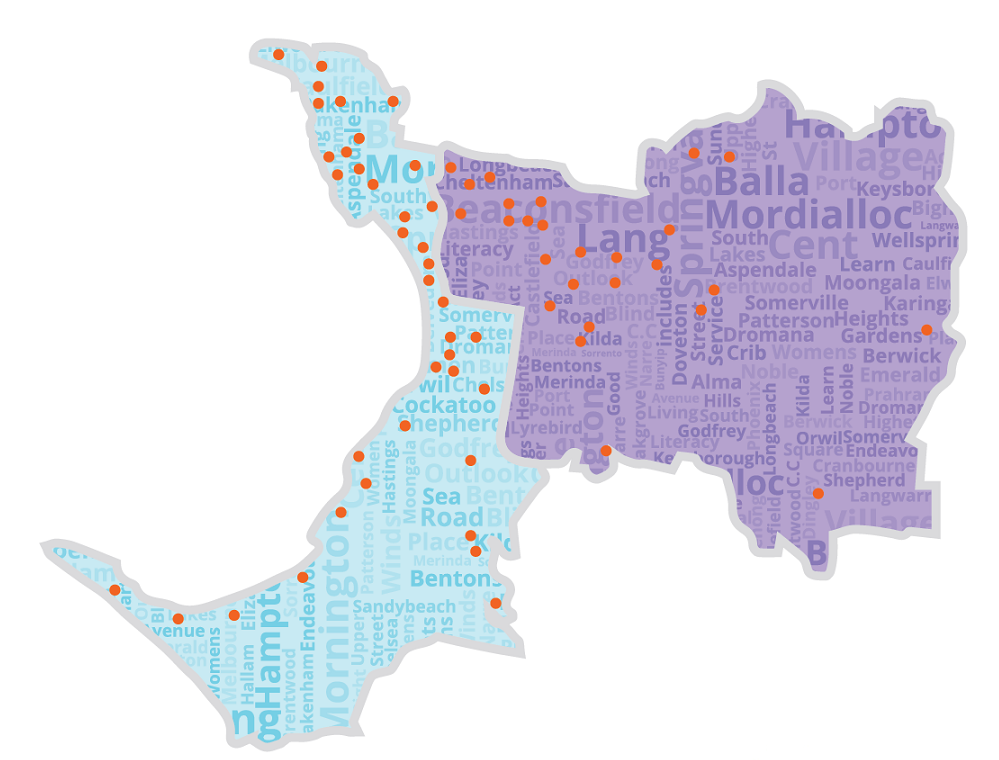
Induction Manual for Neighbourhood House Managers







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Welcome to the Community House Network

Your organisation is a member House of the Neighbourhood House and Learning Centres Sector in the Southern Region, as defined by the boundaries of the Department of Families Fairness and Housing who fund the Neighbourhood House Coordination Program (NHCP).

In the Southern Region, the Houses/Centres are spread across 10 Local Government Areas (LGA’s) and 8 cluster groups.

**Your Southern Region Community House Network Managers are:**

**Wendy Hiam Antonia Halloran-Lavelle**

Operational Network Manager Strategic Network Manager

Mob: 0450 784 051 Mob: 0409 110 939

Monday to Thursday (30 hours) Monday to Friday (20 hours)

[wendy@chn.net.au](mailto:wendy@chn.net.au) [antonia@chn.net.au](mailto:antonia@chn.net.au)

# The DFFH’s Southern Divisions and your contacts

**Katie Cotter**

Manager | Community Partnerships Team

South Melbourne Community Capacity Building Initiative

Bayside Peninsula, Department of Families, Fairness and Housing, South Area. Level 1 - 431 Nepean Hwy Frankston, Victoria, 3199,

email: [katie.cotter@dffh.vic.gov.au](mailto:katie.cotter@dffh.vic.gov.au)

Contact for Bayside, Gateway to the South, Frankston, Kingston and Mornington Peninsula Neighbourhood Houses

**Louise Cristofaro**

Acting Manager | Community Partnerships Team

Southern Melbourne Area, South Division, Department of Families, Fairness and Housing, 165-169 Thomas Street, Dandenong, 3175

Email: [louise.cristofaro@dffh.vic.gov.au](mailto:louise.cristofaro@dffh.vic.gov.au)

Contact for Casey Cardinia and Greater Dandenong Neighbourhood Houses

<https://providers.dffh.vic.gov.au/neighbourhood-house-coordination-program>

The Neighbourhood House Sector

 The Victorian Neighbourhood House Sector is made up of three components.

