



LITTLE NICHOLSON STREET PLAYCENTRE INC 2013 Annual General Meeting

Date: 22nd October, 2013
Time: 7.45pm – 10:00pm
Venue: The Royal Oak, Balmain
Present: Kylie Evans, Julie Irvine, Melissa Wilkinson, Natasha Morris, Natalie Britton, Heather Hilton, Larni Malcolm, Trudy Gould, Annelie Child, Lucy Miller, Rebecca Nicholls
Apologies: Rachael Ward, Emma Shannon, Steph Lee Griffiths

1. Introductions - All
2. Reports:

President/Secretary	Kylie Evans
Treasurer	Larni Malcolm
Memberships	Tash Morris
Parties	Natalie Britton
Fundraising	Annelie Child & Lucy Miller
Maintenance	Trudy Gould
Events	Melissa Wilkinson
Vice President /Toys & Equipment	Julie Irvine
Communications & Website	Heather Hilton
3. Comments and Confirmation of AGM Minutes
4. Acknowledgment of outgoing members : Kylie Evans & Tash Morris
5. Voting in of the FY13/14 committee

President	Julie Irvine
Secretary	Heather Hilton
Treasurer	Larni Malcolm
Memberships	Steph Lee Griffiths
Parties	Natalie Britton
Fundraising	Annelie Child & Emma Shannon
Maintenance	Trudy Gould & Rebecca Nichols
Events	Lucy Miller
Toys & Equipment	Rachael Ward
Communications & Website	Melissa Wilkinson
6. General Business



President & Secretary – Kylie Evans

The Little Nicholson Street Play Centre has had a super productive year ends this financial year in a strong position.

In summary:

Total Income for FY13 :	\$63,961.00
Total Expenses for FY13 :	\$64,387.25
Cash in bank :	\$46,438.00

To have achieved everything we have and have the various special projects underway and have a closing balance of \$46,438.00 is an exceptional effort.

We acknowledge our partnership with Leichhardt Council as we have now formalised the licence for the use of the land for a five year period and completed our constitution which forms how the centre is governed, this was a complex project and one we feel proud of achieving for our members. Several areas of the licence have been actioned with ongoing implementation of other sections. Both documents can now be found on our website for the community to view.

We continued our goal of further developing the job descriptions for each committee role and created an online Drop Box archive system for all data relating to handover notes, key files, accounts history and resources all now saved in one secure area – creating a history file for the centre.

We engaged our members in surveys around the most effective ways to ensure the centre remain safe & secure for paying visitors along with asking what topics and events you want to hear from to help in our fundraising. All feedback received was crucial to our planning. Thank you to the members that take the time to write comments in the diary, email us updates of via facebook; we love hearing from you.

The membership database increased and we now have 235 Calendar year members and had over 200 first time visitors. Since our membership survey we have implemented a range of actions and audits to help avoid people going for free and/or not signing in and it's great to see an improvement in this area which is an ongoing challenge.

The major project for this year was the Art Room. Through the addition of beautiful artworks featuring an inspirational tree house and nautical murals and painting of all the art cottage walls in bright colours, this is now a revamped space to inspire all creative minds. The new fire engine was a long term investment as is proving to be a real hit. The investment into the extended pergola area with all new softfall when you enter the centre is our next project already underway.

We are most grateful to Lend Lease Foundation Team, lead by Seamus McCartney – centre member who facilitated the painting of our playroom and our fence with a team of 16 on their annual day where they give back to not for profits, this saved the centre thousands of dollars. A special mention to the families who attended our quarterly working bee's and came with those skills to repair or maintain area's that saved on hiring trades - a big thank you.

For the committee, thank you to Heather Hilton for managing various roles over the year and for the following people who served throughout the 12 months at different times: Bree Mankin, Louise Booth, Mark Sherwin and Meg Williams.

