

Dallas Neighbourhood House

Annual Report

2021/2022

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Chairperson's Report



This has been my eight consecutive year as Chair. Our other long-term members include John Rutherford, Deputy Chair, and Helen Patsikatheodorou, Treasurer. A big thank you to them both for their continued commitment to Dallas Neighbourhood House (DNH). Also thank you to committee members Jenny Chin and Marquita Nolan for their contribution over the last 12 months on the committee. We farewelled committee members Leanne Cacoyannis and Jan Thorpe during the year.

During this financial year we have reviewed our constitution. I would like to thank Carolyn, Jan and Helen for their commitment and hard work in reviewing our constitution, which has since been adopted.

Carolyn and her team have introduced a new financial accounting system – Xero, which supports a greater level of accountability and reporting.

We also introduced a new logo as part of a marketing review.

Carolyn has once again tendered and successfully gained additional funding for DNH to either add value to existing programs, or to go towards something new for the community. Overall, she has secured over \$70,000.

This last year has yet again been one of challenges and uncertainty, with COVID at times turning our world upside down, but that has not stopped the team from continuing to support the local community.

The Food Parcel Program, run in partnership by DNH and Broadmeadows Residents Advisory Team (BRAT), and supported by many volunteers is a much-needed program and continued to run through the challenges of COVID. The aim of this program is to support families in need. The second Food Parcel Program in Calivil Street Dallas that commenced last February also continues to be a much-needed addition to the initial program.

Throughout the year we continued to offer programs through both face to face and 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.

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 assisted the Spanish Speaking Seniors Group of Broadmeadows to ease their administrative burden by relinquishing their incorporated status. They now too are auspiced by DNH.

I would like to thank our main funding bodies – Department of Education, Department of Families, Fairness and Housing and Hume City Council.

I would like to thank all the staff and many volunteers and students, who have contributed to the running of Dallas Neighbourhood House over the last twelve months.

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

Barb van den Vlekkert

Manager's Report

It's been another rollercoaster of a year as we dealt with the ups and down of more lockdowns and dealing with "COVID normal".

Despite the challenges that have been thrown at us we've continued to innovate and achieve great outcomes as well as provide our regular programs and services that our community rely on. Credit to the whole team for maintaining a positive mindset and good humour throughout the year.

Re-engaging our community in face to face programs towards the end of 2021 was slow to begin with. However come Term 1 this year numbers began to build as people felt more confident in getting out and about again.

We expanded both our Community Program and Adult Education offerings. The re-introduction of a Community Lunch and the new Soul Soup program provide social opportunities for those on a budget. New digital literacy courses that focus on practical skills have been popular, particularly in the Community Hubs with parents who struggled with the technology needed for home schooling.

We've had success in engaging the community in free one-off fun events. This was evidenced by the 100+ families that attended Term 2 *Let's Connect* event. We then had our series of *Partners for Change* workshops (cooking, gardening and art) which were also well attended. Last but not least, who could forget Elvis! It was great to finish off the year with something light hearted and fun.

A personal highlight for me has been our *Family Violence Peer Education* project and the launching of the *Take the First Steps* video. This project really highlighted the value of working in partnership and the benefits of co-design as we gave our Peer Educators licence to lead the creative process. The end result is an empowering message that resonates with all women. Thank you to our partners Northern Community Legal Centre and our Peer Educators for their expertise and commitment. If you haven't seen the video, [watch it now](#) and share it with your networks.

Our Food Parcel Program team were faced with the challenge of relocating to a temporary venue during the lockdown as the Broadmeadows Community



Hub was used as a pop up vaccination hub. We had two options; move to the Dallas Tennis Club or not run the program. We thought about it for less than ten seconds before deciding to move and continue this vital service. Over 120 households rely on these parcels each week. Both staff and volunteers rose to the challenge. There was a lot of extra logistics and planning behind the scenes but at the end of the experience we felt it was an "up", both for the team and for our community. A huge thank you to Foodbank who not only provide much of the content for the food parcels but also deliver it to our door 46 weeks of the year.

Looking ahead we've just about finalized our 2022-25 Strategic Plan. We've revised our vision, mission and values as a team and feel really energized about the future.

In closing I'd like to thank our funders, partners, and supporters. Special thanks to our staff and volunteers, including the Committee of Management and students on placement, for their amazing resilience and dedication. Last but not least, thank you to the community. It is you that help shape Dallas Neighbourhood House and inform what we do.

