PHOENIX PARK
NEIGHBOURHOOD HOUSE
MALVERN EAST

ANNUAL REPORT

2022

Celebrating the local achievements, community impact and efforts in reducing social isolation.

VICTORIA State Government

City of STONNINGTON

Neighbourhood Houses
The Heart of Our Community

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

COMMITTEE OF MANAGEMENT 2021 - 2022

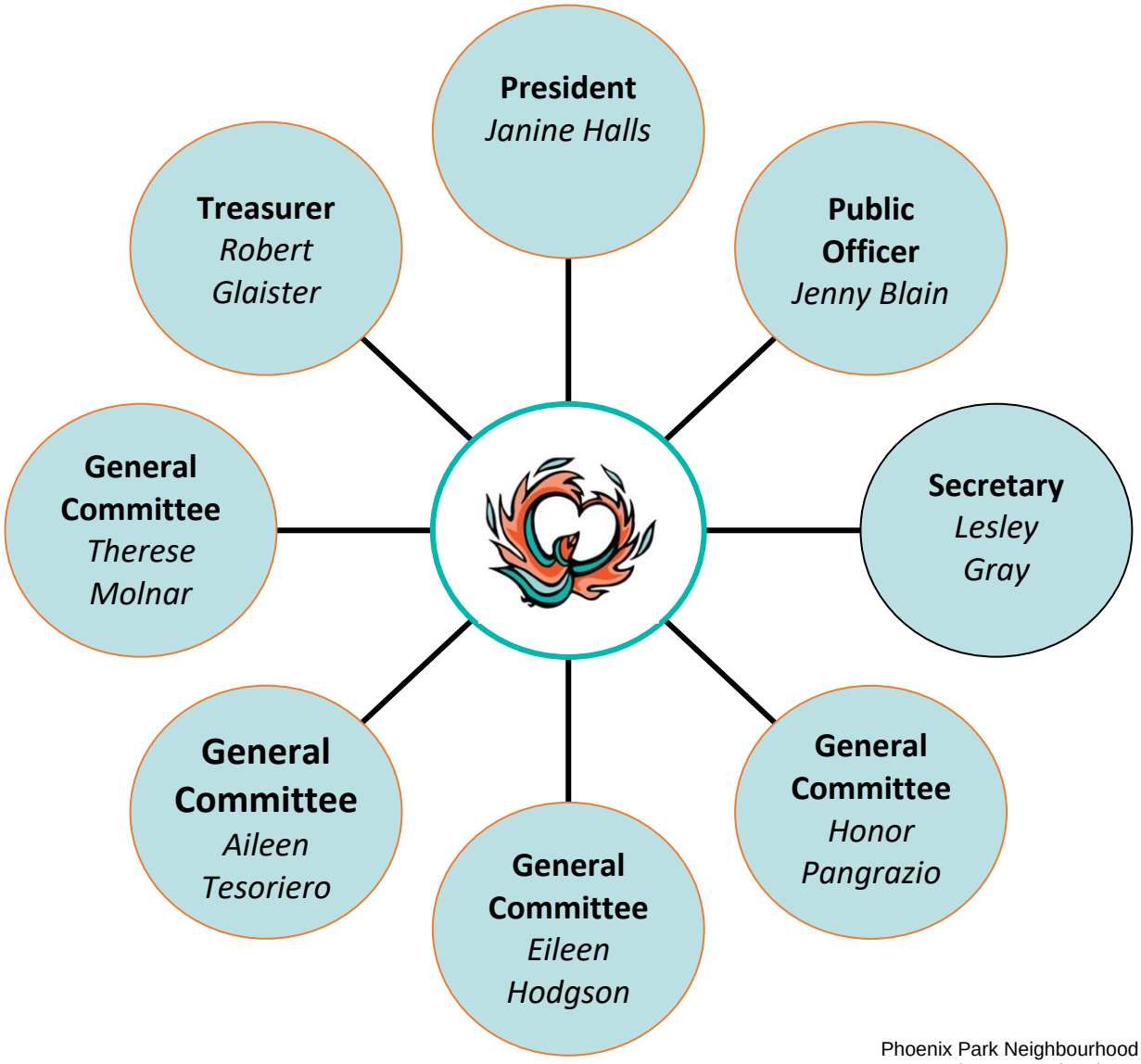
Phoenix Park Neighbourhood House is governed by a Volunteer Committee of Management consisting of representatives from the membership of the Neighbourhood House.

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.

We thank our committee for their time, effort, and valuable contribution to the PPNH Committee and community.

During the reporting period it is with a very heavy heart that we advise long term committee member Patricia Brincat sadly passed away. Pat's contribution and impact to PPNH was immeasurable. During this very sad time for Pat's family, we plan to honor her contribution to PPNH by planting a tree within the vicinity of PPNH and have this as an everlasting beautiful memory of her generosity and contribution.

Below you will find current committee listed.



NEIGHBOURHOOD HOUSE TEAM 2021 - 2022

We acknowledge and recognise the hard work and commitment of the people behind Phoenix Park Neighbourhood House. We are thankful and grateful for the commitment from the entire team to make PPNH a community facility that is loved and well attended by the local community and beyond.

Below are the many people behind the operations, a combination of paid staff, contractors, and volunteers.

