

**KALAMUNDA COMMUNITY LEARNING CENTRE**  
**Supporting the Community**  
**General Meeting Minutes 22 March 2024**

**Present:** Anne-Marie Botica (Chair), Bridget Hogarth, Annie O'Malley, Lyndsay Goodwin, Deb Stone, Margaret Davidson, Roger Jennings, Angela Corfe (Secretary), Trish McQuade, Geoff Zimmer, Katie Fairweather, Kris Nunn, Wendy Whearem, David Irvine, Alison Houlahan, Bronwyn Pasotti, Bert Carse, Gerard Tonks, Brian Lawler, Katherine Horne, Dorothy Ryan, Helen Henry, Kathy Thomas, Gail Irvine and Sally McIlroy.

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**(1) Welcome:**

The Chair, Annie O'Malley welcomed everyone to the meeting and declared it open at 1205 hrs.

**(2) Apologies:** Lynda Tomlinson, Caroline Badminton, Jenny Carrick and Hella Hackett.

**(3) Acceptance of Minutes:**

That the minutes of the previous General Meeting of 17 November 2023 be passed:  
Proposed: Katherine Horne, seconded. Dorothy Ryan.

**(4) Business Arising:** The Chair confirmed that the By-laws had been introduced and the Crèche fees increased, as endorsed at the previous meeting.

**(5) Agenda Items:**

**COORDINATORS' REPORT - A-M Botica, A O'Malley and B Hogarth**

Anne-Marie commenced by thanking all the Centre's volunteers, including tutors and members, without whose help the Community Learning Centre would not be able to run.

She reported a wonderful start to the year with over 700 members, 69 tutors and over 600 people volunteering. A number of long-standing volunteers are stepping down at the Annual General Meeting in June 2024. They are Bridget Hogarth – Coordinator, Angela Corfe – Secretary, Margaret Davidson – Programmer and Pam McLennan – Workgroup Leader. All have played an integral part in the running of the Kalamunda Community Learning Centre and will all be missed.

The Executive Committee met over the break to discuss strategic planning for 2024 and are grateful to Norman Venus, facilitator and adviser. These were the outcomes:

**KCLC SWOT Analysis (Feb 2024)**

***A SWOT analysis is a simple way of critically reviewing an organisation's current state and identifying its major competitive strengths and weaknesses. This information should then be used in the development of initiatives aimed at improving performance and outcomes.***

**Key questions to be considered**

- How can we use our **strengths** to enable us to take advantage of the **opportunities** we have identified? How can we use these **strengths** to overcome the **threats** identified?
- What do we need to do to overcome the identified **weaknesses** in order to take advantage of the **opportunities**? How can we minimise **weaknesses** to overcome identified **threats**?

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<p><b>STRENGTHS</b></p> <ul style="list-style-type: none"> <li>• <i>What are our advantages?</i></li> <li>• <i>What do we do well?</i></li> </ul> <ol style="list-style-type: none"> <li>1. <b>Top quality Building</b></li> <li>2. <b>First class Tutors</b></li> <li>3. <b>Excellent local reputation</b></li> <li>4. <b>Welcoming Staff</b></li> <li>5. <b>Strong demand for services over all areas of the business</b></li> <li>6. <b>Excellent Parking</b></li> <li>7. <b>Direct Bus Route from Kalamunda Central</b></li> </ol>	<p><b>WEAKNESSES</b></p> <ul style="list-style-type: none"> <li>• <i>What could be improved? °</i></li> <li>• <i>What is done badly?</i></li> <li>• <i>What should be avoided?</i></li> </ul> <ol style="list-style-type: none"> <li>1. <b>Lack of ‘volunteers’ for ‘management’ positions</b></li> <li>2. <b>Currently at capacity</b></li> </ol>
<p><b>OPPORTUNITIES</b></p> <ul style="list-style-type: none"> <li>• <i>What are the good choices facing KCLC?</i></li> <li>• <i>What are the interesting trends (PEST)?</i></li> </ul> <ol style="list-style-type: none"> <li>1. <b>More Classes in the evening</b></li> <li>2. <b>Funding/Grants</b></li> <li>3. <b>Use website to solicit donations</b></li> <li>4. <b>Paid specialist workshops during the long breaks</b></li> </ol>	<p><b>THREATS</b></p> <ul style="list-style-type: none"> <li>• <i>What obstacles do we face?</i></li> <li>• <i>Is the demand for our, products or services changing?</i></li> <li>• <i>Is changing technology threatening our position</i></li> </ul> <ol style="list-style-type: none"> <li>1. <b>Ageing population</b></li> <li>2. <b>Problems of keeping technology safe and up to date</b></li> </ol>

