

ANNUAL GENERAL REPORT 2023/24



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BOX HILL SOUTH
NEIGHBOURHOOD HOUSE

ACKNOWLEDGEMENTS

Box Hill South Neighbourhood House would like to thank the following organisations and groups for their support during the year:

Department of Families, Fairness and Housing
The City of Whitehorse
Business Victoria
Be Connected
Neighbourhood Houses Victoria
Network of Inner East Community Houses
Whitehorse Community Houses
Umbrella Dementia Cafés
Whitehorse Urban Harvest



MISSION, VISION & STRATEGIC DIRECTION

Box Hill South Neighbourhood House is a not for profit, community owned and managed organisation that is governed by a voluntary Committee of Management. We offer a wide range of social, educational and recreational activities that reflect the needs of the local community in a welcoming, supportive environment.

OUR VISION

Our vision is to connect with, and respond to our diverse community.

MISSION STATEMENT

Box Hill South Neighbourhood House provides a friendly place for people to develop their interests, skills and a sense of belonging to a wider community.

STRATEGIC PLAN 2022 - 2026

The strategic plan was developed by the Committee of Management and ratified in July 2022.

The broad goals of the strategic plan are:

Objective 1: Governance

To ensure good governance for the effective management of the House and reflect the needs of our community within the appropriate legal and ethical framework. To attract new committee member with relevant skill sets.

Objective 2: Maintain participation and relevance to local community

To promote greater engagement within the local community in the activities of the House and improve acquisition of attendees

Objective 3: Networking/Marketing

To broaden networking opportunities to enhance the progress of the House
To seek new marketing opportunities for the House

Objective 4: Partnerships

To strengthen and promote partnerships with Whitehorse Council and local businesses. To broaden cultural engagement

Objective 5: Financial Viability

To keep the House operations financially viable



COMMITTEE OF MANAGEMENT -2023/2024

The Committee of Management in 2023/2024 consisted of 9 selected members, and one member (with limited voting rights.)

The committee is to be commended on their commitment and dedication to the governance of the House. In particular it has focused on:

- Endorsement and updating of numerous policies and procedures
- Financial planning, budgeting and monitoring of the House income and expenditure
- Fundraising
- Advocating for the Neighbourhood House sector and supporting the relevant campaigns
- Ensuring the values and ethics of the House are maintained



Office Bearers

Judith Buckingham - President
Ysolde Nichols - Vice President
Lesley Birks - Secretary
Sandra Robertson - Treasurer



General Members

Val Kendall
Trish Bourke
Sheila Turner
Judith Hughes
Diana Ferguson



Office Staff

Pamela Mills - Manager
Sam Brown
Duygu Genc



STAFF AND VOLUNTEERS -2023/2024

IN-OFFICE STAFF

Pamela Mills is our House Manager. She welcomes everyone in the community, and is responsible for the day to day running of the House, including managing staff, projects, finances along with personally running some classes and workshops.

Sam Brown is our Admin Assistant. You will find her in house towards the end of the week and is responsible for marketing, database management and she makes a good cup of coffee! Duygu Genc has joined us this year and is responsible for the finances.

TUTORS & GROUP LEADERS

We are privileged to have such talented and generous tutors working at our House. Thank you all for your warmth, dedication and support. The success of our classes and groups is very much due to the enthusiasm of these wonderful people. Thanks also to our social group leaders. We look forward to working closely together in the coming year.

VOLUNTEERS

We are grateful for our wonderful volunteers who work on many and varied tasks around the House. A special thank you to Duygu Genc for her invaluable assistance with the new accounting system, Thank you to the continued support from our many volunteers like Amy, Liping and Ying. Thank you to Janice for helping translate at the Social Housing activities at Elizabeth street and the amazing people who help with the Umbrella Dementia Cafe.

Thank you to all the program deliverers and to Ian who mows the lawns.

Volunteers are an invaluable asset to our organisation. We recognise that everyone has a contribution to make, and we warmly encourage people to join in at any level.

SPECIAL MENTIONS

Judith Buckingham – President and policy writer extraordinaire, and quiz master.

Sandra Robertson – For her dedication and countless hours working as our Treasurer.



