

**Riddells Creek
Neighbourhood House Inc.**

Annual Report 2019-20



“ If you want to be a true professional, you will need to do something outside yourself. Something to repair tears in your community. Something to make life a little better for people less fortunate than you. That’s what I think a meaningful life is – living not for oneself, but for one’s community.”

Justice Ruth Bader Ginsburg

Acknowledgement of Country

Riddells Creek Neighbourhood House Inc. acknowledges First Australian peoples as the Traditional Custodians of this country and their continued connection to land, sea, and culture. We pay our respect to the resilience and strength of Ancestors and Elders past, present, and emerging and extends that respect to all First Australian peoples.

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Who we are

Who are we?

Riddells Creek Neighbourhood House Inc. (the House), was established in 2006 and is an incorporated, not-for-profit and community based facility situated in the township of Riddells Creek.

The House received charity status with the Australian Charities and Not-for-Profits Commission (ACNC) on 1 July 2020.

The House is a warm and vibrant place that offers a variety of activities and programs based on the needs of the community.

The House is open for business 51 weeks of the year, with, under normal circumstances, an average of 130 people accessing it on a weekly basis.

The purposes of House are set out in our Rules, and are to:

- A. Promote community spirit in Riddells Creek.
- B. Reduce social isolation within the Riddells Creek community.
- C. Create a spirit of cooperation and partnership among the various community groups, associations and clubs within Riddells Creek.
- D. Facilitate self-help and mutual support amongst all interested members of the community and groups associated with the RCNH Inc.
- E. Provide speakers and workshops on a wide range of educational, recreational, health and social issues.
- F. Provide links with neighbouring towns and community centres.
- G. Develop and provide a resource and information centre.

What are Neighbourhood Houses?

“Neighbourhood House” is a generic term for a variety of community managed organisations that share a set of core values and work ethics. Currently there are around 400 Neighbourhood Houses across Victoria and 6 are based in the Macedon Ranges. All Houses adhere to the Sector Principles which include:

- Community Ownership
- Community Partnership
- Empowerment
- Access and Equity
- Lifelong Learning
- Inclusion
- Advocacy
- Self Help and Social Action

Our Community

The Macedon Ranges Neighbourhood Houses (MRNH) Network is a collaborative and connected network that builds capacity within its houses and their communities as represented through a vision to facilitate and support the wider community.

The House is a member of The Regional Association of Neighbourhood Houses and Community Houses (known as RANCH); a network which plays a vital role in supporting the daily operations and governance of Houses within the region.

The House also partners with a number of community and sporting organisations in Riddells Creek to deliver services and programs in response to community needs.

The House is also a member of Volunteering Victoria, Connecting Up and Jobs Australia.

Our Funding Bodies

Riddells Creek Neighbourhood House receives an annual grant from the Department of Health and Human Services and some financial assistance from the Macedon Ranges Shire Council (MRSC). We also apply for a range of grants which target identified areas of need in our community.

Auspiced Groups

The House currently auspices the Riddells Creek Men's Shed and the Riddell Roundup, our local community newsletter. Until 2019 the House auspiced the Riddells Creek Social History Group. At the time that this auspicings arrangement ended, there was only one member of this Group.

Our commitments

Although we are from a small community, we believe that our local actions can have a major impact on the environment and on the attitudes of current and future generations.

At the November 2019 board meeting, we agreed to support the draft motion put forward by Maldon Neighbourhood House to Neighbourhood Houses Victoria that it declare climate change as an emergency. The draft motion is:

“Neighbourhood Houses Victoria recognise climate change as an emergency with clear scientific evidence indicating severe impacts for our communities now and into the future. Neighbourhood Houses Victoria commits to advising government and the sector about the impact of climate change on the development of vibrant, safe, inclusive, gender equitable and connected communities, and to advocate for the following:

- a national emissions reduction target which will keep global temperature increase to less than 1.5 degrees
- an active transition from fossil fuels to renewable energy, including support for a just transition and job creation for all fossil fuel workers and communities.
- the health and well-being benefits of addressing climate change.
- the development of a National Strategy on Climate, Health and Wellbeing

Furthermore, Neighbourhood Houses Victoria pledge to decarbonise our activities and ways of operating.”



Therefore, we are happy to support the strategic direction of Neighbourhood Houses Victoria, which supports the 17 Sustainable Development Goals of the United Nations, which include:

- | | |
|--|--|
| 1. No poverty | 10. Reduced inequalities |
| 2. Zero hunger | 11. Sustainable cities and communities |
| 3. Good health and well-being | 12. Responsible consumption and production |
| 4. Quality education | 13. Climate action |
| 5. Gender equality | 14. Life below water |
| 6. Clean water and sanitation | 15. Life on land |
| 7. Affordable and clean energy | 16. Peace, justice and strong institutions |
| 8. Decent work and economic growth | 17. Partnerships |
| 9. Industry, innovation and infrastructure | |

Each of our activities in the strategic plan aim to address these goals.