As I end three years I feel so very proud of what we have achieved and hope that our costs can remain streamlined and all decisions made in the best interests of the centre. I feel so privileged that I got to work with such a savvy group of people while making some beautiful friendships and seeing the centre go from strength to strength.



Treasurer – Larni Malcolm

This year saw LNSP continue to deliver strong financial performance. Income increased by almost 11% on 2012 to \$63,961. Good continuing financial discipline on expenditure saw the Committee achieve an almost break-even operating position coming within 2% of budget.

Income

- Membership revenue totalled \$38,850, an almost 6% increase on 2012. Memberships (1 or 2 year) were up slightly and comprised 73% of this income (compared to 70% for 2012), Five Trip Tickets accounted for the remainder.
- Party income was also strong, up 10% on the previous year to \$17,333.
- Fundraising income was lower than expectations due to less events being conducted than originally planned, impacted by this Committee position not being filled in the first half of the year. The year ended strongly however, with two well attended parenting evenings and additional events are planned for 2014.

Expenditure

- Strong investment in maintenance works continued into 2013, with maintenance and cleaning accounting for almost 30% of expenditure this year at \$19,684.
- Toys expense (26%) accounted for the next largest area of expense. Within this spend the new fire engine was installed (\$7966), along with a special unplanned project to paint murals on the interior of the art cottage (\$5,302). This caused a 13% (\$1,912) overspend in this budget area which was funded by under spending in other areas and surplus income.
- Return of party bonds and working bee refunds saw \$9,350 returned to members
- Other key expenditure included communications and website costs (\$4,307) event expenses (\$2,607 combined for Christmas, Easter and Mother & Father's Day events), insurances (\$2996) and utilities (\$1,058)
- This year's strong financial performance allowed the committee to put a \$3000 deposit on special works to outdoor areas being planned for 2014.

Operating Result and Reserves

- A small operating loss occurred (-\$426, less than 1% variance to budget), however reimbursement of funds totalling \$1,456 from the Lendlease working bee would have resulted in a small operating profit (\$1,030).
 - The closing cash balances as at 30 September 2013 were;
- | | | |
|-------|----------------------------------|-----------|
| o | Westpac Transaction Account | \$ 1,534 |
| o | Westpac Interest Bearing Account | \$ 44,395 |
| o | Paypal Account | \$ 509 |
| TOTAL | | \$ 46,438 |



**Statement Of Accounts - Little Nicholson Street Play Centre
As at 30 September 2013**



	YTD Actual
INCOME	
Membership Fees (1 year)	\$24,108.58
Membership Fees (2 years)	\$5,304.02
Five Trip ticket	\$9,437.14
Fundraising	\$6,167.92
Parties	\$17,333.10
Party Bond Reimbursement	\$0.00
Interest Income	\$1,215.99
Other	\$394.48
TOTAL INCOME	\$63,961.23
EXPENDITURE	
Insurance	\$2,995.89
Electricity	\$1,058.28
Stationary & Postage	\$177.44
Printing	\$518.00
Cleaning & Yardman	\$12,194.73
Maintenance	\$6,568.05
Keys and Security	\$0.00
Infrastructure and furniture	\$0.00
Toys & Equipment	\$16,878.17
Party Bond Reimbursement	\$8,839.48
Website & Internet	\$2,093.16
Fundraising expenses	\$423.57
Events	\$2,525.71
Post Office Box Rental	\$95.67
Refund of Working Bee Levy	\$850.00
Online Banking Fees	\$422.04
Other	\$4,093.94
Special Projects	\$3,803.00
Paypal Fees	\$850.12
TOTAL EXPENDITURE	\$64,387.25
PROFIT/LOSS	(\$426.02)
CASH AT BANK - OPENING 1 OCTOBER 2011	\$46,863.85
PROFIT/LOSS	(\$426.02)
CASH AT BANK - CLOSING 31 Dec 2012	\$46,437.83



