



## Annual Report 2017

### Featherston Community Centre Charitable Trust

The Featherston Community Centre provides a community space for services, ongoing or one-off events, activities and classes for public and private users.

#### Vision

The Featherston Community Centre is used, valued and supported by the entire community, and is the hub of the Featherston's social, educational, and recreational services.

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## ***From the Chair***

Ngā mihi nui te Paetumokai

I am pleased to report that the past financial year (April 2015 - March 2016) was a year of relative health and happiness for the Featherston Community Centre Charitable Trust. That's not to say we didn't have our share of colds and coughs, but overall we find ourselves pleased to report that the Centre is thriving and well-placed to continue serving the community of Featherston and the South Wairarapa.

We achieved a lot in the past 12 months. The Toy Library relocated to the Centre's grounds and has continued to be a popular service for young families. New services at the Centre include Literacy Wairarapa and Autism New Zealand. We have offered new classes from Wairarapa REAP and new groups have joined the Centre. Some of the existing groups have increased their members and use of the Centre.

One of the challenges we faced this year was that WINZ officially moved out of the Centre. The Board is disappointed that this social agency is no longer at the Centre and no longer provides a face-to-face service in the South Wairarapa.

On the other hand, Literacy Wairarapa has joined us and is now a permanent tenant. In addition, through our collaboration with the Featherston Networking Group we are optimistic that more social services will come to the South Wairarapa and be provided at the Centre.

The Featherston Community Centre Charitable Trust has the whole community to thank for its continuing success, and I'd like to mention some people and groups that deserve a special thank you.

### *The Board and Staff*

First and foremost, on behalf of the entire Board, I'd like to thank Sonya Logan for leading the Board to a position of resilience with a building that is structurally sound and a bank account that allows us to keep the lights on. I'm grateful to Sonya for staying on this last year to give me time to transition into the role of Chair and Tamara Baker to move into the role of Supervisor. Big thanks to Tamara for her dedication to this new role.

It was this transitioning of roles and responsibilities that led me to pursue a goal of identifying portfolios for each Board member. While this is still a work in progress, the goal is that by dividing the tasks needed to keep the Featherston Community Centre vibrant and successful, we can make the commitment of being on the Board easier and more rewarding for each of us.

This is Sonya's last meeting in her position as a Board member.

Ritchie Ward is also stepping down today from his position on the Board. I want to thank Ritchie for his keen eye for detail and for his help in drafting our new Health & Safety Policy.

Being on the Board is a volunteer role and integral to the ongoing success of the Centre. In particular, Graham Evan's attention to the finances and funding are appreciated and absolutely crucial. As a Board Member, Graham is also responsible for and thankfully attentive to building maintenance needs.

The other Board Members have also been fantastic this year. We really had a super year of stability and support from each of the Board Members. Big thanks to Rupert Watson and Natalie Wyatt for their dedication, contributions and enthusiasm.

We are also pleased to welcome Shannon Stevens, starting today, as our newest Board Member. I'm hopeful that we will have some conversations over supper with those of you here tonight who may be keen to join the Board.

I also want to give a big thank you to our Centre Manager, Siv Fjærestad. The Centre could not remain open without the dedication and attention of our manager Siv, and the Centre would not be as tidy and inviting without our custodian Kim Bellham.

Siv and Kim are also assisted by a number of volunteers. Special thanks go out to Dick Smith - his dedication to the Centre goes back to the very beginning in 1992. Additional special thanks go to Jocelyn Konig and Chris Lewis who through their volunteerism help us extend the hours the Centre is staffed.

#### *The Future*

The Trust and the Centre have been going strong since 1992. We are not Council owned or managed. We own the building. We pay rates. We provide a community space for services, events, activities and classes. We maintain a Centre that is used, valued and supported by the entire community, and is the hub of Featherston's social, educational, and recreational services.

I think a look at some of the events that have happened just since March of this year foretell a Featherston Community Centre that is even more dedicated to the community.

I am so pleased that a dedicated group of knitters (which includes people from throughout the South Wairarapa and parts north) who meet at the Centre made and donated slippers to each and every child that goes to school in Featherston! This shows true heart and community service. Thank you for being a part of the Centre and our community.

