

MINUTES OF THE ANNUAL GENERAL MEETING OF THE NEW ZEALAND FEDERATION OF SENIORNET SOCIETIES (INC)

Held online by ZOOM, Thursday 21st April 2022 at 10:00am

Welcome: The Vice Chair, Peter Bunkall welcomed everyone to the meeting and outlined the procedure for speaking and voting.

Apologies:

Marilyn Goodwin (outgoing chair and regional rep Northland), New Brighton, North Canterbury.

Present: 122 members attended representing the following 43 Learning Centres.

Ashburton, Bayswater, Bream Bay, Cambridge, Dargaville, Dunedin, Eastern Bays, Eden-Roskill, Golden Bay, Hamilton, Hawkes Bay, Hibiscus Coast, Horowhenua, Hutt City, Kapiti, Kumeu, Mac Auckland, Mac Christchurch, Manawatu, Marlborough Sounds, Motueka, Napier, Nelson, North Wellington, Pakuranga, Rotorua, Selwyn, South (Invercargill), Tauranga, Te Kuiti, Turangi, Wairarapa, Wanaka, Warkworth, Wellington, Whakatane, Whanganui, Whangarei, Whitianga.

The Executive Officer of the Federation, Heather Newell and Minute Secretary Cathy Munford were also in attendance.

Votes by proxy: 5 proxy votes were received.

Minutes of Previous AGM held May 2021

Motion:

The minutes of the previous meeting 5 May 2021 are taken as read and that the minutes are a true and correct record

Moved: Peter Campbell

Seconded: John Burn

Carried

Chair's Report

When I became Chair in May 2021, I was not fully aware of the challenges that we would be facing over the next 12 months. The pandemic did not help. In the 12 months that I have been Chair, we have been unable to hold a face-to-face meeting where all Regional Representatives that form the Federation of New Zealand SeniorNet Societies Management Committee have been present. That situation does not help with team building! By the time of the AGM however, the Federation Management Committee will have met 11 times throughout the 12 months, either via zoom, or, on three occasions, a combination of face-to-face and zoom. I would like to say a very big thank you to the regional reps for the time and effort they put into the Federation, their Region and their Learning Centre. It is a heavy workload.

I would also like to take this opportunity to thank Heather Newell, our Executive Officer, Cathy Munford her administration assistant, and Vinay Karanam the Senior Hangouts Project Manager and facilitator. The three of them work tirelessly for the Federation. All have had extra pressure this year with the requirements we have placed on them. Thank you to you all, but a special thanks to Heather for her excellent work and management of her team. Heather's role is to provide management, operational services and fundraising for the FNZSS, a role she fulfils admirably.

When I became chair in May 2021, the item at the top of my personal agenda was financial reporting. Peter Bunkall and I, as the Financial and Reporting sub-committee, had been tasked by the previous chair to find a resolution to the lack of accurate financial information that was available to the committee each month. In discussion with the treasurer, Pat van der Maas, we realised that the MYOB program that the federation used for their accounting had not balanced for some time. Pat, being a dedicated and conscientious treasurer, had spent many hours attempting to bring order to the program, along with specialist help. It was decided the best option was to start again from the beginning of 2021, and enter the data into a new program. Discussions with the reviewer for 2020, Adele Hardie, resulted in us choosing Xero. As it is in Heather's job description that she is responsible for managing the day to day accounting processes, Cathy Munford, Heather's administration assistant, was given the job of entering the data, a huge task. I am pleased to say that as a result of this change, we have had a reliable and up to date financial system, providing the FNZSS Management Committee with accurate financial information since September 2021.

Another challenge for all members of the management committee was knowing what their role was. All reps had been told prior to offering their services that their role was regional representative. There was no mention of governance. There is, however, a necessity for the committee to provide governance to ensure the federation moves successfully into the future.

At our September meeting Gaylene Hughes of JDI Business Coaching provided us with a short introduction and some excellent information and guidance on governance best practice. The key message was that short-long-term planning and determining our strategic priorities were top of the list.

In February, most of the committee and the EO met for 3 days in Palmerston North.

