



WATSONIA
NEIGHBOURHOOD
HOUSE



ANNUAL REPORT

July 2019 – June 2020

Watsonia Neighbourhood House respectfully acknowledges and values the Wurundjeri willam people of the greater Kulin Nation as the first people of this land.



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We appreciate the support of:





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ABOUT WATSONIA NEIGHBOURHOOD HOUSE

Watsonia Neighbourhood House is an Incorporated Association operating as a not for profit community organisation within the Banyule local government area since 1991.

Watsonia Neighbourhood House brings people together to participate, learn and connect to their local community. We do this through social, educational, recreational and support activities using a community development approach.

Community development is about enabling communities to identify and address their own needs. It starts from the assumption

that communities have existing strengths and assets that make them part of the solution.

Community development practice is about doing with, rather than doing for.

Watsonia Neighbourhood House welcomes people from all walks of life. This inclusive approach creates opportunities for individuals and groups to enrich their lives through connections they might not otherwise make.

Watsonia Neighbourhood House is governed by a volunteer Committee of Governance and run by paid staff with assistance from volunteers.

We offer a range of classes, activities and groups through our term programs including;

Classes

- Patchwork Quilting
- Artability
- Creative Art
- Acrylic Painting
- Dress Making
- Knitting and Crocheting
- Boomerang Bag Making
- Sewing Circle

Groups

- Social Art
- Book Club
- Men's Breakfast
- Friendship
- Competitive Scrabble
- Social Scrabble
- 500 Cards
- Walking
- Get Smart
- I Am
- OM:NI
- Family Games Night

Workshops

- Paint Pour
- Job Wise
- Survive and Thrive
- Preparing for Work

We have provided community services to;

- people with physical and mental illness
- people experiencing social isolation
- people on low incomes or experiencing economic disadvantage
- people from Indigenous and culturally and linguistically diverse backgrounds
- people experiencing unemployment
- people experiencing family violence
- people experiencing food insecurity
- people with physical, cognitive and intellectual disabilities
- people in a wide range of age groups from infants to elderly



THE VISION FOR WATSONIA NEIGHBOURHOOD HOUSE

Our Vision

Creating community, fostering friendship, living and learning.

Our Purpose

Watsonia Neighbourhood House continues to build a safe, welcoming and inclusive environment where community needs are addressed, life skills developed and well being and harmony fostered.

Core values

These values reflect who we are as an organisation and what's important to us;

- **Equity** — we treat staff, volunteers and all community members with fairness and respect in accordance to their needs.
- **Inclusiveness** — we welcome all community members equally and provide an environment that is accessible for everyone.
- **Engagement** — we develop strong and meaningful connections with our community.
- **Diversity** — we recognise and value an individual's differences.
- **Honesty and integrity** — we act in an ethical manner.

Our values inform how we work, the decisions we make and are part of our organisational culture.

Our Committee of Governance approved a five year strategic plan (2016- 2021) which provides us with a long term view for our organisation. *Watsonia Neighbourhood House* is committed to continue playing a key role in building a strong, healthy and inclusive community in Banyule.

This plan guides our decision making and ensures that everyone involved with the organisation has a clear picture of its direction, priorities and objectives. The plan has considered the changing social, economic and political environment that can impact on the House to ensure that we stay relevant, robust and responsive.

We will continue to report back to these objectives to ensure that we remain focussed and on track.

Our key strategic objectives are;

1. **Supporting the needs of the people in our community**
2. **Environmental stewardship**
3. **Strong governance and financial management**
4. **Building community life**
5. **Working in partnership**

Throughout this Annual Report you can read more about these objectives and our work towards achieving them.

PRESIDENT'S REPORT

I'm honoured to have been the President of the *Watsonia Neighbourhood House* governing body, the Committee of Governance, for another year.

This year we have seen the departure of Lia Caelli and Pamela Walker from the committee. Lia brought valuable expertise in community development and neighbourhood houses, through her work at Reservoir Neighbourhood House. Pamela retired as our hard-working Secretary, and we have missed her fabulous organisational skills as much as her laughter, smile and kindness.



We have welcomed Sally O'Meara and Rebecca Schillaci to our committee. Rebecca recently completed her student placement to finalise her qualification in Public Health, and Sally O'Meara has worked extensively with Neighbourhood Houses.