In May, the Centre celebrated Featherston Booktown by putting on the first of what will be an annual Art Sale featuring Wairarapa artists. With the help of over 25 volunteers, we sold 70 pieces of local artwork and introduced the Centre to dozens of people who had never been to the Centre before. It was amazing to be a part of this community event.

And just this month, a post on the Centre's Facebook page was viewed by over 1,300 people! This was a posting of photos of a Wairarapa REAP sponsored Indian Cooking class. I suspect many of the views were from overseas. This is the power of social media and points to the Centre's ability to communicate with people no matter where they live.

With more people dedicated to service, more people excited about Featherston, more people using the Centre, more connections and more and new volunteers, anything is possible.

#### *Special Thanks*

Finally, I'd like to specifically thank some of the other organisations, people and businesses who make this all possible:

**Funding:** Lotteries, COGS, Featherston's Own Charitable Trust, WairarapaREAP, TG McCarthy Trust and the Roy & Jan Mace Trust.

**Business Donation of Services:** Janice's Lawnmowing Services, Bruce Greentree Plumbing, JNL Masterton, The Chimney Man, All Season's Tree Services and Higgins Group Holdings.

**Time and energy:** Jocelyn Konig, Dick Smith, Ian Simons, the Juesday Art Group, Chris Miller, Aaron Cross, Chris Lewis, Mary and Paul Mason, Featherston's Menz Shed, Jenny Whyte, Elsa Kelly, the Community Gardening Group and many others.

With kind regards

#### **Emily Greenberg**

Chair, Featherston Community Centre Charitable Trust

### **Purpose of the Report**

This annual report presents an account of activities and finances for the financial year April 2016 - March 2017. The contents of the report are prepared to fulfil the requirements of:

- Section 7 of the constitution for the Featherston Community Centre Charitable Trust,
- the requirements under the Section 42A of the Charities Act 2005, and
- the Financial Reporting Act 2013.

### **Purpose of the Featherston Community Centre Charitable Trust**

In accordance with the reporting requirements for a Tier 4 Charity (under \$125,000 operating payments), the following information (a- g) is provided:

- a) The Featherston Community Centre Charitable Trust was established in 1992 to operate and maintain the facilities at 14 Wakefield Street, Featherston. The trust is registered (#651752) under the Charitable Trusts Act 1957.
- b) The purpose of the Trust as stated in Section 3 of the constitution is to:
  - provide a community space for the provision of services, ongoing and one-off events, activities and classes that maintain and enhance the well-being of the people of Featherston and the South Wairarapa.
  - provide a community facility for meetings, activities, events and projects.
  - provide facilities to the community for professional, voluntary, and social service providers.
  - co-operate with agencies, organisations, people and groups in matters pertaining the well-being of the community.
  - serve and support all people in Featherston and the South Wairarapa district.
- c) The Trust owns a building and land and is governed by a Board of Trustees.
- d) The main sources of funding during the April 2016-March 2017 financial year were from:
  - rental income (approximately \$17,683) of the Centre's offices for services, meetings, activities and classes (this is a decrease of over \$2,500 which reflects the loss of rental when WINZ cancelled their lease with us and all other satellite offices nation-wide)
  - grants (approximately \$35,000) from Lotteries, COGS, TG McCarthy Trust, WairarapaREAP, Featherston's Own Charitable Trust and **Trust house**
  - donation from Featherston Senior Citizens' Social Club (\$3,000) from the wrap up their trust (this was used to buy new chairs)
  - Funds raised from the 2016 Wairarapa Art Sale (\$2,200) and an addition \$1,000 from interest and koha
  - in addition, we rely on in-kind donations of services from businesses and individuals.
- e) The main methods used to raise funds are as mentioned above.

- f) Volunteers are key to the sustainability of the Trust's assets and purpose. The board members are volunteers and volunteers supplement front office duties and help to maintain the grounds. We also rely on an extensive list of businesses and individuals for everything from marketing to provision of firewood.
- g) The Trust facilitates the provision of services for the community by maintaining a safe and welcoming space and by facilitating the provision of information, networking and collaboration. This is achieved by maintaining and promoting the facilities at 14 Wakefield Street. The facilitation of service provision is in contrast to other organisations which exist to provide specific services or activities to the community.

