

CENTRAL HIGHLANDS ASSOCIATION  
OF NEIGHBOURHOOD HOUSES  
**ANNUAL REPORT**

**2023/24**





We acknowledge the Traditional Owners of Country throughout Victoria and pay our respect to them, their culture and their Elders past, present and future.





<b>Our Thanks</b>	<b>2</b>
<b>About Us</b>	<b>3</b>
<b>Our Goals</b>	<b>4</b>
<b>Sustainable Development Goals</b>	<b>5</b>
<b>Committee of Management</b>	<b>6</b>
<b>Year in Numbers</b>	<b>7</b>
<b>President's Report</b>	<b>8</b>
<b>Network Manager Report</b>	<b>10</b>
<b>Business Achievements</b>	<b>12</b>
<b>CHANH Highlight Initiatives</b>	<b>14</b>
<b>Financial Report</b>	<b>19</b>



# Our Thanks



Central Highlands Association of Neighbourhood Houses acknowledges the traditional owners of the country throughout Australia and their continuing connection to land, sea and community. We pay our respect to them. their cultures, and to the elders past and present.

Central Highlands Association of Neighbourhood Houses thanks our membership neighbourhood houses, including their committees of management, staff, volunteers and managers for their ongoing commitment to our organisation.

Central Highlands Association of Neighbourhood House gratefully acknowledges the support and advocacy of our peak body, Neighbourhood Houses Victoria, for their dedication to our sector.

Finally, Central Highlands Association of Neighbourhood Houses appreciates the contribution and commitment of the Department of Families, Fairness and Housing in funding both our network and our membership houses, and the support provided by our liaison officers.

# About us



## Strategic Purpose

To develop, enhance and represent the extraordinary value and effect of the Neighbourhood Houses of the Central Highlands region, supporting connection, resilience and advocacy for the benefit of our members and our communities.

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## Our Values

### **We Support**

We amplify our practice, our organisations and our sector through collaborative relationships - sharing resources, skills, peer support, philosophy, information, projects and more. Our collective talent and experience benefits each and every one of us when and where we need it.

### **We are Dynamic**

We embrace a shared culture of change, understanding that as our unique communities evolve and fluctuate so must we. We inspire forward thinking, creative and innovative responses, at a local level and through initiatives that strengthen and represent the valuable role of Neighbourhood Houses across the region.

### **We are Accountable**

We strive for integrity, longevity and success of the Neighbourhood House sector on behalf of our communities, promoting transparency, good practice, and respectful collaboration between management and governance in the stewardship of our organisations.

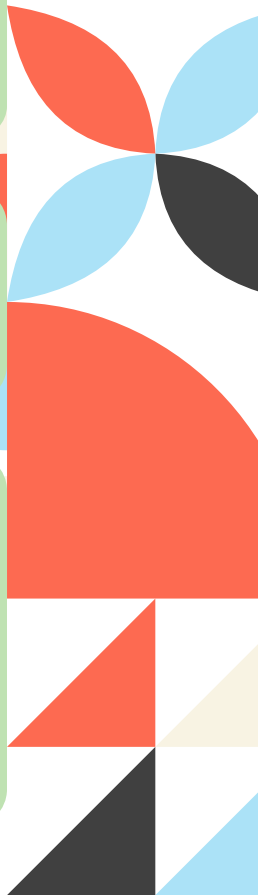
# Our Goals



**Goal 1** a good practice organisation.

**Goal 2** collaborative support for members to deliver the NHCP.

**Goal 3** promote and develop understanding of the neighbourhood house sector, its purpose and value.



## MEMBER INITIATIVE

‘Living and Ageing Well’ is a pioneering project, with Clunes Neighbourhood House leading an alliance with the local health service and community members to explore what a healthy ageing hub might look like if a Neighbourhood House was at the heart it.



