



Strengthening Neighbourhood Houses in the West

ANNUAL REPORT

2016-2017

STATEMENT OF PURPOSES

Recognising the diverse nature and the autonomy of each member of the Association, the purpose for which the Association is established is:

- To act as a mutual support network and information sharing group for all Neighbourhood Houses & Community Centres which are members of the Association.
- To provide an advocacy role in representing the interests of member Houses in development of community development practice and in sustaining viability and growth.
- To support individual Houses in developing effective operation of their organisation.
- To encourage and work towards developing partnerships to enhance the work of member Houses.
- To provide training, access to training and resources, and professional development opportunities for Houses.
- To develop and implement policies and strategies for the Management Committee.



COMMITTEE OF GOVERNANCE



Chairperson

Ellen Kessler
Delahey Community Centre
(Brimbank)



Secretary

Mark Orrill
Wingate Avenue Community Centre
(Moonee Valley)



Treasurer

Maria Hanson
The Grange Community Centre
(Wyndham)



Helen Rood
West Footscray Neighbourhood
House (Maribyrnong)



Daniela Kohut
Taylors Hills Community Centre
(Melton)

Exited during term

Cathy Connop
(Oct 2016-Dec 2016)
Farnham St Neighbourhood
Learning Centre (Moonee Valley)

Ellen Warren
(Oct 2016-June 2017)
Laverton Integrated Community
Services (Hobsons Bay)



CHAIRPERSON'S REPORT

In 2016 Network West welcomed Sandra Di Giantomaso as the Networker. Sandra comes to Network West with a wide range of experience working in the community, education, local government and youth sectors for over 25 years. Sandra has worked in diverse roles, primarily across the western region including School Focused Youth Service Coordinator with Melbourne City Mission, Coordinator of Good Shepherd House in St Albans, EAL teacher with AMES, and most recently Team Leader with Maribyrnong Council Youth Services. Sandra's breadth of experience has helped her to hit the road running in an organisation which has to be many things to many people. Sandra has been an amazing asset, combining her organisational skills with expert project management skills to ensure the Network delivered key activities.

In 2016 the Committee of Governance finalised the Strategic Plan for 2016-2019 and presented this to the members at the AGM, which Sandra arrived to the Network just in time to organise! In 2017 we have seen the Plan in action with the overall mission of strengthening Neighbourhood Houses in the western region of Melbourne using a community development framework.

Delivery of the Strategic Plan through delivered activities included:

Strategic Priority 1: Strengthen community development knowledge and practice of member organisations and Strategic Priority 3: Improve linkages, collaborations and partnerships to strengthen learning, ideas and innovative work within Network West and with its members -

- Orientation and Innovations bus tour – two bus tours were conducted in the 2016/17 financial to provide an introduction of new staff to the Neighbourhood House sector and an opportunity to share good practice.
- Identifying Family Violence training facilitated by Western Integrated Family Violence Committee - This training was designed for frontline staff in Neighbourhood Houses who may not work directly in a family violence service, but may encounter women and children who are experiencing, or at risk of experiencing, family violence. The session covered definitions of family violence, strategies in responding to disclosures and how to make appropriate referrals.
- Contemporary Community Development Workshop (in partnership with Brimbank/Melton DHHS) - this workshop gave Network West Members the opportunity to discuss the definition of community development and how this relates back to the work of Neighbourhood Houses.

Strategic Priority 2: Enhance quality governance and organisational practice within Network West and member organisations

- Jobs Australia – Industrial and Human Relations training related to issues for Neighbourhood Houses including information on the new NHACE agreement and how to write a position description and contract.
- Volunteer Management Training – (in partnership with Volunteer West and facilitated by Albury Wodonga Resource Centre) - three sessions targeting volunteer coordinators and/or staff who oversee volunteers within Neighbourhood Houses to assist with recruitment strategies, support and supervision of volunteers, continuous improvement and policy and procedures.

CHAIRPERSON'S REPORT

Strategic Priority 4: Raise the profile of the members and Network West and articulate the value of the work undertaken

- Network West has engaged a professional to redevelop the Website with the aim of increasing communication. The new website should bring the Network into current practices and layout for contemporary websites. The website will be more user friendly and interactive and will be completed by the end of 2017.
- Newsletter – the email newsletter continues to be an important resource for staff and committees of management across the Network.
- Social Media – updates to Facebook and Twitter have kept the sector informed and updated about any issues arising.

