



2022/23

ANNUAL REPORT

**CENTRAL HIGHLANDS ASSOCIATION
OF NEIGHBOURHOOD HOUSES**





2022/23

ANNUAL REPORT



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

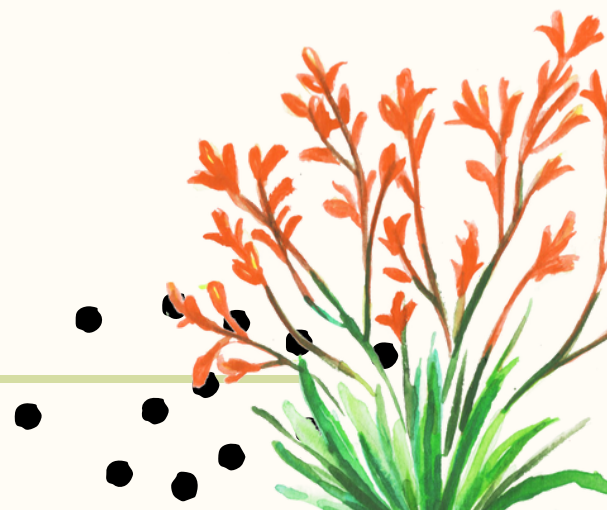
Front cover image: Creswick Neighbourhood Centre
Manager Chrissy leads an Open House Tour



2022/23

ANNUAL REPORT

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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.

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.

Image: Keir and Cameron join the CHANH AGM Lunch





Committee of Management - June 30, 2023:



Lyn Plummer **Ballan and District Community House**

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

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

Kristen Sheridan **Ballarat North Neighbourhood House**

Josie Kelly **Beaufort Community House and Learning Centre**

Lana De Kort **Clunes Neighbourhood House**

Chrissy Austin **Creswick Neighbourhood Centre**

Rena Knight (Vice President) **Darley Neighbourhood House**

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

Joan Coker **Haddon Community Learning Centre**

Leah Phillips **Meredith Community Centre**

Kylie Reeve **Laurels Education and Training**

Tania Sawyer (Treasurer) **Trentham Neighbourhood Centre**

Manya Ferwerda **Wendouree Neighbourhood Centre**

2022-2023 Network changes:

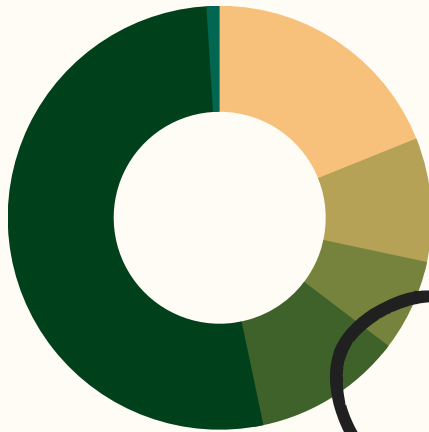
- Welcomed Kristen Sheridan, Coordinator of Ballarat North Neighbourhood House
- Welcomed Josie Kelly, Manager, Beaufort Community House and Learning Centre

Year in Numbers



INCOME \$4,265,742

VALUE \$19,608,140



VALUE INCLUDES:

Improved quality of life through social connection: **\$3,705,700**

Volunteer contributions: **\$1,853,582**

Emergency relief provided: **\$1,368,614**

Services provided: **\$2,227,224**

Adult Community Education: **\$10,256,812**

Social enterprise goods & services: **\$196,207**

Services value includes:

Computer/internet usage: \$8,616

Facilities use or hire: \$1,646,004

Résumé assistance: \$15,840

Tax Help: \$700

Auspicing other organisations: \$20,239

Community lunch, frozen or other meals: \$129,840

Fee for service activities: \$284,735

Power Saving Bonus: \$121,250

Emergency relief value includes:

Food and groceries: \$1,353,134

Food vouchers: \$12,000

Clothing: \$1,080

Personal care & hygiene items: \$2,400

This community value equates to:
\$4.60 for every \$1 of income

\$13.68 for every \$1 of Neighbourhood House Coordination Program funding

Over \$597.59 for every hour the neighbourhood houses are in use

EMPLOYMENT VALUE:

49.9
FTE JOBS



Network Manager Report



In the last four five months I have reflected on the sense of renewal and change in our network many times.

