



Dallas Neighbourhood House

Annual Report 2020/2021



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Chairperson's Report



This has been my seventh concurrent year as Chair. Our other long term members include John Rutherford Deputy Chair, Helen Patsikatheodorou Treasurer and Leanne Cacoyiannis representing Hume City Council. During the last year we welcomed Jenny Chin, Jan Thorpe and more recently Marquita Nolan to the committee.

In early November we were delighted to introduce our new Manager Carolyn Webster to Dallas Neighbourhood House (DNH). Carolyn arrived with an extensive knowledge base and experience having run the Kensington Neighbourhood House for a number of years.

Since arriving at DNH Carolyn has hit the ground running. She has reviewed many of our policy and procedures, reviewed staff tasks and function to ensure we have staff aligned to correct position descriptions and work functions. Tendered and successfully gained additional funding for DNH to either add value to existing programs, or to go towards something new for the community. She has worked with committee to update our constitution, which will be presented to our financial members at the AGM meeting for endorsement.

This last year has yet again been one of challenges and uncertainty, but that has not stopped the team from continuing to support the local community.

The Food parcel program, run in partnership with BRAT, and supported by many volunteers is a much needed program and continued to run even through the extended COVID restrictions. The aim of this program is to support families in need. Each parcel has a good amount of quality products including fresh fruit and vegetables, milk, eggs and whatever else has been sourced from Foodbank. Thanks to the State Government for providing grant funding to support this program.

We were also fortunate to receive funding from Hume City Council to set up a second Food Parcel program in Calivil Street Dallas. This commenced in February. It too has been a well-attended program. These Food Relief Programs provide approximately 120 parcels weekly across both sites. Thank you to all the staff and volunteers who have made this program possible. They have done a fantastic job of continuing to provide great opportunities to the local community through these difficult times.

We continued to offer Programs through non face to face mediums. I thank all the Tutors and admin for rising to the occasion and being so flexible to support our students. A job well done by all.

Sound budget and financial management has resulted in a profit for us again this year. This assisted us greatly in our bottom line. We have recently completed the Financial Audit, with a satisfactory outcome.

Lavinia and Fouzul continue to provide administrative support to DNH. They have been a great support over the last 12 months.

We continue supporting BRAT through an auspice arrangement. Over the year BRAT and DNH have been working closely together. This auspice arrangement will continue into the new financial year.

We've supported the Spanish Group to relinquish their incorporation status and ease the burden of paperwork and regulation. Going forward they will also come under our auspices.

I would like to thank our main funding bodies – Department of Families, Fairness and Health, Hume City Council, and (ACFE) Department of Education. I would also like to thank Judy Lazarus North West Neighbourhood House Networker, for her continued support to DNH over the last 12 months.

I would like to thank all the staff and many volunteers and students, who have contributed to the running of DNH over the last twelve months. I would also like to thank the other committee members for their support during the last year.

I look forward to further strengthening our position in the community over the next 12 months.

Barb van den Vlekkert

Manager's Report



Well, what a year! I arrived at Dallas Neighbourhood House in November in the middle of a pandemic. Starting a new job, not knowing the community, and unable to meet the community. Who are they? Will they return once restrictions ease? What do I do if classrooms stay empty?

It soon became obvious though that Dallas Neighbourhood House was a place people cared about - staff, volunteers and participants. A place where they felt welcome and could ask for help. I can't count the number of times I've answered the phone and people just want to speak to Lavinia. She embodies everything that is great about DNH - friendly, helpful and respectful.

I remember my first couple of weeks, I'd get so excited on Thursdays when The Food Parcel Program was running as there were people coming to DNH. The chatter and hubbub of the community after months of silence reminded me of why I love community work. I got to meet some of our amazing volunteers and witness Fouzul in action as she calmly dealt with the unexpected. Taking the stigma out of food insecurity is second nature to her.

It was great though when Term 1 rolled around this year and we experienced normality. People did come back and classrooms were at capacity (yes, possibly because of the density quotients). I enjoyed talking to learners and hearing about why they come to class and their fondness for their teachers.

Getting out and meeting with people enabled me to understand what was needed and what was possible. Getting new projects off the ground such as the Wellbeing Workshops and the Family Violence Peer Education Project has been easy with the support of our partners (and funders!). Thank you to all of the Community Hubs we partner with (Meadows Primary, Campbellfield Heights Primary, Roxburgh Rise Primary, St Dominic's Primary, Holy Child Primary and Greenvale Primary) for your support and making the time to have conversations. Thank you also to Northern Community Legal Centre who after one meeting were willing to partner with us on the Family Violence Peer Education Project.

