



The Hive  
Bondi Beach Public School  
Campbell Parade  
Bondi Beach  
NSW2026

## THE HIVE – AGM 2017

Mtg opened: 7:00pm 2 May 2017

Chair: Doug Mackenzie, Becklyn - Public Officer

ATTENDEES - Doug Mackenzie, Becklyn; Ros Doyle, Becklyn; Rob Keldoulis, President; Andi Breslin, Treasurer; Olivia Wright, Executive; Ellie Waddel, GM The Hive; Jara Poslusny, The Hive; Olympia Fourtounis, The Hive; Camillo Gonzales, The Hive; Lupe Rial Figueiras, The Hive; Cherie Gray.

APOLOGIES - Julie Mackenzie, Becklyn; Debbie Evans, BBPS School Principal

INTRODUCTION - Doug Mackenzie

Introductions and confirmation of Doug Mackenzie, Becklyn as Chair of the AGM.

Important to record timeframes as context for the meeting.

The Centre was established June 2015 and the attached audit/reporting timeframe is for calendar year Jan-Dec 2016.

A huge amount of work had to be done in set-up of the Centre - both in extraction of data from previous providers and development and delivery of new operation.

Need to acknowledge the enormous amount of work done by Rob, Ellie and Andi in particular.

Becklyn pleased to partner with BBPS P&C to provide operational systems, payroll and accounting support to The Hive. We're an org of 8 people who work with 22 centres similar to Bondi's and have done for significant number of years.

PRESIDENT'S REPORT - Rob Keldoulis

For background, need to understand reasons for migrating to P&C run business. Contract for previous provider was up for renewal. We were given very limited time to make the decision to either go to tender for new contract, or change the operation and bring it in-house. A decision was made by the P&C that monies spent and potential profits made by the Centre would be far better funneled back into the school, then into a private organisation. In addition, we thought there was an opportunity to provide more than just the standard "baby-sitting" program that was offered by Primary OSCH Care.

Relationship with school is critical and we have taken time to manage this. Subsequently we now have a very effective relationship and can respond to increases in demand considerably better than other centres we know of - many of which cap numbers, which presents range of problems for the parent body.



The Hive  
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NSW2026

Has been an enormous amount of work - but would like to make special mention of the development of programs within the centre, and the substantial branding process as highlights. Our plans for future are exciting - we're aware that the Centre will continue to grow with the school (although school numbers will be capped), our relationship with school staff in this growth is critical and relationship with broader Bondi community still has potential to be developed.

Grateful to the involvement of parents in the management of the Centre. Parents always very welcome to join committee. A centre this size would ideally have a committee of 5-7 people. We're also happy to have parent "friends" working with us.

Need to recognise business maturity as a factor of the last 18 months - perceived lack of structure and strategy is demonstration of the fact that the business only launched in June 2015. We are noticing a transition now - a discernible change from start-up/survival mode to creative/strategic mode.

Important to now conscientiously manage stakeholders' perceptions to reflect this.

COMMENT: Cherie - there are some parents whose perception is that there are changes with staffing/roles; issues and incidents that occur and notification of these spreads through the parent body; there was insufficient communication at time of the transition - and communication that was made often occurred after the fact. This needs to be addressed as a priority.

GM's REPORT - Ellie Waddell

### **The Hive and its Children**

12 months ago, we increased our licence from 110 to 160 children - now hitting that capacity three days a week. We have applied for another license increase (anticipated by Term 3 2017) to accommodate future growth to 200.

There is currently no legally prescribed ratio of staff to children, although later this year it will be set at a maximum ratio of 1:15. We operate at an average ratio of 1 staff member to 12/13 kids. For excursions during Holiday Program, the ratio changes to 1:10.)

Any children in our care with registered special needs receive 1:1 care.

### **Staff**

To accommodate last year's licence increase we underwent a staff restructure, and created a team of 6 senior staff reporting to the GM. New contracts were rolled out to all senior staff and a framework was put in place for regular 1:1 meetings and annual performance reviews.



