

### **President's Report August 2004**

The recently drafted constitution of our new organization clarifies that we exist: "to be a financially viable not for profit bookshop and community enterprise that re-invests all profits into the development of the organization and the local community."

Therefore our basic objects are:

- (a) To initiate, promote and support a range of exciting local social and economic development initiatives with an entrepreneurial flavour by working in collaborative partnership with local businesses, service providers and the community.
- (b) To promote a love of books and literature in the local community.
- (c) To create a space to engage with the local community and actively support a broad range of community initiatives through financial and other support arrangements.

I believe that this committee has set in place the main foundations to achieve these aims.

#### **Future Direction and Challenges**

Some of the main challenges during the next year will be;

- (a) Focusing on developing the membership and volunteer base, to enhance the viability and sustainability of the organization.
- (b) Developing a reliable and broad base of regular, individual and institutional donors, in order to respond to a growing demand for new stock as turnover increases.
- (c) Establishing and consolidating business and community partnerships to grow the business.
- (d) Developing the Neighbourhood Centre.
- (e) Completing detailed business planning for the next three year period.
- (f) Growing the business to a level of profitability, where we can seriously pursue our dream of community re-investment and capacity building.

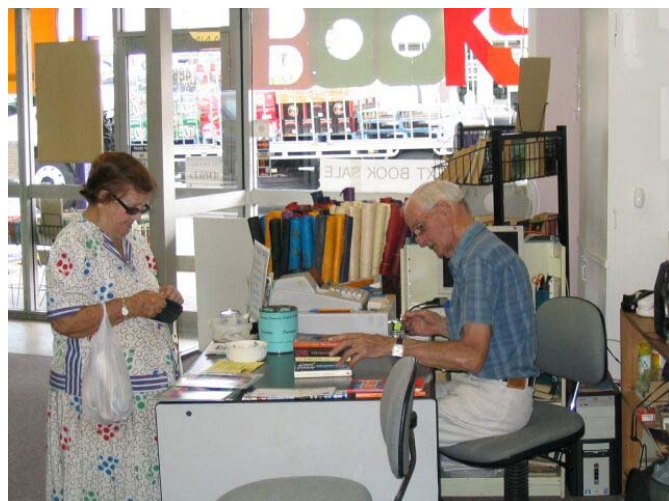
I'd like to summarize for you some of the highlights of our operations during the last year.

- In 2003 we became an incorporated not for profit entity.
- We entered into a Memorandum of Understanding with the Annerley Literacy Centre so that when our monthly turnover exceeds a certain amount, a percentage will automatically be donated to the Annerley Literacy Centre. We have already honoured the Memorandum on several occasions.
- We have established ongoing relationships with a number of institutional donors; namely, University of Queensland Alumni Association, St Margaret's Anglican Girl's School, Acacia Ridge Community Library, and Pearson education Australia, and we thank them for their generous donations.
- We have drafted our proposed constitution, which we will be submitting at this AGM for adoption, by our members.

Many other achievements will be highlighted by our Manager, Larry Stanshall in his report.

In summary, I wish to thank all past and present members of the committee: in particular Dr Kathy Munro, for her invaluable and honest advice, our manager Larry Stanshall for his dedication and long hours of unpaid work. I also want to thank all our volunteer staff for their hard work and perseverance. I would like to also express a special thank you to the Gaming Commission Community Benefit Fund, whose grant of \$28316, was instrumental in helping to refurbish the bookshop, construct the Neighbourhood Centre meeting space and to purchase essential equipment.

*Harry Farmer*



## Manager's Report

The Annerley Book and Literacy Centre was established in 2000 by the Anglicare Refugee and Migrant Services for the purpose of selling pre-loved donated books in order to fund English literacy classes. During the period from 2000-2002 the Bookshop and the Literacy Centre grew considerably and came to mean a great deal to the local area. During this phase of its operation the bookshop was co-located with the literacy centre and the bookshop was already entirely self-supporting and subsidizing the activities of the literacy program.

