

ANNUAL GENERAL REPORT 2024/25



47 Kitchener Street
Box Hill South, 3128
Phone: 9898 8270
Email: info@bhsnh.org.au
Website: www.bhsnh.org.au
Reg No: A2592
ABN: 55 543 652 751



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
Business Victoria
Be Connected
Box Hill High School
Good Start Childcare Box Hill South
Neighbourhood Houses Victoria
Network of Inner East Community Houses
Whitehorse Community Houses
Umbrella Dementia Cafés
Whitehorse Urban Harvest



**BOX HILL SOUTH
NEIGHBOURHOOD HOUSE**

ANNUAL GENERAL REPORT 2024/25
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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 –2024/2025

The Committee of Management in 2024/2025 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

Judith Buckingham – President
Ysolde Nichols – Vice President
Lesley Birks – Secretary
Sandra Robertson – Treasurer



General Members

Val Kendall
Trish Bourke
Jane Tisell
Judith Hughes
Sarah Hawkins



Office Staff

Pamela Mills – Manager
Sam Brown
Duygu Genc
Liping Liu



STAFF AND VOLUNTEERS -2024/2025

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.

Sam Brown is our Admin Assistant. Sam is responsible for marketing, database management, however she will be leaving at the end of the financial year and Liping Li will be taking over this role. Duygu Genc has joined us this year and is responsible for the finances.

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, Maree and the amazing people who help with the Umbrella Dementia Cafe.

Thank you to all the program deliverers and to Ian who mows the lawns.

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 – President and policy writer extraordinaire, and quiz master.

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



PRESIDENT'S REPORT

It has been a good year of consolidation for Box Hill South Neighbourhood House, after the turmoil of the COVID years. The House has seen some wonderful physical improvements including new flooring and a new kitchen thanks to the City of Whitehorse all of which is greatly appreciated, especially the new larger dishwasher. The gardens have been upgraded thanks to the tireless work of Sue Berkley. Along with the sensory garden, we now have community garden boxes from which the neighbourhood can help themselves to fresh produce. We have appreciated people's thoughtfulness in taking only what they need.

Once more we have held our annual Art Show with contributions and support from the Art classes and their indomitable teacher Pat. Thanks to them and the hardworking volunteers providing Devonshire teas, we were able to fundraise \$700.00.

This year we have welcomed two new committee members, Jane Tisell and Sarah Hawkins who are making sound contributions to our work. Apart from our normal commitments, the Committee has been focused on discussions around Council's proposed new funding model and our coming 45 year celebrations (these were originally proposed for our 40th year, but were put on ice due to COVID).

In the office we said a sad goodbye to Sam our Office Administrator. We will miss her greatly but wish her and her family well in their new home in Kuala Lumpur. Happily, we have been able to welcome Liping in her place and look forward to working with her. We are also grateful for the hard work and cheerful face of our bookkeeper Duygu.

As always there are never enough words to praise the indefatigable Pam, our Manager – not just for her innovations, such as the Intergenerational Program with Good Start Childcare – but for her organisational and personal skills in keeping the House running so smoothly.



Il would like to thank our funding bodies: State and Local Government for their continued support and advice and to express my appreciation for my fellow committee members - most of whom have many other commitments but who turn up each month to discuss wisely and thoughtfully the governance of the House. However, I would like to single out for particular praise and thanks to Sandra Robertson, our treasurer, who, in spite of personal bereavement and family responsibilities to which she has had to attend in Queensland and Denmark, has never failed to produce a monthly financial report and advice for each meeting.

Despite the challenges that face many community-based organisations with ever changing technologies, funding responsibilities and changes to our neighbourhoods, we are still here, we are financially and, I trust, socially viable and we look forward to another year.



**JUDITH
BUCKINGHAM**



MANAGER'S REPORT

I am pleased to be presenting this report. Once again, we have had a very productive and rewarding year, purposefully engaging with our local community. Projects such as the Intergenerational Programs, Language Classes and the Garden Projects have engaged more people and volunteers. We have also extended our House program to include Zumba, Garment Construction and Cooking Classes with Ying.

