



2022 AGM Devonport Community House Chairperson's Report

To the financial year ending 30 March 2022.

This time last year it felt as though surviving largely intact through the COVID-19 pandemic and ongoing lockdowns would be challenging, and not a 'sure thing'. But the House did come through those challenges, with sensible management and governance, and the support of Government subsidies.

Once again, we've weathered the storm well and remain in good heart. We know the pandemic will continue to present us with challenges but with our very able team both around the committee table and working on the 'coal face' at the House, we are in good shape.

Thank You's

As always, I want to start with the thank yous – thank you to all those who supported our purpose and mahi this year, including Auckland Council and the Devonport Takapuna Local Board, particularly Jamie Adkins who has been his usual great source of support and advice. I'm confident there's been less hand holding this year as we've found our feet after some turbulence last year with COVID-19 and a change in personnel.

A big thank you also to our other funders - the Lotteries Commission, Foundation North, Four Winds, Pub Charity, AJ Scott, Local Activation Fund, Creative Communities, and MSD. This funding has enabled us to do all sorts of things from installing heat pumps and security cameras to running ukelele workshops and participating in the Matariki celebrations. Simply put, without this funding we couldn't do what we do.

A HUGE thank you to Justin, our House Manager and Justine, our Marketing and Activations Manager – they are responsible for the transformation of our House – both its look and feel and its vibrancy and heart. Thank you to Deb who manages our accounts, and to our holiday programme team led by Mana, to all our volunteers who generously give their time to support us, and to all our hirers and users, old and new. Finally, thank you to the Committee – Joanna, Lin, Alison, Lynette, and Jenny. I have enjoyed working with you again this year.

I want to quickly mention Rixt Brownlow, our new Activities Coordinator and Sharon Bailey, our new Playgroup Coordinator while I'm on the 'thank you' roll - even though this AGM is largely looking at the previous year to March. Thank you both for your efforts in the short time you've been with us this current financial year.

COVID-19 Challenges

I'm not going to spend any time talking about the COVID-19 challenges, needless to say, they have impacted our operations again this past year – increasing the workload of our team, reducing our occupancy and hire income, and slowing down our plans to supercharge our vibrancy as a community hub.

Delivering On Our Strategic Plan

Last year we spent time revising our strategic plan including our priorities, vision, and values. I spoke about this at our last AGM but think it is worth revisiting now because these have been and will continue to be our guiding star.

Our purpose is set out in our constitution - it is to provide a framework for the organisation of activities and facilities designed to promote the overall wellbeing and enjoyment of the community of Devonport. It's quite a mouthful!

Our strategic priorities are to be a ***sustainable organisation*** which is ***highly visible and connected to our community*** while providing a ***quality facility for community use*** and ***delivering a range of activities and events that are valued by the Community***.

These priorities help us achieve our purpose which I described earlier and are underpinned by our vision and values:

- **Our vision** is to be a place where community comes together; and
- **Our values** are connected, responsive to community needs, and wellbeing.

Transformation

If last year's theme was survival, this year's theme has been transformation. Our restructuring of the full time House Manager role by splitting it into three separate components - operations, book-keeping, and marketing and activations has worked very well for us. Justin, Justine, and Deb work seamlessly and have, together, lifted our game as a community house.

They have delivered the first (and main) phase of our House transformation project – we spoke of this at our AGM last year, it was a key deliverable under our strategic plan. The aim of the project was to return the House to its full potential as a vibrant community facility - a hub or 'a place where community comes together'.

There were three key interconnected elements of the transformation project, with all three necessary for the House to fulfil its purpose and return to full vibrancy. The three key elements were:

1. **Placemaking** - this entailed improving the look and feel of the House (both external and internal) so the community easily understands what we are, where we are, what we offer, and feels welcomed when they step inside.
2. **Marketing and Activations** - this entailed developing and implementing a comprehensive brand and marketing plan to increase our visibility in the community and encourage increased activations at the House.
3. **Community Connectedness** - this entailed strengthening the House's existing relationships within our community and fostering new relationships, with a three-pronged focus on activation providers, other local community facilities (to enhance collaboration), and Ngāti Paoa as mana whenua.

We intended for the three key “bundles” of transformation activity to lift the House's profile, welcome the community to the House, and encourage greater community engagement with and use of the House. You will see from Justin and Justine's House Manager's report that we have achieved some great successes within each of the bundles of activity:

1. the look and feel of the House is truly transformed – it is warm and welcoming with plenty of heart and spark!
2. We have more activations and activity going on at the House; and
3. We have begun to develop more connected relationships with some of our key stakeholders and colleagues in the community activity space on the Peninsula.

We weren't able to achieve some of our goals last year such as developing a relationship with Ngāti Paoa as tangata whenua. But will work on this in the coming year.

Future – Sustainable Organisation

Looking to the current year, the theme that fits best for us would be consolidation. We're devoting our energy on our key priority of being a sustainable organisation with a two pronged focus on sustainable governance and continued financial viability:

1. In relation to the sustainable governance kaupapa, to put it bluntly, we need more heads and hands around our committee table to help spread the load and to bring some diversity. If you are interested in joining our committee team or know someone who you think would be a good fit, please come and have a chat with me or one of our team.
2. in relation to ensuring our continued financial viability - Justin and Justine have run the ruler over our operations and we are exploring ways to increase our income to make

sure we can continue to provide value to our communities, no matter what life throws at us!

Committee Members

Finally, we bid farewell to Jenny tonight as she steps off the Committee after many years of service. Jenny has been a hands on committee member which I have really appreciated, she has spent many hours working with Alison on our policies and more recently was one of our driving forces for our transformation project. Thank you Jenny, we will miss you!

Natasha Strong
Deputy Chairperson
Devonport Community House