



**BOX HILL SOUTH
NEIGHBOURHOOD HOUSE**

ANNUAL GENERAL MEETING 15 SEPTEMBER 2026

AGENDA:

1. Opening and Welcome
2. Attendance and apologies
3. Minutes of previous AGM held on 16th September 2025
4. Matters arising from previous minutes
5. Presentation of President's report
6. Presentation of Annual Report by House Manager
7. Presentation of Finance report
8. Appointment of Auditor for 2026/27
9. Election of Committee Members for 2026/27
The Office Bearers will be elected at the next Committee meeting
10. General Business
11. Meeting close



**BOX HILL SOUTH
NEIGHBOURHOOD HOUSE**

ANNUAL GENERAL REPORT 2025/26

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ACKNOWLEDGEMENTS

Box Hill South Neighbourhood House would like to thank the following organisations and groups for their support during the year:

Department of Families, Fairness and Housing
The City of Whitehorse
Suburban Rail Loop (SRL) Community projects
Multicultural Commission of Victoria
Be Connected and Get Online week
Victoria Law Week
Good Start Childcare Box Hill South
Neighbourhood Houses Victoria
Network of Inner East Community Houses
Whitehorse Community Houses
Umbrella Dementia Cafés
Whitehorse Urban Harvest
Bolton Clarke



MISSION, VISION & STRATEGIC DIRECTION

Box Hill South Neighbourhood House is a not for profit, community owned and managed organisation that is governed by a voluntary Committee of Management. We offer a wide range of social, educational and recreational activities that reflect the needs of the local community in a welcoming, supportive environment.

OUR VISION

Our vision is to connect with, and respond to our diverse community.

MISSION STATEMENT

Box Hill South Neighbourhood House provides a friendly place for people to develop their interests, skills and a sense of belonging to a wider community.

STRATEGIC PLAN 2022 – 2026

The strategic plan was developed by the Committee of Management and ratified in July 2022.

The broad goals of the strategic plan are:

Objective 1: Governance

To ensure good governance for the effective management of the House and reflect the needs of our community within the appropriate legal and ethical framework. To attract new committee member with relevant skill sets.

Objective 2: Maintain participation and relevance to local community

To promote greater engagement within the local community in the activities of the House and improve acquisition of attendees

Objective 3: Networking/Marketing

To broaden networking opportunities to enhance the progress of the House
To seek new marketing opportunities for the House

Objective 4: Partnerships

To strengthen and promote partnerships with Whitehorse Council and local businesses. To broaden cultural engagement

Objective 5: Financial Viability

To keep the House operations financially viable



COMMITTEE OF MANAGEMENT –2025/2026

The Committee of Management in 2025/2026 consisted of 9 selected members, and one member (with limited voting rights.)

The committee is to be commended on their commitment and dedication to the governance of the House. In particular it has focused on:

- Endorsement and updating of numerous policies and procedures
- Financial planning, budgeting and monitoring of the House income and expenditure
- Fundraising
- Advocating for the Neighbourhood House sector and supporting the relevant campaigns
- Ensuring the values and ethics of the House are maintained



Office Bearers

Ysolde Nichols – President
Jane Tisell – Vice President
Lesley Birks – Secretary
Sandra Robertson – Treasurer



General Members

Val Kendall
Judith Buckingham
Trish Bourke
Judith Hughes
Sarah Hawkins



Office Staff

Pamela Mills – Manager
Liping Liu
Helena Henry



STAFF AND VOLUNTEERS -2025/26

IN-OFFICE STAFF

Pamela Mills is our House Manager. She welcomes everyone in the community, and is responsible for the day to day running of the House, including managing staff, projects, finances along with personally running some classes and workshops.

Liping Liu is our Admin Assistant. Liping is responsible for marketing, database management, and book keeping. We are also delighted to welcome Helena Henry to our team as our new member of staff.

TUTORS & GROUP LEADERS

We are privileged to have such talented and generous tutors working at our House. Thank you all for your warmth, dedication and support. The success of our classes and groups is very much due to the enthusiasm of these wonderful people. Thanks also to our social group leaders. We look forward to working closely together in the coming year.

VOLUNTEERS

We are grateful for our wonderful volunteers who work on many and varied tasks around the House. A special thank you to Sue Berkley for her amazing work in the garden, Ying for her wonderful cooking workshops and Diana and Liping for the Chinese/English language program. Thank you to the volunteers in the Intergenerational programs – Wendy, Rita, Judith H, Dale, Dayle, Ruth and Sandra and all the amazing people who help with the Umbrella Dementia Cafe each fortnight.