Manager:	Maddie Race
Program and Office Coordinator:	Carmel Zita
Media and Administration Officer:	Yvonne Ruge
Bookkeeper:	Joanne Yeates
Art Teacher:	Natalie Fernandes

Volunteers:	
Janine Halls	**Jenny Blain**
Aileen Tesoriero	**Eileen Hodgson**
Lesley Gray	**Therese Molnar**
Bob Glaister	**Honor Pangrazio**
Sherylyn Dunstall	**Helen Stratman**
Maree Taylor	**Annie Lanham**
Trish Brownrigg	**Emilia Borgia**
Carole Marshall	**Leanne Land**
Yumiko Anderson	**Kyoko Yoshizawa**
Eriko Aoki	**Ayoko Watkins**
Ken Rowe	**Jenny Erlanger**
Allison Deneys	**Andrea Thorne**
Jo Connelly	**Trudie Sharpe**
Margaret Burge	**Liz Rizio**

Facilitators & Tutors:	
Annie Collins	**Belinda Lopez**
Belinda Glass	**Dianne Riley**
Florencia Rodrigues	**Graham Timbs**
Greg Durham	**Kate Byrne**
Linda Nogara	**Laila Juntunen**
Maree Barnett	**Robyn Simmons**
Sherylyn Dunstall	

PHOENIX PARK NEIGHBOURHOOD HOUSE
ANNUAL GENERAL MEETING OF COMMITTEE OF MANAGEMENT HELD AT 22 ROB ROY ROAD, EAST MALVERN ON
WEDNESDAY, 27th October 2021 at 3 PM
Meeting held via Zoom
MINUTES

Present:
Janine Halls (Chair), Bob Glaister (Treasurer), Jenny Blain (Public officer/Committee Member)
Committee members: Emilia Borgia, Eileen Hodgson, Aileen Tesoriero
Staff: Maddie Race (Manager), Carmel Zita (Program & Office Coordinator), Jo Yeates (Bookkeeper).
Community: Cr. Kaye Hely (Mayor of Stonnington), Christine McKenna, Berenice de Silva, Sharon Preston, Ruth Hall (Bendigo Community Bank), Lesley Gray, John Blain, Sal Tesoriero, Jess Michaels (Phoenix Park Library), Richard Chambers, Lisa Luu (Early Years at Phoenix Park Kinder), Cat Palman.
Apologies: Jamie Klisaris (CR Stonnington Council), Mike Scott (CR Stonnington Council), Therese Molner, Tracy Skiba (Malvern Valley Primary School)

1. The meeting opened at 3pm with a welcome to country by Janine Halls.
2. Apologies were submitted and accepted. Committee quorum in attendance.
3. Acceptance of Minutes of last Annual General Meeting held on 21st October 2020
   Move to accept Jenny Blain & seconded by Aileen Tesoriero, carried.
4. Chair's Report. Janine Halls presented the Chair's report for the year (as contained in the Annual Report for 2020/2021) move to accept by Aileen Tesoriero & seconded by Emilia Borgia, carried.
5. Treasurer's Report.
   Bob Glaister presented the Treasurer's report for the year (as contained in the annual report 2020/2021) Moved to accept by Janine Halls & seconded by Aileen Tesoriero. Carried
6. Audit Report. A copy of the independent auditor's report was tabled (as contained in the Annual Report) Move to accept by Janine Halls & seconded Jenny Blain. Carried
7. Manager's Report. Maddie Race presented the report (as contained in the Annual Report) Moved to accept Janine Halls & seconded Bob Glaister. Carried
8. Adoption of Annual Report. The Annual Report was adopted. Move to accept Bob Glaister seconded Janine Halls. Carried.
9. Election of 2021/2022 Committee of Management. The Chair is vacates the position and requests Ruth Hall oversee the election of the new committee.
10. Nominations Received:
    a. Chair – Janine Halls
    b. Treasurer – Bob Glaister
    c. Secretary – NO Nominations – further attempts to recruit a secretary
    d. General Committee/ Public Officer – Jenny Blain
    e. General Committee – Aileen Tesoriero
    f. General Committee – Lesley Gray
    g. General Committee – Eileen Hodgson
    h. General Committee – Therese Molnar

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. Janine welcomed the Mayor of Stonnington and asked if she would say a few words.

11. Cr. Kate Hely Mayor of Stonnington expressed her delight at being able to talk to the Phoenix Park Neighbourhood House community and would encourage all residents of Stonnington to come and visit and take advantage of the wonderful programs on offer. Janine thanked the Mayor for her kind words and offered to provide information about Phoenix Park Neighbourhood House to be distributed at the next Citizens Day.

12. **General Business**.

    a. Appointment of Auditor. SDA Blackburn Steve Nolan to be appointed Auditor for 2021/2022. Moved. Bob Glaister seconded Eileen Hodgson, carried.
    b. Jenny Blain thanked Janine Halls for her leadership over the past twelve months. There have been many challenges, especially with the Covid pandemic and Janine along with the staff Carmel and Jo have been able to steer PPNH into new and safer waters.

Meeting closed at 3.40pm

Next general meeting is 17th Nov 2021 4pm

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.

PRESIDENT'S REPORT

After the trials and tribulations of the past two years, it has been wonderful to see Phoenix Park Neighbourhood House rise again to become a vital hub in its community. Under the dynamic and outward-looking direction of our Manager, Maddie Race, and her staff, the House has bounced back and is again a great place to be.

The Committee of Management has continued to meet either face to face or via Zoom, and we have adjusted meeting times intermittently in order to try and accommodate the prior commitments of members. Maddie has recruited three new members from a younger demographic, and we are very pleased that Therese Molnar, Lesley Gray and Honor Pangrazio have joined us, bringing their expertise and energy with them. My thanks to Lesley for taking the minutes at our meetings this year – this is much appreciated. We have also benefited from the participation of new volunteers on a weekly basis assisting with classes and back office administration. We thank and welcome Helen & Maree for their support and acknowledge the continuation of 7 years of weekly volunteering service from Sherylyn. We also acknowledge the sad passing of past Committee member, Pat Brincat, who we will miss.

