PHOENIX PARK
NEIGHBOURHOOD HOUSE

Annual Report

July 2020 – June 2021

PHOENIX PARK
NEIGHBOURHOOD HOUSE
MALVERN EAST

VICTORIA State Government

City of STONNINGTON

Acknowledgements

Phoenix Park Neighbourhood House Inc gratefully acknowledges the support of;

- The Victorian Government
- The City of Stonnington
- Neighbourhood Houses Victoria
- Community House Network of the Southern Region
- Community Bank, Malvern East Bendigo Bank

OUR MISSION

Our mission is to provide a welcoming and safe place that actively fosters inclusive participation and partnership in living and learning. We do this by offering accessible and affordable courses, programs and services designed to enrich the lives of all in our community, regardless of age, ability, or background. We encourage a sense of belonging in the community.

OUR VISION

Our vision is to be a hub of community involvement and learning, a welcoming, friendly, and inclusive centre of activity that reflects and celebrates social and cultural diversity.

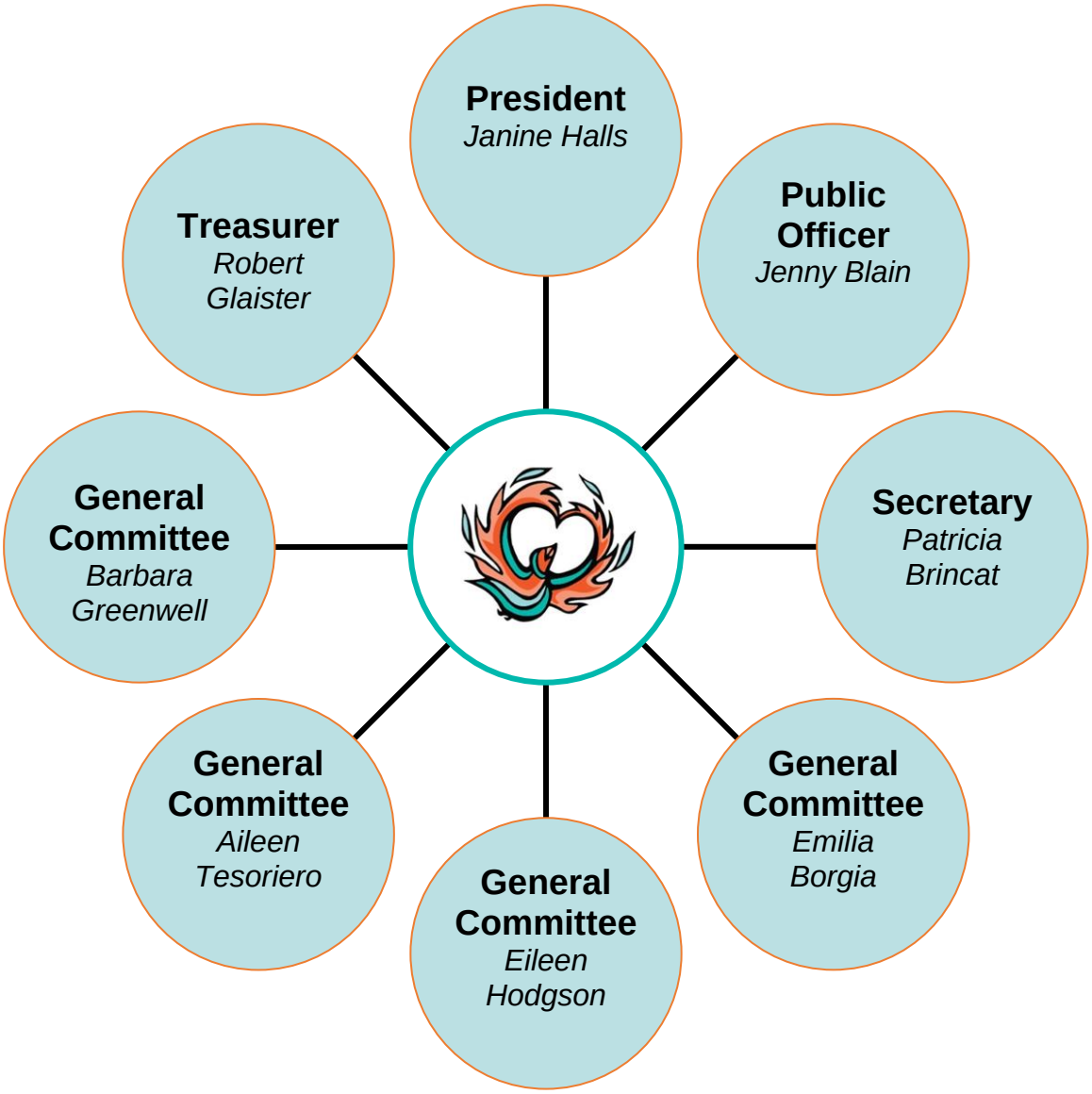
Phoenix Park Neighbourhood House Inc
22 Rob Roy Road Malvern East 3145
Inc. Reg. No: A0045843Z
ABN: 72 363 815 957

