

# Warragamba Silverdale Neighbourhood Centre Inc.

## POLICY AND PROCEDURE MANUAL

### Section A: Organisational Overview

**INDEX**

<b>Topic</b>		<b>Page No.</b>
<b>INTRODUCTION</b>		<b>3</b>
1.1	Roles and Philosophy of Neighbourhood and Community services	3
1.2	Summary of Values	5
<b>DESCRIPTION OF ORGANISATION</b>		<b>6</b>
2.1	History of Warragamba Silverdale Neighbourhood Centre Inc.	6
2.2	Warragamba Silverdale Neighbourhood Centre Inc. Projects	6
3.0	Organisational Chart (attachment updated at time)	
<b>VISION AND PURPOSE (MISSION)</b>		<b>7</b>
4.1	Vision	7
4.2	Purpose (Mission)	7
<b>INCORPORATION</b>		<b>8</b>
5.1	Requirements of Incorporated Groups	8
5.2	Register of Members	8
5.3	Application for Membership	8
5.4	Life Memberships	8
<b>CONSTITUTION</b>		<b>9</b>
6.1	Familiarity with the Constitution	9
6.2	Review of the Constitution	9
6.3	Copy of the Constitution	9
6.4	Annual Centre Meeting	9
<b>BOARD OF MANAGEMENT OF GOVERNANCE</b>		<b>11</b>
7.1	Board of Management Role and Accountability	11
7.2	Board of Management Duties	11
7.3	Board of Management Responsibilities	12
7.4	Centre Manager Delegated Responsibilities	14
7.5	Second Tier Manager Responsibilities	14

Topic	Page No.
7.6 Sub Committees	14
7.7 Board of Management Composition/Selection	14
7.8 Orientation for New Board of Management Members	15
7.9 Code of Behaviour for Board of Management Members	16
7.10 Board of Management Meetings	17
7.11 Register of Board of Management Members	19
<b>FORMS AND TEMPLATES</b>	<b>20</b>

## 1.0 INTRODUCTION

Warragamba Silverdale Neighbourhood Centre Inc. is a not-for-profit, incorporated community organisation formed on 19<sup>th</sup> October 1987 to provide a variety of community welfare services aimed at increasing the quality of life of the residents of Warragamba, Silverdale, Wallacia, Luddenham and Mulgoa. and within the Wollondilly LGA

WSNC Inc. is an organisation governed by a volunteer Board of Management voted in at the Annual Centre Meeting (AGM) by the members of the organisation. It receives funding for its projects.

WSNC Inc. operates as Warragamba Silverdale Neighbourhood Centre Inc. to provide a range of community services. WSNC Inc. is located at:

**Address:** Weir Rd, Warragamba NSW 2752

**Phone:** (02) 4774 1273

Hours: 9:00 am – 4:30 pm

### 1.1 Roles and Philosophy of Neighbourhood Centres

All Neighbourhood Centres share some common principles and philosophies about their purpose or role. These come under three broad categories:

1. Affirmative action towards disadvantaged people and groups;
2. Local participation and control; and
3. Community development role.

Warragamba Silverdale Community Services follow these according to the resources and skills they have available.

### **1.1.1 Affirmative Action**

Neighbourhood Centres recognise that resources must be directed towards the most disadvantaged and least powerful groups in the community. The development of community networks, mutual support and collective action can improve quality of life for an entire community. Neighbourhood Centres offer staff with social policy knowledge and social action skills which builds on local community resources.

Opportunities, resources and power are not equally available to all people. Particular groups and individuals experience disadvantage and discrimination. They may include:

- Aboriginal people
- people from non-English speaking backgrounds, ethnic or racial minorities, recent migrants or refugees
- women
- people with physical, intellectual or psychiatric disabilities and their families
- people who are homeless or at risk of homelessness
- lesbians, gay men, bisexuals and transsexuals
- sole parents, carers and others with family responsibilities, families under stress or in crisis
- people with chronic health conditions
- people with low incomes
- people outside the paid workforce, particularly long term unemployed
- people excluded because of attitudes toward their old age or youth
- people isolated by lack of services, transport and distance.

Neighbourhood Centres are based on the belief that all people have equal right to the benefits and opportunities of our society. Priority is given to particular disadvantaged groups within each local community, according to the changing characteristics of that community in order to share these benefits and opportunities.

### **1.1.2 Local Participation and Control**

Neighbourhood Centres are based on the belief that local action can affect local issues and concerns. These changes can influence wider change and development.

Participation by service users and members of the community provide direct accountability for Neighbourhood Centres. Both Neighbourhood Centres and government policy hold that local residents and groups can identify community needs, plan and develop effective services, and take part in the management and control of those activities. Neighbourhood Centres *belong* to their local communities.

When people face problems, they turn first to families, friends and neighbours. Neighbourhood Centres are an extension of this local, familiar support and aid network. They aim to be friendly places where consumers and community members are treated in an integrated way (as 'whole' people) and know they are welcome.