Thank you to all the program deliverers and to Ian who mows the lawns. We also extend our thanks to Yuki on Tuesdays and Lee on Monday for their dedicated assistance helping with office work.

Volunteers are an invaluable asset to our organisation. We recognise that everyone has a contribution to make, and we warmly encourage people to join in at any level.

SPECIAL MENTIONS

Judith Buckingham – thank for all your years as President and for outstanding skills as our ongoing quiz master.

Sandra Robertson – For her dedication and countless hours working as our Treasurer.



PRESIDENT'S REPORT

As a newly elected president, I've realised over this past year, more and more, just how very important Neighbourhood Houses are. How important ours is to our Box Hill South neighbours.

Our House is one of the important contributors to our community. We offer many educational, exercise and social programmes and courses. Art: Watercolour painting, with our indomitable Pat Turner, craft, knitting and sewing, language courses, exercise programmes, strength training ,Yoga, Gentle Exercise, Tai Chi. We have social programmes including the Dementia café, Dateability and Trivia, Walk and Talk, to name a few, all of which are good for our social and mental health. They all help with managing stress, anxiety, the loneliness epidemic and provide emotional and physical support.

As a teacher, myself, I am very aware of how important all of these things are for our brain health. Use it, or lose it. We must keep participating and our participation has to be accessible and simple for us. A Neighbourhood House is ideal for that.

I'd like to highlight our work with the Intergenerational Programme with Good Start Childcare. A truly mutually beneficial relationship for our volunteers and the children.

Throughout the year they have participated in a variety of activities including gardening, craft, and outdoor games. Every year, we've held an Art Exhibition, which has highlighted the watercolour artists' work, along with our famous Devonshire teas. Always a great hit with our neighbours, recently enhanced by the addition of our coffee machine and yummy Barista style coffees.

Towards the end of the year, we had a multicultural morning tea, where the Chinese Health Foundation of Australia Choir performed for us, to celebrate International Day of Friendship.

Their generous participation was the epitome of joy and community spirit.



I want to take this opportunity to sincerely thank our committee members, all of whom are important to ensuring we continue to meet the needs of our neighbourhood.

Our door is always open for anyone to call in, for anything, and our wonderful Manager, Pam Mills, is always available to our neighbours as are our staff Li Ping and Helena and our amazing volunteers. I thank them from the bottom of my heart. What a team!

We are one thread in the rich tapestry of our community, but, as integral to it as all the other threads.

Onwards and upwards!



YSOLDE NICHOLS



MANAGER'S REPORT

Box Hill South Neighbourhood House is a vital, thriving hub, continuing to play an essential role in building strong, connected, and resilient communities. We foster a sense of belonging, lifelong learning, and civic participation while delivering exceptional social and economic value across Whitehorse. We have done this for over forty years. Projects such as our Intergenerational Program, Multicultural activities, Language Classes and the Garden Projects have continued to engage and inspire all who participate to be an active part of their local community.

To celebrate the diversity within our community, we held a Multicultural Day on the 15th of March. It was a huge success! Thank you to Liping for all her hard work on this day and to all the wonderful performers and contributors including the Japanese Language School who meet weekly at the House. We would like to thank and acknowledge the Multicultural Commission for their grant which made this event possible.

Intergenerational Program with Good Start Childcare Centre

Our Intergenerational Program run in collaboration with Good Start Childcare has been hugely successful. Our visits are shared between our two venues approximately once a month, and these visits are enjoyed enormously by both the children and the regular participants from the House; they have built great rapport and understanding with each other. The program was initially funded up until May 2025 by a City of Whitehorse Grant through the NIECH network. However, despite that funding no longer being available, we have continued the partnership with Good Start Childcare for the foreseeable future as it has had such huge benefits for all involved. Thank you to Wendy, Rita, Dale, Judith, Dayle, Ruth and Sandra for their dedication to this project and for the staff at Good Start Childcare for helping to facilitate it.

Garden

The Sensory Garden is flourishing thanks to the dedication of Sue Berkley. We are now working on redeveloping the front garden beds, including the dedication rose garden and planting out the garden bed closest to the House.

A huge thank you to Sue for all her hard work, knowledge and skills on the project, and her husband Mark who has also lent his expertise. I would also like to thank our volunteers.