Network West continues to work with our members to ascertain how we can be of most value to support Neighbourhood Houses and Community Centres from the City of Melbourne, Moonee Valley City Council, Wyndham City Council, Maribyrnong City Council, Hobsons Bay City Council, Brimbank City Council and Melton City Council.

As Chairperson of the Committee of Governance I'd like to thank the other Committee Members: Danielle Kohut, Helen Rodd, Ellen Warren (exited), Cathy Connop (exited) and the Executive Mark Orrill (Secretary) and Maria Hanson (Treasurer) for their continued commitment and passion for the Neighbourhood House sector. I'd also like to extend gratitude to Wingate Avenue Community Centre for their continuing support to the role of the Networker at Network West, in particular thanks go to Mark Orrill Operations Manager (and Secretary of Network West Committee of Governance) and to Jan Thorpe for acting as a mentor to the Networker. Lastly, a big thank you to Sandra for her hard work, dedication, organisation prowess and passion about the sector and the people in it.

Ellen Kessler
Chairperson



TREASURER'S REPORT

Network West financial results and all associated records have been audited by S.E OBLIUBEK Chartered Accountant and an Annual Report has been provided to the Committee of Governance. There have not been any issues reported as a result of this audit.

The results for the 30 June 2017 year have resulted in an operating surplus of \$20,409 which was higher than the 30 June 2016 results. The year ended with Net Assets of 97,320.00 an increase of 20,408 from the previous year. The following income and expenditure reflect the major movements that impact the reported results:

	2017	2016	variance	movement
Income				
State Government Grants	95,821	91,282	4539	↑
Memberships	10,073	9,455	618	↑
Interest	1920	1929	9	↓
Total income	107,814	102,666	5,166	↑
Expenses				
Wages & Salaries	51,654	68,318	16,664	↓
Projects	3,316	23	3293	↑
Total expenses	54,970	68,341	19,957	↓

Network West's net profit at 30 June 2017 was \$8982 higher than at 30 June 2016, largely due to lower salary costs as Sandra was not appointed as the new Networker for several months.

In accordance with Network West's operating procedure, a full budgetary process was undertaken prior to the commencement of the 2018 year, with regular reviews taking place.

Network West opened a term deposit account with Bendigo Bank during the 2017 financial year. The purpose of this account is to ensure funds are being accumulated in order to accommodate any unforeseeable circumstances such as possible relocation due to renovations at Wingate Ave Community Centre, increased costs to financial worker or rental expenses and proposed wage increases due to the Equal Remuneration Order.

Many thanks to Sandra Di Giantomasso & Jan Thorpe for their ongoing work in ensuring policies, procedures and financial reports are fully communicated and circulated to the Committee of Governance.

Maria Hanson

Treasurer

NETWORKER'S REPORT



The 2016-2017 financial year was my first year as the Networker for Network West. During this period I had the privilege of visiting 47 out of the 50 Neighbourhood Houses / Community Centres (NHs) across the Western Metropolitan Region that make up the Network West Membership. I visited a diversity of NHs each with their own unique flavour catering for their diverse communities. As the saying goes, “if you’ve seen one Neighbourhood House, you’ve seen one Neighbourhood House!” This variety speaks to the ways in which NHs respond to their local communities— changing and adapting to new communities and complexities within the service system. Amongst this diversity and at the core of all the work that is undertaken by NHs is a passion for local communities. This passion comes through in the work of staff, committees of management and volunteers that make up our diverse Neighbourhood House sector.

Thank you to all the Members who have helped to guide me in my first year in the position—for giving up their time to meet with me and to share their vision and ideas for the sector. Thanks also to our key partners in the regional DHHS areas and in the LGAs. Special thanks to my committee who go way beyond their roles to offer me support and supervision and to Jan Thorpe and all staff at Wingate Avenue Community Centre who have supported the position.

I look forward to continuing on the work outlined in our Strategic Plan in supporting Members with resources, up to date sector information, professional development opportunities and support in the areas of governance and program development.

Sandra Di Giantomaso
Networker

HIGHLIGHTS 2016-2017

Professional Development Opportunities

Network West Members were invited to participate in professional development opportunities tailored for the Neighbourhood House Sector throughout 2016-2017.

November 2016

Identifying Family Violence Training facilitated by Western Integrated Family Violence Committee

Forty participants from across Neighbourhood Houses in the western region took part in this training aimed at staff who may come into contact with women at risk of family violence working within an early intervention framework.

February 2017

Jobs Australia Workshop@ Yarraville Community Centre

Jobs Australia delivered a tailored workshop for Neighbourhood House sector based on the new Neighbourhood House and Adult Community Education (NHACE) Collective Agreement 2016 and included information on HR and IR related issues.

