

ANNUAL REPORT 2019-20



Central Highlands
Association of
Neighbourhood Houses

Prepared by Jane Grimwood, Network Manager
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ABN 96 376 374 241

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OUR THANKS

Central Highlands Association of Neighbourhood Houses acknowledges the traditional owners of the lands we meet upon, lands which were stolen, never ceded.

We pay respect to the indigenous leaders of our communities, past present and emerging.

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 Health and Human Services in funding both our network and membership houses, and the support provided by our liaison officers.

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ABOUT CHANH INC.

Our Vision:

A strong, collaborative Neighbourhood House Network

Our Mission:

To support the sustainability, development and growth of our members.

Our Goals 2017-2020:

Governance and Management:

"We will facilitate quality governance and management by providing advocacy, advice and assistance."

Advice and Support on Service Development:

"We will be strong and responsive community development organisations."

Professional Development and Resources:

"We will be agile, responsive and skilled by engaging in learning."

Capacity Building and Linkages:

"We will actively engage with each other and community organisations."



CORPORATE INFORMATION

COMMITTEE OF MANAGEMENT JUNE 2020

Lyn Plummer	Ballan and District Community House
Vicki Coltman (President)	Ballarat Neighbourhood Centre
Kate Owen	Ballarat East Neighbourhood House
	Ballarat North Neighbourhood House
Pauline Ball	Beaufort Community House and Learning Centre
Lana De Kort	Clunes Neighbourhood House
Kim Gilliott (Acting V. President)	Creswick Neighbourhood Centre
Renae Knight	Darley Neighbourhood Centre
Danny Liversidge	Daylesford Neighbourhood Centre
Joan Coker	Haddon Community Learning Centre
Leah Phillips	Meredith Community House
Helen Powers	The Laurels Education and Training
Tania Sawyer (Secretary)	Trentham Neighbourhood Centre
Manya Ferwerda (Treasurer)	Wendouree Neighbourhood Centre

*** Name redacted by request, Sept 2026

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Our gratitude and thanks go to Pam Ridd, a former Network President, who retired in March, after many years of service to our Sector.

A warm welcome to Leah Phillips as the new Manager of Meredith Community Centre, and Kate Owen as the inaugural Coordinator of Ballarat East Neighbourhood House.

Our thanks also goes to Helen Powers, of The Laurels Education and Training, for her contribution to CHANH as Secretary from 2017 to 2019.

We welcome Tania Sawyer, of Trentham Neighbourhood Centre, into the role of Secretary in August 2019.

Finally, our thanks to Kim Gilliott, of Creswick Neighbourhood Centre, who stepped down as CHANH President in February 2020, remaining on the Exec Team as Acting Vice President, and to Vicki Coltman for stepping into the President's role from the Vice President role in May 2020.

"Being part of the CHANH supports me to apply continuous improvement strategies, stay abreast of new opportunities and changes impacting our sector, and provides access to high quality resources. Connection with other managers in our region provides the occasional shoulder to cry on and a way to celebrate good news with people walking in the same shoes."

*Kim Gilliott,
Creswick Neighbourhood Centre*

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OVERVIEW 2020-19

In striving for ambitious goals we take risks. We can miss the mark, encounter obstacles, even derailed altogether. This is risk taking at its best—we learn about our capacity, where resourcing and partnerships lie and the reality of what can be achieved in our current environment.

The final year of the CHANH 2017-2020 Strategic Plan began with a sense of opportunity. In August the Committee approved the Sustainability Plan, aspiring to benefit the neighbourhood house landscape by working with people, partners, contractors and our wider community stakeholders.

The timeframes were tight. We did not allow for unexpected impacts— even without the COVID-19 Pandemic we were not going to complete the project as planned. Yet, in attempting the Sustainability Project unexpected opportunities and resources became available. Headway was made in initiatives that were immobile for years, and we formed valuable connections. However, these project goals gave way to more pressing priorities as our Network rallied together to support one another through the greatest disruption of our communities for decades.