**Statement Of Accounts - Little Nicholson Street Play Centre
As at 30 September 2013**



INCOME	2012	2013	Differential
Membership Fees (1 year)	\$19,180.00	\$24,108.58	\$ 4,928.58
Membership Fees (2 years)	\$5,590.00	\$5,304.02	\$ (285.98)
Five Trip ticket	\$10,650.00	\$9,437.14	\$ (1,212.86)
Fundraising	\$5,041.66	\$6,167.92	\$ 1,126.26
Parties	\$15,550.00	\$17,333.10	\$ 1,783.10
Interest Income	\$1,653.09	\$1,215.99	\$ (437.10)
Other	\$0.00	\$394.48	\$ 394.48
TOTAL INCOME	\$57,664.75	\$63,961.23	\$6,296.48
EXPENDITURE			
Insurance	\$ 2,657.37	\$ 2,995.89	\$ 338.52
Utilities (Electricity)	\$ 748.88	\$ 1,058.28	\$ 309.40
Stationary & Postage	\$ 129.00	\$ 177.44	\$ 48.44
Printing	\$ 1,522.20	\$ 518.00	\$ (1,004.20)
Cleaning & Yardman	\$ 11,377.90	\$ 12,194.73	\$ 816.83
Maintenance	\$ 2,147.84	\$ 6,568.05	\$ 4,420.21
Keys and Security	\$ -	\$ -	\$ -
Infrastructure and furniture	\$ 528.18	\$ -	\$ (528.18)
Toys & Equipment	\$ 9,473.42	\$ 16,878.17	\$ 7,404.75
Party Bond Reimbursement	\$ 8,075.00	\$ 8,839.48	\$ 764.48
Website & Internet	\$ 1,663.25	\$ 2,093.16	\$ 429.91
Fundraising expenses	\$ 179.54	\$ 423.57	\$ 244.03
Events	\$ 2,560.44	\$ 2,525.71	\$ (34.73)
Post Office Box Rental	\$ 98.00	\$ 95.67	\$ (2.33)
Refund of Working Bee Levy	\$ 450.00	\$ 850.00	\$ 400.00
Online Banking Fees	\$ 432.25	\$ 422.04	\$ (10.21)
Other	\$ 1,193.42	\$ 4,093.94	\$ 2,900.52
Special Projects	\$ 13,560.00	\$ 3,803.00	\$ (9,757.00)
Paypal Fees	\$ 1,216.51	\$ 850.12	\$ (366.39)
TOTAL EXPENDITURE	\$58,013.20	\$64,387.25	\$6,374.05
PROFIT/LOSS	(\$348.45)	(\$426.02)	(\$77.57)



Memberships – Tash Morris

Membership Numbers

Membership numbers have been strong this year. The usual promotions were undertaken, including flyers at local hotspots for parents and carers (stores, coffee shops, daycare centres etc) and promotional banners.

Annual Memberships:

We currently have a total of 235 Members, compared to 205 at the same time last year.

These Members are broken down into:

- 26 x 2 year memberships purchased in 2012
- 23 x new 2 year memberships
- 143 x early bird annual memberships
- 16 x non-early bird annual memberships
- 21 x June-Dec memberships
- 6x Oct-Dec memberships

Approximately 35% are new Memberships, compared to 41% as reported at last year's AGM.

5 trip memberships:

We have sold 218 x 5 trip tickets, compared to 213 reported at last year's AGM. These were sold through the following methods:

- 53 online
- 165 through JT supermarket

First time visitors:

We have had well over 200 first time visitors to the Centre this year to date!

Access by non-Members and audits

General measures:

A number of general measures have been taken this year in order to address the issue of Members not signing in / people attending the Centre without purchasing a valid membership.