Strategic Plan

Capacity Building

Strengthen the capacity of Riddells Creek Neighbourhood House so that it can continue to provide support and services to the people of Riddells Creek and surrounds.

Governance

Desired Outcome RCNH has effective and robust governance practices to guide the organisation now and into the future.

Actions Develop a reporting dashboard to monitor the performance of RCNH against the strategic plan.
Participation in annual Governance training for all board members.

Finances

Desired Outcome RCNH is financially sustainable.

Actions Undertake to apply for DGR/PBI status for RCNH.
Expand income sources beyond annual staff funding from DHHS.

Operations

Desired Outcome RCNH has well-developed policies and procedures to manage the day-to-day operations of the organisation.

Actions Completion of all policies required in the Policy and Procedure Register for RCNH.
Review to identify policies requiring updating.
Implementation of internal audit schedule to ensure compliance with relevant policies.
Procedures created and/or reviewed as required in the Policy and Procedure Register.

Community Engagement

Actively engage with the people of Riddells Creek and surrounds to ensure that the community's demographics are reflected in the programs and services offered by Riddells Creek Neighbourhood House.

Community Need

Desired Outcome RCNH understands and is responsive to the needs of its community.

Actions Undertake community needs analysis.

Development and facilitation of a Riddells Creek Stakeholder Group.

Marketing & Communications

Desired Outcome RCNH has effective communication channels for engaging with its community. The RCNH brand is recognised and well-regarded within Riddells Creek and surrounds.

Actions Development of a marketing & communications strategy.

Increase number of followers on RCNH Facebook page.

“ 2020 has been a challenging year for many people in our close-knit Macedon Ranges community, largely due to the COVID-19 pandemic and the ongoing economic downturn caused by it.

The need for the services offered by Foodbanks in the area has been steadily growing as many families have found it difficult to stay on top of their ongoing expenses due to job loss, reduction in working hours, closure of their business, or illness. Never before has it been more important for community organisations to work together to support those in need.

The Gisborne Community Care Foodbank and the Riddells Creek Neighbourhood House have formed a close bond working together to ensure that all members of the Riddells Creek community are aware that they are able to access our services and that no one who needs assistance is left unsupported. Riddells Creek Neighbourhood House has also been very proactive in reaching out to their local community groups and businesses, seeking donations to help keep our shelves stocked.

Thank you to the staff, board and volunteers of the Riddells Creek Neighbourhood House for continuing to support those who need assistance within our community.

Julie Ireland

Secretary
Gisborne Foodbank



Our People

Board Members

On 19 August 2019 the Annual General Meeting (AGM) of the RCNH was held and a virtually new Board was elected. Twelve members were elected to the Board, with these members possessing significant experience in volunteer management, community cultural development, public policy, disability services, communications, community engagement, training and facilitation, accounting and law.

President

Kristine Rawlinson

Vice-President

Samantha Crisp

Treasurer

Nicole Rowan

Secretary

Justine Morgan

Leesa Green (19 August 2019 - 27 December 2019)

Assistant Secretary

Heather McNaught

Ordinary Members

Maria Lorient

Mercedes Ramirez

David Laurie (19 August 2019 - 11 September 2020)

Desley Adams (19 August 2019 - 15 July 2020)

Narelle McGellin (19 August 2019 - October 2020)

Sue Coy (19 August 2019 - 11 February 2020)

Celia Spykers (21 September 2019 - 2 December 2019)

Donna Sparks (21 September 2019 - 11 November 2019)

Staff

Community Development Manager	Carolynne Venn (appointed 6 March 2020)
Programs Coordinator	Celia Spykers (appointed 3 December 2019)
Coordinator	Nicole Garbutt (10 August 2015 - 25 October 2019)
Assistant Coordinator	Raewyn McColley (23 April 2018 - 11 November 2019)
Bookkeeper	Lisa Conley, Rangeview Bookkeeping Services

Volunteers

Volunteers Coordinator	Heather McNaught
Office Volunteers	Chrysanne Brown, Analiese Norland, Lola Rowe, Sam Crisp, Heather McNaught, Mercedes Ramirez, Kristine Rawlinson, Nicole Rowan, Justine Morgan, Donna Sparks
Gardening Maintenance	Mercedes Ramirez, Wayne Allender, Celia Spykers, Susie Laurie, Kate Laurie, Jo Bennet
Makers' Market	Desley Adams and Board
Zero Waste Day	Riddells Creek Scouts, Janine Strachan, Mustafa Ayhan, Deborah Nikolic
Artwork	Miffy Howell
Legal Counsel	Ruth Feltoe
Human Resources	Dominic Andreacchio
Halloween Event	Raewyn McColley, Nicole Garbutt, Wayne, Celia Spykers, Dawn McNeill-Davis, Aurora, Noel
House Refurbishment	Emma Douglas, Blake Douglas, Ern Addington, Robin Godfrey, Joe Augustinovic, Victor Ramirez, Board, staff and families



INCOME
\$112,046

Services value includes:

- Computer/internet usage: **\$360**
 - Room hire: **\$3,600**
- Auspicing other organisations:
\$1,911

Employment value

1.17 FTE jobs

including 0.8 direct and 0.3 indirect
Full Time Equivalent positions

These calculations were conducted by Neighbourhood Houses Victoria Based on data provided in the 2019 Neighbourhood Houses Survey. Only activities where a determinable valuation method exists are included.