The Hive  
Bondi Beach Public School  
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As well as our Nominated Supervisor – Olympia - all our senior centre staff are certified supervisors, plus one of our educators. So we have five staff members who can be designated as the responsible person in charge and most afternoons, all five of them are on duty.

In addition to the senior team we employ 13 educators on a casual basis. These include qualified (and training) teachers and instructors from several countries including Australia, UK, Germany, Spain and Czech Republic.

We've made significant investment in staff development this year:

- full team of 20 underwent a 'How to Communicate...' course, teaching effective methods of communication with children, as well as ways to deal with conflict situations
- all senior staff undertook a 4 week Introduction to Mindfulness course to help deal with pressure, stress and conflict
- regular first aid, asthma & anaphylaxis training for the whole team (takes us way above the legal requirement)
- compliance training
- training on Google apps, as this is how we operate our filing, calendar and email system (all senior staff now up and running)
- staff also attend a range of training sessions from our peak body – such as understanding the law, and getting to grips with the NQS,
- we attend regular forums for local OSHC centres
- our educators are being led through the national quality framework for school age care [My Time Our Place](#), by our Compliance Lead

Our caliber of staff has increased and our turnover has decreased, due to a more rigorous recruitment process and a revised policy relating to visas.

### **Program**

We've progressed from offering just a couple of activities to around 10 different options including a Hola club, art & craft, explore & discover, a whole range of sports clubs, baking club, dedicated activities just for seniors and hangout zones.

We also have two external providers delivering activities exclusively to Hive kids – PMI (music) and Playball (activity program). We aim to expand this side of things further for 2017

We've had several emails and personal comments complementing the constantly improving and expanding program, and the whole team feel that this area is one of our strengths

### **Food**

We created a new lead role for Food & Nutrition. Kate is a passionate & life-long believer in the importance of good nutrition, she has developed a wholesome menu for summer and winter. She researched ingredients & suppliers to ensure that the food we make for the kids is best for them and the environment. Kate works closely with a qualified Nutritional Therapist (and school mum) Tabitha McIntosh on all meal plans. Kate also enlisted the help of the kids, running a full term of Tasting Tuesdays!

Check out the new menu on our website

### **Risk Assessment & Compliance**

We have an established process for assessment of risks, which allows us to broaden our offering of activities to the kids whilst keeping a close eye on safety. Compliance is ongoing process. We have implemented or are in the process of implementing a range of improvements, based on a series of compliance reports produced by Becklyn. We have a Compliance Lead, who has developed a clear framework to address any compliance issues, remediate and plan future improvements. We have not yet been assessed by the department, but that is likely to happen this year.

There was a 'nut incident' this year that needs to be reported.

A baking exercise led to nuts being introduced to the Centre (note not through the regular menu but through the programming). The staff managed the incident according to the manual with the slight exception of contacting the parents of the child - his mother unfortunately being in a mobile ph blackout zone at the time. This resulted in the emergency being averted but staff took the incident suitably seriously and the senior team member who introduced the nuts was disciplined.

Following the incident:

- A procedure for checking ad-hoc food items brought into the centre (that fell outside the approved shopping list) was initially instigated. Two members of staff would check ingredients and sign a form detailing & approving use of the product.
- Since then, Kate has performed a full retrospective on all our menu and programming ingredients and products. All data is in a database, including details of which dietary requirements are met. Staff have been shown how to access this database and check which products are approved, all food items purchased for the Centre are detailed on this database to avoid a similar situation in future.
- We refreshed the no nut posters around the centre
- We communicated directly with parents via email about the incident and the Centre's short term and long term response to it
- We ran an info session, inviting the parents of all our anaphylactic children to inform them and provide an opportunity to respond to the Centre
- Eating is always supervised by staff, who regularly remind children:
  - not to share food or drink



The Hive  
Bondi Beach Public School  
Campbell Parade  
Bondi Beach  
NSW2026

- to wash hands before and after food
- of the seriousness of some children's reaction to nuts and other allergens
- not to bring anything with nuts into school or to the Centre (we do regularly observe parents packing Nutella and cereal bars containing nuts)

We've developed a new seed policy which will come into play this term, and accommodates the specific seed allergies currently recorded in the centre. (mustard, sesame)

### **Financial**

While this meeting is to review the audited finances of the centre, it is important to recognise the financial value that we bring to the school. As well as having paid the school approx. \$62,000 in licence fees to date, we've been able to support them financially in other ways too.

