



ANNUAL REPORT 2019- 2020

Community House Network Southern Region

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TABLE OF CONTENTS

President's Report	3
Network Managers' Report	4-5
Treasurer's Report	6
Financial Statements	7
Outcomes of Key priorities for 2019 - 2020 (year 1 of Strategic Plan)	9
CHN Southern Wellbeing Strategy	10
Wellbeing Training Sessions	11
CHN Southern Communication and Marketing Strategy	12
Activities and Training	13
Minutes of previous Annual General Meeting 2018-2019	14-17
Nominations for Committee of Governance 2020-2021	18

PRESIDENT'S REPORT

It is my pleasure that I offer the 2019 -2020 Report. As I reflect on the year that was, through unprecedented challenges faced by all throughout the continued pandemic, it is to be noted that the often-unseen work by our dedicated Committee of Governance, has resulted in the continuation of the effective functioning of our successful Network, under the expert management of our two very capable Network Managers, Wendy Hiam and Cath Darcy.

In keeping with the NHCP Guidelines, we continue to support our members' Houses with learning and development opportunities as well as particular support to Houses experiencing challenges in either a governance or operational situation. We have effectively fulfilled our obligations to our funding bodies and members as well as maintaining steady work output as per our 2020 Work Plan. Our Strategic Priorities are on track and continue to be the focus of the discussions of our Committee of Governance. The Strategic Priorities of our Network are:

- The Development of a Health and Wellbeing strategy for CHN staff, Committee of Governance and the wider membership.
- Provide education, resources and programs to increase awareness of mental health conditions, risk and protective factors and self-care.
- Continue to work with NHVic, Monash Health and Mental Health VIC on strategies such as frontline training and mentoring to improve knowledge and workplace culture.
- Provide members with clear information on CHN processes and how it operates.
- Effectively manage the operation of CHN to ensure financial security and viability.
- Enhance social and emotional wellbeing among committees with a view to proactively reducing risk.
- Reduce the incidence, prevalence and effects of risk by facilitating risk management sessions / meetings with committees.
- Promotion of equality and diversity.
- Assist Houses to identify clarity of purpose, confidentiality concerns, equality, accessibility, diversity, accountability and complaints.
- Provide members with training opportunities to assist them in their operational and strategic planning.
- Undertake skills audit at Committee level to ensure complete support for Network Managers is available.

I am honoured to have been able to work with the Community House Network over the past year. I have met some wonderful, passionate, committed, dedicated people and feel privileged to know them. I thank all the Committee of Governance members with whom I have served and value highly the contribution they have made. The Network has been well-served by the Committee of Governance and the Network Managers. We have had some big challenges this year and no doubt will have more; however we are well placed to face them, and we are in a good financial position, have good governance procedures, effective policies and a strategic plan to continue to guide us into the future. It is a challenging but exciting sector with so much capacity to build strong communities.

Angela Stathopoulos

“Empowerment through Support, Training and Advocacy”

NETWORK MANAGERS' REPORT

Well we don't think we would be alone in saying that 2020 has been a year like nothing before and one that has changed and will continue to change, the way we all do 'business' into the future. Recently we got together to sort and deliver your PPE and that was the first time we saw each other since March! Lockdown continues to challenge us in this latter part of 2020, but we can look back over the last financial year and be assured that there was a range of great outcomes along with the angst and uncertainty that Covid brought to our lives.

Whilst some of our services are struggling to consider how and when they will return to face to face, others have achieved quite amazing outcomes and have shown how remarkable this Sector is! You are all a credit to your communities and your support, to those most vulnerable has been outstanding! We commend you and we thank you and we will be there for you all but especially those of you who may need a little more help in the coming year.

In the first year of our new Strategic Plan we have been working specifically on developing strategies around Wellbeing, Marketing and Communication and the provision of Training and Resources.