1. The Peak Body

NHVic– Neighbourhood Houses Victoria

NHVic is the Peak Body and works at the State level, representing approximately 400 Houses and Centres across the State of Victoria. It is managed by an elected Board, comprising House & Centre Managers, House Committee/Management members and Networker Managers.

NHVic plays five important roles:

Representing the sector and community views to Federal, State and Local Government departments, relevant statutory and regulatory bodies and other community organisations.

Providing support to Houses and Networks for service delivery and development, including advice on relevant government policy and programs.

Promoting the development of sector linkages, with members of NHVic automatically receiving membership to Australian Neighbourhood Houses and Centres Association (ANHCA)\* see section on DGR.

Co-coordinating and responding to issues raised by the various Neighbourhood House Networks which exist at the community and municipal levels.

Providing training relevant to Neighbourhood Houses/ Centres and Networks.

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2. The Neighbourhood House Networks

Community House Network Southern (CHNS) is *your* Regional Network.

The Southern Region encompasses the ten local government areas from Port Melbourne through to Portsea in the Bayside Peninsula division, north to Emerald, east to Bunyip and southeast to Lang Lang in the Southern Area. CHN Southern is one of 16 Networks in Victoria.

Neighbourhood House Networks provide management and operational support, as well as resources, to their member Houses and Centres.

Networks provide direct support to Committees/Boards of Management, staff and volunteers.

Networks also play a strategic consultative role.

As a result of their extensive knowledge of Houses and Centres in their regions, the Networks meet regularly with the peak body to work collaboratively on developmental strategies for the whole sector.

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[wendy@chn.net.au](mailto:wendy@chn.net.au) [antonia@chn.net.au](mailto:antonia@chn.net.au)

**3. Neighbourhood Houses/Learning Centres**

“Neighbourhood House” is a generic term for a variety of organisations that are predominantly community owned and share a set of defining features. In Southern Region there are 72 organisations that are meeting the needs of their communities.

Each House is flexible, adaptive, responsive to and inclusive of, their particular local communities. Houses are supported by hands-on management and the contribution of volunteers. This ensures community input into every aspect of their work. Also crucial to the work of the Houses are the relationships that exist with other community organisations and service systems at the community level.

In the Southern Region there are Houses that support small communities with traditional programs and opportunities to connect.

There are Learn Local Houses offering affordable government funded pre-accredited courses and some of these are Registered Training Organisations offering accredited qualifications. These larger organisations are also required to contribute with community development activities and support groups for their NHCP funding. Some organisations offer programs specific to indigenous, to women, for older Victorians, for people with disabilities, for wellbeing, for Culturally and Linguistically Diverse (CALD) as well as a large variety of activities designed to provide growth, development and learning.

Each House is unique and due to its community input remains flexible in order to adapt to changing community needs.

****

Neighbourhood House Coordination Program Funding (NHCP) Guidelines & Compliance

Whilst the Sector is made up of a wide variety of organisations ranging from Registered Training Organisations (RTO’s) and LGA auspice organisations, despite their size, if they receive NHCP (Neighbourhood House Coordination Program) funding from DFFH they are required to operate and comply with the principles and reporting requirements outlined in the NHCP funding Guidelines pages 12 -15. (See link below along with a link regarding your Service Agreement and other relevant information).

Make sure you are familiar with this document as it underpins your funding agreement and has a lot of information. It is currently being reviewed.

**Link to the Funding Guidelines:**

<https://providers.dffh.vic.gov.au/guidelines-2016-2019-neighbourhood-house-coordination-program-word>

**DFFH Publicity and logo requirements**. Please be aware that you are required to acknowledge the Department in any advertising material. For details check out the link below.

<https://www2.health.vic.gov.au/-/media/health/files/collections/policies-and-guidelines/s/sg-victorian-government-acknowledgment-and-publicity-guidelines.pdf> Logo

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As stated in the NHCP Guidelines, the Neighbourhood House Sector works within a ***Community Development Framework***, defined by and built upon ten key community development principles.

1.