We were very pleased to have our kitchen renovated by the Whitehorse Council at the end of 2024 and the new kitchen has refreshed the House greatly and we thank them for organizing this.

Intergenerational Program with Box Hill High School

Human Library project

The VCAL students at Box Hill High School interviewed people from the Neighbourhood House who shared their areas of interest or life stories. The interviews were held at the Neighbourhood House in September 2024. The interviewees then became human stories that students could “borrow” at the school library on September the 4th. The stories were published, and the booklet was presented to participants on the day.

Intergenerational Program with Good Start Childcare Centre

This program runs fortnightly with visits either to the Neighbourhood House or the Childcare Centre. It has been a highly successful program with both the House participants and the children enjoying the visits, building rapport and understanding. Initially the program was funded up until May by a City of Whitehorse Grant through the NIECH network. However, we will be funding this program ourselves for the foreseeable future as it has such huge benefits for all involved.

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 – Ying, Liping, Sue, Angie, and Sarah for watering the garden over the December/January holidays.



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. Another Café has opened up at Brickworks, so there is definitely a growing need for this program.

First Steps Date-Ability Program

Family Access Network New Mums Groups

Stem Bird – Technology sessions for children

Bolton Clarke

Box Hill High School

Good Start Childcare Box Hill South

City of Whitehorse Community Development team, Positive Aging team

Whitehorse Urban Harvest

Eastern Writers

Collaborations

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

Falls Prevention – presented by Bolton Clarke

Get Online week – Funded by Good Shepherd Foundation

This year for Get Online Week we held digital plant identification workshop where we learnt how to use the Plant Net app to identify plants. One of the funders from the Good Shepherd Foundation participated and enjoyed the session. We also held an afternoon tea when we answered and assisted people with their technology issues.

Seniors Week – Cooking for One or Two, Hearing tests, Knitting workshop

Park Artists Watercolour Art Show

The Art Show was a huge success again this year, with participants from the Watercolour and Botanical Drawing classes exhibiting their work. The event was held on Sunday the 27th 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.

Staffing

I am fortunate to have such a wonderful team in the office with Sam Brown and Duygu Genc and joining us this year is Liping Liu. Sam has been instrumental in streamlining our website, data management, programming and social media presence and Duygu has assisted in managing our financial systems. Thank you very much for all your amazing work and dedication. At the end of this financial year Sam relocated with her family to Malaysia so we have welcomed Liping onto the team. She has worked alongside Sam to take over the role of managing the website and the data base.



We have also had a number of volunteers working in the office and I would like to thank Sandra for all the hours she has put in managing the finances and Ying for her knowledge and willingness to assist.

I have mentored two students this year – Rita and Yedda and I thank them for all their assistance. We also continue to have a wonderful group of volunteers who help out in many and varied ways: from delivering programs, supporting groups, helping with transporting people, gardening, etc. Special thanks to Sue for all her tireless work with the Sensory Garden, the Dementia Café volunteers who do such a brilliant job supporting this group, the Chinese/English Language Program – thank you to Diana and Liping for volunteering your time and continuing to facilitate this wonderfully successful 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.

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.

We are celebrating our 45th year of operation of the House and the success of the House is due to the dedication of the Committee, (many of whom have been involved since the House's inception), and the long-term staff and tutors who have given their time, energy and support, resulting in lifelong friendships.

NIECH and Whitehorse Community Houses Network

The NIECH Network has been very dynamic over the past 12 months securing grants for programs in Social Housing and Digital Literacy and we have worked with NIECH on both these projects. A huge thank you to Nikki Maddern and Lily K for all her work securing these grants and supporting the Inner East Neighbourhood Houses.



PAMELA MILLS

The Whitehorse Community Houses Network continues providessupport and collegial knowledge and has worked together on a n umber of shared projects including the Spring Festival, Pink Ladies events, combined workshops etc.

