

**TAILEM BEND COMMUNITY CENTRE**

**BOARD OF MANAGEMENT**

**INFORMATION KIT**



## ***Introducing Tailem Bend Community Centre (TBCC)***

Location

**141 Railway Tce  
PO Box 203  
TAILEM BEND SA 5253**

Car parking is available on Railway Tce in Rotunda park please leave parking front of Centre on North Terrace where possible.

Contact Details

**Office hours: Tuesday - Friday 9am – 4.30pm**

**Telephone: 08 85723513**

**Fax: 08 85724813**

**Email: [ceo@tbcc.org.au](mailto:ceo@tbcc.org.au)**

**Web Site: [www.tbcc.org.au](http://www.tbcc.org.au)**

### **Board of Management**

Chairperson	Jack Hunt
Vice Chairperson	Bev Moyes
Secretary	Dani Warbout
Treasurer	Trevor Gordon
General Members	Donna Middleton Glenn Power Lorraine Cresp Tash Loveday Rhonda Shillabeer

Public Officer	Trevor Gordon
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### **Staff**

Chief Executive Officer:	Tammy Shepherd	<a href="mailto:ceo@tbcc.org.au">ceo@tbcc.org.au</a>	(Mon - Fri)
CHSP/HACC/Finance Officer:	Denise McLoughlin	<a href="mailto:chsp@tbcc.org.au">chsp@tbcc.org.au</a>	(Tues - Fri)
C4C Project Officer:	Chelsea Coombe	<a href="mailto:c4c@tbcc.org.au">c4c@tbcc.org.au</a>	(Tues-Fri)
Bus Project Officer	Dani Warbout	<a href="mailto:info@tbcc.org.au">info@tbcc.org.au</a>	(Wed & Friday)
CSSP Project Officer	Stuart Jones	<a href="mailto:cssp@tbcc.org.au">cssp@tbcc.org.au</a>	(Wed)

**Community development is about empowerment, capacity building,  
and a sense of belonging and ultimately social change.**

**Community development is about people.**

<b>SUBJECT</b>	<b>PAGE</b>
Welcome	4
What is a community centre?	4
Community Centres SA	4
About Taillem Bend Community Centre (CC)	5
Vision, Mission, Objectives and values	5
User Groups at Taillem Bend Community Centre	6
History	8
Funding	9
Memberships	9
Organisational structure	9
Overview of role of Board	10
Roles of Board Members	11
• Chairperson	11
• Secretary	12
• Treasurer	13
• General Board Members	14
Role of Sub-Committees	15
Board entitlements	16
Schedule of Meetings	16
Current Board members	16
Incorporation	18
Code of Ethics for Taillem Bend Community Centre	19
Conflict of Interest	19
Delegated Authorities	21
Policy & decision making	21
Planning	22
Risk Management	22
Insurance	23
Financial Management	23
Employment	25
Taillem Bend Community Centre Paid Staff	26
Volunteer Workers	27
Occupational Health & Safety	28
Program Development	28
Promotion/Marketing	29
Evaluation	29
Reporting	30
Consultation	30
Contacts	31
List of organisational policies	32
Summary of Strategic Plan Goals 2018 - 2022	33
Constitution and Rules of the Association	34

## **WELCOME**

Congratulations on joining TBCC Board of Management.

We greatly appreciate your willingness to contribute some of your time, knowledge and skills for the benefit of the community, and we hope that in return you will gain a great deal from your association with our organisation. Because there is much to find out about how a Centre such as ours is managed, we have produced this information kit for new Board Members so you can feel more informed and "at home" right from the start.

We trust you will find the following information useful. If you have any questions or comments please contact our Chief Executive Officer.

WELCOME TO THE TEAM!

### **WHAT IS A COMMUNITY CENTRE?**

Community Centres are usually incorporated, community-managed groups operating in local communities which provide programs that integrate community development and adult learning. They are funded and supported through a variety of sources.

They respond to individual and community needs through supporting the provision of services, programs and activities in a caring and supportive user-friendly environment. Centres encourage self-development and personal growth through involvement. Most importantly, they value the contribution of all people's knowledge, skills and abilities.

Community Centres provide the following:

- a place for friendship, support and building community networks;
- information, resources and a referral service for people within the community;
- life-skills, health, recreation and education programs which build skills and knowledge, and;
- Encouragement of preventative practices through health, welfare and social justice.

### **Community Centres SA**

TBCC is a member of Community Centres SA (CCSA), which is the peak body for 83 community centres and neighborhood houses in South Australia. CCSA provides support to, and advocacy for, community centres and neighborhood houses. CCSA also assist in the delivery of the best quality service to centre and house participants.

CCSA's philosophy is based on the following:

- equality and justice for people who are disadvantaged or discriminated against,
- community services controlled and managed by local people,
- community services provided through community development,
- services that focus on prevention,
- local people participating in social research planning to improve their community and future, and,
- people making the links between personal development and social change.