- We introduced a new numbering system for membership cards, making it easier to review the sign in register to determine if people were using out of date membership cards.
- New terms and conditions were included as part of the online registration process and the purchase of tickets through JT Supermarket. Members are now required to expressly agree to these terms and conditions, which include:
 - *“For insurance purposes all Members and visitors MUST sign in with a valid membership at the point of entry. This register is located in the playroom on the right hand side.*
 - *You agree to support the Centre in ensuring people who are first time visitors, five trip members or calendar year members are the only visitors. Non-members are not welcome to use the Centre's facilities.*
 - *You agree to support the volunteer Committee in the running of this not for profit play centre where possible.”*
- Facebook and email reminders to people to ensure that their memberships are valid and they are purchasing new 5 trip tickets when their old ones are used up.



Memberships – Tash Morris – continued ...

- We have introduced an informal Committee roster to ensure that Committee members are attending the Centre regularly in order to ask attendees if they have signed in, demonstrating a commitment to policing this issue.
- We continue to audit the sign in register to cross check the correct member number and/or 5 trip numbers are being used. See below for details of our most recent audit.
- A no tolerance policy for those who attend for free – they are asked to leave.

Audit results:

Our last half-yearly audit was carried out in May, when we reviewed the sign in register from 29 March to 29 April for annual members.

The initial check reviewed membership numbers to ensure all were using the 2013 numbering system. Then 2 members per sign in page were randomly checked to ensure the correct membership number was being used.

Results were encouraging, as follows:

- 1 person signed in as a first time member twice. Was emailed and no response received.
- 2 persons signed in without any member number, no record of their name on our system.
- 2 persons still using 2012 membership number with no 2013 membership purchased. Have been emailed.
- Several members still using old or incorrect member numbers, even though a new membership has been purchased. Again, they have been emailed.
- Otherwise all using new membership numbers correctly.

Results of survey for security / swipe system:

A membership survey was undertaken at the end of 2012 to identify if the Centre should implement a security swipe/pin system. This was based on member feedback and the Committee knowing the number of visitors using the Centre without a card. Many options were explored with our final decision being it was not cost effective to implement or manage an electronic system at this stage. Instead the above methods were developed as a more cost effective means of policing this issue.

Breakdown of Members

For the first time this year we analysed our membership data to determine where our Members come from and the age range of the children of our Members. This information is used to determine where we should promote our Membership and fundraising information, as well as to inform our toy purchases. This analysis was carried out in July, and the results are set out below (based on all 2 yearly, annual and 5 trip Members who purchased online).



Members by area / Member by child age breakdown (rough estimates based on raw export data)

Area	Number of members
Balmain / East Balmain	106
Rozelle	44
Birchgrove	39
Drummoyne	14
Lilyfield	10
Abbotsford	2
Annandale	6
Leichhardt	4
Glebe	3
Gladesville	2
Sydney	2
Hunters Hill	2
Redfern	2
Kensington	1
Russell Lea	1
Ashfield	1
Chiswick	1
Croydon	1
Enmore	1
Five Dock	1
Huntley's Cove	1
Naremburn	1
Neutral Bay	1
Petersham	1
Pymont	1
Rose Bay	1
Ryde	1
Stanmore	1
Strathfield	1
Ultimo	1
Wareemba	1

Age of child	% of total children of annual members
<1	5%
1	33%
2	28%
3	21%
4	10%
5	3%



Parties – Natalie Britton

We had another successful year of party bookings which has been a great source of revenue to help pay for many things in the centre

2013	Members	5 trip	Event	Spots	
January	4			8	4/8
February	2	6		8	8/8
March	3	4	2	10	9/10
April	6	2		8	8/8
May	5	2	1	8	8/8
June	6	3	1	10	10/10
July	6	2		8	8/8
August	5	3	2	10	10/10
September	7	1		8	8/8
October	4	3	1	8	8/8
November	4	4	1	9	8/10
December	4	2	1	8	7/8
	56	32	9	103	

We introduced a new system last year of separating out the full calendar year bookings and five trip members. To acknowledge the support of the calendar year members they pay \$85 per party while 5 trips pay \$100 per party.