In 2003 Anglicare decided to move the Literacy Centre to new premises and to close the bookshop and focus on the delivery of the literacy program. There was a very strong reaction from the local community, a palpable feeling of loss. Many residents commented that it wasn't just the closure of a shop, but the destruction of a valuable community bond and resource. So with local community support and a groundswell of encouragement, generosity and participation from a group of customers, local residents, supporters, volunteers and local business entities a committee was formed to save the bookshop. And so was born the Annerley Community Bookshop & Neighbourhood Centre Inc.

The Annerley Community Bookshop & Neighbourhood Centre has now existed as an independent, stand alone entity for 15 months.

During this time we moved twice, initially to interim premises and then more recently to our current larger refurbished premises, expanded our donor base, established financial and management systems and procedures, increased both the number and skill levels of our volunteer staff, networked extensively with local businesses and other community agencies, developed our constitution and finished the year with a small profit.



We take considerable pride in the credibility we have attained in our reputation as "stayers" within the Annerley area and that we are now very much recognized as being part of the social fabric of the local community. To some extent, as a visible, active and approachable organization we have become an influential voice in our area.

### **Highlights of the Bookshop's Achievements**

- Commenced 1<sup>st</sup> May 2003
- Most volunteers retained
- Most customers retained
- Conducted successful book launch (September 03 and made donation to RSPCA)
- Received Gaming Commission Grant \$28,000 (Oct 03)
- Awarded Quest Small Business Achievers Award (Nov 03)
- Moved to newly refurbished premises (March 04)
- Increased volunteer pool
- Increased donor base
- Increased turnover
- Made donations to Annerley Literacy Centre
- Increased stock levels (book stocks worth approx. \$40,000)
- Increased assets (apart from grant purchases)
- Finished year with small profit (approx. \$3800)
- Started selling books on Internet (August 04)
- Increasingly used as 'drop-in' centre
- Provides cheap or free textbooks, and dictionaries to migrants and refugees
- Provides cheap textbooks for students
- Distribution centre for free publications, Timeoff, Qld Pride
- Posters for entertainment venues, community activities,
- Community information, flyers, leaflets etc
- Promotes local artists

All of the above was achieved with a considerable amount of hard work, dedication and indeed determination from our volunteers and committee members who have all shared in a common vision to create a self sustaining community resource.

The volunteer staff of the Bookshop, some of whom have been with the shop since it opened its doors, are an exceptional group of people. Dedicated, hardworking and loyal. Without their tireless efforts the shop would simply not exist. All volunteers are special people, and the belief that the bookshop volunteers have always shown, that the work that they perform in the bookshop, contributes to the greater good of the community, has always been inspiring to me as the bookshop manager. And sad as I may be to see them go, there is also a tremendous feeling of satisfaction when any volunteer goes on to full time work or study.

Right from the inception of the new Bookshop, our management committee worked to ensure its success. They have put in many long hours, sharing their vision, providing support to the manager, and in some cases actually working in

the shop. All of this work was done on an unpaid basis, and all of it in addition to other employment and outside of normal business hours. They are a very active committee, not afraid to shoulder a very large burden to get the Bookshop to the place where it is today.

Some thanks must be also given to Councillor Helen Abrahams, who gave us encouragement in the early days of the new shop, and was also very generous in donations of books from her own bookshelves. Her continued support and belief in what we were trying to achieve is much appreciated.

### **Neighbourhood Centre**

The original concept of the Bookshop was to be more than just a shop. To this end the new purpose built community meeting space was completed in March 2004. We must now address the question from our customers and members of the community "What does the *Neighbourhood Centre* do, and how can we be involved?"

Therein lays the challenge for the next stage of the development of the Bookshop; to remain true to our core business of selling books while also taking a more active role in the activities and life of the local community through the Neighbourhood Centre.

Since the community meeting space became available for use in March 2004, a number of groups now regularly use the space. We intend to publicise the availability of the space to a range of local and other relevant target audiences in order to optimize the usage of the area. Since March the following groups have used the space.