With the appointment of Yvonne Ruge as Administration and Media Officer our social media presence has lifted, and she has made an instant impact with our redesigned program and activity brochure and other marketing literature. Yvonne is a valuable addition to our office staff and will hopefully free up Maddie's administrative time to further engage with the community and therefore create opportunities for further networking.

We were finally able to set a date to celebrate Carmel's 16 years of service at the House, and in December 2021 held a small but very pleasant event to commemorate this wonderful milestone. We were able to thank Carmel for her years of service and her willingness to adopt new technologies, including the new Clevero enrolment system. The office team is working with Clevero to iron out any bugs as they encounter them.

The quantity and diversity of programs and special events has continued to grow over the year. The introduction of Chatty Café has been a wonderful addition to the House. Other highlights include the design and construction of the Stitching Connections community quilt, which is now in pride of place on the wall of the stairwell. This project was possible due to a generous grant from Community Bank Malvern East, Bendigo Bank, and this quilt represents the strength of our community and resilience. Our art and exercise programs continue to be very successful, and individual participant numbers continue to climb, reaching over 300 per week of late.

I have really enjoyed the challenges and successes of being Chair for the past two years and am now happy to pass on the baton to a new Chair. The centre is a vibrant and amazing place and I am confident that with the continued financial support of the City of Stonnington and DFFH, along with the sponsorship of East Malvern Community Bank and successful future grants, the House will continue to prosper and thrive. I thank all my fellow Committee members and look forward to continuing my participation on the Committee. I would also like to thank our wonderful staff for their energy and commitment to making Phoenix Park Neighbourhood House even better in the future.

Janine Halls, Chair.

TREASURER'S REPORT

Phoenix Park Neighbourhood House

The financial reports covering the year from July 2021 – June 2022 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 $33,164.14 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 Bendigo Bank.

Also, 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 Manager 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 2022

TREASURER'S DECLARATION

Phoenix Park Neighbourhood House Inc

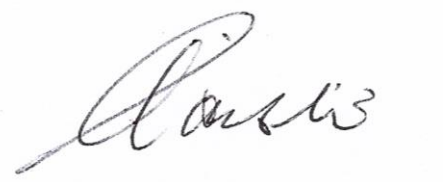
Treasurer's Declaration

For the year ended 30 June 2022

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 2022 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 2022

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 2022. 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 2022 and its performance for the year ended on that date.

SAA Blackburn Vermont

J Stephen Nolan FIPA, FFA 106011

Principal

18th August 2022

Profit & Loss Statement

July 2021 To June 2022

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

Income			
Donations BigMTea/CancerCnl		$480.00	
Classes		$76,279.30	
Rent Receivable		$7,286.36	
Administration fees		$3,121.90	
Scope Art Class		$483.00	
NHV PBS & Car Restraints		$1,475.00	
Grants			
Business Vic Grant 2021	$43,400.00		
Dept Families,Fairness & Housing	$89,596.00		
Stonn City Council-Operating	$59,024.56		
Bendigo Bank	$3,000.00		
Total Income			$284,146.12
Total Cost of Sales			$0.00
Gross Profit			$284,146.12
Expenses			
Bank Account Expenses			
Merchant Fees	$852.45		
Transaction Fees	$76.80		
Total Bank Account Expenses		$929.25	
Expenses			
Subscriptions & Memberships	$1,719.89		
Advertising	$911.90		
Chatty Cafe	$40.72		
Consumables	$172.10		
Consumables with GST	$109.87		
Insurance	$623.01		
Audit	$450.00		
Staff training expense	$150.00		
WorkCover Allianz	$887.68		
Total Expenses		$5,065.17	
Employment Expenses			
Portable Long Service Auth	$2,604.99		
Superannuation Expense	$16,474.97		
Recreation Leave	$2,300.00		
Long Service Leave	$700.00		
Coordinator's salary	$67,960.20		
Admin & Media	$2,443.00		
Bookkeepers/Admin Salary	$22,505.63		
Tutor's Salary	$22,207.50		
Admistration Salary	$51,080.48		
Pay Leave Staff replacement	$161.76		
Total Employment Expenses		$188,438.53	
General Expense			
Postage	$10.00		
Photo copier Expenses	$2,526.93		
First Aid	$50.91		
Computer & IT Consultantcy	$572.73		
Office Supplies & Equip	$734.06		
Class Requisites (Other)	$402.69		

This report includes Year-End Adjustments.

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

Profit & Loss Statement

July 2021 To June 2022

Gifts and Entertainment	$1,281.09		
Donations BigMTea/CancerCnl	$480.00		
Total General Expense		$6,058.41	
Services			
Internet & Telephone	$1,553.57		
Website Hosting	$310.60		
Software Subscriptions	$831.40		
Total Services		$2,695.57	
Direct costs			
ABN Tutors	$40,096.42		
Class Requisites (Art)	$674.69		
Rent payable to Stonnington	$7,785.24		
Total Direct costs		$48,556.35	
Total Expenses			$251,743.28
Operating Profit			$32,402.84
Other Income			
Interest Income		$761.30	
Total Other Income			$761.30
Total Other Expenses			$0.00
Net Profit/(Loss)			$33,164.14

This report includes Year-End Adjustments.