CCSA holds an annual conference which TBCC encourages staff, board members and volunteers to attend. There are also professional development opportunities held throughout the year. TBCC receives other forms of support from CCSA staff including support with their quality and continuous improvement needs such as the Service Excellence Framework (SEF), with marketing and resourcing through grant opportunities for project funding.

## **ABOUT TALEM BEND COMMUNITY CENTRE**

TBCC is a non-profit organisation run by a Board of Management which is comprised of interested persons in the community and volunteers. The Board of Management meets once a month to discuss and make decisions concerning the Centre.

The Centre has a Community Chief Executive Officer who is employed by the Board of Management. The Chief Executive Officer's role is to assist and support staff and volunteers with the running of the Centre, which includes applying for funding, developing programs and projects in response to identified community need, supervising program staff and training volunteers. The Chief Executive Officer reports directly to the Board of Management.

TBCC is a hub for community activities for local (and sometimes not so local) residents. The Centre hosts art, craft, leisure, personal development courses, community groups and organisations, and works closely with residents, council, local schools and community groups to meet the needs of the community.

The Centre provides a chance for the community to meet people in their local area, make new friends in an environment that is welcoming and non-threatening, get helpful information, learn new skills, and develop networks of support and care that extend beyond the walls of the house and contribute to the well-being of the community.

The strength of TBCC is in its openness and flexibility. TBCC aims to respond to community needs in a relaxed and informal manner that encourages personal growth, self-help and sharing of knowledge, and provides people with stepping stones to move on. We hope that people will be encouraged, through Centre involvement, to develop and enrich their lives, recognize their strengths and improve their weaknesses, at the same time accepting and appreciating the differences between people.

TBCC is a living, growing, and active part of the Coorong District Council community – as an organisation, we welcome any comments, criticism, praise or ideas that assist us to continuously improve and support our aim of meeting the needs of our community.

## **Vision**

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The Tailem Bend Community Centre will be a self-sustaining enterprise that supports the diverse needs of the Tailem Bend community.

## **Mission**

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The Tailem Bend Community Centre provides social and lifelong learning opportunities for our community.

## **Values**

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Equality and Empathy  
Honesty and Integrity  
Tolerance and Understanding  
Support and encouragement

Safety and Security  
Social Inclusivity  
Non-discriminatory  
Positive Partnerships

# Strategic Objectives 2018 - 2022

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TBCC Strategic Objectives for 2018-2022 (as indicated in the TBCC Strategic Plan) are as follows:

1. Advance community connections, individual health wellbeing and independence.
2. Reduce isolation, encourage and support social inclusion, volunteering, and training.
3. Increase the community's access to information, services, and support transport options.
4. Expand programs, secure grant funding and social enterprise opportunities.
5. Develop facilities, environmental resilience and cultural diversity.
6. Maintain Service Excellence and Audit frameworks and continuously improve.

## 4. Strategic Partners

TBCC is supported by a number of strategic partners. Including (but not limited to):

- Community Centres South Australia (CCSA) – the peak body for all Community Centres in South Australia. CCSA offers training opportunities for staff and volunteers, management support, conflict resolution counselling and networking opportunities. CCSA also provides regular correspondence detailing funding opportunities, changes in legislation and updates of other Community Centres.
- Commonwealth Home Support Programme – Via Department of Health: CDC auspice the CHSP Grant, meaning the money is paid to the CDC who then distributes it to TBCC. This grant covers the Chief Executive Officer s & CHSP Officer wage and program delivery. The CHSP program funding is paid in quarterly instalments. The CHSP grant is concluded June 2020.
- Programs delivered under CHSP funding are:  
  
Golden Oldies Meals and Transport, Activities and Leisure Group (A&LG)  
  
CHSP Classes include:
  - Thai Chi, Art
  - Sewing, Folk Art
  - Leadlight, Mosaic
  - Woodwork, Computing
- Caring Community Project (C4C) partnering with ac.care's Communities for Children Murraylands programme and funded by the Australian Government Department of Social Services the Caring Community Project. In the 2014/15 year we were funded \$84,000 for programs supporting children 0-12 years for the Tailern Bend Community. Due to the success of the delivery through TBCC funding was extended in 2015 to cover the whole Coorong Region.
- Department Human Services (DHS) Funding Body (Concludes June 2021) – DHS– community services support program contributes towards Centre running costs and upkeep; it is paid annually \$39,468.00. This grant concludes in June 2021.

- Taillem Bend Primary School - TBCC provides a venue to enable the Taillem Bend Primary School to expand their existing activities primarily for the schools special needs children.
- Job Service Providers (JSP) - TBCC regularly accept work for job seeker clients for meeting with providers.