- 60% of bookings this year were by full members
- 34% were by 5 trip members
- 6% were or are unbooked slots (mostly in dec/Jan)
- 9 party slots are used for Little Nich events and maintenance requirements/working bees

50% of booking for Jan-June 2014 are now also confirmed with the booking calendar opening early October.

Website

Our online booking system is working very well with all the added time spent getting this right this year (Thanks to Kylie!) and in the upgrading of software, everything is fairly seamless with bookings and payments and people are now adding in details that help the process greatly, like:

- Refund account details
- Membership number details
- Tick if BBQ is being used (since the change of gas to electric)
- Paypal now works seamlessly
- We can open our calendar in advance 6 months when needed to help manage bookings.
- Additional text around not booking on behalf of a friend



Parties – Natalie Britton – continued ...

Changes to Parties

1. As part of our new license agreement with the council, we have had to change over our gas bbq to an electric one. The new bbq is smaller and a little more complex to clean, but works well. If the BBQ is not left clean the bond is not returned in full as Deb our cleaner needs to clean it.
2. Keys are now picked up from JT Supermarket instead of a personal address to keep things a little simple. This system is being refined a little more given both party keys have gone missing now and we will need to replace.
3. We have updated our terms and conditions to include information about our new bbq
4. We have altered our communication online and in our flyer to ensure parties are only available for 0-5yr old parties only, as per Council requirements.
5. All bookings receive a flyer including information about how to have a great party at the centre.

FEEDBACK

We get amazing feedback about our party venue and people are extremely appreciate of being able to book such a fabulous place for parties, rain, hail or shine.



Fundraising – Annelie Child & Lucy Miller

Over the last 12 months the role was shared between Bree Mankin, in March Meg Williams/Heather Hilton and in June, Lucy Miller and myself.

The main focus for the year was to implement the preferred idea's identified in the survey sent out to centre members. The survey identified the desired parenting topics and preferred social activities.

With the change in team members, we did not start our fundraising until March and raised over \$6000 with the majority raised through 3 key events. All our events and our partnerships with Aussie Farmers/Kidsstuff are promoted via centre flyers, emails, Facebook and on our website to members and the community.

March: Sausage Sizzle

The Sausage Sizzle outside Woolies raised \$650. Darling Street Meats donated sausages at mates rate and Woolies provided a voucher for purchasing items along with providing the marquee/bbq etc. Most of the committee helped out on the day but it was difficult to get other members to volunteer their time. It was a great community activity and great exposure for the centre.

June: Parenting Skills Evening - Creating Positive Behaviour

The evening was very successful with 80 people attending, raising \$2200. Sara Hoskings from the Balmain Practice gave us an understanding of how to handle children with different moods and personalities as well as how to deal with difficult behaviour. Cat & Fiddle donated the space which had plenty of room but was rather noisy.

July: Grill'd Local Matters grant

We received \$100 when participating in the Grill'd Local Matters fundraising initiative. Every month, Grill'd donates \$500 to local groups and asks their customers to decide who the money goes to. The group with the most votes gets \$300, the other two groups get \$100 each. We can apply for this grant throughout the year for various initiatives at the centre.

October: Parenting Skills Evening - Mindful Parenting

This was our most popular Parenting Skills Evening ever with 100 participants, raising \$2725. It was also the first time we've charged different rates, \$25 for members and \$30 for non-members. This worked very well with 45 non members attending and happy to pay the higher price. Anna Cohen from Kids & Co Clinical Psychology presented and gave us an insight into how to raise an emotionally intelligent child. Anna was a very good speaker and feedback from participants was positive. The Exchange Hotel donated the Craftsmen's Lounge for the evening. The room was set up theatre style and it was very tight with 100 people. We received complainants that people couldn't eat and mingle prior to the presentation or and get a drink throughout. We'd use the Exchange Hotel again but will set maximum numbers based on attendees seated around tables.

