

MANAGERS REPORT

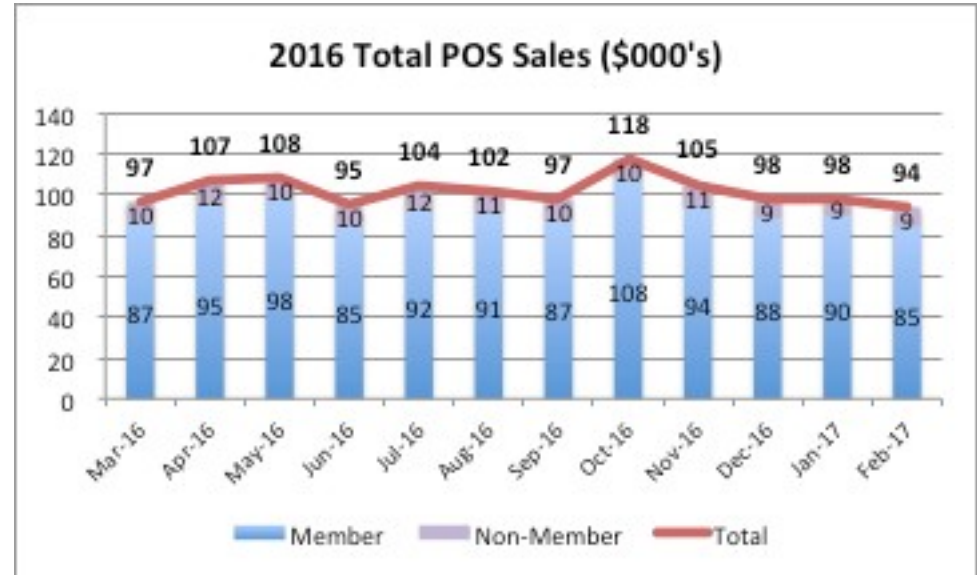
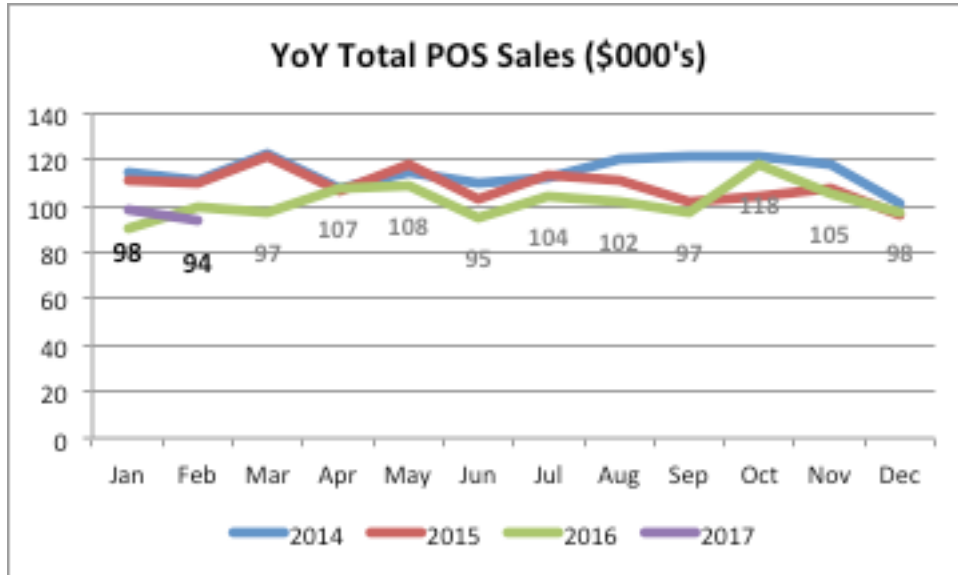
ALFALFA HOUSE

FEBRUARY 2017

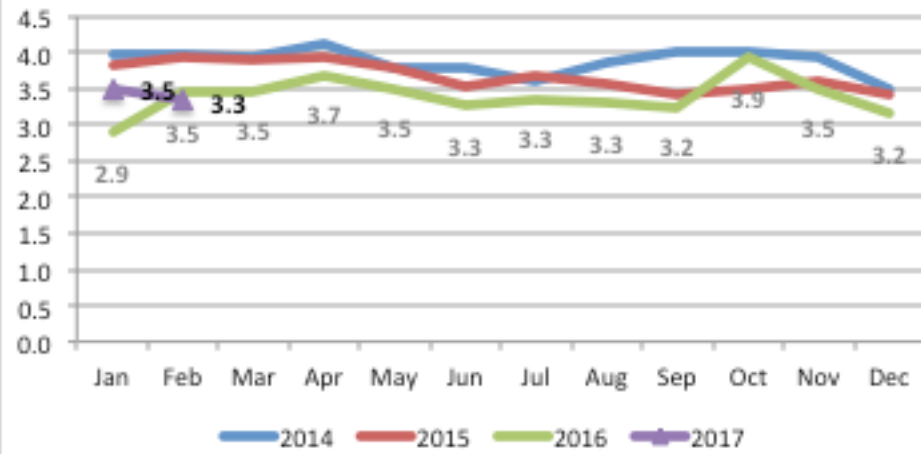
Sales according to POS

Highlights:

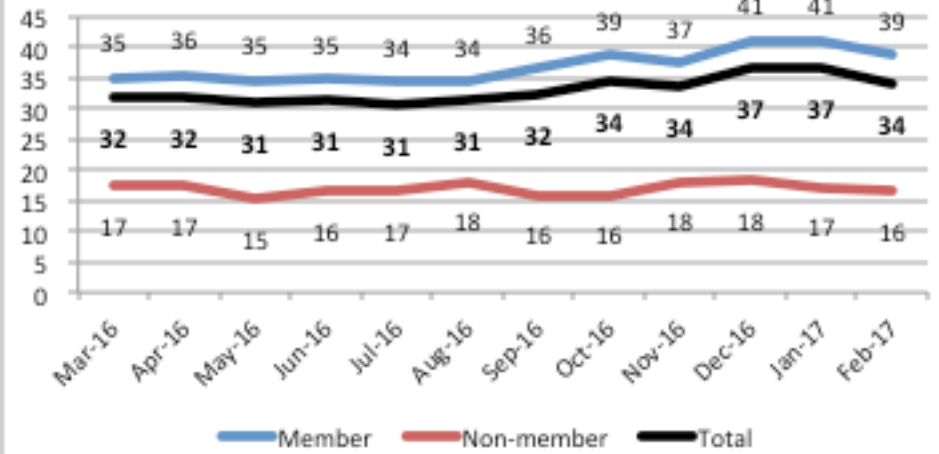
- Total POS sales have increased in Jan17 as compared to same period in 2016.
- The average spend per transaction has sustained its increase from Dec-16.
- Average number of 'member' transactions has increased in Jan-17.
- The implementation of the Annual Subscription Fee in Jan-17 is responsible for the increase in POS sales.
- We continue to have a significant problem with sales, which must be the main focus going forward.



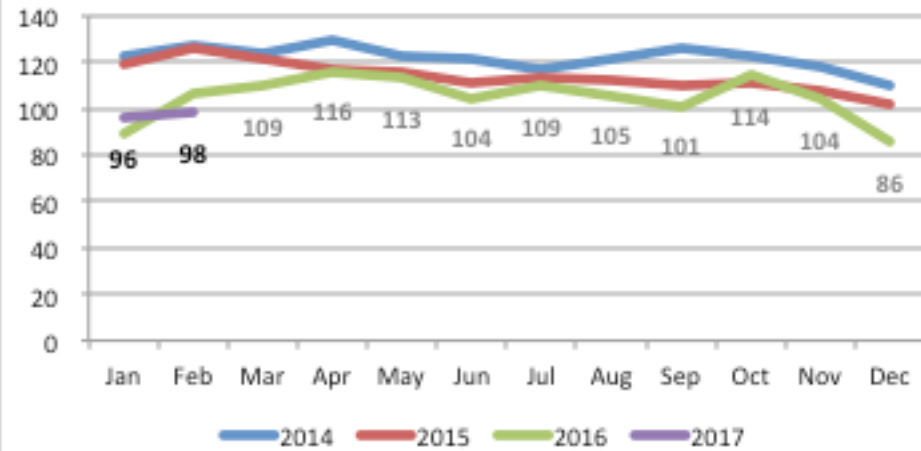
Average Daily POS Sales (\$000's)