Neighbourhood Centres are different from other more bureaucratic services which often only deal with one part of the person. Because Neighbourhood Centres are for the whole community, they do not stigmatise and marginalise individuals or groups whose needs are greater. They integrate a range of services and activities into one organisation which is accessible to all in the community.

At the same time, there are conflicts and competition in all communities. Neighbourhood Centres believe that priority should go to those people who have traditionally been excluded from participation, from access to information, and from access to resources. Local skills, knowledge and understanding provide the foundation on which Neighbourhood Centres build new and different skills and understandings to tackle problems and issues.

Neighbourhood Centre services may be built on a community of interest or a geographic community.

### **1.1.3 Community Development Role**

Neighbourhood Centres believe that the effects of social problems can be reduced or eliminated by working on the causes of problems as well as the symptoms. Neighbourhood Centres resource and support those most affected by the problems and issues to become active agents instead of being encouraged to remain passive dependants in the welfare system. Self-help, mutual support, community education and collective action are Neighbourhood Centre strategies.

There is a place and a need for crisis community services which deal with immediate problems and dangers. Neighbourhood Centres developed to ensure that these short term and emergency responses are complemented by long term, developmental and preventive action. As local community needs change, Neighbourhood Centres alter their work and priorities. Community development is the service strategy which underpins all Neighbourhood Centre functions. This developmental role is centred on increasing access, equity and participation. Neighbourhood Centres are flexible, innovative and responsive to their local communities.

## **1.2 Summary of Values**

Neighbourhood and Community Centres believe in:

- the right of people to make choices in their own lives;
- the right of people to dignity, respect, privacy and confidentiality;
- the right of people to be valued as individuals;
- the right of people to access services on a non-discriminatory basis;
- the right of the community to accountable and responsive services.

## 2.0 DESCRIPTION OF THE ORGANISATION

### 2.1 History of Warragamba Silverdale Neighbourhood Centre Inc. (WSNC Inc.)

### 2.2 Warragamba Silverdale Neighbourhood Centre Inc.

#### **CHILD CARE SERVICES**

Long Day Child Care (6 weeks – 5yrs)  
Before School Care (5 – 12 yrs.)  
After School Care (5 – 12 yrs.)  
Vacation Care (5 – 12 yrs.)

#### **COMMUNITY SERVICES AND DEVELOPMENT**

Family Support Service  
WSNC Youth Group  
Weekly Classes and Groups  
Play Links

A list of all relevant funding agreements and their file locations are located in the Board of Management filing cabinets.

A copy of current service brochures are located in the within the Neighbourhood Centre detailing the relevant programs.

#### 4.0 VISION AND PURPOSE (MISSION)

The objectives pursued by Warragamba Silverdale Neighbourhood Centre are:

- To ensure the community have access to a variety of services, programs and organisations, relevant to their needs and local issues.
- To ensure access to relevant information, referral and resources, empowering community members to make informed decisions, relevant to their needs.
- To ensure access to services and programs that provide information, education, resources and support, to encourage self-development and wellbeing.

Warragamba Silverdale Neighbourhood Centre Inc. believes in:

- the right of people to make choices in their own lives;
- the right of people to dignity, respect, privacy and confidentiality;
- the right of people to be valued as individuals;
- the right of people to access services on a non-discriminatory basis;
- the right of the community to accountable and responsive services.

#### **WE PROVIDE:**

- Information and referral
- Out of School Hours Child Care
- Long Day Child Care on our premises
- Community Services and Development
- Family Support Service
- WSNC Warrayites Youth Group
- Weekly Classes and Groups
- Play Links

## 5.0 INCORPORATION

### 5.1 Requirements of Incorporated Groups

The key requirements of incorporated groups are:

- maintain proper records of accounts showing the financial position of the group and present these at the AGM;
- maintain an up-to-date Register of Members and Register of Board of Management Members and make it available to members;
- maintain the Constitution up-to-date and make it available to members;
- hold an AGM within 90 days after the end of the organisation's financial year;
- advise the NSW Office of Fair Trading of any changes to the Constitution or rules of the association within one month of the special resolution being passed, using the appropriate form;
- advise the NSW Office of Fair Trading of any change to the public officer position within 14 days of appointment (vacancy must not be more than 14 days), using the appropriate form;
- provide the NSW Office of Fair Trading with an annual statement that includes a copy of the financial reports within one month of the AGM, using the appropriate form.

### 5.2 Register of Members

The Secretary will make sure that a Register of Members is maintained up-to-date.

### 5.3 Application for Membership

Any person or organisation wishing to become a member of Warragamba Silverdale Neighbourhood Centre Inc. must complete an *Application for Membership* form (see appendices).

Any person not approved for membership must be advised of the reason(s) within 30 days of the meeting at which the decision was made. There is no appeal against the rejection of an application for membership.

### 5.4 Life Memberships

Life members are given this status due to the extraordinary service they provide to Warragamba Silverdale Neighbourhood Centre Inc. after they have given at least 10 years voluntary services. Life memberships are decided by the Board of Management.