COMMITTEE OF MANAGEMENT 2020 - 2021

Phoenix Park Neighbourhood House is governed by a Volunteer Committee of Management consisting of representatives from the membership of the Neighbourhood House.

Our committee aims to represent a cross-section of the membership with different ages and gender and includes people who are employed, retired or not in the work force. Our committee share a commitment to building a better community through the Neighbourhood House.

During the reporting period Lorraine Baxter (Vice Chair) resigned from her position early 2021. Most recently, long term committee members Barbara Greenwell, Emelia Borgia and Patricia Brincat have announced their resignations and have sat out their term for this reporting period. We thank them for their time, effort, and valuable contribution to the PPNH Committee and community. Below you will find current committee listed.



NEIGHBOURHOOD HOUSE TEAM
2020 - 2021

During the reporting period, there was a change of Management, with the resignation of Coordinator, Christine McKenna, we acknowledge her 7 years of service and commitment to PPNH team.

During the recruitment phase to find a replacement Manager in early 2021, the team held a temporary structure and supported by temporary casual team, this being.

Acting Coordinator:	Carmel Zita
Bookkeeper:	Joanne Yeates
Casual Administration:	Karin Bull
Casual Administration:	Sherylyn Dunstall
Casual Administration:	Piera Sanelli

This team was created to ensure smooth operations continued particularly during critical times of reopening post lockdown 2 and 3. We acknowledge their hard work, and fantastic efforts in managing PPNH, during such turbulent circumstances.

Moving into May 2021, and the appointment of the new Manager, we welcome a new restructured team.

Manager:	Maddie Race
Program and Office Coordinator:	Carmel Zita
Bookkeeper:	Joanne Yeates
Art Teacher:	Natalie Fernandes

Volunteers:	Sherylyn Dunstall
	Trish Brownrigg
	Ken Rowe
	Yukako Tomari
	Kyoko Yoshizawa
	John Cross
	Jenny Erlanger
	Noe Clarke

Tutors:	Linda Nogara
	Maree Barnett
	Greg Durham
	Kate Byrne
	Robyn Simmons
	Ingrid Pich
	Belinda Glass
	Graham Timbs
	Annie Collins
	Laila Juntunen

PHOENIX PARK NEIGHBOURHOOD HOUSE

ANNUAL GENERAL MEETING OF COMMITTEE OF MANAGEMENT TO BE HELD AT 22 ROB ROY ROAD, EAST MALVERN ON
WEDNESDAY, 21 October 2020 at 3 PM
Meeting held via Zoom

MINUTES

Present: Barbara Greenwell (Chair), Janine Halls (Vice Chair), Bob Glaister (Treasurer), Emilia Borgia (Secretary), Jenny Blain (Public officer/Committee Member), Arthur Crook, Eileen Hodgson, Aileen Tesoriero, Pat Brincat, Lorraine Baxter, Christine McKenna (Coord), Carmel Zita (Assist Coord), Jo Yeates (Bookkeeper)

1. **Welcome and apologies.**
   The meeting opened at 3pm with a welcome by Barbara Greenwell. No Apologies were submitted, full committee attendance.

2. **Acceptance of Minutes of last Annual General Meeting held on 16th October 2019.**
   Accepted by Aileen Tesoriero & seconded by Eileen Hodgson, carried.

3. **Chair's Report.**
   Barbara Greenwell presented the Chair's report for the year (as contained in the Annual report for 2019/2020) accepted by Emilia Borg & seconded by Janine Halls, carried.

4. **Treasurer's Report**.
   Bob Glaister presented the Treasurer's report received (as contained in the annual report) Moved to accept by Lorraine Baxter & seconded by Janine Halls. Carried

5. **Audit Report**.
   A copy of the independent auditor's report was tabled (as contained in the Annual Report) Accepted by Jenny Blain & seconded Pat Brincat. Carried

6. **Co-Ordinator's Report**.
   Christine McKenna presented the report (as contained in the Annual Report) Moved to accept Janine Halls & seconded Bob Glaister. Carried

7. **Adoption of Annual Report**.
   The Annual Report was adopted. One change of word in Treasurer's report page one - 'operating profit to surpluses. Accepted & moved Aileen Tesoriero & Eileen Hodgson

8. **Election of 2020/2021 Committee of Management**.
   The Chair vacates the chair.