Park Artists Watercolour Art Show and Open Day Celebrations

The Art Show was a huge success again this year, with participants from the Watercolour and Botanical Drawing classes exhibiting their work and the House celebrating its 40+ anniversary. A range of displays and activities was held throughout the day. The event was held on Sunday the 26th of October and many people turned up to enjoy the art works and Devonshire teas. A huge thank you to Pat for her dedication, and to all the volunteers who assisted in the preparations as well as on the day.

Partnerships

This year we have extended our partnerships and thank the following groups for their support and involvement in the House:

Dementia Café is still going strong and is at capacity.

First Steps Date-Ability Program

Bolton Clarke

Good Start Childcare Box Hill South

City of Whitehorse Community Development team, Positive Ageing team

NIECH and Neighbourhood Houses Victoria

Whitehorse Urban Harvest

Eastern Writers

Collaborations

We ran a series of workshops for events throughout the year including:

Get Online week – Funded by Good Shepherd Foundation. This year for Get Online Week we held a Digital Book Club. We also held an afternoon tea where we assisted people with their technology issues.

Law Week – Funded by the Law Institute of Victoria: Giving Funds to your Child – a Gift or a Loan? It was presented by Wendy Wan of WKL Lawyers, and a representative of the Law Institute also attended the presentation.

Bolton Clarke – workshops – Healthy Feet, First Aid Basics

Seniors Week – My Aged Care Journey, Soy Candle making, Soup and Polenta Bread.

NIECH – AI workshops supported by the Good Shepherd Foundation

Other highlights and workshops:

Home Decluttering, Seniors Tech workshops, Creative Focaccia Moon cakes, dumplings

Partnering with Neighbourhood Houses Victoria to assist people with the Power Saving Bonus, and assisting people with the Car Registration rebate



Forum on ageing

Federal Minister for Ageing, the Hon Sam Rae, Federal Minister for Menzies, Gabriel Ng and State Member for Box Hill, Paul Hamer visited the House to talk about the new Aged Care Reforms. It was an outstanding event prompting much lively discussion amongst the large group who attended. Thank you to the State and Federal Ministers for giving their time to attend.

Staffing

At the end of the last financial year, we said farewell to Sam and Duygu. Liping ably stepped in to manage the website, data management, programming and social media presence and has assisted in managing our financial systems. Thank you very much for all your amazing work and dedication.

We have also had several volunteers working in the office, and I have been grateful for their assistance. Thank you to Lee and Yuki for all their help on Mondays and Tuesdays. Yuki has recently added to her family, and we congratulate her on the arrival of baby Micah. I would like to give a huge thank you to Sandra for all the hours she has put in managing the finances once again this year, and to Ying for her knowledge and willingness to assist, along with her wonderful cooking workshops.

I have mentored four students this year – Yedda, Sarah, Liam, and Julian and I thank them for all their assistance. We also continue to have a wonderful group of volunteers who help in many and varied ways: from delivering programs, supporting groups, helping with transporting people, gardening etc. Thanks also to the Dementia Café volunteers who do such a brilliant job supporting this group. Thank you to Diana and Liping for volunteering your time, and continuing to facilitate the wonderfully successful Chinese/English Language Program.

We are extremely fortunate to have such a wonderful group of tutors and group leaders at the House. Thank you for your generosity, kindness and dedication. You are all exceptional and we truly appreciate all that you do for the community. Thanks also to the long-term staff and tutors who have given their time, energy and support, resulting in lifelong friendships.

Thank you to the Committee of Management for their continued support and guidance. The stability of the House is due to good governance and having a committed and informed Committee supports this. We have welcomed 2 new Committee members this year – Sarah Hawkins and Jane Tisell and I thank them for their involvement.



NIECH and Whitehorse Community Houses Network

The NIECH Network has been very dynamic over the past 12 months reconnecting members and securing grants for programs such as Digital Literacy . A huge thank you to Lily K for all her work supporting the Inner East Neighbourhood Houses.

The Whitehorse Community Houses Network continues to provide support and collegial knowledge, and we have worked together on a number of shared projects, including the Spring Festival, Pink Ladies events, combined workshops etc.

Box Hill South Neighbourhood House is such a vibrant and engaging place, and this is thanks to all of you, the wonderful participants, tutors, staff and volunteers. Because of your positive involvement, we continue to remain a thriving, friendly, welcoming and cohesive community.



PAMELA MILLS



TREASURER'S REPORT

It is with great pleasure that I present our Financial Report for the 2025–2026 financial year. It was a challenging, tough year, and I am pleased to report that we have come out on top.