Aussie Farmers Direct

Aussie Farmers Direct donates 2% of revenue raised from members who use the service in two payments to the centre. We include a brochure in our member pack along with brochures at the centre and facebook. We receive two payments per year, in February and August, a total of \$410.

Kidsstuff

When shopping at kidstuff you can mention LNSP and we receive points which we can convert to vouchers for shopping at the store. We received over \$500 which the Toys co-ordinator used. . Kidstuff changed their rewards programme in September so customers can now choose if they want to donate the points to a participating school/centre or keep the points themselves. We believe this will have a significant impact on our fundraising dollars raised through Kidsstuff in the next financial year.



Fundraising – Annelie Child & Lucy Miller – continued ...

Lend Lease Foundation Day

We were fortunate to receive a successful nomination for Lend Lease to volunteer a team to spend a day at the centre. This was exceptional as it allowed us to save over \$3000 in painting services in getting the entire playroom and external fence painted. We will continue to look for other foundation/volunteer associations who can assist in manual work or donations.

Total 2013 fundraising income exceeded \$6100 which was brilliant for 6 months!

2013 Sponsors:

Key sponsors :

- The Balmain Practice
- Kids & Co Clinical Psychology
- Darling Street Meats
- The Exchange Hotel
- Cat & Fiddle Pub
- Alison Fort Design
- Alan Dwyer Professional Painting Service
- Josh Laws Draws & illustration
- Stone Wood Constructions

Others :

- Emma Sutherland
- Body Benefits Pilates
- Goddess Fitness
- AthleticFox
- RescueTec
- HoneyTusk Eyebrow Studio
- Our Place on Darling
- David Griffiths Photography
- Charlotte's on Rowntree Street
- Hungry Grashopper Cafe, Haberfield
- Natures Energy
- Planet Beauty
- Plenty Homewares

I have thoroughly enjoyed working with the rest of the committee and our partners to create some great fundraising initiatives.



Toys & Equipment – Julie Irvine

It has been a busy and exciting year for Toys and Equipment in 2012/13. We have made some important long term investments in the centre's outdoor equipment and infrastructure. The updating of general toys and art supplies has continued, using past knowledge and our member's input.

The Toy Cottage:

- The layout of the cottage is regularly updated, to allow the children and carers to make the most of this space.
- Our ever popular Book Nook, has a new child friendly bookcase and all books have been updated or donated if no longer needed.
- The dress up area has received new costumes including doctor, nurse, fire fighter, and fairies to boot
- The Kitchen area received new food and cooking utensils
- An addition to playroom has been the "LNSP Hospital" including a camp bed and doctor's kit
- A labelling system with word and pictures for the toy storage, allowing ease of access for pack-away
- A Thomas the Tank train table was painted and built with tracks, bridges and more, all glued down.

Art Cottage Update:

- The art cottage is currently looking it's best in a very long time. We have invested in a local artist to design and paint a "jungle tree" themed mural in the art cottage and updated the hallway and the kid's bathroom now features an underwater world. It has brought this area to life and the bright colours make it a place kids and carers want to spend time in. Something members will be able to enjoy for years to come. The art room update also allowed us to re-organise the storage and tables into a new layout.
- The continued quarterly purchasing of paper, paint and art supplies has been in great demand. We have also included a large box of crayons, sponges, and a variety of painting tools.

Outdoor equipment:

- Our Fire Engine was installed in December 2012, in time for our Christmas Party. It has been very well received by our members and the children have enjoyed hours of playtime. This is a long term investment for the centre's outdoor play equipment, and will be there for many years to come.
- The older freestanding plastic play equipment was donated to Rozelle Neighbourhood Centre and replaced with a stronger freestanding "play bridge".
- An additional sandpit cover was purchased to provide an entire coverage of the sandpit when used in conjunction with the current cover. This keeps the sandpit for human enjoyment only!
- The roller coaster received new ride on cars.
- New toddler ride-on cars were purchased including planes and puppy designs.

