an hourly rate, are only \$2 per hour. No other Learning Centre is as cheap as the KCLC.

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- As identified in the last General Meeting, from 1 July 2022 there has been an increase in wages together with employer superannuation increasing from 10% to 10.5%. Once the final result of the year is received, fees may need to be reviewed.

D Storer confirmed that the current rent is \$25,000 per annum, advising that at normal rates the cost would be \$170,000. \$25,000 covers lighting / cleaning etc and obviously the City can hire the building out.

J Irvine also reported that other costs relating to WH&S etc now have to be taken into consideration.

Registrar: L Goodwin

Enrolment Report: Semester 2, 2022

Enrolment process now more streamlined. Thanks to all members enrolling online, the team of enrollers assisting those who couldn't and the general support volunteers, the week flowed smoothly despite some glitches. The front doors being out of action caused a minor inconvenience and the website stalled at 9.30am, although this was quickly resolved. Further issue related to influx of credit card payments resulting in a query as to whether a scam was in progress!

Enrolments

During the enrolment period, 680 orders were processed to the value of \$40,000, with the majority of these being made by members from home or interstate, overseas and on cruise liners! The breakdown of orders is:

- Online: 81%
- In-person assisted: 19%

In the first week of classes there were a small number of late enrolment orders, all for new members and existing ones with extenuating circumstances.

Payments

Enrolment week finished with no outstanding payments. The breakdown of payments is:

- Credit Card - 86%
- Cash - 11%
- Direct Bank Transfer - 3%
- Cheque <1%

Membership

Currently have 709 members for 2022:

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- Community Membership: 709
- Tutor Membership: 75
- New members: 54

New Features

New features were added to the website in the lead-up to this semester:

- Reviews - articles on courses appearing in Centre Talk last semester added as reviews to give a more detailed description of course content and atmosphere.
- Class photos also adding value to the descriptions.
- Waitlists. The option for prospective class members to add their names to a waitlist for relevant courses which are full has resulted in several members being offered positions.

Issues

The following enrolment issues, their causes and solutions have been identified.

Membership.

Enrolling in courses is dependent on having a current membership in the member's cart or KCLC account. If a member is not logged in, the website cannot verify that they are a current member. The alert which is generated includes the comment *'If you have previously purchased a product from the Membership Subscription category, please log in to verify ownership and try again.'* All members advised to log in before adding courses to their cart.

Failed Orders.

Sometimes an order fails for the reasons listed below. If a member does not receive an email confirming that the order has been received, we encourage them to check the status of their order and cart and contact the Centre if they need assistance.

- Covid status not selected
- Terms and Conditions not ticked as accepted
- Credit card details have been entered incorrectly.

Workgroups.

All members who are enrolled in a course full-time are required to register for a workgroup task. It would be good to have the enrolment order dependent on workgroup registration, but this would be an extremely expensive process to instal.

Sometimes members select a workgroup but fail to finalise their registration for the task. After selecting *'sign up'* members need to check their details on the following page and then click on *'Sign me up!'* Members will receive a confirmation email of their workgroup registration if it has been signed for appropriately.

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Conclusion.

Thanks to the registrar's Team, (especially Bronwyn Pasotti) for successfully organising Enrolment Week this Semester, advising the meeting that he had recently had some health problems during this period.

Programmer: Apologies M Davidson

Library / Book Clubs: Apologies J Carrick

Following delay by City of Kalamunda, library has now been made available to some classes. A large book trolley is being purchased to accommodate books relevant to most classes, utilizing the craft room. These will be available for loan and should be in place by next term. Shelves opposite reception will be used for other crafts and borrowing procedure will be published in those areas.

Collect & Posted Book Clubs: Apologies G Evans

KCLC currently has 12 book groups. Following some account problems at the Post Office these have been resolved by David Storer, Treasurer by reactivating a PO debit card. .

Thanks to Margaret Davidson for ensuring availability of room one morning a week and to Hella Hackett on reception. New sets being added to the Hire cupboards, resulting in disposal of an equal number of sets.

Eight groups come in to collect, having gained 3 in the last 12 months. Enjoying the contact with the various groups across the state.

Centre Lunches: No report.

Crèche: Apologies K Horne

Good start to the semester in the crèche, with 16 members booked in to use the facility, some more than once each week. Sessions are being run every morning, Tuesday and Friday afternoons - with up to 27 attendances during the week.