**KCLC - KRA's & 'Targets' for 2024 (Feb 2 2024)**

Key Result Area	Specific Actions/Targets to be aimed for?
<b>1. Course Development</b>	1. Continue to review possibilities for more evening classes.
	2. Continue to recognise the service of longstanding Tutors
	3. Investigate the possibilities of specialist workshops during the long break
<b>2.Publicity</b>	1. Place a box at Reception “How may we improve our Service in “XXX” (Change “XXX” monthly!)
	2. Develop plans for regular PR activities (Facebook and Instagram etc)

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	3. Maintain positive relationships with other voluntary organisations through the use of signs etc.
<b>3. Capital Equipment</b>	1. Conduct an Audit of all Capital Equipment owned by KCLC and decide on replacements
<b>4. Finance</b>	1. Produce Plans to ensure minimum 'Break Even' in this financial year
	2. Limit loss on Crèche to less than \$15,000
	3. Negotiate Cost of Rent to CoK from current \$25,000 to \$30,000 in stages to 2027
<b>5. Work Health &amp; Safety</b>	1. Ongoing management of WHS Policy & Procedures & Terms of Reference to be reviewed.
	2. Arrange First Aid training during 1 <sup>st</sup> Term Break for appropriate participants (subject to Grant Funding and numbers)
	3. WHS Information sheet continues to be read out to all classes by Class Secretary (Week 1 & 2)
<b>Key Result Area</b>	<b>Specific Actions/Targets to be aimed for?</b>
<b>6. Staff Development</b>	1. Maintain and update Job Descriptions for all staff & Volunteers.
	2. Provide requisite ongoing training for these roles (by the end of Term 1)
	3. Spot people with potential for Committee roles and persuade them to stand for election.
<b>7. Fundraising - (Grants etc.)</b>	1. Apply for grant for Tutors Dinner in 2024
	2. Continue to update a list of Grant and Donor possibilities
<b>8. Manage Stakeholders</b>	1. Invite CoK CEO & Mayor plus Matthew Hughes to Centre Lunch
<b>9. Centre Management &amp; Admin.</b>	1. Map all decision-making processes and individual responsibilities and develop an improved structure by Feb 2025

The WHS Committee, under the leadership of Roger Jennings, has been busy conducting internal audits of the Centre.

Marketing – the Centre was grateful to receive a \$1000 grant from the City of Kalamunda allowing it to purchase banners for use at the Centre and upcoming Community Events.

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Summer in the Centre was a huge success and will be continuing.

Archiving – this is an ongoing project working with the Battye Library.

**TREASURER - D Stone**

D Stone advised two sets of Financials were being presented for her report.

1. The previous year full financial year ending 31/12/23.
2. Year to date for the first two months of this financial year.

For the full year 2023 the Centre finished up in a surplus position of \$936, better than the previous years where there has been a deficit position of (\$17,000) in 2022 and (\$21,000) in 2021.

A provisional budget for this financial year is projecting a surplus of around \$8,000.

Last year's financial information is currently with the Centre's Auditors for their annual review and is expected to be completed by the end of April.

Year to date the Centre is currently tracking similar to previous year with a slight increase in Course fees and with expenses tracking similar to previous year.

Current issues being dealt with:

- Insurance due 31/03/24 – awaiting information on final amount to pay.
- Tax Reporting Changes for 2023 – now have to report to ATO – will require some changes to Constitution.
- Debit Card – transferring Debit Cards from Australia Post to Commonwealth Bank – more efficient processing and best way to move forward – may also require changes to constitution.
- Audit – should have final report from Auditor by the end of April.

**PROGRAMMER – Margaret Davidson**

M Davidson advised there are currently 86 courses in progress, with 69 tutors generously volunteering their time and expertise. Several classes did not proceed due to lack of enrolments. However, three courses planned to run only for term 1 (*Handyperson's Short Course, The Way We Are and It's OK to Change Your Mind*) are now extending into term 2 due to popular demand, with convenient enrolment options being provided for these students. The Centre is also offering a new course in term 2 - *This will be your chance to put some magic in your life*.

The Centre uses nearly all the classrooms and the hall most days and is also using the crèche for classes on Monday and Wednesday afternoons and Friday afternoon next term. Thanks to all our members who willingly move tables and chairs into the room and back out again for these classes.

