

# coalition of **community**boards

## Sunshine Coast

### Notes made from - Forum: **Sunshine Coast Coalition of Community Boards - Forum for Chairs & Secretaries 28/6/18**

Held at Woombye School of Arts Hall, Woombye

- Meet like minded people and networks
  - Get practical support for your organisation
  - Share your skills and knowledge's with others
  - Update on local small to medium business Mentor program
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Before the forum got underway participants were asked to indicate specific questions or topics that they would like addressed. There were separate sheets for Chairpersons and Secretaries. Below is what was stated on each sheet

#### **Chairpersons / presidents pre forum sheet had the following responses ;**

- Everything
- Staff reviews – how to do? & staff meetings – what needs to be discussed?
- How to structure and organise a meeting
- Inclusion in governance
- Correct meeting procedures
- Community collaboration (this topic was given two ticks from other participants)

#### **Secretaries pre forum sheet has the following;**

- To come away more knowledgeable re my role
- One useful nugget of info
- Meeting needs involved in general
- How to structure and organise a meeting – format of meeting.

Based on these suggestions and the themes from the panel session Bea and I worked up 5 topic areas to be the focus for the break out session in small groups.

These were;

- How to structure and organise meetings (this suggestion didn't receive any raising of hands when suggested as a topic so no group meet to discuss this topic).
- How to collaborate
- Role and responsibilities
- Staff / volunteer reviews and management
- How do we know if we are doing a good job (*in your role and your organisation*)

Below are the notes that were made by each break out group.

**Staff / volunteer reviews and management - facilitated by Richard, smaller group, more specific participation**

Overall aim for positive outcomes

- Set up the structure – so the reviews can be organised
- Job descriptions to be in place
- Rosters – management, must be set up for staff / volunteers
- Responsible paid or committee members for supervision of staff and volunteers
- Paid staff to be accountable for supervision
- Documented plus sign in & off for rosters
- Account for subsidises workers, keep record of centrelink work experience, experienced workers
- Policies and procedures must be in place
- Contracts are sorted and clear when using contractors in the organisation.
- A job description needs to be in place
- Be prepared to counsel on positive and negative issues
- Annual review – performance & remuneration, self assessment can be a useful part of this process
- Regular staff meetings
- Regular acknowledgements, verbal and documented via meetings, newsletters etc.

**• How to collaborate, facilitated by Bea, medium sized group**

What is collaboration?

- Working together with others on shared goals
- Share resources
- Shared decision making at policy level.

Challenges

- Difficulties in engaging the community
- Power and control over the process

- People are too busy
- Not an open process
- Agenda controlled by one partner
- Seen as a takeover
- Possibilities
- Knowledgeable insider community
- Keeping people engaged
- Update information
- Different understandings of the meaning of collaboration ie, cooperative, info exchange
- Diversity of community / abilities / demographics

#### Do – change

- Definition – clear from day one
- Code of conduct – participants agree on them
- Information
- Link with people who also have experience
- Find other people
- Work with the local community, stated goals and intent
- Clear message – of intent to target community
- Access point for information
- Central community source – in each community
- Need to know your community
- Define your goal, why, need
- Identify your partners
- Networking events
- Discussion – project – sub committee

#### Benefits

- Pool your resources
- Innovation
- Learning new skills and knowledge
- Mentor opportunities
- Empowering
- Tap into other peoples / organisations membership
- Accountability
- Better outcome
- Creating resilient community
- Ownership of outcome

- **How do we know if we are doing a good job? (*in your role and your organisation*), group facilitated by Fred, medium size participation.**

- Have defined & agreed community purposes, goals and outcomes with measurements
- Develop quantitative and qualitative feedback structures
- Establish continuous improvement mechanisms in all activities

- Feedback – positive and negative
- Sustainable growth – repeat business
- Outcome – successful or unsuccessful
- Growth – member numbers at events
- Culture – positive productive
- Know: what to do – for who – and why eg purpose
- Good feedback in general. All negative feedback issues have been resolved positively.
- Your own set goals have been achieved. Assessed by market research, observations and specific feedback.
- Hall / facilities used at all times
- Feedback from hirers
- People want to join your organisation
- Webpage & FB hits
- If you keep being elected people must trust you judgement
- Ability to see both sides
- Good management, good administration, dependability, being available

- Role and responsibilities – group facilitated by Tim, the most popular group

#### Chairperson / President

- Key communicator
- Organise annual report
- Control “with soft hand”
- Key contact for the organisation
- Be a leader / facilitator
- Be approachable and available
- Inclusive
- Must uphold mission statement / code of conduct
- Motivator
- Signatory to accounts

#### Secretary

- Keep records of the meetings correctly
- Comply with all legal requirements
- Good communicator
- Drafts correspondence
- Compiles the agenda for meetings
- Be thorough
- Organises records over a 5-year period
- Be available
- signatory to the accounts

#### Treasurer

- Pedantic with the accounts
- Honest
- Transparent
- Available
- Good communication

- Efficient
- Liaise with organisation staff
- Agree as to who signs of on reimbursements
- Supply reports
- Accounts to be paid (if paid before meeting needs to be ratified at meeting)

Committee members

- Attend meetings'
- Assigned to particular responsibility's
- Communicate / cooperate
- Be attentive to correspondence
- Have some involvement with the organisation