Doc. No.: Version 1.0 WSNC Inc.	Approved: SEPT2013 Inception Sept 2103	Review Date: Jan 2024	Page A--8
---------------------------------	---	-----------------------	-----------

## 6.0 CONSTITUTION

The Constitution is the most important policy document. It underpins all of Warragamba Silverdale Neighbourhood Centre Inc. operations and services and specifies the legal framework within which it operates. The Constitution should be taken to the AGM so that if the need arises, it can be used as a reference document.

### 6.1 Familiarity with the Constitution

Board of Management members, the Manager and the Second Tier Managers should be familiar with the details of the Constitution, and make sure that all of Warragamba Silverdale Neighbourhood Centre Inc. policies and practices are consistent with the Constitution. In particular, the Board of Management must ensure that the legal requirements specified in the Constitution and the Associations Incorporation Act 2009 are met.

### 6.2 Review of the Constitution

The Constitution should be reviewed by the Board of Management at least every three years to ensure that it is up-to-date and relevant to the changing environment in which Warragamba Silverdale Neighbourhood Centre Inc. operates.

Warragamba Silverdale Neighbourhood Centre Inc.'s Constitution was last reviewed on 27 September 2011

### 6.3 Copy of the Constitution

The Constitution is kept at the Warragamba Silverdale Neighbourhood Centre

### 6.4 Annual General Meeting (AGM)

The AGM of Warragamba Silverdale Neighbourhood Centre Inc. will be held within 90 days of the end of the financial year in accordance with the Constitution; the Associations Incorporation Act 2009; the Interpretation Act 1987 (NSW) and the reporting requirements of funding bodies.

#### 6.4.1 Notice of Annual general meeting (AGM)

At least 14 days' notice of the AGM will be given if no special resolution is to be dealt with or 21 days' notice of the AGM will be given, if a special resolution is to be dealt with. Notice of the AGM will be mailed to all current members and other related services in the region, including services for people with special needs. Voting is restricted to current members of Warragamba Silverdale Neighbourhood Centre Incorporated.

Doc. No.: Version 1.0 WSNC Inc.	Approved: SEPT2013 Inception Sept 2103	Review Date: Jan 2024	Page A--9
---------------------------------	---	-----------------------	-----------

### **6.4.2 AGM Agenda**

The agenda for the AGM will be:

1. The receipt of the Chairperson's report for the previous financial year.
2. The receipt of the Treasurer's report and the audited financial statements for the previous financial year, together with the financial budget for the current financial year.
3. The receipt of the Manager's report for the previous financial year.
4. The receipt of the Childcare Report (Teddy Bear Cottage) for the previous financial year.
5. The receipt of the Before/After School & Vacation Care (Wigwam) for the previous financial year.
6. The election of Board of Management members.
7. Any other business placed on the agenda prior to the commencement of the meeting.

Templates for an *AGM Notice of Meeting* and an *AGM Agenda* are located in the Templates and Forms Section.

### **6.4.3 Proxy voting is not permitted**

Warragamba Silverdale Neighbourhood Centre Inc. Does not permit proxy voting at their AGM.

## 7.0 BOARD OF MANAGEMENT OF GOVERNANCE

The Warragamba Silverdale Neighbourhood Centre Inc. Board of Management has stipulated responsibilities, a nomination procedure for Board of Management positions, Board of Management member roles, an orientation process for new members, a code of behaviour, confidentiality agreement and an outline for Board of Management meetings and keeping of minutes.

### 7.1 Board of Management Role and Accountability

The role of the Board of Management is to:

- oversee the operations and activities of the organisation to ensure it fulfils its aims, objectives and targets;
- govern the organisation within the approved budget and in accordance with Warragamba Silverdale Neighbourhood Centre Inc. stated objectives, policies and procedures as specified in the Policy and Procedure Manual.

The Board of Management is accountable for all matters pertaining to Warragamba Silverdale Neighbourhood Centre Inc. and is directly responsible for all matters except those which are formally delegated.

### 7.2 Board of Management Duties

- Act as a body through the Chairperson.
- Ensure its own competency by making sure a range of skills and expertise exist, or providing training for its members, in the areas of:
  - Governance;
  - Legislation and ethics;
  - Strategic planning;
  - WH&S and environmental requirements;
  - Finances;
  - Human resources; and
  - Service promotion.
- Provide portfolios to specific Board of Management members for a particular project.

*Terms of Agreement* have been developed for Board of Management members, specifying the role of Board of Management members. Board of Management members are required to sign the Terms of Agreement on appointment. (See Appendices)

Doc. No.: Version 1.0 WSNC Inc.	Approved: SEPT2013 Inception Sept 2103	Review Date: Jan 2024	<b>Page A--11</b>
---------------------------------	---	-----------------------	-------------------

### **7.3 Board of Management Responsibilities**

The Warragamba Silverdale Neighbourhood Centre Inc. Board of Management should ensure that it is fulfilling its role and responsibilities at all times.