1. Community participation
2. Community Ownership
3. Empowerment
4. Life-long Learning
5. Inclusion
6. Access & Equity
7. Social Action
8. Advocacy
9. Networking
10. Self-help

Neighbourhood Houses put Community Development principles into practice through their programs and activities, by making sure they are:

* Relevant
* Affordable 
* Promoted appropriately
* Reflective of the community’s needs
* In line with the organisation’s principles and objectives
* Regularly evaluated
* Accessible
* Allowing and encouraging
* Have community input
* Have local agency input
* Use Community feedback

NHCP Compliance- DFFH Funding formula & criteria

* Funding to NH’s is allocated on a minimum of 25 hours of coordination to assist with the employment of a Co-ordinator/Manager
* NH’s must be open for at least as many hours as the NHCP provides coordination funding for. e.g., 25 hours funding – open 25 hours
* They need to provide at least **twice** as many activity hours as NHCP funding hours (including community development planning)
* The funding is calculated over 52 weeks of the year. If your Centre is only open for 40 weeks of the year you will need to increase the number of program hours accordingly (\*see below)
* NH’s need to have an annual plan for coordination and delivery of programs and activities
* NH’s need to have an independent Committee of Management
* NH’s need a clear understanding of and commitment to, the goals

and aims of the NHCP guidelines.

* Completion of the Annual Neighbourhood house survey which collects data that demonstrates outputs and outcomes (NHVIC can support you with a tool to help you record data throughout the year).
* You may be required to conduct a participant’s census where information is collected about participants for one week in a given year.

**Calculating your hours**

25 hrs NHCP funding = 50hrs programs/activity per week for 52 weeks of the year. If your house is not open during school holidays i.e. open 40 weeks of the year, the 50 hours per week has to be factored across 40 weeks.

E.g. 25 hours x 2 (50 hours per week) x 52 weeks = 2,600 hours per year. 2,600 hours divided by 40 weeks = 65 hours of delivery per week not 50.

**Calculating your hours continued.**

Please note that if an organisation has 3 groups meeting at the same time, in 3 different rooms**,** for 2 hours each program, then the total hours recordable are 6 hours of programs or activities for that 2-hour block.

The number of hours Managers are employed for, are not necessarily relevant to the number of hours required for compliance. That is, the organisation, **not** the Manager, is required to deliver 50 hours of programs or activities **regardless** of how many hours the Manager is employed for.

E.g., If you as the Manager work 10 hours or 40 hours – the organisation still has to deliver 50 hours.

Refer to NHCP Guidelines pg.21 for clarification around potential programs and activities which are suitable.

**FAC (Funded Agency Channel)**

This is a website for ALL DFFH funded Organisations not just our sector. The Neighbourhood House Coordination Program is a very small provider in a huge system and therefore people can become very confused when trying to access the site. It is mainly accessed to upload your AGM Reports and Service Agreement Compliance Certificate (SACC) documentation (see below).

My Agency, the secure area of the Funded Agency Channel (FAC) website, provides registered organisations access to information about their Service Agreement and funding payments and to update some records through interactive modules referred to as ‘SAM’ (Service Agreement Module).

If you require access to FAC but are not yet a registered user, please refer to the ‘Accessing My Agency’ section of the FAC home page at:

<https://fac.DFFH.vic.gov.au/> or if you have any questions, contact the FAC Helpdesk via email at [fac@DFFH.vic.gov.au](mailto:fac@DHHS.vic.gov.au)

DFFH Service Agreement Compliance Certificate (SACC)

The SACC consists of a series of questions to be completed annually by funded organisations which certifies compliance with Service Agreement requirements. The questions relate to:

* financial management
* risk management
* staff safety screening
* privacy

*(If you are an ACFE provider you will also be required to complete a similar process, but this section only relates to DFFH NHCP funding)*

The SACC will need to be completed in ‘My Agency’, the secure area of the Funded Agency Channel (FAC) website, referred to above. Within My Agency, registered users of funded organisations will enter the Service Agreement Module (SAM) and be required to complete and submit their organisation's Service Agreement Compliance Certification (SACC). [https://fac.DFFH.vic.gov.au/how-complete-your-sacc-sam-0](https://fac.dhhs.vic.gov.au/how-complete-your-sacc-sam-0)

The annual SACC must be submitted to the department within three months of the end the organisation's financial operating period. For example, an organisation operating on:

Financial year (1 Jul to 30 Jun) - Due by 1 Oct

Calendar year (1 Jan to 31 Dec) - Due by 1 Apr

The SACC comprises four sections:

1. **Financial management**: that the organisation has used funding as outlined in their Service Agreement, is financially viable, has prepared its financial reports and any audit reports and maintains an asset register.
2. **Risk management**: that risks are managed in accordance with the Australian/New Zealand Risk Management Standard
3. **Staff safety screening**: that referee checks, police record checks and, if relevant, Working with Children Checks have been completed.
4. **Privacy**: that the organisation’s practices and systems are compliant with the *Privacy and Data Protection Act 2014* and the *Health Records Act 2001* to protect personal and health information.