Thank you to the Committee for trusting me so early on in my time at DNH. Not one eyebrow was raised when I suggested changing the Strategic and Business Plans and re-writing the constitution. They happily approved funding for a community consultation, new branding and a website (currently under development). We now know what the community wants and are armed with an aspirational strategic plan that will see us delivering great things for the residents of Dallas and Broadmeadows.

One of these goals is to activate the space at Calivil Street so that Dallas residents have access to services and programs in their "backyard". We started with a second Food Parcel Program in February which was well received and now provides us with a cohort of residents that can help us decide what's next. Our new Community Programs Co-ordinator, Louise Pacor, has lots of ideas to explore.

Even though the last 12 months has been difficult in terms of the pandemic, I'm so proud of what we've achieved as an organisation. It feels like we're on the end of the springboard and will be ready to leap forward when lockdown ends.

So, thank you to our staff and volunteers for their amazing resilience and dedication. Our teachers have gone above and beyond in trying different ways to stay engaged with learners. My heart is filled with warmth every time I look at the screen shots from Trong's class of older learners mastering Google Meet and staying connected.

Carolyn Webster

Treasurer's Report



This year has been a turbulent and uncertain year for our staff, participants, and community. It has also been one of renewal for our organisation.

Continuing to endure constant lockdowns, supporting our vulnerable community through our food parcels, and delivering our programs unconventionally, whilst continuing to stay connected has seen this year finish on a positive note for us.

We have increased our Committee of Management Members, have updated our Constitution, and most recently have transferred to a different financial software package as well as refreshed our logo.

The challenges have also brought with them opportunities to think outside the square and deliver much needed programs innovatively. Although our program grant income was down from 2020 due to the challenges of not being able to deliver face to face programs, the boost we received from the Federal Government to maintain our staff in employment left us in a slightly healthier financial position.

Our income to debt ratio this financial year is 1.30 indicating we have performed slightly better than last year with 1.24 and can meet our obligations. This was mainly due to the Covid 19 grants we received. We also continue to set aside provisions for Employment Entitlements including Long Service Leave, Annual and Sick Leave.

We are continuing to chase other funding streams so that we can offer additional programs and new initiatives for our community. It was also decided to invest better and better manage our cash as we explore more flexible interest options for our funds.

Over the year we reviewed and identified gaps in existing financial policies and developed new ones that better direct and have more secure financial controls through delegation or through our updated Constitution. This is being monitored through our Strategic Plan.

I would like to thank our dedicated Manager and staff for delivering high quality programs to our community and supporting Dallas Neighbourhood House Inc.

As the Treasurer of Dallas Neighbourhood House, I present to our Members our 2020-2021 Audited Financial Report.

Helen Patsikatheodorou

Income and Expenditure Statement for the year ended 30 June 2021

	2021	2020
	\$	\$
INCOME		
Grant Funding Income		
Department of Education (ACFE)	108,240	154,440
Department of Health & Human Services	140,875	139,434
Fees for services	10,240	10,133
Hume Council – Neighbourhood House	28,691	28,129
Hume Council – Community Grant	15,357	1,644
Other grants	9,152	46,282
	312,555	380,062
Other Income		
COVID-19 government assistance payments: Business Support	20,000	10,000
COVID-19 government assistance payments: Cash Flow Boost	22,132	22,132
COVID-19 government assistance payments: JobKeeper	182,300	60,000
Donations and food handling fees	40,098	18,045
Fundraising	32	77
Interest received	2,196	1,633
Program and project fees	1,058	1,350
Sundry income	1,324	2,603
Venue hire	120	-
	269,260	115,840
TOTAL INCOME	581,815	495,902
EXPENDITURE		
Accounting and bookkeeping fees	800	1,617
Advertising and promotions	3,679	-
Auditors remuneration	3,550	2,100
Auspice fees	-	1,118
Bank charges	145	134
Cleaning	1,424	-
Committee expenses	295	-
Computer expenses	8,360	6,575
Depreciation	3,133	2,293
Employee entitlements – annual leave and long service leave	1,604	5,389
General community activities	930	-
Heat, light and power	1,322	961
Insurance	824	363
Loss on disposal of fixed assets	3,168	696
Portable long service benefits scheme levies	4,058	4,026
Postage	124	325
Printing and stationery	2,411	2,293
Program costs, course resources and materials	40,910	50,903
Program catering	431	237
Rent	4,766	7,500
Repairs and maintenance	2,189	339
Staff training	2,913	1,245
Subscriptions and licence renewals	4,244	2,882
Superannuation	23,355	23,331
Telephone and internet	1,113	2,962
Volunteer expenses	821	1,255
Wages	326,363	276,169
Workcover	3,133	4,548
TOTAL EXPENDITURE	446,065	399,261
NET SURPLUS/(DEFICIENCY) FOR THE PERIOD	135,750	96,641