The process of slowing down our activities over the course of 2022 and exploring the deeper value of the organisation provided insightful results – and it's a no brainer really – to be a network that NETWORKS, aka, “to cultivate people who can be helpful to one professionally”.

This clarity enabled a shift of focus, to emphasise and enhance the connection and collaboration between neighbourhood houses to provide a sense of community, support, resources and celebration. This approach also saw a return to an Asset Based Community Development approach – understanding the strengths and contributions of our varied member organisations and their staff, and creating an environment which fosters giving, appreciation and recognition, as well as recognising that by working to our strengths, we mitigate our weaknesses.



Jane Grimwood



Image: Jane and
Chrissy farewell
Josie from Beaufort
Community House
and Learning Centre





With this in place, guided by the results of the 2023 Planning Day, we have seen a revitalisation of network participation, with Open House Tours, New Working Groups, Training Programs, and a Co-Lab Workshop – delivering outcomes in advocacy, communications and organisational development. These have been well subscribed and received fantastic feedback.

Alongside the investment in our network delivery, CHANH has enjoyed the opportunity to work in closer context with our peak body, Neighbourhood Houses Victoria, with a trial model of employment in place to decrease network administration and increase integration of services and activities.

As of June 2023, this trial is still fresh, and hold promising outcomes for supporting increased member awareness of and access to the range of expertise and support offered by our peak, as well as our contribution to the sector, such as our presentation on Social Prescribing and workshop for Community Gardening at the NHVic Conference in May.

We continue to learn and adapt, remaining a flexible and responsive organisation to the opportunities and needs which arise, and to cultivate a community of neighbourhood houses invested in each other's success.



Image: Our End of Year Xmas Event is always a bit of fun

President's Report



Once again it was my great pleasure to lead a group of committed and passionate house managers across the CHANH network. The depth of knowledge and experience in our network is a great resource, not only to our new manager Josie but for existing managers.

This year there were few changes in the network, with Danny, Tania and Renee continuing as the Executive Committee, and doing a great job supporting all of us. Thank you!

As usual Jane, our always dedicated and passionate Network Manager, kept us organised and focused. Developing processes and systems to strengthen network relationships and deliver our actions, Jane is a great asset and resource to all of us. She will be missed during her time away later in 2023.

After several COVID impacted years, this year it was time for us to stop and reflect. In doing so we completed:



Vicki Coltman

- An in-depth review of the Strategic Plan 2021-2025, updating Values and gathering key insights on benefits and focus moving forwards.
- The 2022 Evaluation which demonstrated the essential value of the network in providing peer support, shared resourcing and greater organisational efficiency for members.
- A Planning Day to set priority actions and focused members on deliverables, including Reconciliation Action, Child Safety, Cost of Living Advocacy, Sector Funding Advocacy, and improved communications and networking for our members.
- A review of the Risk Management Framework, increasing transparency over risk mitigation.





We also explored NHVic's pilot Networker Manager Employment Program. We felt there were many good reasons for trialling the pilot and signed up in early 2023. It turned out to be a fortuitous decision when our Network Manager requested extended leave. We expect the pilot to run for 18 months, including a detailed evaluation, and will make any long term decisions on its future in 2024.

Finally, you will see as you read this report, it was another very successful year for the network. I wish to thank everyone for your ongoing support, collaboration and willingness to work towards common network goals.