After Easter the Centre will again be preparing the program and a draft timetable for semester 2. She reported having high hopes of having a Programmer protégé, so they can work together doing this.

The Centre Present series continues, with an excellent presentation on March 8 from *Palliative Care WA on Advanced Care Directives*. Thanks to Caroline Badminton for creating beautiful

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posters and publicising the talks on Facebook and to Val Reid for Centre Talk publicity. May 10 is the date for our next presentation when Joan Rosen, will speak about her *experiences in Mongolia teaching English and Music*.

M Davidson thanked the great team supporting her and the Centre - including the enrolment team, our always helpful and smiling receptionists, coordinators, assistant coordinators, work group leaders and work group volunteers doing the essential background work to make this all possible. And for programming protégés, she requested they see her after the meeting!

**REGISTRAR – L Goodwin**

L Goodwin reported that it seemed every enrolment period at the Centre encountered an obstacle not of our making!

This semester it was our Payment Gateway that failed us and expressed empathy with those who experienced anxiety and frustration when receiving a failed transaction notice. He assured members that those transactions were not fraudulent, and the Centre was not hacked. He congratulated those who showed resourcefulness and patience, selecting alternative methods of payment. A big thank you also to the patient volunteers who assisted during that initial period of stress and through the week. Fortunately, once the issue was resolved the remainder of the week ran smoothly.

So far this semester the Centre has just over 700 members registered including 69 tutors and 110 new members. The enrolment team has processed 883 orders with a net increase in sales of 6% from the same period last year. The waitlists again proved to be an asset with over half of the 60 people registered on them being subsequently offered a placement.

Of the 86 courses on offer this semester, 39 are full. Late enrolments were not accepted in the first two weeks unless due to exceptional circumstances, since then there has been a steady trickle of new enrolments. While the Centre does not initially reduce course costs for late enrolments there will be an opportunity for members to enrol for term two at a discounted rate for selected courses that still have vacancies. The reduced rate will become available from the 24 March for a term two start (15th April).

A new feature on the website this semester was tutor introductions, which made interesting reading and helped to gain a greater appreciation of the depth of knowledge and skill our tutors generously share with us.

L Goodwin thanked everyone who signed up for a workgroup at enrolment and those who have subsequently registered for a task. Without volunteers assisting at every level, the Centre would be unable to offer courses at such a cheap rate. Indeed, without the commitment of dedicated volunteers the Kalamunda Community Learning Centre would not have come into existence and continued to flourish over 46 years.

**WHS OFFICER – Roger Jennings**

1. R Jennings thanked the other members of the KCLC Work, Health, and Safety Committee – Margaret Davidson and Anne-Marie Botica for all the work they have put in since the last report in November.

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2. KCLC is a large organisation run almost entirely by volunteers with over 700 members all of whom actively use the Learning Centre in many different ways. At the same time the building itself is owned by and the responsibility of the City of Kalamunda who also play a role in many aspects of safety. The WHS Committee has spent the past months assessing where there are areas of health and safety that KCLC can make improvements and identifying areas where the City has responsibility and informing them of those we consider they should address.
3. The WHS Committee carried out a safety audit of the building just before the start of the present semester. Although nothing of great concern was identified some issues were flagged up. Many of those which are the responsibility of KCLC have been addressed whilst others will be dealt with shortly. The City is being notified about those which the Committee consider to be their responsibility and they too have begun addressing these.
4. The City has carried out re-testing and tagging of all electrical items for which they take responsibility. Arrangements were made for tutors and students to have testing and tagging of any electrical items they bring into the centre. A reminder to anybody who has not had this done to do it as soon as possible for everybody's safety.
5. First aid kits and the KCLC's defibrillator are now part of a routine inspection process by St Johns. Anyone needing access to any of these should first speak to those on the Reception Desk.
6. Those who use the Craft Room are reminded that even if they are taking part in activities which may not seem to pose an additional risk, other more hazardous, activities may be taking place near them, so they should follow all the rules in place for use of that room. This means that suitable clothing and closed-in shoes should be worn by everybody using the room, and definitely no morning or afternoon tea.
7. R Jennings finished by reminding members that as stated in KCLC's By-law 7 – A safe working environment is the joint responsibility of both the Executive and all members of KCLC.

A O'Malley advised that room notices had now been installed, although the Green Room isn't referenced (there is a notice on the wall in the Green Room).