Nominations Received:
Chair – Janine Halls
Vice Chair – Lorraine Baxter
Treasurer – Bob Glaister
Secretary – Pat Brincat

General Committee/ Public Officer – Jenny Blain
General Committee – Barbara Greenwell
General Committee – Emilia Borg
General Committee – Eileen Hodgson
General Committee – Aileen Tesoriero
All nominations were accepted and confirmed
The new committee welcomed and cheered.
New Chair – Janine Halls said a few words of thanks for people's attendance.

9. General Business.

Appointment of Auditor.

SDA Blackburn Steve Nolan to be appointed Auditor for 2020/2021. Moved. Janine Halls & Barbara Greenwell. Carried.

Outgoing Chair – Barbara Greenwell thanked for service.

Noted: Arthur Crook resigned from the Committee & thanked for his contribution.

Meeting Closed at 3.50pm

Phoenix Park Neighbourhood House
Our vision is to be a hub of community involvement and learning, a welcoming, friendly, and inclusive centre of activity that reflects and celebrates social and cultural diversity.

Our mission is to provide a welcoming and safe place that actively fosters inclusive participation and partnership in living and learning. We do this by offering accessible and affordable courses, programs and services designed to enrich the lives of all in our community, regardless of age, ability, or background. We encourage a sense of belonging in the community.

PRESIDENTS REPORT

What a year this has been! Melbourne has had six lockdowns to date, due to the prevalence and repeated resurgence of Covid-19, and this has severely curtailed and impacted on the activities of Phoenix Park Neighbourhood House (PPNH). This has been the case for the past nearly two years.

While very few classes have taken place face to face this year, several tutors have been able to continue looking after their attendees via Zoom, as will be outlined in the Manager's Report. Thanks to our Art Tutor, Natalie Fernandes, for continuing to innovate and create attractive online programs for our community. Fortunately, due to quarterly funding from the City of Stonnington and the Department of Families, Fairness and Housing (DFFH), PPNH has been able to remain financially stable, despite the loss of revenue from running classes and special events. We are also fortunate to have won grants from the Victorian Government for disaster recovery and small business recovery due to the pandemic. Early in 2021 our previous Co-ordinator, Christine McKenna, resigned and a sub-committee was formed to restructure the role, to advertise, interview and appoint our new Manager. I would like to express my thanks to Aileen Tesoriero, Jenny Blain and Eileen Hodgson for their willing and valuable participation in this process. Fortunately, we have been able to locate and appoint a very able person for the important role of Manager, and we are all very pleased to have found Maddie Race. She has brought a new energy and expertise to the running of PPNH, and we are very grateful that we have her on board. I would like to thank her for her already successful efforts to engage with our community and seek new partnerships and initiate collaborative programs, which I am sure will continue to flourish.

I would like to acknowledge the contribution of our outgoing Centre Co-ordinator, Christine McKenna, who guided the Centre through the initial phases of the global pandemic. She and her team were able to keep the ship afloat and adapt to rapidly changing circumstances. I thank her for her efforts and am glad to see she has maintained her connection to the Centre as we regain our freedoms and emerge from lockdowns.

I would also like to thank the sometimes superhuman efforts of our office staff Carmel Zita and Jo Yeates, together with the assistance of Piera Sanelli, Karin Bull and Sherylyn Dunstall, to keep the wheels turning in the office during a time of turmoil and transition. Without their dedication and flexibility, we wouldn't have been able to pivot so successfully. I also acknowledge the invaluable advice provided by Wendy Hiam, of the Community Network Southern Region and Sharon Preston, of DFFH, during our recruitment effort.

Carmel and I were fortunate to be able to attend the Neighbourhood House Sector Luncheon at the Hotel Windsor on May 18, 2021, as part of Neighbourhood House Week. Senator Penny Wong was the keynote speaker, and it was a great opportunity to network a little with other neighbourhood houses and hear about the wonderful work they are doing in their communities.

I would like to acknowledge the valuable contributions made by committee members who have resigned from the Committee of Management this year. These include Lorraine Baxter, Pat Brincat, Emilia Borgia, and Barbara Greenwell. We look forward to recruiting new, and hopefully diverse, people to the committee and retain a core group of longer-term members, in Jenny Blain, Aileen Tesoriero and Eileen Hodgson, as well as Bob Glaister. Thank you all for your efforts this year.