I would like to sincerely thank all our participants of Box Hill South Neighbourhood House. The House is a vibrant and engaging place because of your positive involvement, and it is such an inclusive, friendly, welcoming and cohesive community for all because of your participation.



TREASURER'S REPORT

It's with great pleasure that I'm able to report that Box Hill South Neighbourhood House has posted a surplus of \$7,147 for the last financial year. This is remarkable in these tough economic times.

Our income is largely made up of two grants – DFFH \$100,334, City of Whitehorse \$36,146. We received \$46,653 from all of those enrolled in one of our classes or programs. I would like to add that, in most cases, we are still operating on pre-covid fee charges. Outside hiring accounted for \$17,873 of our income. We have three main hirers – First Step Solutions, Umbrella Dementia Café, and Ohisama Japanese School. Overall, our income is down \$3,000 due to less House Hire and less one-off small grants.

Staffing costs are our largest expenditure item – \$179,114. These costs increased by \$18,000 in the last 12 months. All the other cost areas had minor changes. Receiving grants and acquitting them can involve more than one financial year. Provision for LSL was reduced by \$2,135 to bring it more inline with what we should have in reserve.

As I'd mentioned last year, the 'Real Impact Real Value' report from Neighbourhood Houses Victoria indicates that for every dollar of cost in the Neighbourhood House sector, this is returned by nearly five times that amount to the community in 2024.

My thanks to Pam and the other management staff for all of their hard work. All monetary transactions need to be correct and properly recorded, and Pam has dealt with many curly questions from our Auditor. All of you have made my job as Treasurer a lot easier for me.



In closing I would like to show my appreciation to both Andrew, from Ringwood Booking and Jason, our Auditor. They have been invaluable to Pam and myself; for ensuring that we were compliant with all of our payroll and taxation obligations.

**SANDRA
ROBERTSON**



Income and Expenditure Statement

Box Hill South Neighbourhood House For the year ended 30 June 2025

	2025	2024
Income		
Classes and Programs	46,653	30,487
Grant Operating	36,146	34,995
Other Grants	104,134	117,860
Donations	471	663
Interest	4,381	3,353
Other Income	1,138	889
House Hire	17,873	25,430
Total Income	210,797	213,677
Gross Surplus	210,797	213,677
Expenditure		
Salaries and Superannuation	179,114	161,051
Class and Program Costs	2,053	2,387
Audit and Accounting	1,450	1,120
Depreciation	2,606	1,000
Other Grants	1,330	9,018
Insurance	1,412	1,303
Cleaning and Maintenance	4,459	4,312
Utilities	5,823	7,520
Office Costs	6,478	5,440
House Supplies	527	742
Bank Fees	343	439
Bank Merchant Fees	1	-
Gifts	188	1,406
LSL Pre PLSA	(2,135)	(2,267)
Total Expenditure	203,650	193,470
Current Year Surplus/ (Deficit) Before Income Tax Adjustments	7,147	20,207
Current Year Surplus/(Deficit) Before Income Tax	7,147	20,207
Net Current Year Surplus After Income Tax	7,147	20,207

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 2025

	NOTES	30 JUNE 2025	30 JUNE 2024
Assets			
Current Assets			
Cash and Cash Equivalents		251,663	254,417
Other Current Assets		1,691	3,845
Total Current Assets		253,354	258,261
Non-Current Assets			
Property, Plant and Equipment			
Appliances		8,758	3,890
Appliances - Accumulated Depreciation		(4,743)	(2,137)
Total Property, Plant and Equipment		4,015	1,753
Total Non-Current Assets		4,015	1,753
Total Assets		257,369	260,014
Liabilities			
Current Liabilities			
Accounts Payable		-	16
Provisions		8,013	10,147
Payroll Liabilities		6,234	14,115
GST Payable		2,955	2,715
Total Current Liabilities		17,202	26,994
Total Liabilities		17,202	26,994
Net Assets		240,167	233,020
Member's Funds			
Retained Surplus		240,167	233,020
Total Member's Funds		240,167	233,020

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



2024/25 IN THE HOUSE HIGHLIGHTS INCLUDED....