Images (L to R): Ballan and District Community House Manager Lyn in the Gallery at an Open House Tour, Jarrod demonstrates the Haddon Community Learning Centre Podcast and Video Blogging Studio at an Open House Tour



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 2022-2023 CHANH facilitated and contributed to Neighbourhood Houses by:

Distribution of Neighbourhood House advocacy letters to all LGA Mayors, local MPs and relevant shadow cabinet ministers, 27 letters in total. Featured in ABC radio interview and news article.

Representing the connections and opportunities for Neighbourhood Houses and Social Prescribing to the Health Sector, via our experience with Wellbeing Scripts, to Australian Disease Management Association, Western Victoria Primary Health Network, and to the Neighbourhood Houses Victoria Conference 2023.

Delivering Three Open House Tours, providing opportunities for Neighbourhood House staff, committee member, volunteers and students to visit Creswick, Ballan, Ballarat, Haddon, Darley and Laurels- with strong positive evaluation received for each day.

Supporting members to attend Cultural Training Day co-ordinated by Daylesford Neighbourhood Centre, establishing the foundations for a strong commitment to Child Safety Standards and Reconciliation Action by the Network.



Enabling a CHANH working Group of managers to Complete Submission to Federal Parliament on Cost of Living, representing the experiences and challenges of people engaging through Neighbourhood Houses across the region.

Establishing the CHANH Communications Working Group, leading to the trial of CHANH TEAMS Platform for information sharing and exchange.

Establishing the CHANH Backwards Funding Working Group, leading to deeper investigation and awareness of the funding impacts in our member houses, and how NHVic and the Community Services Sector is working to address these, and how we can work to improve this in the future.

Delivery of Child Safety Standards Initiative, including Manager's Co-Lab Self-Assessment Workshop and ChildSafe Training for Houses (ongoing).

Provision of direct support to member organisations, addressing a range of needs, including Child Safety Standards assessment, modelling for community programs and steering groups, governance and HR advice and referral.

Support for new managers through induction and information, and connection with the wider CHANH network.

Increased engagement with the NHVic CEO and Direct Team to provide support to Neighbourhood Houses in transition and continuous improvement.

Highlight Initiative

Network Revisioning

Over July – Dec 2022, CHANH completed a deep enquiry into the shape and form of the network in a post lockdown environment. It was identified that the COVID19 experience had created a highly reactionary environment, and that the culture of the organisation needed to shift to a stronger model of future proofing and resilience.

Working from the base created by the Strategic Plan drafted in late 2022, Committee Meetings held a strong focus on discussing the impact and value of the network, and how this could be used proactively to shape the organisation moving forward. In late 2022 the Annual Evaluation Survey was developed to reflect and evaluate the context of CHANH as a partnership of support between houses. The results demonstrated the network functions benefit to establish connections between peers, foster collaborative relationships, promoting different perspective, sharing resources, raising awareness of local opportunities, and achieving outcomes which would not have been possible without CHANH- and that over all the Impacts and Outcomes of the organisation achieved a 9766% positive response.