Carolyn Webster

Treasurer's Report

We trekked slowly this year and with caution as we danced with a virus that was not sure whether it was playing a waltz, the boogie or *Open, Shut Them.*

The Committee quickly adapted how we governed to the new normal, moving fluidly from the physical to the virtual with ease.

This year saw the launching of the new website and the adoption of the revised Constitution.

Our Licence was renegotiated with Hume City Council, and we received a reimbursement for our COVID closure.

Post-COVID grants have funded our Food Parcel Program which has grown substantially. The Program has become sustainable through handling fees and we are now delivering at a second location.

We have been working through our Annual Business Plan strategically and have developed a three year Strategic Plan that will shape our vision to 2025.

We have updated and created some of our Financial and Operating Policies to provide guidance to the staff and Board. Here are a few below:

- Prevention of Fraud Policy
- Records Management Policy
- Credit Card Policy
- Risk Management Policy
- Risk Management Register
- Workplace Health & Safety (WHS) Policy
- Access, Equity & Diversity Policy
- Vaccination Policy
- Professional Development & Training Policy
- Safeguarding Policy and Social Media Policy

We have reinvested our term deposit in line with increased rates and made better investment decisions.

Overall, it has been a good year. We finished with a surplus of \$35,764, which although was considerably less than the previous year, reflects our operations more realistically.

Having factored in all our provisions and grants received in advance, as well as all creditors and salary obligations we have a solvency ratio of 1 to 5, leaving us in a very healthy position for the 2021/22 Financial Year.



I thank the Committee, the Manager, staff, and volunteers for their support.

As the Treasurer of Dallas Neighbourhood House, I present to our members our 2021-2022 Audited Financial Report.

Helen Patsikatheodorou OAM

Income and Expenditure Statement for the year ended 30 June 2022

INCOME	2022	2021
	\$	\$
Grant Funding Income		
Department of Education (ACFE)	164,750	108,240
Department of Families, Fairness and Housing	162,029	-
Department of Health & Human Services	-	140,875
Department of Premier and Cabinet	3,100	-
Department of Social Services	1,202	-
Fees for services	-	10,240
Hume Council – Neighbourhood House	29,265	28,691
Hume Council – Community Grant	18,850	15,357
Other grants	35,272	9,152
	414,468	312,555
Other Income		
COVID-19 government assistance payments: Business Support	-	20,000
COVID-19 government assistance payments: Cash Flow Boost	-	22,132
COVID-19 government assistance payments: JobKeeper	-	182,300
Donations and food handling fees	37,962	40,098
Fundraising	-	32
Interest received	775	2,196
Program and project fees	1,839	1,058
Sundry income	5,240	1,324
Venue hire	-	120
	45,816	269,260
TOTAL INCOME	460,284	581,815

Income and Expenditure Statement for the year ended 30 June 2022

EXPENDITURE	2022	2021
	\$	\$
Accounting and bookkeeping fees	200	800
Advertising and promotion	1,867	3,679
Auditors remuneration	2,150	3,550
Bank charges	138	145
Cleaning	579	1,424
Committee expenses	-	295
Computer expenses	7,589	8,360
Consultants	2,855	-
Depreciation	11,883	3,133
Employee entitlements – annual leave and long service leave	(70)	1,604
Fees and permits	480	
General community activities	-	930
Heat, light and power	1,707	1,322
Health and safety	700	-
Insurance	670	824
Loss on disposal of fixed assets	-	3,168
Portable long service benefits scheme levies	2,950	4,058
Postage	237	124
Printing and stationery	2,225	2,411
Program costs, course resources and materials	181,295	40,910
Program catering	-	431
Recruitment	140	-
Rent	7,803	4,766
Repairs and maintenance	774	2,189
Staff amenities	1,036	-
Staff training	714	2,913
Subscriptions and licence renewals	4,480	4,244
Sundry expenses	131	-
Superannuation	18,169	23,355
Telephone and internet	1,369	1,113
Volunteer expenses	500	821
Wages	181,411	326,363
Workcover	(6,461)	3,133
TOTAL EXPENDITURE	427,521	446,065
NET SURPLUS/(DEFICIENCY) FOR THE PERIOD	32,764	135,750