April 2017

Network West Innovations and Orientation Tour

The Innovation and Orientation Tours provide an introduction to the sector, opportunities for networking and professional development and showcase best practice from across the NH sector in the western region. This tour highlighted best practice in community development, partnerships, social enterprise and adult education.

The tour visited:

- Farnham Street Neighbourhood Learning Centre
- West Sunshine Community Centre
- Arndell Park Community Centre
- Seabrook Community Centre
- Kensington Neighbourhood House



HIGHLIGHTS 2016-2017

Professional Development (continued)

June 2017

Contemporary Community Development Workshop in partnership with Brimbank/Melton DHHS

This workshop gave Network West Members the opportunity to discuss the definition of community development and how this relates back to the work of Neighbourhood Houses.

June-August 2017

Volunteer Management Training in partnership with Volunteer West and facilitated by Albury Wodonga Volunteer Resource Bureau

Albury Wodonga VRB took 12 participants through 3 sessions of pre-accredited training looking at all aspects of volunteer management from recruitment to continuous improvement.



Megs Osborne from Albury Wodonga VRB delivers the Volunteer Management Training to Network West Members.

How the West Was Won!! Congratulations to....

Kensington Neighbourhood House
Victorian Community Training Provider of the Year 2016

Wingate Avenue Community Centre
Winner of Financial Literacy Award 2017
Resources/ Communication

West Footscray Neighbourhood House
1st prize NHVic Video Competition

Yarraville Community Centre
1st prize in NHVic Photo Competition

Djerriwarrh Community and Education Services
Learn Local Legend Sept 2016

Laverton Community Integrated Services
Finalist Fire Ready Awareness Awards 2016 —Access & Inclusion

Apologies for missing out on any other Awards given in 2016-2017!



Kensington Neighbourhood House Team



Yarraville Community Centre's winning photo in the NHVIC Photo Competition

HIGHLIGHTS 2016-2017

NHVic Conference—May 2017

This year's Conference focused on the theme of 'Belonging'. There were a variety of presentations over the two days with great representation from the West with presentations from Tarneit Community Centre, Williamstown Community Education Centre, Maribyrnong City Council and Network West's committee member Helen Rodd.

There was also a reunion of Networkers from Network West spanning two decades!



Network West Networkers across the decades!