# Sustainable Development Goals



Through our work as an organisation, or indirectly through support and collaboration for our member neighbourhood houses, CHANH contributes to the following Sustainable Development Goals:

<p><b>3</b> GOOD HEALTH AND WELL-BEING</p>  <p>Ensure healthy lives and promote well-being for all at all ages.</p>	<p>Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.</p>	<p><b>8</b> DECENT WORK AND ECONOMIC GROWTH</p> 
<p><b>4</b> QUALITY EDUCATION</p>  <p>Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.</p>	<p>Make cities and human settlements inclusive, safe, resilient and sustainable.</p>	<p><b>11</b> SUSTAINABLE CITIES AND COMMUNITIES</p> 
<p><b>5</b> GENDER EQUALITY</p>  <p>Achieve gender equality and empower all women and girls.</p>	<p>Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels.</p>	<p><b>16</b> PEACE, JUSTICE AND STRONG INSTITUTIONS</p> 
<p><b>10</b> REDUCED INEQUALITIES</p>  <p>Reduce inequality within and among countries.</p>	<p>Strengthen the means of implementation and revitalize the Global Partnership for Sustainable Development.</p>	<p><b>17</b> PARTNERSHIPS FOR THE GOALS</p> 

# Corporate Information



## Committee of Management - June 30, 2024:

Mary Francis, **Ballan Neighbourhood House** (NHVic Locum Manager)

Vicki Coltman (President), **Ballarat Neighbourhood Centre**

Sarah Greenwood-Smith, **Ballarat East Neighbourhood House**

Kristen Sheridan, **Ballarat North Neighbourhood House**

Meg Stewart, **Pyrenees Community House** (NHVic Locum Manager)

Lana De Kort, **Clunes Neighbourhood House**

Chrissy Austin, **Creswick Neighbourhood Centre**

Renae Knight (Vice President), **Darley Neighbourhood House**

Danny Liversidge (Secretary), **Daylesford Neighbourhood Centre**

Joan Coker, **Haddon Community Learning Centre**

Leah Phillips (Treasurer), **Meredith Community Centre**

Kylie Reeve, **Laurels Education and Training**

Richard Goodman, **Trentham Neighbourhood Centre**

Manya Ferwerda, **Wendouree Neighbourhood Centre**

### 2023-2024 Network changes:

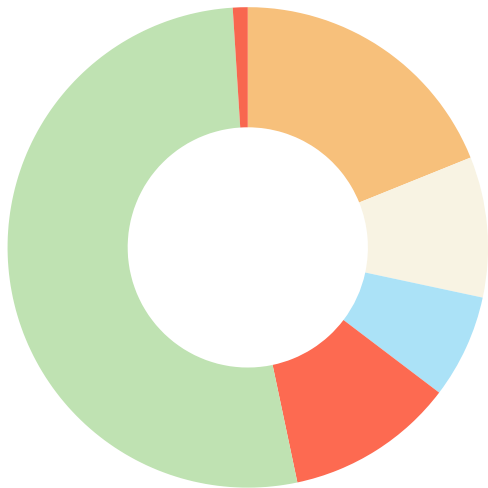
- Welcomed Mary Francis, Ballan Neighbourhood House (NHVic Locum Manager)
- Welcomed Meg Stewart, Pyrenees Community House (NHVic Locum Manager)
- Welcomed Richard Goodman, Trentham Neighbourhood Centre

# Year in Numbers



**INCOME \$4,757,017**

**VALUE \$17,801,632**



## VALUE INCLUDES:

Improved quality of life through social connection: **\$4,094,113**

Volunteer contributions: **\$1,806,819**

Emergency relief provided: **\$1,140,068**

Services provided: **\$1,743,750**

Adult Community Education: **\$8,790,298**

Social enterprise goods & services: **\$122,206**

Power Saving Bonus:  
**\$155,000**

Facilities use or hire:  
**\$1,064,748**

Auspicing other organisations:  
**\$30,358**

Community lunch, frozen or other meals:  
**\$169,440**

This community value equates to:  
**\$3.74 for every \$1 of income**



**\$12.05** for every \$1 of Neighbourhood House Coordination Program funding

**Over \$557.88** for every hour the neighbourhood houses are in use

Emergency relief value includes  
**\$1,091,348**  
in food and groceries

# President's Report



We often become so busy working in our organisations, we forget to take time to reflect on the work we do and what a fantastic sector we all work in. This year we welcomed new faces to the network and celebrated new facilities and many great achievements of network members.