PRESIDENT'S REPORT

The House has consolidated its move into community outreach with the Social Housing Project run through the Network of Inner Eastern Community Houses (NIECH) and the Healthy Aging project run in conjunction with Kooning Cottage, Louise Multicultural and Burwood Neighbourhood House. The usual house classes such as exercise, language and craft and art classes still run, as do groups such as Book Club, Urban Harvest, Dementia Cafe, playgroups, Eastern Writers and one off cooking, gardening and craft workshops, but there is more focus on community development such as the Intergenerational program which has so far included Early Start Kindergarten and Box Hill High School.

A big project completed this year was the Sensory Garden and we owe enormous thanks to Sue Berkeley for the advice and hours she has given towards this. The two wicking beds planted with mixed vegetables which are available now for the community to pick are a great success- and thank you to the locals for holding off picking vegetables until they were fully grown and for only taking a few outside leaves at a time.

A big event this year has been our manager Pam taking well deserved long service leave for three months. During this time Di Gow stepped in as part time manager and did a sterling job of keeping the house running (and introducing some new activities such as the Carers' Walking Group). Thank you Di. Thanks are also due, however, to members of the Committee who stepped in to open and close up and ensure the House still ran as efficiently as possible. We are, nevertheless, so pleased to have Pam back!

The House has been fortunate to have a dedicated Committee of Management all of whom put in time beyond the regular committee meetings. I would like to make special mention of our Treasurer, Sandra Robertson who has once more devoted her skill and countless volunteer hours in keeping us financially accountable.

We are unfortunately losing two members this year: Di Ferguson and Sheila Turner. Sheila in particular has put in many, many years of service. We will miss both of them and wish them the best for the future. This means of course that we would like to hear from anyone who would like to offer their services in this role and is prepared to work constructively and consensually with us.



I would also like to say thank you to our office admin staff: Sam and Duygo for their skills and welcoming manner to participants. Thank you also to our tutors and group leaders and to those volunteers who assist with groups such as English Conversation Group, Dementia Cafe and Urban Harvest. We could not manage without you.

Thanks also to State, Federal and Local government not just for financial and project support but also for advice and encouragement. We are also grateful for the continued support of NIECH.

Finally, and most importantly, once more thank you to our manager Pam. We missed you while you were away Pam, but you deserved every minute of your leave. I, and all of us, are in awe with the way you manage to be so innovative, competent and yet welcoming to every person who steps through the door no matter how busy you are.

Thank you so much.



**JUDITH
BUCKINGHAM**



MANAGER'S REPORT

This financial year has been marked by growth and connections – both within the House and through our outreach activities. We have seen participation generally increase, and projects such as the Sensory Garden and Social Housing have engaged more volunteers. We have also extended our House program to include a Chinese/English conversation Language Class, a Technology Class for children along with Italian Language Classes. Given the current economic climate it has been incredibly pleasing to see this growth across our programs.

Social Housing projects – Elizabeth Street

This year we were involved in a series of activities through the NIECH SRL grant project at Elizabeth Street.

We ran a series of 8 classes to decorate and install 2 Street Libraries for the residents at Elizabeth Street – one for Mandarin/Cantonese books and one for the English books. The sessions were facilitated by Trish Bourke (a botanical artist), and Sam Brown. I would also like to sincerely thank Janice who interpreted for the residents during these sessions.

I would like to thank our former NIECH manager, Nikki Maddern, for her dedication to this project. The level of engagement with the residents over the 6 months of the project was amazing, with some residents just re-connecting again after COVID through the activities we provided.

Sensory Garden

The Sensory Garden was opened in September 2023, however there were still works outstanding from the project that needed to be completed. During this financial year those works have included: laying paving material, installing an irrigation system and installing 2 new wicking beds.

The wicking bed at the front of the House is freely accessible to our local residents, and they are able to pick the vegetables as they mature.

A huge thank you to Sue for all her hard work, knowledge and skills on the project, and to her husband Mark who has also lent his expertise. I would also like to thank our volunteers – Janice, Ying, Liping, Tilly, Sam, and Sue, Kerryn, Lydia and Ying for watering the garden over the December/January holidays.