I am optimistic that as the pandemic emergency recedes, PPNH can return to running a full and engaging program for our community and can fulfil its potential as a centre for social and cultural diversity and engagement. In the meantime, we will continue to adhere to the new Strategic Plan for the next five years and will uphold our standards of oversight in running the centre to the best of our abilities.

Janine Halls

Janine Halls, Chair.

TREASURERS REPORT

Phoenix Park Neighbourhood House

The financial reports covering the year from July 2020 – June 2021 have been audited and, together with the Auditor's report to the members, are included in the annual report.

Phoenix Park Neighbourhood House ended the financial year with an operating surplus of $33,291.00 significantly assisted by additional Government grants due to COVID-19.

Phoenix Park Neighbourhood House is appreciative of the recurrent funding from the Victorian Government (Department of Family Fairness and Housing) and the quarterly operating funds from the City of Stonnington.

In addition to this recurrent funding, the Neighbourhood House was fortunate to receive sponsorship advice for an activity from the Community Bank Malvern East, however due to disruptions to programming, this is not included in the reporting period.

In addition, I wish to advise that the provisions for long service and annual leave have been reviewed and deemed as satisfactory, no amendment is necessary as advised by the auditor, Steve Nolan in view of previous coordinators entitlements.

We thank our previous coordinator Christine McKenna and staff for their good work in procuring the funding and for the successful programs that they have organised and staffed.

Our Auditors, SBA Blackburn, continue to provide good service & support whilst conducting the Audit.

Bob Glaister
Treasurer
October 2021

TREASURERS DECLARATION

Phoenix Park Neighbourhood House Inc

Treasurer's Declaration

For the year ended 30 June 2021

As Treasurer of the Phoenix Park Neighbourhood House, I declare that the House is not a reporting entity and the financial statements prepared are for the use of members only.

The financial statements, consisting of a Balance Sheet and a Profit and Loss statement, present fairly the financial position as of 30 June 2021 and its performance for the year ended on that date.

The Treasurer's opinion is that there are reasonable grounds to believe that the House will be able to pay its debts as and when they become due.

Bob Glaister
Treasurer
October 2021

INDEPENDENT AUDIT REPORT

TO THE MEMBERS OF

PHOENIX PARK NEIGHBOURHOOD HOUSE INC

We have audited the attached special purpose financial report comprising the Profit and Loss Statement and Balance Sheet of Phoenix Neighbourhood House Inc. for the year ended 30th June 2021. The Committee is responsible for the financial report and have determined that the accounting policies used are appropriate to meet the Association Incorporation Act (Vic) and the needs of the members. We have conducted an independent audit of the financial report in order to express an opinion on it to the members. No opinion is expressed as to whether the accounting policies used are appropriate to the needs of the members.

The financial report has been prepared for distribution to members for the purpose of fulfilling the financial reporting requirements under the Associations Incorporation Act (Vic). We disclaim of responsibility for any reliance on this report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

Our Audit has been conducted in accordance with the Australian Auditing Standards. Our procedures included examination, on a test basis, of evidence supporting the accounts and other disclosures in the financial report. These procedures have been undertaken to form an opinion whether, in all material respects, the financial report is presented fairly in accordance with the accrual basis of accounting. The audit opinion expressed in this report has been formed on the above basis.

AUDIT OPINION

Our audit has been limited to checking the attached statements for accuracy and ensuring payments have appropriate supporting documentation. It is impracticable to verify the receipts due to their nature.

In our opinion, except, for the issue noted above, the financial report presents a true and fair view of the Phoenix Park Neighbourhood House Inc. financial position as at 30 June 2021 and its performance for the year ended on that date.

SAA Blackburn Vermont

J Stephen Nolan FIPA,FFA 106011

Principal

30th September 2021

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Phoenix Park Neighbourhood House
22 Rob Roy Road
Malvern East 3145
ABN: 72 363 815 957