The Wellbeing strategy was certainly well placed with the landscape changes that Covid brought! Through the Community of Practice established with Monash Health and working with Living and Learning Pakenham, we were able to provide support for workers doing wellbeing check ins with clients and resilience workshops for Managers. In 2019, this group also ran focus groups with Members to gain feedback on Wellbeing and organisational culture to inform the Strategy. Other training offered by the Network was assisting with online programming and helping many Managers (and some committees) by training them to use online platforms.

We are also very pleased to say that we have just completed the first stage of our Web redesign which is being presented today and will extend to include a social media capacity to promote our work and the work of you, our members.

Another major project this year was pulling together and/or developing, a range of Covid response operational resources which have been available on our website since the first lockdown. Where the previous year Focus groups discussions have sourced Member feedback on wellbeing and organisational culture. And as always, we have been supporting a range of organisations and managers in the day to day operations of their work including induction for new members.

We are very grateful for the direction and support from our amazing committee of governance under the leadership of Angela our President. Many thanks to you all for your love and support and especially to Sam our Treasurer, for all the extra work that that position brings. A

particular Thanks to Miriam who shared her Wellbeing Manager who provided free Counselling to our NH Managers during Covid.

We would like to say thank you to you our members, to the many Local Government representatives who work with us and support us in our endeavours. Thanks also to our Stakeholders at the Department of Health and Human Services Southern Melbourne and Bayside Peninsula for their ongoing support of both the Network and our Member Houses. Thanks also to NHVic and Monash Health. Your commitment and support are much appreciated.

We would also like to acknowledge our dear friend Dianne Wilson who passed away recently. Di retired from the committee last year after 11 years of support to the Network. A great effort and one that was very appreciated. We will miss her.

Catherine Darcy and Wendy Hiam

Network Managers



*“People focused, innovative and proactive.
Recognising diversity and contribution.”*

TREASURER'S REPORT

It has been an absolute pleasure and privilege to be working with the CHN Southern Committee of Management, and the Network Manager's Wendy and Cath. It has been a challenging year; however, Cath and Wendy have still managed to excel in their roles. This is my second year on the Management Committee as Treasurer, and I have been working at the Langwarrin Community Centre for over 12 years, in Finance and Management.

Last year our projected Budget for the 2019/20 year was showing a surplus of \$2,330.00, I am pleased to report that we finished the year with a surplus of \$17,176.76. The underestimated budget was due to a cashflow boost from the ATO of \$24,599.00. The Network has been investing funds back into Neighbourhood Houses during the COVID-19 pandemic and will continue to do so over the coming year.

The largest expenses during the year were wages, and the sustainability project for which we had set funds aside in the previous financial year. Over the past 12 months we funded the Sustainability Project in the amount of \$11,937.00.

The Network is in a sound financial position with total equity of \$117,531.81, as reflected in the Balance Sheet. The 2020/21 budget projects a surplus of \$1,080.00.

During the past 12 months, we have again been able to deliver quality training and Professional Development sessions to our members, as well as providing valuable support to many individual houses who have had various issues. In the coming year we are planning to invest funds into wellbeing, providing extra assistance for those houses suffering a significant decline in income due to COVID-19, and administration support for the Network Managers.

Accompanying this report, you will find the June 30, 2020: Balance Sheet and Profit and Loss. The reports are tabled here today, and have been accepted as a true and fair view of the association's financial affairs in accordance with the Associations Incorporations Act 2012 by two Members of our Committee other than myself.

Many thanks to the Department of Health and Human Services, for not only their funding but also their ongoing support of the Network and its Member Houses.

Samantha Neeman - Treasurer

FINANCIAL STATEMENTS

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Community House Network Southern Region