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

Balance Sheet [Last Year Analysis]

June 2022

	This Year	Last Year	$ Difference	% Difference
Assets				
Current Assets				
Cash On Hand				
Bank Acount 4529	$114,942.83	$81,658.73	$33,284.10	40.8%
DebitCardnew1524 was2337	$1,000.00	$1,000.00	$0.00	0.0%
Cash Drawer	$100.00	$100.00	$0.00	0.0%
Petty Cash	$150.00	$150.00	$0.00	0.0%
Accounts Receivable	$880.00	$55.00	$825.00	1,500.0%
Total Cash On Hand	$117,072.83	$82,963.73	$34,109.10	41.1%
Investments				
Term Deposit 1-4019	$66,322.77	$66,091.16	$231.61	0.4%
Term Deposit 3-5162	$105,897.28	$105,373.97	$523.31	0.5%
Cash Management Acc3946	$20,722.38	$20,716.00	$6.38	0.0%
Total Investments	$192,942.43	$192,181.13	$761.30	0.4%
Total Current Assets	$310,015.26	$275,144.86	$34,870.40	12.7%
Non Current Assets				
Concessionary Lease	$30,920.00	$30,920.00	$0.00	0.0%
Computers				
Office Computers	$11,411.57	$11,411.57	$0.00	0.0%
Accum Dep Office Computers	-$11,411.57	-$11,411.57	$0.00	0.0%
Software	$4,005.45	$4,005.45	$0.00	0.0%
Accum Dep Software	-$4,005.45	-$4,005.45	$0.00	0.0%
Total Computers	$0.00	$0.00	$0.00	NA
Furniture & Fixtures				
Furniture & Fixtures at Cost	$6,448.00	$6,448.00	$0.00	0.0%
Furniture & Fixtures Accum Dep	-$6,448.00	-$6,448.00	$0.00	0.0%
Photocopier	$3,987.00	$3,987.00	$0.00	0.0%
Accumulated Depn Photocopier	-$3,987.00	-$3,987.00	$0.00	0.0%
Projector Screen and Printer	$1,232.73	$1,232.73	$0.00	0.0%
Acc Depn of Projector Sceen &	-$1,232.73	-$1,232.73	$0.00	0.0%
Television, DVD, and VHS	$1,418.18	$1,418.18	$0.00	0.0%
Acc Depn TV, DVD, VHS	-$1,418.18	-$1,418.18	$0.00	0.0%
Total Furniture & Fixtures	$0.00	$0.00	$0.00	NA
Total Non Current Assets	$30,920.00	$30,920.00	$0.00	0.0%
Total Assets	$340,935.26	$306,064.86	$34,870.40	11.4%
Liabilities				
Current Liabilities				
Credit Cards				
Trade Creditors	$225.36	$519.43	-$294.07	(56.6)%
Total Credit Cards	$225.36	$519.43	-$294.07	(56.6)%
GST Liabilities				
GST Collected	$4,637.52	$5,753.73	-$1,116.21	(19.4)%
GST Paid	-$1,105.89	-$882.43	-$223.46	(25.3)%
Total GST Liabilities	$3,531.63	$4,871.30	-$1,339.67	(27.5)%
Payroll Liabilities				
PAYG Withholding Payable	$6,440.00	$6,100.00	$340.00	5.6%
Provision for Recreation Leave	$8,000.00	$5,700.00	$2,300.00	40.4%
Prov for Long Service Leave	$18,700.00	$18,000.00	$700.00	3.9%
Total Payroll Liabilities	$33,140.00	$29,800.00	$3,340.00	11.2%
Lease Liability AASB1058	$30,920.00	$30,920.00	$0.00	0.0%

This report includes Year-End Adjustments.

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

Balance Sheet [Last Year Analysis]

June 2022

	This Year	Last Year	$ Difference	% Difference
Total Current Liabilities	$67,816.99	$66,110.73	$1,706.26	2.6%
Total Liabilities	$67,816.99	$66,110.73	$1,706.26	2.6%
Net Assets	$273,118.27	$239,954.13	$33,164.14	13.8%
Equity				
Phoenix Park Members' Funds	$160,838.45	$160,838.45	$0.00	0.0%
Retained Earnings	$79,115.68	$45,824.81	$33,290.87	72.6%
Current Year Surplus/Deficit	$33,164.14	$33,290.87	-$126.73	(0.4)%
Total Equity	$273,118.27	$239,954.13	$33,164.14	13.8%

This report includes Year-End Adjustments.

MANAGER'S REPORT

Creating connections, reducing isolation and building resilience is at the top of our priorities, as we rebuild and emerge from over 2 years of disruptions and lockdowns. Our house is a special place for all community members to enjoy, and to call it their second home. Now more than ever the importance of our programs, activities, social support and purpose is evident and under huge demand.

It is with great pleasure as Manager of this great community and Phoenix Park Neighbourhood House family to present this annual report to you all. This is a great time for us as a community to reflect and highlight the achievements, impact and social connections achieved through work, participation, and volunteering.

The year in review for PPNH demonstrated hope and commitment. Commitment through vaccinations, determination to each play a part in reopening and doing what we do best - delivering great community programs, building community connection, and improving the health and wellbeing of local citizens

In this reporting year, we experienced disruption in the first quarter of the reporting year, Term 3, 2021. What commenced as a snap lockdown, Melbourne endured 89 days during lockdowns 5 & 6. Despite extended lockdowns, we remained positive and all could see the light at the end of the tunnel as vaccination rates continue to increase tenfold. During extended lockdowns, the team coordinated over 100 care packs and with the help from dedicated volunteer committee members, these packs were delivered to members, with a heart-warming tag line ***'Here's a little sunshine to brighten your day'***. Items in the packs were possible thanks to the generous support of local businesses - Coles & Woolworths Chadstone, Bunnings Chadstone, Wilton's Cookies Oakleigh & handmade masks from City on a Hill community. RRP of items in the care packs exceeded $1000.00. A wonderful community initiative, that received an overwhelming response from recipients expressing their gratitude and appreciation.