For example, in the last 12 months the school approached us to help with the purchase of:  
\$15k - New laptops for the Year 2 classrooms – we use these rooms for homework club and so were able to help by buying 20 laptops for Hive use and the benefit of all the kids in the upstairs front area

\$8.5k - STEM program support materials

\$3.5k - classroom resources – for the classrooms we share for roll call, and our programmed activities

\$1k table tennis table

### FINANCIAL REPORT - Doug Mackenzie

See figures attached.

Turnover - 6 months to December 2015 - \$380,000

Compared to turnover 12 months to December 2016 - \$842,000

This reiterates the size of the entity which will likely be a \$1mill business by end of the 2017. Important to recognise the enormous value of this to the school.

Note the expenditure for Centre has been quite high - perspective needed to understand this. Partly a result of cost of setup and of course, need to recognise the amount of money that has been funneled into the school since the Centre management has been brought in-house. Government sets absolute limit of \$38,000 on amount that can be paid to a school as rent by an outside provider. Therefore important to recognise that having a P&C managed business allows us to put significantly more money into the school to benefit of Hive kids as well as whole school (\$18,000 under previous providers versus \$150,000 in first 18 months operation of this business).

Surplus has been achieved which is a fantastic achievement - over and above rent and other expenditure already directed to school.



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NSW2026

All monies borrowed for Centre setup have been repaid and so as at December 2016 business has \$66,000 in the bank account.

#### ACCEPTANCE OF AUDIT REPORT

No conditions on the Audit Report. Audit Reports will be available for download on the website.

#### APPOINTMENT OF AUDITOR

Committee unanimously agreed to appointment of Becklyn nominated auditor.

#### ELECTION OF COMMITTEE 2017

All positions made vacant.

President - Rob Keldoulis nominated and elected  
Treasurer - Andi Breslin nominated and elected  
Secretary - Olivia Wright nominated and elected  
Public Officer - Doug Mackenzie nominated and elected  
General Members - none

#### PARENT COMMUNICATION – Olivia Wright

In response to parent feedback the management committee has suggested that we begin regular, formalised reporting to parent body - including a Quarterly Report with an update of events in previous term/VC and once annually with a more comprehensive Annual Report. The suggested annual report structure is detailed below.

- **ACHIEVEMENTS** over the last year (authored by kids/educators/Ellie)
  - repeat what has already been shared in a more structured way
- Business **OBJECTIVES** (authored by Exec/Ellie)
  - What does the organisation want to achieve over the next 1-5 years?
  - How is success measured?
- Key **INITIATIVES** (authored by Exec/Ellie)
  - What are the priorities for the next year?
- **RISK** Management (authored by Ellie/Risk & Comp Lead)
  - What are the key risks and how are they mitigated / managed?
  - Compliance to industry standards
- Director and **STAFF** profiles
  - Capability, experience and interests of executive committee and management team



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NSW2026

● **FINANCIALS**

- Balance sheet/P&L statement/Cash flows
- contribution/benefit to school

● **OPERATIONS**/Becklyn report

Launch Quarterly Report at end Term 2 2017. Recommend that we consult with parent body for content of Annual Report during Term 4 for a Term 1 2018 launch.

GENERAL BUSINESS

The Management Committee would like to acknowledge the invaluable experience and knowledge that Becklyn has brought to the Centre and to thank them for the hours and commitment they've provided to helping us, without you we would not be where we are today.

Mtg was closed 8.12pm.