VALUE
\$176,399

**This figure includes
the value of:**

Improved quality of life through social
connection: **\$149,892**

Volunteer contributions: **\$20,635**

Services provided: **\$3,960**

**This community value
equates to:**

\$1.57 for every \$1 of income

\$2.23 for every \$1
of Neighbourhood House
Coordination Program funding

Over **\$63.00** for every hour the
neighbourhood house is in use



From our President

2019/20 and beyond ...

The great thing about preparing for the AGM is looking back at what we've accomplished in the past year. It's been a big, difficult year, and that makes me even more impressed by how much we've achieved.

This would not have been possible if it wasn't for the commitment, courage and shared vision of our Board, and of course the dedication and resilience of our staff and volunteers.

The importance of the support and insight by Nicole Battle, CEO, Neighbourhood Houses Victoria, cannot be overstated. She has worked alongside us as we have clarified our role and future direction that meets the needs of our community and is in keeping with our funding and service agreement requirements. It has also been an important shift to become more aligned

with the overarching direction of Neighbourhood Houses in Victoria and across Australia. This realignment allows us to benefit from the collective resources, skills and expertise of the Neighbourhood Houses sector.

I would like to acknowledge the support from the Board and staff, both professionally and personally during a year that has thrown us many challenges. We have shown that we are a team that is resilient and committed to what is best for the House and our community.

Valued board members in Desley Adams, David Laurie and Heather McNaught are moving on, but we look forward to the opportunity to welcome new members to the dynamic team that forms the RCNH Board. In addition, Heather will be taking on the volunteer role of Volunteers Coordinator and Desley and David have promised they will continue to be active volunteers. Our community is so fortunate to have such positive, hard working



people with such a strong commitment to community.

I would like to particularly acknowledge Nicole Rowan, whose expertise in matters legal and financial has made the difference between the House closing and continuing. Thanks Nicole, we could not have done this without you.

Finally, I want to thank all staff who have worked through a time of change and challenge. I am so excited and proud of their achievements.

Please read these achievements in the Highlights section of this Report.

More importantly, I am looking forward to implementing our new Strategic Plan and I can't wait to see what we can achieve in the next year!

Kristine Rawlinson

President

August 2019 to October 2020

Financial Report

Finances and Compliance

As the Treasurer appointed to the House Board on 19 August 2019, it has been a difficult year. Together with other members, I was not aware of the financial commitments that had been made prior to taking on this role. When these were identified, it immediately pointed to a solvency issue that needed to be addressed. Below is some background to that. In summary, by making changes in a timely way, we are now in a solvent position and, thanks to the economic stimulus measures, have had an unexpected increase to our income. We could not have predicted that, but it is certainly welcome and is helping us to provide much needed and accessible online wellbeing programs to our community during this COVID-19 period.

At the commencement of the 2020 financial year, two staff were employed: a Coordinator for 20 hours per week and an Assistant Coordinator for 10 hours per week (the paid staff). Staff wages rates were set very high and included mandatory ongoing rate increases under the 2012 Equal Remuneration Order (ERO). The RCNH was also engaging a professional bookkeeper for approximately 3 hours per fortnight and, prior to the identification of serious

financial issues, a cleaner for 1 hour per week.

Upon election of the new Board at the AGM in August 2019, it soon became clear that the financial situation of the House was quite precarious, exacerbated by the absence of a budget. Using a budget to understand the financial implications of decision making is so important. Without that, it is understandable that former Committee and House members could not see the dire financial future of the House. When these concerns were identified in the process of preparing a budget in September 2019, it became immediately apparent that we needed to take action.

A budget was prepared based on the inherited commitments, this budget predicted ongoing losses. That is because these commitments were far in excess of the revenue that the House was capable of generating, including from DHHS funding, running programs and room hire. For the year ended 30 June 2020, the predicted loss was \$30,448. In this year, total projected income was \$101,553, however, staff commitments were in excess of that, being \$103,998. For the year ended 30 June 2021, the projected loss was \$20,630. Further, former Committee had not identified liabilities that were building up (accruals) including annual leave and long service leave in

the balance sheet. These amounted to approximately \$18,000. Additionally, some of the funds held in the RCNH bank accounts belonged to other organisations and this did not appear to be fully recognised and understood.

