

Reservoir Neighbourhood House

ANNUAL REPORT 2017-18



We respectfully acknowledge the Traditional Custodians of the land on which we work and learn,
and pay respect to the First Nations Peoples and their elders, past, present and future.





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OUR VALUES

**“If it’s for us,
it’s never without us.”**

It is important to us that we act in our community in a way that respects and encourages:

- Equity and Diversity
- Environmental Resilience and Sustainability
- Positive Healthy Relationships
- Community Ownership and Participation
- Optimism, Humour and Positivity
- Transparency and Accountability

CHAIR'S REPORT



On behalf of the Board of Management, I am proud to present the Reservoir Neighbourhood House Annual Report 2017- 2018. The report outlines the varied and important range of programs and activities that were delivered by the House over the last year. Please have a read!

The aim of the House is to enhance the health, wellbeing and employment prospects of our local community. This year the Board reviewed our strategic plan, reflecting on the ways in which the activities of the House had supported the achievement of this aim and our key strategic directions. These have included the many events and programs that provide opportunities for community members to get together, connect with one another and local services, improve their access to nutritious food, gain skills and knowledge to increase employment opportunities, and participate in programs such as the Community Gym program where they can improve their health and wellbeing.

In partnership with our community, and the staff and volunteers of Reservoir Neighbourhood House, the Board will develop a new three year strategic plan in the coming months.

Another somewhat dry but important activity of the Board over the year has been to commence a review of a range of policies and the organisation's constitution, in order to ensure that the House is using up to date and good practice frameworks to underpin its work.

None of the achievements you will read about in this report would happen of course without our amazing partners and community members, and the friendly and dedicated team of staff and volunteers. The Board would particularly like to highlight the fantastic leadership of Executive Officer, Angie Davidson-Slater, and also Lia Caelli who took the leadership reins this year while Angie took some study leave.

I would also like to acknowledge the ongoing support of the State government and Darebin City Council, our major funders. This year, after much community advocacy, we were successful in securing moderate but important increases in recurrent funding for the House from both of these levels of government. You will see this translate into additional staffing and activities at the House in the future.

I would like to thank the members of the Board of Reservoir Neighbourhood House who give so generously of their time and skills to the governance of the organisation. We had some change in our Board membership over the year. We thanked and farewelled Jacquie Giuliani, Felicity Leahy, Stefan Schutt, and Donna Swan and welcomed Jo Lampert, Chelsea K Ayling and Adele McBride. We are fortunate to have a Board with a broad range of experience and expertise.

I hope you enjoy reading this annual report and look forward to your ongoing support in the upcoming year! It is only together that we can continue to meet the needs of the diverse and vibrant Reservoir community.

Kristine Olaris

Chair, Board of Management

EXECUTIVE OFFICER MESSAGE



Yep. I still LOVE it!

How is it possible to continue to feel passionate, creative and motivated after 7 years of working in the same role? Well I can tell you what it is for me. It's the people, the culture, the support networks. It's the dynamic and ever changing way the work presents itself. It's the vision, the bigger picture and potential the community inspires on a daily basis.

RNH had some great achievements this year; individually as a House and collectively as a sector. We were part of two strong campaigns: one at the state level that saw Houses and Neighbourhood House networks have their funding increased from the Department of Health and Human Services; and the other at the local level, with support from the City of Darebin Councillors increasing our funds in recognition of the work we do. This is incredibly wonderful news, directly for us and our community.

This success is credited to the dedicated people it involves. Passionate, highly skilled people across the sector, all advocating with their community to make a difference. Within our organisation, I want to especially thank the staff and volunteers, our RNH team, for their never ending motivation, inbuilt passion and belief in the work we do. A drop on its own is just a drop but many drops together can cause a storm.