*General Funds: Income from fundraising, class fees and clients contribute to TBCC's general operation costs. These funds are used as required for centre maintenance and running costs and to top up grant funds when a program runs over budget. These funds also form our cash reserve. As a Not-for-Profit organisation we do not generate a profit, however, it is imperative that we have cash reserves as funding is not guaranteed.*

### **One off Grants:**

TBCC has successfully attracted a number of one off grants. These grants have supported a range of programs and infrastructure. We continue to actively seek new grant opportunities and recent successes include:

\$2,450 Magnifying monitors

\$50,000 Mini Bus

\$5,000 Coorong Connections Youth Network

\$7,000 DPTI bike project

\$50,00 Breezeway Benefit

\$12,500 DCSI Community Benefit Grant Solar project

\$5,000 FRRR Solar Project

\$2,000 Healthy Murraylands Community Garden Grant

\$1,000 OPAL Community Garden Grant

\$3,500 Communities for Children kids Cooking

\$20,000 DCSI Community Benefit Grant to build Art and Lifestyle shed

\$3,000 from SA Health for Kids Cooking Classes.

\$24,000 from Department of Transport and Regional Services to build the Veranda and Paved area.

### **Donations**

\$5,000 Murraylands Year of the Farmer Gala dinner 2012 \$3,000 Our Wellbeing Place Murray Bridge

## **ROLES AND RESPONSIBILITIES**

As per TBCC Constitution (*Appendix 1*)

### **ROLE OF SUB-COMMITTEES**

Sub-committees allow a smaller number of people to research, plan and follow through on specific projects or tasks.

A sub-committee cannot carry out decisions without first obtaining approval from the Board.

### **Guidelines for Sub-Committees**

- Keep the number of sub-committees to a minimum.
- Make objectives and tasks of the Sub-Committee clear - have a written job description, including the title of the Sub-Committee, names of members, purposes and deadlines.
- Keep numbers in each Sub-Committee between 3 and 7.
- Select Sub-Committee members who have the best knowledge, skills and experience for the particular task, as well as the ability to work together.
- Elect a leader if the Sub-Committee is made up of more than two people.

- Meet on a regular basis.
- Have a plan to follow for each meeting.
- Keep a record of all decisions made and tasks carried out.
- Present reports and recommendations regularly to general board meetings.
- Have all decisions approved by the general board before taking action.
- Draw up a budget for the Treasurer if funds are necessary.
- Work with the Chief Executive Officer or other staff when necessary.
- Discontinue as soon as the assigned task has been completed.
- Board may make regular checks and evaluation of each Sub- Committee's work from time to time.

## **BOARD ENTITLEMENTS**

The following entitlements have been agreed upon for members of our Board of Management, in appreciation for the time and effort they contribute to our Centre:

- *If a Board member is asked to attend a professional development activity or function for a particular reason, they pay no fee. Board members are encouraged to attend relevant professional development activities that enhance their understanding and knowledge of their role.*
- *Board members may make use of certain equipment at the Centre (eg. Sewing machine, VCR, etc.). If taken home, items must be registered in a Property Borrowing Book before being removed.*
- *Reimbursement of travel expenses and inclusion in Tailern Bend Community Centre volunteer recognition events as negotiated with Chief Executive Officer*

### **Board Meetings**

*Refer to constitution or determined by committee members each year following the AGM (Currently meetings are held 1<sup>st</sup> Friday each month at 8.30am in the TBCC function Room)*

### **AGM**

*AGM is usually on the 1<sup>st</sup> Monday of September.*

## **RESPONSIBILITIES OF BOARD MEMBERS**

It is a responsibility of the Board of Management to ensure that the group is incorporated, keeps proper records, complies with all laws and is responsible for all decisions.

### **Incorporation**

Our Centre is incorporated under the Associations Incorporation Act 1985. Incorporation allows an association to function with legal status and to be the formal 'instrument' through which the objectives of the association can be achieved. At the same time, individual members are provided limited personal liability for any debts or other liabilities incurred by the Board. If personal negligence can be proved, Board members can carry a personal risk.

The Act sets out the requirements of incorporation and the responsibilities of Boards of Management. Penalties can be imposed if these are not carried out.

For details of the Act and OCBA requirements visit [www.ocba.sa.gov.au/associations](http://www.ocba.sa.gov.au/associations)

As an incorporated association, we are required by the Act to do the following things:

### **Have a Public Officer**

It is the responsibility of the Public Officer to keep the Office of Consumer and Business Affairs informed of the changes in our organisation and as well as its financial situation. Current Public Officer is Trevor Gordon.



This person should be appointed by the board and need not necessarily be a member of the board. She/he has to be of or above the age of 18 and a resident in South Australia.

It is a breach of the Act for an association to be without a Public Officer for a period longer than one month. The Public Officer's name and current residential address must at all times be registered with OCBA.

If the Public Officer changes his or her residential address, or if the association changes its nominated Public Officer, OCBA should be notified within one month of the change on the prescribed form. No fee is payable. (Late fees apply if lodged after prescribed time).

### **Hold an Annual General Meeting**

Associations must hold an AGM at least once each calendar year and within five months of the end of the financial year.

### **Present an Annual Statement and Annual Accounts**

These must be presented at the Annual General Meeting.

An annual (periodic) return of a prescribed association (gross revenue greater than \$200,000 p.a.) must be lodged with the prescribed fee with the Office of Consumer and Business Affairs, within six months after the end of each of the association's financial years. It must be accompanied by a copy of the accounts, the auditor's report, the committee's statement, and the committee's report.