It was clear to the Board that having a predicted significant and ongoing deficit was unacceptable for a not-for-profit organisation. The Board also understood that on the basis of the projected profit and loss, the House would exhaust available reserves, including those purportedly set aside for extensions.

The need for urgent action was clear and the Board committed to take action, principally, to undertake a staff restructure to reduce staff costs to affordable levels.

We sought significant advice and support from recognised legal, financial, management and communications experts, worked to put in place an action plan, and communicated the issues to our funding bodies and representative associations.

On the basis of the necessary changes being made, we were able to reduce our predicted loss in 2020 budget from \$30,448 to \$10,790. This budget had to accommodate the redundancy costs and meeting significant annual leave liabilities that had accrued over the past four years

and never been accounted for. Even with these costs, the net loss was still reduced by approximately \$20,000. The 2020-2021 budget was predicted to be a small profit.

The decisions that we took were not done lightly, but they were essential to the financial wellbeing of the House and to ensure its ongoing existence. Following the action taken, the Board issued a Statement of Solvency on 19 November 2019. Without taking the action that we did, this statement could not have been made.

Today we have a House that still has a two-tiered staffing structure, however, the commitments are within both our obligations and our means. We have also focused on generating increased revenue, whilst ensuring accessibility for all.

Compliance

As an incorporated association that has employees, it is essential that we are compliant with all relevant Victorian and Commonwealth laws. Since the 2019 AGM, we have assured compliance with the following:

- Neighbourhood House Coordination Program Funding Guidelines
- Portable Long Service Leave Scheme
- Workers Compensation
- Employer Superannuation Guarantee obligations
- PAYG Reporting
- Neighbourhood Houses and Adult Community Education Centres Collective Agreement 2008
- 2012 Equal Remuneration Order
- Consumer Affairs Victoria

We continue to receive free insurance through the Victorian Managed Insurance Authority. This covers a range of areas including public and directors' liability. We pay for additional contents insurance from Guild Insurance that also cover the Men's Shed.

From 1 July 2020, the House became an ACNC registered charity. This is an exciting development. The next step will be to apply for Deductible Gift Recipient (DGR) status - this requires a new clause to be inserted into the House's Rules - which is a proposed resolution at the 2020 AGM. However, charity and DGR status increases the obligations and compliance of all Board members of the House. Compliance with these obligations will be reported in the next Annual Report.

Financial Reports for the year ended 30 June 2020

Below are the financial reports. The Board aimed for and has had an increase in its own revenue, which has assisted in the financial stability of the House. As stated above, economic stimulus measures delivered by the Federal and Victorian State government in response to COVID-19 have assisted with our financial results. Without them, the House would have declared a loss.

Schedule 1
Regulation 15
Form 1

Associations Incorporation Reform Act 2012

Sections 94 (2)(b), 97 (2)(b) and 100 (2)(b)

**Annual statements give a true and fair view of financial performance and position
of incorporated association**

We Nicole Rowan, Treasurer, and Kristine Rawlinson, President, being members of
the Board of the Riddells Creek Neighbourhood House Inc. certify that –

“The statements attached to this certificate give a true and fair view of the financial
performance and position of the abovenamed association during and at the end of
the financial year of the association ending 30 June 2020.”

Signed:  _____

Date: 22 Sept, 2020

Signed:  _____

Date: 22/09/2020

Balance Sheet

Assets

Current Assets

Bank Accounts

RCNH Bendigo Bank Trans A/c	\$41,188.11
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Bendigo Bank Debit Card	\$402.06
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RCNH Building Extension A/c	\$40,243.50
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Total Bank Accounts	\$81,833.67
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Petty Cash/Cash On Hand	-\$27.30
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Auspice - RC Mens Shed Bank	\$4,922.81
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Other Current Assets

Accounts Receivable	\$2,680.00
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Total Other Current Assets	\$2,680.00
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Total Current Assets	\$89,409.18
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Non-Current Assets

Buildings

Building Improvements At Cost	\$1,169.75
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Total Buildings	\$1,169.75
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Total Non-Current Assets	\$1,169.75
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Total Assets	\$90,578.93
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Liabilities

Current Liabilities

Payroll Liabilities

PAYG Withholding Payable	\$1,832.01
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Superannuation Payable	\$1,591.16
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Total Payroll Liabilities	\$3,423.17
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Other Current Liabilities

Accounts Payable	\$256.94
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Total Other Current Liabilities	\$256.94
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Total Current Liabilities	\$3,680.11
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SUSPENSE	-\$385.16
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Total Liabilities	\$3,294.95
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Net Assets	\$87,283.98
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Equity

Retained Earnings	\$70,074.20
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Current Year Surplus/Deficit	\$17,209.78
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Total Equity	\$87,283.98
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Profit and Loss Report