Community development often has us walking on multiple paths with many different people. Seeing what can come of people gathering together to talk about a passion, idea or issue they'd like to change in their community, deciding together what is required, identifying their part in the process, the skills they have to share, and making their plans a reality, is humbling to be a part of - especially when you know some of the journey's people have been on and the experiences that have led to that moment.

For me this year I was able to access long service leave. With great staff in place and a supportive organisation behind me, I enjoyed this time as it was intended whilst knowing the place would be in safe capable hands. I am fortunate to work in a place where my values align. Where the organisation supports growth and creativity, models strong leadership, and where the community drives the work that is done. It makes the work meaningful in more ways than one.

Angie Davidson-Slater



COMMUNITY SUPPORT

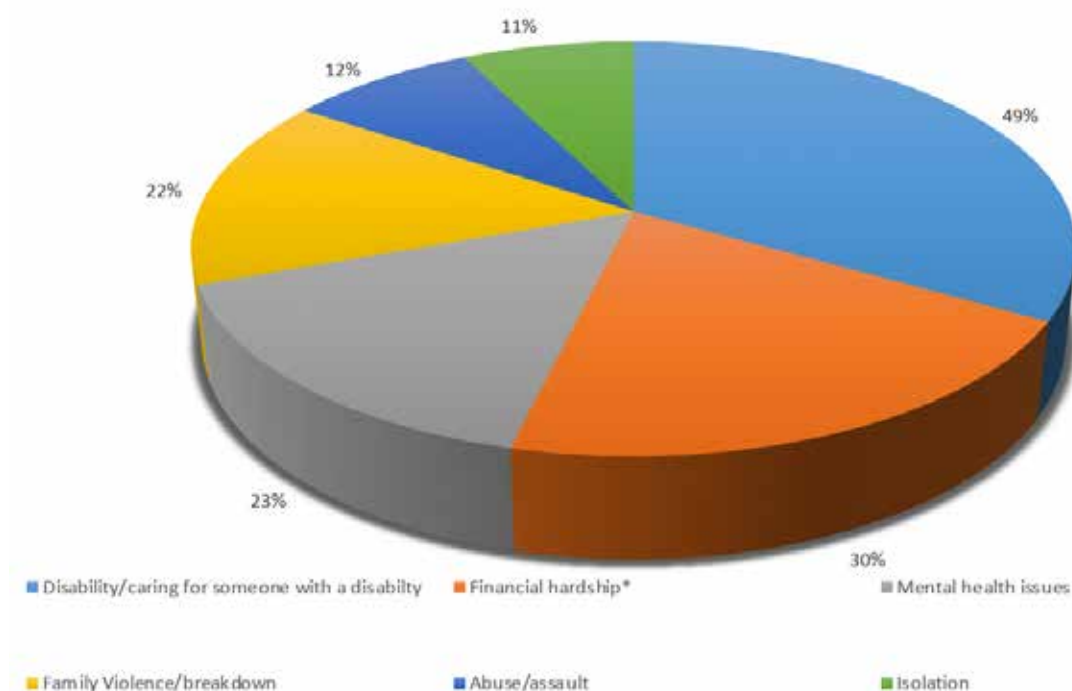


Community members accessing the House have often reported that RNH is the only place they feel safe and welcomed. We focus on supporting people in our community experiencing vulnerability to meet their basic needs as a first point, then aim increase their engagement and connectedness with community by getting involved in community development activities, programs, and/or volunteering at the House.

As we are a purpose-built Neighbourhood House, we have a drop in lounge area, full-sized kitchen and shower facilities which are used on a regular basis. We provide free personal care products and towels for those who require this support.

According to the Darebin Food and Nutrition Survey Report and Food Security and Nutrition Action Plan 2016-2020 Reservoir East performed poorly in all indicators of social connectedness and found that roughly 25% of community members reported 'running out of food on a weekly basis and did not have enough money to buy more'.