C/- Langwarrin Community Centre
2 Lang Road
Langwarrin VIC 3910

Balance Sheet

As of June 2019

ABN: 86 897 088 107

Email: network@chn.net.au

Assets		
Bendigo Chq Acc #12612		\$4,581.28
ME Business Online Savings Acc		\$161,431.21
Accounts Receivable		\$160.00
Non Current Assets		
Furniture & Equipment		\$9,827.77
Dep'n- Furniture & Equip		-\$5,281.12
Total Assets		\$170,719.14
Liabilities		
Sustainability Project		\$11,264.78
Strategic Planning		\$2,500.00
Relocation provision		\$4,631.30
Prov. for Long Service Leave		\$30,638.78
Prov. for Annual Leave		\$8,796.32
Trade Creditors		\$830.20
Load & Go Clearing Acc		-\$1,047.54
GST Liabilities		
GST Collected	\$4,791.10	
GST Paid	-\$963.27	
Total GST Liabilities		\$3,827.83
PAYG		\$7,886.00
SGC Superannuation		\$1,036.42
Total Liabilities		\$70,364.09
Net Assets		\$100,355.05
Equity		
Retained Surplus		\$87,674.71
Current Year Surplus		\$7,095.18
Historical Balancing Account		\$5,585.16
Total Equity		\$100,355.05

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Community House Network Southern Region

C/- Langwarrin Community Centre
2 Lang Road
Langwarrin VIC 3910**Profit & Loss [Budget Analysis]**

July 2018 To June 2019

ABN: 86 897 088 107

Email: network@chn.net.au

	Selected Period	Budgeted	\$ Difference	% Difference
Income				
Contributions	\$4,910.00	\$5,120.00	-\$210.00	(4.1)%
DHHS - Funding	\$188,680.02	\$195,000.00	-\$6,319.98	(3.2)%
Bank Interest Received	\$3,011.34	\$2,800.00	\$211.34	7.5%
Total Income	\$196,601.36	\$202,920.00	-\$6,318.64	(3.1)%
Total Cost Of Sales	\$0.00	\$0.00	\$0.00	NA
Gross Profit	\$196,601.36	\$202,920.00	-\$6,318.64	(3.1)%
Expenses				
Annual Meeting Expenses	\$630.56	\$650.00	-\$19.44	(3.0)%
Committee Expenses	\$0.00	\$250.00	-\$250.00	(100.0)%
Bookkeeping	\$2,782.50	\$2,100.00	\$682.50	32.5%
Bank Charges	\$14.13	\$35.00	-\$20.87	(59.6)%
Staff Amenities	\$0.00	\$100.00	-\$100.00	(100.0)%
Computer Expenses	\$1,965.53	\$1,250.00	\$715.53	57.2%
Insurance	\$532.02	\$540.00	-\$7.98	(1.5)%
Legal Fees	\$57.80	\$56.90	\$0.90	1.6%
Memberships & Subscriptions	\$1,832.92	\$1,543.99	\$288.93	18.7%
Printing & Stationary	\$101.41	\$300.00	-\$198.59	(66.2)%
Assets Purchased <\$5,000	\$235.00	\$1,000.00	-\$765.00	(76.5)%
Depreciation-Furniture & Equip	\$2,649.37	\$0.00	\$2,649.37	NA
Postage	\$48.16	\$0.00	\$48.16	NA
Workshop Expenses	\$1,184.32	\$5,000.00	-\$3,815.68	(76.3)%
Meeting Expenses	\$151.42	\$300.00	-\$148.58	(49.5)%
Conferences / Staff PD	\$1,136.12	\$1,800.00	-\$663.88	(36.9)%
Sustainability Project	\$6,228.00	\$0.00	\$6,228.00	NA
NHVIC Donation	\$10,000.00	\$0.00	\$10,000.00	NA
Strategic Planning	\$2,500.00	\$0.00	\$2,500.00	NA
Sustainability Project - Exp	-\$16,228.00	\$0.00	-\$16,228.00	NA
Rent	\$9,216.36	\$15,261.81	-\$6,045.45	(39.6)%
Long Service Leave Provision	\$6,446.54	\$3,563.88	\$2,882.66	80.9%
Annual Leave Provision	\$880.34	\$0.00	\$880.34	NA
Superannuation	\$13,237.29	\$13,209.55	\$27.74	0.2%
Wages & Salaries	\$136,080.67	\$142,555.47	-\$6,474.80	(4.5)%
Travel & Parking Expenses	\$4,697.35	\$3,000.00	\$1,697.35	56.6%
Workcover	\$1,171.95	\$1,169.00	\$2.95	0.3%
Telephone & Internet	\$2,285.34	\$2,616.00	-\$330.66	(12.6)%
Repairs & Maintenance	\$191.49	\$50.00	\$141.49	283.0%
Total Expenses	\$190,028.59	\$196,351.60	-\$6,323.01	(3.2)%
Operating Profit	\$6,572.77	\$6,568.40	\$4.37	0.1%
Other Income				
Sale of Asset	\$522.73	\$0.00	\$522.73	NA
Total Other Income	\$522.73	\$0.00	\$522.73	NA
Other Expenses				
GST rounding balance	\$0.32	\$0.00	\$0.32	NA
Total Other Expenses	\$0.32	\$0.00	\$0.32	NA
Net Profit/(Loss)	\$7,095.18	\$6,568.40	\$526.78	8.0%