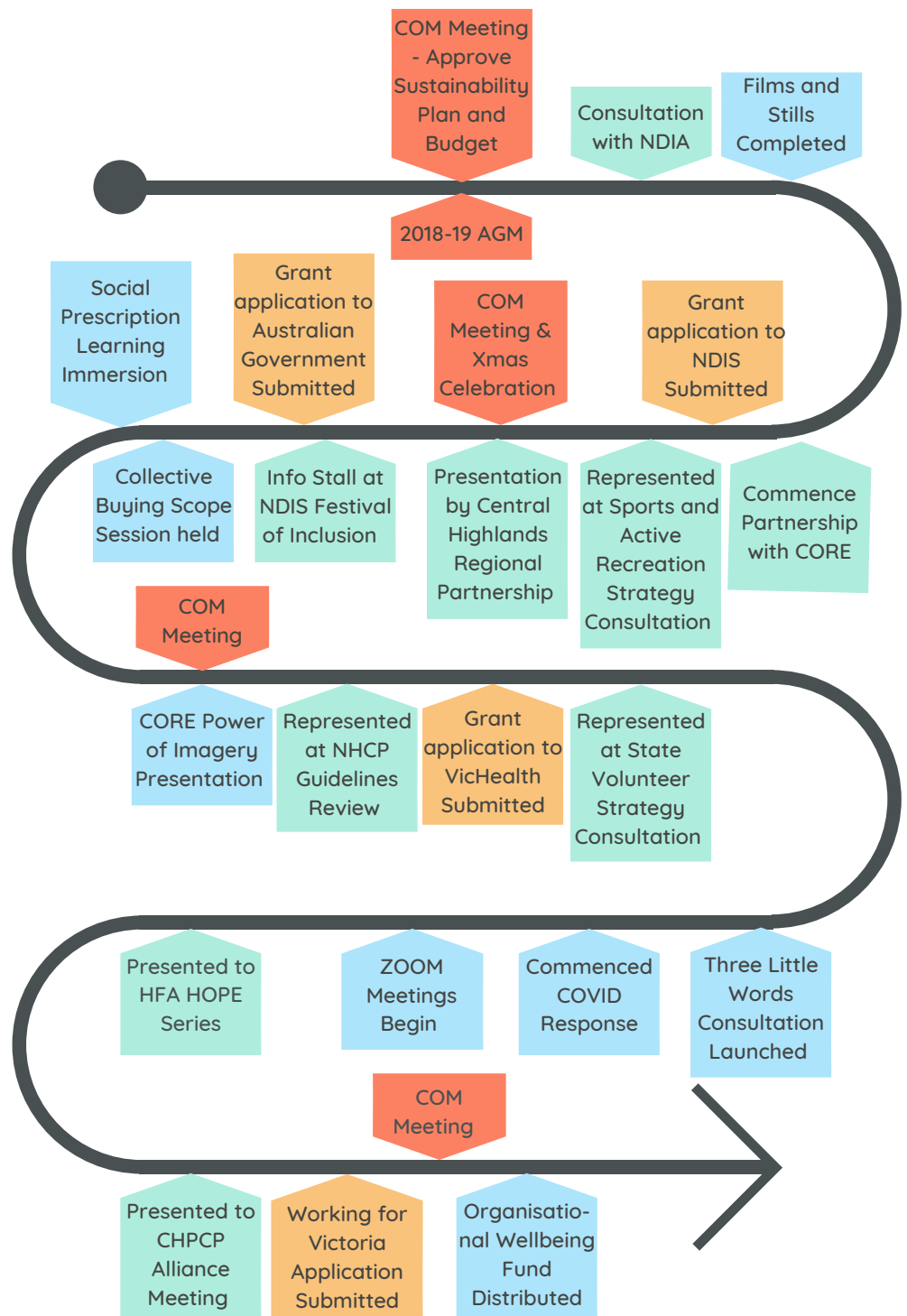
We move forward smarter, better connected, more focused and well resourced.

“Our network provides us with an invaluable opportunity to provide support, share experiences, challenges, resources, ideas, and project opportunities.”

Joan Coker,
Haddon Community
Learning Centre

Jane Grimwood
Network Manager

KEY ACTIONS 2019-20



CORE BUSINESS

CHANH takes a proactive approach to provision of support, inviting members to access support services at critical points in organisational transitions. In the 2019-20 year we:

- Completed Risk Management Matrix Assessments for two Neighbourhood Houses
- Delivered one Risk Management coaching session by three experienced managers
- Initiated Strategic Planning support for two Neighbourhood Houses - suspended by COVID19 impact
- Provided for one new Neighbourhood House Manager Induction
- Provided 6 editions of Committee Corner Newsletter to Neighbourhood House Committee of Management Members to 75 subscribers
- Provided Fit2Work account for Police Checks and Working With Children Check monitoring

"At Ballarat Neighbourhood Centre we have been able to take advantage of the CHANH regional approach, spring-boarding our own policy and marketing projects from CHANH initiatives- creating an entirely new policy manual as well as cinema advertising for our neighbourhood house. Feedback has been very positive and we look forward to more opportunities to collaborate with other CHANH members in the future."