Forwarding these to the Office of Consumer and Business Affairs is a responsibility of the Public Officer.

### **Notify the Office of Consumer and Business Affairs of any changes:**

#### **Any change in Rules, Purpose or Constitution (1 month)**

Where a change to the rules consists of or includes a change of the association's name, the new name is subject to approval. Upon approval, a Certificate of Incorporation showing the new name will be sent to the association. Where the change does not involve a change of name, no acknowledgment is necessary nor will one be sent.

#### **Appointment of a new Public Officer (1 month)**

### **Have a Common Seal**

### **Properly record the Association's name**

The words 'Inc' or 'Incorporated', as well as the A.B.N. must appear after the name of the Association on all business documents, advertisements, publications etc.

### **Have at least five members**

There must be a minimum of 5 members with a list of all members kept by the Secretary.

### **Conduct business according to the rules set out in our Constitution**

This sets out the rules of our organisation regarding holding of meetings, committee membership, and grievance and winding up.

### **Fulfill important committee duties and responsibilities**

### **Documentation**

Ensure that a suitable storage and retrieval system for documentation relating to our Centre is in place. Presently after remaining in the office for one year, all audited documents, minutes, and personnel files are sent to Coorong District Council Record management for storage.

## **CODE OF CONDUCT FOR TALEM BEND COMMUNITY CENTRE**

As per Code of Conduct Policy (Appendix 2)

## **DELEGATED AUTHORITIES**

A delegation of authority enables the board to delegate certain decision making duties to a sub-committee or individual (i.e. a paid worker or a person holding a particular position on the committee). A delegation of authority does not mean a delegation of responsibility.

'Delegated authorities' enable the person to whom the authority is delegated to act on behalf of TBCC

board which has spoken with one voice on the matter. The action, or decision belongs to the board – “delegated” means “granted at the pleasure of the board”.

The use of delegated authorities makes it possible for many routine matters of management to be acted on promptly and allows the board to concentrate on complex and important decisions instead of time being taken discussing daily operations.

TBCC keeps a list of delegated authorities which is reviewed regularly and amended if necessary please refer to TBCC Delegation of Authority Policy (Appendix 3)

## **POLICY AND DECISION MAKING**

A policy is a formal written statement which specifies the board’s agreed views and decisions concerning a particular issue or process.

TBCC believes that policies are designed to provide clear, unambiguous guidelines for the implementation of the various operational elements of the organisation. Policies provide continuity and a consistent point of accountability. It is a responsibility of the board to develop and ratify organisational policies.

In every instance, the policy “belongs” to the board (as the body with ultimate legal responsibility for the organisation, but the board tries through consultative processes, to develop policies which the people affected by them are willing to “own” too.

Policy-making at TBCC follows set procedures to ensure the efficacy of the process and the overall policy framework (*see policy on policy making*)

All policies that are developed or amended are recorded in the minutes of Board meetings, and also in the policies and procedures manual. Each policy has a review date set. It is the responsibility of the Chief Executive Officer to ensure that reviews take place and any amendments are ratified by the Board.

An up to date Policy Manual ensures that workers, volunteers and board members clearly understand the policies and procedures of our Centre, and avoids time wasted on duplicated decisions or referring decisions back and forth. It also ensures that continuity is maintained as personnel change.

**Board members are strongly encouraged to become familiar with the Centre’s policies.**

## **PLANNING**

TBCC believes that planning processes must be in place that enable the board to fulfill one of its major responsibilities, that of guiding the organisation responsibly.

Strategic Planning helps TBCC to remain clear about its purpose (Mission statement), cope with changes to its environment (environmental scan), look at where it has come from and where it is now (review), decide where it wants to be in the future (determine objectives), work out how to get there (develop strategies), use all its financial, human, physical resources effectively (resource management) and check its progress (performance measures).

Planning and evaluation are integrally related. When services and projects are being planned, how they are to be evaluated must also be identified.

Our Board prepares a planning document in response to funding requirements as well as for our own clarification and guidance. Our current strategic plan covers the 2011 -2013 period and includes key tasks, timelines and responsibilities. The strategic plan is included with this information kit.

We have a facilitated planning day every 3 years where the basic plan is developed. It is then refined before formal endorsement by the board.

### **Operational Plan**

Our operational planning takes the broad strategies and objectives outlined in the strategic plan, turns them into specific tasks and allocates the people and other resources of the organisation to get them done. It addresses the question – What do we need to do to make it all happen and know we are on track? It

provides the staff and volunteers in the organisation with their day to day and week to week tasks, lets them know where they are going and gives them a measure of what they are expected to achieve.