- Ethnic Communities Council
- Southside Socialist Alliance
- Australian Solidarity with Latin America
- East, South, central African Association
- Rwandan Association
- African Women's Groups
- African Leaders Association
- Annerley Literacy Centre



We are therefore now striving to make the Bookshop much more financially viable by expanding and consolidating our institutional donor base. As our sales increase, so does the demand for more stock to sustain our sales.

More sales also means that more volunteers are needed, and because of the changing nature of the Bookshop they now need to have more skills, particularly in the area of information technology and e-commerce. We are addressing this issue by putting several strategies in place to train the volunteers to meet these challenges.

We regard it as a great achievement, that after a great deal of planning, we are now selling our books via the internet to the world. This means that in addition to the real physical bookshop, we now also have a 'virtual bookshop', with a whole different set of challenges and customers.

Over the next few months, one of the particular tasks that we face will be to put together a detailed business plan for the next three years, in order to guarantee the financial stability and future of the ACB&NC.

Our membership of QCOSS, the peak community organization for Queensland gives us a voice in community issues beyond the bounds of Annerley and the local district. I am particularly proud of the fact that our reputation having preceded us, we were invited to join the Community Centre and Family Support Network. Our membership in Social Ventures Australia has allowed access to the corporate world in both a practical pro-bono sense and also mentoring. We recently joined the Queensland writers centre and are about to commence negotiations with them to identify partnership opportunities for both our organizations to work together for our mutual benefit.

We have also been actively involved with Social Ventures Australia who provided us with invaluable with legal and business contacts and particular thanks are due to Mallesons Stehpen Jacques for their advice and representation in negotiating our commercial lease agreement.

To sum up, the last 15 months have presented challenges on the grand scale, they have not been without their trials and tribulations, but there have also been times of tremendous achievement. None of which would have been possible without the help and support of all those who have and continue to believe in the bookshop, in community and how important it is to this or indeed any other society.

*Larry Stanshall*

## **Volunteer's Report**

I have been a volunteer in the Annerley Community Bookshop since it opened.

Like many community organizations, the Annerley Community Bookshop and Neighbourhood centre is heavily reliant on volunteers. While we are always on the lookout for new volunteers, we are extremely lucky in that we have a small number of dedicated volunteers. A number of them have been with us from the start, and continue to be a valuable asset to the bookshop through their dedication.

Larry Stanshall manages the volunteer training program and indeed kept the whole shop running. Larry has worked six days a week and has been involved in every aspect of the shop's operation. Without his dedication, the whole bookshop and neighbourhood centre would simply not have been possible.

The bookshop continues to be a major focus for the community and also a place where all members of our community can play a part. Providing meaningful work experience is a rewarding aspect of the shop, with many volunteers going on to full-time employment as a direct result of the work skills they have acquired in the bookshop. In addition to the usual volunteer activities, the bookshop has recently been providing work experience opportunities for people with learning disabilities.

We always welcome new volunteers. The ideal volunteer, as well as having an interest and knowledge of books, would have some computer literacy and a commitment to customer service. Experience in areas such as marketing, small business and community development would also be invaluable. Probably the most important attribute is a willingness to learn the above skills and to become a part of the organization and local community.

Currently we have two important needs: To recruit a volunteer co-ordinator to provide leadership to a team of volunteers and a volunteer to develop and maintain our base of book donations.

In conclusion, we have achieved an enormous amount in a short amount of time. This has been due not only to the tremendous effort of Larry Stanshall and the committee, but also the dedication and enthusiasm of the volunteers. If we can build on this and expand, The Annerley Community Bookshop and Neighbourhood Centre will have a very successful future.

*Adrian Milnes*

### **Treasurer's Report**

Annerley Community Bookshop and Neighbourhood Centre Inc (ACBNC) has ended its first 14 months of operation (from May 2003, when ACBNC opened for business, through the 2003/4 financial year) in an acceptable financial position.

The two main sources of income for ACBNC were a grant from the Queensland Gaming Commission, and proceeds from the sale of donated books. Cash donations and membership fees amounted to less than 0.5% of income. ,

The grant assisted with establishment costs, and has been fully acquitted. A small residue of interest earned on the grant monies remains.

