**Acting Manager’s Report**

**Members’ Council Meeting**, **28 October, 2021**

1. The demand for veggie boxes has reduced.  The week of 11th October we had 8 requests.  The week of 18th October we had 5 requests. This week 6 requests.  But it’s a great offering and we should continue.  Volunteers are still making it happen with some supervision from staff.
2. The active volunteers who did extra shifts are slowly getting back to their employment and probably having a bigger social life.  So we are seeing a few empty shifts.  In our last induction we had 5 participants.  We will keep inducting new volunteers in November.
3. We have had many compliments with regard our newsletters.  Members are enjoying the content and have asked us to keep up the good work.  Great job to Sharyn and the Content Gang.
4. Staff communication: paid meetings seem to be a good platform for staff to express their ideas and issues.  Each meeting so far has lasted for 1.5 hours. Besides that we are using the POS Diary, Whatsapp, and sometimes staff emails.
5. Rosters: a few staff have changed their availability this month due to TAFE/Uni. commitments as well as holiday/retreats planned.  I have asked Marnie to help but there are still some gaps and I will have to do longer hours on Fridays, but can take time in lieu on other days.  At the next staff meeting I would like to know people’s availability during the holiday period so that we can plan, and even look for a new stock coordinator to help during the holiday season.
6. Several maintenance activities took place this last month
   1. Inspection from Fire Safety Compliance – we had to buy a new Fire Extinguisher. Cost - $302 for inspection and new extinguisher.
   2. Bi-yearly servicing of our air conditioning. Cost - $290.
   3. Bi-yearly service of our fridges. No cost – pro bono.
   4. Pest Control, every 8 weeks, did their visit – cost $281.
7. A 2nd hand Samsung fridge was acquired at $290.00.  This has a 6 month warranty only. It has been delivered and is working well.
8. Aurecon, an engineering and design company based in North Sydney, invited Alfalfa House via one of our members to do a presentation in their “Our Waste Solutions, The Mindful Consumer Series”.  Togi presented for us and conveyed ideas how their company and participants can make a positive impact to our environment. The presentation went well and they expressed gratitude for our participation. They made a $300 donation.
9. ABC Television filmed outside Alfalfa House on 28.9.21 for their *Bump* TV Series. The filming took place at night on our outside pavement, and for leaving the shop lights on for them after the co-op was closed, we received a $200.00 donation. Their publicity team will inform us when the episode that features Alfalfa House is going to air, so we can promote it in our future newsletters.
10. Some information about the use of the Metal Churn for the milk has been gathered. We still need to speak to Manly Food Co-op to understand their experience as well.
11. Our Till 2 or Terminal 2 stopped working Tuesday 26th September.  After trying to fix it ourselves (using staff and volunteers) we asked our IT consultant to help.  After doing some trouble-shooting and discussion with Cloud HQ4, our POS providers, we had no choice but to send it to Melbourne for them to examine and repair it. On receipt, CloudHQ4 found that the Terminal’s motherboard had to be repaired, and that would take time and be costly.  With Andrew’s approval we decided to go ahead to buy a new Terminal at the cost of $2,711 including GST.  When it arrived, Togi helped us set it up.  However we are still unable to send out emails from Terminal 2, and are still in discussion with CloudHQ4 about it.  I am not optimistic that we will find a solution to email receipts on it without it costing more.
12. We have had issues with the Honest to Goodness deliveries in the past two weeks.  After speaking to our account manager there – it was revealed they have had problems with their new system not integrating all their different software. So their office staff did not know what was happening in their warehouse.  We even suggested that we could get a group of volunteers to come and pick up the goods ordered by us but they said this would not be possible because of strict protocols in their warehouse.  We finally received our orders last Wednesday (20.10) and Thursday (21.10). Prior to that there were many missing items and empty bins/jars – but the shop is looking better now.

**Points for follow up, discussion and decision**

1. Our purchasing budget of 60% of previous weeks sales has meant we have had insufficient funds to order all our staples/core products.  Please note: we are not buying anything which is not a core product at present. We may have to go above our budget for a while to get our stock back to levels that reasonable levels. We also need extra funds if we want to be able to stock seasonal gifts. The difficulty is that we have not seen a huge uptake in sales last week. How can we best move forward with this?
2. Is it time to promote the shop again? Do a plant & bake sale and workshops?
3. Should we do a call around to our members to see how we can better serve them, and encourage people to come back to shop with us?  Perhaps an opportunity to explain the new Annual Subscription Fee, etc?
4. POS system – using CloudHQ4 has been an expensive exercise. It may only be a matter of time before the other Terminal breaks down. I checked the cost of fixing the broken Terminal which was sent to them – they have quoted us $740.00.  Should we get the old Terminal fixed and returned as a back up?
5. Replacing the POS system with one that is Sydney based?  At what stage should we do this?  We require one that will support membership and volunteer information. Not all POS systems cater for this.
6. The new Annual Subscription Fee (ASF) procedures for 2022 have been drafted but need to be discussed at the next staff meeting.  A new membership form and information sheet needs to be finalised.  When shall we start the new ASF?  We have seen a reduced number of new members as they are reluctant to pay $10.00 for a discount that lasts until the end of December.
7. Volunteer Discount policies and processes need to be reviewed and signed off by the MC?  The discussion needs to start with the sub-committee. We also need to go through this with staff.
8. Our iPad that runs the store’s music is not working anymore. The original donor of this must have bought a new device. Unfortunately, we are no longer in touch with this person. Any ideas how to move forward on this?