Overall, neighbourhood houses continue to be challenged by increasing demand for services and requests for help. This combined with a reduction in funding and grants, has presented many operational challenges to house managers. In these difficult times, our Network continues to be a great source of support for neighbourhood house staff and committees and the sharing of resources has become even more important to time poor managers.

With the NHVic conference in Creswick this year, several CHANH members had an opportunity to showcase their houses to neighbourhood house staff from across the state. The conference was also a great opportunity for us to enjoy some social time together, whilst we benefited from shared knowledge and in-depth operational discussions with our colleagues.

Jane took time away this year, but in her true organised style, she made sure we were organised, briefed and supported during her leave. In Jane's absence and with Neighbourhood Houses Victoria's assistance, we continued working on the goals and plans as identified earlier in the year. These included:

- A review into the needs of houses to help them create their own Reconciliation Action Plans
- Briefing and assistance for houses impacted by the ATO self-reporting changes and the new CAV Model Rules
- An updated DFFH Service Agreement to acknowledge and legitimise the NHVic Trial
- Ongoing Child Safe Support
- Development of the trial ACFE Budget Tool



**Vicki Coltman**



Finally thank you to Jane and the Executive Committee members, especially the Network members who stepped up to take on more responsibilities when Jane took parental leave in the second half of the year. This year Executive Committee members changed several times, and it has been rewarding to see everyone working together to ensure the Network continued to function smoothly. As President, I always feel well supported and I look forward to working with everyone in the coming year.

### MEMBER STORY

In June Ballarat East Neighbourhood Houses celebrated it's fifth birthday.

Photo Credit: Michaela Settle MP



# Area Support Manager Report



This year highlighted a wonderful characteristic of our organisation – the spirit of collaboration.

CHANH initiated a number of great programs and activities this year - the launch of our subsidy for Reconciliation Action Plans, a forum in the use of Sustainable Development Goals, our collective purchase of ChildSafe Training for member staff and volunteers, combined efforts to assist members to update their Rules of Association to be Charities Act compliant, development of a Deep Costing Assessment tool for ACFE Programs – all based on the shared commitment and readiness to participate of the neighbourhood houses across the region.

CHANH has demonstrated over and over again how much we can achieve by working with, between and support of our members. This collaboration builds a protective, preventative framework- where members highlight and promote great practice, respond to and support compliance needs and inform decisions for organisational wellbeing.



**Jane Grimwood**



## **MEMBER INITIATIVE**

In February Ballarat Neighbourhood Centre unveiled the Sebastopol Tram Mural on the side of the Royal Mail Hotel- the culmination of a wonderful partnership between BNC, Sebastopol Historical Society Victoria and Ballarat Tramway Museum as part of the Spotlight on Sebastopol program, the City of Ballarat and funded by Regional Development Victoria.



More than member outcomes, this year, with my departure for eight months of maternity leave, it has been the spirit of collaboration which has held the network sound. During my absence, managers from our member neighbourhood houses willingly assumed extra responsibilities in overseeing programs, maintaining committee functions, connecting with stakeholders, welcoming new managers, and offering assistance, advice and support to one another when needed. This is the level of care, and the recognition of the value of collaboration, that our members create through our network, supporting one and other, and the communities we work with.

Beyond our network, the opportunity to collaborate and partner with our peak body Neighbourhood Houses Victoria, for our administration, support of Locum Managers and member development has been valuable, and in many ways, provided opportunity for reflection and insight to inform our ongoing development and effectiveness.



### MEMBER INITIATIVE

Exciting revitalisations underway - new name, new management and new program for Ballan Neighbourhood House, under the leadership of NHVic Locum Manager Mary Francis.

