



## CWS General Manager Update

### Overview

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### Operational update

**Policies and procedures now on website** – others in progress – a motion has been presented to adopt these processes, with updates due by the AGM. The policies are allowing for quicker onboarding of facilitators and coordinators.

**Approx 80 new members since June.** According to our current constitution, members need to be approved by management committee – this was approved by email between the management committee (retrospective motion included in the meeting).

**According to our constitution we cannot put up the membership fee without general meeting** – options are to have a general meeting prior to AGM, or leave until AGM. Current IT review is looking at systems that will allow members to update membership and to provide a secure membership database/directory. It is hoped that a new system will be decided by end of February to start collecting membership renewals that are falling due.

**Insurance requirements for paid facilitators.** We have been asked to pay facilitators that do not have public liability insurance. After consulting NFPlaw.org, our insurance broker, Noosa Arts & Crafts Association, Nambour Community Centre, Joel Landing (Noosa Arts and Crafts insurance broker) and the Coolum Men's Shed I have reached the conclusion that independent contractors must have public liability insurance to be paid for facilitating workshops at the Coolum Women's Shed. This is because if the independent contractor (paid facilitator) is found to be negligent they will be sued by our insurance company, which may result in considerable financial loss for the facilitator and counter legal claims for the Coolum Women's Shed. We have been told that people cannot afford liability insurance, but feel that one workshop would cover the costs of insurance and therefore this is a business decision for the facilitators. Facilitators are still welcome to volunteer their time if they want to trial the market appetite for their service before taking on insurance. They will then be covered under our insurance.

**Insurance renewal due February** – the following have been contacted to quote:

- Allianz Not for profit section
- Aon Not for profit team
- Current insurer
- Joel Landing – gave assistance with insurance questions regarding paid facilitators
- Men's shed have notified us that their peak body insurance is available to us at \$24 per member.

**Motorcross.** We have had several times where the motocross has been unexpectedly operating when we are at the Shed. This has been less than ideal for our members, who often cannot be heard above the noise. We have reached an agreement that they will notify the general manager about any bookings that may clash with our times.

**Incident and near miss.** We have already been planning our timetable according to the coolest times at the shed. However, due to the need to close windows when yoga classes clashed with the motorcross we have had one near miss where someone felt dizzy and thought it may be due to previous vertigo and then a further incident when a regular had to stop the class and rest because she felt faint. Both women made full recoveries and let us know they were fine on follow up. The general manager and treasurer met with the Men's shed to discuss bringing forward the **installation of air-conditioning** at the shed so that we can close the windows when the motorcross is on and not have to cancel classes. It was agreed that air-conditioning would be installed and the Women's shed would contribute 50% of the cost, from grant monies already applied for and from other funds if the grant was unsuccessful. The yoga teacher also offered to modify her class on hot days to reduce the number of inversions which may contribute to dizziness.

**Social media rationalisation.** Due to the lack of admin capacity I have reduced the amount of social media posts (Facebook and Instagram). We have had consistent verbal feedback about confusion regarding the right place to find out what is happening at the shed. Instead I have been publishing a weekly newsletter via the website which regularly gets more reach than smaller Facebook posts. We also publish a timetable monthly that is available in hardcopy at the shed and available to download from our website. This reduction in activity does not seem to have affected our reach, and has significantly reduced the amount of time I have to spend on it. It would be good to get the news articles (blog posts) integrated with mailchimp so that they automatically go out via email – **this needs to be discussed with Danie or Luanne.** Simone Michelle has offered to do some more social media updates when she has capacity. Other activity:

- encouraging members to post their own activities in the Facebook Social Group, we currently have had movie nights, walks and quiz nights posted by others which I hope will encourage others to also add their suggestions.
- planning to reduce the number of social media groups and exclude non women's shed members from our Facebook groups once the new membership system is up and running.
- update the remaining group rules to exclude advertising from other parties

- current IT review includes the possibility of private members forum – may trial this as a way to get away from reliance on Facebook

## **Women's Shed Tshirts**

There has been some interest in obtaining branded t-shirts or tops for when we attend events – coordinators meeting people out in the community, for example the walking group, the sausage sizzler crew or the quiz team have all asked about T-shirts. The feedback is that whilst some people love our current t-shirts, others would like the options of sleeveless, collared etc. We are in the process of sourcing a Direct to Garment (DTG) printer where people can choose their own option for a t-shirt and purchase it. We will be using the current logo (at the top of the front page of this document) but may need to recreate it as it is only currently available in a form suitable for web use and not printing.