Partnerships

This year we have extended our partnerships and thank the following groups for their support and involvement in the House



Dementia Café is still going strong and is at capacity. Another Café has opened at Brickworks, so there is a growing need for this program. SBS filmed a Café at the House and the program was aired in November 2023.

First Steps Date-Ability program

Family Access Network New Mum's groups

Stem bird – Technology Sessions for Children

Be Connected – Good Shepard Foundation

Health Ability

City of Whitehorse Community Development Team, Positive Ageing Team,

Whitehorse Urban Harvest

Eastern Writers

Collaborations

We ran a series of workshops for events throughout the year including:

Get Online Week

This year for Get Online Week, we held a Karaoke fun event where participants learnt how to select songs and lyrics to sing together. We also held an afternoon tea where we answered and assisted people with their technology issues.

Seniors Week – Saving a life story, Propagation Workshop – planting

Park Artists Watercolour Art Show

The Art Show was a huge success again this year, with participants from the Watercolour and Botanical Drawing classes exhibiting their work. The event was held on Sunday the 26th of October, and even though the day was wet and windy, many people turned up to enjoy the art works and Devonshire teas. A huge thank you to Pat for her dedication, and to all the volunteers who assisted in the preparations and on the day.

Caroline Chisholm award for Sheila

I nominated Sheila Turner for a Caroline Chisholm award, and she was recognized for her service to the House and to the Friends of Wattle Park. Unfortunately, she was unable to attend the event, but a certificate of appreciation was awarded to her.

Staffing

I am very fortunate to be working with Sam Brown and Duygu Genc in the office. Sam has been instrumental in streamlining our website, data management, programming and social media presence and Duygu has assisted in managing our financial systems. Thank you very much for all your amazing work, dedication and support, and for making the House such a welcoming and caring place. We have also had several volunteers working in the office and I would like to thank Sandra for all the hours she has put in managing the finances along with Michelle for helping set up the Chinese/English Language program



We have also had several volunteers working in the office and I would like to thank Sandra for all the hours she has put in managing the finances along with Michelle for helping set up the Chinese/English Language program.

I have mentored two students this year – Liping and Kate, and I thank them for all their assistance. We also continue to have a wonderful group of volunteers helping in many and varied ways: from delivering programs, supporting groups, helping with transporting people, gardening, etc. Special thanks to Sue for all her tireless work with the Sensory Garden, the Dementia Café volunteers who do such a brilliant job supporting this group, the Chinese/English Language program – thank you to Diana, Liping, Michelle and Meijan for volunteering your time to make this such a success.

We are extremely fortunate to have such a wonderful group of tutors and group leaders at the House. Thank you for your generosity, kindness, and dedication; you are all exceptional and we are truly grateful for your involvement in the House.

I took long service leave in Term 2, 2024 and Di Gow was acting Manager while I was away. I would like to thank Di, Sam and Duygu for keeping the House running smoothly, and Sandra for coming in every Wednesday to assist during this time.

Thank you to the Committee of Management for their continued support and guidance. The stability of the House is due to good governance and having a committed and informed committee to supports this. Two of our committee members are stepping down this year – Sheila Turner, who has been on the committee for the past 25 + years, and Diana Ferguson. I sincerely thank them both for their kindness, knowledge and support.

NIECH and Whitehorse Community Houses network

The NIECH network has been very dynamic over the past 12 months securing grants for programs in Social Housing and Digital Literacy and we have worked with NIECH on both these projects. A huge thank you to Nikki Maddern for all her work securing grants and supporting the Inner East Neighbourhood Houses. Nikki has taken up a new position as Project Manager with NEICH, and Lily Kovacevic has taken up the Networker position in February 2024.



The Whitehorse Community Houses Network continues provides support and collegial knowledge and has worked together on a number of shared projects including the Spring Festival, Pink Ladies events, combined workshops etc.

Finally I would like to sincerely thank all our participants of Box Hill South Neighbourhood House. The House is a vibrant, engaging and friendly place because of your positive involvement.

**PAMELA
MILLS**



TREASURER'S REPORT

Box Hill South Neighbourhood House has had another successful financial year. The Committee had set a very conservative budget. We had a predicted surplus of \$2,800, so it very pleasing to report that we exceeded this.