Income from book sales resulted in a slight surplus for the reporting period. This period included some significant challenges including: the initial establishment of ACBNC in its interim premises, and a move back to its current premises when the opportunity allowed. Included in the outgoings is \$600 for community support. While this may appear to be a modest sum, it constitutes 16% of our gross profit for the reporting period. This is a significant achievement given that in this the establishment year, it has been necessary to reinvest almost all funds into the organisation.

The co-ordinator of the Centre and his volunteer staff are to be congratulated for their work.

Sincere thanks are due to following for assisting in ACBNC achieving financial viability:

- Anglicare Refugee and Migrant Services for its donation of bookstock, furniture and equipment, which was instrumental in allowing ACBNC to commence operations.
- Queensland Gaming Commission for its grant which was important in enabling ACBNC to improve the effectiveness of its operation, through better equipment and systems, and to provide better amenities for use by its clients
- Mr Raphael Mar Fan for his encouragement and indirect financial support as ACBNC established itself.
- Mr John Moreton, inaugural treasurer for ACBNC Inc over its early months of operation
- Ms Marcia Yuki Kanzaki, who provided professional accounting services on a pro bono basis, and assisted ACBNC in introducing modern computerised accounting and financial reporting systems in keeping with the ACBNC commitment to high standards of governance.

*George Eichinsk*

Fig 1. Income and Expenditure May 2003 - June 2004

Income Book Sales	\$38460
Expenditure	\$34651
Income Gaming Commission Grant	\$28355
Expenditure	\$28343
Total Income	\$66815
Total Expenditure	\$62994
Net Surplus Income over Expenditure	\$3821

Fig 2. Income and expenditure from book sales by month

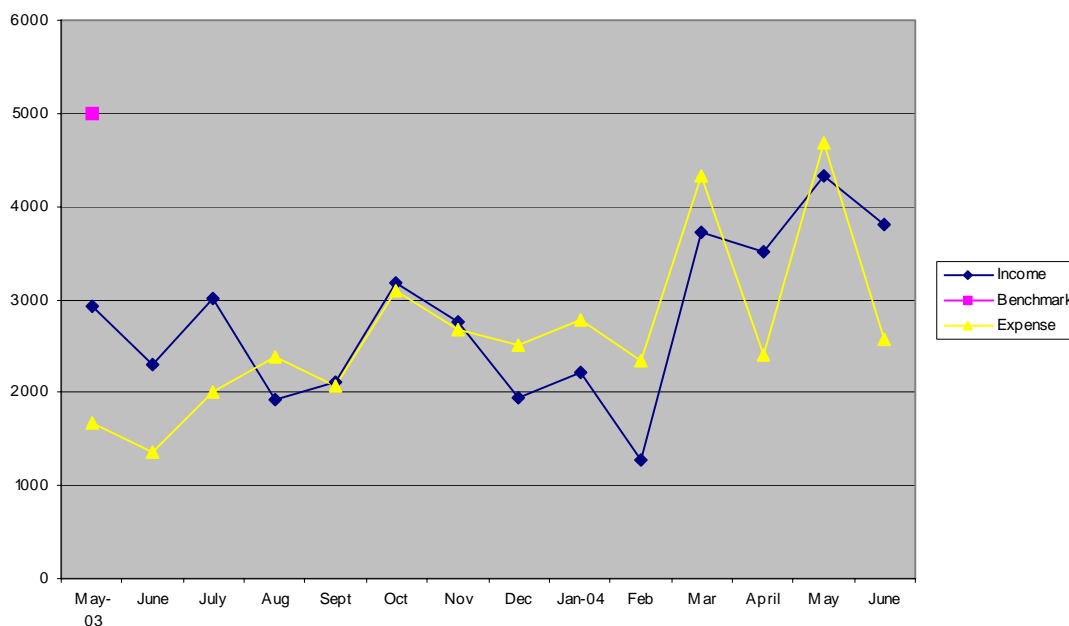


Fig 3. Assets at end of June 2004

<i>Assets</i>	
Cash	\$3821
Bookstock est value	\$40000
Equipment/furniture/fittings	\$58000
Total	\$111821
<i>Liabilities</i>	<i>nil</i>

