



Presenters:

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Committee recruitment

- ▶ Why volunteer?
- ▶ How to recruit?
- ▶ Who can volunteer?
- ▶ Why you should volunteer?
- ▶ What is expected of me?
- ▶ How to keep your volunteers

Show of Hands

Who is currently on a committee? – Would you like to share your Why?

Who has been on a committee? – would you like to share why you left?

Why volunteer?

Three reasons people volunteer:

1. Meets their needs – self interest
2. Friendship
3. Passion for the cause

How to recruit

1. Speak with the strata manager and ask who has been making enquires or complaints about building issues. If they are interested enough to report things or interested to make suggestions, they might be interested on joining the committee if asked. Let those who are talking be part of the solution.
2. Find out what other groups or clicks have been established – book club, dog walking, gardening etc and ask if they would like to join the committee

3. Identify projects and recruit for short term commitment – clearly defined commitment and goals with an end date in sight. Not a life time commitment
4. Just because someone said NO this year it doesn't mean Never, just might mean not now.
5. Be position focused rather than “butt in the chair” . People are more likely to volunteer for clearly defined roles based on their skills.
6. Top motivational factors include personal growth, self worth and feeling accomplishment – so share how much you learnt by serving on the committee, how much you feel part of the community and what has been achieved. Be your advertisement.
7. Survey owners to find out why they don't put their hand up

Remember many people will never volunteer, because people want to be asked. So ask – seek and you will find.

Who can Volunteer

Any lot owner or a proxy of the lot owner

Debunk the theory that only owner occupiers can be on the committee.

Debunk the theory that investors won't spend money.

Committees should reflect the people they govern.

Why you should volunteer? WIFM

1. Understand where you live – the opportunities and challenges
2. Meet new people
3. Increase your networking
4. Learn new skills – problem solving, mediation, negotiation, team building
5. Learn how to get on with others for the common good
6. Learn about financial management
7. Learn lots of legal stuff
8. Make a difference
9. Increase your property values
10. Ensure your investment is managed properly
11. Do something that you enjoy – financial, communication, social, building/engineer, project management or strategic planning.

What is expected of me?

1. Act with due diligence – reading the meeting materials, asking questions, research a topic, turn up to meeting prepared to discuss the matter
2. Act with due care – understanding committee spending limits, carrying out AGM directives, after due diligence - passing a resolution, executing a contract after

3. Execute your duties in good faith not bad faith
4. Act in the interest of others not yourself.
5. Complete any tasks you took on
6. Turn up to meetings on time ready to participate – and participate
7. Advise if you cant go to a meeting – but try not to miss a meeting
8. Don't speak ill of the committee or its decisions, a decision of the committee is your decision regardless of how you voted. So get on board.

How to keep your volunteers

To freely give your most precious asset (your time) to support an organisation you believe in and has the same values as you, is something extremely rewarding.

1. Everyone's opinion is important. Try to always reach consensus rather than simple majority
2. Make sure meetings run to time – a meeting should never go beyond 2 hours. Structure your meeting, allocate time to agenda items and control the discussion. If you cant come to agreement on a matter, take it off line, give people homework, ask them to summarise issues and put on next meeting agenda.

Case Study Springthorpe



- ▶ Why did I volunteer?
- ▶ Was it worth it?
- ▶ How did we recruit?

Nic

Why did I volunteer?

1. To help make a positive difference in a community with a vast (largely untapped) collaborative potential
2. To help with the development of a more strategic, goal- and outcome-oriented approach to the OC
3. To help with the development of partnerships (with key stakeholders such as local government)
4. To get to know more of our fellow lot owners – the camaraderie is obviously an important social factor.

Was it worth it?