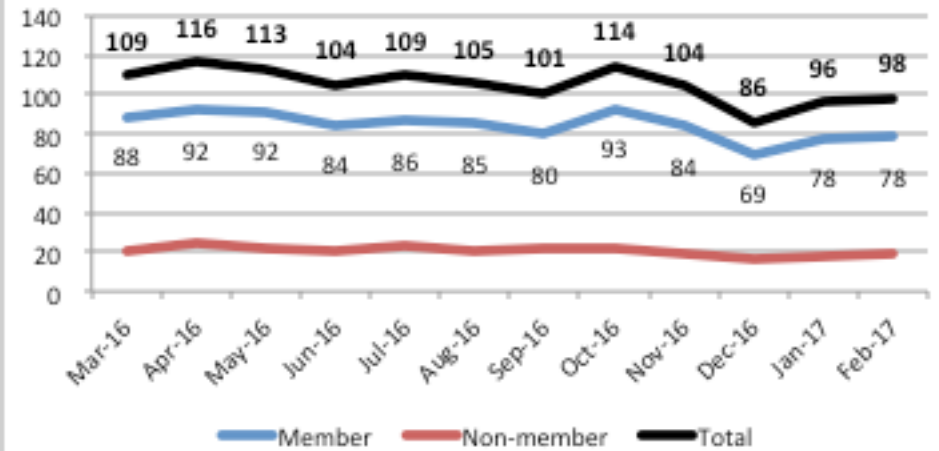
Average Sales (\$) per transaction



YoY Average No. of transactions



Average Number of transactions (per day)



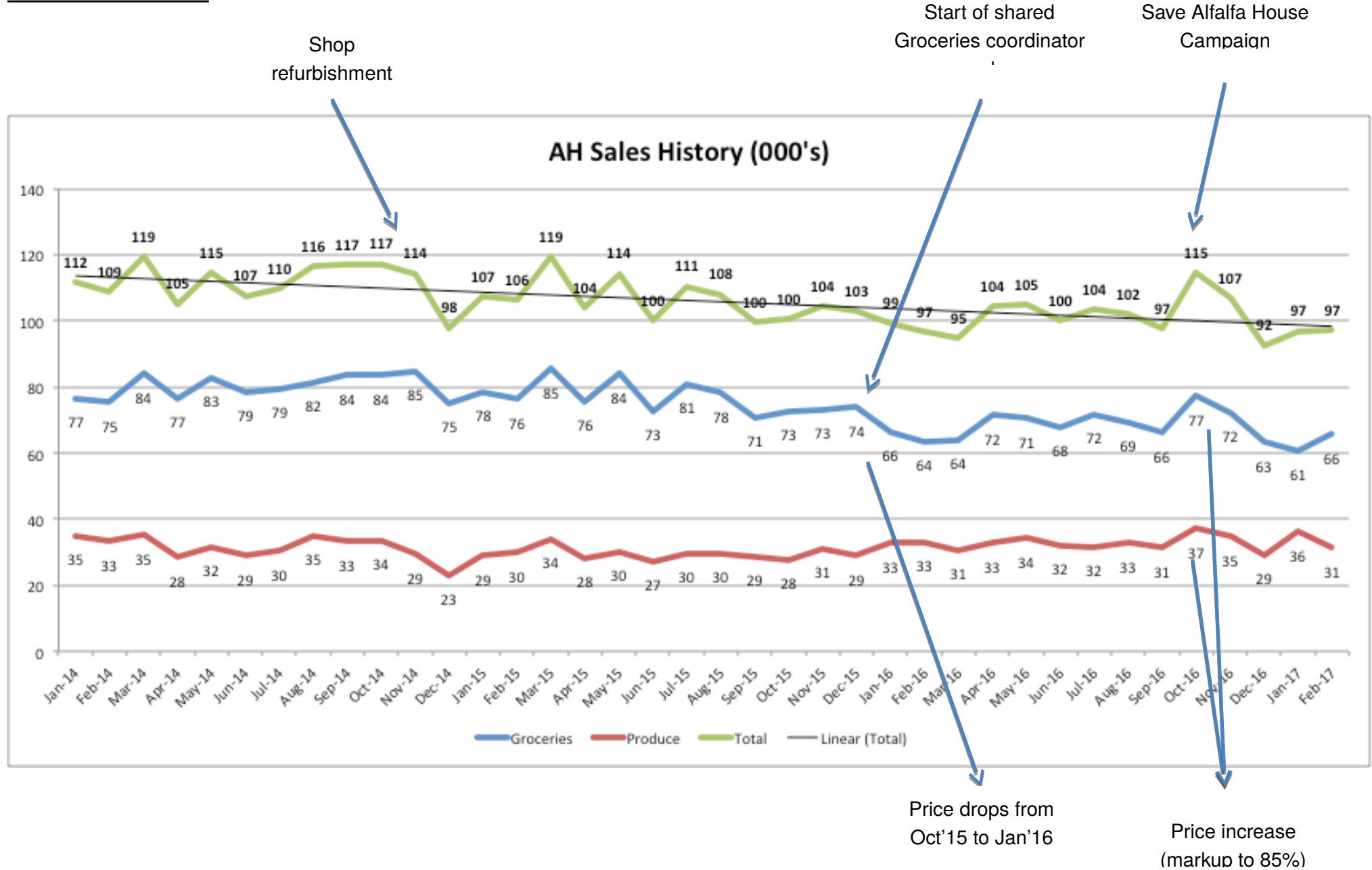
ALFALFA HOUSE COMMUNITY FOOD COOPERATIVE LTD.

YoY Sales by Category

Category Super	Category	2014			2014 Total	2015			2015 Total	2016			2016 Total	YoY Change %		
		Discount %	25%	10%		0%	25%	10%		0%	25%	10%		0%	2015	2016
Groceries	fridge		36,285	125,692	20,238	182,214	34,533	125,561	19,937	180,030	27,274	113,414	17,801	158,489	-1%	-12%
	nuts and seeds		24,833	104,360	12,837	142,030	21,787	97,488	10,782	130,057	18,397	88,650	9,412	116,459	-8%	-10%
	home		12,166	53,477	13,211	78,853	13,080	55,602	21,801	90,483	11,910	48,710	20,753	81,373	15%	-10%
	edible liquids		14,720	56,783	6,742	78,245	13,488	53,616	6,798	73,903	11,889	48,772	4,699	65,359	-6%	-12%
	pre-pack		16,750	40,793	8,628	66,170	16,326	39,439	12,053	67,819	15,897	33,842	9,442	59,181	2%	-13%
	cereal		7,464	39,952	6,699	54,116	6,651	40,136	6,075	52,861	6,849	35,048	4,978	46,875	-2%	-11%
	sweets		11,820	40,965	10,943	63,729	11,026	34,271	9,742	55,039	11,446	27,485	7,000	45,932	-14%	-17%
	dried fruit		8,341	38,336	4,733	51,410	8,278	37,417	4,677	50,373	6,894	34,311	3,606	44,811	-2%	-11%
	flours and powders		7,583	36,083	6,952	50,618	7,986	31,562	5,964	45,511	7,455	27,626	4,821	39,902	-10%	-12%
	bakery		6,121	26,355	5,050	37,525	5,802	29,303	5,278	40,383	4,993	29,451	4,818	39,261	8%	-3%
	herbs-spices-teas-coffee		7,451	30,337	5,626	43,414	7,145	29,491	5,082	41,718	5,748	25,747	6,120	37,615	-4%	-10%
	grains		7,825	31,909	5,516	45,250	6,132	25,770	3,716	35,617	5,031	23,035	3,699	31,766	-21%	-11%
	legumes and beans		3,239	18,075	2,565	23,879	3,109	15,504	1,912	20,524	3,624	15,832	2,301	21,756	-14%	6%
	pasta		3,159	10,501	1,872	15,532	3,669	10,684	1,771	16,124	3,387	9,659	1,702	14,747	4%	-9%
	asian		3,684	8,962	1,064	13,710	2,124	8,051	1,174	11,349	2,541	7,376	1,596	11,513	-17%	1%
	packaging		560	5,239	2,170	7,970	491	4,854	1,961	7,306	421	3,861	1,605	5,886	-8%	-19%
	snacks		1,239	4,764	1,401	7,404	676	2,425	342	3,442	600	2,114	303	3,017	-54%	-12%
Groceries Total			173,241	672,581	116,247	962,076	162,302	641,174	119,064	922,541	144,355	574,932	104,656	823,942	-4%	-11%
Produce	VEG		37,768	135,829	14,545	188,142	35,074	131,098	10,279	176,452	38,216	150,600	13,419	202,234	-6%	15%
	FRESH FRUIT		31,162	101,797	11,280	144,238	31,381	90,665	9,237	131,283	29,987	104,670	10,610	145,267	-9%	11%
	FRESH HERBS		5,888	21,420	2,246	29,554	6,281	22,096	1,967	30,343	5,398	21,373	2,014	28,785	3%	-5%
	VEG BOX		2,839	11,745	555	15,140	1,916	13,860	633	16,410	1,849	13,627	916	16,392	8%	-0%
Produce Total			77,657	270,791	28,625	377,074	74,652	257,719	22,116	354,487	75,450	290,270	26,959	392,679	-6%	11%
Grand Total			250,899	943,372	144,873	1,339,143	236,955	898,893	141,180	1,277,028	219,804	865,201	131,615	1,216,621	-5%	-5%
% of Annual Sales			19%	70%	11%		19%	70%	11%		18%	71%	11%			

- Groceries is our main problem area, this has to be our focus in order to improve our sales.
- The 25% discount requires more detailed reporting before we can make any detailed commentary. This group represents volunteers, staff, MC and XD's.

