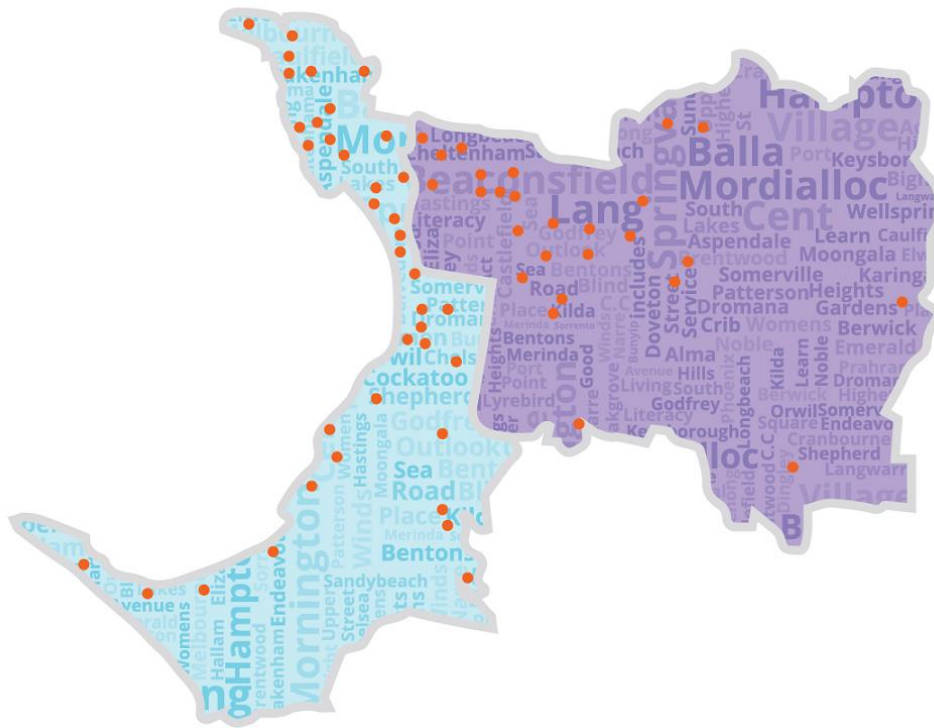


Induction Manual for Neighbourhood House Managers



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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 Health & Human Services who fund the Neighbourhood House Coordination Program (NHCP).

In the Southern Region the houses/centres are spread across 10 Local Government Authorities (LGA's) and 8 cluster groups.

The DHHS's Southern Divisions and your contacts

Emma Cross

Advisor

Community Engagement | Population Health & Community. Bayside Peninsula Local Connections, Department of Health & Human Services, South Division

Level 1 - 431 Nepean Hwy Frankston, Victoria, 3199, p.97843140 m. 0419172275

email: emma.robinson@dhhs.vic.gov.au

Anna Brazier

Advisor

Population Health and Community Wellbeing | South Southern Melbourne Department of Health & Human Services, Level 5, 165-169 Thomas Street, Dandenong,

Email: Anna.Brazier@dhhs.vic.gov.au

P. 8765 7535

For further contacts see www.DHHS.vic.gov.au

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 380 Houses and Centres across the State of Victoria. It is managed by an elected Board, comprising House & Centre Managers, House Committee/Management members and Networkers.

NHVic plays five important roles by:

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 the 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



2. The Neighbourhood House Networks

Community House Network (CHN) Southern is *your* Regional Network: The CHN Region encompasses the ten local government areas from Port Melbourne through to Portsea in the Bayside Peninsula division and as far as Emerald & Bunyip through to Lang Lang in the Southern Metro Region. CHN 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 are able to come together with the peak body to work collaboratively on developmental strategies for the whole sector.

Your Southern Region Community House Networkers (CHNS) are:

Catherine Darcy
Networker
Mob: 0407 897 389
network@chn.net.au

Wendy Hiam
Networker
Mob: 0450 784 051
wendy@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 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 RTO's and LGA auspice organisations, despite their size, if they receive NHCP (Neighbourhood House Coordination Program) funding from the DHHS they are required to operate and comply with the principles and reporting requirements outlined in 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 which will be completed by July 2019.

