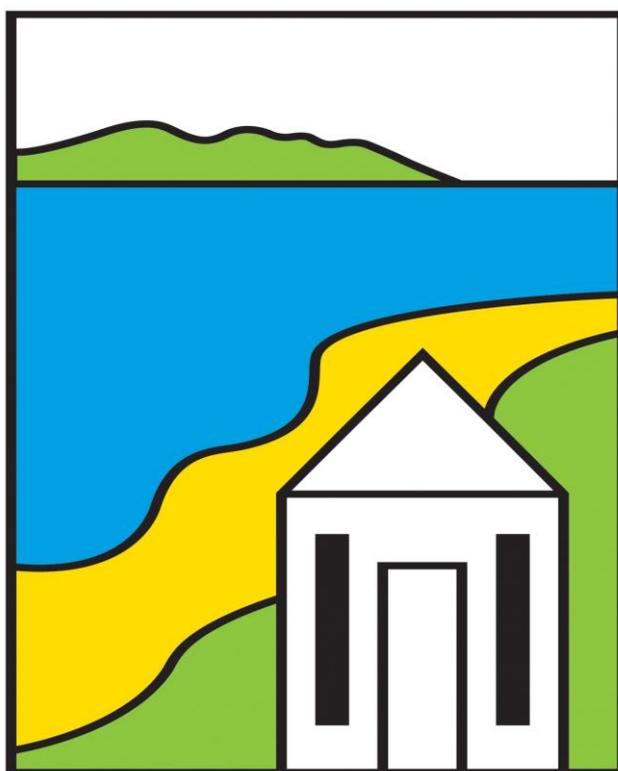


Portarlinton Neighbourhood House



COMMITTEE OF MANAGEMENT
ORIENTATION MANUAL

The Portarlington Neighbourhood Centre would like to acknowledge the assistance provided by the following:

Barwon Network of Neighbourhood Centres
City of Greater Geelong
Dept. of Community Development and Victorian Communities
Community Building Initiative
Ourcommunity.com
VCOSS

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| About our organisation | Mission and vision statement. Statement of Purpose A short history. How we are funded. Organisational flow chart |
| Committee Administration | List of Committee members Current Committee members contact list. Useful information. |
| Policies | Include a copy of all your organizations policies. |
| Committee roles and responsibilities. | President Vice President Secretary/Public Officer Treasurer Committee members |
| Staff | Coordinator Volunteers |
| Committee working papers | Strategic plan Annual Plan Annual budget Previous 6 months minutes and financial reports (available upon request) |
| Additional documents | Model Rules Annual report Sample of recent Newsletters and programs <i>Available at office:</i> -Sector framework document. -DVC Funding Guidelines. -Sector outcomes document -History of Neighbourhood House |

Our Mission

Portarlington Neighbourhood House provides programs and opportunities for all members of the community to interact, participate and develop in a welcoming, supportive environment.

Our Vision

Portarlington Neighbourhood House aims to be a multi purpose centre that is an integral and valued part of the community. We promote community building through quality service provision and through the development of partnerships with individuals, other groups and organizations.

A short history of our organisation.

An outline of when and how our organisation began, and highlights throughout the years.

Bellarine Strategic Plan 2005

Establishment of a Neighbourhood House for use by whole of the community, offering educational and leisure programs that promote health and well-being of the community was recognized.

2007 Community Opportunity Workshop.

Portarlington Neighbourhood House is a project of the Community Building Initiative. At the Community Opportunity Workshop in 2007, members of the community who were present identified having a Neighbourhood House in the town as one of the top five priorities. From this workshop a project team consisting of 20 community members was formed.

Some early milestones include:

2008 Became Incorporated

2008 First Annual General Meeting

2009 Lease signed

2009 August 14 PNH officially opened by Lisa Neville

2009 October 9, Coordinating Funding hours

2009 October Annual General Meeting

2011 April – Heating and Cooling installed

2011 July – Shed for workshop classes completed

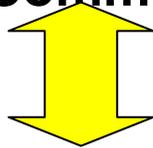
2011 July – New 5 year Lease Agreement signed.

How we are funded.

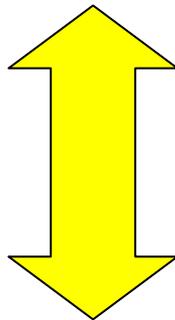
| Name of funding body | Details |
|---------------------------------|---|
| Department Human Services - DHS | “Neighbourhood House co-ordination Program” . For the employment of a coordinator |
| Local Government | Annual support grant. |
| Fundraising | Course Fees Hobby Group Fees Fundraising Events Annual User Fee |
| Federal Grants | |
| Philanthropic Grants | Bendigo Bank |
| Miscellaneous | “Refer Annual Report” |

Organisational flow chart/line of communication and responsibility.