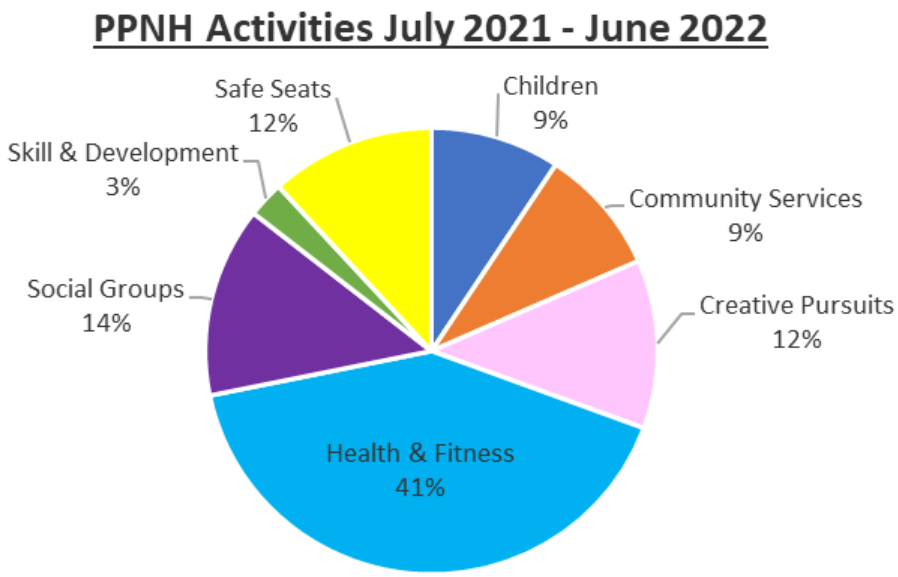
Emerging from these lockdowns, face to face activities resumed under strict rules. Covid safe plans reviewed, Covid Marshalls appointed [aka office staff], doors manned, capacity limits set, social distancing and mask wearing enforced, checking in QR codes set up and vaccination status checks. I commend the incredible team, our staff, volunteers, and community for their willingness to embrace and understanding of such expectations. This was a difficult time for all, however worth the human connection and effort.

Developing a balanced program to suit the community needs was my priority. Reviewing classes, balancing the offerings, identifying and removing barriers to participation, developing our services to community all whilst coordinating rooms, timetables and budget has been a fulltime job in itself. I have invested my time to developing a strong network and forming strong collaboration opportunities. I thank the network for their willingness and passion for community. To the team at Stonnington Council: Frances from the Engaged Program; Community recovery team, specifically Josh, Jodie & Siobhan – Community Wellbeing; Fiona – Active Communities; Jeremy O'Sullivan – Disability & Inclusion; Anna – Comms team; the venues team – Ninetta, Elliott, Kaylene and Sue; Hall Keepers; Bob, Phil & Tony. To Richard Chambers – Active Communities, thank you for your support, brainstorming opportunities, and unwavering patience and endless support to emails and requests it is greatly appreciated. To the wonderful neighbours in Phoenix Park precinct, what a wonderful family we have – Jess & team at PP Library; Deb – PP Café; the team at Early Years & Maternal Health; and Tracy Skiba, Principal from Malvern Valley Primary School. We are a stronger community together and I continue to echo my favourite tag line 'Collaboration not Competition'. I look forward to continuing to strengthen our collaboration opportunities and supporting the wider community needs.

As the year settled, we welcomed back all the community favourite programs and facilitators. Face to face classes resumed, and despite some initial hesitation, class capacity limits for popular programs such as Zumba were challenged, and thankfully this was short lived as restrictions were further released. I want to acknowledge and thank all our hard working team of facilitators and teachers. I want to take a moment to show my gratitude for their individual talent and program development to make PPNH a great Neighbourhood House that offers well planned and facilitated activities.

During the 2021 - 2022 Financial Year PPNH delivered over **1995 hours of program** to the community, an **increase of 42%** on the last reporting year of 2020-21. This was a combination of paid and unpaid programs and host of several community groups, such as Safe Seats and Chatty Café programs.

Based on attendance and enrolment data, during the reporting period we had individual **enrolments exceeding 500**, and this had a **participation enrolment rate exceeding 2000** community members. What is interesting to note on this figure is that many of our weekly programs that were delivered operated on a weekly basis, and with over **30 programs and activities** on average occurring in the week, during school terms based on our average attendance rate, this would see a whopping **8,800 participants coming through the doors of PPNH annually**, over a 40-week period.



This Financial year we welcomed a new 'Food Bank' program, in collaboration with 'Bright Sparqe' an amazing organisation connecting charities supporting vulnerable members of the community and businesses that can donate unused food that would otherwise go to landfill. As this program commenced later during the reporting period, we rescued and circulated **over 150 kg of muesli and bread** – equating to hundreds of boxes and loaves for the community to enjoy and offer a bit of relief to weekly grocery bills due to every rising cost of living. We thank every volunteer and team member who showed enthusiasm to this new initiative, and I look forward to developing this into a larger circular economy program that focuses on sustainability and positively contributes to climate action.

