

Glenfield Community Centre

3rd Quarterly Summary (January—March 2018)

Due 15 March 2018

What activities/programmes have been started/run within this quarter?

- **Health and Learning Expo**

Our third Health and Learning Expo is on track for **Friday 23 March**. This event is aimed at providing access to free services focusing on the needs of families with children between 0 and 5 years old. Organised



between our Early Learning Centre and Plunket Glenfield, the event will be staged in our Mission Hall between 10am and 12 noon with a range of information stalls, free giveaways, and even face-painting provided by students from Glenfield College. Last year between 30 and 50 families took part and this year we are hoping to top that.

- **Customer Satisfaction Survey**

As part of our commitment to increasing our level of Customer Service, we are running another customer satisfaction survey targeting individuals and user groups that registered with us to hire space at our Centre over the last 12 months. In the hope of increasing interest and participation, we are also offering a \$100 voucher from Westfield Mall as an incentive. The results will be assessed and integrated into the Centre's strategic planning.

- **Centre Maintenance**

With the good weather, the first few weeks of January are devoted to tackling maintenance around the Centre. As the Society exists separate to most Council facilities, we do not have access to funding to complete larger scale capital expenditure programmes, however there were identified a number of longer-term health and safety related issues that needed to be addressed. It is hoped that a case may be made to Council or the Local Board to assist in providing funding towards annual repairs and renewals.

What activities/programmes/events were not successful within this quarter? Give an explanation why:

Not applicable.

Highlights for this quarter?

- **Installation of new Canopy**

We received funding from the Methodist Church towards the installation of a canopy over the carpark entranceway to the Centre. This provides persons coming and going through this door and adjacent Mission



Hall cover during bad weather and additional protection for our Early Learning Centre families. So far, feedback has been extremely positive.

- **Retaining Wall Repair**

Council's contractors moved in and have begun work on repairing the retaining wall that borders with Glenfield Library. The work is set down for two months and, according to records, will redress an issue first identified 15 years ago.

During this quarter, did you have any issues, concerns, complications?

No issues to report.

Did you have anything start, or new opportunities come up this quarter, not expected on the work-plan?

- **Xero Booking Software Review**

While the KLB has been busy overseeing the rollout of the Xero accounting software to the Kaipātiki Community Houses, we have started a review of room booking software that will integrate with Xero and improve workflow, reduce processing time, increase efficiency of service and integrated invoicing. Currently 4 programs are being reviewed.

- **Paul Schmitz — “Leading Inside Out” Workshop**

Council’s Arts, Community and Events provided a free workshop lead by Paul Schmitz, a previous advisor to the Obama Administration. He spoke on a range of topics including Defining Leadership, Practicing Values, Equity and Inclusion, Difficult Conversations and telling Better Stories. The event was hosted by the Riverside Community Centre in Mt. Wellington and it gave an opportunity to share stories and experiences with a wide range of persons working in the Auckland Community and to bring back these learnings for the benefit of our own Centre.

- **Translation Services — Hearts and Minds**

We coordinated with Hearts and Minds to produce a series of translations covering major signage around the Centre with a particular focus on health and safety and information. This service was provided to us free and will benefit those ESOL users of the Centre, increase inclusivity and provide a better experience.

- **Submission to Auckland Unitary Plan around Heritage Status of Mission Hall**

As part of an integrated review of the Auckland Unitary Plan by the Heritage section of Council, there is a proposal to amend the historic status of the Mission Hall and surrounding building. The Centre has put forward a submission laying out its support and recommended amendments to the AUP.

- **Repair Café**

The banner is divided into several sections. On the left, there are two gears, one white and one orange. The text 'Repair Café' is written in a large, white, cursive font. To the right of the text is a white hammer icon. Below the main text, the slogan 'Repair . Recycle . Renew' is written in white. The bottom section is split into four colored boxes: an orange box with the date 'SATURDAY 21 APRIL 10am – 1pm', a white box with the location 'Mission Hall GLENFIELD Community Centre', a blue box with the Glenfield Community Centre logo and tagline 'Ko te Hapori tō mātou Pokapū Community is at our Centre', and a light blue box with the Glenfield Rotary Club logo and name.

Work is well underway alongside Glenfield Rotary to host a Repair Café in the Mission Hall on Saturday 21 April 10am – 1pm. So far members from Bike Kaipātiki, Men’s Shed, Mayfield Scouts, Glenfield Mitre 10 mega, Global Action Plan Oceania and Glenfield Lions have been approached or volunteered to assist as local expert repairers on the day.

- **The Kaipātiki Project/ Envision/ Zero Waste Initiative**

We are in discussion with Pam Templeton from the Kaipātiki Project and Matthew Luxon from Envision over ways to support and promote the Zero Waste Initiative action plan. We will also continue to work alongside the other Community Houses in our area to support this initiative.

Below the line activities not funded by Council:

No issues to report.