Photo Credit:  
Moorabool News

# Key Core Business Achievements



Neighbourhood House Networks create benefit for our members in a range of way – advocacy, peer support, professional development and support and advice. In 2023-2024 CHANH facilitated and contributed to Neighbourhood Houses by:



Welcoming Meg Stewart and Mary Francis NHVic Locum Manager to our network, induction and support for NHs in redevelopment phase.



Engagement with NHVic, VCROSS regarding funding indexation, outcomes for community services sector.



Collaboration with NHVic and member houses to assist members to update their Rules of Association to be Charities Act Compliant. This resulted in two of member houses becoming charities for the first time.



Focus on the upcoming legislation changes to the Privacy Act, with members discussing and taking action regarding forthcoming changes. Engagement with key partners such as Social Planet and Clevero regarding their role in Privacy management.



Organisational Review with BNNH completed with positive feedback.



Engagement with Impact Co- consulting with Grampians region for the Interim Regional Body regarding Mental Health and Wellbeing.



Engaged with Western Victoria Primary Health Network re Sustainable model of social prescribing in our region, with NHVic CEO Keir Paterson.



Supported member training, Conference and Training Subsidy well subscribed.



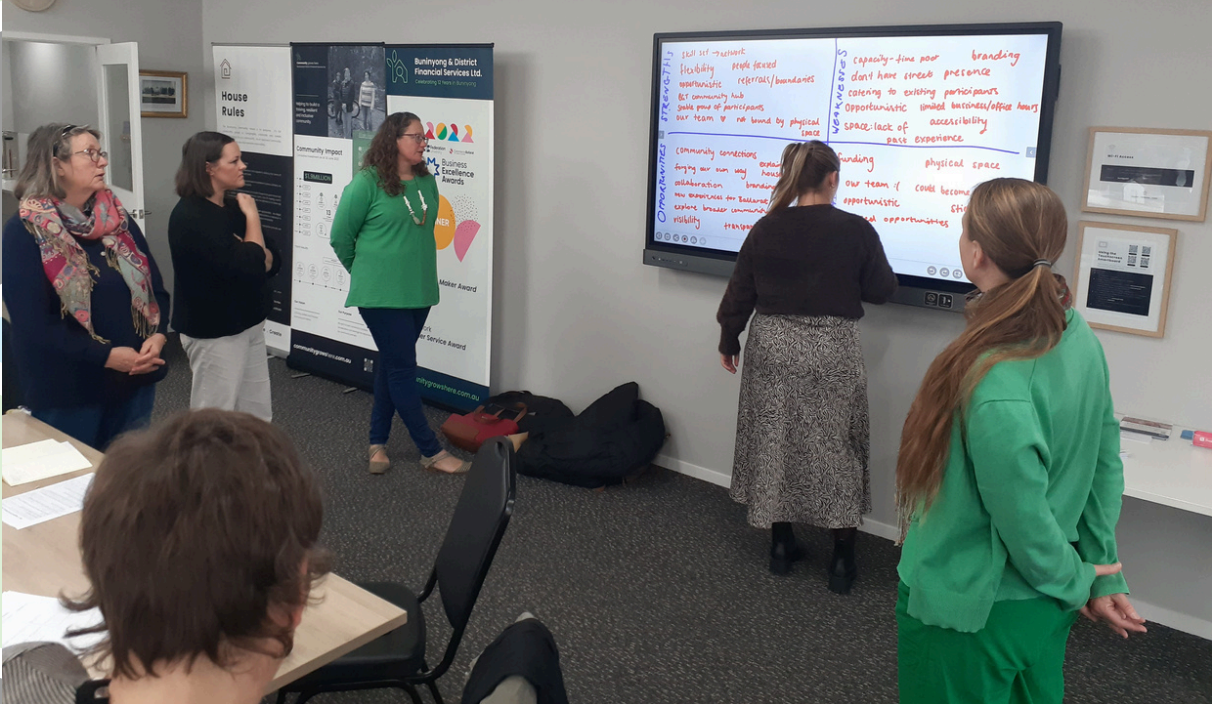
**MEMBER INITIATIVE**

Creswick Neighbourhood Centre had a strong focus on community food access throughout 2023-24, supporting community accessible food pantry and monthly lunch program, in partnership with Anglicare, CAFS and FoodBank.