Statement of Financial Position as at 30 June 2021

	2021	2020
	\$	\$
CURRENT ASSETS		
Cash at bank	394,046	174,825
Cash in term deposit	252,182	250,000
BRAT – cash at bank	4,733	1,119
Petty cash float	500	227
Trade debtors	705	5
Sundry debtors	-	37,324
TOTAL CURRENT ASSETS	652,166	463,500
NON-CURRENT ASSETS		
Plant and equipment – at cost	23,000	20,680
Less provision for depreciation	(8,228)	(13,001)
TOTAL NON-CURRENT ASSETS	14,772	7,679
TOTAL ASSETS	666,938	471,179
CURRENT LIABILITIES		
Trade creditors	11,703	55
Fees for service in advance	1,405	2,212
Funds under Auspice Arrangement: BRAT	3,983	293
Funds under Auspice Arrangement: STEM Catalyst	5,000	-
Grants received in advance	71,794	26673
ATO: PAYG withholding	4,156	7,324
Accrued salaries and wages	-	2,654
Portable long service benefit scheme levies payable	1,291	1,047
Superannuation payable	209	2,819
GST payable	7,555	5,615
Provision for annual leave	8,334	12,749
Provision for long service leave	17,165	11,146
TOTAL CURRENT LIABILITIES	132,596	72,587
TOTAL LIABILITIES	132,596	72,587
NET ASSETS	534,343	398,592
EQUITY		
Accumulated members funds	534,343	398,592
	534,343	534,343

Programs and Activities

Adult Education

Our Adult Education Programs are designed to engage learners in education. They are often the first step into further education and/or employment for community members. Our programs help learners build skills and confidence and connect with others. Some of these programs run successfully out of Community Hubs in primary schools where parents feel comfortable in familiar surroundings. Others run on site at the Broadmeadows Community Hub (BCH).

Our Adult Education Programs focus on building English language, digital literacy and vocational skills. They are funded by the Department of Education through the Adult Community & Further Education Board.

In 2020/21 we ran the following Adult Education Programs:

English as an Additional Language - Basic English, Conversation and Grammar, English at Campbellfield Heights, English for Vietnamese Speakers, Intermediate English

Digital Literacy - Computers and Digital Devices for Beginners, Digital Literacy for Work Environments

Vocational - Cooking at Greenvale, Cooking at Holy Child, Cooking at Roxburgh Rise, Cooking at St Dominic's, Gardening and Maintenance at Meadows Primary, Sewing for Beginners & Intermediate



Community Programs

Our community programs have a social inclusion and health and wellbeing focus. Some run weekly all year round and others are project based. Over the past 12 months these community programs have become extremely important as the community struggles with rising mental health needs, increased family violence and loneliness due to the extended lockdowns.

Dallas Neighbourhood House provided a series of Wellbeing Workshops; *Taking Care of Yourself - You're Worth it* and *Positive Wellbeing in the Home* at BCH and three of the Community Hubs. Funded by the Australian Government Department of Social Services in collaboration with Uniting VIC Tas Communities for Children Hume Program, these workshops were incredibly well received. They helped break down the stigma associated with mental health and encouraged open conversations and peer support.

We embarked on a new Family Violence Peer Education Project in partnership with Northern Community Legal Centre. 12 women of different ages and cultural backgrounds will undergo family violence awareness training and then work with film makers to create a short video message to the women of Hume.