Outdoor Area:

We were made aware by our arborist, that a large gumtree at the entrance to the centre was unwell and the die back of branches posed a risk to our members. We worked closely with Leichhardt Council to have the tree safely removed and the stump ground.

Other :

- The \$550 voucher from Kidstuff, has been spent over the year on a wooden garage and cars, petrol pump, outdoor cars, new baby toys/clothes and Thomas the Tank Engine items.
- We have maintained a roster for the washing of costumes, lounge cover and art smocks.
- We received donations from members throughout the year which were gratefully appreciated with anything not suitable or not complete donated to charity.

Over the next 12 months the shade area to be improved over the sandpit with a new cover already ordered and pergola area featuring new softfall ground with all pavers removed.



Maintenance – Rachael Ward & Trudy Gould

We had a busy year at the centre and achieved an enormous amount with our power team of Rachael and Mark for the first six months and Trudy and Rachael for the last six months.

Key Jobs Completed

1. Kidsafe Report – An independent Comprehensive Playground Inspection Report was completed in January 2013. A risk assessment was completed. Anything that was marked as high risk, action was taken immediately to fix. The medium and low risks items have been addressed and are being monitored on an ongoing basis.
2. A neighbour drove through the back fence leaving it damaged and needed to be repaired asap. Thankfully Mark was able to fix the fence within hours which meant we did not need to close the centre and birds nested in the centre where Mark also had to suit up to avoid Magpie's swooping him.
3. Working Bees throughout the year were all held and successful. Attendance was good - anywhere from 12 - 17 people. The last working bee for 2013 is the 16th November. We are so grateful to the mums/dads who attend these are they are critical to the upkeep of the centre.
4. In December 2012, carpet was cleaned in Playroom
5. On two occasions all trees were all assessed and trimmed accordingly, ensuring safety of branches not falling.
6. Bench Seats and decking around sandpits and tree were all sanded and stained
7. New brooms and rakes were bought, goal for all to use brooms when needed
8. Kitchen restocked three times with coffee, tea, cups and sugar so members can relax when at the centre
9. Cleaning products bought twice throughout the year.
10. New Vacuum Cleaner was bought.
11. Sandpit was refilled twice this year with a discount on sand from Evans Street Hardware
12. Plumber called to fix blocked toilets on several occasions
13. Tree near entrance was removed on 29th August. Stump was also ground on this day.
14. A handyman attended to repair various issues (internal snib to playroom door, replace lock on art cupboard, replace lock on broom store, install magna-latch to swing enclosure gate).
15. A handyman attended to fix the blocked sink...which were kids pencils.
16. Lend Lease Foundation Day - Thursday 19th September achieved an enormous amount
17. Painted entire inside face of timber paling fence in three different shades of yellow.
18. Painted playroom walls in new white and yellow
19. Cupboard bought for ladies bathroom for Deb to store products.
20. New locks attached to the Artroom cupboard and Deb's cupboard.
21. Key Audit Completed.
22. Deb's pay was increased by \$50 a week.
23. Locksmiths attended the centre to fix locks which had been affected by the weather.

Maintaining the centre is everyone's job, whether you come for 1 visit, weekly, monthly or quarterly and keeping the centre in a tidy & organised manner can at times be our greatest challenge. We often receive comments about the mess left around the centre and the state of the playroom is at times appalling, if everyone can continue to spend a few extra minutes tidying up it would make a huge difference. Our goal is for sand to remain in the sand pit only – children bringing sand into the playroom kitchen to cook with or filling the sinks/toilets up takes time and income to fix. We are so grateful the parents who attend the working bee's and the members who offer their services to help improve the centre, thank you.



Events – Melissa Wilkinson

The centre hosted four fantastic free events for families in 2012 / 2013. The weekend events were well attended by families and provided families with the opportunity to visit the centre together.