Profit & Loss Statement

July 2020 To June 2021

Income			
Donations BigMTea/CancerCnl		$143.00	
Classes		$26,987.50	
Rent Receivable		$2,522.73	
Administration fees		$2,787.26	
NHV Car Restraints		$550.00	
JobKeeper Subsidy (No GST)		$81,300.00	
Grants			
ExtraOrdinary Income CoVid19	$11,842.00		
Dept Families,Fairness & Housing	$86,909.17		
Stonn City Council-Operating	$57,867.28		
Total Income			$270,908.94
Total Cost of Sales			$0.00
Gross Profit			$270,908.94
Expenses			
Bank Account Expenses			
Merchant Fees	$601.23		
Transaction Fees	$85.00		
Total Bank Account Expenses		$686.23	
Expenses			
Subscriptions & Memberships	$1,059.09		
Advertising	$1,537.00		
Events-BigMornT/ArtShow	$115.25		
Consumables	$94.50		
Consumables with GST	$216.19		
Insurance	$435.15		
Audit	$550.00		
Staff training expense	$177.00		
WorkCover Allianz	$3,202.54		
Total Expenses		$7,386.72	
Employment Expenses			
Portable Long Service Auth	$2,152.95		
Superannuation Expense	$13,970.92		
Coordinator's salary	$48,117.18		
Bookkeepers/Admin Salary	$28,748.84		
Tutor's Salary	$32,901.25		
Admistration Salary	$51,374.83		
Pay Leave Staff replacement	$7,194.22		
Total Employment Expenses		$184,460.19	
General Expense			
Postage	$320.47		
Photo copier Expenses	$1,407.58		
Computer & IT Consultantcy	$1,924.55		
Office Supplies & Equip	$2,148.65		
Class Requisites (Other)	$797.50		
Sundry items-Police check	$439.84		
Gifts and Entertainment	$952.94		
Donations BigMTea/CancerCnl	$143.00		
Total General Expense		$8,134.53	
Services			

This report includes Year-End Adjustments.

Phoenix Park Neighbourhood House
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Profit & Loss Statement

July 2020 To June 2021

Website Redevelopment	$4,441.82		
Internet & Telephone	$1,766.57		
Website Hosting	$282.83		
Software Subscriptions	$949.32		
Total Services		$7,440.54	
Direct costs			
ABN Tutors	$26,207.03		
Class Requisites (Art)	$1,038.23		
Rent payable to Stonnington	$3,951.04		
Total Direct costs		$31,196.30	
Total Expenses			$239,304.51
Operating Profit			$31,604.43
Other Income			
Interest Income		$1,686.44	
Total Other Income			$1,686.44
Total Other Expenses			$0.00
Net Profit/(Loss)			$33,290.87

This report includes Year-End Adjustments.

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Phoenix Park Neighbourhood House
22 Rob Roy Road
Malvern East 3145
ABN: 72 363 815 957

Balance Sheet

As of June 2021

Assets			
Current Assets			
Cash On Hand			
Bank Acount 4529	$81,658.73		
Debit Card 2337	$1,000.00		
Cash Drawer	$100.00		
Petty Cash	$150.00		
Accounts Receivable	$55.00		
Total Cash On Hand		$82,963.73	
Investments			
Term Deposit 1-4019	$66,091.16		
Term Deposit 3-5162	$105,373.97		
Cash Management Acc3946	$20,716.00		
Total Investments		$192,181.13	
Total Current Assets			$275,144.86
Non Current Assets			
Concessionary Lease		$30,920.00	
Computers			
Office Computers	$11,411.57		
Accum Dep Office Computers	($11,411.57)		
Software	$4,005.45		
Accum Dep Software	($4,005.45)		
Total Computers		$0.00	
Furniture & Fixtures			
Furniture & Fixtures at Cost	$6,448.00		
Furniture & Fixtures Accum Dep	($6,448.00)		
Photocopier	$3,987.00		
Accumulated Depn Photocopier	($3,987.00)		
Projector Screen and Printer	$1,232.73		
Acc Depn of Projector Sceen &	($1,232.73)		
Television, DVD, and VHS	$1,418.18		
Acc Depn TV, DVD, VHS	($1,418.18)		
Total Furniture & Fixtures		$0.00	
Total Non Current Assets			$30,920.00
Total Assets			$306,064.86
Liabilities			
Current Liabilities			
Credit Cards			
Trade Creditors	$519.43		
Total Credit Cards		$519.43	
GST Liabilities			
GST Collected	$5,753.73		
GST Paid	($882.43)		
Total GST Liabilities		$4,871.30	
Payroll Liabilities			
PAYG Withholding Payable	$6,100.00		
Provision for Recreation Leave	$5,700.00		
Prov for Long Service Leave	$18,000.00		
Total Payroll Liabilities		$29,800.00	
Lease Liability AASB1058		$30,920.00	

This report includes Year-End Adjustments.