Over the past 5 years we have seen significant changes to our operations. In 2016 we implemented a five year strategic plan and consequently, we are undertaking more work through partnerships and projects. We have implemented a change in focus and programming, streamlined processes and increased efficiencies. Our commitment to continuous improvement across all aspects of the organisation has been instrumental in the turnaround of our financial performance and service quality. We restructured our staffing to better meet the changing needs of our organisation and become more efficient. This resulted in the reallocation of resources from administrative processes towards community development. We said goodbye to Rose Perera and thank her for her years of service. We wish Rose well for the future.



Organisational capacity remains a strong focus for our committee, and as a learning organisation we have supported professional development for our staff and volunteers. Sophie Miller has increased her skills in volunteer management through Volunteer Victoria training. She has been actively involved in a community of practice for Community Development workers in Neighbourhood Houses, as well as the Banyule Volunteer Management Network. Lucie Holden has completed her Advanced Diploma in Community Sector Management this year, and continues to hold a board position for the North East Neighbourhood House Network. I have attended Neighbourhood Houses Victoria annual conference along with Lucie and fellow committee member Luke Nelson, where we attended professional development training in areas such as asset-based community development, addressing social isolation and loneliness, community development responses to suicide prevention, tackling food insecurity, the UN Sustainable Development goals, and community-led emergency management.

The committee will be working on a new strategic plan to take us forward from 2021, with a strong focus on re-examining our capability to respond to the critical needs of our community, and what the next couple of

years look like as we move into post-Covid recovery, and through the development period of the North East Link freeway. We will also continue our commitment to community, environment and partnerships, and look forward to sharing the details with you as they develop.



It's been a challenging year for sure. Thank you everyone for your part in making the house a valuable, responsive and nurturing asset for our community.

K. Barling

Katherine Barling | *President*





MANAGER'S REPORT

This year feels like a year of two halves; pre-Covid and everything that's come since.

Over the January break, we were thrilled to have our old toilet area in the front part of our building renovated by Banyule Council. It is now more accessible, easier to keep clean and looks fantastic!



We started cancelling our classes and groups in response to the emerging pandemic on 16 March in order to protect our most vulnerable community members. During the initial phases of restrictions we worked hard to deliver our services from the House and keep our community connected. Stage 4 restrictions imposed in July meant that we had to close the House completely, with staff and volunteers working from home.

We continued to work hard, adapting our services and activities to the changing restrictions and community needs including:

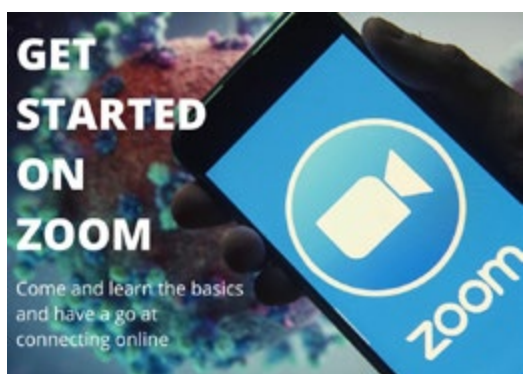
- Making and handing out activity packs including Grow at Home kits (for herbs and vegies), art and craft packs and play dough
- Mobilising phone trees to keep participants connected with their group leader and other group participants. Many participants have embraced technology such as WhatsApp and Zoom to stay connected



- Food relief and emergency aid in partnership with Greenhills Neighbourhood House in response to an increase in demand and closing of other local services
- Regular e-newsletters providing updates on House and other community activities



- Regular updates on our website and social media channels
- Purchase of devices and data packs to for community distribution along with digital mentoring support
- Delivery of handmade greeting cards with hand written messages of support to isolated local residents. Cards were made out of community donated craft supplies by a team of volunteers



- Delivery of free training sessions to community members to learn the basics of using Zoom and hosting meetings using Zoom. This is to build their skills and confidence to connect with family, friends and community groups while physically distant
- Facilitation and support of online activities using Zoom including Women's Circle, PJ Poetry, Meet and Greet, OMNI, Banyule Peer Action Group (for people with disabilities)

We have developed a raft of new policies and procedures to ensure that we remain a safe and healthy place when we were able to welcome community members back into the House. We have reconfigured our activity rooms to ensure physical distancing and revised our cleaning protocols. Our expectation is that our online services will continue into the future, with a blended model of online and face-to-face delivery.

Watsonia Neighbourhood House is continuing to show our importance in relation to supporting our local communities through these programs and further demonstrating the vital role that all Neighbourhood Houses play in times of both emergency and community recovery.