**The responsibilities of the Board of Management are:**

#### ***7.3.1 Legal***

ensure that Warragamba Silverdale Neighbourhood Centre Inc. operates in line with:

- its constitution;
- the Associations Incorporation Act;
- funding agreements;
- other legislation/regulations.

Ensure adequate accountability and reporting processes are in place to meet all requirements of the funding agreements

#### ***7.3.2 Policy and Planning***

- oversee setting of the strategic direction and monitor the progress of Warragamba Silverdale Neighbourhood Centre Inc. through a Strategic Plan (reviewed and updated annually) ;
- setting overall policy;
- ensure Warragamba Silverdale Neighbourhood Centre Inc. Has an up-to-date and comprehensive Policy and Procedure Manual
- approve the Policy and Procedure Manual and ratify subsequent changes to these documents
- ensure processes are in place to update Policies and Procedures to reflect changes in regulatory and legislative requirements
- have clear goals;

#### ***7.3.3 Financial***

Undertake financial accountability by ensuring that Warragamba Silverdale Neighbourhood Centre Inc.

- has an approved budget for the year;
- has sufficient income to meet the budget requirements;
- follows the conditions of all Funding Agreements;
- properly accounts for funds and completes an independent audit every year;
- has a Delegations Policy that is reviewed annually.

Doc. No.: Version 1.0 WSNC Inc.	Approved: SEPT2013 Inception Sept 2103	Review Date: Jan 2024	<b>Page A--12</b>
---------------------------------	---	-----------------------	-------------------

### **7.3.4 Human Resources**

- ensure appropriate recruitment processes are in place and are followed;
- be involved in disputes and appeals as and when required.

### **7.3.5 Risk Management**

- ensure that major risks to Warragamba Silverdale Neighbourhood Centre Inc. including WH&S are identified and managed appropriately to ensure long term success of the organisation.
- ensure that the services provided by WSNC Inc. have up-to-date Risk Management Plans.
- approve and monitor the Risk Management Plans for the specific services of Warragamba Silverdale Neighbourhood Centre Inc.
- ensure appropriate and effective information management systems are in place.

### **7.3.6 Other Responsibilities**

- ensure appropriate systems and processes are in place to monitor and manage compliance and service performance in accordance with funding agreements, contractual obligations, program guidelines and professional standards;
- ensure appropriate and effective communication processes are in place to advise staff, clients, volunteers and other stakeholders of changes to Policies and Procedures;
- ensure Warragamba Silverdale Neighbourhood Centre Inc. has a strong membership and community support and is a strong and viable organisation;
- ensure Warragamba Silverdale Neighbourhood Centre Inc. engages with the local community and the target population so that the services respond to the needs of the community and adapt as the needs change;
- represent the organisation in a positive way;
- appoint the Manager and at least annually, review the performance of the Manager
- support and work closely in conjunction with the Manager through the President
- promote the organisation;
- approve fund raising activities as required;
- not interfere with the day to day operations of staff;
- evaluate the efficacy of the Board of Management as part of the annual Strategic Planning Day.
- ensure minutes of all Board of Management meetings and sub Committee meetings are recorded.

## 7.4 Manager Delegated Responsibilities

The Manager is delegated to carry out the management functions, set out in the job description, approved by the Board of Management

## 7.5 Second Tier Manager Responsibilities

The Manager delegate's responsibility for specific programs, services or activities to subordinate managers as designated in their job descriptions.

## 7.6 Sub Committees

Sub Committees may be established as and when needed to ensure the smooth running of Warragamba Silverdale Neighbourhood Centre Inc. Each subcommittee will have:

- a specific list of members;
- a purpose and terms of reference;
- a specified term; and
- a mechanism for reporting back to the Warragamba Silverdale Neighbourhood Centre Inc. Board of Management

### 7.6.1 Sub Committees structure

The structure of the subcommittee will be determined at the time it is established.

The subcommittee must advise the Board of Management of its meeting schedule and report back to the Board of Management on the progress of the subcommittee.

## 7.7 Board of Management Composition/Selection

### 7.7.1 Nomination for Board of Management Position

Board of Management nominations are a part of the AGM. Nominations are made in writing prior to the AGM as per the Constitution and using the nomination form in the template section.

To assist in maintaining sound governance the following guidelines are followed:

- Staff members cannot be members of the Board of Management.
- The Board of Management will encourage nominations for Board of Management membership from people with a range of cultural backgrounds and areas of interest.
- The Board of Management will ensure its composition provides a range of appropriate skills and expertise to enable Board of Management members to deal with issues relevant to the organisation.

Doc. No.: Version 1.0 WSNC Inc.	Approved: SEPT2013 Inception Sept 2103	Review Date: Jan 2024	Page A--14
---------------------------------	---	-----------------------	------------

## 7.8 Orientation for New Board of Management Members

### 7.8.1 Orientation Kit

All new Board of Management members will be provided with an Orientation Kit. The Manager will provide this Kit.

