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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:

**Dorte Wray**

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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