We couldn't have achieved so much during these challenging times without the terrific collaboration between Committee, staff and volunteers. It has been an extraordinary team effort, so I would like to express my thanks and gratitude to everyone who has contributed to the success of *Watsonia Neighbourhood House* this year.

Lucie Holden | *Manager*



SUPPORTING THE NEEDS OF PEOPLE IN OUR COMMUNITY

We will respond to the needs of people in our community through support and provision of services. Our focus is to engage more participants in our programs and social groups to address needs relating to mental health, social isolation, low income and employment, and disability.

Watsonia Neighbourhood House has identified its unique position to specifically address the needs of our local community and we continue in our commitment to provide much needed services and supports for the most vulnerable and isolated people. This past year has seen changes to community needs as we face difficult circumstances due to Covid. Social isolation has always been a problem, but it has been exacerbated while our entire community has been required to stay at home with restricted social contact. Our usual face-to-face services were limited and then closed, which has required us to rethink how we continue to support the needs of people in our community.

We noticed an increase in phone calls and emails from community members trying food and emergency aid, and realised that some of the agencies in our local area had

closed. We are now working in partnership with Greenhills Neighbourhood House to deliver food relief services. Our food relief is part of a bigger food collective in Banyule and we are providing food to around 150 people per week across Banyule. We are supporting people in Banyule who are experiencing homelessness, have chronic health conditions, disability, as well as carers and foster carers, and identifying issues such as family violence and mental illness.

We have continued to work in partnership with VALID (disability self-advocacy peak body) to host and deliver initiatives and services to people with disability, their carers and families.

We hosted Treasures of the North, a partnership between VALID and North East Neighbourhood House Network. The first session in this workshop provided training

to make short films using mobile phones and tablets. Skills learned included lighting, composition, sound and story planning. In the second session, participants were encouraged to bring along an item that has sentimental value and they create a short film about their treasured item. This project provided people with disability the opportunity to learn new skills but also share their stories.



We continued to run our Preparing for Life program during 2019, and providing people with disability skills- based training to build confidence, establish community connections, identify life goals and overcome

barriers to achieving their aspirations. Extending skills for daily life have been an important focus in our sessions.

Since we have been unable to meet face to face, our Banyule Peer Action Group has met via Zoom on a weekly basis. We have also been working in partnership with Jika Jika Community Centre to establish the Banyule-Darebin Peer Action Group.

We participated in the Be Connected program, delivered by North East Neighbourhood House Network, who developed digital mentor skills in volunteers to improve the digital literacy of older adults.

During Get Online Week in October 2019, our digital mentors put their skills into practice, inspiring and empowering older Australians to get online. We ran a 'Discover the Digital World' event where community members could find out about online services and information that could improve their lives. Participants explored handy 'apps' and websites, learning how to use online maps, games, shopping, connect with friends over social media, or even just store and share their photos more effectively.

Due to the success of this event, we established the Get Smart group. Facilitated by a digital mentor, this group shared tips and provided support to each other in getting the best use from their mobile phones and tablets.



ENVIRONMENTAL STEWARDSHIP

We will provide leadership in the protection of our natural environment. Our focus is the responsible use of resources and community education relating to environmentally sustainable practices..

Sustainable living initiatives and environmental leadership have continued to be a key objective at *Watsonia Neighbourhood House*. It is embedded in everything we do so that community members see resource conservation in action. We compost food waste, grow vegies for cook ups in the kitchen, recycle soft plastic, separate council recyclables and conserve energy and water use.

Along with the internal initiatives that happen every day we support council and community group initiatives which promote environmental awareness. In 2019 we partnered with Greenhills Neighbourhood House to deliver a clothes swap at the Banyule Youth festival; a fantastic initiative encouraging people to re-use clothing. We also auspice a council grant for Che Hall, a passionate environmental advocate, who made a series of Re-think Waste films to educate community on how individual action makes a difference. We are proud to have such passionate community members at *Watsonia Neighbourhood House*.

Sustainable Watsonia, a passionate group who follow Transition Towns principles, has flourished. The Sustainable Watsonia Facebook group has attracted almost 300 members who share information about community and environmental support daily. It's been heartening to see the active people in this group who provide constant support to each other.

The boomerang bag group continue in their work to reduce single use plastic bags through making reusable bags from donated materials. This year our sewing friends went on to make re-usable masks for the food relief program at Greenhills Neighbourhood House — thank you boom baggers!!