L to R: Sandra Di Giantomasso, Michelle Chrimes, Matilda Langley, Tracey Oliver

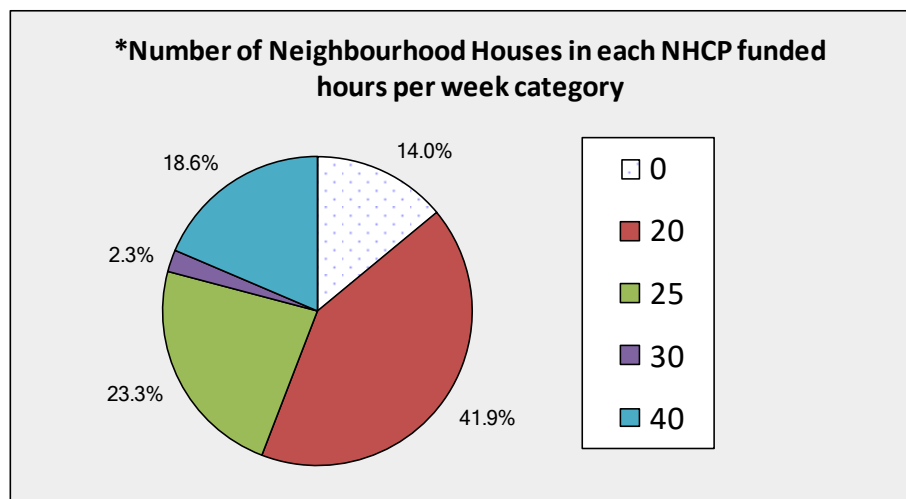


NETWORK WEST MEMBERSHIP

Brimbank City Council 123 kms² Population 205,741 Cairnlea Community Hub CommUnity Plus Delahey Community Centre Derrimut Community Centre (YMCA) Duke St Community House Good Shepherd Community House St Albans Community Youth Club (Tin Shed) Sydenham Community Centre West Sunshine Community Centre Westvale Community Centre	Hobsons Bay City 64kms² Population 93,392 Altona Meadows Community Centre Laverton Community Integrated Services Inc. Louis Joel Arts & Community Centre Newport Community Education Centre (Outlets Co-op NH) Seabrook Community Centre South Kingsville Community Centre Walker Close & Brooklyn Hall Association Williamstown Community & Education Centre (incorporating Spotswood Community House & Joan Kirner House)	Maribyrnong City Council 31 kms² Population 87,355 Angliss Neighbourhood House Braybrook Community Hub Braybrook & Maidstone Neighbourhood House Maidstone Community Centre Maribyrnong Community Centre West Footscray Neighbourhood House Yarraville Community Centre	Wyndham City Council 542 kms² Population 228,088 Arndell Park Community Centre Featherbrook Community Centre Iramoo Community Centre Jamieson Way Community Centre Penrose Promenade Community Centre Point Cook Community Learning Centre Quantin Binnah Community Centre Saltwater Community Centre Tarneit Community Centre The Grange Community Centre Wyndham Community & Education Centre
Melbourne City Council 36 kms² Population 136,000 The Centre Kensington Neighbourhood House North Melbourne Language & Learning	Melton City Council 527 kms² Population 141,749 Djerriwarrh Community House Hillside Community Centre Melton South Community Centre Stevenson House Taylors Hill Neighbourhood House	Moonee Valley City Council 43 kms² Population 122,968 Chinese Social Centre Farnham Street Neighbourhood Learning Centre Flemington Community Centre Wingate Avenue Community Centre	Wyndham Park Community Centre Wyndham Vale Community Learning Centre

SNAPSHOT—WESTERN REGION

This data is based on selected questions from the Neighbourhood Houses Survey 2016 administered by Neighbourhood Houses Victoria. These results are based on the 43 Neighbourhood Houses in the western region that responded to the survey.



Types of services requested from Network West	Response Percent
Governance and management support	44.2%
Training and Resources	79.1%
Capacity building and links with and between the House/Centre and other community organisations at the local and regional level	88.4%
None of the above	4.7

43, 995 people use NHs every week in the West and 18,772 participate in programs

657 volunteers help out every week at NHs across the western region— an estimated 2883 hours

1088 hours were spent by committee members every month on governing Neighbourhood Houses

Types of Governance Structure	Response percent
Incorporated Association with Committee of Governance/Board of Management	58.1%
Council managed with Advisory committee/Steering group (e.g. Friends of...)	11.6%
Council managed and operated	18.6%
Auspecting arrangement with other organisation with Advisory committee/Steering Group	2.3%
Auspecting arrangement with other organisation (NGO, health organisation etc)	2.3%
Co-operative	4.7%
Company limited by guarantee	2.3%

SNAPSHOT—WESTERN REGION

41.9% of survey respondents were ACFE registered providers

51,909 people attended events and/or Festivals every year

1235 hours of outreach provided every week

550 partnerships with organisations every month

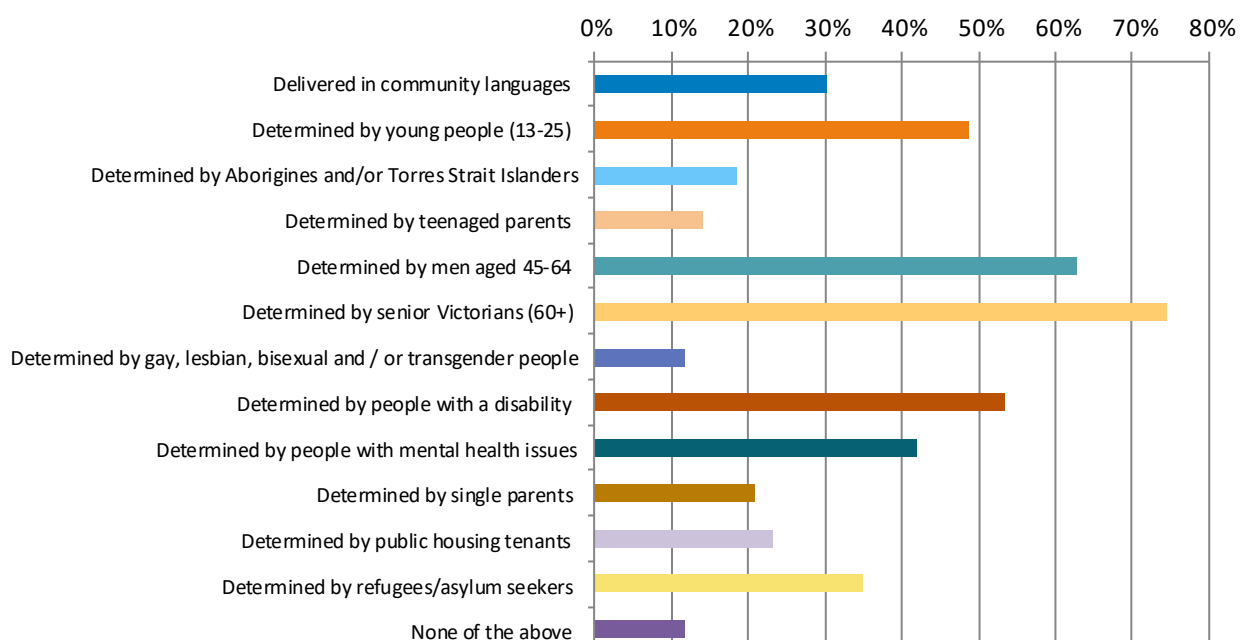
259 current committee of management members