On the Income side of our operations, we thank the Department of Family Fairness and Housing, and the City of Whitehorse for their recurrent grants. We are fortunate to have very loyal members and tutors. Their ongoing support allows us to keep long term classes and groups in our program. These loyal people have also allowed us to raise funds from our Devonshire Tea event, held in conjunction with the Annual Watercolour Exhibition.

We have ongoing House hire arrangements with a number of groups, and we are pleased that they will continue to use our House for their own programs. An unexpected source of income during the year was Interest. We have very healthy financial reserves, and this gives us a secure income stream while interest rates remain high. Our ability to post net surpluses over the past few years has allowed us to keep many of our charges at pre-Covid levels. I hope that we can continue this trend.

Expenses are one thing that have not stayed at pre-Covid levels. Staffing costs have accounted for more than 80% of our total Expenses, and we have no control over this. No surprises when I say that all of our costs have increased this past year. Our management staff have done a wonderful job in sourcing alternative competitive suppliers where they can.

What is in front of us for this 2026–27 Financial Year? We know that our staffing costs will increase due to the National Wage Case, and we can almost guarantee that all businesses will be increasing their charges to cover their own employment costs. While the future is financially uncertain for all not-for-profit community organisations, we have managed our finances carefully over the past couple of decades, giving us a healthy buffer we can call upon if needed during difficult times.



**SANDRA
ROBERTSON**



Income and Expenditure Statement

Box Hill South Neighbourhood House

For the year ended 30 June 2026

	2026	2025
Income		
Classes and Programs	43,318	46,653
Whitehorse City Council	35,372	36,146
DFFH Grant	109,201	104,134
Donations	484	471
Interest	6,031	4,381
Other Income	2,146	1,138
House Hire	27,706	17,873
Total Income	224,258	210,797
Gross Surplus	224,258	210,797
Expenditure		
Salaries and Superannuation	176,753	179,114
Class and Program Costs	2,445	2,053
Audit and Accounting	1,783	1,450
Depreciation	1,600	2,606
Other Grants	2,858	1,330
Insurance	1,613	1,412
Cleaning and Maintenance	4,736	4,459
Utilities	7,347	5,823
Office Costs	6,845	6,478
House Supplies	1,020	527
Bank Fees	-	343
Bank Merchant Fees	-	1
Gifts	394	188
LSL Pre PLSA	4,696	(2,135)
Total Expenditure	212,088	203,650
Current Year Surplus/ (Deficit) Before Income Tax Adjustments	12,169	7,147
Current Year Surplus/(Deficit) Before Income Tax	12,169	7,147
Net Current Year Surplus After Income Tax	12,169	7,147

The accompanying notes form part of these financial statements. These statements should be read in conjunction with the attached compilation report.



Assets and Liabilities Statement

Box Hill South Neighbourhood House

As at 30 June 2026

	NOTES	30 JUNE 2026	30 JUNE 2025
Assets			
Current Assets			
Cash and Cash Equivalents		262,177	251,663
Other Current Assets		6,740	1,691
Total Current Assets		268,916	253,354
Non-Current Assets			
Property, Plant and Equipment			
Appliances		8,758	8,758
Appliances - Accumulated Depreciation		(6,343)	(4,743)
Total Property, Plant and Equipment		2,415	4,015
Office Equipment		3,405	-
Total Non-Current Assets		5,820	4,015
Total Assets		274,737	257,369
Liabilities			
Current Liabilities			
Accounts Payable		618	-
Provisions		12,709	8,013
Payroll Liabilities		6,317	6,234
GST Payable		2,756	2,955
Total Current Liabilities		22,400	17,202
Total Liabilities		22,400	17,202
Net Assets		252,337	240,167
Member's Funds			
Retained Surplus		252,337	240,167
Total Member's Funds		252,337	240,167

The accompanying notes form part of these financial statements. These statements should be read in conjunction with the attached compilation report.



2025/26 IN THE HOUSE HIGHLIGHTS INCLUDED...