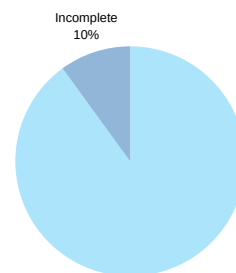
Vicki Coltman
Ballarat Neighbourhood Centre

STRATEGIC PROJECTS

The 2019-2020 Sustainability Project aimed to build the efficiency and effectiveness of Neighbourhood Houses by exploring a range of opportunities.

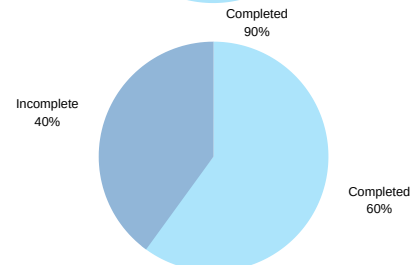
Regional Campaign:

Promote houses, extending awareness beyond our traditional partners and our traditional ways of working together



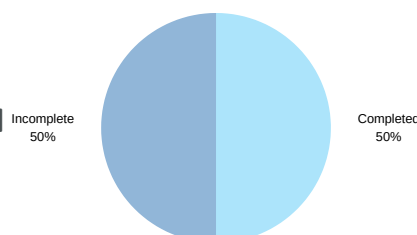
Regional Action Plan :

Trial a regional partnership to support and communicate advocacy in houses



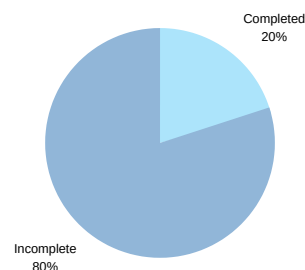
Collective Buying Approach:

Explore the potential for houses to partner together and bargain for reduced costings on services.



People and Culture Support:

Trial initiative to enhance and support management of people and culture in neighbourhood houses



Overall, the Sustainability Project is 56% completed - but this figure does not tell the full story.

Our Neighbourhood House is committed to providing a safe and supportive environment, where diversity is celebrated and everyone is treated with respect, dignity and care.

Governance Statement recommended to CHANH Neighbourhood House Committees of Management as part of the Equity and Respect Regional Action Plan, in collaboration with Women's Health Grampian CORE initiative.

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HIGHLIGHT 2019-20

WELLBEING SCRIPT CONCEPT

Key 2017-20 Strategic Goals:

- Develop linkages and relationships with relevant stakeholders
- Develop linkages and relationships with relevant stakeholders
- Drive the agenda and keep abreast of government and community

Inspired by the Regional Campaign, CHANH formed alliances with Health Futures Australia (HFA) and Ballarat Innovation and Research Collaboration for Health (BIRCH) to explore the international concept of Social Prescribing in an Australian context. This collaboration created the Wellbeing Script Concept - a human centred approach to elevate the role of neighbourhood houses as hubs for wellbeing in the health sector, and aims to create referral pathways to reduce social isolation for vulnerable community members.

Two funding submissions were made, with the CHANH application "New Pathways for Health" to the Australian Government for \$112,000 awarded in June 2020.



HIGHLIGHT 2019-20

COLLECTIVE BUYING APPROACH

Key 2017-20 Strategic Goals:

- Investigate and create innovative opportunities for sustainability
- Develop and share resources, services, innovation and standards of best practice.
- Be proactive and responsive to management needs of members

In December interested staff, committee members and volunteers participated in a scoping exercise to explore obstacles and solutions to Collective Buying. The Approach identified:

- Potential purchasing actions
- Processes for building agreement for a viable contract result
- Documentation required to research, tender and assess potential contracts
- A marketing platform to support contractor engagement

Consultation with the network narrowed the purchasing actions to three identified areas for further exploration, and key documentation and marketing materials have been developed.