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Phoenix Park Neighbourhood House
22 Rob Roy Road
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Balance Sheet

As of June 2021

Total Current Liabilities	$66,110.73	
Total Liabilities		$66,110.73
Net Assets		$239,954.13
Equity		
Phoenix Park Members' Funds	$160,838.45	
Retained Earnings	$45,824.81	
Current Year Surplus/Deficit	$33,290.87	
Total Equity		$239,954.13

This report includes Year-End Adjustments.

MANAGERS REPORT

They say a community that is engaged and working together is a powerful force, and that is exactly what Phoenix Park Neighbourhood House is to the community members of Malvern East and surrounding suburbs.

It is with great pleasure that I present this annual report to you all, highlighting the achievements, celebrating the value, and recognising the grit and determination of the entire Phoenix Park Neighbourhood House community.

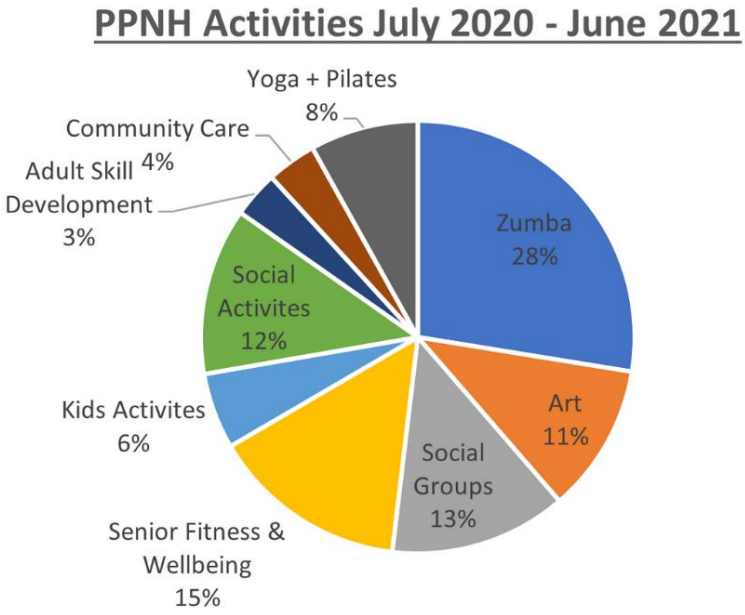
The year in review for PPNH, is a year started with something we are all too very familiar with, the covid-coaster. If you want to see the word resilience in action, you only need to look at the team of office staff, tutors, volunteers, and participants of PPNH.

In this reporting year, we experience disruption to every term. This organisation spent a total of **120 working days in lockdown** which had a huge impact to our scheduled classes and activities.

- Lockdown #2; During **T3 & T4** - 9th July 2020 to 27th October 2020 (111 working days).
- Lockdown #3; During **T1** - 13th February to 17th February 2021 (5 working days)
- Lockdown #4; During **T2** - 28th May to 10th June 2021 (12 working days)

Programs and Activites snapshot

How the community engaged with our services and centre during the 2020-21 finacial year



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Lockdowns during the 2020-21 financial year

120
working days the centre was closed to the public

1452
Participants engaging in a range of activites during the 20/21 FY year despite the disruptions

Despite all these lockdowns and ongoing disruptions, the incredible team at PPNH continued to remain engaged and connected to the community, offering creative ways to support some of our most vulnerable and isolated members of the community and provide citizens with a sense of purpose and normality to their day.

An excellent example of this ongoing support and program continuity is led by our committed Zumba tutor Linda Nogara. Again, Linda has displayed a can-do attitude for our Zumba group, offering hybrid classes so not one of her Zumba Gold crew were left behind, this attitude and commitment from both program delivery to participation is reflective to the strength and attendance records. Thank you to the entire Zumba Gold community for sticking with PPNH, your energy, awesome dance moves, and community spirit is strong and valuable.

