

# Co-Managers' Report

Carina Fisk Charlton & Ran De Silva

## Veggie Box Update

- Extremely successful so far in terms of the quality of the produce. With a \$60 box we can provide a much wider variety and a lot more farmer direct produce.
- We currently have two volunteers packing the boxes. The idea is that they will eventually be able to run the whole operation and just receive approval from Ran or myself before the box is finalised.
- The last few weeks we have not had many orders, but it has been great for training purposes.
- We would love to discuss a delivery option.

## Food Safety Supervisor

Needs to be appointed. Previously, this role was Emily's, and she did her training through Tactical Training Group, which is a NSW Food Authority approved training provider.

## Produce Update

We have been working on building new farmer direct relationships.

- Mountain Range Farm is based in Dapto and will have produce available for us on Thursdays or Mondays. Some will be certified organic, and some will be non-certified.
- Duck Foot Farm will be starting a new farm in winter and will hopefully have the capacity to deliver to Sydney shortly after.
- Pocket City Farm has seedlings sprouting so we will be able to order from them soon.
- Waiting to hear from Kurrawong Organics & Rainy Day Farm (Dapto).

## Banking

Approver's limits need to be updated

## Annual Subscription Fee

Currently everyone who is interested in joining Alfalfa House is happily paying the Annual Subscription Fee of \$20.00. We have been explaining that the membership fee is used to for various payments and repairs for the coop. They will need to pay \$20.00 in January 2022 the next time.

We wanted to discuss with Members Council what should we do later in the year. Shall we continue to ask for the \$20.00 and tell people to join in the beginning of next year if they are reluctant to pay the \$20.00? It will be hard to change the ASF from being one which is valid between January to December to one that is based on the time they paid. Our system does not support it.

## **Staffing**

Eleanor and Micky are now on board and have done a few shifts. Both have strengths and are a nice addition to the staffing team of Alfalfa House. However, it will take some time for them to become up to speed with all the processes in the coop. As the shop gets busier it will be challenging for Carina and Ran to complete all the office processes as we are continually pulled into the till or answer questions from the members/customers/volunteers. Some of the work that may be adversely affected are

- entering the receipt of goods – this will ensure our stock levels in POS are accurate
- posting to social media
- manage all the volunteers and the correspondence vis a vis volunteers making sure there are no major gaps in running the shop

We are considering it may be an idea to raise the pay grade of most of the staff so that they can support Carina and Ran with some of the work.

## **Volunteers**

- Received good feedback from the member survey. Communications with volunteers need to be updated including the philosophy and new strategy of the coop.
- As we do inductions every month, we seem to find volunteers for those who step back. So, inductions are important, and we need to continue to organise them and promote them.
- We are celebrating the National Volunteer Week with a picnic on Sunday 23<sup>rd</sup> May 2pm at the Camperdown Memorial Rest park. Eamon is organising this and is using Humantix for enrolment for this event. In case of wet weather Eamon has confirmed a close by Community Centre.
- All the volunteers who are helping example website team, content gang etc should be informed that they are entitled to a discount if they have done hours.

## **Incident report**

On Sunday, a customer was asked to leave due to her abusive and aggressive behaviour. Her behaviour was unwarranted and not a result of any provocation. This is the 2<sup>nd</sup> time Ran has encountered this customer. Both times Ran and other witnesses/volunteers were surprised at such behaviour. As we need to ensure that our environment is safe, Ran felt it essential to ask this customer to leave. None of the staff, volunteers and other members/customers should be subjected to such behaviour.