In 2021/21 we ran the following Community Programs:

Social Groups - Coffee, Cake & Bingo, Men's Group, Spanish Speaking Seniors Group

Recreation Programs - Pilates, Share a Craft, Upcycling, Pre-CAL Zines and Art

Projects - Family Violence Peer Education Project, Wellbeing Workshops

Events - Let's Connect, Volunteer Week Celebration



Emergency Relief

Each week our Food Parcel Program at the BCH provides fresh fruit and vegetables and pantry and personal care items to families and individuals who are struggling on low incomes. The program has almost doubled in size since the pandemic hit in March 2020. The Program Coordinator, Fouzul, did an amazing job in accommodating the demand and doing her utmost to ensure no one was turned away.

In February this year we established a second Food Parcel Program from our Calivil Street site with funding from Hume City Council. Collectively we distribute 120 parcels each week across the two sites.

Our Food Parcel Program is largely supported by donations from Foodbank Victoria. In recent months we've secured grant funding from the State Governments' Priority Response to Multicultural Communities taskforce. This enables us to purchase pantry staples that are often unavailable from Foodbank. We also received generous donations from the Urban Neighbours of Hope. Share the Dignity, a charity that distributes period products, provides donated products to us twice a year to distribute.

This running of our Food Parcel program would not be possible without our team of volunteers. Each week they help unload the goods from the Foodbank truck, pack the parcels and assist with their distribution.

In an average week our Food Parcel Program:

- distributes over 1.1 tons of goods
- directly benefits 340 people per week
- is supported by 40 hours of volunteer labour

In December we took on the mammoth task of distributing eight truck-loads of clothing and shoes that were donated by Big W via the Good360 charity. Again this would not have been possible without the support of our volunteers and Lavinia who worked tirelessly to make sure every last item found a home.

Broadmeadows Residents Advisory Team (BRAT)

Dallas Neighbourhood House has been working in partnership with BRAT since its inception in 2011. We currently provide auspicing services as well as staffing and volunteer resources. In many ways we see BRAT as a program of Dallas Neighbourhood House. We share the goal of achieving positive change for residents of Broadmeadows.

BRAT is a voluntary tenants group for those residing in postcode 3047 and is committed to working together for positive change and development for residents. They engage residents through forums, supporting community projects, providing information as well as individual and group advocacy to raise awareness about issues of concern.

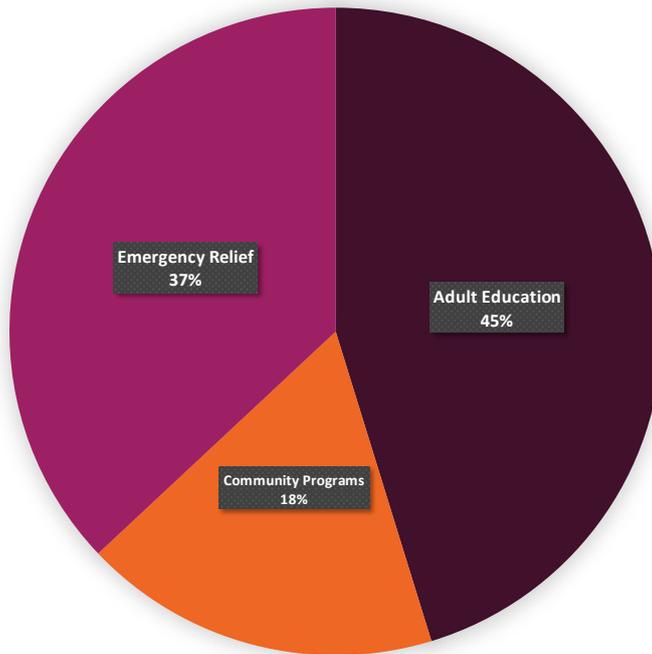
In March this year BRAT hosted a forum *The Road to Recovery* which was designed to assist local community members to assess the impacts of COVID-19 and know where they can access additional support services locally. We heard from guest speakers from Northern Community Legal Centre, DPV Health and Hume City Council. The forum was well attended and certainly the largest event seen at the BCH since the pandemic hit.

With help from Louise, our Community Programs Coordinator, BRAT had successfully reinstated monthly meetings with residents just prior to the sixth lockdown. A small core group had identified issues around the security and cleanliness of Olsen Place for the BRAT advocacy agenda.