During Lockdown

weekly average online attendance

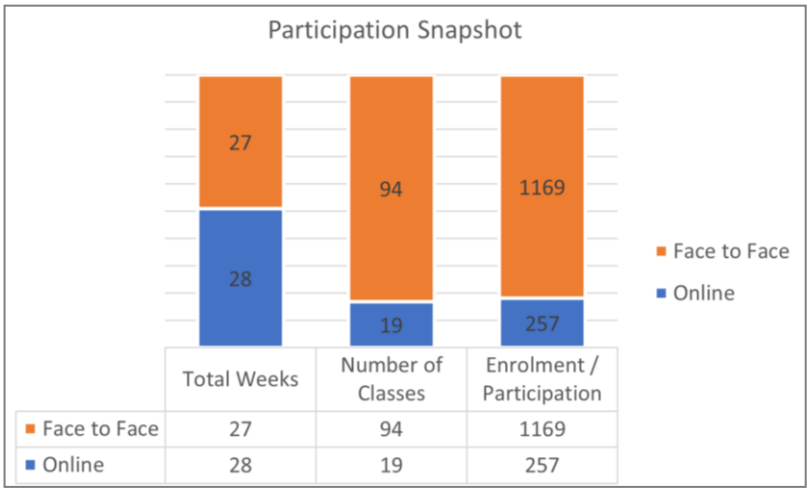
80

participants acessing online activities

Other excellent example of resilience and commitment to the programs include yoga, heartfit, writers' group, and singers who were both committed to adapting to an online program and minimising disruptions to the participants. Thank you to our tutors Kate [Yoga] Annie [Writers] Ingrid [HeartFit] and Belinda [Singers] for your commitment and hard work.

Another display of determination and adapting programs for an online platform was from our art teacher Natalie. As a mother of 3, home-schooling was also happening behind the scenes. Despite this Natalie continued to offer 2 hours of art to many of our members, creating an opportunity where locals could switch off from all the negative chatter, relax the mind and immerse into the wonderful world of art. May I say, we have some very talented artist in our community. A huge thank you on behalf of PPNH management for your commitment and dedication to teaching Natalie.

Turning our attention to the face-to-face program, again I want to bring attention and congratulate the staff for ensuring the best Covid safe practice and protocols were adapted to ensure the community was kept safe.



	Total Weeks	Number of Classes	Enrolment / Participation
Face to Face	27	94	1169
Online	28	19	257

The team continued to adapt and coordinate fair and safe systems to classes, managing capacities and navigating extra demand to sessions particularly when such popular activities like 'chairbased exercise' normally hosting on average over 25 members, would require 2 sessions, creating a room timetabling nightmare.

Despite all this, the team still would greet the community with a smile, no problem or question was too big or small. Amongst all these crazy times and changing landscape who would have thought that slowly but surely, we had an evolving community upskilling behind the scenes. Out of every lockdown we would see a community that was so tech savvy, where QR codes, checking in and zoom rooms were part of the daily lingo and executed like champions! Congratulations to our entire cohort of participants and tutors – Greg, Maree, Laila, Ingrid, Robyn for being a part of the covid-coaster, for being so supportive and adaptable. It is admirable and appreciated.

During the reporting period and disruptions, PPNH managed to update logos and modernise the website and, offering an improved customer experience. This is an excellent platform to improve our presence through various forms of media in the community, which we will continue to develop in the years ahead.

Another new program that was introduced to the community in partnership with Neighbourhood Houses Victoria, with support by the Victorian State Government was the 'Safe Seats, Safe Kids' program. A free child car restraint fitting and safety check for anyone in the community. During the reporting period, over 100 safety checks were completed in 5 months of operating, which was a fantastic result for a new program launched amid a pandemic. We are proud to host this important service as we are committed to keeping everyone safe in the community. A big thanks to Georgia from Safe Seats for your great work.

To the caring community, our neighbours at PPNH hub – Neil and the team at City on a Hill. I would like to acknowledge and thank you all for your support and providing 100 homemade face masks for distribution as care packs to our vulnerable and isolated members of the community. They were gratefully received and I'm sure they are well used.

To Carmel Zita, I commend your excellent work and effort in holding the fort during the transition phase of recruitment for Manager, you are a valuable asset to the PPNH community. During a year where we should have been celebrating and acknowledging your 15 wonderful years of service at PPNH, Covid had other plans. On behalf of the committee of Management I would like to thank you for your contribution, and commitment to the PPNH community, it is admirable and to be commended – you are a wealth of knowledge and hands down been a major pillar to the success and growth of this community. We have some catchup celebrations to do!!

Jo Yeates, our valuable Bookkeeper, thank you for your attention to detail and accuracy. You continually place PPNH in a secure and well accounted environment and we are grateful for your dedication and years of experience and commitment to PPNH.

In closing, all the achievements and engagement of community to PPNH is not possible without the support and funding by the Victorian State Government [DFFH] and local support and funding from the City of Stonnington. We thank you for such support.

A special mention to the following people for their support and team spirit; City of Stonnington team, Richard Chambers, Ninetta Innocca, Kaylene Berry, Elliot Bishop, and our local hall keepers – Bob, Tony, and Phil.

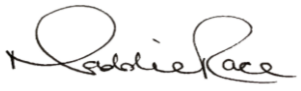
To Ruth and the team at Community Bank Malvern East, thank you for always being here for us. Despite the disruptions to our community projects in this reporting period, we look forward to re-invigorating our programs and working together post covid.