## **Website and IT infrastructure**

The website has been a work in progress with a new Help section including:

- Resources for coordinators
- Facilitators Info
- Infor for women wanting to start a women's shed
- Volunteer roles available

Most of the people that are contacting us about getting involved are mentioning that they saw these resources, or we are able to direct them to the information rather than answer each question individually.

The membership product has been updated to send a welcome letter and notify the new member of important information that they are supposed to receive according to our constitution.

We have also streamlined the options for booking and added the ‘News’ section to ensure members are able to access the latest information when they want it (rather than relying on the Facebook algorithm). The current focus is to identify a replacement system and educate members to understand that our website is the best place for latest information.

Our members, coordinators and facilitators are still having trouble using the current systems. In particular, Acuity Scheduling was designed to sell one to one appointments (e.g. at a hairdressers), and we receive contact weekly from people unable to use it requiring additional admin from us to book them in. We have been looking at other options for a new website/booking system/membership management systems - please see separate discussion paper.

## **Facilities**

A guidance document for the process of **opening and closing the community centre**, including a risk assessment and any mitigation has been created and kept in hard copy at the shed.

We had a **meeting with the Men's Shed** early February. The current arrangement with the community centre is working well for both us and the Men's Shed. At the moment we do not have capacity to source and fund another building and are focusing on increasing our members and activities. The flexibility of using the current location means that we only pay for what we use and do not feel the pressure to fill the facility all of them time.

**DIY and Pottery workshop location** – due to the unsuitability of the Community centre for messy activities we have been on the lookout for alternative premises to temporarily hold DIY and Pottery activities. The lack of facility and facilitator has led to the DIY group being suspended until suitable accommodation is found. The Men's Shed indicated that we are still welcome to investigate the possibility of placing containers on the land at the back of the Research Street site. We are aware of the possibility that we may have to vacate the land at Research street if Lend Lease revoke the lease. (This is not certain, but Steve Whiteman of Economic Development Queensland has said that all of the land is potentially due to be returned for industrial development in the next 5-10 years). Additionally there is the consideration of the motor cross track next door which limits our hours of operations and often clashes with bookings at short notice. Discussions with Julie Crockett (new DIY and Arts coordinator) have led us to consider the possibility of building one or two portable workshops using containers. Julie has been converting a bus to a tiny home and we feel there is a possibility that the women could adapt the containers to something that is both functional and enjoyable to work from. Early suggestions include looking at solar power, wood cladding, or decorating the containers with art murals. The container (s) could be completely renovated by our members, which would be a fantastic team effort and plenty of learning opportunities. Julie has previously been involved in seeking grant funding for community projects so this may be a potential avenue to fund. **Committee are asked about their initial feelings regarding this plan** and if the go ahead is given to investigate we will work on a plan and budget to present at a later date.

## Team members

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The last few months have been interesting as we have had people come and go. One of the lessons from my perspective is that it is unrealistic to ask our coordinators to commit to organising activities on a weekly basis. It is a lot of work for the coordinators, and members often don't have the time to commit to another weekly activity. I have also found many people are interested in coordinating activities on a timetable that suits them – that may be 3 workshops a year, or a monthly meet up. This flexibility reduces the feeling of obligation and allows them to fit shed activities in when it suits them. For example, we currently have 6 coordinators in the health and wellness space, all with slightly different interests. I am hoping that this flexibility will allow us to grow a team of coordinators, all taking on a variety of projects and staying involved without feeling burnt out.