The Kit will contain copies of, or information about Warragamba Silverdale Neighbourhood Centre Inc. and the responsibilities of the Warragamba Silverdale Neighbourhood Centre Inc.

This will include:

- Policies and Procedures which detail
  - Purpose, philosophy and objectives
  - Board of Management roles and responsibilities (as detailed in this Manual)
  - Code of Behaviour for Board of Management Members (as detailed in this Manual)
- Organisation chart
- Terms of Agreement for a Board of Management Member
- Constitution
- Privacy and Confidentiality
- Police Check and Working with Children Check
- Services provided by Warragamba Silverdale Neighbourhood Centre Inc. (including brochures)
- Latest Annual Report

Board of Management members will be advised of the location of all relevant documentation (or provided with soft copies of relevant information on a USB) so that they can access up-to-date versions of this information.

An **incremental training program** for Board of Management members will be provided as part of the regular Board of Management meetings.

This process will enable the Board of Management to receive orientation, training and education regarding all areas of responsibility on an ongoing basis. The Manager will prepare appropriate presentations for the Board of Management.

These will include:

- The Constitution;
- Code of behaviour;
- Conflicts of interest;
- Confidentiality;
- Board of Management roles and responsibilities;

Doc. No.: Version 1.0 WSNC Inc.	Approved: SEPT2013 Inception Sept 2103	Review Date: Jan 2024	<b>Page A--15</b>
---------------------------------	---	-----------------------	-------------------

- Legal responsibilities and statutory requirements;
- Decision making processes;
- Government policies / funding systems;
- Budget;
- Strategic and/or Business Plan;
- Information about funding sources;
- Staff position descriptions;
- History of the Centre;
- Annual project plans / service plans of all Projects;
- Information about management meetings.

### **7.8.2 Orientation Process**

The first Board of Management meeting following the AGM will include a brief review of orientation information for new Board of Management members and an opportunity for new Board of Management members to ask questions regarding orientation matters.

All Board of Management members are required to sign that they have read the Board of Management Orientation Kit as part of the *Terms of Agreement*

### **7.9 Code of Behaviour for Board of Management Members**

The Board of Management will operate most effectively if all Board of Management members are aware of the roles and responsibilities of the Board of Management. The following Code of Behaviour for Board of Management members clarifies expectations.

Board of Management members agree to:

- abide by the philosophy of Warragamba Silverdale Neighbourhood Centre Inc.;
- observe all the rules of Warragamba Silverdale Neighbourhood Centre Inc. including those specified in the Constitution, the Associations Incorporation Act 1984 and any others set by the Board of Management or the membership of Warragamba Silverdale Neighbourhood Centre Inc. act as 'one' or 'a body';
- follow any policies and procedures set down in the Warragamba Silverdale Neighbourhood Centre Inc. Policy and Procedure Manual;
- maintain confidentiality and privacy on Warragamba Silverdale Neighbourhood Centre Inc. issues;
- attend monthly Board of Management meetings whenever possible, and if unable to attend, to send apologies;
- not act on Warragamba Silverdale Neighbourhood Centre Inc. matters without the consent of the Board of Management;

Doc. No.: Version 1.0 WSNC Inc.	Approved: SEPT2013 Inception Sept 2103	Review Date: Jan 2024	<b>Page A--16</b>
---------------------------------	---	-----------------------	-------------------

- not interfere with the role of the Centre Manager, except through formal performance appraisal processes;
- not interfere in the day-to-day operations of Warragamba Silverdale Neighbourhood Centre Inc.
- adhere to all the accounting procedures of Warragamba Silverdale Neighbourhood Centre Inc.
- represent Warragamba Silverdale Neighbourhood Centre Inc. in a positive way and actively participate in Warragamba Silverdale Neighbourhood Centre Inc. governance;
- not discuss confidential issues with people outside of Warragamba Silverdale Neighbourhood Centre Inc. or with staff or members of Warragamba Silverdale Neighbourhood Centre Inc. without the consent of the Board of Management;
- follow any grievance / complaint procedures set down by the Board of Management with the intention of resolving conflicts;
- not abuse, physically or verbally, staff, volunteers or members of Warragamba Silverdale Neighbourhood Centre Inc.
- avoid and declare any conflict of interest.

If a member of the Board of Management fails to abide by the above rules they may be liable to expulsion from the Board of Management.

All Board of Management Members are required to sign their agreement to abide by the Code of Behaviour as part of the *Terms of Agreement*.

## **7.10 Board of Management Meetings**

### ***7.10.1 Regular Meeting Schedule***

Board of Management meetings are held monthly on the day and time arranged by the Board of Management at the commencement of the year. The Board of Management may arrange other meetings as required.

### ***7.10.2 Meeting Attendance***

Board of Management meetings should be attended by all Board of Management members and the Manager. Guests may be invited to attend meetings (by the Board of Management President) for a specific purpose, in line with Warragamba Silverdale Neighbourhood Centre Inc.'s Constitution,

Board of Management members are required to attend at least 7 out of 11 meetings per year.