**Statement of Service Performance**

The following table describes the year’s achievements in relation to the **Board’s Strategic Plan**. This table provides mainly non-financial information to help users understand what the Featherston Community Centre Charitable Trust achieved during the financial year, and how this contributes to the longer term strategies and plans.

Objective	Strategy	Plan	Achievement
<p><b>Staff</b></p> <p>Quality staff and volunteers help achieve the Centre’s vision, purpose and objectives.</p>	<p>The Centre Manager is responsible for the day-to-day office and administration duties, including budgeting, marketing and promotion.</p> <p>A custodian assists the Centre Manager to keep the building and grounds tidy and inviting.</p> <p>The Board is a good employer by:</p> <ul style="list-style-type: none"> <li>• Paying staff a living wage rate</li> <li>• Having employment contracts for all staff</li> <li>• Monitoring the progress of staff towards their KPIs</li> <li>• Ensuring staff are supported, receive training as necessary and are rewarded commensurately.</li> </ul>	<p>Secure funds that allow the Board to employ:</p> <ul style="list-style-type: none"> <li>• Centre Manager for at least 24 hours/week</li> <li>• Custodian for at least 5 hours/week.</li> </ul> <p>With the help of volunteers and staff, keep the Centre staffed for at least 30 hours/week and ensure it is open for evening and weekend users as required.</p> <p>Have formal employee performance reviews, at least annually.</p> <p>Provide weekly contact with the manager and monthly meetings with all staff.</p> <p>Be open to job-sharing opportunities.</p>	<p>The Board's vision and goals to provide a well-used and valued community space has been carried out by the Centre Manager (employed part-time) who runs the day-to-day operations of the Centre.</p> <p>The manager is assisted by a paid custodian and several dedicated volunteers.</p> <p>A Board member acts as a Supervisor to the manager, and has the responsibility to provide feedback, guidance and annual employee reviews.</p> <p>Paid and volunteer staff allow the Centre to be managed, promoted and maintained as a community-owned asset that provides a space for the delivery of social, educational and recreational services to Featherston and the wider South Wairarapa community.</p>

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<p><b>Property</b></p> <p>The buildings and grounds are in excellent repair and the rooms are warm and inviting.</p>	<p>Ensure appropriate Health and Safety procedures and systems are in place at all times.</p> <p>Maintain the building so that it retains its “Public Building” certification.</p> <p>Provide facilities that are accessible and suited to a wide-range of activities, services and users.</p>	<p>Have maintenance and cleaning schedules to keep the Centre in good repair.</p> <p>Involved Centre users in identifying property and maintenance needs and opportunities and R&amp;M is undertaken as soon as possible, including:</p> <ul style="list-style-type: none"> <li>• layout of rooms</li> <li>• carpet renewal</li> <li>• new/refreshed sign on building</li> <li>• seasonal flowers, bee friendly, shade trees and outdoor spaces</li> </ul> <p>Develop a programme of improvements to the property and grounds that will enhance the Centre’s value to users and the community.</p> <p>Provide signs and facilities that meet H&amp;S and accessibility requirements.</p>	<p>The Centre is a relatively large building comprising 2 large meeting rooms, an art room, kitchen and six offices. The grounds contain a storage building for NZ Red Cross equipment, a building that houses the Featherston Toy Library and several community gardens.</p> <p>The Centre meets all H&amp;S requirements.</p> <p>Maintenance, operating costs and insurance continue to be major expenditures for the Board. Additional work is required in the next financial year to secure funds to update the building and grounds to meet our goals.</p>
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Finances			
<p>Finances are managed to ensure the long-term sustainability of the Centre.</p>	<p>Manage funds for the purpose of keeping the Centre functioning for the foreseeable future.</p> <p>Prepare annual budgets that reflect the Centre’s funding strategy.</p> <p>Apply for funding from donor organisations for specific project or to meet operational needs.</p> <p>Raise funds from a mixture of rental income, grants, and fund-raising events.</p> <p>Increase rental income by expanding the number of tenants and Centre users.</p> <p>Ensure sufficient reserves and insurance are maintained to cover unexpected emergencies or changes in funding and income.</p>	<p>Identify needs for funding and review funding strategy at least annually.</p> <p>Review tenancy contracts and rental rates on an annual basis.</p> <p>Board members and Centre Manager ensure funding applications are well-written and accountability reports are completed on time.</p> <p>Use an appropriate accounting package to keep track of income and expenditures, and which provides efficient and transparent review of annual accounts.</p> <p>Have financial accounts reviewed annually and report to the community.</p> <p>Earmark funds for specific building and grounds maintenance.</p> <p>Pursue new funding sources including:</p> <ul style="list-style-type: none"> <li>• Legacy/bequest programme (develop a brochure)</li> </ul> <p>Apply to Council Annual Plan and Community Board grants each year</p>	<p>Accounts are maintained on XERO and are reviewed and reported annually at the AGM and to the Charities Commission. Use of this software provides accounting transparency as all Board members have access to the account.</p> <p>Rental rates are maintained at competitive rates and are affordable for community users. Income from rents and koha of approximately \$18,600 was less than last year as a result of WINZ no longer being a tenant.sufficient to meet the majority of operational expenses in this financial year.</p> <p>Grants were used to cover wages and some operational expenses. We successfully received approximately \$35,995 from grants:</p> <ul style="list-style-type: none"> <li>• \$20,000 – Lotteries: salaries</li> <li>• \$2,655 - Wairarapa REAP:salaries</li> <li>• \$5,000 – COGS: salaries and operating expenses</li> <li>• \$2,460- TG McCarthy Trust: building insurance</li> <li>• \$880 - Featherston’s Own Charitable Trust: dishwasher</li> <li>• \$3,000 - Featherston Senior Citizen’s Social Club: new chairs</li> </ul>