Since we have published the new coordinator guide we have had the following coordinators come on board. The first contact is usually via email or the shed drop in:

- Sara Servidio (Health & Wellness – nutrition)
- Abbey Boland (Health & Wellness – Energy healing, Bowen and other therapies)
- Martine Egan (Financial advice for women, Quiz team coordinator)
- Julie Crockett (Arts and DIY Coordinator)
- Hannah Hempenstall (Health and Wellness – journaling, meditation)
- Marie Celere (Social – cinema, walks and member benefits)
- Erica Skuja(Quiz team coordinator)
- Deilia Murray (Funding, fundraising, governance)
- Pam Hennessey (Sheddie Village Coordinator)

#### Team changes:

Grants team – Liz Jamieson has resigned from Grants team to focus on other activities. She has coordinated the Eco dye workshops and the upcoming Compassionate Communication workshop. Liz has handed over to the treasurer. We are currently waiting to hear on some outstanding grants and if our proposal to reallocate the Auspost funds to activities has been approved. There appears to be little interest or capacity in the remainder of the grants team at the current time. Although new volunteers Julie Crockett and Deilia Murray have some experience in grants, and may be able to assist when the need arises.

Mal Young is on course to deliver two fermenting workshops as part of the Auspost grant, but had to step back from grants team as she has been very busy of late due to family and work commitments. It is hoped that she will continue to be involved with the shed, when she has capacity.

Erin Chaplin was providing social media support and coordinating the mother's and carers group but is taking a break as her baby is due in March. She is still involved in the shed – in the absence of other coordinators stepping forward the group is taking a break. It may be that less frequent meetups may be more suitable and manageable in the future.

Milissa left bookings admin because she started a new job. I have no plans to replace her until a new system has been decided upon.

Sewing Group – Fiona Sykes has discontinued the sewing group due to other commitments. We have some other sewing activities planned for March/April with Paula Reed from 'Sew What Paula'.

## Activities

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An activity and group proposal template has been developed, along with guidance on how to complete it. The template is currently completed by the general manager in discussion with the relevant people. It includes an analysis of the costs which helps us determine ticket prices in a consistent and transparent manner. It also identifies if the Women's Shed needs to subsidise an activity or apply for a grant. The general manager is able to approve activities that will not incur a loss, anything else needs to go to management committee for approval. It also includes risk assessment and management strategies so that everything is done in one go. We also have feedback forms that are given to members after activities so we can assess how well the activity met their expectations and identify other interests.

Generally we have found that it is hard to manage groups higher than 10-12 people for workshops, because they need access to the instructor.

### Current activities:

- Monday night meditation with Simone (new February 2020)
- Monday morning Pilates with Narelle(new February 2020)
- Art Drop in with Sherill and Anne (new February 2020)
- Thursday yoga with Simone
- Goddess gathering with Simone (monthly)
- Monday walkers with Robyn
- Monthly trivia with Erica (new January 2020)
- Compassionate Communication (Auspost sponsored Feb 2020)
- Art Therapy with Helen (March 2020)

### Pipeline Workshops/ Activities:

- Basic Macrame knots with Kellie
- Intro to crochet with Loren
- Make your own eye pillow and yoga bolster with Paula
- Bee keeping with Pete
- Nesting boxes with Men's Shed
- Shibori with Bronwyn
- Intro to wheel throwing (pottery)
- Monthly drawing group
- Monthly mobile phone photography club
- Monthly book club
- Evening with the Dragon – woodfired pottery tour
- Ladies lunch at the Dingo Creek Vineyard

- Visit to Chenrezig
- Weaving/Basketry
- Composting (?) Workshop with Veggie Village
- Fermenting Workshop with Mal
- Open day 8<sup>th</sup> August – supported by Auspost Grant. Currently waiting to hear about reallocation of funds away from event equipment and into materials, equipment and facilitators for the shed. The general idea about the request to reallocate funds was to use it to support activities at the shed in order to increase items for sale, provide min workshops etc. For example the Veggie Village group are discussing potting up seedlings to sell on the Open Day. The Coolum Men's Shed, Motorcross club and Veggie Village have also been invited to participate in the Open day. Provisional plans are in place for a combined sausage sizzle with the Men's Shed and Women's Shed.
- Possible attendance at World Environment Day – subject to people committing to making and working the stall Sunday 7<sup>th</sup> June – applications close 27<sup>th</sup> March