To the network in the Neighbourhood House sector, Thank you! – NH Vic team; Melinda, Petro & CEO Nicole Battle, Cath Darcy and Wendy Hiam from Community House network, Southern Region and Sharon Preston, Advisor Community Engagement DFFH.

To our selfless volunteers, you are worth your weight in gold, know that you are valued and appreciated. Special mention to Sherylyn Dunstall for over 6 years of weekly volunteering – over 1,000 hours dedicated to our centre, just amazing!

A centre such as PPNH is only as great as the team that supports it. To our committee, thank you for your continued dedication and support, and personally thank you for choosing me to take the reins to a well-loved and attended centre. We are committed to the community, and I am excited to set my sights on the future, work together with the entire team and community leaders to better service the needs of the community, with the purpose to reducing social isolation, strengthen community connectedness and keep the residents of the Stonnington community engaged.

Together we can do great things…..



Maddie Race – Manager 2021

TUTOR INSIGHTS

Phoenix Park Neighbourhood House is a great place to learn, connect and engage with locals. We are fortunate to be supported by a group of very talented tutors who are willing to share their skill. This is the secret to our great house; our tutors are the glue to our centre, and we would like to share some insights from our tutors.

"Hi from Graham, the Tai Chi instructor from Tai Chi Australia at Phoenix Park Neighbourhood House.

This was my first-year teaching at this location, the face-to-face classes were very popular, and we had a strong group of regulars.
The lockdowns were difficult to handle, but whenever we returned to face-to-face classes, we always seemed to pick up a couple of more students, that was very pleasing to me.

We tried using Zoom for online classes during the lockdowns, and there is a much smaller group able to use that medium for the sessions.
I am really looking forward to getting back to face to face and getting everyone back up to speed".

Kate Byrne – Yoga Teacher.

"The year has flown, and I feel as though I haven't been to Phoenix Park Neighbourhood House hardly at all. I really enjoy teaching yoga to the wonderful people of Phoenix Park. The centre is inviting inclusive, warm, and welcome and the people I teach love to catch up there with friends and do a little exercise and yoga at the same time.

I've been lucky to be able to offer Zoom classes online during the lockdowns and although this didn't suit everyone and I've missed those participants, it did still bring our community members together to see each other and have a quick chat while keeping their weekly routine going. I look forward to returning to face-to-face classes soon".

Writers Group
"Our writers were incredibly resilient. I think the continuous weekly contact and deadlines to submit work kept everyone motivated, in good spirits and, most importantly, safe, and warm. We didn't really have any tech issues with moving online, and for me it was lovely to see everyone's smiling faces each week".
Annie Collins – Writer Tutor.

- THE FUTURE – OUR VISION AND STRATEGY -

Maintain existing partnerships and build new partnerships with key local groups and individuals.

- Identify resources to help communicate with CALD communities.
- Explore partnerships to support program expansion.
- Working with the PP Hub for the benefit of each organisation and the community.
- Develop and explore projects that support sustainable development goal 13 - Climate Action

Increase awareness and engagement of the house.

- Increase recognition of PPNH through improved signage, online presence and improved local community awarness.
- Explore ways to maximise outcomes from community events.
- Develop and implement a community engagement strategy.
- Increase membership and participation.

To provide accessible facilities and programs

- Conduct, continually monitor and update a needs analysis.
- Consolidate current program.
- Increase variety in programs and events.
- Explore and conduct a business case for a school holiday program.

To provide effective and efficient governance and administration of the house.

- Implement a succession plan for Committee
- Provide a supportive and nurturing work environment
- Adequate Induction process for al staff, volunteers, committee, and tutors.
- Ensure training and professional development is available to support staff.
- Refine and improve enrolment & attendance system.
- Review, update and develop policies and procedures.

Vision and Mission

Vision:
Our vision is to be a hub of community involvement and learning, a welcoming, friendly and inclusive centre of activity that reflects and celebrates social and cultural diversity.

Mission:
Our mission is to provide a welcoming and safe place that actively fosters inclusive participation and partnership in living and learning. We do this by offering accessible and affordable courses, programs and services designed to enrich the lives of all in our community, regardless of age, ability, or background. We encourage a sense of belonging in the community.

PHOENIX PARK
NEIGHBOURHOOD HOUSE
MALVERN EAST

www.phoenixparknh.org.au

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Thank you for your attendance

NEIGHBOURHOOD HOUSES VICTORIA

City of STONNINGTON

VICTORIA State Government