



PRESIDENT'S REPORT 2020

Dear Kids Castle families

I hope you are all keeping safe and well. Unfortunately, we were unable to hold our Kids Castle annual general meeting this year, due to COVID-19 restrictions so the committee decided to send out our reports and updates via email. Here you will find updates from our Treasurer Gino Sorrentino on the FY19 financials, an update from our Director Roy Faulkner and an update from our Vice President Hamish Anderson.

For those who have attended The Kid's Castle Annual General Meeting previously, you will know that we use this time to select and appoint committee members. In the last few years the committee has gone through many changes and appointments but I am thrilled to announce that this year each member renominated themselves in their current positions, which means that we are not currently looking for any new committee members. This means that the centre benefits from a consistent volunteer management team to support the Kids Castle staff.

To recap your committee members, include the following people:

Asha Oberoi - President
Hamish Anderson - Vice President
Gino Sorrentino - Treasurer
Lyn Nikolopoulos - Secretary
Leonie Genford - General Member
Michelle Kearney - General Member
Reanna Price - General Member

A big **thank you** to all our committee members for their continued support and hard work, each one of you have contributed significantly to the successful running of the Centre.

At the AGM we reflect on the previous school year but before we delve into that it would be remiss of me not to mention the Corona Virus and the challenges that it presented to our staff, children and families, in this school year. Like everyone else impacted by this we have faced significant upheaval to our organisation and were challenged by trying to do the best by our families and our staff which at times meant making some conflicting decisions - what was best for our families who continued to need and use the centre was not necessarily what was best for staff. Thankfully, I can report that we have navigated the challenges calmly and practically and to date have not had any known cases of COVID-19 at the Centre. We have implemented Job Keeper payments for qualified staff and casuals and reduced our outgoings significantly, to allow the Centre to weather the storm as best as possible. Our objective always being to provide the community with the service that we know they depend upon as well as maintaining the health and safety of all our employees.

I would like to use this opportunity to thank all the staff that have worked so hard through this challenging time. From all the committee - **thank you!**

As if that was not enough of a drama to deal with, we decided to press ahead with our scheduled business transformation project - which was a key pillar of our strategy laid out at last year's AGM. Our strategy was to update our bookings and enrolment process, launch our own new website and



replace the current administrator with a new more cost effective and customer centric organisation. I am incredibly pleased and honoured to announce that we have been able to deliver this with minimum disruption to staff and parents! As regular users of the Centre will know we are no longer using Becklyn as our administrator, website provider and booking system. We have now moved over to a new platform called XPLORE and partnered with CCSA to manage our business administration. We have also, thanks in large part to Hamish Anderson, relaunched our website which is now live here: <http://www.thekidscastle.com.au> You can get more details about the process and the business transformation project in Hamish's report.

Looking ahead to the rest of the year, we hope for a more stable and relatively uneventful term 2 and 3!

In the meantime, if anyone has any questions or feedback about the Centre for the Committee, please do not hesitate to contact me and I will do my best to respond in a timely and effective manner. I can be reached either by mobile 0450564085 or ashaoberoi@me.com.

Stay well everyone!

Asha Oberoi
President
The Kids Castle