This year *Watsonia Neighbourhood House* received a Federal environment grant to restore native habitat and vegetation in community garden. Our work will attract local birds and mini-beasts and create a tranquil place for the community to gather to connect with each other again. Our garden will be a fabulous outdoor classroom to learn about our local environment, indigenous history. The design is incorporating user-friendly walkways to be inclusive of all-abilities whether it be using the vegie plot, the yarning circle or the kitchen area.

More than ever people are seeing the need to be outdoors and connect with nature. The connection between natural environments and good mental health is proven and our work to nurture our garden spaces for these reasons, as well as the environmental benefits will become evident when Covid restrictions ease and we flourish in our re-invigorated outdoor space.

Sophie Miller | *Community Development Worker*





BUILDING COMMUNITY LIFE

We will promote inclusiveness, strengthen social cohesion and build community capacity within our local community. Our focus is creating a safe and welcoming place and providing opportunities for community participation.

We have been contributing to the strengthening of community life in Banyule by bringing people together to connect through common interests and priorities. Social inclusion is an important part of all our activities because of the positive impacts it has on health and wellbeing of individuals in our community. Our asset based community development approach means that we identify the strengths and resources in our community. We utilise them to support community change and social action.

We have been pleased to support our local residents in their collective actions and advocacy to upgrade the Aminya Reserve. This park is well utilised by community members of all ages but was in need of improvements to accessibility, pathways, planting and amenities (such as the BBQ area, playground, toilets and seating). After several years of engagement with Council a concept design was developed and funds allocated in 2019/2020 budget. The works for this project have started and are still underway.

We have supported other community-led initiatives, such as the Montmorency Community Group's Annual Bush Dance, Lunar New Year community lunch, local food swaps, See Me Circles and Banyule's charity knitting group. We were also fortunate to have the capacity to publicly display beautiful art works by our talented art students.

Our volunteer program has provided local people with the opportunity to participate in community, learn new skills, socialise and be valued for their involvement. We offer a range of volunteer opportunities including customer service and office support, event planning and

support, governance, social group facilitation and gardening. We have also provided opportunity for student placement to complete the important practical component of their qualifications in Community Services and Public Health. We appreciate the contribution of all our volunteers and students on placement, who make our House a welcoming and enjoyable place.

A strong community life supports resilience, and this year we have seen how important this is. From teddy bear hunts, chalk drawings of rainbows on footpaths and the emergence of "Spoonville's" across our local area, our local community has worked together resourcefully to support each other.

We emptied our art and craft cupboards to provide take home activity packs to support positive mental health and well-being while our community is in physical isolation. In response, our community donated reusable plastic containers which we then filled and placed outside our front door. These small actions show how a cohesive community can respond to, withstand and eventually recover from challenges such as the Covid pandemic.

We also have a network of volunteers supporting in our informal phone tree system. Volunteers connect regularly with nominated community members and group participants for welfare checks. Any issues or needs that are identified are communicated back to staff and addressed confidentially.

Our community is working collectively to support each other and we continue our work in building community capacity.



WORKING IN PARTNERSHIPS

We will continue to work cooperatively with other community based groups, networks and service providers with whom we share common purpose and values. Our focus is to establish new cooperative relationships and strengthen our existing partnerships.

There has never been such a crucial time to work collaboratively with other organisations to provide support and quality services to our community. Our partnerships through North East Neighbourhood House Network and its member organisations, as well as local services in Banyule, enable us to share resources and skills for a common purpose; to support the needs of our community.

We worked in partnership with Lisa Bonavita, Olympic Adult Education and Lalor Living and Learning to deliver the Thrive program, a 10 week program for women who have experienced family violence to rebuild their lives. This provided local women the opportunity to access free childcare, which we had identified as a key challenge to women accessing this program. We supported women to be empowered, fulfill their potential and explore personal development in a safe and understanding environment.

We continue to work in partnership with Banyule City Council. This year we have hosted a decluttering workshop to educate community members how to live more simply and rethink our management of waste.

We also hosted council's Wiser Driver course for car drivers aged 60+. Older drivers are becoming more at risk of serious injury due to issues associated with ageing. This course provided opportunity to refresh their road laws knowledge, build on their driving experience and improve their road safety.

Our collaboration with Greenhills Neighbourhood House included running an event at YouthFest in Macleod and working together on their food relief program. Our work included developing new local partnerships for food donations, facilitating community donations, purchase of essential supplies as well as coordinating the distribution of the food and emergency supplies.

Our partnership with VALID is based on shared organisational values and has provided *Watsonia Neighbourhood House* with the opportunity to engage with and support more people with disabilities in our community. Together we build the community leadership skills of people with disabilities and to advocate for and drive change in our local community.