01 Jul 2019 - 30 Jun 2020

	Total \$		
4-0000 Income		6-2041 Water	146.08
4-1000 RCNH Direct Income		6-2050 Cleaning Expenses	859.57
4-1001 Coordinator Funds: NHCP	83,033.45	6-2205 Rates	982.89
4-1002 Community Income	4,599.30	6-2207 Rent	779.19
4-1003 Copying & Printing Income	122.00	6-2215 Rubbish Removal	207.20
4-1004 Drinks Income	125.75	Total Occupancy Costs	7,336.91
4-1005 Miscellaneous Income	987.74		
4-1007 Fundraising Income	1,615.00	6-3000 Compliance & Finance Costs	
4-1008 Grants Received	25,856.80	6-3005 Bank Fees	52.56
4-1009 Room Hire	6,778.00	6-3010 Bookkeeping Fees	4,762.40
4-1010 Interest	125.20	6-3020 MYOB	741.89
4-1011 Activities	2,205.00	6-3035 Lodgement fees	59.20
4-1100 JobKeeper Subsidy	6,000.00	6-3040 Board Expenses	575.57
Total RCNH Direct Income	131,448.24	Total Compliance & Finance Costs	6,191.62
4-2000 RCNH Annual Events Income		6-3500 Event costs	
4-2010 Town Garage Sale	725.25	6-3501 Materials	1,071.68
4-2020 Makers Market	2,065.00	6-3502 Fundraising Expenses	1,228.98
Total RCNH Annual Events Income	2,790.25	6-3510 Promotional & Marketing	947.03
		6-3520 Event consumables	385.11
		6-3525 Tutor Fees	1,778.25
Total Income	134,238.49	Total Event costs	5,411.05
Gross Profit	134,238.49		
6-0000 Expenses		6-4000 Payroll Expenses	
6-1000 House Expenses		6-4100 Wages & Salaries	82,488.79
6-1001 Kitchen Amenities	340.32	6-4200 Superannuation	5,732.62
6-1002 Bathroom amenities	778.32	6-4225 Staff Training & Welfare	1,395.48
6-1010 Subscriptions & Memberships	874.00	6-4230 Staff Travel	224.40
6-1015 Misc equipment <\$1000	9,502.65	6-4300 Work Cover Premiums	859.24
6-1020 Repairs & Maintenance	9,358.43	6-4410 Long Service Leave Expense	631.79
Total House Expenses	20,853.72	6-4900 Other Payroll Expenses	331.00
		Total Payroll Expenses	91,663.32
6-1500 Office Expenses			
6-1501 Telephone & Internet	1,837.84	Total Expenses	136,061.15
6-1505 Lease of Photocopier	1,694.88	Operating Profit	(1,822.66)
6-1506 Photocopier Printing	776.66		
6-1510 Printing & Stationery	258.66		
6-1511 Postage	4.50	8-0000 Other Income	
6-1520 Computer Expenses	31.99	8-8000 Cash Flow Boost - COVID19	10,000.00
Total Office Expenses	4,604.53	8-8100 Vic State Govt Covid Grant	10,000.00
6-2000 Occupancy Costs		Total Other Income	20,000.00
6-2030 Insurance - Property	1,380.68		
6-2040 Electricity Gas & Heating	2,981.30	Net Profit	18,177.34



“ Over the last 12 months I have had the pleasure of working with the Riddells Creek Neighbourhood House to develop and deliver Meditation Sessions as well as a Women’s Circle for our community.

The team at RCNH have been both highly supportive and encouraging especially in the face of Covid-19. Their determination to continue to provide an uplifting space of support and well being for its community members has been inspiring and I can’t wait to continue on this journey with them. I have loved becoming more closely involved both with the RCNH and our community members and know that their determination and dedication is something that we should all be proud of.

Niki Wells

A word from our Community Development Manager

It has been a year of activities and change for Riddells Creek Neighbourhood House.

There has been a lot of organisational change, inclusive of a new Board, Staff, refurbishing, and rebranding of ourselves.

Celia, who is also new to the House, managed to get a number of activities happening, including the Makers Market. This was initially established and managed by Leesa Green and she did a wonderful job of connecting with stallholders and creating interest. We also delivered a Kids and Worry workshop, a Zero Waste Day combined with the Whole of Town Garage Sale and more. Celia is certainly the back bone of the House and I would like to thank her for all of her hard work and dedication during the last year.

I joined the House in March this year as the Community Development Manager. This was just before the reality of the COVID-19 hit home and the whole world was tipped upside down. There is no normality at present. I have mostly been working remotely and this has proved to be challenging in getting to know the local community. However, having regular virtual cuppas has helped. It's lovely to see there are many wonderful people in

Riddell who are very community minded and love where they live.

2020 is certainly the year where we are seeing the true value of Neighbourhood Houses and volunteers. Being a year of uncertainty and constant change, many people have proven to be very resilient and willing to help each other. Being connected with people has never been more important than right now, and although we need to be physically distant, there are still ways to connect with each other. We have seen people of all ages and abilities embrace technology in a way that we never thought of. Even as a Neighbourhood House we are learning to connect with the community via online platforms and, although this is not our preferred method, it is something we are able to do.