By submitting a SACC form, organisations are making a commitment to the department that they have appropriate systems in place to comply with the relevant Service agreement.

Once completed, the SACC should be submitted by an authorised person, such as the director, chairperson, chief executive officer, president, principal or treasurer, as the case may be.

If you have issues accessing My agency, contact the ebusiness helpdesk on 1300 799 470 or email [ebiz@dhhs.vic.gov.au](mailto:ebiz@dhhs.vic.gov.au)

Please see Manager’s resources page on the CHN website for additional assistance: <https://www.chn.net.au/managers-resources.html>

DFFH Insurance Cover for your Centre (VMIA)

VMIA (Victorian Managed Insurance Authority)

The VMIA provides Insurance for Neighbourhood Houses and assists with the Management of Risk which forms part of DFFH s compliance i.e. annual Risk Attestation. Risk management is an integral part of good management and governance practice. A range of risk management resources are available from the Victorian Managed Insurance Authority (VMIA) website (See link below. A Frequently Asked Question page on risk attestation is also available.

**VMIA Insurance covers:**

#### Public and products liability-Cover for your organisation for personal injury and/or property damage to third parties arising from your business activities.

#### Professional indemnity-Cover for your organisation for an alleged breach of professional duty.

#### Directors and Officers Liability (including Entity Liability and Employment Practices Violation)-Cover for civil claims made against your organisation’s directors and officers (including employment related matters) while acting in their capacity representing your organisation.

#### Entity fidelity-Cover for loss of your organisation’s money or other property arising from any dishonest or fraudulent act committed by an employee or volunteer of your organisation.

#### Personal accident-Cover for volunteers and eligible people within your organisation, whilst performing their duty, for accidental bodily injury that results in loss of life, permanent or temporary disablement if they sue.

**\*VMIA** **does not cover** building & contents, fire & burglary, money & glass, construction works, motor vehicles, marine transit, and Work Safe worker’s compensation. It also doesn’t cover room hire situations. Hirers must have their own insurance. For clarification on hiring arrangements talk to one of the Network Managers.

VMIA contact details:

Ph. (03)9270 6900 or [contact@vmia.vic.gov.au](mailto:contact@vmia.vic.gov.au)

<https://www.vmia.vic.gov.au/insurance/policies-and-cover/community-service-organisations-program>

ACFE or Learn Local Funding

Learn Local is the term used to describe ACFE courses whereas ‘ACFE ‘(Adult Community & Further Education) is now only referred to when speaking about the actual ACFE Board.

The ACFE Regional support team are known as the Engagement, Participation and Inclusion Division, Higher Education & Skills Group and are situated in the DET (Department of Education & Training) see contacts at the end of this section. Compliance for ACFE funding is much more complex than DFFH funding and includes an ACFE Business and Governance Status (BGS) assessment. Please contact the regional support team to assist you with meeting your Service Agreement obligations.

Below is a very brief overview and links for those of you who have ACFE funding. The links provided will give you resources and contacts to fulfil your obligations and the Networkers are always only a call away! See this link to the Department of Education website regarding running a Learn Local (ACFE funded) organisation.

**Learn Local requirements to check your Organisation’s compliance**

As outlined in the ACFE Board Pre-accredited Training Delivery Guide, DET website & Preaccredited Quality Framework (PQF) kit. Any information on the DET website will be found on the link below.