STRONG GOVERNANCE AND FINANCIAL MANAGEMENT

We will provide sound financial management and organisational governance that is responsive and accountable to our community. This strategic direction is our overall priority with our focus being on financial sustainability, risk management and implementation of best practice policy and procedures.

During challenging times it is even more crucial for an organisation to have sound governance and leadership. This year we have relied on our organisational governance to steer us and the collaborative efforts of our Committee of Governance have ensured that Watsonia Neighbourhood House remains strong.

Our review of financial management systems has resulted in efficiencies and has enabled our staff and contractors to work remotely. This has shown its importance while our office has been closed but we have managed our business continuance capably. We have also improved our financial reporting, with changes to the monthly reports to the Treasurer and Committee providing a clearer picture of our financial position.

We have continued to manage our finances effectively, with a healthy balance sheet which has provided us with reserves to protect *Watsonia Neighbourhood House* from the economic impact of Covid. Additional funding from Victoria State Government Small Business Support and federal Job Keeper payments have offset some of the strain from loss of income and helped to meet our running costs. We have also been successful in receiving grants to support specific projects such as our digital literacy support, community garden upgrade and environmental projects.

Risk management has been a strong focus, ensuring that our staff, volunteers and participants are safe at the House. We have been guided by information from Department of Health and Human Services and Neighbourhood Houses Victoria (our peak body). Our Covid Safe Operations Plan comprehensively addressed requirements relating to physical distancing, health and hygiene and record keeping. Our policies and procedures have been reviewed, updated and communicated regularly.

As an organisation that values community-led decision making and participatory democratic processes, we have made submissions to the Victorian Electoral Commissions representation review of Banyule Council and ward structures. Having a strong local government and appropriate representation is important to the community in order to determine and address local needs. The result of the review was the redrawing of ward boundaries and addition of 2 new wards with one new councillor per ward; Chelsworth and Sherbourne. *Watsonia Neighbourhood House* will move from the Grimshaw ward to the Bakewell ward and we look forward to our collaboration with the Bakewell representative.



TREASURERS REPORT

In the five years prior to this one *Watsonia Neighbourhood House* had five successful financial years in a row where a profit was returned each year. This provided the organisation with a very stable financial base to make some structural changes. In the 2019/2020 budget a \$13,000 loss was anticipated and budgeted for as we implemented a restructure. The short-term loss was expected to bring long term gains in the future as the restructuring gradually took effect. In actual fact the loss was well short of what was anticipated as the House returned a net operating loss of \$4,022 which was much better than expected.

The main reason for loss being lower than anticipated was that Lucie Holden (Manager) and Sophie Miller (Community Project Worker) were able to successfully apply for a number of grants. Late in the financial year we also received a number of Government grants for the Covid lockdown.

When we prepared a budget for the 2019/2020 year we could not have envisaged that a virus would shut down the normal operations of the House. Lucie was very prompt in applying for funding and grants, including State Government Small Business Support and JobKeeper. The result was that these grants had quite a positive effect on our financial position towards the end of the financial year.

Covid and lockdown brought an enormous amount of uncertainty to our operations in both financial years. The grants would be a vital part of keeping our operations going in the 2020/2021 financial year so for our annual financial reports we recorded them in the Liabilities sections under Grants in Advance. The House was not able to predict the length of time before things would return to normal and this Government grant money could play a vital role in maintaining the financial stability of the House in 2020/2021 financial year.

The extra support income was a great outcome because our normal sources of income had been reduced to virtually nothing. The lockdown first took effect in March and our income has been reduced by \$12,000 in Room Hire and \$5,000 in Groups and Classes up to the end of the financial year.

The Government subsidies have increased our cash assets at the end of the 2019/2020 financial year but the more realistic figure is our Total Current Equity figure of \$74,776. The \$4,022 loss for the year has reduced our total equity figure from \$78,798 to our current figure. The House, therefore, remains in a strong financial position.

I will continue to monitor the financial position of the House and provide a report for each monthly meeting. I would like to thank Evan Butterworth for providing the monthly and end of year profit / loss statements and balance sheets.

I would like to thank Lucie and Sophie for their successful submission writing and for taking the House in new directions and still offering an enormous amount of community support while our normal operations are in lockdown.

I would like to thank the other members of the Board for their contribution to the House and their thoughtful support to staff and Board members.