An operational planning workshop is held prior to end of financial year where in consultation with relevant stakeholders and within framework of strategic plan the following are developed and any changes required to strategic plan are considered

- Service delivery plan
- Financial plan – including annual budget
- Human resources Plan
- Professional Development Plan
- Physical resources plan

**All Committee members are encouraged to familiarize themselves with our current plans which are available from the office.**

## **RISK MANAGEMENT**

TBCC Board is responsible for minimizing and managing risk Management Policy (Appendix 4). TBCC acknowledges that there will always be risks associated with running a community organisation and believes that to ensure the safety of TBCC, a process of thinking systematically about all possible risks, problems or disasters before they occur and setting up procedures that will avoid the risk or minimize its impact is of critical importance.

It is the board's responsibility to protect the organisation's assets from losses that would prevent it from achieving its goals. The board must have policies and procedures that protect its members, centre participants, paid staff, volunteers and the general public from harm. It must also act to preserve and maintain the physical and financial assets for future use. It must also ensure that sufficient resources are available to compensate individuals who are harmed by the activities of the organisation.

Tailem Bend Community Centres risk management policy is included in the Centre's Policy Manual.

## **INSURANCE**

Provision of adequate insurance cover is a legal liability for our Board.

Cover includes:

- Public liability and products liability
- Property damage (limited circumstances only)
- Professional indemnity
- Directors' and officers' liability
- Personal accident (volunteers)
- Contents Insurance – Fire and other perils, burglary, theft
- Insurance for money held on premises and in transit to bank.

A copy of Tailem Bend Community Centre insurance policy is available upon request from the office.

## **FINANCIAL MANAGEMENT**

Incorporated bodies are required by the Associations Incorporation Act to keep accounting records which accurately record and explain the financial activity and position of the organization, and to comply with all reporting requirements for a prescribed association.

It is a responsibility of the Board of Management to ensure that all finances are properly managed, that an audit is carried out and that accountability requirements of funding bodies are fulfilled. It is important that you understand the financial reports so that you can be part of decision-making based on a true understanding of the Centre's financial position. The treasurer is available to spend time with you explaining the reporting system, but please don't be concerned if it isn't immediately clear – just keep asking questions!

TBCC ABN is 13 750 980 152 and is registered as an Income Exempt Charity, with accounts kept in line

with ATO requirements and regulations.

TBCC prepares an annual budget that is ratified by the board before being formally adopted.  
*Funding agreements/Memorandums of Understanding for all grants/agreements are kept in the office.*

To access this funding, the Board needs to obtain a copy of the funding guidelines from any of the funding bodies, write a submission for funding for a particular project and make sure it is lodged by the due date.

If a grant of money is received, the Board will also be required to submit a report, including details of spending and outcomes of the project, to the funding body which provided the grant.

## **SERVICE AGREEMENTS**

Funding bodies (particularly state and federal government) require us to negotiate and sign a Service Agreement in order to receive grant money.

A Service Agreement is a legal contract between a funding body and the Board of Management of the Association.

It sets out the rights and responsibilities of both parties and outlines the goals and objectives for the service which will be provided in return for the funding received over a set period of time.

The group is also required to evaluate and revise its services and management practices as part of the Service Agreement process.

It is therefore important that Board members know what is in each Service Agreement and take part in the planning and evaluation processes.

It is crucial that the funding received is used for and acquitted against the purposes as detailed in the agreement. Any changes must be negotiated with the funding body. It is fraudulent for an organisation to use the grant for any other purpose that that agreed upon.

### **Relevant Documentation:**

Finance Policy  
Rules for Incorporated Association  
Australian Taxation Office – ITEC documents  
Funding agreements  
Sponsorship policy and guidelines

## **EMPLOYMENT**

When an incorporated body employs a worker (regardless of whether the employee is full or part time, permanent, temporary or casual), it has the same industrial obligations as any other employer. The board of TBCC is an employer and is therefore responsible for:

- Workcover
- Income tax
- Superannuation
- Annual leave entitlements
- Parenting leave entitlements
- Long Service Leave entitlements
- Work Health and Safety

TBCC has comprehensive employment policies and procedures that should be fully understood by the Board of Management and Community Chief Executive Officer. We are also registered with EmploySure to advise us in all HR matters.

### **TBCC complies with:**

## Commonwealth legislation

- The Fair Work Act 2009 and National Employment Standards
- Superannuation Guarantee (Administration) Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Disability Discrimination Act 1992
- Affirmative Action (Equal Employment Opportunity for Women) Act
- Human Rights and Equal Opportunity Commission Act and Regulations
- Australian Taxation Office requirements
- Privacy Act

## South Australian Legislation

- Industrial and Employee Relations Act 1994
- Work Health and Safety
- Workers Rehabilitation and Compensation Act
- Equal Opportunity Act 1984
- Long Service Leave Act 1987

## Other

- Current relevant federal or state awards or individual employment agreements
- Employment contracts entered into with staff
- Building regulations of local or state government
- Common law responsibilities of both employer and employee
- Tailem Bend Community Centre employment policies
- Standards for national VET regulation ( DFEEST funding)

## ***Tailem Bend Community Centre Paid Staff***

Staff are employed under the AN150140 – Social and Community Services Award. As the employing body, our Board must ensure that copies of each of these awards are kept on the premises, and we are legally bound to fulfill all the terms and conditions as set out in the awards. To ensure compliance we are registered with Employsure a HR company that ensure all HR matters are dealt with correctly. Each of our workers has also been given a job description and has signed an employment contract.