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			<p>While the Centre's finances are sound, the need to maintain low rental rates combined with a small population results in an organisation where money is always tight.</p> <p>Expenses have been contained and have come in slightly less than in 2016</p> <ul style="list-style-type: none"> <li>- Grants received from Lotteries, COGS and WaiREAP covered 93% of our staff wages this year. With Lotteries distributing less to us this next financial year, we will again have to work hard to ensure we emerge with a surplus.</li> <li>- The one event that allowed us to emerge with a cash surplus this year was the very successful Wairarapa Art Sale. This event is now established as an annual event in our calendar.</li> </ul> <p>The Trust maintains a Contingency Reserve of \$15,000 for unforeseen event or events that might make it difficult to meet ongoing expenses. This reserves provides a breathing space for the Trust to consider and determine a suitable course of action to correct the shortfall, without detracting from ongoing service provision to the community.</p>
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<p><b>Service Delivery</b></p> <p>The Centre provides community well-being through relationships and collaboration with agencies and others.</p>	<p>Understand the community's needs and aspirations for the Centre.</p> <p>Strengthen existing partnerships and establish new working relationships to facilitate on-going and new use of the Centre.</p>	<p>Collaborate with providers, schools, iwi, agencies, local government, community groups (i.e. Menz Shed and Toy Library) and individuals whose work, project or activity might benefit the community.</p> <p>Provide or develop space at the Centre for services, groups, activities, events and classes.</p> <p>Contribute to community activities and services occurring off-site, through sharing of information, promotion and collaboration.</p> <p>Identify the community's needs through networking, collaboration, feedback and focussed conversations.</p> <p>Build and maintain a register of current and potential centre users.</p> <p>Report regularly to the community, Council and the Community Board on centre activities, opportunities and challenges.</p> <p>Support the use of the Centre for more public meetings and more art.</p>	<p>An average of 25 regular groups and services met at the Centre on a weekly, bi-weekly or monthly basis during this financial year. Numbers of people using the Centre have doubled. From an average of 160-180 people a week last year to 300 to 430 people a week this year.</p> <p>The Centre's users include seniors, youth, families, people with disabilities and others. The Centre is used primarily by people who live in Featherston, Greytown, Carterton, Martinborough, Tutumuri, Lake Ferry, Western Lake and other areas of South Wairarapa. The Centre is also used as a meeting place for regional providers and their staff, such as the regional council.</p> <p>This year has resulted in the expansion of services at the Centre with the relocation of the Featherston Toy Library and Literacy Wairarapa.</p> <p>Our ongoing collaboration with Featherston Networking Group is strong and has placed us firmly in the conversation about how to increase the provision of services in Featherston.</p>
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			<p><b>Service providers include:</b></p> <p>Wairarapa Community Law Centre, Literacy Wairarapa, Wairarapa REAP, Featherston Toy Library, Trudi Betschart Counselling, Snita Ahir-Knight Child and Adolescent Therapist, Autism New Zealand, Wairarapa/Upper Hutt Branch, Narcotics Anonymous, Creative Classes with Kim's School Holiday programme, Whaiora, Women's Refuge Tamariki Programme and Sit &amp; Be Fit (sponsored by Wairarapa Age Concern)</p> <p><b>Activities and volunteer groups include:</b></p> <p>Feldenkrais, Yoga, Pilates, Coops Hoops, Monday Craft Group, Friday Craft Group, Scrapbooking Saturday, Tuesday Art, , Ukulele, Relational Wairarapa, Mah Jong, Book Group, South Wairarapa Branch of the NZ Labour Party, Featherston Senior Citizens Social Club Cards, Bridge Group, Creative classes with Kim, Art for Everyone, Indian Cooking with Nilam Patel, Footprints in Featherston, Featherston Beautification Group, Featherston Community Garden, Fab Feathy Community-Led Development Group, Featherston Networking Group and Wairarapa Volunteer Network.</p>