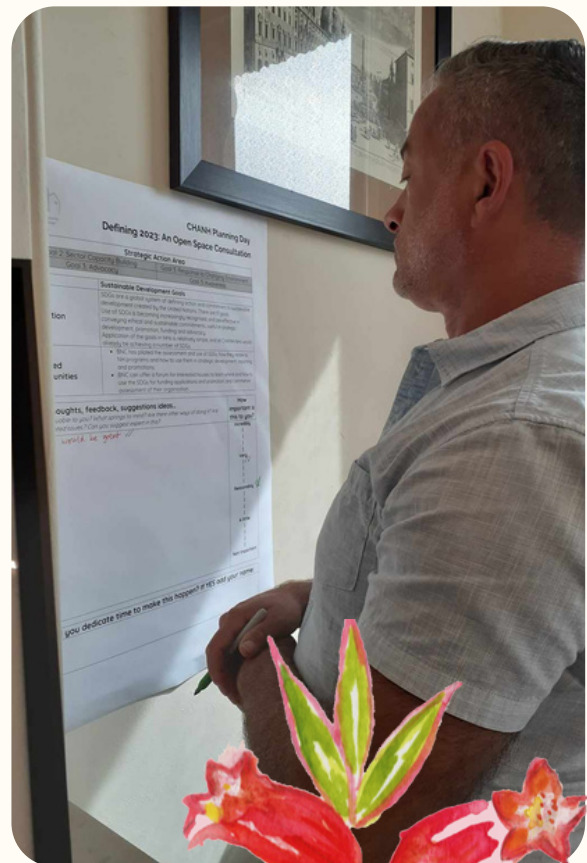


Image: Danny ponders priorities 2023

Highlight Initiative



Network Revisioning

With this understanding in place, 2023 launched a Planning Day event, where members were invited to comment on, rank and nominate to engage with a list of 10 possible objective which had been identified for action.



The Planning Day generated five Priority 1 Actions for 2023:

- Establishing a Working Group for Funding Advocacy
- Implementing a plan to support member Child Safe Standards compliance
- Development of a new CHANH Communications Platform
- Completion of a Cost of Living Submission to Parliament of Australia
- Development of an approach to support Reconciliation Action Plans

Five Priority 2 actions were also identified:

- Building a better understanding of Manager Skills and Expertise – creating Manager Bios
- Building a better understanding of Manager Skills and Expertise – delivering Manager led Forums
- Promoting the use of Sustainable Development Goals
- Engagement in Social Prescribing/ Wellbeing Script opportunities
- Film Projects to support NH Governance and Management



Is something wrong?

If there is something dangerous or harmful happening, please tell us.
Where is the problem?

Facilities

Buildings



Garden



Equipment



Myself

I've been treated badly



I'm injured



I am allergic



Others

Bullying



Hurt me



Made me cry



Teacher

Not helping me



Feeling unsafe



Rude



This can include things like:

How do I share my concerns or complaints?



Ask for help from staff, tutors or volunteers



Give us your honest feedback - we appreciate it!



Give us your idea for improvement in our Suggestion Box



Ask for a Form and make a formal Complaint

Highlight Initiative



Child Safety Standards

As demonstrated above, one of the key actions identified in the 2023 Planning Day was a collaborative approach to supporting member houses to become Child Safety Standards compliant.

The Victorian Child Safety Standards became law as of July 1, 2022, with organisations given 12 months to reach compliance – however by February 2023 most houses had been able to make little progress in this space. The group determined that a collaborative working day, shared resources and a collective buying action would best support efficient understanding and implementation of the Standards across the CHANH membership.

Utilising the self-assessment resources provided by the Department of families Fairness and Housing, Neighbourhood House Managers met at Ballarat East Neighbourhood House on April 4, 2023 and completed a review of the Standards compliance requirements. This process not only established a plan for implementation, but also enabled members to share resources between organisation, including information, template policies, example code of conducts and protocol documents.



Image: CHANH Members reconvene at Planning Day 2023



Highlight Initiative



Child Safety Standards

Many of these resources were catalogued into a Child Safety Standards Resources Webpage in the Member Portal of the CHANH website. Where specific resources did not exist, CHANH Area Manager Jane Grimwood researched and created templates which could be shared and adapted across the network.

A partnership was also formed with national training provider ChildSafe Australia, to implement a collective buying approach for a series of tiered Training Programs. CHANH purchased a subscription and commissioned Teir 1 training for all managers and for committee members for each neighbourhood house, and purchased extra licenses at the request of houses for staff, and volunteers. In all 250 licenses were purchased, enabling members to access a bulk discount rate. The first Teir 2 Training Webinar was offered on May 23, with attendance by 27 neighbourhood managers, staff and committee members.

Support for Child Safety Standards Compliance will continue for the remainder of 2023.



Financial report



Image: Ballarat Neighbourhood Centre CD Manager Donna presents to an Open House Tour Group



CHANH is in a strong financial position with an annual budget and spending plan in place to ensure financial sustainability and accountability to network members.