On the Income side both House Hire (income from room hire to outside program providers) and Class Fees (income from classes and programs provided by us) provided more income than expected. The increase in interest rates over the last year meant that our income from our Bendigo Bank account was also above the budget amount. Much to our surprise we raised \$455 from just one day of Devonshire Tea sales.

On the Expense side, every category increased slightly more than we predicted. Our reported expenses would have been much higher had we not been making provisions for Long Service Leave.

I would like to draw attention to some financial information that is not reflected in any our financial statements. Recently we received our 'Real Impact Real Value' report from Neighbourhood Houses Victoria. Based on our 2023 data, NHVic reported that our money value to the community was \$750,000, well above the reported Income of \$196,000. This Value includes costings for improved quality of life through social connection (\$587,000) volunteer contributions (\$91,000) services provided (\$59,000) and adult community education (\$6,000). In simple figures, for every \$1 of Income we provide equates to \$3.80 in community value; over \$300 for every hour our House is in use. I draw attention to this 'non-financial' information to highlight the importance of Neighbourhood Houses and the need for continued support through operational grants from all levels of government.



In closing I would like to show my appreciation to both Andrew, from Ringwood Booking and Jason, our Auditor. They have been invaluable to Pam and myself; for ensuring that we were compliant with all of our payroll and taxation obligations.

**SANDRA
ROBERTSON**



Income and Expenditure Statement

Box Hill South Neighbourhood House

For the year ended 30 June 2024

	2024	2023
Income		
Classes and Programs	30,487	29,910
Grant Operating	34,995	33,404
Other Grants	117,860	100,333
Donations	663	682
Interest	3,353	1,128
Other Income	889	5,984
House Hire	25,430	24,831
Total Income	213,677	196,272
Gross Surplus	213,677	196,272
Expenditure		
Salaries and Superannuation	161,051	154,876
Class and Program Costs	2,387	2,030
Audit and Accounting	1,120	900
Depreciation	1,000	2,517
Other Grants	9,018	13,828
Insurance	1,303	1,472
Cleaning and Maintenance	4,312	6,288
Utilities	7,520	5,062
Office Costs	5,440	5,163
House Supplies	742	647
Bank Fees	439	119
Bank Merchant Fees	-	328
Gifts	1,406	1,980
LSL Pre PLSA	(2,267)	-
Total Expenditure	193,470	195,210
Current Year Surplus/ (Deficit) Before Income Tax Adjustments	20,207	1,062
Current Year Surplus/(Deficit) Before Income Tax	20,207	1,062
Net Current Year Surplus After Income Tax	20,207	1,062

The accompanying notes form part of these financial statements. These statements should be read in conjunction with the attached compilation report.



Assets and Liabilities Statement

Box Hill South Neighbourhood House

As at 30 June 2024

	NOTES	30 JUNE 2024	30 JUNE 2023
Assets			
Current Assets			
Cash and Cash Equivalents		254,417	245,432
Other Current Assets		3,845	1,156
Total Current Assets		258,261	246,588
Non-Current Assets			
Property, Plant and Equipment			
Fixed Asset - Coffee Machine - Accumulated Depreciation		(2,137)	(1,137)
Fixed Asset - Coffee Machine		3,890	3,890
Office Equipment - Accumulated Depn		-	(11,552)
Office Equipment		-	11,552
Total Property, Plant and Equipment		1,753	2,753
Total Non-Current Assets		1,753	2,753
Total Assets		260,014	249,341
Liabilities			
Current Liabilities			
Accounts Payable		16	-
Provisions		10,147	18,843
Payroll Liabilities		14,115	-
GST Payable		2,715	8,006
Total Current Liabilities		26,994	26,849
Total Liabilities		26,994	26,849
Net Assets		233,020	222,492
Member's Funds			
Retained Surplus		233,020	222,492
Total Member's Funds		233,020	222,492

The accompanying notes form part of these financial statements. These statements should be read in conjunction with the attached compilation report.



2023/24 IN THE HOUSE HIGHLIGHTS INCLUDED....