SALES HISTORY



PRODUCE

	<u>REVENUE</u>	<u>PERCENTAGE OF SALES</u>	<u>GROSS PROFIT MARGIN</u>	<u>LOSS</u>	<u>STOCK</u>
FEB 2017	\$29,935.48	32.4%	34.8%		\$260.16
JAN 2017	\$33,573.78	36.3 %	35.1 %		\$272.90
DEC 2016	\$30,113.67	31.3 %	41.7 %		\$454.32
NOV 2016	\$32,871.00	32.1 %	36.4%		\$370.67
OCT 2016	\$37,025.64	32.4 %	33.7%		\$288.59
SEP 2016	\$30,715.14	31.3 %	41.9%		\$485.72
AUG 2016	\$32 322.58	32.0 %	33.7%		\$485.72
JULY 2016	\$31 729.39	30.3 %	36.3%		\$442.20
<i>FEB 2016</i>	<i>\$ 32,857.63</i>	<i>34.2 %</i>	<i>28.9%</i>		<i>\$ 597.30</i>

GROCERIES

	<u>REVENUE</u>	<u>PERCENTAGE OF SALES</u>	<u>GROSS PROFIT MARGIN</u>	<u>LOSS</u>	<u>STOCK</u>
FEB2017	\$62,346.63	64%	49.2%		\$205.41
JAN 2017	\$58,999.18	58%	42.8%		\$247.03
DEC 2016	\$66,142.05	68 %	44.8%		\$249.29
NOV 2016	\$69,470.88	66 %	49.3%		\$93.84
OCT 2016	\$77,271.27	67.6 %	42.4%		\$98.85
SEP 2016	\$66 313.88	68.3 %	49.3%		\$159.05
AUG 2016	\$69 152.29	68.4 %	34.1%		\$103.19
JULY 2016	\$71 732.77	69.3 %	40.7%		\$144.87
<i>FEB 2016</i>	<i>\$67,981.79</i>	<i>66.0%</i>	<i>48.7%</i>		<i>\$170.85</i>

MEMBERSHIP

Month	Current	New	Cancelled	Net Change +/-
Feb-17	3,912 [^]	72	(79)	TBA
Jan-17	3,919	56	(19)	37
Dec-16	3,882	34	(97)	(63)
Nov-16	3,887*	58	(92)	(34)
Oct-16	3,953*	48	(44)	4
Sep-16	3,937*	66	(83)	(17)

Note: (*) prior month membership numbers were run at the time of report production, therefore not a true reflection of current members as at the end of the reporting month period.

[^] IMPORTANT – over the last 3 months we have not physically cancelled members in FileMaker, which means our total numbers of members is overstated. This will be fixed in the month of April

Please minute the following **new** numbers:

12133 12132 12131 12130 12129 12128 12127 12126 12125 12124 12123 12122 12121 12120 12119 12118 12117 12116 12115 12114
12112 12111 12110 12109 12108 12107 12106 12105 12104 12103 12102 12101 12100 12099 12098 12097 12096 12095 12093 12092
12091 12090 12089 12088 12087 12085 12084 12083 12082 12081 12080 12079 12078 12077 12076 12075 12074 12073 12072 12071
12070 12069 12068 12067 12066 12064 12063 12062 12061 12060 12059 12058

Please minute the following **cancelled** numbers:

6596 9061 9933 10344 10113 10128 627 7267 9537 10238 4400 6183 9141 9725 10359 10363 4383 9748 10181 10272 9793 3150 4933
10326 6195 9423 9797 10216 10324 3160 3267 8046 9499 10378 7387 10031 10384 10387 6069 8408 9716 10390 10391 5342 9581 10393
10396 6991 9863 10397 9556 10355 10402 10406 7731 8227 10409 10410 10411 4011 9321 9955 6461 3442 9806 4681 9360 10354 10430

5308 7643 8912 10442 8060 9068 4589 10223 10449 10451

Annual Subscription Fee (2017)

Flag in POS	Price Billed	Jan		Feb		Total ID	Total \$
		ID	\$	ID	\$		
YES	\$ 18.18	353	\$ 6,417.54	188	\$ 3,417.84	541	\$ 9,835.38
	\$ 13.64	1	\$ 13.64			1	\$ 13.64
	\$ 16.36	14	\$ 229.07	1	\$ 16.36	15	\$ 245.43
	\$ 15.54			1	\$ 15.54	1	\$ 15.54
YES Total		368	\$ 6,660.24	190	\$ 3,449.75	558	\$ 10,109.99
NO	\$ 18.18	19	\$ 345.42	13	\$ 236.34	32	\$ 581.76
	\$ 9.09	1	\$ 9.09			1	\$ 9.09
NO Total		20	\$ 354.51	13	\$ 236.34	33	\$ 590.85
Grand Total		388	\$ 7,014.75	203	\$ 3,686.09	591	\$ 10,700.84

- We have had a positive start to the ASF implementation with 591 members paying their 2017 subscriptions as at 27 Feb.
- We should note that of these 388 in January, 56 of them are **new** members.
- Staff have corrected the below transactions processed incorrectly
 - o 33 not flagged correctly in POS
 - o 18 not charged the correct fee of \$18.18 (excludes GST)
- We should now start to remind the membership of the upcoming deadline of 14 April, at which point their membership discount will cease if they do not pay the ASF.
- I have only performed 1 managers discretion discussion, the member is a regular shopper, is on a Disability Support Pension and has agreed to volunteer for 3 hours to receive the ASF for 2017.
 - o This member did suggest we should consider a concession price for people in a similar situation.

STAFFING

We did not hold a Staff meeting during March.

However, please find below some of the updates/highlights:

- Nataliya Marchuk has officially resigned effective 20 April 2017.
- Lindsay Schiffhauer tendered her resignation and her end date will be the 9 April, her last shift will be on the 5 April.
- We have been in recruitment mode during March, with over 30 applicants to fill the Groceries and Shop coordinator (casual) roles
- Rosie Jones has been hired in the Shop Coordinator – casual role.
 - Rosie comes to AH with a wealth of experience in the coop sector, most notably from Village Greens Food Coop in Manchester UK
- In regards to the Groceries role, we are close to finalising a suitable candidate for this role and we should finalise this hire over the coming days.
- Jann French is currently unwell, her health situation requires some attention, I am working with Jann to address her situation and will report back when more information is available.
- Finally the staff and volunteers did an amazing job for the recent Open Day, our shop was in full bloom even though the weather may have been a little gloomy. Thank you ☺

Staff Changes – current/future:

- Given the recent staffing changes and future hires, we will this week finalise the final staff movements by end of this week.
- Staff inductions and training plans are being devised and in progress.

VOLUNTEERS

Month	Hours	Volunteers	Average (hrs)	Comments
Feb-17	385	58	5.7	
Jan-17	332	62	5.3	
Dec-16	269	46	5.9	
Nov-16	382	68	5.6	
Oct-16	337	61	5.5	

Volunteers (hrs)	Feb-17	Jan-17	Dec-16	Nov-16	Oct-16
Permanent	144	134	117	172	174
Reg/Casual/XD	241	198	152	210	163
Total	385	332	269	382	337

Volunteers (hc)	Feb 17	Jan-17	Dec-16	Nov-16	Oct-16
Permanent	21	17	18	21	23
Reg/Casual/XD	47	45	28	47	38
Total	68	62	46	68	61

WORKPLACE HEALTH AND SAFETY

- Yue Ajioka has presented a Workcover Certificate of Capacity
 - o reported pain to her right elbow and decrease grip strength to her right hand.
 - o She is not to lift with right hand, limited to 4kg both hands
 - o Pulling restricted to 4 kg objects
 - o Restricted overhead activities, avoid using mouse with right hand
- Lindsay Schiffhauer recently met with her doctor, case manager and specialist to assess her progress. The reports indicate she has sustained a partial tear to her left shoulder. She will see a sports physician and continue to be treated after her employment ends with Alfalfa House.
- Given the recent poor health of Jann French with regards to the impact of potential mold in the workplace, I will be looking into costing an assessment of the workplace to ensure we are compliant with health standards.

FEBRUARY NUMBERS / Dashboard

We recorded \$88.3K in sales (vs. \$94.4K last year vs. \$108.3K the year before).

We show a net profit of around \$6K for the month. Note that: (i) we booked \$4K in annual subscription fees; (ii) purchasing remains low for the month at \$49.5K (compared to \$59.6 in the year before and an average of about \$58.3K a month for the current fiscal year); (iii) February was a 3 payroll month (low payroll of \$23K vs. \$27.2K a month for the current fiscal year); (iv) we booked a \$6K expense in Business Insurance and Workers' Comp premiums (we will probably amortize these costs over the whole year in the next fiscal year, as opposed to taking the expense in the month in which we pay it).

So, in actuality, we are looking at, maybe, a \$3K profit on the month.

Maurice's overall take is that groceries is improving slightly but not enough. In 2014/15, we were getting sales of about \$80K a month vs \$65K a month this year (for the last three months). Produce is doing much better than the prior fiscal year by about \$3K a month. Since the refurb and the loss of Monika, groceries has suffered. We need to focus on groceries - shop design and staffing. In February, small dip in produce, but this could be due to hot weather and fewer open shop days

We are continuing to put off paying certain creditors: (i) \$1.6K for Simon's annual leave payout - being paid out on a \$1K/mo plan; and (ii) \$2.9K in PAYG withholding.