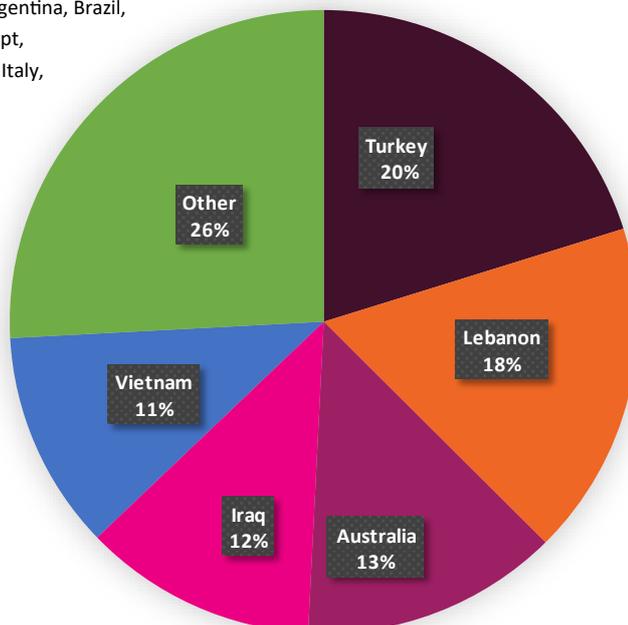
Participant Statistics

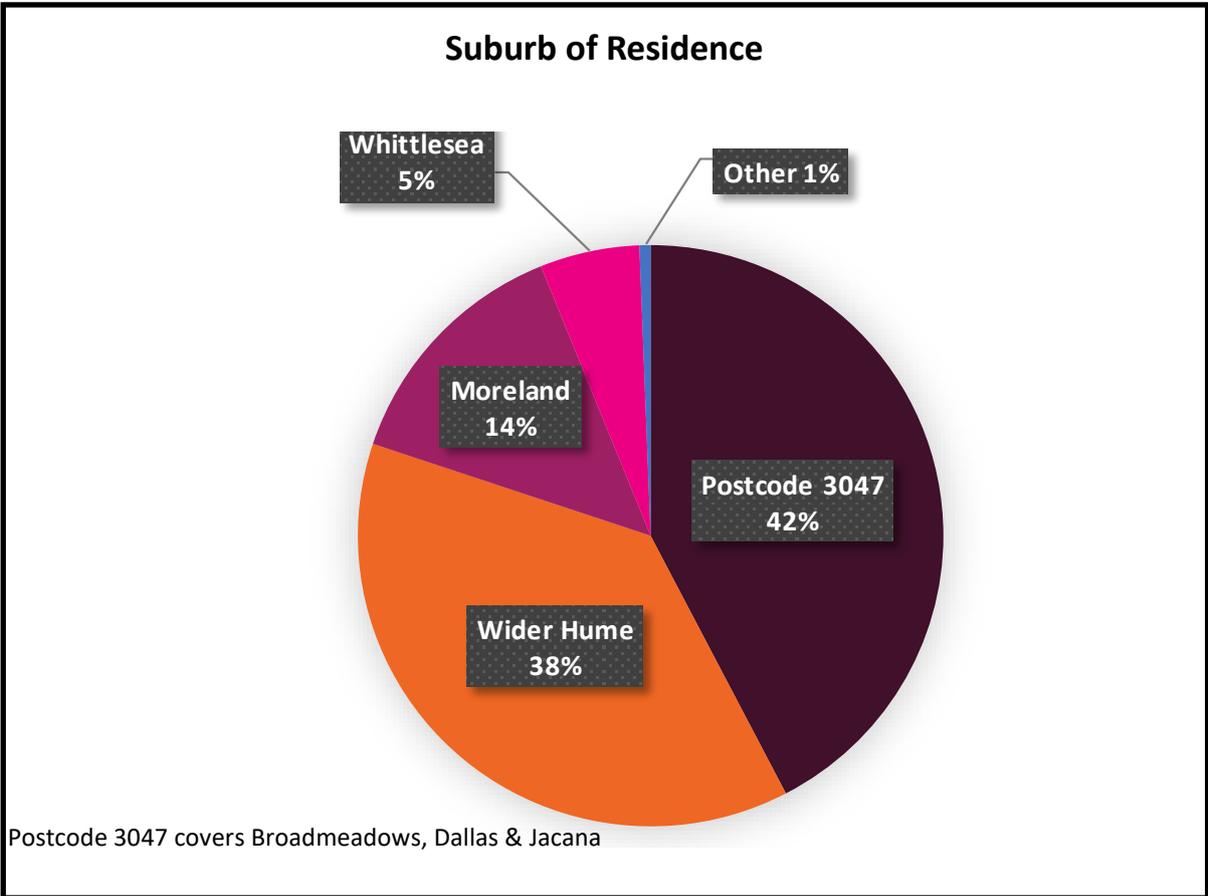
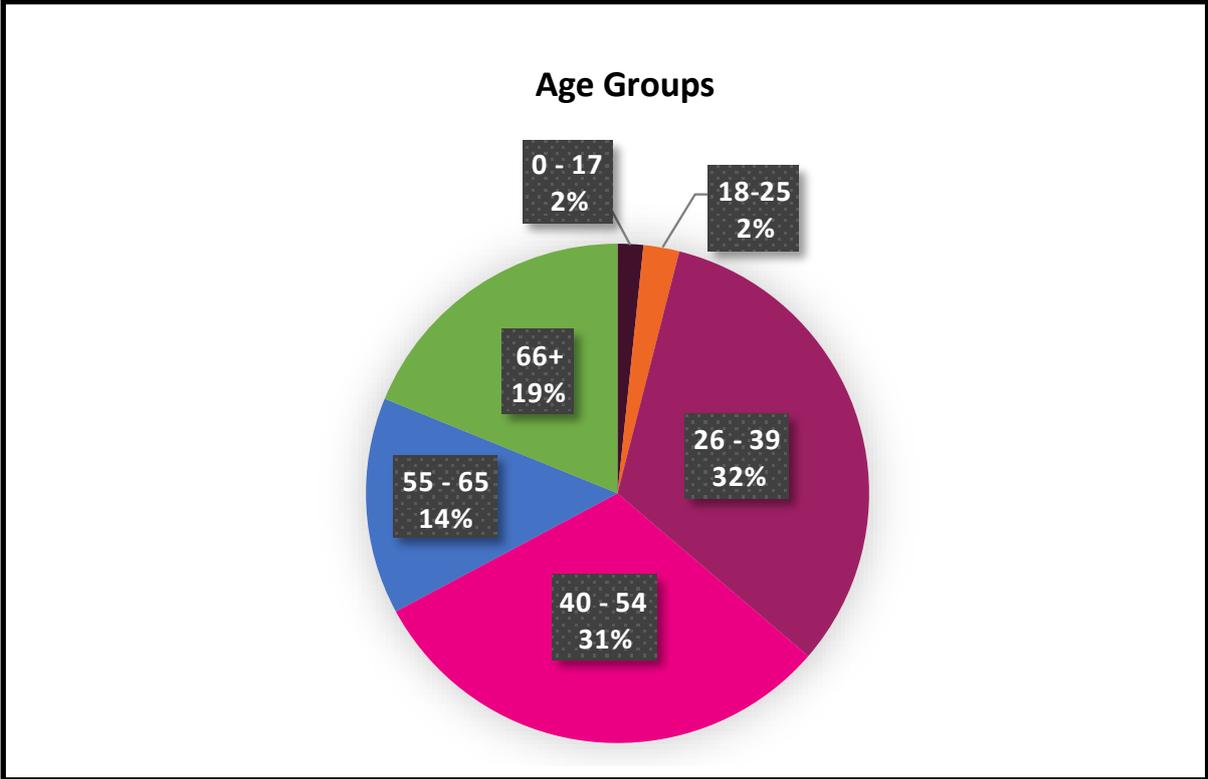
Participation in Programs



Country of Birth

Other includes: Afghanistan, Argentina, Brazil, Cambodia, Chile, Colombia, Egypt, El Salvador, Greece, India, Iran, Italy, Kuwait, New Zealand, Pakistan, Papua New Guinea, Peru, Philippines, Samoa, Saudi Arabia, Scotland, Sri Lanka, Syria, Thailand, United Kingdom





Acknowledgements

Our Funders and Supporters

Dept of Education
Dept of Families, Fairness & Housing
Hume City Council

ANHCA in partnership with Sidney Myer Fund
Australian Government
Business Victoria
Communities for Children Hume Program
Dept of Industry, Science, Energy & Resources
Dept of Social Services
DPV Health
Foodbank Victoria
Fresh Plus Dallas
Good 360
IGA Olsen Place
Second Bite
Share the Dignity
Urban Neighbours of Hope