2020 is the year we have been all forced to stop, think, process, reflect and plan for the future. Many of us have proven to be innovative and creative in our approaches to things, in our planning and moving forward. We have been forced to be more flexible and adaptable. There is no rule book, but we are in this together. We are now learning to live in a new COVID normal and accept the things that we cannot change but take charge of what we can control.

At Riddells Creek Neighbourhood House we offer an inclusive, safe space for all. Everyone is welcome; all ages, all abilities, and all cultures. We aim to help everyone to work together and build a more inclusive, connected, vibrant and resilient Riddells Creek. It is a special place for us all to enjoy. People seek out their local Neighbourhood House as they are the heart of the community. It is the go to place to find out what is happening in the area. All of this is only possible because of our many wonderful volunteers; past, present and future.

We are excited and energised to be working with residents, local community groups and businesses towards our Reconnecting Riddell project and our online Riddells Creek Community Festival. Both are activities everyone in the community are encouraged to be a part of.

On behalf of Celia and myself, I would like to take this opportunity to thank all of our wonderful Board of Management and other Volunteers for their generous contribution to Riddells Creek and our Neighbourhood House. You guys are amazing. Thank you.



Carolynne Venn
Community Development Manager

Highlights

September 2019
to September 2020

Governance

- Induction training for Board and staff
- Increased compliance with policy and procedure requirements
- Communication protocol for staff, board and stakeholder interaction
- Strategic Planning sessions facilitated by Nicole Battle, NHVic CEO
- Ongoing liaison with The Department of Health and Human Services (DHHS)
- Endorsement, in consultation with DHHS and NHVic, of an Action Plan for the short and medium term future
- Employment of a Community Development Manager, Carolynne Venn, who commenced in March 2020
- Updated IT system and introduced role specific email addresses (eg. secretary@riddellscreeknh.com.au) to ensure a smooth handover of historical information when people are no longer filling a paid or voluntary role within the House
- Two volunteers attended the NHVic Conference in Lorne from 4-6 March
- Continued participation in RANCH meetings and events

Membership

- Membership process - simplifying the form and process, to make it more accessible and rewarding for community members

House Operations

- Transition to community programming (rather than room hire) to ensure we met our obligations under the funding guidelines
- Two successful clothes swap days
- Establishment of Makers' Market
- Local base for community banking established
- NDIS related meetings conducted at the House
- Partnership with PS My Family Matters to support carers of people with mental illness
- Remote operation during lockdown
- Continued networking and community development despite being in 'remote mode'
- Volunteers Week celebrated with a morning tea for our volunteers at Mocha Leaf
- Hosted Macedon Ranges community networking event
- Our inaugural Zero Waste Day (building on the existing community garage sale)
- Planning unique approach to Festival in consultation with the community

Finance

- Building Stronger Communities grant - \$16,280 for new furniture and supported by Rob Mitchell MP
- Community Bank Gisborne & District Grant - \$2998 for rebranding, marketing and signage
- Volunteers grant - \$3020 by the Department of Social Services to provide training for volunteers, made possible by the support of Rob Mitchell MP
- MRSC grant - \$4,000 for the Community Festival
- MRSC grant - \$5000 to deliver the 'Reconnecting Riddell' project
- Achieving status as an ACNC registered charity
- Building up the capacity of the House to generate its own revenue through direct community programming rather than room hire

Community Wellbeing

- Kids and Worry workshop delivery
- Partnerships with Foodbank Gisborne and Riddells Creek Primary School to assist with meeting needs of vulnerable community members
- Clear signage to ensure cars do not block the wheelchair accessible parking space
- Initial investigations into accessible community transport options. This will continue to form part of a future project

- Our geese and other locals featured on ABC national news Channel 9
- House member presenting a weekly 'Riddell Trivia' on the Neighbourhood House Facebook Page

Building

- Transformation of the inside of the house through refurbishment
- Ongoing commitment to enhancing the outside space
- Plans to approach local artists to display their work on a rotation basis
- Ongoing consultation between board, staff and MRSC to investigate extension, based on design by previous committee of management

Partnerships

- Exploring ways to work better with Riddells Creek Primary School, Farmers Market, Scouts, CWA, Riddell Country Practice, Gisborne Foodbank, Charity's Secret Opportunity Shop, Goldfields Library Corporation, HALT, Riddells Creek Hotel, Ric's Convenience Store, Mocha Leaf, Foodworks, O'Shanassy Street Meats, Poulton's Garage, Dromkeen and other local businesses and community groups
- These partnerships allow us to ensure that the House is not just a physical space that we can all enjoy, but is also a source of support for community building activities across our beautiful town

The House Refurbishment

In late 2019, we applied for a Building Stronger Communities grant through Rob Mitchell MP's office. As a result of this application, we were able to receive \$16,280 in funding to help purchase new furniture and paint the entire interior of the House. We were required to match each dollar of the grant with in-kind support through volunteer hours, discounted/donated items and our own investment.