Link to the Funding Guidelines:

<https://www.nhvic.org.au/documents/item/435>

Link to the Service Agreement:

<http://www.DHHS.vic.gov.au/facs/bdb/fmu/service-agreement/1.introduction>

DHHS Publicity and logo requirements. Please be aware that you are required to acknowledge DHHS 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>



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. 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- DHHS 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 funded agencies of which the Neighbourhood House Program is a small provider and therefore people can become very confused when trying to access the site. It is mainly accessed to upload your AGM Reports and SACC documentation (see below).

My Agency, the secure area of the Funded Agency Channel (FAC) website, provides registered users from funded organisations access to funding and payment information about their service agreement. If you require access to FAC and/or are not a registered user, please refer to the Accessing My Agency section of the FAC home page at:
<http://www.dhs.vic.gov.au/funded-agency-channel/accessing-my-agency/accessing-my-agency-for-funded-organisation-users>
Within My Agency, the Service Agreement Module (SAM) allows funded organisations to access their service agreement information and to update some records and documents through interactive modules. If you have any questions, contact the FAC Helpdesk via email at

fac@DHHS.vic.gov.au

Link: <http://www.DHHS.vic.gov.au/funded-agency-channel/accessing-my-agency/accessing-my-agency-for-funded-organisation-users>

<http://www.DHHS.vic.gov.au/funded-agency-channel/>

DHHS Service Agreement Compliance Certificate (SACC)

The SACC consists of a series of questions to be completed annually by the 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 then you are required to complete an ACFE Business and Governance Status (BGS) assessment (Note: Reference to ACFE BGS or VET funding contract under the *Skills First Program* in this document is applicable when the organisation is funded by ACFE)

The SACC will need to be completed in 'My Agency', the secure area of the Funded Agency Channel (FAC) website, where organisations update records and information regarding their funded services. 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).

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 replaces existing requirements to complete a separate financial accountability requirement (FAR) organisation certification and risk attestation. These have been revised and consolidated into the SACC which also includes additional questions relating to safety screening and privacy.

The SACC comprises five 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.
5. **ACFE Board Business and Governance Status (BGS):** that the organisation has submitted an up-to-date ACFE BGS assessment or is eligible for an exemption to the BGS requirement under current ACFE guidelines.

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.

For assistance with any of this information please contact your local DHHS representative.

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

DHHS 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 DHHS 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. A Frequently Asked Question page on risk attestation is also available.

VMIA Insurance covers:

Professional Indemnity- Provides cover for people in your organisation for an alleged breach of their professional duties.

Directors and Officers Liability (including Entity Liability and Employment Practices Violation)

Provides cover for civil or criminal claims made against your organisation's directors and officers including employment related matters.

Entity Fidelity -Covers your organisation for specific theft. This includes theft of money, securities or other property owned by your organisation or in its care, custody and control, and for which it is legally liable.

Personal Accident- Covers 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.

***VMIA does not cover** building & contents, fire & burglary, money & glass, construction works, motor vehicles, marine transit and Worksafe worker's compensation. It also doesn't cover room hire situations. Hirers must have their own insurance.

Ph. (03)9270 6900 or contact@vmia.vic.gov.au

<https://www.vmia.vic.gov.au/insure/community-service-organisations/community-service-organisations-program>



ACFE or Learn Local Funding

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 required 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.

<http://www.education.vic.gov.au/training/providers/learnlocal/Pages/pqf.aspx>

Learn Local is the term now 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 now known as 'Pathways & Participation Branch' and are situated in the DET (Department Education & Training see details and contacts below)

ACFE (& DHHS) have strict guidelines on branding and descriptions of fees which must be used when marketing programs including using regulation logos found here:

http://learnlocal.acfe.vic.edu.au/file/view/Learn+Local+Brand+Guidelines_FINAL_Feb+2011.pdf/214540216/Learn%20Local%20Brand%20Guidelines_FINAL_Feb%202011.pdf

Delivery Plans are usually required to be submitted in September/October outlining what your House wants 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 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.)

Once approved notification is provided by the Regional Team outlining your approved contact hours (SCH – Student Contact Hours) and the total allocated funding. For example, in 2018 the unit price is \$9.10 per student contact hour. Therefore if you have a 5 week course that will run for 4 hours each week and you expect 8 people to attend, this would equate to a 20 (hour course) X 8 (participants) X \$9.10 you would

receive \$1456 from ACFE to assist with running that course. 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.)