A snapshot of life experiences of RNH community



A snapshot of life experiences of RNH community	
Disability/caring for someone with a disability	49%
Financial hardship*	30%
Mental health issues	23%
Family Violence/breakdown	22%
Abuse/assault	12%
Isolation	11%
* includes unemployment, homeless, tenancy issues	

We have a number of initiatives that focus on reducing isolation and increasing connection for people experiencing vulnerabilities, as well as helping to address food insecurity issues for our community. Some of these are:

Monthly community lunch

Every first Tuesday of the month, RNH has been welcoming members from our community for a free sit down lunch, bringing people together to eat, share stories and develop friendships. Our fantastic volunteers plan, prepare, cook and offer meals that are inclusive and cater to a range of different needs and cultures, reflective of our beautiful multicultural community. RNH cannot thank our volunteers enough for continuing to support and make this event happen.



Weekly soup day

Each week, our amazing volunteers (Jan and Irene) pick up food from Second Bite and creatively work their magic to produce a delicious soup for others in our community to enjoy. They do this almost 40 weeks of the year – regardless of the weather! Coupled with our free community bread days, this has been a wonderful program and opportunity for community to pop in and have something freshly served.

Food Donations are welcome at RNH. We have had some strong support from kind people and organisations such as Rotary Club of Preston and Freemasons in Preston. The support we've received has enabled us to continue providing food relief through our lunches, food cupboard and open community pantry.

Food Donations

Food Donations are welcome at RNH. We have had some strong support from kind people and organisations such as Rotary Club of Preston, Freemasons in Preston and Baker's Delight in Rosanna. The support we've received has enabled us to continue providing food relief through our lunches, food cupboard, bread and baked goods days and open community pantry. Such as;

- 40 community lunches and soup days
- 93 is the number of times we've filled the community pantry this year
- 30 trips to Foodbank and Secondbite
- 60 collections of free bread and baked goods for our community
- 80 kilograms of fresh fruit and vegetables bimonthly



COMMUNITY DEVELOPMENT HIGHLIGHTS



End of Year Community Festival

This year's End of Year Community Festival saw our first ever postponement of the event due to a severe weather warning. If you can remember, it was crazy! You can only imagine the task this was – but we did it. It was another glorious day where we felt the love and pride pumping from Reservoir. We had a beautiful Welcome to Country to open the event, local community members/groups performing traditional dances and the ever supportive Darebin Council, Rotary Club of Preston, Bunnings Thomastown, Your Community Health and APM running activity stall for families. 3KND broadcast from the event which added an extra bit of fanfare and fun to the day. This event is really the pinnacle of our year; it always feels like everything we work towards through the year comes to fruition and we just love it!

Women's Day Off event

The WDO for 2017 was a blast. This event takes 8 weeks of planning, group work and decision making with some very talented community members. Of particular popularity this year was the nail painting and hand cream making workshops. It brought to our attention the physical self-care our community doesn't get the chance to prioritise in their life whether because of lack of time or money but the benefits were obvious with women saying they felt cared for, relaxed and enjoyed the company of other women. The Yuloo Dance Troupe gave an amazing performance and Indigenous history as part of the Welcome to Country. And a special thank you to everyone who assisted us to bring this event to life; Women Assist Counselling, Darebin Council, Your Community Health and our ever dedicated community!

Our Garden

This year we also saw exciting changes in our green spaces. Sarah Rudledge joined us as our volunteer garden worker on Thursday mornings. Community members dropped in for a casual dig in the veggie patches and we harvested our first small crop of leafy greens.

In the coming year the Neighbourhood House will continue to foster the garden as a welcoming, safe space for all. On top of this, stay tuned as Sarah will be working more closely with the East Reservoir Community Garden. An annual plan is in the works and exciting things look set to happen over the next 12 months.





Games Club

When having a think with our community about activities that people would benefit from and enjoy we were delighted when Mark, an Education student from Latrobe, came to do placement here. It didn't take us long to realise that Mark had a secret talent up his sleeve; he was a passionate board gamer! He jumped on board and helped us form a weekly games session. It was the perfect way to end the week and our community loved it. We enjoyed having Mark sharing his knowledge and passion with us. It was one of those community activities that lead to a lot of laughter and fun times.