Some of the parts of the House, in particular the original Headmaster's quarters, had not been painted for many years and there were gaps in the walls, letting in light and weather. The rooms are now all gap free, painted in crisp white and complemented by furniture which has been selected and installed by Interior Designer and House member, Emma Douglas. Emma has volunteered countless hours working with the Board

firstly to determine the best use of the varied spaces in the House and then to locate the necessary furniture and décor which would achieve those uses and be both functional and great looking.

The funding was provided by the Business Grants Hub through the Federal Government and was presented to us by Mr Rob Mitchell MP, Federal Member for McEwen.

COVID has meant that many people have not been able to visit the House since it was refurbished. For those who have seen the House in all its spruced-up glory, the comments have been overwhelmingly positive.

Thank you to the local community members and businesses who made this wonderful transformation possible.

Before



After



Our Members

As at 5 October 2020

Jenny Abalos	Neal Furze	Russell McNaught	Deidre Toia
Desley Adams	Germaine Garbutt	Justine Morgan	Annette Tonkin
Ernie Addington	Kerrie Gaskin	Trent Murphy	Cecily Trainer
Peter Arnott	David Gormley-O'Brien	Brea Newcombe	Scott Trezise
Zeljko Augustinovic	Claire Graham	Andrew Nicolaides	Leanne Vandermeer
Mustafa Ayhan	Jenny Grounds	James Nicolaides	Florence Wallace
Janet Bennett	Christian Haack	Dianne O'Donnell	Nicole Wells
Annette Benson	Neil Harris	Michelle Payne	Colleen Weste
Richard Benson	Karen Hasselo	Rexine Perry	
Pat Blake	John Hemiak	Robyn Pryse	
Dimity Bunn	Andrew Hewitt	Wayne Pye	
Tracy Byass	Lyn Hovey	Jacqueline Rae	
Suzanne Cary	Bevan Howell	Mercedes Ramirez	
Catherine Chugg	Miffy Howell	Kristine Rawlinson	
Christine Clark	Lorna Jackson	Nicole Rowan	
James Coy	Dieter Jankovic	Stella Sammut	
Sam Crisp	Anne Jungwirth	Annette Schroder-Pye	
Pam Damm	David Laurie	Jeff Shepherd	
Annette Death	Joanna Laurie	Regina Shepherd	
Kerrie Diss	Susan Laurie	Helen Simmonds	
Emma Douglas	Maria Lorient	Allison Sloan	
Jude Ellis	Tony Marshall	Celia Spykers	
Fiona Fraser	Raewyn McColley	Melissa Sweeney	
Laurie Freeman	Peter McGellin	Simone Taylor	
Karen Fulton	Heather McNaught	Shirley Thomas	

**“ I like accessing the
neighbourhood house,
it’s bright and clean-lovely.
The new table and chairs
are so easy to set up and
put away, it’s great- that’s
the best really!”**

I've really enjoyed the online classes, especially meditation-
I'm looking forward to coming back to the neighbourhood
house to do it in person.

Elizabeth Borg



Our Auspiced Organisations

Riddells Creek Mens Shed

The House auspices the Men's Shed. This means that we receive income and make expenditure on behalf of the Men's Shed. We cover the insurance for Men's Shed assets and they utilise a shed on the House premises (which is crown land, managed by MRSC), built specifically for the Men's Shed. The Men's Shed provide regular reporting on their activities to the Board of the House.

The Men's Shed had a repair stall at the inaugural Zero Waste Day run by and held at the House on 15 March 2020. They also conducted a fundraising BBQ at Bunnings on 10 November 2019. They are working on some ideas to be involved in the virtual Riddells Creek Festival.

COVID has meant that the Men's Shed has had to 'down tools' during restrictions, but, when allowed, they have been able to continue to keep in touch through walking catch ups as well as regular phone calls. They have also started monthly Zoom meetings as a way to ensure they can maintain social contact.

The Men's Shed is also a member of the Victorian Men's Shed Association.

Riddell Roundup

The House auspices the Riddell Roundup, our community newsletter. This auspicing arrangement took effect from March 2020.

Since becoming a stand alone, community-run organisation in mid-2019, the Riddell Roundup has gone from strength to strength. The Riddell Roundup Committee remains profoundly grateful to the Primary School and the Farmers Market for their wonderful support during the period of transition.

Its advertising revenue has increased and the Committee has been successful in obtaining grants and donations to ensure the Roundup is accessible to community members, particularly those who have become more isolated due to the COVID-19 pandemic. The Roundup has also been able to invest in updated software and a new laptop for the team of editors to use.

The Roundup has plans to donate some of their surplus funds to community support providers over the next few months to have a direct impact on local families in need.