18 ACFE Providers / 12 RTOs

Top 3 services offered	Response percent
Room Hire	97.7%
Referral	97.7%
Public computer / internet access	83.7%

Top 3 programs / activities run	No of sessions per year
Health & Wellbeing Courses	8782
Accredited vocational education & training	6962
Pre-accredited / non-accredited education & training	5674

*Percentage of Houses/Centres with programs determined by specific demographic groups



STRATEGIC PLAN 2016-2019

MISSION: STRENGTHENING NEIGHBOURHOOD HOUSES IN THE WESTERN REGION OF MELBOURNE USING A COMMUNITY DEVELOPMENT FRAMEWORK

Strategic Priorities

Strengthen community development knowledge and practice of member organisations

Enhance quality governance and organisational practice within Network West and member organisations

Improve linkages, collaborations & partnerships to strengthen learning, ideas and innovative work within Network West and members

Raise the profile of the members and Network West and articulate the value of the work undertaken

Advocate for the priority issues of the members and lobby for change through local, sector and state wide campaigns

Objectives

Build capacity of Network West members in community development knowledge and practice

Create networking opportunities between members, partners and stakeholders

Identify good practice models in governance for members to utilise

Identify good organisational practice for membership to apply/replicate as required

Support members to develop & maintain good governance & organisational practice

Act as a conduit between Neighbourhood House Victoria, funding bodies and Network West membership

Develop strategic relationships to improve delivery of organisational strategic priorities

Document social impact of community development practice of the membership

Develop a promotions plan for Network West

Create a campaigning strategy

Respond to priority issues as identified by members

Effective Community Governance



Figure 1: Taken from the Network West Governance Project 2013

Element	Description
COMMUNITY OWNERSHIP	Systems, policies and practices that involve the community where possible in decisions on the overall direction of the NH, including the scope and focus of programs, activities and services being offered.
COMMUNITY DEVELOPMENT	A community development framework to guide all programs and activities at the House or Centre, as well as the involvement of volunteers in administrative and program areas.
ACCESS AND EQUITY	Systems, policies and practices for equitable access and inclusion, promoting a fairer distribution of resources, and encouraging people to meet their own needs, goals and aspirations.
ADVOCACY AND SOCIAL ACTION	Strategies for taking collective action with community members to address community issues and meet individual needs.
LEADERSHIP COLLABORATION AND SECTOR LINKAGES	Strategies for effective leadership, active succession planning, appropriate levels of authority and responsibility. Strategies/ processes that support networking, collaborative alliances and partnerships across the sector.
COMPLIANCE, REPORTING AND ACQUITTAL	Systems, policies and practices for fulfilling all legal obligations and responsibilities, including compliance reporting, acquittal and due diligence processes.
STAFF AND VOLUNTEERS	Systems, policies and practices for fulfilling all contractual and employment obligations, and ensuring good practice in regards to the recruitment, induction, supervision, support and training of paid staff and volunteers.
STRATEGIC PLANNING	Strategic planning and evaluation, based on a clear organisational vision, agreed goals, subsequent strategies for implementation of programs (e.g. Business Plans), services and activities, sound budgeting, and eventual review and evaluation.
RISK MANAGEMENT	A risk management strategy and process, including risk identification, minimization strategies, and the development of appropriate policies and procedures.
FINANCIAL MANAGEMENT	Sound financial management, based on established business principles, and including budgeting, regular reporting on financial performance, and effective management of all organisation resources.



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**Department of
Health & Human Services**

Network West acknowledges Aboriginal and Torres Strait Islander People as the Traditional Custodians of the land and pays respect to their Elders, past and present.