Mooncake Workshop



Art Show



2025/26 IN THE HOUSE



MULTICULTURAL FAMILY FUN DAY

多元文化家庭日

FREE Community Event 免费社区活动

Sunday, 15th March 2026 10:00am-3:00pm

All families Welcome | 欢迎所有家庭 **Celebrate Unity in Diversity | 共庆多元·凝聚社区**

 Chinese Lion Dance 舞狮表演	 Facing Painting 面部彩绘
 Tai Chi 太极表演	 Taiko Japanese Drumming 日本鼓表演
 Paper Cutting 剪纸	 Tea Ceremony 茶艺表演
 Family Games 家庭游戏	 Indian Dance 印度舞表演
 Costume Parade 家庭时装表演	 Mucultural Food Sharing 多元文化美食分享



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MINUTES OF THE ANNUAL GENERAL MEETING 16th SEPTEMBER 2025

1. **Opening and Welcome** – Lesley Birks - Secretary of the Committee of Management acknowledged the traditional owners of the land on which our House stands and welcomed those present.
2. **Present:** Gabriel Ng Federal Minister for Menzie, Emily Abrahams – secretary to Minister Ng, Lily Kovacevic – NIECH networker, Pamela Mills (Manager) Lesley Birks (Secretary), Sandra Robertson (Treasurer), Val Kendall, Jane Tisell, Sarah Hawkins, Judith Hughes, Marilyn Blackberry, Dennis Fitzgerald, Angie Vallance, Liping Liu, (Admin Assistant), John Mills, Ying Wu

Apologies: Paul Hamer MP, Andrew Davenport – Mayor City of Whitehorse, Peter Allen, Ward Councillor for Sparks, Dilnaz Billimoria, Interfaith Community, Judith Buckingham, President, Ysolde Nichols, Vice President, Susan Hill, Lyn Thomas, John Elrington, Ruth Merrick

3. **Minutes of the previous AGM** held on 16th September 2024 were contained in the comprehensive copy of the 2024/2025 Annual General Report distributed to everyone at the meeting and taken as read. Moved by Jane Tisell and Seconded by Val Kendall
4. **Matters arising from the previous minutes:** No matters arising
5. **Presentation of the President's report:** Lesley Birks presented the President's report verbally, which was included in written form in the Annual General report document. Moved by Lesley Birks and seconded by Sandra Robertson.
6. **Presentation of the Annual Report:** Pamela Mills, Manager, presented her report verbally, a copy of which was included in the Annual Report document distributed. Moved by Pamela Mills and seconded by Lily Kovacevic

7. Presentation of the Finance Report: This report was presented by the Treasurer, Sandra Robertson, verbally. The written report and Auditor's comments were included in the Annual General Report distributed. Report moved by Sandra Robertson, seconded by Jane Tisell

8. Appointment of an Auditor for 2025/2026

Jason Lyster of Morella Tyson PTY LTD has agreed to be our Auditor for 2025/26 Sandra Robertson moved that Jason Lyster be appointed as Auditor. Moved by Sandra Roberston, Seconded: Lesley Birks

9. Election of Committee of Management members 2025/2026: All positions were declared vacant and the following members were nominated, seconded and elected to the Committee for the next term of duty.

10. Election of Office Bearers:

President: Judith Buckingham
Secretary: Lesley Birks
Treasurer: Sandra Robertson

Election of Ordinary Members:

Ysolde Nichols, Val Kendall, Judith Hughes, Jane Tisell, Sarah Hawkins, Pamela Mills (Manager ex officio with limited voting rights)

11. General Business: The only item under general business was the opening of our new Sensory Garden located in the rear enclosed section of our property.

12. The meeting was declared closed at 10.35am.

.....

Chairperson

.....

Minute Secretary

Date:.....

Box Hill South Neighbourhood House

2025 - Real Impact. Real Value.

INCOME \$210,797

VALUE \$1,017,118

This figure includes the value of:

Improved quality of life through social connection: **\$785,774**
Volunteer contributions: **\$129,165**
Services provided: **\$94,353**
Adult Community Education: **\$6,326**

Services value includes:

- Computer/internet usage: **\$120**
- Facilities use or hire: **\$46,860**
- Community lunch, frozen or other meals: **\$720**
- Fee for service activities: **\$46,653**
- Power Saving Bonus: **\$1,500**

This community value equates to:

\$4.83 for every \$1 of income
\$9.97 for every \$1 of Neighbourhood House Coordination Program funding
Over **\$465.71** for every hour the neighbourhood house is in use

Employment value

2.6 FTE jobs
including 1.9 direct and 0.7 indirect Full Time Equivalent positions

These values are produced by Neighbourhood Houses Victoria based on data provided by Box Hill South Neighbourhood House in the 2025 Neighbourhood Houses Survey. Only a limited range of activities where a determinable valuation method exists are included.