Sales Variance (POS v. bank) at \$468 for the month, -\$3,020 for the current year to date. Maurice is working with a volunteer (Bill Garvis) to create a process for resolving these variances at the end of day. This process would be implemented by the staff at the till at close.

The majority of this balance is July, August and September. This is shown as a lump sum in September. Maurice will try to break down of the variance by month, and then Maurice will look at the monthly numbers. Matt will assist.

In addition, by May 31, 2017, we have to spend the remaining \$6.1K of the grant from Jenny Leong's office. In essence, this remainder is borrowed money which we must repay (by spending it on our projects). The money will be spent on the shelving (heavy liquids and nuts).

Shop Update - February was not great; we seem to be at the mercy of the weather which is affecting our suppliers as well as our customers. We've had some infestation problems; we will look into whether we reflect that cost into the profit/loss statement.

FORENSIC ACCOUNTING

This is on hold. Maurice will get together with Sax to delve further into the historical data (April 2014 - September 2016).

From November: We continue to work with RGL Forensics in order to sort out the \$20K loss we recognized in 2016. Recently (with the help of Katherine Lustig's partner, Sax) we were able to access our historical financial data on MYOB (July 2013 - May 2014). This has been forwarded to RGL Forensics; and they have put together our monthly balance sheets (July 2013 to Present) which shows the Clearing Account - Cash line item. It is here for your perusal - <https://drive.google.com/open?id=0B2CzrZkqx6HpQjZtVlhaQ29xb2QzaURFZzlhdxNoR0JwWU1v>

At this time, RGL Forensics does not see any easily discernable pattern in this data which would reflect theft. The balance in the Clearing Account - Cash fluctuates in a manner which seems unrelated to staffing. We have asked Sax for additional help retrieving data from our historical financial data. When we get that information, Maurice is going to take a closer look at the daily revenues to see if we can get some clarification with respect to the movements in the Clearing Account.

We still need to pursue variances in the recent past; Maurice/Julia have done some good work on November's numbers which may prove helpful for July - October. Maurice will look at July - October over the holidays. Maurice has seen a lot continuing issues with the POS reporting and closing out of the tills. We continue to see issues with the doubling up of a day's sales (a mistake at the till). Maurice is addressing these issues with procedures for staff on till handling.

INSOLVENCY ALARM

We discussed when we should be concerned about immediate insolvency. We all recognize the formal position that it is the point at which we would be unable to pay our debts as they come due. We looked at the current balance sheet, and we estimated that our current buffer is about \$68K. This figure is based upon the Current Assets less Liabilities; taking into account the \$6.1K grant money we owe back; basing inventory value at cost; estimating that inventory is at around the same value as at June 30.

Should we include the transactional costs of going insolvent into our calculation? Maybe not when we are a going concern with current sales.

CASH FLOW BUDGET/FORECAST

We need more co-ordination between the grocery co-ordinators in purchasing stock. Maurice still feels comfortable with his fortnightly budgeting at the moment. Maurice is now budgeting about \$13K a week on stock purchases going forward.

Profit & Loss

ALFALFA HOUSE COMMUNITY FOOD CO-OPERATIVE 1 February 2017 to 28 February 2017

	28 Feb 17	28 Feb 16	28 Feb 15
Income			
EFTPOS Fees Collected	-	(788)	-
Sales - Ex GST	76,314	83,008	90,822
Sales - GST	11,613	12,295	17,634
Sales variance - POS to bank	469	-	-
Till Variance - Cash	-	(78)	13
Vouchers Claimed	-	-	(100)
Total Income	88,395	94,437	108,370
Less Cost of Sales			
Fruit & Vegetables	19,950	21,737	22,140
Groceries	29,631	37,889	42,837
Total Cost of Sales	49,582	59,625	64,976
Gross Profit	38,814	34,812	43,394
Plus Other Income			
Annual Subscription Fees	4,066	-	-
Interest Income	69	-	123
Paid Parental Leave Received	-	2,628	-
Total Other Income	4,135	2,628	123
Less Operating Expenses			
Administration Expenses			
Bank Fees	(2)	-	69
Bookkeeping Fees	1,600	-	3,000
Computer & IT Maintenance	-	1,040	960
Computer Expenses	165	-	-
Consultancy Fees	-	1,900	-
Depreciation	744	-	884
EFTPOS Fees	561	-	705
Equip. Repairs & Maintenance	-	320	725
Pest Management	-	291	-
Printing	278	39	240
Recruitment Fees	-	220	-
Room Hire	173	169	80
Shop & Office Equip < \$1000	-	104	-
Software [62830]	-	70	64
Staff Amenities	25	-	-
Stationery & Office Supplies	15	172	486
Storage Fees	-	155	-
Subscriptions	-	158	-
Travel Expenses	-	23	-
Total Administration Expenses	3,560	4,661	7,213
Communication Expenses			

Profit & Loss

	28 Feb 17	28 Feb 16	28 Feb 15
Internet	64	64	64
Telephone Expenses	62	66	81
Total Communication Expenses	125	129	144
Employment Expenses			
Annual Leave - Movements	(880)	-	(180)
Paid Parental Leave Expense	-	2,628	-
Superannuation Expense	2,133	1,843	2,261
Wages & Salaries Expenses	22,619	19,397	24,274
Total Employment Expenses	23,873	23,867	26,355
Facility Expenses			
Cleaning Expenses	(659)	945	1,836
Electricity Expenses	-	2,781	2,298
Recycling Fees	-	300	100
Rent	3,313	3,259	-
Rubbish Removal	86	-	-
Water Usage	-	154	291
Total Facility Expenses	2,740	7,440	4,525
Insurance Expenses			
Business Insurance	4,157	-	885
Workers Comp Insurance	1,823	-	91
Total Insurance Expenses	5,981	-	976
Total Operating Expenses	36,279	36,097	39,214
Net Profit	6,670	1,343	4,303

Profit & Loss

ALFALFA HOUSE COMMUNITY FOOD CO-OPERATIVE 1 July 2016 to 28 February 2017

	28 Feb 17	28 Feb 16	28 Feb 15
Income			
Cash Sales Deposited to bank	433	-	-
Daily Balance Sheet Variance	-	-	1,821
Debit/Credit Card Sales Deposited to bank	-	-	-
EFTPOS Fees Collected	-	(788)	-
Fundraising Income	-	1,879	10,591
Sales - Ex GST	684,457	701,686	772,858
Sales - GST	100,371	120,261	134,962
Sales variance - POS to bank	(3,021)	-	-
Till Variance - Cash	-	(511)	(9,313)
Vouchers Claimed	-	-	(90)
Total Income	782,241	822,528	910,829
Less Cost of Sales			
Freight In	-	-	120
Fruit & Vegetables	169,887	165,180	175,612
Groceries	296,525	348,771	408,377
Less: Closing Inventory	-	-	(58,710)
Opening Inventory	-	-	58,710
Total Cost of Sales	466,411	513,952	584,109
Gross Profit	315,830	308,576	326,720
Plus Other Income			
Annual Subscription Fees	11,081	-	-
Donations	4,183	-	-
Interest Income	524	656	1,358
Paid Parental Leave Received	-	7,884	-
Total Other Income	15,787	8,540	1,358
Less Operating Expenses			
Administration Expenses			
Accounting & Audit Fees	800	-	-
Advertising & Marketing	1,733	-	-
Bank Fees	(1)	4	500
Bookkeeping Fees	15,344	21,000	24,000
Catering Expenses	-	-	90
Computer & IT Maintenance	1,790	7,265	7,806
Computer Expenses	1,135	-	-
Consultancy Fees	-	1,900	-
Depreciation	6,404	5,818	6,259
EFTPOS Fees	6,321	5,625	5,675
Equip. Repairs & Maintenance	2,617	2,424	2,193
Fines and Penalties	124	104	-
Licences	117	560	176

Profit & Loss

	28 Feb 17	28 Feb 16	28 Feb 15
Pest Management	887	582	836
Postage [62850]	-	88	156
Printing	414	289	380
Recruitment Fees	110	440	-
Room Hire	823	1,307	1,819
Shop & Office Equip < \$1000	1,609	1,145	1,935
Shop Refurbishment	-	-	4,936
Software [62830]	85	528	509
Staff Amenities	204	-	-
Staff Amenities [62820]	-	-	12
Stationery & Office Supplies	625	900	2,404
Storage Fees	-	468	-
Subscriptions	837	2,272	1,200
Travel Expenses	27	202	19
Website Hosting	-	-	133
Total Administration Expenses	42,004	52,920	61,037
Communication Expenses			
Internet	573	509	509
Telephone Expenses	466	1,186	567
Total Communication Expenses	1,038	1,695	1,076
Employment Expenses			
Annual Leave - Movements	(4,012)	(3,241)	958
Contractor Expenses	-	837	817
Long Service Leave Expense	2,561	-	(5,244)
Paid Parental Leave Expense	-	5,256	-
Superannuation Expense	18,112	18,425	18,716
Wages & Salaries Expenses	200,923	205,331	203,011
Total Employment Expenses	217,585	226,608	218,259
Facility Expenses			
Cleaning Expenses	9,946	14,314	9,106
Electricity Expenses	3,827	6,970	3,867
Recycling Fees	-	1,415	1,205
Rent	23,451	24,573	21,848
Rubbish Removal	949	1,359	741
Shop Inspection	150	80	268
Water Expenses	-	-	286
Water Usage	346	442	451
Total Facility Expenses	38,669	49,154	37,772
Insurance Expenses			
Business Insurance	5,229	9,456	6,917
Workers Comp Insurance	5,658	948	4,597
Total Insurance Expenses	10,888	10,405	11,514
Total Operating Expenses	310,184	340,781	329,657
Operating Profit	21,433	(23,665)	(1,580)