Our annual budget review identified changes were required to our existing spending plan. The Committee felt member houses would benefit from a focus on Child Safe Training and associated resources. In addition, members are keen to assist houses develop their Reconciliation Action Plans. The Spending Plan was amended to accommodate these priorities.

This year we also finalised the acquittals for the New Pathways for Health Grant and the Wellbeing Scripts: Framework for the Future Grant.

Profit and loss report

Accrual mode

01 Jul 2022 - 30 Jun 2023

	Total
4-0000 Income	
4-1050 DHHS Funded Networker	67,476.68
4-1060 Other Income	2,984.02
4-1130 Funding Rec'd in Advance DOH - New Pathways for Heath Grant	13,987.58
4-1170 Funding Rec'v in Advance -WPVHN - Wellbeing Scripts	21,000.00
4-2000 Bank interest	161.08
Total Income	105,609.36
Gross Profit	105,609.36
6-0000 Expenses	
6-0010 Accounting & Bookkeeping	1,440.00
6-0040 Assests < \$5,000	
6-0041 IT Equipment	65.45
Total Assests < \$5,000	65.45
6-0070 Bank Charges	5.54
6-0085 Executive Allowances	2,100.00
6-0110 Member Support Services	
6-0111 Catering Expenses	174.23
6-0112 Member Conference Subsidy	4,857.26
6-0116 Strategic Projects	
6-0119 Strategic Projects Other	6,124.85
6-0120 New Pathways for Heath Grant	13,680.51
6-0121 Western Vic PHN Grant	18,071.64
Total Strategic Projects	37,877.00
Total Member Support Services	42,908.49
6-0222 Computer Expenses	
6-0223 Computer Expenses	71.82
6-0224 Software Expenses	896.62
Total Computer Expenses	968.44
6-0481 Meeting expenses	1,297.84
6-0490 Memberships - Affiliations	1,126.20
6-0522 Office Stationery	117.31
6-0570 Rental - Networker Office	1,500.00
6-0600 Salaries & Wages	
6-0602 Networker Long Service Leave	804.83
6-0607 Networker Superannuaton	3,714.01
6-0611 Networker Wages	36,103.00
Total Salaries & Wages	40,621.84
6-0612 NHVic Employment Trial	15,470.70
6-0660 Subscriptions	806.53

	Total
6-0670 Sundry Expenses	190.05
6-0680 Telephone	635.30
6-0700 Networker PD & Training	936.36
6-0710 Travel & Accommodation	
6-0711 Networker Travel	1,170.08
Total Travel & Accommodation	1,170.08
Total Expenses	111,360.13
Operating Profit	(5,750.77)
Net Profit	(5,750.77)

Balance sheet report

Accrual mode

30 Jun 2023

	Total
1-0000 Assets	
1-1155 Bendigo Bank Account	10,280.33
1-1156 Bendigo Bank Term Deposit	44,974.39
1-1157 NC Debit Card	512.26
1-2000 Trade Debtors	392.39
1-6000 Equipment	1,252.05
Total Assets	57,411.42
2-0000 Liabilities	
2-2000 Trade Creditors	(5.00)
2-3000 GST Liabilities	
2-3010 GST Collected	1,678.58
2-3030 GST Paid	(2,675.21)
Total GST Liabilities	(996.63)
2-5000 Payroll Liabilities	
2-5002 Superannuation Liability	(114.42)
2-5010 Provision for Annual Leave	(3,030.29)
2-5080 LSL Liability Prior to Portable	2,416.16
Total Payroll Liabilities	(728.55)
Total Liabilities	(1,730.18)
Net Assets	59,141.60
3-0000 Equity	
3-8000 Retained Earnings	64,892.37
3-9000 Current Earnings	(5,750.77)
Total Equity	59,141.6
	0



Central Highlands Association of Neighbourhood Houses

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