Raised Vegie Beds and
Sensory Garden



Tea Ceremony



English Conversation
Group



2023/24 IN THE HOUSE

Be Connected Workshop



Get Online week
Karaoke event

Box Hill High School Talking Book Workshop



Gardening Workshop



MINUTES OF AGM 2023

MINUTES OF THE ANNUAL GENERAL MEETING
5TH SEPTEMBER 2023

1. Opening and Welcome – Judy Buckingham, President of the Committee of Management acknowledged the traditional owners of the land on which our House stands and welcomed those present.
2. Present: Tina Liu (Councillor for Sparks Ward City of Whitehorse), Pamela Mills (Manager) Judith Buckingham (President), Lesley Birks (Secretary), Sandra Robertson (Treasurer), Val Kendall, Trish Bourke, Diana Ferguson, Ysolde Nichols, Judith Hughes, Sam Brown (Admin Assistant), Duygu Genc (Staff), Vicki Goodall, Geoffrey Dean, John Mills, Marilyn Blackberry, Marg Gear, Ying Wu

Apologies: Paul Hamer MP, Carina Garland MP, Suburban Rail Loop Community Projects authority representative, Mark Tyrell DFFH, Nikki Maddern NIECH networker, Klaudia Lozo Louise Multicultural Centre, Sheila Turner (Committee member) Susan Hill, Lyn Thomas, Barbara Edgar, Rita and Tony Venville, Pep Boukaladis,

3. Minutes of the previous AGM held on 13th September 2022 were contained in the comprehensive copy of the 2022/2023 Annual General Report distributed to everyone at the meeting and taken as read. Accepted by Ysolde Nichols and Seconded by Diana Ferguson
4. Matters arising from the previous minutes: No matters arising
5. Presentation of the President's report: Judy Buckingham presented her report verbally, which was included in written form in the Annual General report document.
6. Presentation of the Annual Report: Pamela Mills, Manager, presented her report verbally, a copy of which was included in the Annual Report document distributed.
7. Presentation of the Finance Report: This report was presented by the Treasurer, Sandra Robertson, verbally. The written report and Auditor's comments were included in the Annual General Report distributed
8. Appointment of an Auditor for 2023/2024
Jason Lyster of Morella Tyson PTY LTD has agreed to be our Auditor for 2023/24 Sandra Robertson moved that Jason Lyster be appointed as Auditor.
Seconded: Lesley Birks
9. Election of Committee of Management members 2023/2024: All positions were declared vacant and the following members were nominated, seconded and elected to the Committee for the next term of duty.



MINUTES OF AGM 2023

10. Election of Office Bearers:

President: Judith Buckingham

Secretary: Lesley Birks

Treasurer: Sandra Robertson

11. Election of Ordinary Members:

Ysolde Nichols, Diana Ferguson, Trish Bourke, Shiela Turner, Val Kendall, Judith Hughes
Pamela Mills (Manager ex officio with limited voting rights)

11. General Business: The only item under general business was the opening of our new Sensory Garden located in the rear enclosed section of our property.

12. The meeting was declared closed at 10.30am.

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Chairperson

Minute Secretary

Date:.....



Box Hill South Neighbourhood House

Real Impact. Real Value.

INCOME \$196,272

VALUE \$750,888

This figure includes the value of:

Improved quality of life through social connection:
\$587,820

Volunteer contributions: \$91,311

Services provided: \$59,105

Adult Community Education: \$6,326

Services value includes:

- Computer/internet usage: \$432
- Facilities use or hire: \$15,324
 - Résumé assistance: \$360
- Fee for service activities: \$40,239
- Power Saving Bonus: \$2,750

This community value equates to:

\$3.83 for every \$1 of income

\$7.88 for every \$1
of Neighbourhood House Coordination Program
funding

Over \$312.87 for every hour the neighbourhood
house is in use

Employment value

2.5 FTE jobs

including 1.8 direct and 0.7 indirect
Full Time Equivalent positions



These values are produced by Neighbourhood Houses Victoria based on data provided by Box Hill South Neighbourhood House in the 2023 Neighbourhood Houses Survey. Only a limited range of activities where a determinable valuation method exists are included.



BOX HILL SOUTH NEIGHBOURHOOD HOUSE