2
Lockdowns during the 2021-22 financial year

58
working days the centre was closed to the public

2152
Participants enrolled in a range of programs & activities during the 21/22 FY. Not including weekly attendance

545
Individual Participants

220
Average weekly attendance

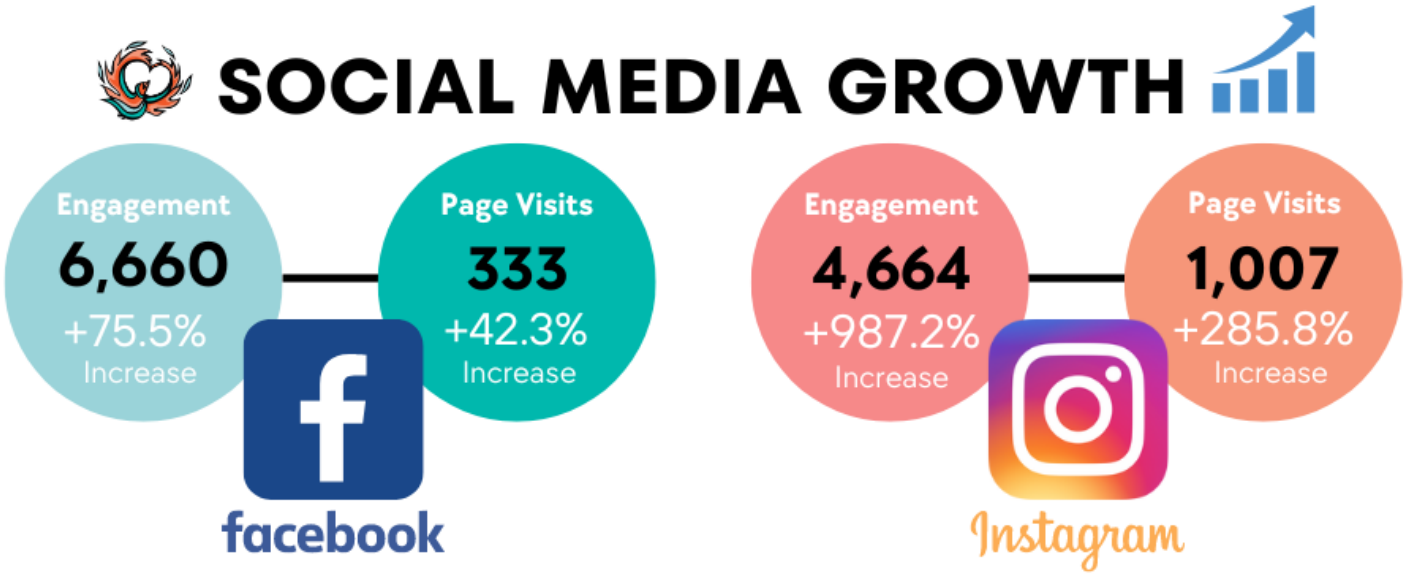
8,800
Annual estimated attendance based on 40 weeks of operations

During the reporting period, we continued to offer services to community that included;

- Safe Seats – over **100 safety checks** on baby car seats were completed
- Power Saving Bonus – processed 20 applications, equating to **$5000 of rebates** processed.
- Community book swap, over **700 hours available** for community to view and swap
- Mens Winter Clothing Drive – In collaboration with Avalon, collecting much needed menswear for those in the local community sleeping rough. Over **60 kg of clothing, blanket and shoes** collected and donated.
- 1000 Hearts project – **200 hearts produced and circulated** through the community which included the 2021 Graduating students from Malvern Valley Primary School, in care packs and to volunteers, tutors and committee members.

To my awesome team, Carmel, Joanne and Natalie. I am so very grateful for your support and willingness to accept any challenge I present you with. As the wheels of motion move faster, as we continue to recover from Covid, so does my passion for a healthy community. I know I challenge you to rise and support all my crazy initiatives – and you do! I would be so lost without my great team. The experience, the motivation, and the laughs, creates a great happy and positive working environment. This is infectious and certainly ripples through to the entire community, as a great place to be.

During the reporting period, we were grateful to have Yvonne Ruge join our team and help with program development through media and improved program collateral. This has added strength to the team, and our profile is lifting through planned social media and marketing strategy. The business decision to focus on improving marketing and media has resulted in great growth and extending our audience engagement. During the reporting period PPNH **has seen a reach of over 10,000**. This count relates to people who saw any content from our social platforms: including posts, stories, ads, social information. Thank you Yvonne, your genuine care for community and impact in such a short amount of time has been significant and greatly appreciated. Below you can see the fantastic engagement and growth we have experienced over our social media platforms.



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 are thankful and will continue to maximise each dollar of funding to offer the best return on investment, community impact and participation.

To Ruth and the team at Community Bank Malvern East, Bendigo Bank thank you for always being here for us. This reporting period we were fortunate to be recipients of sponsorship, for the amazing 'Stitching Connections' community quilt project. Although this funding was received in the 2021/22 FY, delivery of this project took place in 2022/23 FY. So, I will withhold my excitement on reporting on the successes, and I will continue to work closely with the team to forge strong community connections and impact via fully funded programs.

To the network in the Neighbourhood House sector, Thank you! – NH Vic team, in particular; CEO Nicole Battle, COO, Cameron McCrae, Petro, Mel & Victoria. Also thanks to Cath Darcy and Wendy Hiam from Community House network, Southern Region and my fellow Neighbouring House Managers, in particular Shima Ubuki Principal Executive at Prahran Learning and Community Centre, the only other Neighbourhood House in the Local Government Area of Stonnington.

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 7 years of weekly volunteering – over 1,400 hours dedicated to our centre, which equates to over $50,000 in payroll. We have total respect for such a contribution from an individual and for all volunteers that support us at PPNH.

A centre such as PPNH is only as great as the team that supports it.