# CHANH Highlights



In April, Area Support Manager Jane facilitated a review with Ballarat East Neighbourhood House, highlighting some fascinating insights around the value of the organisation for users and opportunities for organisation development.

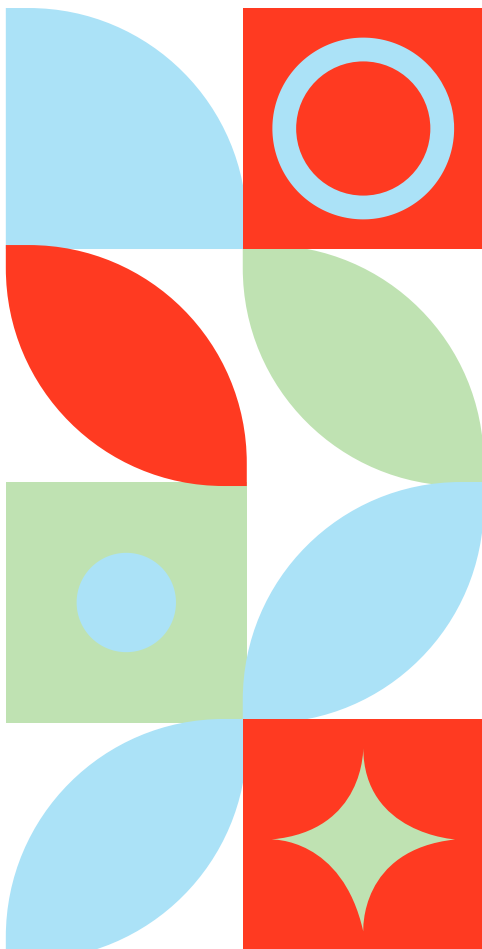


# Highlight Initiative



## Rules of Association Update

In 2022 Neighbourhood Houses Victoria (NHVic) identified an emerging issue for not-for-profit organisations anticipated to come to fruition in June 2024. These changes related to the handling of not-for-profit assessment, taxation and charity status at the federal level by the Australian Tax Office (ATO) and Australian Charities and Not-for-profit Commission (ACNC). Further, NHVic identified that the majority of neighbourhood house's in Victoria would be impacted, potentially losing their charity status and possibly subject to increased taxation. The complexity of the scenario was compounded by new requirements implemented to the Models Rules determined by Consumer Affairs Victoria.



For the protection of members, NHVic engaged with the ACNC to seek proactive solutions for the neighbourhood house sector.

In February 2024, CHANH invited NHVic Chief Operations Officer Cameron McCrae to present to the CHANH Committee on the scenario and establish how the network could assist houses to work through the changes that needed to be made. Member houses were provided with a copy of Template Rules of Association which highlighted the pathways forward for compliance with the Charities Act for the ACNC and with the changes required by Consumer Affairs Victoria.

# Highlight Initiative



## Rules of Association Update (contd)

With the return of Area Support Manager Jane Grimwood in March, immediate actions were taken to assess each neighbourhood house in the CHANH region for compliance. Houses were advised on their current risk status and the process to address the issue- some members had already taken action to understand and address the issue and others needed assistance to unravel the complexity of their situation. CHANH provided a Forum Workshop to discuss the risks, and managers who had completed the process could coach others on the complications and how to resolve them. The workshop unpacked how the NHVic Template could be used to support Rules of Association updates, and the process and timeframes houses would need to implement to changes to avoid the potential issues. Members were able to ask questions and clarify the situation, and access resources developed by houses for communications and administration purposes.