Statement of Financial Position as at 30 June 2022

	2022	2021
CURRENT ASSETS	\$	\$
Cash at bank	664,835	394,046
Cash in term deposit	-	252,182
BRAT – cash at bank	3,315	4,733
Petty cash float	2,982	500
Trade debtors	-	705
Sundry debtors	9,750	-
Prepaid expenses	3,634	-
TOTAL CURRENT ASSETS	684,516	652,166
 NON-CURRENT ASSETS		
Plant and equipment – at cost	29,394	22,997
Less provision for depreciation	(20,108)	(8,225)
TOTAL NON-CURRENT ASSETS	9,286	14,772
TOTAL ASSETS	693,802	666,938
 CURRENT LIABILITIES		
Trade creditors	1,616	11,703
Fees for service in advance: Community Hubs Australia	1,430	1,405
Funds under Auspice Arrangement: BRAT	6,316	3,983
Funds under Auspice Arrangement: Darul Tawheed	1,000	-
Funds under Auspice Arrangement: Spanish Speaking Senior Citizen Club	(146)	-
Funds under Auspice Arrangement: STEM Catalyst	-	5,000
Grants received in advance	68,761	71,794
ATO: PAYG withholding	3,222	4,156
Credit card	4,456	-
Portable long service benefit scheme levies payable	1,346	1,291
Superannuation payable	-	209
GST payable	13,166	7,555
Provision for annual leave	17,079	17,165
Provision for long service leave	8,451	8,334
TOTAL CURRENT LIABILITIES	126,697	132,596
TOTAL LIABILITIES	126,697	132,596
 NET ASSETS	567,105	534,343
 EQUITY		
Accumulated members funds	567,105	534,343
	567,105	534,343

Student and Volunteer of the Year

Student of the Year

Sermin Hekim was a unanimous choice for our inaugural Student of the Year award. All three of her teachers said she was a stand-out.

Over this past twelve months Sermin has been enrolled in our Gardening and Horticulture class at Broadmeadows Valley Primary as well as the Digital Literacy and Learn to Sew classes at the Broadmeadows Community Hub. She's also a regular at our Community Lunch and has most recently joined the Turkish Women's Group.

Normally the first to arrive, Sermin will help with set up and then be the last to leave once everything's been packed away. Elissa Simmons, our Gardening teacher, says "Sermin is fantastic at making sure all the garden tools are cleaned after being used. The garden always looks better after she visits. She's always caring towards others including Fluffy, the school chicken."

Jack Moon, our Digital Literacy teacher, says "Sermin's the most consistent of all my students and always makes a positive contribution in class".

When it comes to the Sewing class, our teacher Alison Dew, says she's seen Sermin's self-confidence grow enormously over the year.

Sermin is friendly and welcoming of new students and loves to share her learning with others. She's a committed student who enjoys being active in the community and meeting new people.

Congratulations Sermin on being our Student of the Year.



Volunteer of the Year

Neil Barnes has been volunteering his time with us in our Food Parcel Program for just over 12 months now. Initially he would come in on a Tuesday for a few hours to help unload the truck from Foodbank. Then when we were locked down towards the end of 2021 Neil found he had more time on his hands so he started coming on Wednesdays to help pack bags and on Thursdays to help with the distribution.

Neil is incredibly reliable and hard working. He goes above and beyond what's expected. During last year's lockdown when we had to move to the Dallas Tennis Club Neil transported goods from location to location countless times. He's even taken the odd wonky trolley home to fix and was responsible for recruiting his wife Judy as a volunteer. And if you think you've seen him somewhere before its because he put up his hand to be part of our photo shoot last December for our library of stock images.

Judy tells us that Neil enjoys volunteering at DNH because he likes the people. He fits in well with our team and is well liked by everyone. He's always got a story to tell and makes everyone laugh.

Neil continues to come in every Tuesday, Wednesday and Thursday without fail ready to help with whatever's needed. He's essential to our Food Parcel Program and that's why he's our inaugural Volunteer of the Year.



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 participants. 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.

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 (ACFE) Board.

