

RHUBARB CO-OP MONTHLY MEETING
20 April 2017
At Barrett House, 6 Barrett Place, Randwick
Meeting start time: 18:45
Meeting end time: 20:30

Agenda

1. Welcome
2. Chairman's Report / Treasurer's Report / Secretary's Report
3. Update on IT changes
4. Completing the job descriptions and implementing the incentive scheme for active volunteers
5. Preliminary review of pricing / 2017 forecast
6. Update on Workshops
7. Review of Procedures
 - Inability to pick up order
 - Jobs during evening divvy
 - Members not volunteering to come later to collect produce
8. Update on reconciliations/concierge
9. Update on Lunch Divvy

1. Welcome and Apologies

Present

Natacha Bernstein(NB), Pierre Daudibon (PD), Helene Zamp (HZ), Lily Murcutt (LM), Marie Babar (MB), Paul Ceccato (PB)

Apologies

Sandra Clark (SC), Anne-Marie Giordano (AG)

2. Update on IT Changes

PC was only able to stay for short while so started with IT update. Need to assess Stripe v Paypal based on implementation/take-up vs financial benefit. LM to review. PC advised that implementation would be straight forward. PC advised overall migration from filemaker was doing well and that will be completed by end of April. PC then left meeting early.

3. Chairperson's Report

NB advised had spoken to Randwick council representative regarding Barrett House Garage. In order to utilise the garage more, Rhubarb would have to host additional workshops to benefit the local community. Discussion then moved into the update on workshops.

4. Treasurer's report

AG was absent however had requested that we review the outstanding balances in each bank account. It was approved by HZ and LM, that \$1 be left in the lesser used bank account to avoid any cashflow shortages.

Motion: To remove signatories from Bank of Australia – NG, TH, SC

Approved by NB and LM.

	April	March	January
Petty Cash	\$114.85	\$114.85	\$140.3
Bank of Australia	\$3,967.13	\$1,043.57	\$3,780.07
Paypal	\$1,145.42	\$1,509.16	\$124.93
Bendigo Bank	\$285.88	\$2,454.98	\$773.28
Total	\$5,513.28	\$5,122.56	\$4,818.58

5. Workshops Update

NB updated the group regarding the upcoming Fermentation workshop which will be held on 13th May 2017. She noted that it is hard to find people to help have the workshop organised as CS has also been busy with a new baby. NB ran through the general process, where the hardest part was finding a person to run the workshop, however, once contact has been made, it is fairly straightforward.

LM suggested an Empathy and Compassion talk and she will contact her friend to see if he is interested. CS to organise another Bread Making workshop for June. HZ suggested a mending workshop and volunteered to finding a person that would run these.

A brief schedule was discussed and would look as follows:

June: Bread workshop

July: Empathy and Compassion

August: Paleo Baking

General discussion on how new events could be created and it was agreed that we should approach Rhubarb members to find out what they would want to see or if they knew someone that could host a workshop.

A short brainstorm produced the following ideas: Raw foods, Make your own skincare, having a rep from Oz Harvest, One Million Women, TakeThree to come discuss to broader community

6. Completing the job descriptions and implementing the incentive scheme for active volunteers

NB provided an update on the Job Descriptions Handbook which is almost complete but requires one last workshop to finalise. The Job Descriptions Handbook will set out the various roles that are filled in order for the Co-op to run smoothly. As part of this review, an incentive scheme will be created to ensure that jobs can be appropriately filled and that volunteers don't "burn out" for doing going "over and above" other typical roles after long periods.

It was also noted that some jobs categorized as "ongoing" but really equate to a big one-off contribution of time that are more significant than a casual volunteer job i.e. graphic design. It was agreed that we need to review these types of jobs and consider whether they are worth several hundred dollars or some other arrangement.

PD discussed the possibility that the management team is accountable to fill the “ongoing” jobs with tasks. E.g. with graphic design, request images to use on social media or redesigning the website.

LM will help organise the final workshop. NB suggested a number of members to invite based on their working knowledge of the group.

The group discussed possible incentive systems including a points system. MB noted that it appeared to her that there were really two layers – those involved, and those less involved (i.e. replaceable volunteers). This would simplify the current thinking for the points system which involved several layers. PD requested that the job descriptions were task based, rather than what one particular individual is currently working on – i.e. there are some volunteers who are currently doing a few jobs

7. Update on the Lunch Divvy

LM provided an update on the Lunch Divvy. The two weeks during Easter was a good trial period. In both weeks, the lunch crew was short and so notice was provided to the Evening groups, as well as all members who took up orders. Members who paid a handling fee were advised to come as late as possible. As expectations were managed, it looked like everything ran quite smoothly despite it being a busier than usual. For now, the lunchtime divvy will remain, with the knowledge that the evening divvy is around should a back-up be needed. LM and HZ to keep each other up to date if neither one can be there and to also keep an eye on the midday volunteers who sign up in case there are fewer than three volunteers.

8. Preliminary review of pricing / 2017 forecast

LM discussed the need to review the current pricing. Based on the 2016 figures, it was highly likely that Rhubarb would face a consecutive loss due to the insurance charges, Paypal fees and the provision of free mixed boxes for the Evening General Co-ordinators. LM went through various options which included: a. Increasing the price of the mixed box; b. Increasing the extras by 15%, c. Increasing the membership fee or a combination of one, two or all of them.

NB noted that additional Filemaker costs of around \$94 per month were incurred from October 2016 to May 2017.

NB discussed the historical price changes. The last one was increasing the mixed box from \$35 to \$40 and also increasing the handling fee from \$8 to \$12. This had a large negative impact on the number of members and also the number of mixed boxes dropping.

Some competitor analysis is required. MB will look into some of this. Competitors include ROBG, Naked Foods, Thoughtful Foods and delivery services.

PB suggested keeping the price at \$40 but reducing the amount of vegetables ordered as this would provide the same impact.

NB discussed marketing and with more members, this should help strengthen the Co-op, particularly helping to mitigate the impact of fixed costs. The Co-op needs to be advertised more. HZ will try to get in touch with a contact at Beast. We should also look at buying Adwords. PB/LM to look at Google reviews and LM to send email out to get more members to provide a FB review. LM to create a sign to ask Members to take flyers and place around local businesses to aid awareness of Rhubarb.

Motion: To approve for AG to begin producing year-to-date financials. This will be at a cost to Rhubarb.

Approved: NB and HZ

9. Next meeting dates

Next meeting – Thursday 18th May

ACTIONS

Action item	Responsibility	Due by
Assess Stripe Vs Paypal	LM	Next meeting
Empathy and Compassion contact	LM	Next meeting
Mending workshop contact	HZ	Ongoing
Bread Making workshop contact and organise	CS	13 th May
Paleo baking	CS	Next Meeting
Contact Vanessa Grey – Organic Skin Workshop	HZ	Next Meeting
Set up Jobs Description Workshop	LM	Next Meeting
Create a sign for the Flyers	LM	Next Meeting
Google Reviews	LM/PD	Next Meeting
Facebook Reviews	LM	Next Meeting
Checking Spam Accounts	LM	As soon as possible
Competitor Analysis	MB	Next Meeting
Contact with Beast for advertisement	HZ	Next Meeting