CONNECTING Neighbourhood Houses & Community Centres

Empowering our Members by providing Support, Training and Advocacy

Outcomes of Key priorities for 2019 – 2020 (year 1 of Strategic Plan)

Wellbeing Strategy	Marketing/communication Strategy	Training & Resources
Peer support & well-being check-ins	New website development & expansion	Collation/development of Covid operational resources and checklists
Cluster support & attendance	Social Media profile (in train)	Finance resources
Counselling support for managers	Member updates email/ebulletin	Delivery of Wellbeing focused Workshops that build resilience, capacity to cope, skills to stay safe, on self-care and to develop knowledge about Mental Health and Wellbeing.
Intra cluster/cross regional referrals and support	Updated member information	Delivery of Training for online classes, webinars and meetings
Partnering with Stakeholders, Monash Health and other Health providers to work strategically on actions that support Neighbourhood Houses to be healthier and better informed. E.g. Community of Practice	Events development & rebranding. (in-train)	Delivery of 1:1 Support for NHs Managers new to the online space
Provision of Care Hampers during Covid19 lockdowns to recognise and thank Managers for their dedication		

2020 | CHN Southern Wellbeing Strategy



Rationale

CHN Southern aims to provide responsive, timely and Member driven actions in line with our Strategic Plan. Having identified NH stress 'triggers' through previous Member surveys and ongoing communication with our NHs, there was a recognised need for CHN Southern to adapt and respond effectively to support the wellbeing of our NH Managers, their Staff and Volunteers, particularly as situations have changed and evolved.

Goal 1

Actions ↓

Identify Wellbeing priorities for Member House Managers, Staff and Volunteers



Survey Member Houses
Collect and collate information on identified needs at face 2 face meetings with Member Houses individually or in focus groups, via email, via ZOOM or phone.
Investigate opportunities for Professional Development, resources and partnerships that support wellbeing in Member Houses

Goal 2

Actions ↓

Develop plans and where possible, implement actions to meet each area of need identified in collaboration with Stakeholders, Health Services and Houses



Information derived from the Survey ,interactions with Member Houses and Stakeholders inform professional development workshops to build resilience, knowledge and capacity around wellbeing. Offer these Workshops to Managers, Staff and Volunteers at Neighbourhood Houses.
Partner with Health services to collaborate on initiatives and share knowledge and skills
Link Health providers with Neighbourhood Houses so they can better support themselves and their communities.

AUGUST 2020 | CHNS COMMUNICATIONS & MARKETING STRATEGY

Strategic Objectives:

- To broaden the profile of the Network in the wider Southern/Victorian Region
- To strengthen our online presence
- To enhance and streamline communications with the Members
- To Showcase Network and Member activities



Audience:

- CHN member organisations
- DHHS staff, LGA staff & other community groups
- Other Networks



Information Gathering:

- Member & Stakeholder Surveys
- Cluster/management feedback
- Google analytics
- Mailchimp analytics

Social Media

- Website: Update and modernise
- Broaden content, embed data capture, training calendar, contact us section & search capacity
- Facebook & YouTube
- Introduce new Social Media capacity-Facebook and YouTube
- Develop relevant Policy and procedures

Branding

- New logo design, rebranding of all products

Direct communication:

- Structured, systematic process to deliver communications established
- Newsletter/cluster report design delivered 4 times per year
- Governance and Manager data bases updated regularly

Events:

- Establish Events and training forums for calendar
- Establish promotional schedule



Community House Network Southern Region Activities and Training 2019-2020

Covid Operational Resources

**Online IT Training for
Managers and Committees**

**Counselling support for
Managers**

**Cluster Meetings-13 in person
11 Cluster Catch ups via ZOOM**

**LGA Forum- in partnership
with DHHS Regional Team**

**CHN's ACFE Forum Southern
Melbourne**

HR Forum- on Managing Staff

**Wellbeing Community of
Practice Meetings x 6**

**CHN's ACFE Forum Bayside
Peninsula**

Manager Support x 28

**Finance Forums for Southern x2
in partnership with NHVic**

**Wellbeing Check ins with all
Managers**

**Intensive support Sessions for
at Risk NHs x 45**

**Committee of Governance
Support sessions 13**

CHNS Strategic Planning Day

**Induction Sessions x 6
Induction Morning Tea (1
face to face & 1 online)**

**Collegiate support for fellow
Network Managers**

Minutes of previous Annual General Meeting

Community House Network Southern Region

AGM Minutes

Wednesday 23rd October 2019

Time: 9:45am-11:15am (Guest speaker at 10:30am)

Location: Clarinda Community Centre, Clarinda Victoria

Attendance:

- Heather Barton – Sorento Community Centre
- Margaret Basillie – Jobs Australia
- Anna Brazier – DHHS Southern Melbourne
- Jacqueline Jaxx Busuttil –
- Paula Correia – Doveton NLC
- Robyn Coslovich – Dandenong Neighbourhood House
- Marlene Dalziel – Monash Health
- Heather Duggan – Springvale Neighbourhood House
- Amara Hamid – Westall Community Hub
- Tony Harding – Patterson Lakes Community Centre
- Carolina Howell – Langwarrin Community Centre
- Kelly Langdon – Benton’s Square Community Centre
- Meredith Mackenzie – Belvedere Community Centre
- Samar Mougharbel – Brentwood Park Neighbourhood House
- Kate Noble – Hampton Park Community House
- Arna O’Connell – Cheltenham Community Centre
- Sharon Peston – DHHS Bayside Peninsula
- Leanne Petrides – Cranbourne Information & Support Service Inc
- Ros Porter – Castlefield Community Centre
- Trudy Pritchard – Dingley Village Neighbourhood Centre
- Sam Rowley Langwarrin Community Centre
- Becca Smith – Mount Eliza Neighbourhood House
- Angela Stathopoulos – Prahran Community Learning Centre
- Karen Van der Kay – Seawinds Hub

- Petra Van Vilet – Kerrimuir House
- Melanie Virtue – Springvale Neighbourhood House
- Betty Wilderman – Springvale Neighbourhood House
- Sarah Lynch – Foundation Learning Centre
- Tina Brampton – Foundation Learning Centre
- Donna Dowler – Foundation Learning Centre
- Philippa Caris – Glen Eira Adult Learning Centre
- Melanie Tighe – Highett Community Centre & Hampton Community Centre
- Kelly Cooper – Springvale Neighbourhood House
- Cathy Siemienowicz – Langwarrin Community Centre

Apologies:

- Nicole Battle – Neighbourhood Houses Victoria CEO
- Rebekah O'Loughlin – Longbeach Place
- Lorraine Bradford – Chelsea Heights Community Centre
- Christine Rolfe – Chelsea Heights Community Centre
- Simone Jamieson – Elwood St Kilda Neighbourhood Learning Centre
- Rebecca Harvison – Mordialloc Community Centre
- Ali Street – City of Kingston
- Rhonda Fincham – Sommerville Community House
- Jan Gilchrist – Merinda Park Learning and Community Centre
- Di Wilson – Balla Balla Community Centre
- Maree Cullinan – Balla Balla Community Centre
- Rebecca Wood – Lynbrook Community Centre
- Bronwyn Hughes – Sundowner Avenue Neighbourhood House
- Fiona Dannock – Lyrebird Community Centre

1. **Welcome** - Wendy Hiam

Chair – Angela Stathopoulos of Prahran Community Learning Centre

Acceptance of previous minutes.