**Course delivery requirements including “AFrames**” (Course curriculum)

Eligibility for participants can vary each year – The following are the 2020 priority cohorts to give you an idea of expectations but check the link above for most recent requirements and information:

* Women seeking to re-enter the workforce after significant time away, women who have experienced or are experiencing family violence.
* Early school leavers, both mature and youth
* Low skilled and vulnerable workers
* Indigenous people
* Unemployed and underemployed people
* People from culturally or linguistically diverse backgrounds
* Disengaged young people
* People with a disability
* Minimum course duration is 20 hours, but courses can be longer than this.
* Delivery Plans are usually required to be submitted in September/October outlining what you intend to deliver in the following year (you will need to anticipate the number of learners who are likely to participate in the course.)
* The Delivery Plan template will self-generate the totals (to date, the number of hours allocated have been similar or the same as you received in the previous year, although this is not guaranteed and will be dependent on current policies and is at the discretion of Regional Staff.) New courses must have AFrames attached to the Delivery Plan submission email.
* Once approved, notification by the Regional Team will outline your allocated funding and approved Student Contact Hours (SCH). The current unit price is $9.30 per student contact hour.
* Therefore, if you have a 5-week course of 20 hours (4 hours per week) and you have 8 participants, you would receive $1,456 to assist with running that course (20 hours x $9.10)
* Fees to be managed as per link:

<https://www.vic.gov.au/pre-accredited-course-fees-and-subsidies?Redirect=1>

* NHs are entitled to add materials costs and a small amenities fee to cover consumables such as tea, coffee and use of the facilities. These additional fees must be transparently outlined to participants at enrolment and in promotional materials along with the tuition fees.
* Learner details must be uploaded to the Skills Victoria website and the software used for this purpose must be *AVETMISS* compliant. (Australian Vocational Education and Training Management Information Statistical Standard.)
* All Learn Local courses are required to have an overview (an AFrame which is part of the Preaccredited Quality Framework) and Session Plan approved by the Regional Staff prior to receiving the funding in the following year.
* AFrame documentation in latest PQF format must be provided on request. These include AFrame Overviews and session plans for each funded course stored carefully for ease of access should they be requested by ACFE (DET).

(<http://www.education.vic.gov.au/Documents/training/providers/learnlocal/program/pqf/pqfaframe.pdf> )

**Moderation (continuous improvement process)**

* All pre-accredited courses must complete moderation and documentation is to be stored ready for easy accessibility (many organisations store these with the course information so that all information is kept together)
* Documentation required for Moderation include:
  + Moderation Checklist (Form A)
  + Moderation Tool (Form B)
  + Moderation Summary (Form C)
  + AFrame Overview
  + Session Plans
  + Course evaluations
  + Learn Plans part one and part two (some keep a summary of Learner feedback as this makes Moderation easier)
  + Any existing evidence of Learner’s class work where appropriate (this can include photos of Learners interacting as evidence of team/group work)

**Tutor responsibilities**

* + Evidence for moderation include - examples of tasks/Learner’s work (a couple of pieces per course - if possible) to be stored so they can be located easily
  + Evidence of Tutor’s reflective practice – written notes in right hand column of session plans. This evidence meets the Moderation quality Indicator requirements for reflective practice.

**Verification (Manager and ACFE verifies selected courses)**

* Courses selected will undergo verification- Sample courses will be chosen at least once over a 3-year period. Your Regional Team will assist you with this.

**Advertising requirements**

* Victorian Government (DET) Guidelines on use of government branding must be complied with.

**Reporting requirements**

* Training delivery is to be reported on at a minimum of quarterly each year
* Reporting is to be completed through the SVTS (Skills Victoria Training System)
* Concessions given to students must be flagged appropriately with SVTS to be considered for reimbursement
* Check and comply with Section 5 of SVTS data requirements.
* Eligibility for funded place – Staff must sight green Medicare card and any proof of concession for each Learner enrolled in courses.

**Information management requirements**

* Check with your Regional office for updated information regarding storage of records. (Some require 7 years)

**ACFE Board Business and Governance Status document** (BGS):is a form similar to the SACCS that DFFH requires. Organisations have to submit an up to date ACFE BGS assessment. Find all the information on this link: <https://www.education.vic.gov.au/training/providers/learnlocal/Pages/network.aspx>

**Timelines**

Reporting timelines do not change and are determined by your Organisation’s calendar or financial year cycle:

* financial Year cycle - BGS assessments due 30 September
* calendar Year cycle - BGS assessments due 31 March.

Please be aware that delays in supplying a BGS will result in contracting being delayed.

If there is a delay in the reporting process beyond the due date, your organisation will be required to provide an explanation in SAMS as to why their BGS was delayed.

Houses with ACFE funding belong to the South-eastern Victoria Region and your ACFE Regional Manager is based at the Dandenong Regional Office.