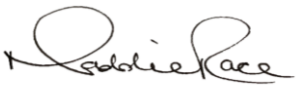
To our committee, thank you for your continued dedication and support. Our team is committed to the community, and I know that our community impact is significant. I am grateful to have a rewarding job, where smiles and hugs are free to those who need them.

The struggle for many is real, so is social isolation, and for each day that we open the doors of PPNH we aim to strengthen community connectedness and keep the residents of the Stonnington community engaged and healthy both mentally and physically.

In closing, I reference the quote from Mark Hyman.

The power of community to create health is far greater than any physician, clinic or hospital. . .

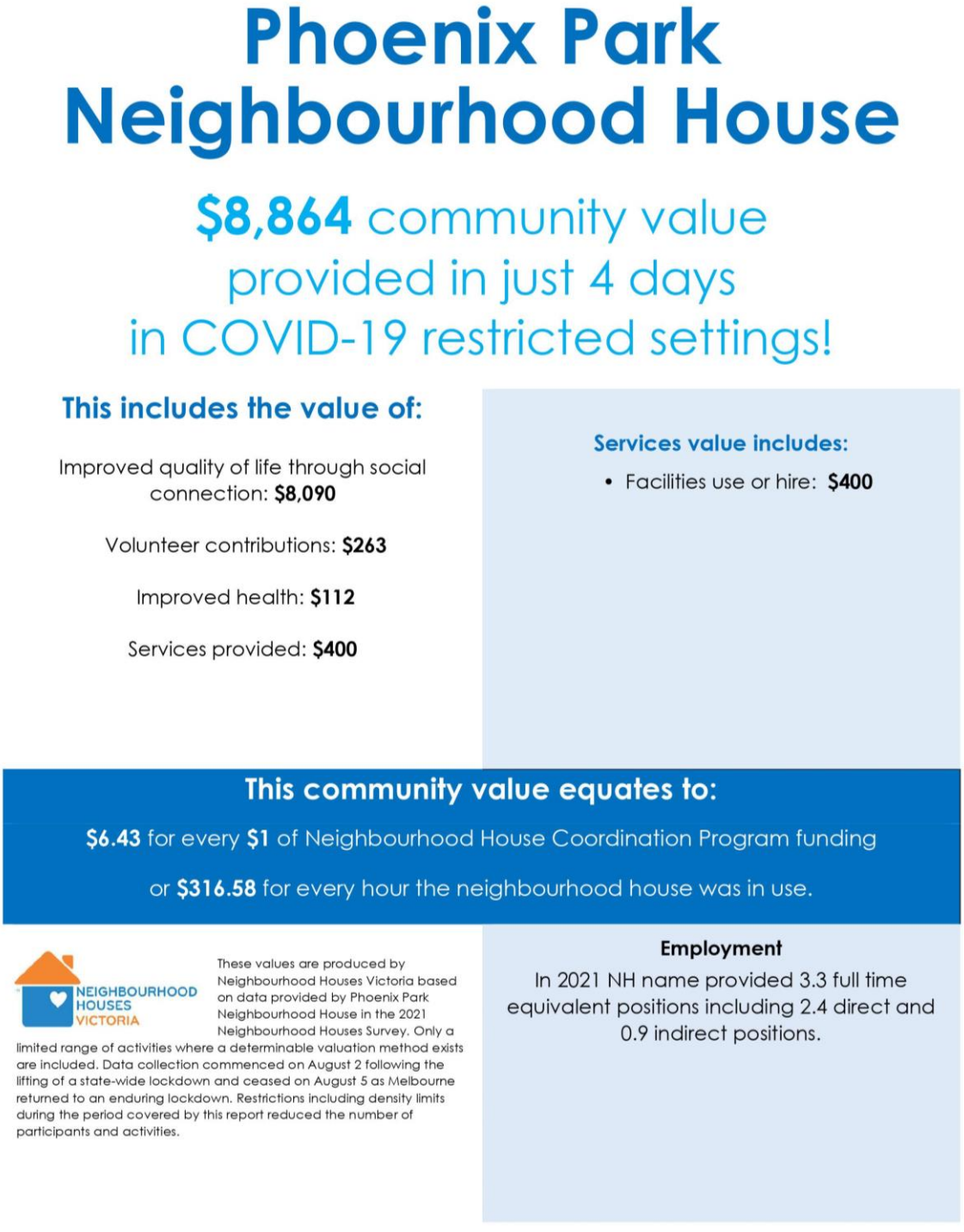
Thank you



Maddie Race – Manager 2022

NEIGHBOURHOOD HOUSE SURVEY RESULTS

Each year we participate in an annual survey of neighbourhood houses to collect important data about our services and operations. Sadly during the survey collection period, we were navigating lockdowns that impeded on the collection of data. Below are the results, of which we are very proud of.



COMMUNITY INSIGHTS & STORIES

Care Packs were distributed throughout the local community during lockdown 5 & 6, to spread kindness, hope and happiness. Here are some of the responses received…

"Dear Carmel, Maddie and Jo,
Oh my, I'm just so touched - your comfort pack arrived this morning, and I'm still feeling teary. It means so much. Thank you!"

"Bless ALL of you involved in this beautiful, heart warming (not so) random act of kindness) - it seems like the coming-together and organisation of this was some kind of magical feat in this time of disconnection!

As this lockdown has dragged on, I've been feeling so forlorn and isolated, and one of the things I've missed most of all is coming to the House and seeing you guys. I really do regard PPCH as my second home; it's always been the bright point in my week, often the only thing I have to look forward to, and I always come away feeling happy and uplifted. I love being there. It's the little touches of caring and kindness that mean such a lot, like being greeted at the door with a big smile, and being asked how I am.
You're all so lovely, and, Maddie, you've been such a ray of sunshine, bringing extra light and warmth since you arrived.