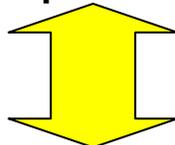
Community



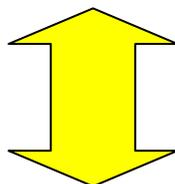
Governance Committee
(Report to Community and funding bodies)



Coordinator
(Reports to COM)



Staff
(Report to Coordinator)



Volunteers and Tutors
(Report to Coordinator, COM or staff)

The Community is always at the top of everything we do – and communication is always two way.

**Committee of Management of
Portarlington Neighbourhood House
2014-2015**

| Role | Name | First elected |
|-----------------------------------|-----------------|----------------------|
| President | Sue Wilson | 2008 |
| Vice-President | Lorraine Stokes | 2008 |
| Treasurer | Fred Wachtel | 2015 |
| Secretary/ Public Officer | Pam Hateley | 2009 |
| Assistant Treasurer | Marg Jucker | 2011 |
| General Committee ~ Elected | Gemma Tobschall | 2009 |
| | Jenny Macaulay | 2008 |
| | Alan Edlin | 2012 |
| | Jude Oakley | 2009 |
| | Robyn Hope | 2014 |
| | Carole Reeds | 2016 |
| | Marie Kelly | 2016 |

**Current Committee members contact list.
2015-2016**

CONFIDENTIAL-On File

Useful Information

Staff members;

| Name | Position | Working Days | Email |
|--------------|-------------|--|-------------------------------|
| Julie Hyslop | Coordinator | Monday Tuesday Wednesday Thursday Friday | sandyandjulie@optusnet.com.au |

Office equipment;

The photocopier, and phone are available for use of Committee members free for Committee business. Personal use of this equipment may be done and paid for at the rate listed.

Telephones; Phone Number is 5259 2290

Website Address is www.portnh.org.au

Email address is enquiry@portnh.org.au

Computers

Two computers are located in the office are available for Committee use. If you are not confident, please ask staff for assistance. As the anti-virus is kept up to date we would appreciate your cooperation in scanning disks from external sources to maintain a "clean" virus free centre.

All computers have Internet access.

Kitchen;

Tea, coffee are available on a help yourself basis. Everyone is asked to wash their own dishes and clean up after themselves please.

Organisations we are involved with.

| Name | Relationship |
|--|--|
| BNNC Barwon Network of Neighbourhood Centres | Membership: Attendance at regular meetings throughout the year. Information and support for Committee members, Staff and Volunteers about any aspect of the Neighbourhood House sector. |
| ANHLC Association of Neighbourhood Houses and learning Centres | Associate Membership Information, support and advocacy for Neighbourhood Houses, and at a State level. |
| Bellarine CommunityHealth | Partnership |
| Lions Club | Ongoing Support |
| Arlington Masonic Lodge | Tenants of Masonic Lodge |
| Portarlinton Community Association | Communication assistance |
| City of Greater Geelong | Ongoing Support, Funding |
| Film Society | Partnership |
| | |
| | |

Policies.

A new suite of Policies was adopted May 2016.

Copies are available in the office and also filed in the Risk Management File.

Committee of Management

In all Neighbourhood Houses the Committee is responsible, for setting and monitoring the organization's direction, and for ensuring that proper procedures are in place. Committee members are representatives of the community who volunteer their time to ensure that the organisation is governed and managed in the best interests of the Community.

Committees can also include representatives from other organizations or businesses.

Committee members also volunteer their time in other ways in Neighbourhood Houses, for example, as a Tutor or Volunteer in the office. A distinction needs to be made between Tutor and Volunteer roles and responsibilities and Committee roles and responsibilities. It is important that those Committee members, who also teach or volunteer, are aware of the role they are working under at any given time – and ensure they are working within the parameters of that role. Role confusion can sometimes lead to conflict in an organisation.

People come onto Committees for many different reasons. All Committee members are encouraged to make any areas of special interest known. It is important that all Committee members work to their own limits and share the workload amongst themselves. Committee members are also encouraged to ask for assistance or training opportunities to assist them in their roles. This organization aims to offer our Committee members the opportunity to contribute to the success of our organisation in an enjoyable, rewarding environment.

Committees of Management are responsible to ensure all financial, legal, personnel, and accountability requirements are met. No individual Committee member has more authority than another; all authority is in collective decisions.

The overall role of a Committee is to oversee the operations and activities of the organisation by ensuring that the aims are fulfilled and to represent the needs and interests of the wider community. The responsibilities of the Committee fall into two categories: Governance and Strategic planning, and promotion and marketing.