Bob Regan | Treasurer

FINANCIAL STATEMENT

1 July 2019 – 30 June 2020

Income & Expenditure Statement for the year ended 30 June 2020

INCOME	2020 \$	2019 \$
DHS NHCP Funding	83,033	79,277
City of Banyule - Neighbourhood House	30,390	30,000
City of Banyule - other grants	800	16,325
ACFE Funding (auspiced by OAE)	0	23,584
LGBTI Training	0	700
Survive & Thrive	2,730	0
Job Wise - Preparing for Life	1,617	0
Get Online	1,500	0
Victorian Small Business	10,000	0
Total Grants Income	130,070	149,886
Class Fees & Groups Income	14,091	19,303
Fundraising & Donations	115	1,182
Interest Income	415	792
Other Income	0	300
Room Hire	31,584	43,553
Membership Fees	340	320
Employment Subsidy	4,000	0
Job Keeper Subsidy	12,000	
Govt Cashflow Boost	10,000	
Total Income	202,616	215,336
EXPENDITURE		
Advertising & Fundraising	1,365	1,724
Bank Fees	399	238
Bookkeeping Fees	5,500	500
Computer Expenses	2,114	4,029
Depreciation	2,920	4,286
Electricity, Gas & Water	3,047	3,199
House, Staff & Volunteer Supplies	1,754	2,150
Insurance	2,610	2,501
Membership & Subscriptions	1,400	973
Printing & Stationary	1,785	3,662
Project / Grant Expenses	4,654	12,536
Provision for Leave Entitlements	6,020	13,765
Repairs, Maintenance & Cleaning	1,447	938
Salaries	142,874	130,790
Staff Training / Workforce Development	3,147	1,526
Superannuation	12,719	13,315
Telephone & Internet	2,018	2,018
Tutor Payments	10,865	9,628
Total Expenditure	206,638	207,778
Net Operating Income (Loss)	-4,022	7,558

Balance Sheet as at 30 June 2020

	2020 \$	2019 \$
Current Assets		
Cash at Bank	146,219	115,297
Cash on Hand	395	200
Prepayments	914	1,870
Accounts Receivable	1,718	2,430
	149,246	119,797
Non Current Assets		
Property, Plant & Equipment at cost	28,067	28,067
Less Provision for Depreciation	-28,067	-25,147
	0	2,920
Total Assets	149,246	122,717
Current Liabilities		
Trade & Other Creditors	1,127	0
Grants received in advance	32,000	800
Fees received in advance	0	350
Provision for employee entitlements	24,511	32,908
ATO — BAS Liability	14,855	9,861
Total Liabilities	74,470	43,919
Net Assets	74,776	78,798
Represented by Members Equity		
Opening balance	78,798	71,239
Add / Less Current Year Net Operating Profit/ Loss	-4,022	7,558
Total Equity 30 June 2020	74,776	78,798

These statements give a true and fair view of the financial performance and position of Watsonia Neighbourhood House during and at the end of the financial year of the association ending June 2020



Katherine Barling | *President*



Bob Regan | *Treasurer*



WHAT OUR COMMUNITY SAYS ABOUT US

I value the Neighbourhood House immensely as it gives me and the people a good way to interact especially with someone like me who lives at home by myself. It has made a huge difference to my mental health by making friends and keeping my mind active. My experience with the house has been great as I have made many many friends through all this. These have now become life-long friends which I really treasure. Being a volunteer also helps me with my mental health and well-being. When I lost my husband 5 years ago it helped me socialise and keep my mind active and it helps me keep my brain stimulated.

Angie W | volunteer

I joined the Friday craft group in February 2015 to learn how to quilt. Since then I have made several quilts. This would not have been possible without the assistance of the very gifted instructor Carol. More importantly than improving my sewing skills, I have become part of a lovely social group of women. Friday mornings are the highlight of my week and I look forward to the get together and chat immensely. Since Covid19 restrictions, several of us have maintained our connection via Whatsapp until we can all gather again at the house.

Janice C | participant

To be given the opportunity to convene our OM:NI Watsonia group (Older Men New Ideas) meetings at Watsonia Neighbourhood House this year has been so important. Especially for men our age. To be able to join in facilitated discussions and listen to personal reflections in a comfortable environment helped foster ongoing friendships and mutual respect among our group members. At all times our men's group has been made to feel welcome by all Watsonia Neighbourhood House staff. As a group we are very grateful to have the use of this venue for our twice monthly meetings when they are able to occur face-to-face. The staff at Watsonia Neighbourhood House are always willing to offer assistance where required.

Jeff M | group facilitator



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