Writer's Course

In 2017/18 we ran a Writer's Course. A relaxed & welcoming class that was aimed to help people of all abilities. This group was aimed at empowering and supporting people to 'write their story'. Students took great joy in learning all the nuances about writing, and even got to refresh the long forgotten grammar from their school days. Gino and Jan ran this course for 2 terms and we couldn't thank them more for sharing their knowledge with us!

Dying to Know

In August we had a 'Dying to Know' event – which looks at raising awareness of having discussions around death and dying. Helping our community to support one another in end of life/difficult times and learning how to express ourselves, understand emotions and wishes is a very important part of community life. Working together with Melbourne City Mission Palliative Care unit we believe in being part of those bigger conversations with our community, to keep discussions around death, dying and living wills on the table.

Homework Club

We were lucky enough to be approached by the wonderful Elizabeth who wanted to start a free Homework Club here at RNH. Elizabeth brought with her the delightful Merle, Bethany and a few others to assist. With the persistence of these great people, they spread the word and gathered students from a range of schools. The buzz was fantastic! We had a wide variety of children from different ages, backgrounds and student ability accessing the club and it was a great chance to improve skills and make new friends.

Certificate II – Visual Arts for Indigenous young people (CQ Uni)

Working in partnership with Central Queensland University, RNH supported the delivery of a fully sponsored Certificate II in Visual Arts designed in partnership with Indigenous Elders from Central Queensland. This course, inclusive in nature and focussing on areas such as identity, design and art in the digital age, was open to and attended by some of our local transgender youth. Through this course these young people further developed their skills, worked towards completing the course and utilised this area of study as a platform for further training and/or employment.





The Lab at Reservoir Neighbourhood House is a technology and creative media club targeted at high functioning youth on the autism spectrum with interests in computing, gaming and more. Our program focuses on facilitating social growth through creating a friendly learning environment where attendees can build lasting relationships through mutual interests and group work. The Lab isn't a traditional classroom learning setting but more of a one on one mentor-based system in which students can pursue their own interests or learn new skills, this allows the program to adapt to the specific needs of attendees with the help of mentors who are professionals in their respective fields. The program is inclusive and open, students are welcome to come just to hang out and build friendships while also having the option to learn what they want.

THE LAB RESERVOIR

The Lab Reservoir has explored many different subjects within technology and creative media. In the last year we have had a focus on helping students achieve goals such as building branded Youtube or Twitch channels and creating consistent content, conceptualize 3D ideas and 3D model/print using our 3D printing facilities. They have been working on developing their digital art skills, learning/building on existing coding knowledge, developing game ideas/code basic games and much more. At The Lab Reservoir, our mentors strive to help our students develop real-world skills that interest them, as well as trying to help our attendees access or find new interests within emerging fields. We welcome students to bring anything along that they would like to show to others, work on in the group or ask mentors for assistance. The laptops are provided for students, although bringing their own is also a great idea.

The Lab is always growing and there are big future plans for our Reservoir club which includes bringing on other talented mentors to increase our teaching capabilities, getting new equipment and exploring more new and exciting fields. If you want to learn more about The Lab you can visit the program's website at: <https://thelab.org.au/>

HEARTS IN MIND PROJECT



This year we said good bye to the lovely Hearts in Mind organisation. Co-Founders Lisa Petersen and Georgina Mills have been able to secure a new home across the borders in Greenhills. Before moving from Reservoir, Hearts in Mind were successful in receiving a grant to support the development and implementation of a local Toy Library specifically for children on the Autism spectrum. This has kindly been gifted to RNH to continue to support our work with families in the area who have children with disability.

A piece of our Heart left with Lisa and Georgina but we know they will be well taken care of and flourish at Greenhills. We feel so grateful to have been part of their journey.