Raised Vegie Beds and Sensory Garden



Melbourne Woman's Group



English Conversation Group



Farewell to Sam



2024/25 IN THE HOUSE

Be Connected Workshop



Intergenerational Program



Art Show



Box Hill High School Human Library



MINUTES OF AGM 2024

MINUTES OF THE ANNUAL GENERAL MEETING

17th September, 2024

1. Opening and Welcome – Samantha Brown (Staff member representing the President of the Committee of Management) acknowledged the traditional owners of the land on which our House stands and welcomed those present.
2. Present: Lily Kovacevic, NIECH networker, Pamela Mills (Manager), Val Kendall, Ysolde Nichols, Judith Hughes, Sam Brown (Admin Assistant), John Mills, Marilyn Blackberry, Jane Tisell, Sarah Hawkins, Angie Vallance.

Apologies: Paul Hamer MP, Carina Garland MP, Klaudia Lozo, Louise Multicultural Centre, Di Gow, interim manager, Rebecca Sanders Manager Living and Learning at Ajani, Judith Buckingham (President), Lesley Birks (Secretary), Sandra Robertson (Treasurer) Susan Hill, Lyn Thomas, Barbara Edgar, Rita and Tony Venville, Trish Bourke (Committee), Diana Ferguson (Committee) Vicki Goodall, Marg Gear.

3. Minutes of the previous AGM held on 5th September 2023 were contained in the comprehensive copy of the 2023/2024 Annual General Report distributed to everyone at the meeting and taken as read. Accepted by Ysolde Nichols and Seconded by Judith Hughes
4. Matters arising from the previous minutes: No matters arising
5. Presentation of the President's report: Pamela Mills presented the President's report verbally, which was included in written form in the Annual General report document. Moved: Lily Kovacevic, Seconded Val Kendall
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: Pamela Mills, Seconded: Jane Tisell
7. Presentation of the Finance Report: This report was presented by Pamela Mills on behalf of the Treasurer, Sandra Robertson, verbally. The written report and financial statements were included in the Annual General Report as distributed. Thanks to Sandra for her huge commitment as Treasurer and for all the additional voluntary hours she has contributed to the House.
Moved: Jane Tisell, Seconded: Angie Vallance
8. Appointment of an Auditor for 2024/2025
Jason Lyster of Morella Tyson PTY LTD has agreed to be our Auditor for 2024/25. Ysolde Nichols moved that Jason Lyster be appointed as Auditor.
Seconded: Val Kendall



MINUTES OF AGM 2024

9. Election of Committee of Management members 2024/2025: 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, Diana Ferguson, Trish Bourke, Shiela Turner, Val Kendall, Judith Hughes
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.

Networker welcome

Lily thanked Pam and Sam for their warm welcome and support in Term 1, 2024 when she started the position of NIECH networker as she was based at the House.

12. The meeting was declared closed at 10.30am.

.....

Chairperson

.....

Minute Secretary

Date:.....



Box Hill South Neighbourhood House

2024 - Real Impact. Real Value.

INCOME \$213,677

VALUE \$1,088,195

This figure includes the value of:

Improved quality of life through social connection:
\$884,308

Volunteer contributions: \$133,211

Services provided: \$64,351

Adult Community Education: \$6,326

Services value includes:

- Computer/internet usage: \$384
- Facilities use or hire: \$33,480
- Fee for service activities: \$30,487

This community value equates to:

\$5.09 for every \$1 of income

\$11.03 for every \$1
of Neighbourhood House Coordination Program
funding

Over \$446.71 for every hour the neighbourhood
house is in use

Employment value 2.5 FTE jobs

including 1.8 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 2024 Neighbourhood Houses Survey. Only a limited range of activities where a determinable valuation method exists are included.



BOX HILL SOUTH NEIGHBOURHOOD HOUSE