Day one was a discussion relating to governance and structure. Gail Douglas, the Waikato/Bay of Plenty rep from October 2021, came to us with considerable experience relating to governance. She made it quite clear to us all that our primary role was governance, which included the need for us to set policy and ensure that the policies and strategic plans were being adhered to. Some of the regional reps were concerned, as they had offered their services to represent their regions, not governance. In order to avoid this in the future, it was determined that a Regional Representative pack be created, to be sent out to all Learning Centres who were due to vote for a new representative prior to the relevant AGM. The remit that the federation has submitted to the AGM is the outcome of the discussions during the day.

Day two, with guidance once again from Gaylene Hughes, we held a full day strategic planning session, and on day three all members met for a committee meeting, a combination of face-to-face and zoom, to formalise the results of the previous two days discussions.

Unfortunately, two of our reps resigned during 2021. Pat van der Maas from Waikato/Bay of Plenty in September, and Roger Pittman from Top of South in December. Both preferred to be involved with operational support, and left when they discovered that was not their role. It was very disappointing to lose them, as both are ardent SeniorNet supporters. Gail Douglas stepped into the

Waikato/Bay of Plenty regional rep position on a temporary basis, and her input in the time that she was with us was invaluable. Our appreciation was passed on to all three for the time and effort they had put into the Federation. At the end of 2021, Adele Hardie resigned as reviewer for the federation, and became our professional treasurer. Accounting For Charities became the reviewer of our accounts.

Last, but certainly not least in this report, I would like to say thank you to the Learning Centre members of the Federation. It has not been an easy year for you with the pandemic. I know that many of you have closed your Learning Centre rooms for much of the last 12 months, and are only now starting to reopen to your members. This affects so much of your operation. Keeping the enthusiasm up for volunteers and members alike has not been easy when you are unable to offer the normal face-to-face services, although many of you have been able to offer online services. Even with the rooms open again, many members are hesitant at mixing with others. It is going to be a slow process encouraging everyone back.

When the funding to the federation from the government was stopped in 2016, Learner Hours payments were reduced from the \$2.50 per hour paid during government funding to \$1.25 per hour. As we were aware that learning centres were suffering with closures with the pandemic, during 2021 the payment was increased again to \$2.50 per hour for the year. Unfortunately, that payment is not sustainable for any length of time, as there is no dedicated funding for Learner Hours, so we have necessarily had to reduce the payment again, but this time to \$1.50 per hour.

In order to keep the Learning Centres informed on what is happening at the Federation, we have changed from sending out summary minutes after each meeting to a 'Letter from the Chair' with information on what has been discussed. Last October, the federation changed the way the information was distributed to members of the management committee to a cloud-based system. As a result of this, the content of the minutes of the committee meetings was reduced. Trying to make sense of decisions made in summary minutes became difficult. We believe we are servicing your needs much better with the letter. I hope it helps you.

Heather is also planning a national tour, and she and Vinay Karanam from SeniorHangouts hope to visit all Learning Centres throughout the country over time. This "meet and greet" tour will allow Heather to listen to any problems you are experiencing, and provide information on what is happening at the Federation Office, and Vinay will have the opportunity to answer any questions relating to SeniorHangouts. When you hear they are planning on being in your area, I encourage you to welcome them. Personal visits from the EO are a necessary part of communication between the Federation and the Learning Centres. These visits were not part of Heather's Job Description when she first contracted to us, but this omission has since been rectified. In December 2021, Heather's contract was renewed for a further two years.

I look forward to the 2022 / 2023 year with interest.

Marilyn Goodwin
Chair
April 2022

Motion:

The Chair's Report be accepted.

Moved: Peter Bunkall

Seconded: Ray McDonald

Carried

Executive Officer's Report

Although the 2021 year was highly disruptive with many Learning Centres unable to provide face to face learning, it was also a year of significant opportunities. We had prepared ourselves well with our SeniorHangouts programme allowing us to continue to keep our members in touch whilst many physical Learning Centres remained closed.

Because of Covid and our proactive activities our fundraising exceeded expectations. In late 2020 we achieved a significant grant of \$100,000 from the government's Covid Recovery Fund. We secured a Lottery Grant of \$75,000 towards our administration. We also secured a grant from InternetNZ to help us to evaluate SeniorHangouts, asking the question – “what outcomes are we achieving?”