**Copies of the awards, job descriptions and contracts are on file in the office.**

The following paid workers are currently employed by our Centre:

<b>Name</b>	<b>Position</b>	<b>Hours/week</b>
Tammy Shepherd	Chief Executive Officer	38
Denise McLoughlin	CHSP/HACC Finance Officer	30.4
Chelsea Coombe	C4C Officer	38
Dani Warbout	Bus Project Officer	3 hours
Stuart Jones	Community Services Project Officer	7.6
Trudy Stanley	Contract cleaner	6 hours

Project workers are employed on short term contracts for specific projects.

For the specific duties of each paid employee refer to contracts of employment and position descriptions which are available from the office.

## ***Chief Executive Officer***

It is particularly important that TBCC board builds and maintains a good working relationship with the, based on the agreement that it is the Chief Executive Officer's responsibility to carry out the day to day operations of the organisation, free from interference by the board (or individual board members), as long as their activities and decisions are within the boundaries described by policies, the delegations of authority, their job description, the budget and the organisation's strategic plan.

<b>Board</b>	<b>Chief Executive Officer</b>
Is focused on organisation's stated goals	Is focused on operational (day to day activities)
Creates a vision for the future	Acts to make the boards vision a reality
Monitors the performance of the - Chief Executive Officer (including implementation of policies and strategic plan)	Monitors the work of other staff members and volunteers
Makes major decisions about human, physical and financial resources	Manages the resources and makes minor decisions about their allocation
Has ultimate legal responsibility for all aspects of the organisation's affairs	Has delegated responsibility for some of the organisation's affairs

## **VOLUNTEER WORKERS**

As with paid staff, volunteer workers also have certain rights according to industrial legislation and common law. The board needs to be familiar with these rights to avoid exploiting their workers, placing them at risk or simply losing good people through innocent or willful mismanagement.

Volunteers assist at our Centre in many ways including the Board of Management, office reception, administration, ICT, service delivery, program assistance, odd jobs/ general labor.

Briefly, our volunteer program works like this:

The Centre regularly seeks volunteers through the, Tailem Bend Community or through our own newsletter and advertising.

Potential volunteers are given a copy of the volunteer manual to take home and read to give them a better understanding of the role they would play in the Centre. They are then invited to visit the Centre for an interview and to complete volunteer documents including personal details and particular interests. Volunteers are required to apply for a National Police Check (stated on position description) with the results to be considered prior to commencement. This is only **part** of the screening process. The interview and referee check also form an important part of the process.

TBCC has a Volunteer Organisation Authorization Number (VOAN) which allows a National Police Check fee waiver for eligible volunteers. Declarations made as part of this process will be subject to audits undertaken randomly by SAPOL to ensure appropriate storage of information and that requests for volunteer fee waivers are legitimate. TBCC has delegated the task of maintaining appropriate records with the Chief Executive Officer.

Volunteers participate in an induction process on commencement. Where possible, volunteers work with another experienced volunteer until they feel confident with the various tasks involved in working in their chosen position.

The rights and responsibilities of TBCC volunteers are detailed in the volunteer policy and included in each volunteer handbook.

Annually our Volunteers invited to a free special event (lunch or outing) in appreciation of the efforts of our volunteers is held.

We rely heavily on our volunteers to assist in the running of the Centre.

For daily office procedures, refer to the volunteer procedure manual located in the reception office.

## **WORK HEALTH & SAFETY**

In Australia, protection for the general public is provided under common law, and protection for workers (and volunteers) is provided under Work Health and Safety (WH&S) legislation and various codes and regulations. In SA, the relevant legislation is the Occupational Health, Safety and Welfare Act 1986 and the relevant Regulations, Codes of Practice (including building codes) and Australian Standards.

The WH&S Act covers general and specific duties.

General duties require that TBCC board:

- Ensure, as far as reasonably practicable, the health, safety and welfare of our employees and volunteers
- Ensure, as far as reasonably practicable, that people who aren't our employees (i.e. visitors, centre participants) are not exposed to health or safety risks arising from the work of TBCC.

Specific duties require that TBCC:

- Identify and reduce risks in the workplace
- Provide and maintain safe systems at work
- Provide and maintain plant, equipment and substances in a safe condition
- Provide facilities in a safe and healthy condition for the welfare of employees
- Provide adequate information, instruction, training and supervision
- Maintain our environment and facilities in a safe condition
- Maintain accurate and up to date records about the health of employees and volunteers including information about accidents and incidents
- Develop and implement policies and procedures about working safely
- Consult with employees and volunteers about safety issues

It is an offence to dismiss, injure, discriminate against or threaten an employee because they have raised an issue about a WH&S matter.

TBCC has developed comprehensive policies and procedures in relation to occupational health, safety and welfare.

To comply with Section 61 of the WH&S Act Taillem Bend CC has specified that the Community Development Chief Executive Officer will hold the position of Responsible Officer.