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HIGHLIGHT 2019-20

COVID-19 RESPONSE

Key 2017-20 Strategic Goals:

- Be proactive and responsive to the management needs of members
- Provide develop and share governance resources for members
- Proactively guide the agenda and keep abreast of government and community

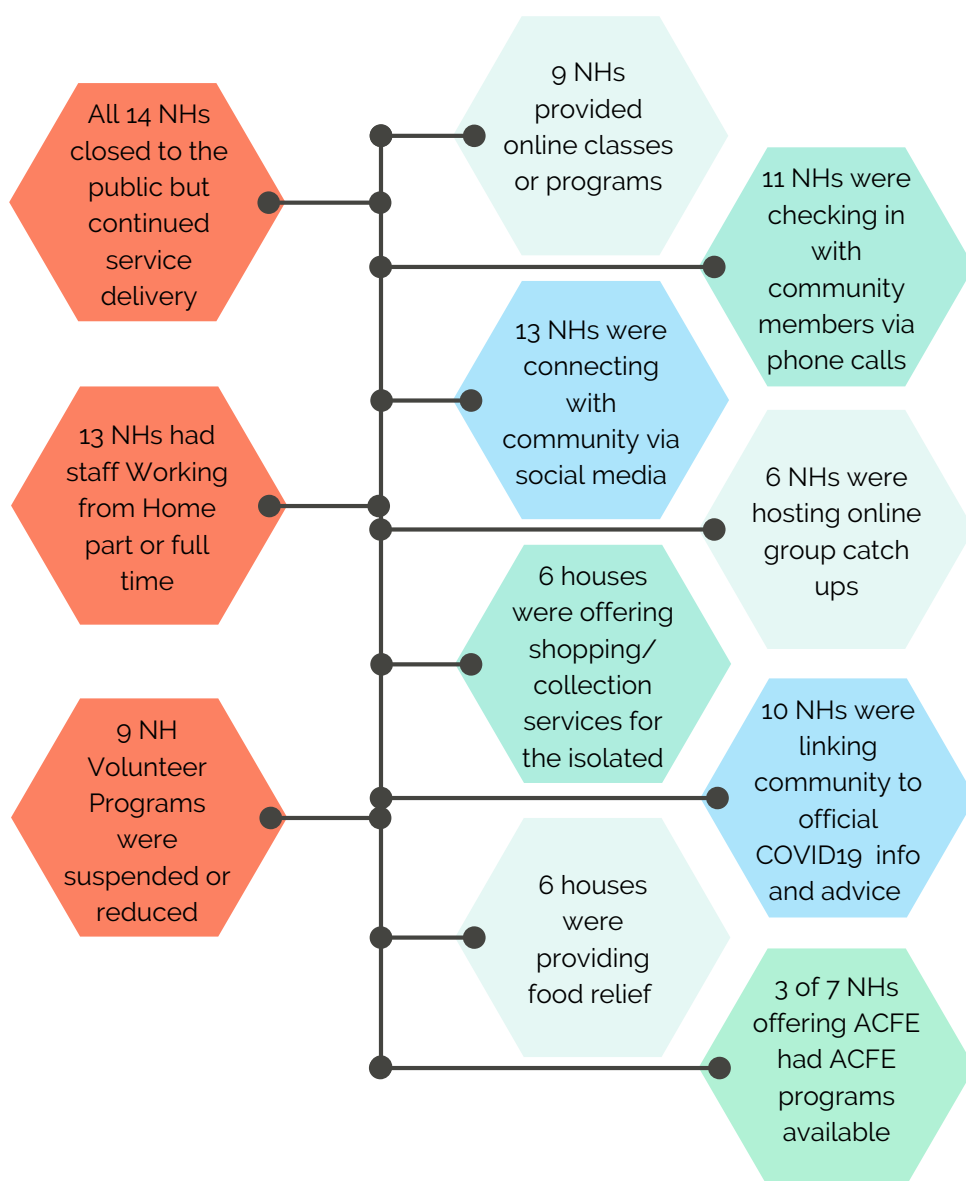
THE CHANH COVID-19 Response was immediate and agile, including:

- Changing hours of availability to support houses when they needed it
- Social media support response, creating the CHANH Social Media Bank
- Resources, including Working From Home Assessment Sheets, Business Continuity Plan and the CHAOS Network Reopening Checklist
- Decision making support for managers
- Weekly CheckIns online for peer support and information exchange
- COVID-19 focused advice in the Committee Corner Newsletter
- Provision of an Organisation Wellbeing Fund to all houses
- Application to Working for Victoria Fund for CHANH member houses (pending)

IMPACTS OF COVID-19 IN OUR REGION:

This year has certainly redefined what 'a new challenge' looks like and the network has been an incredible source of support. The degree of commitment to the sharing of information, ideas, and laughter too, has been invaluable. We are incredibly fortunate to be part of an open, collegial, and compassionate group of people.