Doc. No.: Version 1.0 WSNC Inc.	Approved: SEPT2013 Inception Sept 2103	Review Date: Jan 2024	<b>Page A--17</b>
---------------------------------	---	-----------------------	-------------------

### **7.10.3 Agenda**

The agenda will be drawn up by the Secretary in consultation with the Board of Management Chairperson and the Manager and circulated to all Board of Management members at least 48 hours before the Board of Management meeting. A *Board of Management Meeting Agenda* template is located in the Forms and Templates.

### **7.10.4 Quorum**

The quorum for Board of Management meetings is 3 including at least 2 office bearers.

### **7.10.5 Role of Centre Manager at Board of Management Meetings**

The Centre Manager attends Board of Management meetings to provide advice and information to the Board of Management to assist the Board of Management in its deliberations. The Manager should prepare a *Manager's Monthly Report* (see template) which includes the following information:

#### Major Issues

- Clients / Carers; Staff; Volunteers; Training; Funding / grants; New projects / activities

#### Compliance

- May include all or some of the following as relevant:
  - Reports to regulatory / funding bodies
  - Relevant regulations and legislation (*any changes; date of last review for changes; actions and changes for Board of Management approval*)
  - WHS
  - Police checks
  - Internal Audits / Reviews (*report on recent activity and any changes for Board of Management approval*)
  - Policies and procedures (*Board of Management to approve any changes*)

#### Risk Management

- Accidents and Incidents (staff/volunteers/clients)
- Summary of statistics; outstanding cases; actions arising
- Risk Management Plan progress and actions
- WHS

#### Quality Improvement

- Complaints (*number in; number resolved; number unresolved*)
- Compliments and suggestions (*brief summary*)
- Results of any formal surveys (*copy of final report; actions arising from survey; process of informing stakeholders*)
- Updates on Quality Improvement activities as relevant

#### Networking / Meetings

Progress against Corporate Calendar

Progress against Strategic Plan

Doc. No.: Version 1.0 WSNC Inc.	Approved: SEPT2013 Inception Sept 2103	Review Date: Jan 2024	<b>Page A--18</b>
---------------------------------	---	-----------------------	-------------------

Progress against budget  
Service statistics for the month  
Matters requiring Board of Management approval

WH&S Note: The Centre Manager may be assisted in report preparation by second tier managers.

#### **7.10.6 Role of Second Tier Manager (i.e. Manager of specific Service) at Staff Meetings:**

The Program Manager chairs Staff Meetings and provides advice and information to the Centre Manager to assist him/her in deliberations. The Second Tier Managers prepare a Monthly Board of Management Report for the Board of Management. This Report is given to the Centre Manager to be tabled at the Board of Management meeting. The report contains information related to the items listed above in the Centre Manager's Report.

#### **7.10.7 Minutes**

Minutes of all meetings must be recorded in a standard format. See the *Board of Management Meeting Minutes* template for an example. The minute taker should ensure relevant information is recorded in each column when appropriate and must ensure that when the Board of Management agrees to an action, details of the action, the person responsible for that action and the time frame are recorded.

Minutes should be typed in a standard format. See the Board of Management Meeting Minutes template for an example. A copy of the minutes must be filed in the Board of Management Meeting File and a copy signed by the President. The Secretary is responsible for making sure that procedures for minutes are followed.

### **7.11 Register of Board of Management Members**

The Secretary will make sure that a *Register of Board of Management Members* is maintained up-to-date. The current copy of the Register of Board of Management Members is with the Secretary.

Doc. No.: Version 1.0 WSNC Inc.	Approved: SEPT2013 Inception Sept 2103	Review Date: Jan 2024	<b>Page A--19</b>
---------------------------------	---	-----------------------	-------------------

## 8.0 Forms and Templates

- Terms of Agreement Board of Management Member
- Terms of Agreement Chairperson
- Notice of Annual Centre Meeting Letter
- Annual Centre Meeting Agenda
- Centre Manager's Monthly Report
- TBC Manager's Monthly Report
- WW Manager's Monthly Report
- Board of Management Meeting Minutes Template

Warragamba/Silverdale Community Development Team & Family Support

**TERMS OF AGREEMENT FOR BOARD OF MANAGEMENT MEMBERS**

\_\_\_\_\_ (Name)

**I agree to accept and carry out the duties and responsibilities of a Board of Management member as listed below:**

- I accept responsibility with other members of the BOARD OF MANAGEMENT for carrying out the roles and responsibilities of the Board of Management Members as outlined in of WSNC's Policy and Procedure Manual ;

Additionally, I agree to:

- assist the Chairpersons, Secretary or Treasurer in undertaking their duties;
- act as a spokesperson when requested by the Board of Management
- manage and support staff when requested by the Board of Management
- be a member of and/or chair sub-committees/task groups as required;
- sign letters or documents on behalf of WSNC Inc as required;
- do any other tasks which may arise.