Non-operating Expenses

Profit & Loss

	28 Feb 17	28 Feb 16	28 Feb 15
Other Non-operating Expenses			
Suspense	-	394	-
Total Other Non-operating Expenses	-	394	-
Total Non-operating Expenses	-	394	-
Net Profit	21,433	(24,059)	(1,580)

Balance Sheet

ALFALFA HOUSE COMMUNITY FOOD CO-OPERATIVE As at 28 February 2017

28 Feb 2017 29 Feb 2016

Assets

Current Assets

	28 Feb 2017	29 Feb 2016
Bank Accounts		
Bank Account - Debit Card 249	890	24,773
Bank Account - Expenses - 250	38,646	17,094
Community Access	13,825	-
Total Bank Accounts	53,362	41,866
Inventory		
Inventory	71,228	67,221
Total Inventory	71,228	67,221
Other Current Assets		
Bond on rental property	3,585	-
TFN Withholding Credits	-	354
Total Other Current Assets	3,585	354
Till Box		
Float Till Drawer	300	300
Front Till Change box	518	466
Total Till Box	818	766
Undeposited Funds		
Electronic Clearing Account	-	(210)
Undeposited - Cash	6,987	23,242
Undeposited - Debit/Credit Card Funds	5,615	5,449
Total Undeposited Funds	12,601	28,481
Total Current Assets	141,594	138,687
Non-current Assets		
Containers & Scoops	4,172	4,907
Fixtures & Fittings	7,880	9,556
Improvements	9,611	11,794
Shop & Office Equipment	19,061	21,211
Software	1,276	1,700
Total Non-current Assets	42,000	49,168
Total Assets	183,594	187,855

Liabilities

Current Liabilities

	28 Feb 2017	29 Feb 2016
ATO Liabilities		
GST	(2,237)	(3,238)
ICA - ATO	-	12,718
PAYG Withholding Payable	5,810	1
Total ATO Liabilities	3,574	9,481

Balance Sheet

	28 Feb 2017	29 Feb 2016
Employment Liabilities		
Annual Leave Provision	11,943	15,867
Long Service Leave Provision	6,159	3,598
Superannuation Payable	4,969	3,780
Wages Payable - Payroll	-	-
Total Employment Liabilities	23,071	23,245
Payables		
Trade Creditors	41,087	41,426
Total Payables	41,087	41,426
Total Current Liabilities	67,732	74,152
Total Liabilities	67,732	74,152
Net Assets	115,862	113,703
Equity		
Current Year Earnings	21,433	(20,704)
Retained Earnings	94,429	134,407
Total Equity	115,862	113,703



your project, our priority

Forward Thinking Design are pleased to provide our fee proposal for interior design services to be rendered to Alfalfa House (represented by Maurice Cabrera).

Once signed, this document shall constitute a contract between:

Designer: Forward Thinking Design Pty Ltd

and

Client: Alfalfa House (represented by Maurice Cabrera).

For interior design services pertaining to the renovation of Alfalfa House, located at 113 Enmore Rd, Enmore, NSW 2042.

Date: 9th March 2017 (quote is valid for 30 days)



Phone: (02) 8850 4977 or 0403 867 807

Email: vanessa@forwardthinkingdesign.com.au

www.forwardthinkingdesign.com.au

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Standard Variation Form	(appendix)

PLEASE NOTE:

This proposal is based upon the meeting between Vanessa Cullen, from Forward Thinking Design and, Maurice Cabrera on Tuesday 28th February 2017. Services not specifically mentioned in this agreement shall be deemed to be excluded. The Designer shall exercise reasonable skill and care, consistent with the accepted normal standards of the practice of design, in providing the described services, comprising the "Works" to the Client.

Introduction

It is understood that the Client wishes to renovate Alfalfa House, located at 113 Enmore Rd, Enmore, NSW 2042.

Forward Thinking Design are pleased to provide a quotation on the interior design for the project.

Detailed Description of Services to be Supplied by the Designer:

Services not specifically mentioned in this agreement shall be deemed to be excluded. The Designer shall exercise reasonable skill and care, consistent with the accepted normal standards of the practice of design, in providing the following services, comprising the "Works" to the Client.

Stage 1:

Site Visit - the Designer will fully photograph and check measure the relevant interior areas of the site to be renovated/improved.

Bulk Oils Unit Solution - the Designer will create one new/amended bulk oils unit solution for the FOH to improve WHS/ergonomics. The Designer will provide stainless steel and other trades contacts to the Client.

Presentation - The Designer will email all materials generated during this stage to the Client for discussion and approval.

Stage 2:

Finalised Bulk Oils Unit Solution Design

Space Planning of Ground Floor - the Designer will create one layout plan drawing of the proposed retail/front of house layout design and any suggested sketch alterations to the back of house interior to improve spatial efficiency and WHS.

Amended or New POS Counter Design - the Designer will create one new POS counter design for the FOH to improve WHS/ergonomics

Shopfront Visualisation - the Designer will photoshop one photo of the shopfront showing how graphics might be used behind the new retail POS counter location.

Presentation - The Designer will present all materials generated during this stage to the Client for discussion and approval. One round of minor revisions has been allowed for, at this stage.

Stage 3:

Design Documentation - the Designer will provide the following one round of:

1 x Finalised Layout Plan of the proposed retail/front of house layout design and any suggested alterations to the back of house interior to improve storage/spatial efficiency/WHS.

Marked up photos to indicate all proposed changes throughout

Finalised POS Counter Design

Presentation - the Designer will email all materials generated during this stage to the Client for discussion and approval. One round of minor revisions to any drawing except the plan has been allowed for, at this stage.

Design Services Fee Proposal - Fees

The design fees for the Works (the "Design Fees"):

Stage 1:	\$ 2348.00	exc.GST
Stage 2:	\$ 3250.00	exc.GST
Stage 3:	\$ 2347.00	exc.GST

SUBTOTAL: \$ 7,945.00 exc.GST

TOTAL LESS 100% \$ 0,000.00 incl.GST

DISCOUNT IN EXCHANGE FOR 25% PERMANENT VOLUNTEER SHOPPING DISCOUNT. DISCOUNT NOT TO EXCEED VALUE OF SAID PROPOSAL DURING THE COURSE OF THE PROJECT:

Definitions

1. *Agreement* means the entire content of this Design Fee Proposal and Contract document, together with the "Detailed Description of Services to be Supplied by the Designer".
2. *Client* means Alfalfa House and includes, but is not limited to its employees, representatives and agents who are utilising the services of the Designer.
3. *Deliverables* means the services and Works specified in the agreement to be delivered by the Designer to the Client.
4. *Designer* means the party, and its employees, providing design services to the Client.
5. *Final design stage* means the last stage of services to be supplied by the Designer as expressed in the "Detailed Description of Services to be Supplied by the Designer" portion of this agreement.
6. *Third Party(ies)* means any party, including but not limited to a person(s), entity(ies), contractor(s), subcontractor(s), organization(s) and/or government body(ies) who is not a party to this agreement.
7. *Unknown site conditions* means unknown physical, intangible or inaccessible conditions which may impede the Designer's or builders or shopfitters work and/or cause delay. Unknown site conditions include, but are not limited to:
 - a. Poor or dim lighting at the site; or
 - b. Angled or slanted walls, floors, ceilings; or
 - c. The presence of customers, fixtures, furniture and/or merchandise or
 - d. Concealed features

Standard Conditions of Engagement

1.0 Breakdown of Fee Payment & Program:

1.1 Invoicing

The deposit payment and signed contract must be received by the Designer prior to commencing the Works. The Designer will issue all other invoices to the Client upon delivery of each Stage. All fees are due, and payable, within 7 days of the issuing date on the invoice, or prior to the commencement of the next Stage, whichever is the earlier.

1.2 Additional Charges

Co-ordination of work performed by third party contractors, appointed by the Client, is the responsibility of the Client and thus is not part of the services quoted by the Designer.

Two visits to site have been allowed for in the Designer's calculation of hours and fees required for the duration of the Works. The Designer's hourly fee for additional visits (including travel time), if requested by the Client, shall be charged, in addition to the total Design Fees, according to the level of personnel required (the "Hourly Rate"), and will be billed to the Client as a weekly lump sum as the fee arises.