WH&S is included as a regular agenda item for board meetings.

## **PROGRAM DEVELOPMENT**

Our Centre provides a range of programs which are designed to meet the needs of a diversity of groups in our community. TBCC offers a variety of opportunities for input into program planning through strategies such as:

- General meetings where all members are encouraged to comment and make suggestions on general or specific ideas or issues
- Written surveys
- Social media, email and website
- Customer satisfaction surveys
- Discussion groups
- Feedback opportunities on website
- Informal discussions with members, user groups and strategic partners

Broadly, our programs currently cover the following areas:

- *information and referral*
- *family and children's services*
- *adult, community education*
- *support groups*
- *health promotion*
- *computer training*
- *recreation groups*
- *craft and hobby groups*
- *drop-in*

## **PROMOTION/MARKETING**

Promotion (sometimes called marketing) is a planned approach to let people know about TBCC, what we do, and what we can do for them.

Promotion at our centre falls into two main areas.

1. General promotion to increase public awareness of the valuable role played by Community Centres such as ours.

This is done by:

- Participating in Neighborhood House Week, National Volunteers Week, and Adult Learners Week, Come and Try days, Council Festivals and other events.
- all communication through the centre

2. Regular advertising of courses and services available through our Centre each term.

This is done by:

- |  |   |
|--|---|
| • Monthly newsletter in Tailern Topics             | • messaging                             |
| • Mail outs  | • Fliers and posters                    |
| • Letter box drops                                 | • Word of mouth                         |
| • Listings in "What's On/Community Events" Columns | • Paid advertising when required        |
| • School and other local Newsletters               | • Community radio                       |
| • Telstra TIM automated                            | • TBCC website                          |
|  | • TBCC Facebook                         |
|  | • CDC Community Link email distribution |

A budget allocation is determined annually to support ICT and advertising.

Marketing effectiveness is reviewed on an on-going basis.

## **EVALUATION**

As a Board of Management we are accountable to a number of people:

- |                          |                 |
|--------------------------|-----------------|
| - to our own community   | - to our staff  |
| - to users of our centre | - to each other |
| - to our funding bodies  |                 |

We therefore regularly monitor and evaluate many aspects of our Centre's activities, including:

- |   |                       |
|---|-----------------------|
| - the programs we provide                 | - staff               |
| - effectiveness of our strategic planning | - services we provide |
| - board meetings                          | - funding agreements  |

We do this in the following ways:

- *Three year strategic planning cycle*
- *Comments from program participants.*
- *Regular meetings with staff members.*
- *Annual staff performance appraisals.*
- *Evaluation sheets filled out by program participants with results considered by board.*
- *Regular board discussions on ways to improve meetings/committee participation.*
- *Attendance numbers for programs.*

## **REPORTING**

Our board is required to report to our membership and to our funding bodies regularly.

An annual report is presented to our members and to our community at each Annual General Meeting. This includes audited financial statements and reports on all Centre programs and services.

We are also required to report to funding bodies individually. These reports must include details of expenditure, outcomes of programs and evidence that we have appropriate policies and procedures in place.

Coorong District Council requires an Annual Report, and financial acquittal forms for CHSP grants



received.

Other funding bodies that provide us with grants for specific projects also require a report at the end of the project.

Board members may be asked to contribute to these reports and attend meetings at the centre with funding body advisers.

## **CONSULTATION WITH MEMBERS/COMMUNITIES/FUNDING PARTNERS**

In order to effectively govern, TBCC board regularly consults with community members, volunteers, affiliated organisations, government representatives and others to ensure that we can make decisions in the best interests of TBCC. Community consultation is an integral part of our strategic planning process.

This has benefits including:

- Building trust and cooperation
- Introducing new ideas and suggestions for solving problems
- Introducing new perspectives for the board to consider
- Creating opportunities for collaborative activities
- Enhancing our reputation as an open and accountable organisation which welcomes input
- Creating “ownership” and acceptance of decisions
- Keeping our community and participants informed of our long term plans
- Giving TBCC the opportunity to learn about the activities and long term plans of other organisations

# TAILEM BEND COMMUNITY CENTRE CONTACTS

## BOARD MEMBERS' PHONE & EMAIL addresses

<b>Jack Hunt</b>	<b>0428 399 701</b>	<a href="mailto:jackhunt@activ8.net.au">jackhunt@activ8.net.au</a>	Chairperson TBCC BOM
<b>Bev Moyes</b>	<b>0412 811 317</b>	<a href="mailto:beverley.moyes@gmail.com">beverley.moyes@gmail.com</a>	VICE Chair TBCC BOM
<b>Trevor Gordon</b>	<b>0428 724 415</b>	<a href="mailto:tijd@tjgordon.net">tijd@tjgordon.net</a>	Treasurer TBCCBOM
<b>Dani Warbout</b>	<b>0431 437 509</b>	<a href="mailto:warbout@bigpond.com">warbout@bigpond.com</a>	Secretary BOM
<b>Glenn Power</b>	<b>0413 645 099</b>	<a href="mailto:choppower@bigpond.com">choppower@bigpond.com</a>	BOM
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<b>Rhonda Shillabeer</b>	<b>0420 396 993</b>	<a href="mailto:rhondacoleman76@gmail.com">rhondacoleman76@gmail.com</a>	BOM