Summary of events held:

Event	Registered	Budget	Spent
Christmas Sat 8 th December	158	\$911	\$899
Easter Sat 23 rd March	130	\$540	\$538
Mother's Day Mon 13 th May	30 (actual 55)	\$275	\$511
Father's Day Sat 24 th August	79	\$835	\$633

For the coming year I have suggested that the budget between events be disbursed on a more equal basis, with the only event receiving additional funds being Christmas, which is attended by more families.

The dates for 2014 events have been set as:

- Easter – Sat 12th April (Easter 20th April)
- Mother's Day – Saturday 10th May (11th May)
- Father's Day – Saturday 6th Sept (Sep 7th)
- Christmas – Saturday 13th December

All events were promoted to members on the website, via Facebook and on flyers at the centre.

This year I made a special effort to decorate the centre for each of the events. At Christmas and Easter I made left over paintings into paper chains and paper Easter eggs. This provided the children with a visual appreciation of the holidays we were celebrating leading up to the day. It also provided the centre with a great atmosphere for each of the events.

Additionally next year the Mother's Day event that has traditionally been held during the week, will be held on a Saturday. The focus of the event will be on spoiling Mothers, but will allow working Mums and families to attend the centre together.

A special thanks to the following businesses who have provided support, discounts and prizes for the events.

- Dayna Patterson from Catch Light Pictures
- Darling Street Meats
- Natures Energy
- Plenty
- RescueTec Distribution
- Charlotte's Café
- Planet Beauty
- Hungry Grasshopper

I would like to say a big thank you to all the committee members who offered support at the events over the past year. They have been a great day for our community and couldn't have been done without your help.



Communications – Heather Hilton & Kylie Evans

Communication to members is via our various Notice Boards, Facebook page, e-newsletters and separate emails when need along with our website being our main source of everything you need to know. This role was managed by Heather Hilton with the assistance of Kylie Evans on an ongoing basis.

1. Notice Boards

Our flyers were updated every 6-8 weeks and promote membership, committee list, parties, kidstuff points, how to use art room, fundraising events, free events, broken item what to, etc. Our main noticeboard located above the sign-in-register and secondary noticeboard in the art room cottage.

We also provide a news board for the members to promote their services, ads or sell items along with a dedicated noticeboard for businesses who support the centre via fundraising nights, events or any type of sponsorship are featured only.

2. Facebook – www.facebook.com/LNSPC

We have now reached 267 LIKES. Facebook continues to be a great medium for members in real time on anything from centre closures, repairs, seek feedback, committee updates and promote everything available in the centre to them as member. We aim to average 2-3 posts per week which include centre updates, businesses that support us, member feedback posts and a light hearted post. We appreciate the dialogue when members use it to contact us.

3. E Newsletter and emails

We send an e-newsletter to all members and 5 trip members who provided an email address every two months. These newsletters aim to provide a snapshot of what has been achieved in the last two months and what is planned for the next two months along with the businesses who support us. Content provided by committee members if relevant and all newsletters are featured on our website for download. Separate dedicated emails if the item/issue is within the 2 months of the newsletter, mainly for fundraising events or required notices were also sent.

4. Website – www.lnsp.com.au

Our website has continued to be a great resource for new members and first time visitors wanting to know more about the centre. While for existing members it's the main way to become a member and/or book a party. Time is allocated regularly for updates in all areas of the centre with greater investment in upgrading software in parties and memberships allowing us to be more efficient and helping our members in the respective processes. We ensure our partnership with Council and all sponsors are showcased along allowing our members to meet their committee.

5. Community Marketing

The centre has also been promoted to the community and new members via a promotional banner that was displayed at various parks locally. The Welcome Brochure which is sent with all member packs was updated this year to include more pertinent information for visitors of the centre. We also have a postcard which is provided at all fundraising events which provides an overview for non-members of how the centre works.