Hourly Rates: - DESIGN HOURS: Principal/Senior Designer - \$250+GST, Mid Weight Designer - \$180+GST, Junior Designer - \$160+GST, ADMIN/ACCOUNTS HOURS: \$95+GST

Revisions requested by the Client, Council, Certifier, or any third parties, or as a result of change of mind, unknown site conditions, change of brief, new information arising, or required as a result of a change in the scope of the Works before or after the commencement of Works, will be charged at the Designer's Hourly Rate, with the Client's prior approval. Should any cause for revisions arise, the Designer will immediately inform the Client, in writing, with a description of the Works requested, a time based quote on these Works, and projected project timeframe impact. The Client will be required to sign off on this Revision Notification as a contractual and binding agreement prior to the Designer commencing the revisions.

The Client also agrees to indemnify the Designer and to keep the Designer indemnified where:

- (a) The fitout designed by the Designer, as a result of instructions from the Client, is more expensive than originally estimated.
- (b) Unknown site conditions are encountered, which results in additional costs. These costs include, but are not limited to, costs of additional or lengthy site attendances and/or inspections, cost of additional drawings and/or amendments
- (c) Any loss incurred or suffered as a result of any breach of this Agreement by the Client.
- (d) There is any negligent act, error or omission by the Client or its offices, employees or agents, in connection with the performance of this Agreement.

The following charges apply to the printing and photocopying of documents and copying of documents onto CD:

- (a) A4 black and white copies - \$0.20 each;
- (b) A3 Black and white copies - \$0.50 each;
- (c) A4 colour copies - \$1.50 each;
- (d) A3 colour copies - \$2.50 each;
- (e) Larger black and white or colour copies – print supplier's charges plus \$10 handling fee;
- (f) Copying documents to CD - \$30, plus any postage, shipping or handling charges that may apply in delivering the material to the Client.

Please note that a 20% administration margin will be applied to any third party charges paid on behalf of the Client, by the Designer.

All site visit parking fees will be billed to the Client.

1.3 Exclusions

The following are not included in the Design Fees and are the responsibility of the Client: costs related to applying for third party approvals or certifications, third party consultants' fees, any deposits or payments concerning the purchase of furnishings/fittings/materials related to the fitout, 'as built' drawings, construction fees, reference manuals or any other items not expressly described in this contract.

2.0 Fee Conditions:

2.1 Invoice Discrepancies

The Client shall advise the Designer of any discrepancy in invoice amount, or format, within 3 days of receipt of invoice and failing such advice the invoice is deemed correct, due and payable.

2.2 Overdue Payments

The Designer is entitled to interest on all fees due and not paid by the due date shown on the invoice. At 14 days overdue, interest will be applied at 5% of the total owing. At 30 days overdue, interest will be applied at 10% of the cumulative total owing. For every month thereafter, in which payment is owed, interest will be accrued and applied at an additional 10% of the cumulative total owing.

In the event of overdue payment, the Designer may also exercise the option to immediately suspend all services in relation to the Works until the account is brought current or terminate the agreement

3.0 Client's Responsibilities:

3.1 Client's Requirements

Prior to the exchange of contracts, the Client will communicate to the Designer the complete requirements for the Works with specific reference to deliverables, expectations, expenditure and time schedules.

Where the Client wishes to use or incorporate intellectual property belonging to a third party into the Designer's design, the Client will be responsible for obtaining the third party's consent. If the Client fails to obtain the third party's consent to use or incorporate the third party's intellectual property in the design and the Designer incorporates the third party's intellectual property into the Designer's design without knowing the intellectual property belongs to the third party or, alternatively, the Client has misrepresented to the Designer that they held the third party's consent and the Designer is thereafter subjected to a claim for damages and/or legal proceedings, the Client will indemnify the Designer for any such claim for damages and/or proceedings brought by a third party.

3.2 Site Particulars

The Client will be responsible for the provision of all legal, survey and other particulars concerning the existing site, including particulars of existing structures, services and features, and adjoining sites and structures. The accuracy and completeness of all such particulars, whether provided by or on behalf of the Client, remains the responsibility of the Client.

Where incorrect particulars, including but not limited to incorrect plans and/or dimensions, provided by the Client, and/or other third parties, cause the Designer to have to attend the site or conduct any further work or measuring, the Client will indemnify the Designer under Clause 1.2 and pay the Designer's costs for any additional site attendances and further Works, and will indemnify the Designer against any inaccuracy of site measurements and/or records.

3.3 Client's Instructions

The Client shall consider the Designer's submissions and give decisions and provide required information within a reasonable time so as not to delay the Designer's work. If, due to the Client's instruction, or lack of instruction, a break in the continuity of the Designer's service occurs, and instructions allowing the Designer to continue work are not received within 7 days of being requested, by the Designer, then the Design Fees for the services completed at the time of cessation shall be determined. If the break in the continuity of the Designer's service continues for more than 21 days, it will be understood that the Client has terminated the Agreement and the outstanding Design Fees will be invoiced in accordance with Clause 10.

In the event that the Client ceases the Works prior to completion for whatever reason and then requests the Designer to restart the Works at a later date, the remaining fees will be renegotiated between the parties subject to a new agreement,

In the event that the Client changes the scope of the Works after commencement by the Designer, the Designer will provide updated Design Fees to the Client. If the Client decides to proceed with the changes to the scope of the Works, the Client must pay the updated Design Fees and the Designer's costs of amending the scope of works.

3.4 Advertising/Promotion

The Designer shall be given full credit for the design of the Works within their scope, and shall be permitted access to the finished fitout site for the purposes of taking marketing photography.

4.0 Consultants, Shopfitters/Contractors and Suppliers:

4.1 Designer's Responsibility

The Designer's designs are prepared on the basis that they will be implemented by suitably qualified and experienced contractors.

The Designer may recommend to the Client the appointment of specialist consultants and contractors as required to execute the Works. The Designer's responsibility to the Client, in respect of such consultants, shall be limited to integrating their services into the design of the Works as a whole.

No responsibility shall be accepted by the Designer for late, and/or defective, delivery of goods, materials, drawings or works by any supplier, consultant or contractor.

The Designer's services are deemed complete 7 days after the delivery of the final design stage. Where further services are required after this time, the Designer will charge the Client at the Designer's Hourly Rates.

4.2 Substitutions

No responsibility shall be accepted by the Designer for materials, finishes, designs or works altered or substituted by the Client or Shopfitter/Contractor/builder.

5.0 Ownership of Documents and Intellectual Property Rights:

5.1 Designer's Rights

The drawings, specifications and other documents provided by the Designer are the property of the Designer whether the Works for which they are made are executed or not. The Client is only licensed to use the drawings, specifications and other documents

for the Works and site for which they were made. They shall not be used for other work or site except by agreement with the Designer in accordance with clause 5.2. The Designer may terminate the licence if the Client breaches his obligation to pay the Designer. All intellectual property, including copyright in all drawings, specifications and other documents, and in the fitout executed from them (the "Designer's Intellectual Property") remain the property of the Designer.

The drawings, specifications and other documents provided by the Designer may be watermarked by the Designer at any stage of the Works. The Designer will remove the watermark on the Designer's drawings, specifications and other documents after the Client has paid the Designer's invoice for these Works under Clause 1.1.

5.2 Licensing of Intellectual Property in Australia and outside of Australia

In the event that the Client wishes to use the Designer's Intellectual Property for the fitout of any other premises in Australia and/or outside of Australia, then the Client may either:

- (a) request that the Designer creates drawings, specifications and any other required documents for such premises, which work will be subject to a separate fee proposal and agreement;
- (b) request that the Designer acts as a consultant to brief, assist and license the Designer's Intellectual Property to other designers engaged to design the other premises, which work will be subject to additional consultancy fees by the Designer; or
- (c) pay the Designer a licence fee of 2.5% of total fitout cost (design and construction cost) (the "Licence Fee"), for each premises in and/or outside Australia to which the Designer's Intellectual Property is used or applied, for a period of 10 years from the date of this agreement.

5.3 Licence Fee

The parties agree to review the Licence Fee on an annual basis in good faith and increase the minimum in accordance with an increase in the Consumer Price Index (CPI).

6.0 Insurance

The Designer maintains public liability insurance with a maximum cover per claim of \$20,000,000 and professional indemnity insurance with a maximum cover per claim \$2,000,000, valid worldwide except the United States and Canada.

7.0 Confidentiality:

The Designer will take reasonable steps to maintain the confidentiality of any confidential information of the Client that is made available to the Designer. The Client must take reasonable steps to maintain the confidentiality of any confidential information of Designer that is made available to the Client. These obligations do not extend to any information that is in or enters the public domain, or which the Designer or the Client is required by law to disclose.

If the Designer breaches this Agreement, the Client may send the Designer a notice in writing setting out the breach and requesting that the breach be remedied. If the Designer has not remedied the breach within 14 days of receipt of the notice, the Client may then terminate the Agreement immediately.

8.0 Publicity:

The Designer may refer to the Client in its advertising and promotions, and may include examples of its work in relation to the Services in its advertising and promotional materials.

9.0 Variation:

Subject to clauses 1.2 and 1.3, no variation may be made to this Agreement except in writing signed by the parties hereto.