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<p><b>Marketing</b></p> <p>The Centre's purpose, strengths and services are promoted.</p>	<p>The Centre is well-known and used by an increasing number and diversity of people.</p>	<p>Use a variety of media, such as the Phoenix, local newspapers, posters brochures, email and the Centre's Facebook and website, to promote activities at the Centre.</p> <p>Ensure the Centre's brochure and website are up-to-date and accessible.</p> <p>Facilitate meetings with Centre users, interested groups and community representatives to promote networking and collaboration.</p> <p>Let the community know we pay a living wage.</p> <p>Lobby for more public meetings to be held at the Centre (like Community Board meetings).</p> <p>Hold an event (like the Art Sale) that brings in new people.</p> <p>Increase Facebook "likes" from 400 to 500 [use Events feature]</p> <p>More users and more services.</p>	<p>Activities and services at Centre are promoted monthly in the Phoenix which is delivered free to every urban Featherston resident.</p> <p>The Centre's website provides up-to-date information and allows users to book the facilities online (<a href="http://featherstoncommunity.org.nz/">featherstoncommunity.org.nz/</a>).</p> <p>The Wairarapa Art Sale was held for the first time in May 2016. This annual event now occurs each May at the same time as the Featherston Booktown event and has proven to bring lots of new faces into the Centre.</p> <p>The Centre's Facebook page actively promotes services and activities at the Centre, as well as serving as a forum for the promotion of community services and events occurring at other venues (<a href="http://FeatherstonCommunity">FeatherstonCommunity</a>). Posts are regularly viewed by an average of 200 people and likes are almost at 500.</p>
<p><b>Governance</b></p> <p>The Board uses rigorous and robust</p>			<p>The Board focuses on the use of a strategic plan, policies and delegations, which has</p>

<p>procedures to sustain and enhance the Centre.</p>	<p>The Board meets regularly to ensure Centre matters are managed in a timely manner.</p> <p>The Board maintains sound financial management.</p> <p>The Board is guided by the Centre's constitution, strategies and policies.</p> <p>The Board membership reflects the diversity of the community and the needs of the Trust.</p>	<p>Centre strategies, policies and delegations are reviewed at least annually, and posted on the Centre website as appropriate.</p> <p>Hold monthly Board meetings with minutes produced within a week thereof.</p> <p>Report at least annually to the community on Centre finances, activities, opportunities and challenges.</p> <p>Review the Board membership and develop a recruitment plan for new members.</p> <p>There is a quorum at every Board meeting.</p>	<p>resulted in the identification of clearer roles for each board member. This has allowed the work load to be distributed in a way that promotes longevity and certainty.</p> <p>There were two new recruits to the Board during the financial year. The Board is strong and stable yet continues to have one unfilled position and would benefit from having this role filled with a person committed to the sustainability and success of the Centre.</p>
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***Financial Report – Statement of Receipts and Payments***

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***Financial Report – Statement of Resources and Commitments***

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***Financial Report - Notes to the Performance Report***

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