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**Santhan Naidoo**

CCC -President

Coogee Care Centre (CCC) continues to be one of the largest services providing Out of School Hours (OOSH) care in Sydney’s East. It is a not-for-profit education and care service, operated by a parent led management committee who volunteer their time and expertise to provide leadership. This gives families a voice in the running of the service as well as ensuring 100% of all profits go back into Coogee Care to provide high quality care and to improve facilities at the school. The Committee employs the Director and the service management team to run the day-to-day operations. However, it is the Committee at Coogee Care Centre who is the approved provider and persons with management or control that remain legally responsible for the proper operation and safety of the service.

It is very rewarding and a wonderful way to meet other parents and to contribute to the school community. Without a volunteer Committee, the Centre will be unable to continue as a community not-for-profit/registered Charity.

This is my first AGM in the role as President of Coogee Care Centre. I would like to acknowledge the hard work and dedication of the Director Jenny Collins and Assistant Director Kate Wilson and the incredible team of employees, educators, admin and food supervisor staff.

I would also like to express my gratitude to the parent volunteer committee members in taking time out of their busy schedules to assist with the oversight of the Centre. I recognise that this last year was a learning curve for myself which may have caused some disruption to the established routines set in place. In addition, we had several changeovers of committee members, including our secretaries, Rebecca Wilkinson & Claire Awramenko and also the departure of our staff liaison, Jacqui Nissim.

However, several lessons have been learned, and I am looking forward to getting back into a regular cadence with committee meetings, prioritising issues to be addressed, making clear roles and responsibilities for the committee members, and providing further support to the amazing staff.

There were both highlights and challenges for this past year in which I would like to cover below.

**Challenges:**

**Budget**

At the end of 2023 calendar year, we were over budget. Matt will provide exact figures in the Treasurer’s report. This was mainly due to the reduction of revenue caused by the decrease in attendance. We were informed that the school numbers dropped to just under 450 students from 600 in previous years. Therefore, impacting before and aftercare revenue. However, I would like to commend Jenny and her staff of keeping the expenses to within a few percent of the budget. Setting a new budget according to the expected figures has been compiled by the treasurer will which be shared in the meeting. The Centre's overall bank balance still remains healthy; however the committee and Jenny will need to make decisions towards ensuring that the centre remains within budget for this year.

**HR maturity**

I would like to firstly thank Jacqui Nissam who acted as the CCC staff liaison. Jacqui was dedicated in capturing feedback from the staff. This included facilitating the staff surveys and acting as an avenue for staff to openly share concerns. There were issues raised and some constructive feedback captured from these surveys and through direct means which were relayed to the appropriate staff members. Our HR service provider, Employsure advised accordingly on how to best manage this feedback and actions were taken. I can report that feedback was adopted and that improvements were made. However, it was also apparent that the committee required further support to properly address each of these concerns. Moving forward we require a more formal avenue for staff to express concerns and have a professionally trained advisor on the receiving end as this is now outside of the expertise of the committee.

**Highlights:**

**Partnerships**

One of our goals carried on from the previous year was to further strengthen our partnership with the P&C and off course with Coogee Public School. Jenny & Kate have inserted themselves on the P&C WhatsApp group and attended several of the P&C meetings. We also had a joint P&C and CCC BBQ day in which all our committee members attended, handed out flyers and manned the CCC table. This joint initiative helps to reduce the commitment on parents to attend multiple school events. It also assists with further promotion of the CCC centre.

The Committee continues to recognise the importance of Indigenous culture and the Centre's educators strive to embed the Reconciliation Action Plan in the learning and programs at Coogee Care Centre. The Centre's cultural calendar ensures that the program offers educational experiences around days such as National Sorry Day, Reconciliation Week and Naidoc.

**Promotion**

Another objective was to promote the CCC services, and to educate the parents on the role of the committee. Jacqui’s husband Matt did an amazing job in capturing all aspects of the centre including the children’s perspective and also CPS principal Matt Townsend. Thank you for all those involved. Promotion through social media avenues was also explored and has commenced. Special mention to Irene who has been actively managing the CCC Instagram page. Further support from the committee will be provided this year in marketing and promotion.

**Technology update**

After a slow start due to various issues, we have arranged for new hardware including laptops, printers and a new network for the centre. The feedback received from Jenny and Kate were that the existing laptops were outdated and no longer fit for purpose. Also, support was required for any technical issues.

A new SharePoint to manage files securely on the cloud (away from local servers) is in progress. This will allow for greater protection of the data and enable more simple transition.

**Development of leadership**

As a committee we need to ensure continuity of the CCC services. A key objective for last year was to develop the leadership team. The committee were very pleased with Kate stepping up during Jenny’s leave last year for 4 weeks with the support of Irene and Kara during this time. This was evidence of the improved leadership skills of the supporting staff and we would like this to continue in 2024.

**The focus areas in no particular priority for the year ahead include:**

1. **Back to Budget**

Closely monitoring the revenue and expenditure throughout the year to ensure the centre remains on budget. Considered decisions will need to be made in a timely manner to minimise any impact to budget.

1. **Improved communications & responsibilities**

A set cadence to CCC meeting will need to be put in place to ensure all committee members are informed on the operations of the centre and made privy to any issues. Each committee member will be appointed with a specific objective towards supporting the centre. Progress updates will be reported in each CCC committee meeting. Roles and responsibilities of the centre staff is also required to be documented to assess workload and performance.

1. **HR maturity**

Further maturity on HR services is required for staff members to support their emotional & psychological well-being. Investigating options of confidential counselling services through an Employment Assistance Program is recommended. This will provide staff members a formal avenue to raise any issues which can then be actioned appropriately.

1. **Promotion of centre through partnerships**

The promotion of the centre for this coming year will be important to bring greater awareness to the services that CCC offer to parents and the local community. This will include a greater emphasis on marketing and social media within the appropriate guidelines of an OOSH service. In addition, the partnership with the P&C will need to be further strengthened to ensure alignment between the two entities.

1. **Governance and compliance**

A mandatory objective to ensure that the centre's policies continue to be aligned with legislation and that all processes are documented, and staff have been trained appropriately.

I would like to acknowledge and thank Jenny and Kate for the outstanding job they are doing managing Coogee Care Centre. Jenny and Kate are to be congratulated for dedication and commitment to the staff, parents and the attending children of CCC.

I would also like to thank other senior staff Irene and Kara, and all the amazing educators and support staff who provide amazing care and experiences for the children daily. I would like to thank and acknowledge the amazing staff who have left Coogee Care Centre in 2023/24 to pursue their careers and wish them well.

We appreciate and thank Matt and Cari for their continued support to the CCC. We look forward to further discussing opportunities to assist the school through way of contributions and volunteering in 2024.

Finally, I would like to thank the current Executive members Vice President Rosie Hodson, Treasurer Matt Simpson, and Secretary Claire Tate and departing members Rebecca Wilkinson, Claire Awramenko and Jacqui Nissim as well as the non-exec committee members Karl Byrne, Zoe Cox, Amy Howes for their contribution. I look forward to working with all of you in the coming year.

Thank you.

Santhan Naidoo

(President Coogee Care Centre