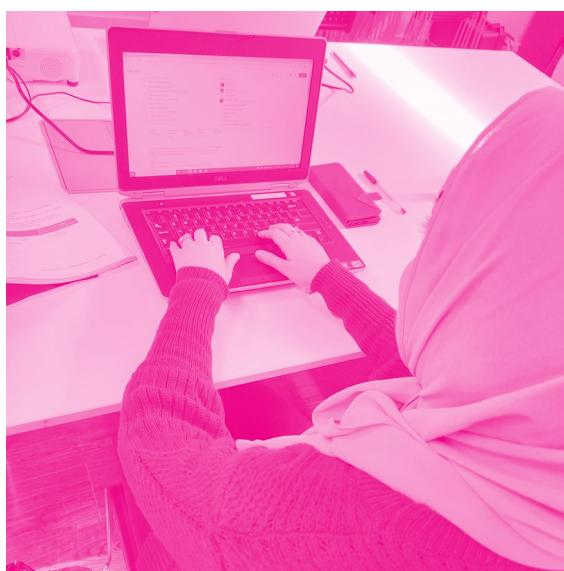
In 2021/22 we ran the following ACFE programs:

English as an Additional Language - Basic English, Intermediate English, English at Campbellfield Heights, English for Vietnamese Speakers and English Conversation at St Dominic's

Adult Literacy - Learning to Read and Write

Digital Literacy - Digital Essentials 1.0 and Digital Essentials 2.0 (delivered at Broadmeadows Community Hub, Campbellfield Heights, Meadows and St Dominic's Primary)

Vocational - Intro to Hospitality (delivered at Greenvale, Holy Child, Roxburgh Rise and St Dominic's Primary), Gardening and Maintenance (delivered at Meadows and Broadmeadows Valley Primary) and 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 continued to be important as the community struggles with mental health needs, increased family violence and loneliness due to the pandemic.

We completed our Family Violence Peer Education Project in partnership with Northern Community Legal Centre. 12 women of different ages and cultural backgrounds took part in a series of family violence awareness training sessions. They then worked with Fringe Dweller films to create a short message of empowerment to the women of Hume.

We provided another series of Wellbeing workshops, this time in partnership with DPV Health to help residents understand the impact that COVID has had on their mental health.

Towards the end of the year we took part in a trial project funded by the Department of Health around providing health information to the community. We ran a series of workshops and brought in guest speakers to talk about various health topics. Each workshop had a fun element and food to entice people to join.

In 2021/22 our Community Programs were:

Social Groups - Community Lunch, Coffee, Cake & Bingo, Men's Group, Spanish Speaking Seniors Group, Soul Soup

Art and Wellbeing Programs - Share a Craft, Upcycling, Pre-CAL Zines, Gentle Exercise, Partners for Change workshops



Emergency Relief

Each week our Food Parcel Programs provide fresh fruit and vegetables and pantry and personal care items to families and individuals who are struggling to make ends meet. On Thursdays we usually cater for 110 households a week. On Fridays we run a smaller program at our Calivil Street site for around 20 households.

This year we've had to tighten our eligibility to residents living in Broadmeadows and immediately neighbouring suburbs to try and accommodate the rising demand from residents living in our immediate vicinity.

Our Food Parcel Program is largely supported by donations from Foodbank Victoria. During the year we've been able to purchase additional goods with grant funding from the State Governments' Priority Response to Multicultural Communities taskforce and Hume City Council. Most weeks this means a loaf of bread and 1 dozen eggs over and above what we get from Foodbank. Share the Dignity, a charity that distributes period products, provides donated products to us twice a year to distribute. Recently we've also been able to get one-off donations through Bright Sparqe an online platform that connects businesses with charities.

The 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 the distribution. Louise Pacor, the Program Coordinator also deserves a special mention for bringing it all together so seamlessly week after week.

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



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 June this year BRAT hosted a *Tenant's Rights* forum. Unfortunately the Victorian Public Tenants Association were a last minute cancellation. We had however organized an Elvis Tribute Act to close the forum so a good time was still had by all. Elvis quickly had everyone up singing and dancing.