Our partners were very supportive during Covid. Westpac, AMI and Chorus have joined us in the challenge of digital inclusion because we have demonstrated innovation and resilience. All three are excited about SeniorHangouts and all three have provided expertise and volunteering through the platform. What many forget is that the contribution of our partners extends far beyond the cash they provide. Marketing opportunities, face book stories, direct mail to their customers, website stories, volunteering and Corporate Social Responsibility reports, all add to our branding. In addition, we receive membership benefits from Noel Leeming and Suzuki. Around 75 percent of the Federation's income is from corporate relationships without which we would close down. There have been some complaints that some sponsorship conditions are onerous, however I believe that overall, the benefits for the majority outweigh the inconvenience for a few.

Our SeniorHangouts project is funded completely by Google.org, the philanthropic arm of Google. This allows us to engage Dr Vinay Karanam as project manager without any financial commitment from the Federation. As many of you know Vinay has a wonderful personality and fully understands the learning needs of older people. He constantly makes new friends and can name every single one of our SeniorHangouts participants. As part of Vinay's work on SeniorHangouts he has voluntarily brought together a Hindi speaking group of seniors from an Auckland based organisation called Shanti Niwas. The group meets regularly on SeniorHangouts, and it has been so popular that some of the group continue to participate even after returning to India.

As described above there are also significant promotional opportunities that come with Google's support. This funding will finish in 2022, and our challenge is to secure sustainable income for SeniorHangouts in future. Please register and join, if you haven't already.

Because of our partner relationships and our visibility, our branding is highly recognised in senior circles. We successfully launched an updated brand at the AGM in Dunedin, and this has been adopted throughout the Learning Centres. We collaborate with other digital oriented non-profits through the Office for Seniors, and we have been sought after for commentary and opinion on various digital inclusion reports and investigations.

The Dunedin AGM was able to be held face to face in 2021. Thanks to the Otago/Southland region for hosting us. The incoming regional reps elected Marilyn Goodwin from Northland as their new chairperson. Marilyn is future oriented with a long history in SeniorNet. Her governance workload is significant, and I thank her for her commitment and support. The 8 regional reps are committed to representing their regions and their wise counsel ensures the Federation is on track and up to date with membership concerns.

Internally the Regional Reps created a new Memorandum of Understanding and a review of the Learner Hours policy. The MoU is a significant document which outlines the deliverables and the

commitments of both the Learning Centres and the Federation. I keep it close by for when I'm asked about the benefits of Federation membership.

2021 was a challenging year for Cathy Munford as our administrator. Not only does Cathy have a very orderly and detailed mind, she is also a great volunteer who has been helping Upper Hutt Learning Centre with their succession planning. Cathy's major achievement in 2021 was to convert all our financial accounts over to Xero and keep our documents in order. Bringing on board a professional treasurer, Adele Hardie, has ensured we have a very clear picture of our financial position now and in the future.

While I have started with the positive news, there have been some internal challenges. Once again, we have lost some Learning Centres, largely because of the difficulties of volunteering amongst an older age group and a lack of succession planning. My plea is that if a Learning Centre is closing, that the Federation is provided with the membership list so we can continue to keep people connected. There are no privacy issues.

We are constantly looking for ways to streamline our administration requirements to make admin easy. We collect data to demonstrate our classroom teaching, but we do not collect information on outcomes. This has to be a major focus for the rest of 2022 if we want to demonstrate our value and our impact.

Finally thank you to our volunteer workforce for their passion and enthusiasm for SeniorNet. We are only here to support you.

*Heather Newell, MComms, FFINZ
Executive Officer
The Federation of New Zealand SeniorNet Societies Inc.*

Motion:

The Executive Officer's Report be accepted.

Moved: Peter Bunkall

Seconded: Ian Grant

Carried

Treasurer's Report

The Performance Report was signed off on 29 March 2022. The Performance Report was presented in the form of a PowerPoint presentation by the Treasurer Adele Hardie. The Treasurer clarified changes to the presentation of the accounts, including an explanation of the prior year restatement. To properly comply with Charity Services and New Zealand external reporting Board standards – Grant Income is now recorded in the year in which it expected to be spent, and also to recognize potential obligations at balance date. These were previously recognized as income in the year of receipt.