This initiative demonstrated the value of collaboration with our peak body, who lead the identification of the problem and the solution, the network, who supported local understanding of individual houses and enabled collaboration between members, and the members who assisted one and other with the process and details to enact the changes recommended.

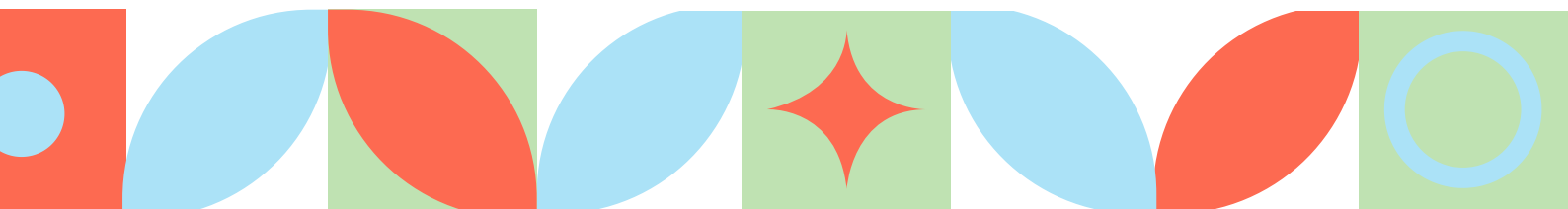
Through this process two CHANH neighbourhood houses became charities first the first time.



# Highlight Initiative



## ACFE Assessment and Advocacy



If the last few years have tested anything for neighbourhood houses, it has been the ability to pay attention to the nuances of swiftly of the changing environments that they operate in. This has applied to the nature of our communities, the economic values that impact individual choices, availability and focus of funding initiatives, adaptations in legislation and emerging compliance requirements, the evolution of technology and information accessibility – almost all aspects of neighbourhood house governance and operations has needed scrutiny due to the impact of change.

For many houses, one of the most difficult assessments to make has been to continue with the delivery of Adult and Community Further Education (ACFE). In 2022 half of the neighbourhood houses in the Central Highlands were ACFE Learn Local providers, partnered with the Department of Education to deliver subsidised pre-accredited training to support adult learners into employment or further education. Developments to improve efficiency and standardise delivery models in ACFE amounted to pressure for many of the neighbourhood house providers in our region. As long term providers, with an ongoing commitment to life long learning, unpacking the relationship and viability of Learn Local partnership proved a challenging discussion, within houses and at a network level as members identified common trends and obstacles for program delivery.

Members of the CHANH network identified the need for a deeper financial analysis of the program than what was commonly identified in ACFE budgets. At the April CHANH meeting, members identified a list of ‘hidden cost’ areas, and requested that a tool be developed to better understand how these hidden costs measured up against the income from Learn Local delivery.

# Highlight Initiative



## ACFE Assessment and Advocacy cont'd

Daylesford Neighbourhood Centre Manager Danny Liversidge volunteered to assist in the developing and testing of the tool. The initial prototype successfully demonstrated the significant financial contribution the neighbourhood house was making to Learn Local deliver, and that this exceeded the income provided by ACFE. This information, coupled with the declining number and increasing challenges, enabled the DNC Committee to make a better-informed choice regarding the future of the program.

The ACFE Deep Costing Tool will now be further developed, in partnership with Neighbourhood Houses Victoria, to aid neighbourhood houses and the sector in assessing and advocating for the needs of Learn Local providers.

We anticipate there will be three ACFE Learn Local providers in our region in 2025.



### MEMBER INITIATIVE

Daylesford Neighbourhood Centre, with the support of Hepburn Shire Council, Central Highlands Rural Health and the Daylesford community, opened a new Hygiene Station, including laundry and bathroom facilities, for people sleeping rough in the community.

This initiative won an award at the 2024 NHVic Conference, and inspired a number of similar facilities to be opened across the state.