Thank you all ever so much. I can't wait to be back and see you all again. Boy, I wish I could give you all a hoooge hug"!

Love, L ❤️

"Dear Girls,
Thank you SOOOO much for my little piece of Sunshine I found on my doorstep late this afternoon.
It was just what I needed, as this lockdown certainly is not easy, and another 5 weeks to go.
It is hard when you live by yourself and do not see anyone all day, although I walk in early AM with a neighbour, I don't see anyone else till the next morning. But I know I am not the only one in this situation.
Looking forward to seeing you all, when we can."
Love P

"To everyone a PPNH,
Thank you for the bag of goodies. Once again the chocolate was the first to go. Took me back to my childhood and the mystery show bag. Reminded me of lucky dips too. It was fun to dive in and discover all the goodies. I love love love the heart, I need to wear it on a chain/cord around my neck ready to press any time."
❤️ *Thank you* ❤️ *Julie"*
🌿🌺🍃🌺🌿

"Dear team
Thank you all for my gift that Carmel dropped into me. That was just what I needed. So thoughtful. Stay well and hope to catch up next month???"
B.

"Thank you Maddie, Carmel and Jo
What a lovely thought, we could all do with a "Ray of Hope" at this time.
Thank you again and I look forward to seeing you all soon, and hopefully it'll be "the old normal".

"What a lovely surprise to see you today! I wish I could have invited you in for a cup of tea. The gift bag is very thoughtful and much appreciated - a special treat in troubling times. I look forward to getting back to Phoenix whenever it may be. Best wishes to all involved"
love Sue

"Hi Maddie, Carmel and Jo,
Thank you to you and all the lovely ladies at the Phoenix Park Community Centre for the Lambs Ear pot plant. What a lovely surprise when I checked my mailbox today, to find it and the card saying "here is a little sunshine". With this lockdown seemingly going on forever and goodwill fraying at the edges - a little bit of sunshine is what we all need. Thank you once again. Hopefully see you soon."
Trish

"Dear Carmel, Maddie and Jo
You have NOT been putting your feet up!
Instead, you have created a wonderful 'care' bag that Carmel dropped off yesterday. What a lovely surprise 😃😃
The gifts inside were so so thoughtful, especially the little hand made heart. The mask is beautiful, the gingerbread man delicious (couldn't resist) plus more goodies to look forward too
From the bottom of my heart, here's to you three caring and generous women! ❤️❤️❤️❤️❤️❤️🌹🌹🌹🌹🌹🌹
Just so so lovely and thoughtful of you 😘🙏"

PROGRAM & ACTIVITY INSIGHTS

The Phoenix Park Neighbourhood House (PPNH) team has been a huge support to our micro business this year as we have returned to business after lockdowns and heavy restrictions on the Arts. We are a music program for early learners and their families. It is our philosophy that all children are in need of meaningful and bonding musical play experiences with their loving adults, in a community that accepts and supports them.

Before the pandemic, we enjoyed busy classes at PPNH. When we returned in Term 2 in 2022 enrolments were slow, with most classes at half capacity. The advertising efforts of the Neighbourhood house helped us see growth and as we now approach Term 4 we are nearing closer to the full capacity classes we once enjoyed before lockdowns.

The teams professionalism and high levels of communication have truely made a stressful two years in business much more bearable. Gumnut Music is a husband and wife team (with two toddlers to boot!). While we work together well, the work is challenging and sometimes isolating. We truely appreciated not only the communication and guidance through the pandemic but also the friendship from the PPNH team.

We have enjoyed watching the Instagram presence of PPNH grow this year and truely believe that the online interactions such as shared content and tags between Gumnut Music and PPNH help build community and confidence in our brand and allow us to continue to support PPNH outside of our weekly classes.

A big thanks for your efforts PPNH, (with a shout out to Carmel, Maddie and Yvonne) your work does not go unnoticed!

JP Kids Class operates weekly and provides 3- to 5-year-old children with opportunities to practice and develop Japanese language skills. Children also gain Japanese cultural understanding with an experienced Japanese kindergarten teacher, Kiyoko Yoshizawa who is the founder of this community group. This year the children have enjoyed learning about the Japanese culture and language through fun activities including songs and plays, as well as crafting for cultural events such as Children's Day in May and Respect for the Elderly Day in August.

Our tutor Kiyoko sensei is supported by the volunteer parents which helps to create a sense of community and offer a lovely diversity to PPNH programs.

The JP Kids community has grown steadily despite Covid lockdowns last year. We closed 2021 with 16 children and have grown to 22 children in 2022 by October. Most parents have joined the group via word-of-mouth and through previous positive experience with their younger child(ren)

mandarin stars
fun mandarin for kids

Mandarin Stars provides 2-15 years old children with opportunity to learn and practise Mandarin language. Our program sparks curiosity and enthusiasm to explore Chinese culture and language. Students develop strong Mandarin language skills whilst having fun, with our child-cantered and play based teaching methodology.
Mandarin Stars was born 5 years ago at PPNH. We started with 1 room and gradually grew to a number of rooms running concurrently over the years. We would like to express our sincere appreciations to the team at PPNH for the tremendous support they have shown us over the last 5 years, more so throughout the pandemic. The PPNH Team (Carmel, Maddie, Yvonne, Phil, Bob and Tony) have been so accommodating with our ever-changing situation and needs. We are forever grateful for your support, patience and understanding.
Our Business is based on word of mouths within the community and certainly PPHN plays such an integral part in the success of our Business with the prime location and great facilities in the centre.

- 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
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Thank you for your attendance and ongoing support

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