VOLUNTEERS & STUDENTS



‘The heart of a volunteer is not measured in size, but by the depth of the commitment to make a difference in the lives of others.’

Where would we be without our volunteers (or vollies as we like to call them)? Nowhere! Our vollies do so much every day that we know that RNH would not exist without them. Over the last year, whilst continued support has been shown from our dedicated vollies who have been with us through thick and thin, we have welcomed some wonderful new vollies to the house.

Every activity we run at RNH has been driven by our community with the assistance of volunteers. One of our biggest aims, and proudest achievements, is that everyone who comes in the door feels welcome and safe. We believe this assists people in recognising their worth and talents, creating a space where people share their skills to help others in the community. From the countless number of meals prepared, providing emotional, physical & mental support to other community members, running groups/activities, helping in the office, assisting at events (and not just the fun stuff), making things for the house - like the amazing Keepsake Bags our craft group made for all our Women's Day Off event attendees, to many MANY unseen tasks - we say THANK YOU to all our vollies at Rezza!

Just to name a few we thank Jan, Irene, Chelsea, Adele, Gerry, Peter, Walter, Vicki, Janine, Caroline, Tonia, Rachel, Corina, Pennie, Renata, Cheryl, Jason, Antoinette, Mark, Indu, Simone, Khushdilben, Suzie, Katelyn, Elizabeth, Merle, Bethan, Elizabeth, Brigeth, Kerry, Christina, Jacqui, Jo, Rianne, Karine, Dawn & Fadumo.

Additionally we would like to thank the students we've had completing their placements with us over the last year. We hold a strong belief that practical experience is as important as theoretical, and we try our best to give students as many opportunities to gain skills as possible. Brigeth, Catalina, Munira, Fadumo & Simone we thank you for giving us your time and energy and wish you all the best in the future.



PROFESSIONAL DEVELOPMENT



All staff have access to, and attend family violence training and mental health first aid as part of their role with the organisation. Adding to this, another fantastic course staff attended this year was run by OurCommunity focusing on grant writing. This great course gave tips on improving writing styles, better understanding what funders are requesting and ways to get the best out of the process through working in partnerships and further developing relationships with others. They highly recommend this course for other staff in the sector!

Each year RNH not only encourage staff to continue to develop their skills, particularly focusing on responding to people experiencing vulnerabilities but also for the broader NH Vic sector.

RNH have been involved in advocating for, and delivering on workshops to support other community organisations and Houses in the sector in areas of alternative funding streams, mental health, community development and team work.