10.0 Termination:

10.1 Termination by either party

This Agreement may be terminated by either party:

- (a) for convenience on 14 days' notice in writing being given to the other party; or
- (b) Immediately if the other becomes insolvent

10.2 Termination by the Designer

This Agreement may be terminated immediately by the Designer if:

- (a) the Client breaches the Agreement; or
- (b) the Client fails to pay the Designer's invoice by the due date; or
- (c) there is a breakdown in communication between the Client and the Designer and/or a breakdown in the professional relationship between the Client and the Designer; or
- (c) there is a break in the continuity of the Services for more than 21 days due to the Client's instruction or lack thereof under clause 3.3.

10.3 Termination by the Client

If the Designer breaches this Agreement, the Client may send the Designer a notice in writing setting out the breach and requesting that the breach be remedied. If the Designer has not remedied the breach within 14 days of receipt of the notice, the Client may then terminate the Agreement immediately.

11.0 Consequences of Termination:

If the Agreement is terminated by the Designer under clause 10.1 or 10.2 or by the Client under clause 10.1, the Designer shall be entitled to a pro rata payment for the Services tendered up to and including the date of termination, plus any interest calculated in accordance with clause 2.2, and 25% of the remaining monies that would have been payable by the Client to the Designer if the Agreement had not been terminated by the Client, which latter sum shall be deemed to represent the Designer's loss of profit on the Agreement due to the Client's termination. Interest will also be applied to this remaining 25%, in accordance with clause 2.2 if payment is not made by the Client according to the terms of the payment claim made by the Designer.

If the Agreement is otherwise terminated by the Designer, the Designer shall be entitled to payment for the work done up to and including the date of termination, plus any interest calculated in accordance with clause 2.2.

Upon termination, all monies owing hereunder shall immediately fall due.

12.0 Disputes and Liability:

12.1 Limitation Period

Any action by the Client against the Designer must be commenced within one year of termination or expiration of this Agreement.

12.2 Scope of Liability

To the extent permitted by law, the liability of the Designer to the Client under this Agreement shall be limited to a maximum of the amount of indemnity available to the Designer under the Designer's Professional Indemnity Insurance in respect of the relevant claim. The Designer is not liable for any claim by the Client after the completion of Works wherein the Designer obtained approval from the Client for the Works completed or where the Client did not provide express instructions to amend or alter the Works prior to completion (see 4.1 re when the Designer's services are deemed complete).

13.0 General:

13.1 Implied terms excluded

No term or warranty shall be implied into this Agreement unless required by operation of law.

13.2 Assignment

Neither the Client nor the Designer shall assign or transfer its rights under this Agreement without the written consent of the other.

13.3 Survival

Clauses 2.2, 5, 7, 11 and 12 shall survive the termination or expiration of this Agreement.

13.4 Governing Law

This Agreement shall be governed by and construed in accordance with the laws of New South Wales, Australia.

13.5. Costs and taxes

Subject to any express provision of this Agreement to the contrary, each party must bear its own costs in connection with the preparation and execution of this Agreement, and the performance of its obligations under this Agreement.

All sums to be paid under this Agreement are expressed as exclusive of GST, unless otherwise indicated. The recipient of a payment shall provide an appropriate tax invoice to the party making the payment.

13.6 Further Assurances

Each party must do all things necessary or reasonably desirable to give effect to, and must refrain from doing anything which might hinder performance of, this Agreement.

13.7. Legal Relationship

This Agreement does not create a relationship of partnership, agency or trust or fiduciary relationship between the parties.

13.8 Entire Agreement

This Agreement represents the entire agreement between the parties with respect to its subject matter, and supersedes all prior understandings, representations or arrangements between the parties in connection with it.

SIGNED AS AN AGREEMENT

SIGNED by DESIGNER - Vanessa Cullen (on behalf of Forward Thinking Design Pty Ltd)

Signature of Vanessa Cullen:

Title: Managing Director

in the presence of...

Signature of witness:

Name:

Date:

SIGNED by CLIENT

Signature: _____

Name:

Title:

in the presence of...

Signature of witness:

Name:

Date:

FORWARD THINKING DESIGN PROFILE

MAXIMISE YOUR RETURN ON INVESTMENT

Forward Thinking Design is one of the most awarded interior design and project management studios in Australia. We provide compelling and cost effective design solutions to the following industries: retailers, restaurants and hospitality, finance, commercial, health and fitness, clubs and entertainment venues, shopping centres and property management.

We believe in the following equation:

YOUR business strategy + OUR creativity = maximising YOUR return on investment.

We listen. We appreciate that budgets and timeframes are rarely negotiable. Our awards prove that we understand business, not just design.

We work with you to create motivational experiences. We actively engage with your strategic planning, bringing the inspiration and creativity that will deliver you an astounding physical presence. What drives us? The knowledge that our business future depends upon the success of yours.

Vanessa Cullen, Managing Director of FTD, secured her first commercial design commission at the age of 16. Throughout her university studies she continued to undertake projects on the side. At the age of 25 she resigned from the interior design company she was employed with in protest against unacceptable business practices and established herself as a full-time sole trader under the trading name 'Forward Thinking Design'.

In early 2010, with Vanessa now in her late 20's, Forward Thinking Design became a company. Forward Thinking Design Pty Ltd now employs a team of staff, a number of subcontractors and has won a myriad of awards, including:-

- Silver Winner Sydney Design Awards 2016 – Brown Jersey
- Finalist Hill Building Design Awards 2016 – Retail Shop Fitout
- Finalist Sydney Design Awards 2014
- Finalist Western Sydney Awards For Business Excellence 2014
- Finalist Hills Building Design Awards 2013 - Cosmo Coffee
- Finalist ASOFIA National Fitout Awards 2013 - Sergio's Cake Shop Marrickville
- Finalist Sydney Design Awards 2013 - Pachamama
- Finalist Retail Design Awards 2012
- Finalist Western Sydney Awards For Business Excellence 2012 – Excellence in Professional Services & Excellence in Export
- Shortlisted in Eat-Drink-Design Awards 2012- Sergio's Cake Shop Blacktown & Sergio's Cake Shop Marrickville (Best Cafe Design)
- Shortlisted in Sydney Design Awards 2012 - Sergio's Cake Shop Blacktown
- Finalist Telstra Australia Business Awards, HTC Start Up, 2012
- Winner Western Sydney Awards For Business Excellence 2011 – Business of the Year 2011
- Winner Western Sydney Awards For Business Excellence 2011 – Excellence In Property
- Shortlisted in Anthill Magazine Cool Company Awards 2011 – Micro Business and X-Factor
- Shortlisted in Interior Design Excellence Awards 2011 – Sergio's Cake Shop (Retail)

FORWARD THINKING DESIGN TESTIMONIALS

"We were very fortunate to commission Vanessa & the team to undertake the design & project management of our new facility. The process was efficient, trouble free, & the design extremely functional with an edge. We confidently recommend Forward Thinking Design" **Harvey Blackney, Regional Director - Ossur Asia Pacific**

"I have had the pleasure of being involved in a number of projects both large and small designed by Vanessa and her team at Forward Thinking Design. Projects such as Kiehls, Lancome, OPSM and Chess World to mention a few have been successfully designed and delivered. For retail outlets like this, it is very important that the level of documentation and interpretation is comprehensive, precise and accurate. With the team at Forward Thinking Design I have always found this to be the case. They have proven to be professional and approachable with all projects I have been involved with. I would have no hesitation in recommending their services to potential clients looking for a professional design company" **Craig Cullen, Senior Project Manager, Acrewe**

"We never imagined that our space could look this good. Everyone who walks in the door is impressed... Most importantly everyone is spending more in store - which I'm attributing directly to the design. The end result is amazing" **David Cordover, Owner, Chess World**

"Firstly, thank you everyone for the work you have done for us on our new shop. We are delighted with it... We opened this morning with first sale within 10 minutes!" **Neil Hemmings - Emily & Rose**

"Potato Corner is trading well - exceeding all expectations. I am happy. Thank you for everything" **Jan Flores, Master Franchisee - Potato Corner**

"The store design and overall performance have greatly exceeded all our expectations. Off the back of this success we are now franchising the business and rolling out the design across all future premises". **Peter Christou, Owner - Sergio's Cake Shop**

"The shop, the flow, the look, everything is beautiful" **Maverick Calim, Owner - Natures Fresh 4 Less**

"Vanessa has a great team that turn around high quality work very effectively and usually before our tight deadlines. Forward Thinking's designs help us display our concepts and plans in an engaging and easy to understand way. A pleasure to deal with!" **Craig Gallie, Centre Manager, Portico Plaza**

"We are really pleased with the work Forward Thinking Design have done to make our suite a standout. It is a testament to the creativity and design prowess of the team at Forward Thinking when we constantly have guests from other suites come up to you commenting on how impressive our suite looks on show night." **Mark McDonald, Marketing Executive, AMT Group**

"I love the modern design and look forward to taking it further in future stores" **Peter Christou, Owner - Sergio's Cake Shop.**

"At all times Forward Thinking Design listened to what we were after and kept within our budgeting constraints. Their work is of a high standard and I would highly recommend them." **Jenny Bowden, Tamworth Golf Club**

"Business has quickly and noticeably picked up in the last six weeks since we launched our renovated store" **Susanne Evetts, Owner - Revitalize**

"In the short period since completion of the reimage programme there has been a small financial improvement of around 4%, and the visual improvement and subsequent customer response has been overwhelmingly positive. Team Member morale has improved due to cleaner more organised workshops and better team facilities." **Graham Edwards, National Property Development Manager - Kmart Tyre and Auto**



PROFILE - VANESSA CULLEN, MANAGING DIRECTOR

Vanessa is a Member of the Retail Design Institute and is the NSW Junior Vice President of the Australian Shop & Office Fitting Association (ASOFIA). She holds a Bachelor of Design (Hons) - UNSW, Postgraduate Diploma in Museum Studies - Deakin, and is recognised professionally as an Accredited Member of the Design Institute of Australia (DIA).