1. There were significant outcomes and impacts generated, including even in the first year. Other major results took at least two to three years to materialise but – over time – served to validate people's involvement

2. Better and stronger relationships:
 - a. Lot owners, the committee, and the manager (the strata triangle) were working more collaboratively with each other
 - b. Respectful relationships were further developed between the manager, committee, and lot owners
3. A new level of professionalism in our work was shaped – and the Committee and manager developed together a new ‘journey’ in OC work
4. The emergence of a new partnerships among and between community members and the local council, including high-level meetings and liaison with the mayor, councillors, and staff
5. Contributing to the new strategic agenda around municipal emergency management committees and plans

How did we recruit

1. Some Committee members were especially proactive in strongly encouraging lot owners to get involved
2. Through how a community survey, SWOC analysis, and strategic plan process unfolds:
 - a. The community (lot owners and residents) surveys identified many lot owners with an interest in particular issues
 - b. The Committee created working groups around these issues – and some lot owners then went on to join the Committee
3. A list of relevant groups, organisations, people, and contacts, as compiled by the manager and Committee members
4. The Committee’s visibility and profile, including through the community Facebook page
 - a. are contact details for at least the chairperson provided?
 - b. Is information about upcoming Committee meetings circulated?
5. An effective chairperson is obviously pivotal – someone who can:
 - a. encourage lot owners to get involved and who proactively supports their participation
 - b. facilitates community forums
 - c. ensures everyone has a say in meetings

d. involve the community in conversations about key issues and challenges, including at the AGM

e. instil confidence in the 'value add' of the OC's work

1. An annual report that is community-centric, not only focused on what the committee and manager do.

Julie – I volunteered to help and support the committee of my investment property as they don't have technical strata knowledge and our manager may or may not be keeping up. So I am helping the manager understand what the committee wants – I have become a translator!

Colin – volunteered because he could see a struggling committee but one that had a vision, and he knew he could bring it home – and he did.

Top lessons learnt to recruit or retain

- ▶ Understand their WHY
- ▶ What do we want achieve TOGETHER
- ▶ Welcoming & Inclusive LEADERSHIP
- ▶ Efficient and effective MEETINGS
- ▶ Leave your problems at the door

Understand their WHY

Make everyone feel welcome and part of the team by asking each committee member why they bought into this property. Its very powerful engagement tool and everyone then knows what is important and therefore cant be dismissed when thinking about making changes to that feature. For example Pentridge It is also important when thinking about short term goals or strategic long term goals. More likely to contribute when things that are important to them is part of the agenda.

What do we want achieve TOGETHER

Have a plan – action lists for short term, medium term and long term – creates as sense of purpose

Welcoming & Inclusive LEADERSHIP

- Set the tone and expectations at the first meeting.
- Everyone's opinion is valued – give them the opportunity to say something, they may not wish too but you have given them the opportunity.
- Keep to agenda, make sure meetings are not longer than 2 hours and finish on time.

- Building relationships Manager & the committee
- Having an Induction pack for the committee one for the strata manager and one from the chair
- Creating Handover from outgoing committee to incoming committee
- Creating a Work plan for year – action list to be achieved
- Keeping Communication- open and transparent

Efficient and effective meetings

- Committee meeting agendas organised around the goals and yearly workplan
- Have an agenda that is manageable – may need to do some stuff by ballot
- Keep to time
- Develop a team agreement that includes what is expected of each other, respecting each others views, keeping to topic, consensus decision making,

What does prioritising mean in practice for an OC committee?



An effective committee



Focuses on goals in a plan and organises the meeting agenda around the goals



Focuses on its responsibilities, as distinct from those of the manager, although there is obviously overlap with OC leadership



Has a workplan for the year and an action list (including decisions, progress status, and responsible persons) in addition to minutes



Involves lot owners in conversations about key issues and challenges, including at the AGM, thus focusing on the things that matter

Effective OCs – top ten practical tips

- ✓ A community survey is the foundation
- ✓ Visibility of the manager and committee
- ✓ Shared goals in a strategic plan and an annual report focused on the goals
- ✓ Committee meeting agendas organised around the goals and a yearly workplan
- ✓ The AGM as a well-promoted forum for 'real' conversation and conviviality

Effective OCs – top ten practical tips

Continued

- ✓ Share information broadly (e.g., via an e-news and a community Facebook page)
- ✓ OC engagement with local government and other stakeholders (e.g., police)
- ✓ OC budget for community initiatives
- ✓ Bulk purchasing, energy efficiency, etc.
- ✓ OC community participation actions (e.g., a community planting day)

**Interested?
Next steps**

- ▶ Committee Training (4 times per year \$80 per person)
- ▶ Committee Vodcast 1st Friday month (free) 12 noon.
- ▶ Inside Strata (free subscription)
- ▶ Contact your Chairperson

JUST DO IT.