Contact details are:

Jeremy Brewer – Acting Manager Stakeholder & Regional Support I South-eastern Victoria Region - Training Participation and Facilitation Division, Higher Education & Skills Group, Department of Education &Training (DET) 165 – 169 Thomas Street (PO Box 5) Dandenong, Victoria, 3175

T: 03 8765 5703

M: 0419 378 076

E: brewer.jeremy.d@edumail.vic.gov.au

www.education.vic.gov.au

Other Sources of Funding

* Department of Health & Human Services may also provide funding for other program areas e.g. Men’s Shed grants
* State Government Departments or agencies e.g. Department of Education & Training, Vic Health, Victorian Multicultural Commission, specific culturally based funding
* Federal Government Departments E.g. Childcare
* Philanthropic or corporate funding bodies

Local Government Areas and Cluster Groups

Most LGA’s provide support and funding to Neighbourhood Houses & Learning Centres, and many provide the physical premises that they operate from. In the Southern Region there are 10 LGA’s which follow different models of funding and buildings provision and support does vary greatly between them.

Variations occur in the following areas:

* The facilities the House/Centres operate from
* Maintenance of the facilities
* Access to Grants to support operational costs and program development.
* Reporting requirements
* Insurance cover and policies around this. Make sure you understand the hiring or sub-letting requirements for your LGA e.g., what cover is required for private children’s parties (as VMIA won’t cover this)
* The staff contact’s titles and Council departments that support Houses and Centres
* Some LGA’s are responsible for cluster meetings

Cluster groups meet to share their program ideas, support each other and sometimes work together on joint initiatives and projects. Some Clusters meet monthly, per term, twice per term or 4 times per year depending on their choice. Some Cluster groups are run by their Local Government Community Development Officer, but most are coordinated by the Managers in the Cluster who take turns at Chairing and taking minutes. The Cluster meetings are held in a different NH each time so that the Cluster members can share the responsibility of hosting.

Cluster meetings are sometimes attended by the Networker Managers and by DFFH by invitation and dependent on availability. The Organisations are all unique and led by competent Managers who are very supportive, experienced and happy to assist new members. They are your first port of call for information and advice about your local area & the local Council. In Southern Region the Cluster Groups are: Bayside, Casey, Cardinia, Greater Dandenong, Gateway to the South (Port Phillip, Stonnington & Glen Eira), Kingston, Frankston and Mornington Peninsula. More information on the Houses in these cluster groups is available on [www.chn.net.au](http://www.chn.net.au)

Managing the Organisation:

Governance vs Operational Management

Managing Centres in our diverse and complex sector is not an easy feat and best accomplished when Committees and Managers work cooperatively and have relationships that are of mutual respect. It often falls to the Manager to develop and support members of the committee when they first join, or a committee, if it is new to the role. As the committee is actually a representation of the community you serve, it is often the first ‘port of call’ to operate under the principles of your funding e.g. advocacy, inclusion etc. Often, they do not have the skills and knowledge to operate at the level required and it is part of your role to assist them with professional development and opportunities to grow and develop into their roles. It can present some difficulty when they are in fact your employer and you are having to ‘manage up’ until they are able to carry out the duties effectively. One of the great joys of the job! It may come down to you identifying what skill sets are required by your committee and with their assistance, looking to find people who could fill that brief. Aside from this, the roles are generally as follows:

Committees of Management/Governance (COM, COG or Board)

* Setting and monitoring long-term goals
* Ensuring the program content and direction is aligned to the mission or purpose of the organisation
* Finalising budgets and allocating funds
* Taking responsibility for all legal matters
* Taking responsibility for compliance with regulatory requirements (e.g., annual general meeting, annual returns, audit ATO, OHS)
* Appointing auditors and approving the audit of the financial records
* Evaluating COM members
* Appointing sub-committee members
* Managing sub-committees
* Establish and monitor risk management policy and implementation
* Employing a Manager and evaluating their performance
* Ensure effective organisational policies are in place
* Determines the overall strategic direction of the organisation

Manager - Operational Management

Managers are generally responsible for:

* Providing current & accurate information to the Committee/Board
* Supporting the COM's (Committee or Board) planning function
* Determining community needs
* Operating programs and reporting on their successes and shortcomings
* Managing & Evaluating staff & their performance
* Organising events, fundraising activities, etc. once approved by the COM.
* Implementing COM decisions and goals as determined in strategic plans
* Conducting day-to-day financial operations
* Overall managing & monitoring of daily operations
* Evaluating term programs, services, and products
* Keeping the roles clear

In Neighbourhood Houses, COM members often volunteer to assist with the day-to-day operations of the Neighbourhood House.