Governance:

Employment of paid staff. Employment responsibilities include occupational health and safety, designing jobs, developing job descriptions, monitoring employee performance, and meeting all award conditions.

Policies and Procedures: Policies spell out what the organisation does and Procedures spell how it is done. The purpose of policies and procedures are to ensure a common understanding of all aspects of the organisation. The Committee should ensure a regular review of all policies and procedures.

Legal requirements: This includes a range of federal, state and local government laws and regulations. E.g. incorporation, insurance, permits, licenses, copyright, industrial relations, taxation, work cover, privacy, discrimination, childcare regulations, financial management and occupational health and safety.

Accountability to funding bodies: The responsibility of reporting and accountability to funding bodies lies ultimately with the Committee, even though the practical tasks are usually carried out by the Coordinator/Manager.

Premises and equipment: The Committee should make sure the premises, facilities and equipment are provided and maintained so that the organisation can provide services properly and safely.

Transparency: The Committee should involve and inform the wider Community about all aspects of the organisation. It also provides an opportunity for community feedback.

Promotion and Marketing: The success and credibility of the organisation within the Community, funding bodies and policy makers is largely reliant on effective promotion and marketing. Promotion and marketing extends to all external informal discussions with both individuals and groups within the wider community.

Strategic Planning:

A strategic plan will allow the work of the organisation to be proactive and based on real community need. Strategic planning also involves regular monitoring of the effectiveness of all activities to ensure they are meeting the strategic directions of the organisation. All Committee members should participate in annual planning days in order to prioritise activities over the coming year.

The Portarlington Neighbourhood House has a Committee of Management who is elected annually at our Annual General Meeting. Individual Committee members are also elected to take on the extra responsibilities of President, Vice-, President, Treasurer, Secretary and Public Officer. We also have a volunteer Bookkeeper who is an experienced Accountant, with whom the Treasurer will work closely.

The following is a summary of the responsibilities that go with these positions.

President;

- Chair and keep order at meetings

- Implement decisions made by the committee or ensure that they are implemented.
- Know the rules for conduct of meetings
- Know the vision and mission statement of the Portarlinton Neighbourhood House, and know about the work of the Neighbourhood House sector.
- Act in co-operation with other community members.
- Represent the Neighbourhood House at Community Building Initiative meetings when possible.

Role and responsibilities of the President

In meetings;

- The President assists the secretary and/or staff prepare the agenda. Agenda items are placed in priority order and time is allowed for each, to ensure all items are covered.
- The President chairs the AGM and guides meetings through the agenda, ensuring that discussion is relevant and any decisions are clearly stated.
- The President ensures that everyone who wishes to speak is given the opportunity to do so, providing it is relevant, and encourages all who attend to participate. It is important that no one person is allowed to dominate any discussion.
- The President notes all motions and amendments and puts them to a vote. Majority rules.
- The President should ask the Secretary to read the actioned minutes items at the closure of the meeting.
- The President cannot move a motion.
- The President sometimes has the right to vote, e.g. the casting vote if any motion has a tied vote.
- The Chairperson is the point of contact for the Coordinator/ Committee members should anything urgent occur between Committee meetings.

Outside meetings;

Spokesperson.

- Traditionally this is the President's role although it can be any member of the Committee – as long as the spokesperson has the permission of the executive. A meeting brief must record all external meetings.
- The President, and or executive should sign all funding agreements and changes to policy, after approval of the Committee, and letters concerning any important matters.
- The President should be involved enough to know about week to week happenings, and not just read the reports once a month. Where a good rapport exists between President, Committee, and Staff, the organisation is stronger and better.

Vice-President

- The Vice-President helps support the President and can take on responsibilities as negotiated with the President and the rest of the Committee.

- The Vice-President needs to be able to do the President's job in his/her absence.
- The **Vice-President can** also work with sub-committees, or take responsibility for organizing sub-committees.

Secretary

- Notify members of meetings
- The Secretary takes the minutes, and then writes them up and distributes them to Committee members before the next meeting.
- The Secretary (together with the President) writes a list of received and sent correspondence, and should notes any items that might be important or urgent at Committee meetings.
- The Secretary should make sure that all correspondence is up to date, and available for anyone to look at.
- The Secretary should keep the register of members up to date, and inform Corporate Affairs and funding bodies of new Executive Committee members.
- The Secretary should ensure that all relevant information is distributed to the appropriate people.
- Keeps all records and maintains copies of all correspondence, leaflets, flyers, newsletter and reports.

Public Officer (Secretary)

- It is the role of the Public Officer to keep the Seal of the incorporated organisation, and to fill in and send the annual statement to Corporate Affairs immediately after the AGM.