Moved: Robyn Coslovich of Dandenong Neighbourhood House

Seconded: Kelly Preston of Springvale Neighbourhood House

2. **Chairperson's report** – read by Cath Darcy (apologies for Di Wilson – Vice Chair of Board). (As tabled in CHN Southern AGM report).

Cath also acknowledged Di's work and contribution to the Network and acknowledged Wayne Hewitt's contribution as Chairperson. Unfortunately, neither could be here today to personally thank from the Board and CHN members.

3. **Treasurer's report** – delivered by Samantha Rowley of Langwarrin Community Centre.

a) Motion: Committee recommendation regarding Network Membership fees

Sliding scale fees motion: Due to increasing demands on the Networkers the Committee of Management made a majority decision to increase the fees on a sliding scale. Although it is the smaller houses that rely more heavily on the Networkers, we believe the larger houses are more than happy to support all those in the Network. Therefore, the motion is that Houses that have under \$250K turnover pay \$90 annually, Houses with \$250K - \$1M turnover pay \$120 annually, and those with over \$1M turnover pay \$180 annually.

Open to the floor to speak to the motion – Q. What would it average out as if everyone was same rate? She thought it was a nominal rate.

Sam: The sliding scale helps smaller houses, and bigger houses can also afford it according to a sliding scale.

Cath Darcy: The \$10K from DHHS on the financial report's bottom line was allocated to the sustainability project, but this was adjusted when NHVic employed someone to perform this role.

Angela: Acknowledgement and thanks to Sam for her work in the Treasurer's role. She does a fantastic job.

Motion moved: Samantha Rowley of Langwarrin Community Centre

Seconded: Samar Mougharbel of Brentwood Park Neighbourhood House

Acceptance of Treasurer's report:

Moved: Paula Correia of Doveton Neighbourhood Learning Centre

Seconded: Melanie Virtue of Springvale Neighbourhood House

4. **Networker's report** - delivered by Wendy.

Report as tabled in the AGM report.

Strategic plan 2019-20 delivered by Angela.

Q. "Best Practice" – is that too high standard, or has the term changed?

Wendy: As RTO's and compliance we aim for best practice and continuous improvement, but it's not intended to put pressure on any Houses/Managers.

5. **Election of Committee Members for 2019-2020**

Conducted by: Anna Brazier

All positions declared vacant.

Nominations:

1. Angela Stathopoulos of Prahran Community Learning Centre
2. Rebecca Harvison of Mordialloc Community Centre
3. Robyn Coslovich of Dandenong Neighbourhood House
4. Arna O'Connell of Cheltenham Community Centre
5. Melanie Tighe of Highett Neighbourhood Community House
6. Samantha Rowley of Langwarrin Community Centre
7. Jan Gilchrist of Merinda Park Learning and Community Centre
8. Becca Smith of Mt Eliza Neighbourhood House
9. Samar Mougharbel of Brentwood Park Neighbourhood House

6. **Welcome to Guest speaker** – Leanne Petrides Executive Officer, Cranbourne Information & Support Service Inc.

7. **Meeting Closed 12.30pm**

Election of Committee Members 2020-2021

Nominations:

- Angela Stathopoulos- Prahran Community Learning Centre
- Arna O'Connell- Cheltenham Community Centre
- Sam Neeman- Langwarrin Community Centre
- Becca Smith-Mount Eliza Neighbourhood House
- Melanie Tighe- Hampton/Highett Community Centres
- Jan Gilchrist- Merinda Park Learning and Community Centre
- Miriam Cadwallader- Living Learning Pakenham
- Robyn Coslovich- Noble Park Community Centre
- Kelly Cooper- Dandenong North Neighbourhood House



Empowerment through support, training and advocacy.



Check out our new website! www.chn.net.au