This operational work is not a COM responsibility but is the responsibility of the Manager.

Therefore, COM members must realise that their operational work is done as an ordinary volunteer not as a committee member. As such they are answerable to the Manager whilst doing this work. Where this is not well understood there is a risk of conflict.

Strategies that may assist in avoiding confusion for Committee members and Managers about the different roles:

Developing a clearly documented organisational structure that outlines who is responsible for what and who is accountable to who.

Strategic Plans with operational plans/work plans that clearly outline expectations for/of the organisation

Asking yourself if the issue being considered is organisational (about the way the organisation organises its affairs) or operational (about the way the day-to-day work is carried out).

Ensure that Committee work/decision making is conducted either at properly constituted meetings or with the appropriate delegated authority

Ensuring that you act at all times, in the organisations best interest. Here are some guidelines that may assist with clarifying roles.

Examples - functional split between COM/COG and the Manager

|  |  |  |
| --- | --- | --- |
| Function | Committee activity | Manager activity |
| Planning | Ensure Strategic Plan is developed.  Make strategic decisions.  Have environmental awareness (buildings, culture/safety) | Brief the Committee on potential strategies.  Provide relevant background information.  Develop business plans/work plans.  Achieve Committee’s endorsement.  Manage change |
| Policy | Ensure appropriate policies are in place Prepare policies or delegate.  Endorse policy.  Monitor policy performance.  Ensure contemporary best practices | Identify policy needs.  Maintain current knowledge of industry requirements.  Prepare policy for Committee endorsement.  Implement and promote policy requirements.  Ensure contemporary best practices. |
| Resources | Request costs/budgets/plans  Approve resource allocations.  Monitor finances | Provide transparent records and reporting.  Prepare costs/budgets/plans.  Identify funding opportunities and  present for Committee’s endorsement |
| Participants | Ensuring:  a need driven approach  a user focus.  measurable outcomes | Implement quality customer service that meets the requirements of the Mission statement and funding requirements |

Examples - functional split between COM/COG and the Manager

|  |  |  |
| --- | --- | --- |
| Function | Committee activity | Manager activity |
| Community Need/Opportunity | Be a positive ambassador.  Focus on community needs.  Ensure contemporary best practices.  Maintain an external/future focus | Identify need/opportunity.  Design organisational responses to need.  Ensure contemporary best practices |
| Decision Making | Effective and informed decision making  Sound judgement  Consistency with mission values and goals | Quality briefings  Accountability for advice given.  Sound judgement  Current knowledge of the sector |
| Staff Management | Recruit and support Manager  Conduct performance appraisal.  Know the industrial/legal context.  Know when to seek advice.  Ensure contemporary best practices | Every aspect of staff management including staff appraisals  Advice to the Committee  Ensure contemporary best practices |

Deductible Gift Recipient (DGR) via Australian Neighbourhood Houses & Centres Association Inc. (ANHCA)

DGR is a ‘special tax status’ that organisations can apply for so that people who make donations to your centre can claim it as a deduction on their tax return. Many organisations and philanthropic trusts require that you have the status to apply for their grants. Some NH&LC do have DGR Status, but it is not granted unless you meet very stringent criteria.

There is a system available for Houses who do not have the status, that provides a process whereby they can apply for such grants via ANHCA, the national Association for Neighbourhood Houses and Learning Centres

The purpose of the ANHCA Public Fund is to support the work of Neighbourhood Houses and Learning Centres throughout Australia. The ANHCA Public Fund will accept donations, which are tax deductible to the donor, and may direct funds it receives to Neighbourhood Houses and Centres at its discretion.

The ANHCA Public Fund does not conduct fundraising campaigns or apply for grants on behalf of houses and Centres. Rather, it provides a tax-deductible vehicle for those organisations to use in their own fundraising. ANHCA administers the process and deducts a fee although the process is a little more complicated than that. For further information ring your Networker or go to the ANHCA website.

<http://www.anhca.asn.au/anhca-public-fund-for-dgr>

**For further enquiries and support please contact your Networker Managers:**

**Antonia Halloran-Lavelle**

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**(Monday - Friday)**

[**antonia@chn.net.au**](mailto:antonia@chn.net.au)

**Wendy Hiam**

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[**wendy@chn.net.au**](mailto:wendy@chn.net.au)