Treasurer

- Takes responsibility for all financial matters related to the Portarlington Neighbourhood House
- Presents the financial reports and statements to executive meetings, general meetings and AGM
- Knows about and ensures compliance with Incorporation Act requirements as related to the Portarlington Neighbourhood House
- Assist with the writing of grant applications.

- **Bookkeeper**

This is voluntary bookkeeper position created to support the position of treasurer. The bookkeeper would be responsible for the day-to-day administration of the finances and preparation of monthly reports. Manages day-to-day financial accounts: data entry, paying bills, bank reconciliations, petty cash, etc.

- Implements and oversees financial systems for PNH ie banking, record keeping, data backups
- Prepares the monthly financial statements for the Treasurer: bank reconciliation, individual job reports, balance sheet and profit and loss
- Prepares yearly and individual job budgets

The responsibility for all financial decisions lies with the whole Committee – it is the Treasurers responsibility to keep financial records, and prepare and present reports

- so that the whole Committee can make informed financial decisions.

Members of the Committee of Management.

Individual Committee members all share the responsibility which the whole Management Committee carries.

All Committee members should

- Attend meetings of the Committee of Management.
- Take part in sub-committees and specific working groups.
- Be punctual.
- Read minutes, agendas, reports and background papers prior to Committee meetings.
- Report on areas of their responsibility.
- Keep informed about issues affecting the organisation.
- Be open and frank with ideas and information.
- Discuss and critique issues - not individuals.
- Listen to others views.
- Support other Committee members in their work.
- Support the collective decisions of the Management Committee – even if they don't agree with them.
- Protest or resign if it is impossible to support any collective decision.
- Act as an ambassador for the organisation, and promote its activities within the Community.
- Be aware of the organisations protocol for any public comment.
- Take part in delegations and lobbying.
- Participate in planning and evaluation processes.
- Liaise with other organisations a directed by the Committee of Management.
- Withdraw from any decision relating to a conflict of interest.

Role of the Executive

- To manage the processes of the committee for ensuring all members have the opportunity to participate in the decision process of the committee.
- To make decisions where there is an urgent timeline.
- To manage the processes of all meetings.
- To maintain and develop links with external agencies and funders.
- To coordinate working groups.
- To manage media and other messages to the community. The committee speaks with one voice through the Executive.

Staff:

Coordinator– The Coordinator will work closely with the Committee to ensure that strategic plans are developed, implemented and reviewed. On a day to day

basis the Coordinator is responsible for the management of the centre. This includes

- Recruiting, managing and supervising volunteers
- Supervising other staff
- Submission writing
- Ensuring all programs and events reflect the organizations strategic plan
- Liaising with funding bodies and other organizations
- Some administration
- Consulting and reporting to the Committee
- Consulting with other Neighbourhood Houses and the Network.
- The primary work of the coordinator/manager is to implement the organizations annual plan.

Volunteers:

The contribution of volunteers to our organisation and the whole Neighbourhood House sector is invaluable. Volunteering empowers people to learn new skills and contribute to their community. In our organisation volunteers are encouraged to take on tasks they are interested in. Our volunteers are a valued part of our team, and much of our success is a result of their efforts. Volunteers are unpaid staff. They work for free, but not for nothing!

Barwon Network of Neighbourhood Centres (BNNC) Support available for Management Committees.

The Barwon Network of Neighbourhood Centres Inc. encompasses 22 Neighbourhood Houses and Learning Centres, covering the local Government areas of, The City of Greater Geelong, The Surf Coast Shire, Queenscliffe Borough and The Colac Otway Shire. The BNNC is funded to resource and support its members. A Committee made up of people from member Houses is elected annually to direct the activities of the Network, and ensure it remains responsive and relevant to all members.

The BNNC can offer the following services;

- Members meetings
- Forums and other networking opportunities for members,
- Confidential information and support,
- Referrals to appropriate resources and services,
- Assistance in reviewing and developing policies,
- Training for Committees and paid staff,
- Information and support on employment issues,
- Visits to members Houses,
- Representation and Advocacy,
- Independent advice
- Links to peak organizations
 - The Network meets regularly to report to member Houses on issues relevant to the sector and to offer opportunities for information sharing,

support and professional development for Committees, Volunteers and Staff.

- ***A copy of the following documents should be made available to all committee members.***
- Model Rules of the Association (available from the Office)
- Policies (available from the Office)
- Strategic Plan.
- Annual Plan. (See attached)
- Previous Annual report.
- Previous six months minutes and financial reports.(These are available from the office)
- Sample of recent newsletters and latest program.
- Sector Framework Document.(Available from the Office)
- DHS Funding Guidelines.
- **All Committee members should have access to the documents listed. They are vital to assist with informed decision making. *Note: these documents are available at the office for reference.***