**Attendance at Meetings**

I agree to attend all scheduled and extraordinary Board of Management meetings. If I am unable to attend a meeting I agree to give the maximum notice possible.

**Resignation of Member**

In the event that I must resign, I agree to give one month's notice in writing and will make every effort to find a replacement person for the Board of Management

**Expulsion of Member**

I am aware that I can be expelled from the Board of Management as per the constitution, for not attending at least 6 meetings within a 12 month period.

**Orientation Kit**

I agree that I have read and understood the Board of Management Orientation Kit.

**Code of Behaviour**

I agree that I have read and will abide by the Warragamba Silverdale Neighbourhood Centre Inc. Board of Management Code of Behaviour. I am aware that I can be expelled from the Board of Management for failing to abide by any of the Code of Behaviour rules.

.....  
Signed

.....  
Date

Doc. No.: Version 1.0 WSNC Inc.	Approved: SEPT2013 Inception Sept 2103	Review Date: Jan 2024	<b>Page A--21</b>
---------------------------------	---	-----------------------	-------------------

## TERMS OF AGREEMENT FOR THE CHAIRPERSON

*Name of Chairperson*

**I agree to accept and carry out the duties and responsibilities of the Chairperson listed below:**

- I accept responsibility with other members of the Board of Management for carrying out the roles and responsibilities of the Board of Management Members as outlined in Part A, Section 7.1 – 7.3 of Warragamba Silverdale Neighbourhood Centre Inc. Policy and Procedure Manual ;

Additionally, I agree to:

- ensure regular Board of Management meetings are held;
- encourage other Board of Management members to attend meetings;
- draw up an agenda for the meetings with the assistance of the Secretary and/or the Centre Manager
- prioritise agenda items and if necessary set time limits;
- lead the meeting through the agenda, keeping discussion relevant and decision making clear and encouraging broad participation;
- sign the minutes after they have been confirmed as an accurate record of the previous meeting;
- make sure meetings are run in accordance with the Warragamba Silverdale Neighbourhood Centre Inc.
- act as a spokesperson for Warragamba Silverdale Neighbourhood Centre Inc.
- stay in touch with day-to-day happenings in the service through the Centre Manager

### **Attendance at Meetings**

I agree to attend all scheduled and extraordinary Board of Management meetings. If I am unable to attend a meeting I agree to give the maximum notice possible.

### **Resignation of Member**

In the event that I must resign, I agree to give one month's notice in writing and will make every effort to find a replacement person for the Board of Management.

### **Expulsion of Member**

I am aware that I can be expelled from the Board of Management as per the constitution, for missing three meetings in a row without providing acceptable reasons.

### **Orientation Kit**

I agree that I have read and understood the Board of Management Orientation Kit.

### **Code of Behaviour**

I agree that I have read and will abide by the Warragamba Silverdale Neighbourhood Centre Inc. Board of Management Code of Behaviour. I am aware that I can be expelled from the Board of Management for failing to abide by any of the Code of Behaviour rules.

.....

**(Signed)**

.....

**(Date)**

Doc. No.: Version 1.0 WSNC Inc.	Approved: SEPT2013 Inception Sept 2103	Review Date: Jan 2024	<b>Page A--22</b>
---------------------------------	---	-----------------------	-------------------



**Warragamba Silverdale Neighbourhood Centre Inc.**  
**ABN 14 297 600 520**  
Corner Weir Road and Fourteenth Street Warragamba  
PO Box 44 Warragamba NSW 2752  
P: 02 4774 1273 | F: 02 4774 2957  
E: [community@wsnc.org.au](mailto:community@wsnc.org.au) | E: [familysupport@wsnc.org.au](mailto:familysupport@wsnc.org.au) W: [www.wsnc.org.au](http://www.wsnc.org.au)

**You are cordially invited to attend our**

**ANNUAL WSNC Inc. MEETING**

**To be held in the**

**Insert Address**

**On**

**/ /**

**Light refreshments will be served after the AGM**

**RSVP: WSNC on (02) 4774 1273**

## WARRAGAMBA SILVERDALE NEIGHBOURHOOD CENTRE INC.

### CENTRE MANAGER MONTHLY REPORT TO THE MANAGEMENT COMMITTEE

Date:

#### Major Issues- May include:

- Staff – Issues / Impact / Value
- Volunteers
- Staff Training
- Funding / grants
- New projects / activities / on-going
- Updates on all WSNC services
- Maintenance Repairs
- Policies and Procedures updates / changes required
- General Comments / Approval
- Advertising
- Donations/Fees

#### Compliance- May include all or some of the following as relevant:

- Reports to regulatory / funding bodies
- Relevant regulations and legislation (*any changes; date of last review for changes; actions and changes for Board of Management approval*)
- WHS
- Police checks
- Internal Audits / Reviews (*report on recent activity and any changes for Board of Management approval*)
- Policies and procedures (*Board of Management to approve any changes*)