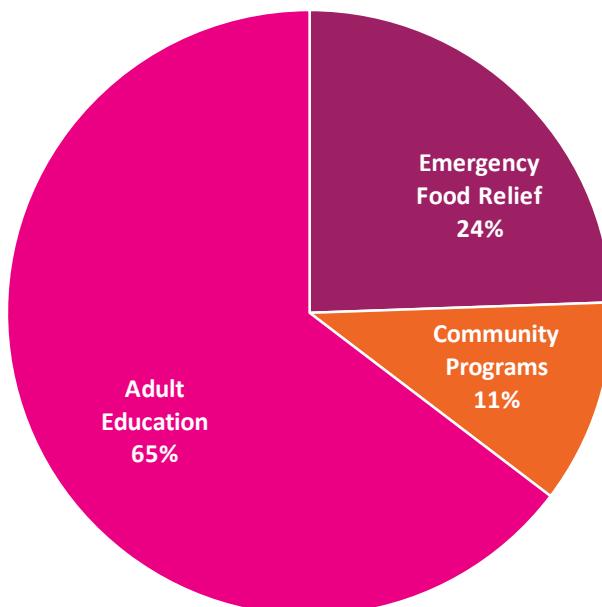
BRAT also participated in *Clean Up Australia Day*. They targeted Olsen Place after issues had been raised about its cleanliness. It also provided an opportunity to talk with shopkeepers and hear their concerns.

BRAT meets on the third Tuesday of the month. They welcome all newcomers interested in discussing local issues, both positive and negative.



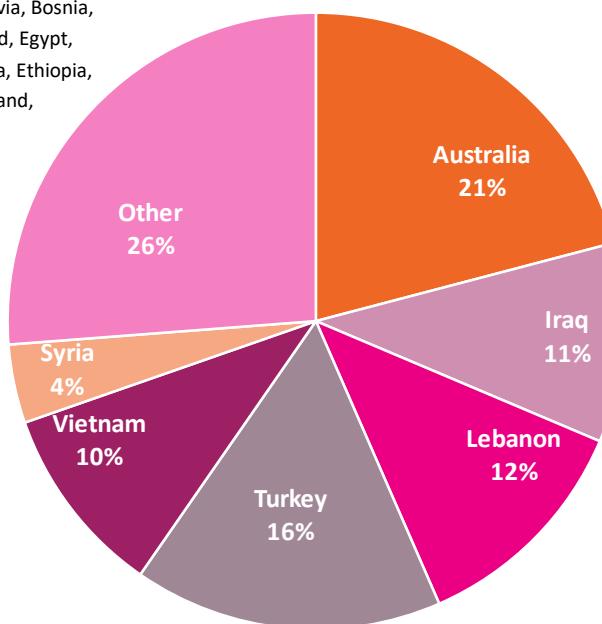
Participant Statistics

Participation in Programs

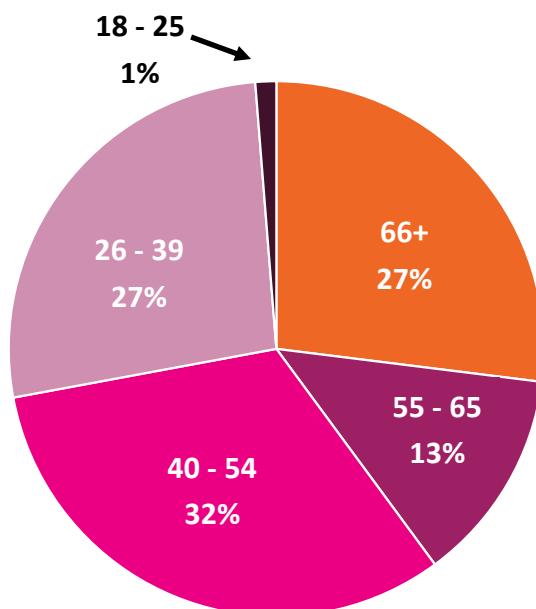


Country of Birth

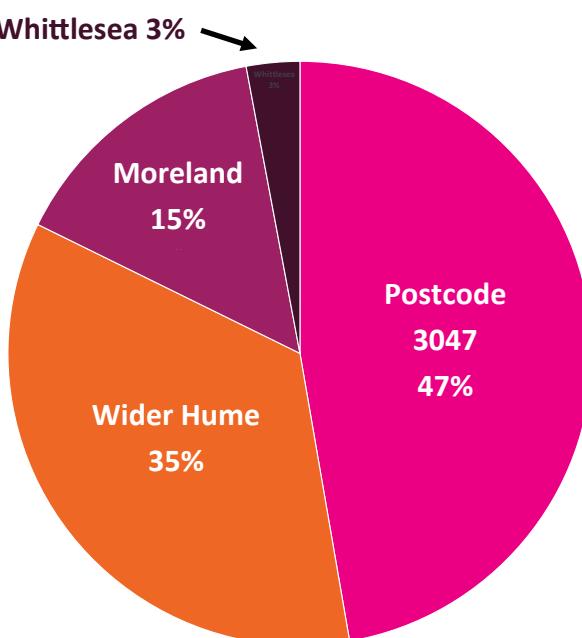
Other includes: Afghanistan, Algeria, Argentina, Bangladesh, Bolivia, Bosnia, Cambodia, Chile, Cook Island, Egypt, El Salvador, England, Eritrea, Ethiopia, Fiji, Greece, India, Iran, Ireland, Italy, Japan, Jordan, Libya, Macedonia, Mauritius, Morocco, New Zealand, Pakistan, Papua New Guinea, Peru, Philippines, Saudi Arabia, Scotland, Somalia, Sri Lanka, Sudan, Thailand, Uruguay, Vanuatu