*Renae Knight,
Darley Neighbourhood
House*



From DHHS April 2020 Pulse Check

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PRESIDENT'S REVIEW

VICKI COLTMAN

In May I was delighted to be appointed as CHANH President, as the Network has gone from strength to strength in recent years. Giving the Network a regional voice and the creation of marketing materials for use across the Houses are important achievements this year.

Whilst COVID-19 has impacted our work, it is important we continue to work together to promote the essential work we do. At a grassroots level, we will see the impacts of the virus on our communities, staff and houses for some time to come. In these unprecedented times the need for our services has never been greater and the Network is well positioned to play a key role.

On behalf of the members, I take this opportunity to thank Kim Gilliott for her commitment and dedication. In the President's role, Kim has worked tirelessly, often behind the scenes, to lead our Network and to support our Network Manager.

Finally, thank you to my fellow Executive Committee members, Manya and Tanya, for their work this year and I look forward to leading the Network over the next year.

FINANCIAL NOTES:

The Spending Plan, adopted in August 2019 for five years, allocated \$14,650 from retained earnings to support strategic projects.

Grant Income for 2019-2020 was:

- Victorian Government - Neighbourhood Houses Coordination Program
- Australian Government - Public Health and Chronic Disease Program

The member conference subsidy was underspent by \$4553. Unspent subsidies were rolled into 2020-21 for all eligible members.

CHANH redeployed unspent project and professional development funds to support member house staff and volunteers in response to COVID-19 through the Organisational Wellbeing Fund, which was an unplanned expense of \$8,400.

The 2019-2020 Budget was projected to be \$78,121, which was underspent by \$3,983.



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BALANCE SHEET

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Central Highlands Assoc of NH'S
C/- Wendouree Neighbourhood
Centre**Balance Sheet**

As of June 2020

ABN: 96 376 374 241

Email: wncmanager@ncable.net.au

Assets

Bendigo Bank Account	\$67,261.66
Bendigo Bank Term Deposit	\$44,240.34
NC Debit Card	\$476.91
Undeposited Funds	\$5,399.00
Equipment	\$1,252.05

Total Assets	\$118,629.96
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Liabilities

Trade Creditors	\$1,395.00
GST Liabilities	
GST Collected	\$7,422.22
GST Paid	-\$795.88

Total GST Liabilities	\$6,626.34
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Superannuation Liability	-\$14.49
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PAYG withheld	\$1,404.00
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LSL Liability Prior to Portable	\$2,416.16
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Total Liabilities	\$11,827.01
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Net Assets	\$106,802.95
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Equity

Retained Earnings	\$74,814.47
Current Earnings	\$31,988.48

Total Equity	\$106,802.95
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PROFIT AND LOSS

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Central Highlands Assoc of NH'S
C/- Wendouree Neighbourhood
Centre

Profit & Loss Statement

July 2019 To June 2020

ABN: 96 376 374 241

Email: wncmanager@ncable.net.au

Income			
DHHS Funded Networker		\$59,784.08	
Funding Rec'd in Advance DOH - New Pathways for Health Grant		\$33,000.00	
Covid Business Boost		\$10,000.00	
Bank interest		\$856.49	
BNC Policy Work		\$2,486.70	
Total Income			\$106,127.27
Gross Profit			\$106,127.27
Expenses			
Accounting & Bookkeeping		\$1,560.00	
Advertising & Promotion		\$8.00	
Assests < \$5,000			
IT Equipment	\$327.35		
Office Equipment	\$263.64		
Bank Charges		\$4.75	
Executive Allowances		\$2,736.36	
Member Support Services			
Catering Expenses	\$705.38		
Member Conference Subsidy	\$2,447.74		
Networker Conferences	\$317.69		
Strategic Projects			
NH One Minute Videos	\$1,858.88		
NH Wellbeing Fund	\$7,325.40		
Strategic Projects Other	-\$35.62		
Computer Expenses			
Computer Expenses	\$69.98		
Software Expenses	\$763.19		
Insurance - General			
Workcover	\$214.60		
Meeting expenses		\$62.97	
Memberships - Affiliations		\$897.38	
Office Stationery		\$132.77	
Rental - Networker Office		\$2,750.00	
Salaries & Wages			
Networker Long Service Leave	\$2,930.82		
Networker Superannuation	\$3,967.56		
Networker Wages	\$42,257.99		
Sundry Expenses		\$538.26	
Telephone		\$445.40	
Travel & Accommodation			
Networker Travel	\$1,588.30		
Total Expenses			\$74,138.79
Operating Profit			\$31,988.48
Net Profit/(Loss)			\$31,988.48