The income in the 2020 year has been reduced by \$169,576 and the liabilities increased by the same amount. This treatment has been brought to the attention of the reviewer and met with his approval.

Income was \$ 389,157 and Expenses were \$ 435,867, total current assets at 31/12/2021 was \$605,044 and total current liabilities was \$321,368. Total Net Assets was \$283,676.

Motion:

That the Treasurer's report be received.

Moved: Adele Hardie

Seconded: Peter Bunkall

Carried

1 Abstention asked to be Recorded (Ian Grant, Nelson).

Election of Committee

As members are elected on a two -year rotational basis, only half of the members are elected each year.

The following were duly elected:

- Waikato/Bay of Plenty region no nominations (under discussion)
- Wellington region Adele Hardie (Upper Hutt)
- Canterbury region Ross Taylor (Papanui)
- Otago/Southland region Peter Campbell (Otago)

The following are to be filled by mid-term invitation (1 year appointments)

- Top of South region vacant
- Northland Nancy Edge (Bream Bay)

Appointment of Federation Reviewer

Motion:

Accounting for Charities Trust (Mark Vallance) be appointed as the reviewer for 2022.

Moved: Peter Bunkall

Seconded: Shane Boyle

Carried

Meeting adjourned: 05:10 pm

Meeting Reconvened Friday 20 May 2022 10:am

Present: 81 members attended representing the following 43 Learning Centres

Ashburton, Bayswater, Bream Bay, Cambridge, Dargaville, Dunedin, Eastern Bays, Eden Roskill, Glenfield, Golden Bay, Hamilton, Hawkes Bay, Hibiscus Coast,, Horowhenua, Hutt City, Kapiti, Kumeu, Mac Auckland, Mac Christchurch, Manawatu, Marlborough, Motueka, Napier, Nelson, North Wellington, Pakuranga, Papanui, Rotorua, Selwyn, South, Tauranga, Te Kuiti, Turangi, Upper Hutt, Wairarapa, Wanaka, Wanganui, Warkworth, Wellington, Whakatane, Whangarei, Whitianga

The meeting was reconvened by the new chair Peter Campbell.

Apologies:

Janet Court (Auckland Rep), Whangamata

Member Society Motions

The chairperson announced changes to the agenda.

The two remits that were on the original agenda have been withdrawn. The Federation remit given the feedback we had already received, it clearly indicated that it was premature that we are discussing structural changes and how the Federation of governance governed and that we need to do further work in consultation with Learning Centres before an informed decision can be made. We also recognize that this discussion needs to take place in the broader context of the discussion on the role and future of the Federation. The Bream Bay remit was withdrawn after consultation with the Learning Centre.

Plans for Balance of Current and Next Calendar Year

The Executive Officer gave a PowerPoint presentation which highlighted some financial issues for the 2023 budget. Without extra income or cutting costs the organisation faces another loss in 2023. Possible solutions to close the gap were presented.

Motion

The plan presented by the EO be accepted noting the financial challenges

Moved: Peter Campbell Seconded: Adele Hardie Carried

A point was made that the wording should be “the plan be received not accepted.”

Motion

A budget be presented to a Special General Meeting no later than October 2022 noting the financial challenges facing the Federation and the need for further work including consultation and engagement with members before an appropriate budget can be set for 2023.

Moved: Peter Campbell Seconded: Adele Hardie Carried

Motion

The Subscription to remain at \$3.00

Moved: Peter Campbell Seconded: Adele Hardie Carried

General Business

2023 Venue for AGM

There was discussion around the merits of face to face versus meeting online. An informal vote on the location of the next AGM was inconclusive.

Thank you to previous Representatives

The chair thanked the previous regional representatives over the past year Marilyn Goodwin (as outgoing chair and regional rep Northland), Roger Pittman, Pat Van der Maas, and Gail Douglas.

The meeting was closed at 11:00am

Confirmed as a true and complete record

Signed _____ Date _____

Chair