Our Partners

Campbellfield Heights Primary
Darul Tawheed
DPV Health
Greenvale Primary
Holy Child Primary
Hume City Council
Hume Valley School
Lentara Uniting Care
Meadows Primary
Neighbourhood Houses Victoria
Northern Community Legal Centre
North West Neighbourhood House Network
Roxburgh Rise Primary
St Dominic's Primary
STEM Catalyst

Our Committee of Management

Barb van den Vlekkert - Chairperson
John Rutherford - Vice Chairperson
Helen Patsikatheodourou - Treasurer
Jenny Chin - Secretary
Leanne Cacoyiannis
Marquita Nolan
Jan Thorpe

Our Staff

Carolyn Webster, Manager (November 2020 - present)

Suzelle Allet, Manager (July - August 2020)

Eva Ahmet Ata, Programs and Education Coordinator (ceased)

Fouzul Saboor Mohideen, Bookkeeper and Food Parcel Program Coordinator

Lavinia T Tonga Finau, Office Coordinator

Louise Pacor, Community Programs Coordinator

Bev Tong, Advanced English, Basic English, Campbellfield Heights English, Conversation & Grammar, Intermediate English Tutor

Elissa Simmons, Gardening & Maintenance Tutor

Eliza Falzon, Campbellfield Heights English Tutor

Jack Moon, Intermediate English Tutor

Jane Short, Roxburgh Rise English Language Support Tutor

Jasmine Corbett, Sewing and Upcycling Tutor

Julia Sirin, Holy Child, Roxburgh Rise, St Dominic's Cooking Tutor

Mustafa Ahmet, Computer Tutor

Nevin Cigdem, Greenvale Primary Cooking Tutor

Rana Melhem, PreCAL Arts and Life Coach Program Tutor

Rohan Schwartz, Zines Tutor

Rosina Pugliese, Basic English, Conversation & Grammar English Tutor

Trong Nguyen, English for Vietnamese and Digital Literacy for Work Environments Tutor

Our Contractors

Collins & Co, Financial Auditor

Liam Jarrett-Jenkins, Graphic Design

Razornet Technology, IT Support

Steps to Life, Wellbeing workshop facilitation



Our Volunteers

Collectively our volunteers gave 2,416 hours of their time to Dallas Neighbourhood House. This equates to 1.25 full time employees or \$72,500 in in-kind wages. Thank you to all of our wonderful volunteers for this fantastic contribution.

Geoff Buckey
Heather Rogerson
Julie Tognolini
Kylie Collins
Lyzette James
Mayada Khalil
Sadia Tausfey
Shahid Abbasi
Youmna Al Aoubi
Tuba Alyagut
Primrose Finau
Rachel Finau

Hatice Vural
Joan Kent
Hana Shimoon
Lina Kryakos
Maryam Omran
Neil Barnes
Sakina Huned
Sarah Sinclair
Teleisia Melekiola
Epiphany Melekiola
Lau Finau

Our Students on Placement

Throughout the year we host students on a range of placements. From secondary school requirements through to Certificate courses and beyond. We hope this experience is rewarding for our students. Collectively our students spent 3,320 hours with us.

Andrew Gorial
Claudia Ramirez
Ecem Nur Hazar
Jenisha Pokhrel
Joel Phillips
Louis Hoang Anh Tuan
Milan Singh
Randall Egan
Sabrina Leleo

Anna Alaivaa
Dolma Tamang
Edwina Saines
Joanne Le
Komal
Luisa Finau
Premdev Anirudhra
Rima Younan
Saraswati Upadhya



Our Vision, Mission and Values

Vision

Dallas Neighbourhood House aspires to deliver programs and activities that improve lives and strengthen community connections.

Mission

Dallas Neighbourhood House is committed to providing lifelong learning and community development activities that are inclusive, accessible and sustainable for the local community.

Values

Equity: ensuring that individuals are treated in a fair, just and equitable manner.

Access: providing access to all individuals who wish to participate.

Participation: seeking to maximise opportunities for people to engage in activities and in the local community.

Rights: ensuring that the rights of individuals are respected regardless of their background.

Excellence and Innovation: providing the highest quality in service provision and embracing new and efficient processes and practices.

Sustainability: incorporating sustainable practices across our organisation.

Connections: collaborating and partnering with other organisations to enhance outcomes for the local community.

Community cohesion: value diversity and encourage a sense of belonging for all.