<b>CENTRE PHONE NUMBER</b>	<b>08 8572 3513</b>
<b>CEO MOBILE NUMBER</b>	<b>0488 569 380</b>
<b>CENTRE FAX NUMBER</b>	<b>08 8572 4813</b>
<b>CENTRE EMAIL</b>	<a href="mailto:info@tbcc.org.au">info@tbcc.org.au</a>
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<b>C4C OFFICER EMAIL</b>	<a href="mailto:c4c@tbcc.org.au">c4c@tbcc.org.au</a>
<b>CSSP OFFICER</b>	<a href="mailto:cssp@tbcc.org.au">cssp@tbcc.org.au</a>
<b>FINANCE OFFICER/TREASURER</b>	<a href="mailto:treasurer@tbcc.org.au">treasurer@tbcc.org.au</a>
<b>SECRETARY</b>	<a href="mailto:secretary@tbcc.org.au">secretary@tbcc.org.au</a>

## LIST OF ECC ORGANISATIONAL POLICIES

1	Accident and Incident Investigation and Reporting Procedure
2	Board of Management Info Kit
3	Business Continuity
4	Business Continuity Emergency Plan
5	Child Safe
6	Code of Conduct
7	Delegation of Authority Policy
8	Delegation of Authority Procedure
9	Disability Action Plan
10	Diversity and Social Inclusion Plan
11	Document Control list
12	Document Control Policy
13	Document Control Procedure
14	Environmental Sustainability
15	Feedback and Complaints Flow Chart
16	Feedback and Complaints Policy
17	Feedback and Complaints Procedure
18	Finance Policy
19	Finance Procedure
20	First Aid Policy
21	First Aid Procedure
22	Food Safety Policy

23	Food Safety Procedures
24	Healthy Catering Policy
25	Hot Weather Policy
26	Human Resources Management Policy
27	HR. Conflict Management Grievance Flow Chart
28	HR. Conflict Management and Grievance Procedure
29	HR. Conflict Management and Grievance Strategy
30	HR. Criminal History Check Flow Chart
31	HR. Criminal History Check Procedure
32	HR. Criminal History Check Strategy
33	HR. Equal Opportunity Strategy
34	HR. Harassment, Sexual Harassment, Victimisation and Bullying Procedure
35	HR. Harassment, Sexual Harassment , Victimisation and Bullying Strategy
36	HR. Life Membership Strategy
37	HR. New Volunteer Procedure
38	HR. New Volunteer Strategy
39	HR. Professional Development Procedure
40	HR. Professional Development Strategy
41	HR. Staff and Volunteer Induction Checklist
42	HR. Staff Disciplinary Action Strategy
43	HR. Staff Performance and Review Procedure
44	HR. Staff Performance and Review Strategy
45	HR. Standards, Rights and Responsibilities Strategy
46	HR. Volunteer Performance Procedures
47	HR. Volunteer Performance Strategy
48	Information Technology and Social Media Policy
49	Privacy and Confidentiality Policy
50	Risk Management Matrix
51	Risk Management Policy
52	Risk Management Procedures
53	Sponsorship Policy
54	Work Health Safety Policy
55	Work Health and Safety Procedures

## Tailem Bend Community Centre

### Summary of Strategic Plan Goals 2014 – 2018

#### **Specific Goals**

#### **2014-2018**

Creativity/ Innovations/ Projects - Develop

Creativity/ Innovations/ Projects - Increase volunteer involvement to support the needs of the Centre

#### **2014 - 2018:**

Facilities & Assets - Extend Centre facilities to meet demand in the community for space to hold activities

Profile & Promotion - Increase awareness of the Centre and its social value in the local community

#### **2014 - 2018:**

Communications & Engagement - Develop a strategy to attract greater diversity among staff, volunteers and participants at the Centre.

**Ongoing/ General Goals:**

1. Building maintenance
2. maintenance of current programs
3. ensure program reflects needs of local community
4. Establish better contacts with other Centres
5. Explore new opportunities for joint work
6. Collaboration with local, state and federal governments
7. community development – innovation and planning
8. Staff support
9. Volunteer support
10. Maintain sufficient finances
11. Maintain organizational sustainability through Continuous Quality Improvement
12. Ensure legislative, regulatory and constitutional compliance, Risk Management
13. Resources, referral and provision of information

**TAILEM BEND COMMUNITY CENTRE INC.  
CONSTITUTION AND RULES**

**Format approved on 1 September 2016 at the Annual General Meeting duly convened under Rule No 7 and acting in accordance with the provisions of Rule No 9**

*Appendices refer to web site*

*1 Constitution*

*2 Code of Conduct*

*3 Delegation of Authorities*

*4 Risk Management*