OUR STRATEGIC PLAN

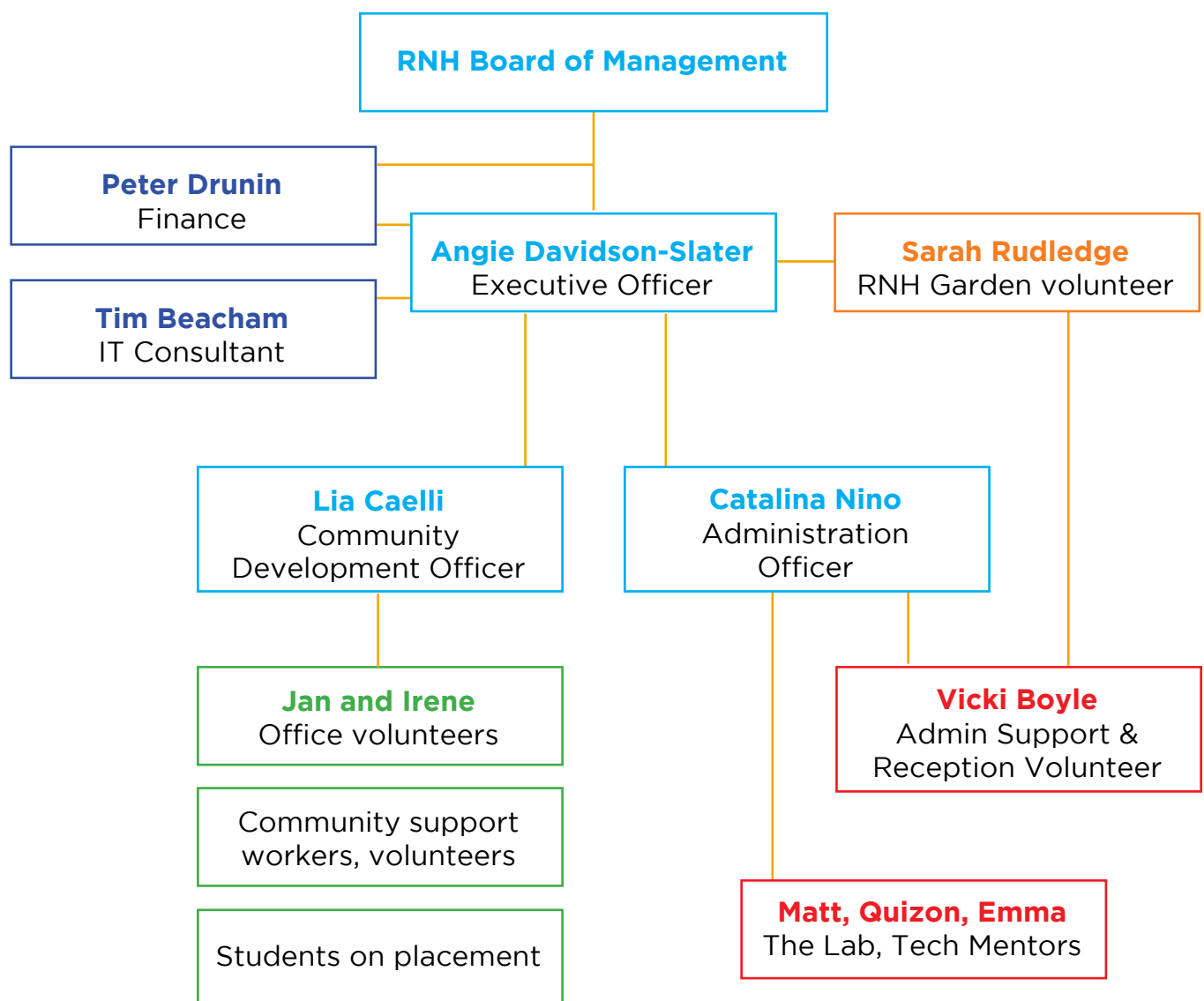


Our Strategic Plan for 2015–2018 has 6 focus areas.

Each focus area has 2 – 3 priorities that our work is focussed on. We will be reviewing this current plan and involving our community in the development of our new plan for 2018–2021. Here's a summary of our Strategic Plan up until 2018. Thanks to the support of our community and partners, we've achieved so much! We think you'll be pleased with what we've accomplished so far.

- 1. Bring People together** – this area is about bringing people into the House and whilst in the House, providing opportunities for gatherings, meetings and socialising.
 - a. Partnerships
 - b. Variety of Programs
 - c. Welcoming and Safe space
- 2. Health and Wellbeing** – this area is in response to the growing concerns from our community and research from the World Health organisation regarding people's health and wellbeing in terms of mental, physical and social.
 - a. Food Security
 - b. Family Violence – primary prevention
 - c. Mental Health
- 3. Employment and Training Prospects** – this area looks at pathways and opportunities/access for learning at many stages throughout life.
 - a. Diversity of Pathways
 - b. Diversity of Programs
- 4. Relationships with Local Community Organisations** – this area is for developing new partnerships and strengthening existing relationships with organisations.
 - a. Collaborative projects with other Neighbourhood House's in our network
 - b. Health, Employment and Education agencies
- 5. Governance** – this area is about how we govern the organisation and keep up to date with our processes, policies and procedures.
 - a. Policy development and compliance reviews
 - b. Review structures for developing sub-committees when required
 - c. Board networking and upskilling opportunities
 - d. Ongoing annual review of Strategic Plan
- 6. Sustainable Funding** – this area is about longer term funding support and alternative streams of income that supports the operational running of the House.
 - a. Grants
 - b. DGR/PBI status
 - c. Peer funding, crowd funding

