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WHEN

**2 Day course
May 2018**
Tuesday 15th &
Wednesday 16th
9am to 4.30pm

WHERE

Hubwest
29 Corban Ave,
Henderson, Auckland.

COST

Auckland Zero Waste Network
members - **\$150** per person
Non members or outside
Auckland - **\$550**
BYO lunch and snacks

For more info or to sign up for
this course get in touch with:

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TRAIN UP:

Introduction to running a resource recovery centre.
Get a clear overview of what it takes to run a community
recovery centre and network with others in similar roles.
Designed for supervisors and new or aspiring managers.
Useful for people in governance roles.
Interactive course, delivered by practical people who have
set up and run community recovery centres.

READY FOR MORE ?



JOIN THE MOVEMENT

DAY 1

It takes people and systems to run a great site.

We'll talk over how to get the best from ourselves and our people. We'll explore ways to get messages out to our customers and communities. We'll look at systems for recording what happens on site and keeping track of our money.

1 People

HR and communication - Internal Self, staff and volunteers

Know yourself - Leading, managing, doing.
Building teams and culture - hire, induct, support, coach, train.
Problem solving and preventing problems.

Communication - outward facing

Face to face - customers and service users.
Onsite - signs and instructions.
Advertising, marketing, media, social media.



2 Resources

Systems and processes - record keeping

Cash handling, banking. Timesheets and payroll.
Expense codes, purchase orders, reports. IT and phones.
Track product flows, Collection data and invoices.

Keeping track of the Money

Income streams, costs, budgets - reporting obligations.
Balance sheet, profit and loss, cash flow.
Working and investment capital. Grants and funders.

DAY 2

Ways we can work towards zero waste.

We'll look at the main things we do at community recovery centres and the tools we use to get them done safely. We'll explore the community enterprise business model we use to fund our work.

3 Activities

Operations - reduce, reuse, recycle

Activities - collections, drop off, reuse, product take back.
Relationships - contracts, customers. Vehicles, gear and equipment.
Materials: sorting, storing, processing, sales.

Keeping everyone safe

The Health and Safety at Work Act 2015.
Responsibilities, paperwork, processes.
Training and induction, protective gear.



4 Impact

What is a community enterprise?

Business model - purpose based, why do we do this work?
Community relations - engagement and connection.
Activities and outcomes - future proofing and sustainability.

Zero waste - vision, philosophy and action plan

History in NZ - 20 years 1998 to 2018.
Where will we be in 2025 - Circular economy.
Political context and opportunities - Councils, Government.

YEAH

Build your knowledge. Make some contacts.

Running a team, or a whole community recovery centre, is a challenging and rewarding job. Learning from people who are doing the same thing in another place can really help you get ahead of the game. This course is interactive with a lot of talking, sharing and working in pairs or small groups so you can fill in gaps and make connections at the same time.



Operator - Introduction



Supervisor/New Manager - Introduction



Manager/Leader - developing



Manager/ Leader - advanced