**GRANTS OFFICER – Brian Lawler**

Highlights:

1. Payment of \$1000 Grant from the City of Kalamunda which is being used to purchase Marketing Banners and Pull Up Screen with the KCLC logo and smaller size logo of City of Kalamunda thanking them for grant support. These marketing aids will be used in displays, exhibitions and the Open Day to keep KCLC in the minds of members, visitors and general community.
2. Awaiting news in April of a \$5000 Grants provided by the Commonwealth Government via their 2023-2-24 Volunteer Grants for Hasluck Electorate. Our local MP, Tania Lawrence has been active in viewing/prioritising our initial Expression of Interest and invited us to complete the second stage of Application which is expected to result and being accepted and paid in April 2024.

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This Grant will be applied to a mixed spend on First Aid Training (part of Health & Safety), Police Clearance checks and towards the costs incurred of Approved Travel Expenditures.

3. Setting up on our web page of a Donations Site that can be used for public/member donations that attract tax deductibility status. All this was possible via our membership with LINKWEST and "umbrella" access to the peak body, Australian Neighbourhood Houses and Centres Association.
4. A spreadsheet tracking of possible Grants, over each 12 month period, that may interest KCLC depending on priority and identified need.

**CENTRE TALK EDITOR – Val Reid**

Nothing new to report this term.

**CRECHE LIAISON – Katherine Horne**

K Horne advised the meeting that the crèche is booming.

At the beginning of next term, the current Monday enrolment of six children will increase to eight, the limit adopted for this semester in the general review of crèche operations last year. At the same time the Thursday attendance will be seven, just one below the same limit. Eight members will be using the crèche – seven mothers and one grandmother. At this stage there is no known unmet demand.

She expressed her thanks to the nine members who have volunteered to help in the crèche – only one of whom has a child in the crèche herself. This assistance is vital to keep the crèche running within the limits of the allocated budget, but it has another importance in that it fosters links between the different demographic elements within the Learning Centre membership. While the crèche volunteers are remembering the highs and lows of caring for small children (and using their well-developed skills in this area), the Centre is benefitting from the input of other skills from the crèche-using members, who have chosen work group commitments that do not involve child care.

There is still room on the crèche volunteer roster for both Monday and Thursday morning, if there are any members who are seeking a workgroup, please consider this. The unprecedented large numbers of babies on both mornings means that the paid workers, Sally and Nina, really need those extra pairs of hands! Mary, the Office Manager, can assist you in joining this important group.

**GARDEN – Lynda Tomlinson (*Apologies*)**

L Tomlinson reported no Busy Bees in the Garden until next Term when it is cooler, and when she is fully recovered from her spinal operation

**RECEPTION DESK RELIEF – Alison Houlahan**

Reported the desk receptionists had carried out their duties with a smile and a welcome word this Semester and adapted to any new tasks or changes asked of them.

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Sadly just two weeks ago Angie Lancaster, the regular Tuesday afternoon Desk Receptionist up until end of last year, passed away. Angie enjoyed being a member of her Wednesday Evening Book Club and also for last few years the Cryptic Cross Words Beginners Class. Angie was a lovely person and will be very much missed by those members who she came in contact with or who knew her.

Mary Jensen, the Desk Receptionist for Wednesday mornings, has decided it's time to look after her health and did not return this year. We thank her very much for her valuable contribution over the years. We now require a permanent desk receptionist for Wednesday mornings so members wishing to give it a trial please leave your name at Reception and Alison will be in contact.

Alison thanked both the Desk Receptionists and Desk Relief members for their continuing excellent contribution to the smooth running of the Kalamunda Community Learning Centre this Semester.

A-M Botica expressed thanks to Alison for all her work behind the scenes.

**(6) General Business:**

A-M Botica reminded the members that three very important positions would be becoming vacant at the AGM in June – those of Coordinator, Programmer and Secretary and the Executive were hoping to have members for all positions prior to the meeting. She reported that if volunteers weren't found, it may be necessary to introduce another paid administration position which may then result in an increase in fees.

There was a query regarding the number of people allowed to utilise the rooms and it was confirmed that each room displayed the maximum number allowed. However, it was confirmed that currently there may be a slight discrepancy between the numbers for the room –v- class numbers but this was to be addressed.

It was also confirmed that each class room was allocated a number of table and chairs and tutors have an option to request a change as activities and comfort are taken into consideration for each class.

It was suggested that perhaps one of the KCLC males may consider nominating themselves for coordinator at the AGM!!

**(7) Future Meetings**

**AGM 7 June 2024.**

**(8) Meeting closed by Chair at 1237 hrs.**