OUR ORGANISATION CHART



TREASURER'S REPORT

During this financial report the management and Board of the House responded to challenges such as a growing demand of our services and support, as well as our continued focus on financial sustainability for the long term.

As foreshadowed in the report, internal costs were reduced in the form of employment related expenses. Staffing expenditure decreased due to the finalisation of some of our larger projects as well as staff accessing pre-allocated long service leave funds.

Our income has increased due to a range of exciting factors;

- New room hire agreements - prepaid hiring and invoicing system
- Increase in funding support from Darebin City Council
- Increase in diversity of grants and donations from a range of organisations

It can also be reported that the receipt of additional funding late in the last financial year has allowed the Board of Management to allocate a provision of \$75,000 for application towards a three year development of services program.

As a result of the combination of reduction of costs, new hire arrangements (with a pre-paid hire system) and funding received, the House enjoyed a small surplus for the year (\$6,930) as opposed to an anticipated deficit and holds cash as at the end of the year of \$207,000. Net assets are now \$65,467.

Over the coming year, the Board will continue to actively seek additional funding to support our ability to identify and deliver on long term projects in line with our strategic plan.

Terence Brooks FCPA

Treasurer, Board of Management



FINANCIALS

RESERVOIR NEIGHBOURHOOD HOUSE INC
STATEMENT BY MEMBERS OF THE COMMITTEE
FOR THE YEAR ENDED 30 JUNE 2018

In the opinion of the Members of the Committee of the Association,

1. The accompanying revenue statement is drawn up so as to give a true and fair view of the Association's income for the financial year ended 30 June 2018.
2. The accompanying balance sheet gives a true and fair view of the state of affairs for the Association for the financial year ended 30 June 2018.
3. At the date of this statement, there are reasonable grounds to believe that the Association can meet its debts as and when they fall due.

This statement is made in accordance with the resolution of the Committee and is signed for and on behalf of the Committee by:

CHAIRPERSON *Kristine Olsen*

TREASURER *[Signature]*

Dated this *sixteenth* day of *October* 2018

Financial Summary

The following information is an overview of the finances of Reservoir Neighbourhood House and should be read in conjunction with the Reservoir Neighbourhood House Financial Statements for the year ending 30 June 2018 and accompanying notes (available at www.reservoirnh.org.au). These statements were prepared in accordance with the relevant Australian Accounting Standards in place at the time. This has been confirmed in the Independent Auditor's Report.

Financial Overview

	2018	2017
Summary Income Statement		
	\$	\$
<i>Income</i>		
Grants	197,756	251,099
Other	114,875	50,691
Total Income	312,631	301,790
<i>Expenditure</i>		
Employment Expenses	168,945	212,802
Other	136,756	96,546
Total Expenditure	305,701	309,348
Operating Profit / (Loss)	6,930	-7,558
Summary Statement of Financial Position		
Cash	207,017	151,938
Receivables	10,975	15,889
Property, Plant & Equipment	5,026	7,194
Provisions, Prepaid exp.	962	
Total assets	223,980	175,021
Payables	22,640	27,049
Provisions	87,804	18,588
Income in Advance	39,809	70,847
Long term liability	8,260	
Total Liabilities	158,513	116,484
Net Assets	65,467	58,537
Reserves	6,930	-7,558
Retained earnings	58,537	66,095
Total Equity	65,467	58,537



**RESERVOIR
NEIGHBOURHOOD
HOUSE**

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