Debra has worked her magic, with both returning and first-time children and parents being made to feel welcome - ably assisted by Sally in making the crèche a rewarding experience for everyone involved.

The crèche is a vital aspect of the Learning Centre – to see it flourishing is a joy.

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Garden: L Tomlinson

Four volunteers for the workgroup this morning, resulting in large amount of weeds / pruning for disposal. Query as to whether anyone from the City had been liaising with the workgroup and suggested this was required to determine how to dispose of the cuttings etc. Workgroup happy to continue weeding on the verges, but no heavy work. Reported the wattle tree near to the roadway required pruning. It was also reported that there were around 30 homeless people currently in Kalamunda although to date none had been sighted near the centre.

Open Day & Clean-Up Day – Apologies B Wolstenholme

Arrangements for Open Day (Sun 11 September 2022) progressing well. All applications to the City completed and approved, apart from catering. All advertised can be served.

Banners erected at Stirk Park and Grove Road roundabout, Lesmurdie. Publicity in hand. 21 classes taking part, plus Sing Your Heart Out on video screen in the café area. Some shortages in workgroups.

Clean-Up Day went well, 8 out of 12 volunteers attending. Thanks to R Hamersley for her assistance.

Next Clean-Up Day scheduled for Saturday 3 December 2022.

Social Niceties Officer – Apologies B Johnston

Continue to send out sympathy cards when required, with the source of information coming via Centre Talk. Reimbursement submitted when required.

Workgroups: Pam McLennan and Sally McIlroy

At week one this semester there were 77 people enrolled without a workgroup. As a result, John Bucknell identified them and Sally McIlroy emailed all those needing to sign up. The final 25 were identified and Mary Kowalski is personally approaching them. To date there are approximately 10 members remaining not having signed up for a work group. It appears members are getting better at using the sign up system. However, there is still a shortage of staff for Open Day.

In the first semester we did not have enough jobs for every member. In second semester we had almost 900 jobs and not enough members to fill these. There continues to be some issues that need working on but considering our membership numbers things are going well.

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• **Crèche**

Proposal put forward to increase crèche costs of \$10 per child from Semester 1, 2023. J Irvine advised she had been liaising with parents and that they were supportive of an increase to \$10 per child or family per session. It was confirmed that if a parent signs up for the crèche workgroup, no payment is required and that when the crèche initially started, parents did their roster. The meeting was also reminded that originally the crèche did not open unless four children attended, whereas now it opens for one.

Although the initial proposal was submitted by the Executive and seconded by G Tonks, it was agreed that the proposal required further consideration / discussion and therefore would be carried over to the next General Meeting.

Action: Carry proposal to increase crèche costs to \$10 per child over to the next General Meeting – further consideration required.

Query raised as to whether ratio has changed as per number of children per qualified adult and it was suggested this was dependent on the ages of the children attending. It was also confirmed that if a parent attended with their child, no 'working with children' certification was required.

• **Centre Values**

J Irvine read out the proposed Centre values:

The Kalamunda Community Learning Centre, since its beginning days, has been governed by a strong sense of purpose and values underpinning our purpose:
LEARNING THROUGH SHARING.

- ***Inclusion:*** We are welcoming and non-judgmental, and we strive to ensure barriers to participation are addressed, in particular through the provision of low-cost courses that value the skills and contributions of all our members. We are connected by a sense of purpose.
- ***Friendliness and supportiveness:*** We are caring and we foster a sense of belonging. We work together as a team and we are a community.
- ***Creative and mental stimulation:*** We encourage our members to explore and express their educational and creative needs, through providing a warm, supportive and fun environment where people are comfortable.
- ***Trust and respect:*** We value everyone and treat people with dignity and professionalism. We act with honesty and responsibility.

The values are for what the Centre hopes members will have on a daily basis, to be more publicly available on the website. It was suggested that these need to be reviewed in line with the Constitution prior to adopting and it was queried whether tutors should be mentioned.

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General Business:

G Tonks queried whether the Centre had adopted a policy on climate change, in line with the City but was advised not at this point.

G Tonks left the meeting at 1255 hrs.

Members were reminded that all classroom bins were divided into rubbish and recyclable materials.

B Hogarth advised that the City had reported that a fire extinguisher had been moved and put into a cupboard. She requested members to advise staff if they noticed that any fire extinguishers had been moved.

Meeting closed at 1258 hrs.

Next General Meeting – 1200 hrs 11 November 2022