Additional funds required need to be raised by Learner fees. All students must pay a minimum of \$50 (or \$1.08 per hour) per course. NH's 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 as well as the tuition fees.

All Learn Local courses are required to have an overview (AFrame) and Session Plan approved by the Regional Staff prior to receiving the funding in the following year.

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

These are attached along with the Delivery Plan if the A Frame is new and has not yet been approved. AFrames on the Delivery Plan from previous years may require submission on request from the Department of Education & Training (DET).

Trainers delivering ACFE funded courses are required to complete specific documentation such as course evaluations and to collect Learner Plans filled out by Learners in their course. This material should be retained in the office and filed with the attendance sheet where possible.

All ACFE courses have to meet certain compliance requirements including completing a process called 'Moderation'. Moderation assures that quality and consistency of course delivery is maintained and continuously improved. All courses need to be moderated on annually and a selection of your courses will undergo a Verification process by the Regional Staff once every three years. All the information you require will be found here:

http://www.education.vic.gov.au/training/providers/learnlocal/Pages/pqf.a_spx

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:

Robyn Downie - Manager Stakeholder & Regional Support | 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

Postal address: PO Box 5, Dandenong, Victoria 3175

Ph. 03 876 55701 Mobile. 0407054746

Fax. 8765 5666

Email: downie.robyn.m@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 cultural 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. Councils' support does vary across the 10 Local Government areas in the Southern Region depending on Council Service Agreements. Variations occur in the following areas:

- The facilities the House or Centre 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

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 House 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 Networkers and by DHHS by invitation and dependent on availability. The Organisations are all very 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 the drop down menu at <https://www.chn.net.au/chn-southern-houses.htm>

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.

Some other strategies will assist in avoiding confusion for Committees, Committee members or Managers about the different roles:

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

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 is conducted either at properly constituted meetings or with the authority of such a meeting. Ensuring that you act at all times in the organisations 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	<p>Ensure Strategic Plan is developed</p> <p>Make strategic decisions</p> <p>Have environmental awareness (buildings, culture/safety)</p>	<p>Brief the Committee on potential strategies</p> <p>Provide relevant background information</p> <p>Develop business plans/work plans</p> <p>Achieve Committee's endorsement</p> <p>Manage change</p>
Policy	<p>Ensure appropriate policies are in place</p> <p>Prepare policies or delegate</p> <p>Endorse policy</p> <p>Monitor policy performance</p> <p>Ensure contemporary best practices</p>	<p>Identify policy needs</p> <p>Maintain current knowledge of industry requirements</p> <p>Prepare policy for Committee endorsement</p> <p>Implement and promote policy requirements</p> <p>Ensure contemporary best practices</p>
Resources	<p>Request costs/budgets/plans</p> <p>Approve resource allocations</p> <p>Monitor finances</p>	<p>Provide transparent records and reporting</p> <p>Prepare costs/budgets/plans</p> <p>Identify funding opportunities and present for Committee's endorsement</p>
Participants	<p>Ensuring:</p> <ul style="list-style-type: none"> a needs driven approach a user focus measurable outcomes 	<p>Implement quality customer service that meets the requirements of the Mission statement and funding requirements</p>

Examples - functional split between COM/COG and the Manager

Function	Committee activity	Manager activity
Community Need/Opportunity	<ul style="list-style-type: none"> Be a positive ambassador Focus on community needs Ensure contemporary best practices Maintain an external/future focus 	<ul style="list-style-type: none"> Identify need/opportunity Design organisational responses to need Ensure contemporary best practices
Decision Making	<ul style="list-style-type: none"> Effective and informed decision making Sound judgement Consistency with mission values and goals 	<ul style="list-style-type: none"> Quality briefings Accountability for advice given Sound judgement Current knowledge of the sector
Staff Management	<ul style="list-style-type: none"> Recruit and support Manager Conduct performance appraisals Know the industrial/legal context Know when to seek advice Ensure contemporary best practices 	<ul style="list-style-type: none"> Every aspect of staff management 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 new system available now 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/content/anhca-public-fund-dgr>

**For further enquiries and support please
contact your Networkers:**

**Cath Darcy 0407 897 389
(Tuesday-Friday)**

**Wendy Hiam 0450 784 051
(Monday-Thursday)**

Email: network@chn.net.au