Age Groups



Place of Residence



Postcode 3047 covers Broadmeadows, Dallas & Jacana

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
Australia Post
Awesome Foundation
Bright Sparqe
Business Victoria
Communities for Children Hume Program
Community Hubs Australia
Dept of Social Services
DPV Health
Foodbank Victoria
Fresh Plus Dallas
Good 360
IGA Olsen Place
Neighbourhood Houses Victoria in partnership with
Department of Health
Share the Dignity



Our Partners

Broadmeadows Valley Primary
Campbellfield Heights Primary
Darul Tawheed
DPV Health
EQubed
Greenvale Primary
Holy Child Primary
Hume City Council
Hume Valley School
iHelp Disability Services
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 Patsikatheodorou - Treasurer
Jenny Chin - Secretary
Marquita Nolan

Our Staff

Carolyn Webster, Manager

Fouzul Saboor Mohideen, Bookkeeper

Lavinia T Tonga Finau, Office Coordinator

Louise Pacor, Community Programs Coordinator

Alison Dew, Sewing Tutor

Arjumand Banu Khan, Digital Literacy Tutor

Elissa Simmons, Gardening & Maintenance Tutor

Eliza Falzon, Cooking, Digital Literacy and English Tutor

Jack Moon, Digital Literacy and English Tutor

Julia Sirin, Cooking Tutor

Michael Fikaris, Zines Tutor

Nevin Cigdem, Cooking Tutor

Rana Melhem, Upcycling Tutor

Rosina Pugliese, English Tutor

Samantha Flanagan, Gentle Exercise Instructor

Trong Nguyen, English and Digital Literacy Tutor

Our Contractors

AEL Systems, IT Support

Collins & Co, Financial Auditor

Jeder Institute, Strategic Planning

Fringe Dweller Films, Film Maker

Steps to Life, Wellbeing workshop facilitation

Two Hands Full, Website



Our Volunteers

Collectively our volunteers gave 2,964 hours of their time to Dallas Neighbourhood House. This equates to 1.5 full time employees or \$87,000 in in-kind wages. Thank you to all of our wonderful volunteers for this fantastic contribution.

Aghadir Albazi
Alessio Brancato
Brad Coach
Chrissy Undy
Geoff Buckley
Hatice Vural
Heather Rogerson

Homira Amiri
Houda Taha
Joanne Le
Judy Barnes
Julie Tognolini
Louis Hoang Anh Tuan La
Lyzette James

Mayada Khalil
Mohammad Hendi
Neil Barnes
Tom Lochhead
Yousra Al Ayoubi

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 3,740 hours with us.

Brooke Stephens
Claudia Ramirez
Edwina Saines
Francika Christofis
Joanne Le
Louise Hoang Anh Tuan La

Nicki Spencer
Nidhiben Dasondi
Premdev Anirudhra
Rashida El-Masri
Rebecca Drake
Reema Kapahi

Ruby Hobson
Samiullah
Saraswati Upadhyaya
Shania
Taibu Tura
Therese Sawbridgeworth



Our Vision, Mission and Values

Vision

A thriving diverse community.

Mission

Working together with the community to create a safe place for everyone to connect and learn.

Values

Welcoming: We create a friendly non-judgmental space for our community.

Social Justice: Our work is underpinned by the five social justice principles - access to resources, equity, participation, diversity and human rights.

Ethical: We do the right thing, in an honest, fair and responsible way.

Trust: We listen attentively, treat people respectfully, and are accountable to our community and funders and always act transparently.

Partnerships: We love working with others.

Innovation: We are responsive, flexible, curious, find joy in discovery and continue to evolve.