#### Risk Management

- Accidents and Incidents (staff/volunteers/clients)
- (*Summary of statistics; outstanding cases; actions arising*)
- Risk Management Plan progress and actions

#### Quality Improvement

- Complaints (*number in; number resolved; number unresolved*)
- Compliments and suggestions (*brief summary*)
- Results of any formal surveys (*copy of final report; actions arising from survey; process of informing stakeholders*)
- *Updates on Quality Improvement activities as relevant*

#### Progress against Corporate Calendar

#### Progress against budget

#### Service statistics for the month

#### Matters requiring Board of Management approval

Doc. No.: Version 1.0 WSNC Inc.	Approved: SEPT2013 Inception Sept 2103	Review Date: Jan 2024	Page A--24
---------------------------------	---	-----------------------	------------

## WARRAGAMBA SILVERDALE NEIGHBOURHOOD CENTRE INC.

### TEDDY BEAR COTTAGE MANAGER MONTHLY REPORT TO THE MANAGEMENT COMMITTEE

Date:

**Major Issues-** May include:

- Staff – Issues / Impact / Value
- Volunteers/Student Placements
- Staff Training
- Funding / grants
- New projects / activities / on-going
- Updates on all WSNC Teddy Bear Cottage services
- Maintenance Repairs
- Policies and Procedures updates / changes required
- General Comments / Approval
- Advertising
- Donations/Fees

**Compliance-** May include all or some of the following as relevant:

- Reports to regulatory / funding bodies
- Relevant regulations and legislation (*any changes; date of last review for changes; actions and changes for Board of Management approval*)
- WHS
- Internal Audits / Reviews (*report on recent activity and any changes for Board of Management approval*)
- Policies and procedures (*Board of Management to approve any changes*)

**Risk Management**

- Accidents and Incidents (staff/students/parents/children)
- (*Summary of statistics; outstanding cases; actions arising*)
- Risk Management Plan progress and actions

**Quality Improvement**

- Complaints (*number in; number resolved; number unresolved*)
- Compliments and suggestions (*brief summary*)
- Results of any formal surveys (*copy of final report; actions arising from survey; process of informing stakeholders*)
- *Updates on Quality Improvement activities as relevant*

**Progress against Corporate Calendar**

**Progress against budget**

**Service statistics for the month**

**Matters requiring Board of Management approval**

Doc. No.: Version 1.0 WSNC Inc.	Approved: SEPT2013 Inception Sept 2103	Review Date: Jan 2024	Page A--25
---------------------------------	---	-----------------------	------------

## WARRAGAMBA SILVERDALE NEIGHBOURHOOD CENTRE INC.

### WIGWAM MANAGER MONTHLY REPORT TO THE MANAGEMENT COMMITTEE

Date:

#### Major Issues- May include:

- Staff – Issues / Impact / Value
- Staff Training
- Funding / grants
- New projects / activities / on-going
- Updates on all WSNC Wigwam services
- Maintenance Repairs / Wallacia School Approval
- Policies and Procedures updates / changes required
- General Comments / Approval
- Advertising
- Computers use

#### Compliance- May include all or some of the following as relevant:

- Reports to regulatory / funding bodies / Wallacia school principal
- Relevant regulations and legislation (*any changes; date of last review for changes; actions and changes for Board of Management approval*)
- WHS
- Internal Audits / Reviews (*report on recent activity and any changes for Board of Management and Wallacia School's approval*)
- Policies and procedures (*Board of Management to approve any changes*)

#### Risk Management

- Accidents and Incidents (staff/parents/children)
- (*Summary of statistics; outstanding cases; actions arising*)
- Risk Management Plan progress and actions

#### Quality Improvement

- Complaints (*number in; number resolved; number unresolved*)
- Compliments and suggestions (*brief summary*)
- Results of any formal surveys (*copy of final report; actions arising from survey; process of informing stakeholders*)
- *Updates on Quality Improvement activities as relevant*

#### Progress against Corporate Calendar

#### Progress against budget

#### Service statistics for the month

#### Matters requiring Board of Management approval

Doc. No.: Version 1.0 WSNC Inc.	Approved: SEPT2013 Inception Sept 2103	Review Date: Jan 2024	Page A--26
---------------------------------	---	-----------------------	------------

**BOARD OF MANAGEMENT MEETING MINUTES**

**WARRAGAMBA SILVERDALE NEIGHBOURHOOD CENTRE INC.**

<b>Meeting Type:</b>		<b>Date:</b>		<b>Time:</b>	
<b>Present</b>					
<b>In Attendance</b>					
<b>Apologies</b>					

<b>Agenda Item</b>	<b>Discussion</b>	<b>Decision/Action</b>
Acceptance of Previous minutes		
Business Arising		

Section A OPERATIONAL Warragamba Silverdale Neighbourhood Centre Inc.

Agenda Item	Discussion	Decision/Action
Centre Business		
Meeting Closed		
Next meeting		

Chairperson's Signature:	Chairperson's Name:	Date:
--------------------------	---------------------	-------