The NSW Business Chamber recognised Vanessa as a Finalist in their Future Business Leader Award 2012. She was also named Young Female Entrepreneur of the Year in the 2012 Western Sydney Awards for Business Excellence. Anthill Magazine selected Vanessa in their "30Under30" Young Entrepreneurs Awards in 2009 and 2010. Recently, Vanessa has been profiled with a dedicated chapter in the book '#If she can I can' by Rare Birds. Vanessa is mentored by Mark Sheldon, Managing Director of leading architectural firm Group GSA, and Ron Geekie, Chairman, Oz Design Furniture and Director, Amber Group Pty Ltd.

Vanessa takes a down to earth approach to sharing her experiences. She suffers from Polycystic Kidney Disease and has overcome an incredible amount of personal obstacles to achieve the success she enjoys today. Vanessa is the inaugural Ambassador for the Polycystic Kidney Disease (PKD) Foundation of Australia, an Australian Representative Sprint Triathlete and undertakes writing and speaking engagements in the hope of inspiring others to live their dreams with integrity and success. She has also been interviewed and profiled in national print media, on radio, and on ABC News 24.

Vanessa is the author of www.morethanpkd.com a food, fitness and wellbeing blog. Aside from her design qualifications, Vanessa also holds a Diploma in Massage Therapy and believes in the importance of leading a balanced life. She is an avid foodie and traveller who seeks out activities that stimulate her senses and enrich her life.

Vanessa Cullen Testimonials

"I've known Vanessa Cullen for many years. Vanessa has a drive to succeed and the enthusiasm to inspire those who work with her. The team she has put together in her company is very talented and experienced. Vanessa has a very good understanding of the needs of her clients, especially when it comes to the design elements for their project and the ability to work within a budget. Vanessa's design capabilities are second to none and her energy, drive and ideas appear limitless, leading her to win awards for her designs. I have no hesitation in recommending Vanessa and her team for any design project in the future." **John Hagarty, Business Development Manager, Baresque**

"Our shop looked like a garage sale that had been going for 10 years. When we made the decision to improve our showroom we had to find someone who was going to create a unique space and effective displays for an unusual product. And, of course, on a tight budget. We never imagined that our space could look this good. Everyone who walks in the door is impressed with the look and feel of the new shop. Existing customers who knew the old place are finally telling us how terrible it used to be (why didn't they tell me that 10 years ago!). Most importantly everyone is spending more in store - which I'm attributing directly to the design. Vanessa was easy to work with and understood quickly what I was trying to achieve, the end result is amazing. I'd recommend her to anyone". **David Cordover, Owner, Chess World**

"The Chess world project was a great concept and the finished product was fantastic. The level of detail and specification we received was of the highest level. Vanessa's hands on approach was very refreshing and made my part a lot easier. It was a pleasure to work with Forward Thinking Design". **Doug Mackintosh, Project Manager, Classic Resources**

"Vanessa is someone you can trust to deliver on her promises. She makes a concerted effort to understand your business and deliver on your needs, and is someone I would recommend if you were looking for a personable designer with integrity". **Anthony Bonnici, Owner, Move Mountains**

"Vanessa has attention to detail that impressed me greatly. She knew what we wanted before we did and pulled through with the final outcome." **Leanne Azzopardi – Owner, Deli D'Lish**

"I've had the pleasure of working closely with Vanessa on a number of projects and have found her to be both professional and pleasant to deal with at all times. Vanessa's approach is client-centred and most importantly she focuses on the needs, wants and limitations of the end user. I have very happy clients as a result of Vanessa's involvement in my projects and I will continue to recommend her design services." **Angela De Marzi, BDM – Tu Projects**



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Staff volunteering and extra hours

All staff are permitted to volunteer for tasks in the co-op and earn credits in addition to their permanent extra discount and have them recorded as such, provided such tasks are outside their job descriptions (JDs), for example, a fundraiser or participating in Working Groups.

If staff require extra hours for work within their JDs they must apply to the Manager for approval. If the hours are one-off and temporary, for example, the annual stocktake, and the amount does not exceed \$500, the Manager has the discretion to approve the hours without first seeking MC approval, but is required to report the extra hours in the Manager's Report. If the request exceeds \$500, MC approval is required; the MC may seek a recommendation from the Finance Working Group. Any approved extra hours are not to be worked voluntarily.

Alfalfa House: Ideas regarding external relations, intercooperation, synergies, alliances, networks

A proposal and ideas related to strategic direction point: Financial stability through increased sales.

Submitted by: Emma Lees (member of Alfalfa House), 11 March 2017.

Relating to: external relations, intercooperation, synergies, alliances, networks.

Disclaimer: I am not up to speed with the external relations Alfalfa House has had in the past, currently has, or intends to have.

Preliminary questions, as accompaniment to a brainstorming session I undertook (with myself!):

- How might external relations, intercooperation, synergies, alliances, networks, lead to a more committed membership base, and better financial outcomes for Alfalfa House?
- What are the specific needs of individuals associated with other community co-operatives, entities, and organisations; and how might Alfalfa House meet those needs?
- Are there co-operatives, entities, organisations, that operate under similar principles, values, and purpose, with whom we could develop stronger business relations of cooperation and collaboration? (even if they are supposedly our competitors!).
- What are the type, characteristics, range, focus, of Alfalfa Houses' external relations – with regards to their potential for intercooperation and mutual synergies, and the building of alliances and networks?

The table further below lists a few example organisations, entities, institutions that came to mind.

If these were of interest, I thought the next stage might be a mix of prioritising and investigating further, based on the resourcing available, and the guiding questions below.

Proposal: That Emma (and anyone else interested) pursues research into potential synergies with entities such as those listed (these just provide examples, not exhaustive), and that a report be brought back to MC if necessary detailing opportunities and recommended actions.

Meeting discussion points: It would be useful to have input from the collective intelligence on thoughts, concerns, issues relating to specific entities, as per last column of the table. Also, any improvements on guiding questions below.

Questions to ask during investigation stages:

1. What are the specific needs of the organisation or institution, or their clients/customers; and what are the possibilities for those to be met by Alfalfa House?
2. Could an alliance or relationship lead to a more committed membership base and better financial outcomes for Alfalfa House?
3. How does the organisation or institution operate, in terms of purchasing, social procurement, or sharing information with their membership base? How might Alfalfa House enter into a relationship, and what kind of relationship would it be? (expectations, parameters).

Organisation, entity, institution	Why of interest?	Their specific needs	How Alfalfa House might meet those needs	Thoughts, concerns, issues
Milkwood: https://www.milkwood.net/courses/	Shared ethics and values around responsible consuming. Offers/hosts courses and knowledge sharing on website. Large contact database, distributes newsletter.	If courses relate to food preparation (bread-making, fermenting), individuals might need to know where to source ingredients.	Source of ingredients, flour-mill use, information, knowledge.	
Camperdown Commons: http://camperdown.commons.com.au/	Local urban farm, café and restaurant, connects with community groups. Shared ethics and values around responsible consuming.	Education.	Cross-pollination of events in newsletters? Could Alfalfa House stock produce from Camperdown Commons?	
Addison Road Food drop				
Addison Road Streetfood Markets (fortnightly, Saturdays 4-9pm); and Sunday markets (weekly, half-day Sundays).				
Bank Australia	The bank of Alfalfa House! Mutual bank with shared values and principles.	Membership growth.	Cross-pollination between our membership bases through newsletter communications/mentions?	Spamming?
Other local co-operatives	Shared values and principles.		Could Alfalfa House include a short listing spot in newsletter, titled: "Did you know about this other co-operative or member owned entity in your community?" And they do same for us.	Spamming?
Foundations, associations, groups, that provide advice, info, services, to individuals that have particular dietary and other requirements. (e.g., allergy sufferers, gluten-free).	Potential to meet individual needs in area of consuming. Some distribute info to a membership base about specific venders, outlets and restaurants that meet the needs for specific dietary requirements.	To be able to distribute knowledge about locations to source food and other items, particular to dietary and other requirements.	Provision of tailored food boxes for order, and recipe cards, to suit particular dietary and other requirements.	Workload.
Inner-West Council	Social procurement objectives and policy (??). Hosts community training sessions, where they provide break-time snacks.	Meeting social procurement objectives and policy (??). Supporting local community owned and managed entities? (They are not local individuals, they are an administration! But they consist of individuals).	Alfalfa House to be preferred supplier, and to be added to internal InnerWest Council social procurement list(s) across the various Departments/Sections.	