Our Community Partnerships



The Planning
COLLECTIVE



Gisborne & District
Community Bank® Branch





“ We were pleased to give Riddells Creek Neighbourhood House a community investment of \$2998 in December 2019 to help rebrand and market the house to increase community engagement.

The committee and coordinator impressed us with their vision and passion for delivering a relevant, diverse and innovative program to the Riddells Creek community.

Riddells Creek Neighbourhood House benefits the local community in many ways and we were very disappointed to see the house have to close in March 2020 due to the pandemic. The team's efforts to provide a variety of online programs and virtual opportunities for the community to connect in 2020 are to be commended, especially when their own lives were significantly disrupted due \ to the pandemic.

We look forward to the day Riddells Creek Neighbourhood House can reopen its doors and again be a shining light in the Riddells Creek community”.

Corinne Shaddock

Director | Community Engagement Officer
Macedon Ranges Community Enterprises Ltd
Operator of Community Bank Gisborne & District
Proudly part of Bendigo Bank

Testimonials

“We are fortunate to have such an inclusive and accessible space in Riddells Creek. We always felt welcome and comfortable knowing our clients’ needs would be accommodated.”

Cora

The Planning Collective.

“I love the Neighbourhood House because it’s warm, clean and comfortable.”

I like going to the kids’ yoga because it’s so calming and relaxing and helps build your muscles or something.

Connor, aged 8

“Even through COVID-19, Riddells Creek Neighbourhood house continues to work on and develop new ways to connect with the local community.”

It is such a credit to them. As President of PS My Family Matters we have continued to collaborate on new ideas on how we can work together to support and connect with local carers in our community. We have been discussing Mental Health Programs that we will be able to run together in the future to continue education to the whole of Riddells Creek to reduce stigma, educate and support people living with mental illness. We are excited for restrictions to lift and doors to open so we can implement what we have been (behind the scenes) working on.

Tamara Yeend

President
PS My Family Matters

“ As principal of Riddells Creek Primary School it has been a pleasure to work with the Neighbourhood House this year.”

We have collaborated many times and have built a unique and strong relationship. The students thoroughly enjoy taking part in joint activities such as adding to the new garden. We share our facilities and are beginning to plan events together. The openness of the President and her committee to my ideas facilitates exciting ventures for Riddells Creek. Thank you to Kristine, Carolynne and the rest of the team. I look forward to strengthening our relationship over the coming years and delivering more for the people of Riddells Creek.

Emma Brooksby

Principal

Riddells Creek Primary School

Looking Forward

What we have to look forward to

- Riddells Creek Festival in a COVID friendly. A call for volunteers for involvement has resulted in responses from a wide range of talented, experienced and enthusiastic local community members
- Enshrining community development principles in all we do
- Increased collaboration amongst Houses and via RANCH
- Application for Deductible Gift Recipient (DGR) status via Australian Taxation Office (ATO) (subject to acceptance of changes to RCNH rules).
- Developing our Emergency Management strategy in partnership with MRSC and to ensure that we are more prepared and immediately responsive in any kind of emergency, including extreme weather, bushfires and pandemics
- Implementing a planned broad volunteer development strategy (that has been postponed due to COVID)
- Learn Local – prevocational and return to work training. This will be especially important given the disruption to many people's work over the last six months
- Potential for extension of the House, in addition to more creative use of other community facilities in Riddells Creek
- Our aim is that the community is aware of the various mechanisms of support that they can access through the House; whether it is the physical resources or the expertise in the staff, Board and volunteers to support their personal and community goals

Finally

We want to recognise what a difficult year it has been. During COVID, our staff and community have adapted to the new online delivery. We have been fortunate to receive a variety of grants in the last few months that has enabled us to provide free program delivery online to ensure that there are no financial barriers to participation.

In some ways, the new living arrangements have created some silver linings: working on line can sometimes mean working smarter. We are saving on travel. We are aware of and sensitive to the vulnerable members of our society and we are realising how that could so easily be us.

None of us really know what the future will look like, but we hope to create a resourceful space of support for whatever it brings.

Acknowledgements

Rob Mitchell MP	Miffy Howell
Mary-Anne Thomas MP	Emma Douglas
Nicole Battle and Cameron MacRae, Neighbourhood Houses Victoria	Peter McGellin
Steve Clancy and Edwina Breitzke, DHHS	Blake Douglas
Jodie Turner, MRSC	Tania Sawyer
Emilie Byrne, MRSC	Joe Augustinovic
Terry Moore, MRSC	Victor Ramirez
Kiara Beard, MRSC	Tony Marshall
Nicole Pietruschka, MRSC	Neal Furze
Petro Tsalikis, NHVic	Sam Furze
Dominic Andreacchio	Eloise Furze
Corinne Shaddock	Ern Addington
BB Board	Leesa Green
Ruth Feltoe	Donna Sparks
Susie Laurie	Narelle McGellin
Deb Hull	Deborah Nikolic





**Riddells Creek
Neighbourhood House**
The heart and hub of our community