### **MEMBER INITIATIVE**

The garden at Trentham Neighbourhood Centre was opened in November, the culmination of two and a half years of dedicated fundraising, planning and work, with support from the local community, the Stronger Communities Program, the Building Better Regions Fund, and Hepburn Shire Council Youth Space Activation Grant Program.

# Financial report



Commencing from June 1 CHANH adopted the use of XERO, and partnered with NHV Assist to manage bookkeeping and financial administration.

At the AGM in October Leah Phillips took over the role of CHANH Treasurer, following the resignation of Tania Sawyer.

Financial support for members was well utilised this year, with many members accessing the CHANH Conference and Training Subsidy. CHANH also has a new three year Reconciliation Action Plan Allowance in place, providing on-off subsidies for member to engage in developing RAPS in partnership with Reconciliation Australia.

These supports, along with the ongoing commitment to Child Safety Standards Training access, form the basis for strategic actions in our Budget as we move into the final year of the CHANH Spending Plan.

CHANH remains in a strong financial position.

## MEMBER INITIATIVE

Wendouree Neighbourhood Centre started a fresh chapter with the opening of the new building at the Community Hub, co-located with the Community Shed, Y Ballarat's ReCranked, and a new Sports Pavillion for Forest Rangers Soccer Club and used by the Ballarat Cricket Association. This has allowed further services and activities into the area, for all age groups. WNC also welcomed collaborations with the OnTrack Foundations - Soup Bus and Womens Shed Ballarat at the satellite site.



# Profit and Loss

Central Highlands Association of Neighbourhood Houses  
For the year ended 30 June 2024

2024

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## Trading Income

DHHS Funded Networker	69,760.08
Interest Income Other	1,148.33
Revenue	1,377.65
<b>Total Trading Income</b>	<b>72,286.06</b>

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## Gross Profit

**72,286.06**

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## Other Income

Paid Parental Leave Fund (Centrelink)	15,889.50
<b>Total Other Income</b>	<b>15,889.50</b>

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## Operating Expenses

Accounting & Bookkeeping Bank Fees	1,545.00
Catering Expenses	3,005.30
Executive Allowances	2,594.24
IT Expenses	90.00
Meeting Expenses	1,188.42
Member Conference Subsidy	6,948.64
Memberships - Affiliations Networker	812.70
Travel	16.60
Office Expenses	407.93
Portable Long Service Leave	503.74
Professional Developments & Training	3,152.09
Strategic Projects Other	500.00
Subscriptions & Software	2,651.40
Sundry Expenses	190.45
Superannuation	1,550.82
Support Management	20,209.09
Telephone & Internet	641.96
Wages and Salaries	14,098.26
Wages and Salaries (PPL)	15,889.50
Workcover	180.35
<b>Total Operating Expenses</b>	<b>73,705.12</b>

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## Net Profit

**14,470.44**

# Balance Sheet

Central Highlands Association of Neighbourhood Houses  
As at 30 June 2024

30 JUNE 2024

## Assets

### Bank

Central Highlands Association of NH	27,052.00
CHANH Debit Card	28.66
CHANH Term Deposit	46,120.06
<b>Total Bank</b>	<b>73,200.72</b>

### Current Assets

Accounts Receivable	1,429.92
<b>Total Current Assets</b>	<b>1,429.92</b>

### Fixed Assets

Office Equipment	1,252.05
<b>Total Fixed Assets</b>	<b>1,252.05</b>

### Total Assets

**75,882.69**

## Liabilities

### Current Liabilities

Accounts Payable	8,876.00
GST	68.20
LSL Liability Prior to Portable	2,416.16
Provision for Annual Leave	(3,030.29)
<b>Total Current Liabilities</b>	<b>8,330.07</b>

### Total Liabilities

**8,330.07**

## Net Assets

**67,552.62**

## Equity

Current Year Earnings	14,470.44
Retained Earnings	53,082.18
<b>Total Equity</b>	<b>67,552.62</b>



**Central Highlands Association of  
Neighbourhood Houses**

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